

# Coming in October!!

## Passenger Assistance Safety and Sensitivity (PASS) Train-the-Trainer Certification Workshop



Presented by *the Community Transportation Association of America* and *the Senior Center Resources and Public Transit*

**Dates: October 11, 12 and 13, 2017**  
**Hours: 8:30am—4:30pm**

### Training Location:

4912 Lee Street  
Greenville TX 75401  
903-454-1444

### Registration Fee: \$500

### Re-certification Registration Fee: \$75 - Fri, Oct 13 only

### Questions for local info:

Diane Mason  
SCRPT  
operations@scrpt.org

### Hotel information:

Comfort Suites  
2005 Center Point Lane  
Greenville TX 75402  
Phone:903-259-6343

Hampton Inn & Suite  
3001 Kari Lane  
Greenville, TX 75402  
Phone:903-457-9200  
Regular rates available

### **Register Now**

[www.ctaa.org/training](http://www.ctaa.org/training)

Click "Calendar"

The Passenger Assistance Safety and Sensitivity (PASS) Trainer Certification Program ensures that community transportation trainers have current expertise in passenger assistance, techniques, sensitivity skills, bus evacuation knowledge and skills in order to train drivers to serve persons with disabilities...

### AGENDA:

#### Day 1: Trainer Certification

Introduction

You as a Professional

Customer Service: Who are your Customers; Communication; Stress Mgmt  
Americans with Disabilities Act

Service Animals

Disability Awareness: Assisting the Visually Impaired; Hidden Disabilities; Stroke; Epilepsy and Seizure Disorders

#### Day 2: Trainer Certification

Bloodborne Pathogens (Hepatitis A,B,C; HIV, Dialysis)

Wheelchairs

Lift Operating Procedures (Hands On Training)

Wheelchair and Occupant Securement (Hands On Training)

Emergency and Evacuation Procedures

Driver / Passenger Sexual Improprieties

Driver Certification Examination

#### Day 3: Trainer Certification and Trainer Recertification

Analyzing Tasks and Setting Objectives

Working with Course Outlines, Lesson Plans and Audio-Visual Aids

Delivering Training both in the Classroom and on the Job

Using Training Tools

Review and Trainer Certification Examination

*Must attend all three days of training to be fully certified as a PASS Trainer!*

**Community Transportation Association of America (CTAA)**

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