The Best Ride: Customer Service and Passenger Assistance with Hands-on Wheelchair Securement (4-8 Hours)

This course is designed to reinforce customer service and passenger assistance techniques in a community transportation setting.

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, Hands on Wheelchair Securement Practice

Cost of Course: Network (No Cost); Non-Network $65 per seat

Note: Please indicate one of the following options at registration.

- Best Ride without securement – 4 hour course (Release at 1:00 PM)
- Best Ride with Securement training – 8 hour course

See next page for the list of available sessions.
The Best Ride: Customer Service and Passenger Assistance (Cont’d)

Available Sessions

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<tr>
<th></th>
<th>Date</th>
<th>Time</th>
<th>Location</th>
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</thead>
<tbody>
<tr>
<td>Wednesday</td>
<td>2/5/2020</td>
<td>9:30am – 5:30pm</td>
<td>Pioneer Community Center – 615 5th Street; Oregon City</td>
</tr>
<tr>
<td>Tuesday</td>
<td>2/25/2020</td>
<td>9:00am – 5:00pm</td>
<td>Ride Connection - Glisan; 9955 NE Glisan Street; Portland</td>
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<td>Thursday</td>
<td>3/5/2020</td>
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<td>Ride Connection - Glisan; 9955 NE Glisan Street; Portland</td>
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<td>Saturday</td>
<td>3/14/2020</td>
<td>9:00am – 5:00pm</td>
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<td>Tuesday</td>
<td>3/24/2020</td>
<td>9:00am – 5:00pm</td>
<td>Ride Connection - Glisan; 9955 NE Glisan Street; Portland</td>
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**Note:** Course size restrictions are enforced for drivers needing securement. There are additional seats available in each class for the sedan driver.

Don’t see what you need? Contact us for custom classes or sessions just for your organization.
Calendar of Trainings February 2020 through March 2020

Please read the important information on pages 6 and 7. Find the schedule by month on pages 8 and 9.
Contact us at: training@rideconnection.org or 503-528-1767 Register Online Here

PASS: Passenger Assistance (5-8 Hours)

This class uses the CTAA PASS training curriculum to deliver this course. Passenger Assistance techniques as well as hands-on wheelchair securement training is covered.

Note: Please indicate one of the following options at registration.

- PASS Basic (Ambulatory Only)
- PASS with Securement

Available Sessions

Effective April 1, 2019, PASS is offered by request only.
For questions or to request a class please contact training@rideconnection.org

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Updated: 1/9/20
Calendar of Trainings February 2020 through March 2020

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Safe at Any Age- Defensive Driving (4- 6 Hours)

This class is a two-part program designed for safe drivers who have years of driving experience.

*Basic Defensive Driving (Part I)*: A review of the basic defensive driving skills used to avoid collisions and maintain excellent safety records. (4 Hour course – Release at 1:00)

*Safe Driving Practices and the Aging Process (Part II)*: This optional module describes the physical factors that may affect driving ability and how we all can compensate for the normal effects of aging. (6 hour course)

**Note for RC Partners:** A state certified defensive driving course must be completed prior to driving the vehicle. The course must be repeated every three years for drivers under 70 years of age and every two years for drivers over 70 years of age.

**Cost of Course:** Network (No Cost); Non-Network $65 per seat

**Note:** Please indicate one of the following options at registration.

- Basic Defensive Driving- Early Release (Part I only)
- Defensive Driving with Optional Module (Parts I and II)

Note that we must have at least 3 people for Part II in order to conduct the session.

See next page for the list of available sessions.

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Safe at Any Age- Defensive Driving (Cont'd)

Please read information on the previous page carefully prior to enrolling in this course.

Available Sessions

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<tbody>
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Class Information:

Registration

- To enroll participants in a class, visit our registration page by clicking here.
- Partners should register using their discount code

Cancellations

- Please read the cancellation and attendance policy in your confirmation email carefully. Refunds are not issued for no shows. For a refund, please cancel registration 2 business days prior to the scheduled class.
- Classes are not held when registration numbers total fewer than 5 participants.
- Class cancellations due to weather are handled on a case-by-case basis depending upon local conditions and forecasts. We communicate with participants as soon as possible when making decisions about weather related cancellations.
- If you are unable to attend a training you are registered for, please contact training@rideconnection.org or 503.528.1767

Participation Fees

- Listed in the course description.

Meals, Refreshments and Breaks

- Lunch and snacks are not provided during class and not every training site has access to nearby cafes or vending machines. Please encourage drivers to bring their own snacks, drinks and lunches.
- Specific information related to each training site is included in the confirmation email sent at registration.
- A 15-minute break is built into each 4 hours of training. 30 minute lunch breaks are built into full day courses.

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Accommodations

- We are committed to working toward eliminating barriers and improving accessibility for class participants. If you require any assistance or accommodation to participate in the class, please let us know at registration. We will contact you to discuss your needs.
- To accommodate individuals with sensitivities, please strive to limit or eliminate your use of scented products and fragrances while participating in our classes.

Certificates

- Class certificates are distributed via email and are sent to the address listed on the registration form. Drivers do not receive a copy of the certificate, but agencies may forward certificates to the drivers as needed.
- In general, certificates are processed within 5 business days after the class is completed. Please wait at least 5 business days before inquiring about the status of a certificate.

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Calendar of Trainings February 2020 through March 2020

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Schedule at a Glance: February 2020

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<td>25 The Best Ride 9-5</td>
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<td>27 Defensive Driving 9-1</td>
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Updated: 1/9/20
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Schedule at a Glance: March 2020

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Defensive Driving 9-1

Don’t see what you need? Contact us for custom classes or sessions just for your organization.

Updated: 1/9/20