# Available Courses:

*Ride Connection is currently offering a virtual Best Ride class in response to COVID 19 regulations. In-classroom instruction will resume when social distancing restrictions are lifted. (Please continue checking the calendar for upcoming courses, as the calendar may change as recommendations and restrictions change. We will contact our network when In-Classroom instruction can resume)*

## Virtual The Best Ride: Customer Service and Passenger Assistance  (4 hour Zoom* course)

This class covers customer service and passenger assistance for community transportation drivers.

Topics covered include: Communication, Customer Service and Conflict Resolution, Understanding the Needs of Your Riders, Person-First Perspective, Assisting Persons with Mobility Differences, Americans with Disabilities Act, and a link to an online **Wheelchair Securement course\*\*.**

Cost of Class: $65 per person (or free if you are a part of our network).

The number of virtual seats available for our class is limited to 10 students.

*After signing up for the class, you will receive an email with a link used for joining class, instructions on how to use Zoom and a PDF of our PowerPoint. **

*Please note that if you sign up for Virtual Best Ride WITH securement, you will be directed to complete an online securement training (National RTAP) after completing the Virtual Best Ride class.  Please contact the Ride Connection training department (training@rideconnection.org) once you have completed the four modules from RTAP.  You will be contacted to set up an in-person securement evaluation.  Once completed, you will be reissued an updated certificate which includes securement.

## Safe at Any Age: Defensive Driving

This class is for skilled, safe drivers. Topics covered include: Basic Defensive Driving Skills, Collision Prevention, and Safety (Part 1); Physical Factors and Effect on Driving Abilities related to the Aging Process and Compensation to Combat these effects. Cost of Class: $65 per person (or free if you are a part of our network).