



# Accessibility for Individual Service

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## Frontier College Customer Service Training Program

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# What is a Disability?

**The Human Rights Code and AODA defines disability\* as:**

- a)** any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- b)** a condition of mental impairment or a developmental disability,
- c)** a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d)** a mental disorder, or
- e)** an injury or disability for which benefits were claimed or 'received under the insurance plan established under the Workplace Safety and Insurance Act, 1997 ("handicap")'.

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# Defining Customers

- customers can come in many different forms
- term for customer can vary between organizations
- For the purpose of this training our “customers” are individuals with whom we (as staff or volunteers) come into contact: someone who calls to inquire; someone who walks in the door; anyone who deals with us on any given day.

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# Terminology

When referring to someone with a disability, it is extremely important that you put the person first. It is:

- a person with a physical disability
- a person with a hearing impairment
- a person with vision loss

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# Barriers

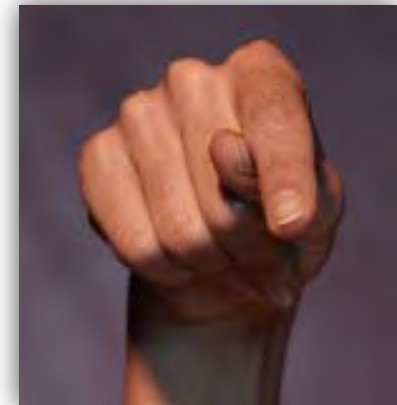
Barriers can be:

- Physical or architectural
- Information/communication
- Attitudinal
- Technological
- Policy or practice



# Types of Disabilities

- Vision
- Hearing
- Physical
- Intellectual
- Developmental
- Learning
- Mental health
- Speech or language
- Deaf-blind



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# Best Practice Tips: Vision Disabilities

Introduce yourself and offer assistance

When guiding an individual offer your elbow and walk slowly

Offer to read or summarize written material

If you have to leave to get something, let them know

Be clear and precise with directions

Ask if they want you to open doors

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# Best Practice Tips: Deaf or Hard of Hearing

Make sure that the customer sees you and knows you are communicating with him/her

In emergency situations, assist the customer in recognizing and responding to the emergency

Offer a paper and pen so you can write notes back and forth to share information

Suggest moving to a quieter location

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# Best Practice Tips: Deaf-Blindness

Understand that communication can take some time, please be patient

Ask what would make the customer the most comfortable and respect his/her needs to the maximum extent possible

Avoid sudden movements or touching of the individual that may catch them off guard, unless it is an emergency

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# Best Practice Tips: Physical Disability



- Ask before touching or moving any assistive device
- Ensure the environment is free of obstacles
- Talk to the individual at their eye level

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# Best Practice Tips: Speech or Language Disabilities

- If you don't understand, ask the individual to repeat the information
- Ask closed-ended questions inviting a “yes” or “no” response
- Be understanding and reassuring

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# Best Practice Tips: Mental Health Disabilities

Listen to what the person is telling  
you

Ask how you can help and try to work  
with the individual to find a solution

Be confident, patient and reassuring

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# Best Practice Tips: Intellectual Disabilities

Provide examples when sharing  
and providing information

Remember that the individual  
can make her own decisions

Be patient and verify understanding

Provide information in small chunks

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# Best Practice Tips: Over the Telephone

- Speak normally, don't shout, and listen carefully
- Avoid interrupting the individual or trying to finish his/her sentences
- Politely ask the individual to repeat if you do not understand

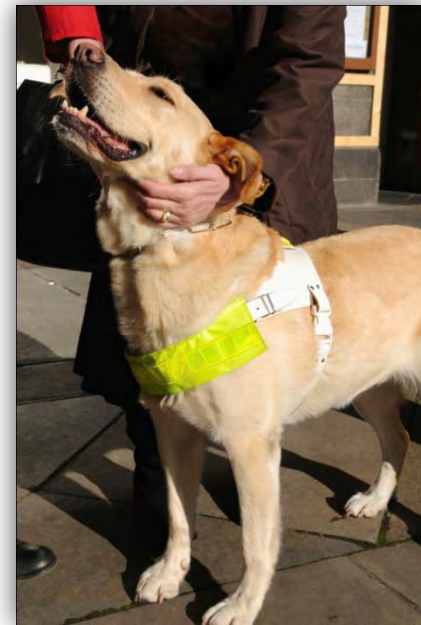
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# Rules for Handling Service Animals

- Never separate the individual and their service animal
- Don't touch, pet or talk to the animal
- Do not feed or offer treats to the animal



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# General Tips for Working with a Support Person

- Introduce yourself to both persons
- Talk directly to the individual
- Address the individual appropriately
- Don't try to have side conversations with the support person
- Provide any written materials to both persons
- Never separate the individual and their support person

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# General Tips for Working with Assistive Devices

- Never refuse to work with the device
- Don't stare or gawk at the device
- Ensure the individual and assistive device have the appropriate amount of space
- Don't block, knock or bump into assistive devices
- Offer assistance if the individual is having trouble working with their device

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# Summary

- Treat all individuals and others in a polite, professional and respectful manner
- Recognize and remove barriers
- Notify individuals of service disruptions
- Collect and address feedback

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# Quiz

Please follow the link below to take the mandatory quiz when you are ready.

<https://www.research.net/s/SVC5D5N>

For information:

[\*\*information@frontiercollege.ca\*\*](mailto:information@frontiercollege.ca)

1-800-555-6523

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