



presents:

A FREE Training Session on Customer Service

April 12th from 11:00am to 2:00pm
At the Upper Canada Leger Centre
1500 Cumberland Street, Cornwall
In the Conference Room

It's the **SMALL** things that count... How do you measure up for customer service?

Presented by Glengarry Inter-Agency Group

Agenda for the event:

11:00am – welcome

11:05am – presentation from Ontario Disability and Support Program to discuss:

- Myths about working and ODSP • Programs that can help ODSP clients get ready for employment
- How ODSP supports a client's path to working • How earning money affects income support

11:20am – Presentation from Ontario Works

Melanie Desnoyers from Ontario Works presenting and discussing the Youth Program Partnership with local schools and its recent successes.

11:35am presentation from St. Lawrence College:

Do you have clients that want to go to college, but don't have the pre-requisites? The Career/College Prep Program at St. Lawrence College can help people get the skills and courses they need to achieve their post-secondary aspirations. Program Co-ordinator Allison Taylor will outline the program, the process, and the profile of a good referral to Career/College Prep.

11:50am Presentation from T.R. Leger a community of programs!

Credit Programs such as PLAR, SECA, Co-op, upgrade for college & university. • ALEPP: Essential skills upgrading for employment & further training. Small groups, flexible schedules, individualized learner plans. • Settlement Services, ESL, CLARS, Canadian Citizenship Classes, LINC, Care for Newcomer Children and testing for Canadian Language Benchmarks!

12:05pm – Networking Lunch

Sponsored by the Employ-Ability Network

12:30pm - Presentation from GIAG

It's the **SMALL** things that count...How do you measure up for customer service?
A conversation about the expectations of working in Customer Service today.

2:00pm - Conclusion

Please RSVP to info@sdccornwall.ca or call 613-930-0211