

It's All in the Delivery

Providing Customer Service to Persons with Disabilities

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Outline

1. Introduction
2. Duty to Accommodate
3. Barriers and Solutions to Access
4. Ten Service Principles
5. Interacting with Persons with Disabilities
6. Types of Disabilities
7. People First Language
8. Summary and Conclusion

Introduction and Background

Duty to Accommodate



What's This Mean?

Accessible/Accessibility ?

Assistive Technologies ?

Barriers ?

Functional Limitations ?

Disability ?

Inclusion ?

Barriers to Accessibility



Creative Solutions

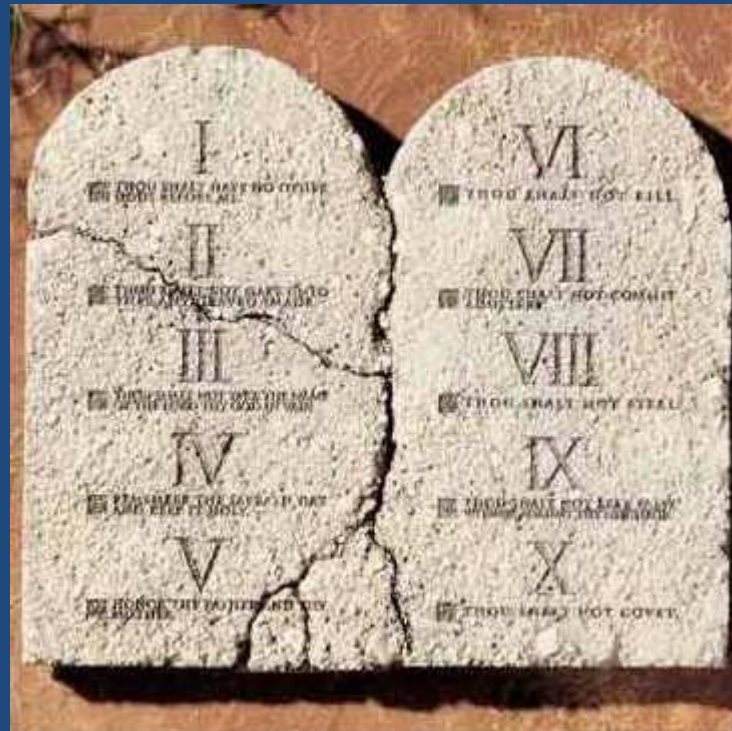


How You Can Support Inclusion



Customer Service Excellence

Ten Principles



Interacting with Persons with Disabilities



Types of Disabilities



People First Language

Say:

- Children/adults with disabilities.
- She has a learning disability.
- He has a physical disability.

Instead of:

- Handicapped, disabled, special needs.
- She's learning disabled.
- He's a quadriplegic/crippled.

Summary

- *Person first*
- *Don't assume; ask how you can help*
- *Ten Service Principles apply to everyone.*

References

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