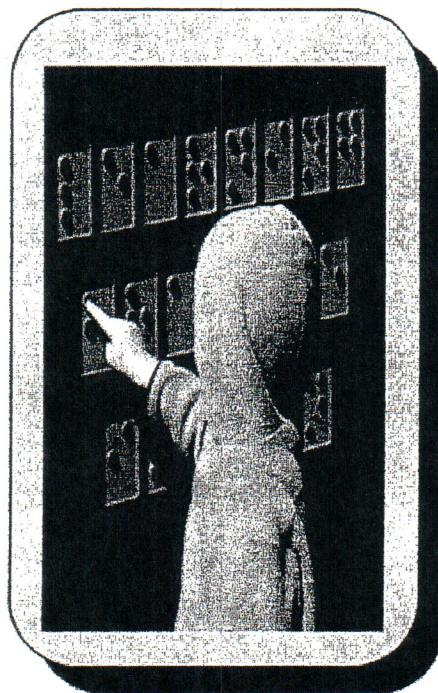
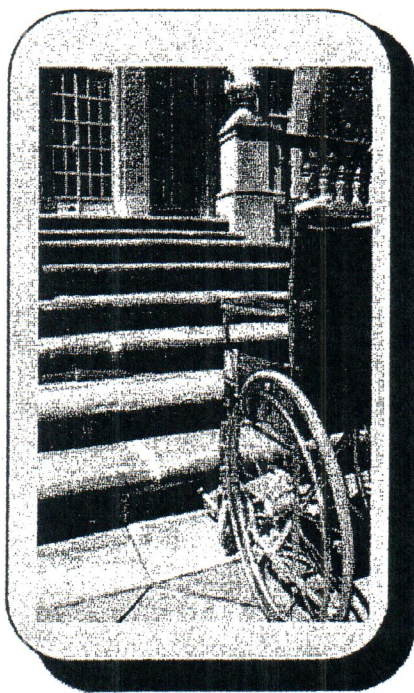


Accessible Customer Service



Self Paced Training Workbook

FOR OFFICE AND INDUSTRIAL STAFF

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Accessibility
EXPERTS Ltd.

STAFFING SERVICES

Purpose of the Workbook

An alternative training for Staffing Services to the three hour Accessible Customer Service Training required by the AODA (Accessibility for Ontarians with Disabilities Act). This workbook will cover the legislative requirements for compliance.

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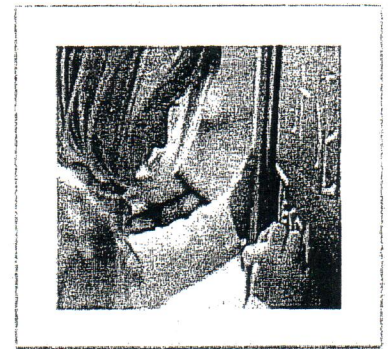
Failure to abide within the terms of mentioned above may result in legal action from Accessibility Experts Ltd. for damages for which Staffing Services will be responsible for all costs associated with such legal action.

General Types of Disabilities (continued)

Mental Health disabilities include a range of disorders however there are three main types of mental health disability; anxiety, mood, behavioral.

Speech disabilities involve the partial or total loss of the ability to speak.

Learning disabilities include a range of disorders that effect verbal and non-verbal information acquisition, retention, understanding and processing. People with a learning disability have average or above average intelligence, but take in and process information and express knowledge in different ways. Learning disabilities can result in difficulties in reading, problem solving, time management, way finding and processing information.



Intellectual disabilities affect a person's ability to think and reason

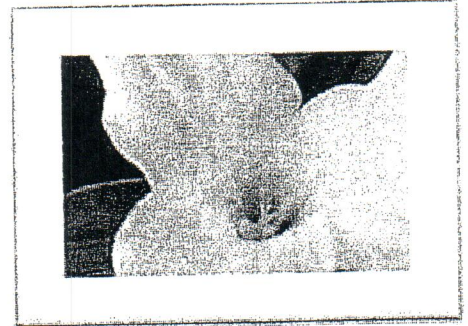
Sensory (Smell, Touch, Taste)

- **Smell** disabilities can involve the inability to sense smells or a hypersensitivity to odors and smells.
- **Touch** disabilities can affect a person's ability to sense texture, temperature, vibration or pressure.
- **Taste** disabilities can limit the experience of the four primary taste sensations; sweet, bitter, salty and sour.



Accessibility for Ontarians with Disabilities Act (AODA)

The Accessibility for Ontarians with Disabilities Act is a law in the Province of Ontario.



Purpose:

To achieve a fully accessible Ontario by 2025.

The Accessible Customer Service Standard is one of five standards that will tell us what we have to do to achieve this goal.

The Accessible Customer service Standard requires that all organizations have the following in place:

- Policies, practices, and procedures that support Accessible Customer Service.
- Provide staff training on how to interact with people with disabilities.
- Provide alternative formats of documents.
- Provide a feedback method
- Provide notice of service disruption

Accessible Customer Service Standard

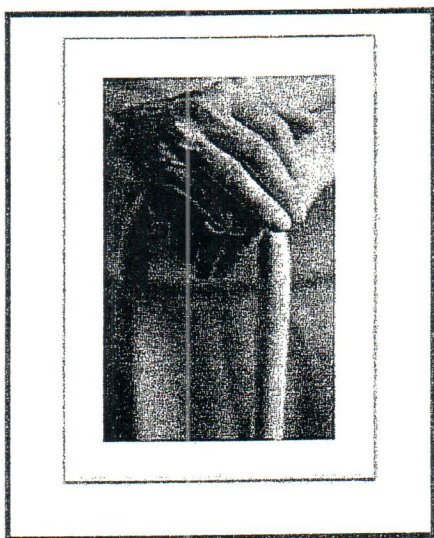
The Accessible Customer Service Standard's goal is to improve the customer service some people with disabilities receive.

Imagine!

You have just been handed a form and been told to "fill it out" before you can receive service? You can't read the form due to low vision or a learning disability. Perhaps you can't hear the instruction because of low hearing or you have anxiety disorder and it is all too much! Maybe you are dyslexic or have Attention Deficit Hyperactivity Disorder. Any one of these disabilities can make it difficult for you to fill in a form.

When you present an individual with a form by simply saying "let me know if you need any help" you give that individual the opportunity to ask for assistance. They may request you to read it aloud to them, repeat the question, send it electronically or ask to take it home.

People with disabilities sometimes need accommodations when they access services.



You may not know what accommodations are needed.

Ask every customer....
"How can I help you?"

And listen to the answer.

Crazy, insane, lunatic, psycho, mental, mental patient, maniac, neurotic, psychotic, unsound mind, schizophrenic	<p>A person with a mental illness.</p> <p>A person with a mental disorder.</p> <p>A person with a mood disorder (for example, a person with depression, a person with bipolar disorder).</p> <p>A person with a personality disorder (for example, a person with antisocial personality disorder).</p> <p>A person with an anxiety disorder (for example, a person with obsessive-compulsive disorder).</p> <p>A person with schizophrenia.</p>
Cripple, crippled, lame, physically challenged	<p>A person with a disability.</p> <p>A person with a physical disability.</p> <p>A person with a spinal cord injury.</p> <p>A person who uses a walker.</p> <p>A person who uses a mobility aid.</p> <p>A person with arthritis.</p>
Deaf (the), hearing impaired (the)	<p>A person who is Deaf (for example, a person with profound hearing loss.)</p> <p>A person who is deafened (for example, a person who has become deaf later in life).</p> <p>A person who is hard of hearing (for example, person with hearing loss).</p> <p>When referring to the deaf community and their culture (whose preferred mode of communication is sign language) it is acceptable to use "the Deaf".</p>
Deaf and dumb, deaf mute	A person who is deaf.

Stutterer	<p>A person who stutters.</p> <p>A person with a communication disorder.</p>
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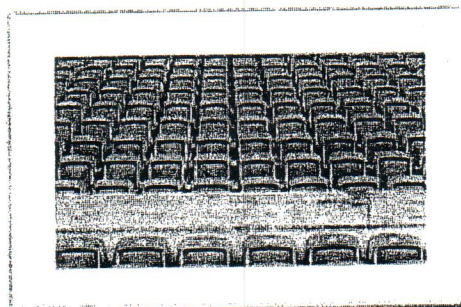
3. Integration

You can't offer a soccer program and tell children with disabilities that they will have to come to a separate class. It must be integrated to include everyone!



4. Equal Opportunity

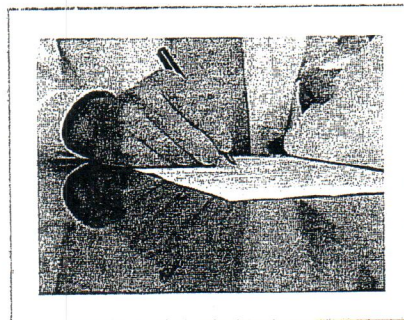
Brian has a large scooter. He wanted to attend the hockey game with his whole family. He was informed that the arena was fully accessible. He arrived only to be told "you can sit here in the accessible section with one other person." The rest of the family would sit in another area. Like most of us, Brian's reason for the outing was to be with his family, and because of the limits of the seating options he could not do that. People with disabilities deserve to have equal opportunities to goods and services.



The four principles of customer service ensure that we treat persons with disabilities appropriately.

Is that a service animal?

If you encounter an individual service animal that is not readily identifiable you can ask to see a **letter signed by a physician or a nurse**, confirming that the animal is indeed a service animal.



Service Disruption

Providing notice of service disruptions in service is important for all of us including people with disabilities.

People with disabilities may need to take extra steps to ensure they can access services. They may have to arrange accessible transit, organize for personal assistance in getting ready to go out, book an interpreter and so on.

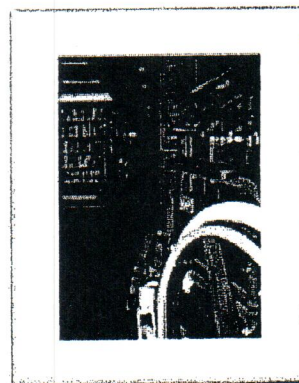


Arriving at a destination only to find you cannot access the service can be very frustrating.

Providing notice at the location of the service disruption and using other methods, such as on a website, can be very helpful and is required under the Accessible Customer Service Standard.

Notice must include **three things**:

1. **Reason** for disruption in service
2. Anticipated **duration**
3. **Alternate** services available



Do's and Don't

DO allow people to use their assistive devices at their own pace. **DON'T** move or touch an assistive device, such as a wheelchair, walkers, etc., without permission from the owner.

DO take feedback from the customer on the service they have received. **DON'T** ignore suggestion for improvements.

DO provide documents in formats that meet the needs of the person whether Braille, audio, large print, etc. **DON'T** assume that everyone can read.

DO give your customer your full attention. **DON'T** rush service just because you are a little uncomfortable.

DO NOT interact with a service animal. They are working and have a job to do.

Ask How You Can Help!

If a person is having difficulty accessing services, do ask how you can help and offer to take any feedback they have.

Do know what policies, practices and procedures you have to support accessible customer service?

Where available offer the use of assistive devices you have.

Know the range of services you provide and be willing to offer options.

Work with the person to find a reasonable solution to the problem.



- 4. b) (It is a disability that impacts how they live day to day)
- 5. d) (It is always person first – person with a mental health disability)

Policies, Practices and Procedures

Your organization has policies, practices and procedures that ensure your customer receive goods and services they can access.

- ✓ Know what your Accessible Customer Service Policy says.
- ✓ Know how to accept feedback from a customer with a comment or suggestion.
- ✓ Know what to do if service is disrupted.

We all have a responsibility to providing accessible customer service.

Staffing Services Customer Policy Statement: Providing Goods and Services to People with Disabilities

1. Our Mission

The Mission of Staffing Services is to recognize the right of all Ontarians with disabilities to receive courteous customer service from all employees of Staffing Services.

2. Our Commitment

In fulfilling our mission Staffing Services strives at all times to provide its services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the opportunity to access our services and allowing them

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to work in any office or an industrial facility setting. In addition, at no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while working in that office or an industrial facility setting.

5. Training for Staff

Staffing Services will provide training to all employees who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures. Individuals in the following positions will be trained:

- *Director of company
- *Service Coordinator
- *Temporary Contract Staff

This training will be provided in a reasonable time after staff commences their duties.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- How to interact and communicate with people with various types of disabilities.
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- What to do if a person with a disability is having difficulty in an office or industrial facility setting.
- Staffing Service's policies, practices and procedures relating to the customer service standard.

Physical

Physical disabilities include a range of functional limitations from minor difficulties in moving or coordinating one part of the body, through muscle weakness, tremors, and paralysis. Physical disabilities can be congenital such as Muscular Dystrophy; or acquired, such as tendonitis. A physical disability may affect an individual's ability to:

- Perform manual tasks such as holding a pen, turning a key or gripping a door knob
- Move around independently
- Control the speed or coordination of movements
- Reach, pull or manipulate objects
- Have strength or endurance



Tips for Customer Service:

- Wheelchairs and other mobility devices are part of a person's personal space, don't touch, move or lean on them.
- Keep ramps and corridors free of clutter.
- If a counter is too high or wide, step around it to provide service.
- Provide seating for those that cannot stand in line.



Vision

Vision disabilities range from slightly reduced visual acuity to total blindness. Vision loss can result in:

- Difficulty reading or seeing faces.
- Difficulty manoeuvring in unfamiliar places.
- Inability to differentiate colours or distances.
- A narrow field of vision.
- The need for bright light or contrast.
- Night blindness.

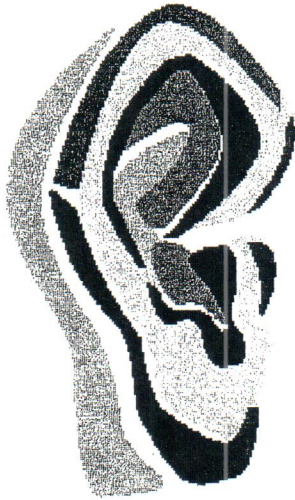


Tips for Customer Service:



- Verbally identify yourself before making physical contact.
- If the person uses a service animal do not touch or approach the animal, it is working.
- Verbally describe the setting, form and location as necessary.
- Offer your arm to guide the person. Do not grab or pull.

Deaf-Blindness



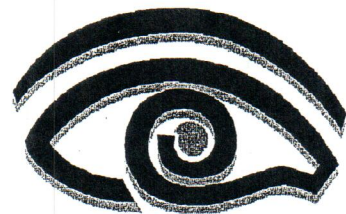
Deaf-Blindness is a combination of hearing and vision loss. The result for a person who is deaf-blind is significant difficulty accessing information and performing daily activities.

Deaf-blindness interferes with communication, learning, orientation and mobility. People who are deaf-blind communicate using various sign language systems, Braille, telephone devices, communication boards and any combination thereof.

Many people who are deaf-blind use the services of an Intervener who relay information and facilitate auditory and visual information and act as sighted guides. The Intervener will sign on the individual's hand.

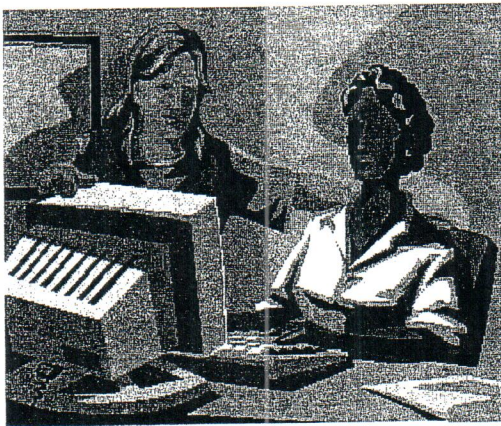
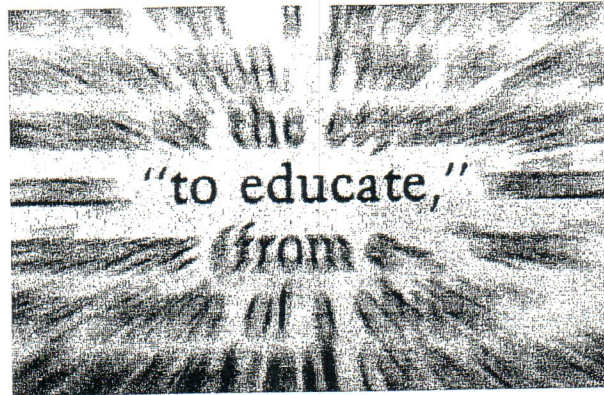
Tips for Customer Service:

- Direct your attention to your customer not the Intervener.
- Understand that communication can take some time, please be patient.



Learning

Learning disabilities include a range of disorders that effect verbal and non-verbal information acquisition, retention, understanding and processing. People with a learning disability have average or above average intelligence, but take in and process information and express knowledge in different ways. Learning disabilities can result in difficulties in reading, problem solving, time management, way finding and processing information.



Tips for Customer Service:

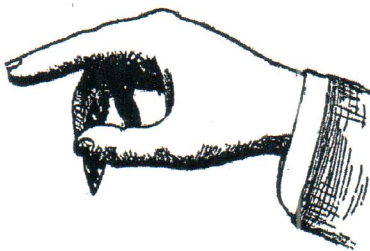
- Learning disabilities are generally invisible and the ability to function varies greatly. Respond to any requests for verbal information, assistance in filling in forms and so on with courtesy.
- Allow extra time to complete tasks if necessary.

Sensory

Smell disabilities can involve the inability to sense smells or a hypersensitivity to odors and smells. A person with a smelling disability may have allergies to certain odors, scents or chemicals or may be unable to identify dangerous gases, smoke, fumes and spoiled food.



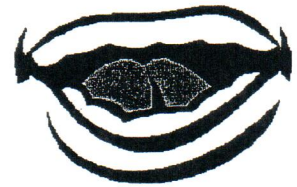
Touch disabilities can affect a person's ability to sense texture, temperature, vibration or pressure. Touch sensations may be reduced or heightened resulting in a hypersensitivity to touch, temperature, or the opposite, numbness and the inability to feel touch sensations.



Taste disabilities can limit the experience of the four primary taste sensations; sweet, bitter, salty and sour. A person with a taste disability may be unable to identify spoiled food or noxious substances.

Other

Other disabilities result from a range of other conditions, accidents, illnesses and diseases including ALS, asthma, diabetes, cancer, HIV/AIDs, environmental sensitivities, seizure disorders, heart disease, stroke and joint replacement.



Temporary

Temporary disabilities result from a range of other conditions, accidents, seizure disorders; heart disease, stroke and joint replacement are a few examples.