

# Open Doors Organization ACAA-CRO Training 2018



*Open Doors  
Organization*



## ACAA-CRO Training

**Available at  
major airports in  
the US  
and overseas.**

### **Mission**

Open Doors Organization (ODO) was founded in 2000 for the purpose of creating a society in which persons with disabilities have the same consumer opportunities as non-disabled persons.

Open Doors Organization, the most credible resource in air travel, is pleased to announce upcoming Complaint Resolution Official (CRO) Trainings. Our trainings are constantly updated with the newest regulations and have been audited by the US DOT and judged the “most comprehensive” in the industry.

As an organization composed mostly of people with disabilities, we understand the needs of these passengers as well as the law. Our trainings are interactive and unique, providing many real-life examples. Over 50 US and foreign carriers have now trusted us to train and certify their CROs.

The Air Carrier Access Act Part 382 requires that airlines must consult disability organizations in developing training programs, policies, and procedures. Working with ODO will fulfill this requirement. And to help you maintain certification, we offer affordable online CRO Refresher Training that is updated annually.

Call 773.388.8839 or email [info@opendoorsnfp.org](mailto:info@opendoorsnfp.org)



## **CRO Certification Program**

- ➔ **Initial Complaints Resolution Official Certification**
- ➔ **1-1/2 days of interactive classroom training**
- ➔ **Taught by experts with disabilities**
- ➔ **Focuses on ACAA key policies and procedures**
- ➔ **Problem solving exercises**
- ➔ **Nationally-recognized disability etiquette training**
- ➔ **Flash drive with training materials and resources**
- ➔ **Certificates of Completion**

## **Additional Training Options**

- ➔ **Online Refresh CRO Certification**
- ➔ **Airline Service Provider Certification (CAP)**
- ➔ **Initial Frontline Certification**
- ➔ **Refresh Frontline Certification**

## **Additional Services**

- **Acting CRO service, via phone, with 24/7 support**
- **Development and facilitation of general employee training required by Part 382**
- **Training on EC 1107 with detailed comparison to Part 382**
- **Creation of staff training videos**
- **Scooter and wheelchair rental and repair worldwide**
- **Full-service resourcing for medical oxygen worldwide**
- **Personalized training for airlines/airports**



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