Consumer Service Disability Awareness Training

Who we Are:

Finger Lakes Independence Center is a non-profit independent living center in Ithaca, NY. We are dedicated to helping people with disabilities gain meaningful skills to live independently.

Our Mission Statement:

To empower all people with disabilities while creating an inclusive society through the elimination of social and architectural barriers.

Training:

FLIC provides a free Disability Awareness Training Session for organizations and businesses in Ithaca, NY and Tompkins County.

Importance of Customer Service Training

- Increases positive image for the company/business
- Customer's Positive Experience = repeats
- Large population of people with disabilities = larger spending power in consumer industry
- Break down barriers that could be eliminated through education
- Gain more confidence working with a wide variety of customers
- When designing a new service, you will have the information and knowledge to make it accessible and inclusive

What we teach:

- Learn proper disability etiquette for staff
- Learn how your facility can accommodate such as wheelchairs and service dogs
- Learn more about the ADA and how it applies to your business

For more information or to schedule a training, e-mail Valerie Horn valerie@fliconline.org, Jeff Boles jeff@fliconline.org or call 607-272-2433..

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