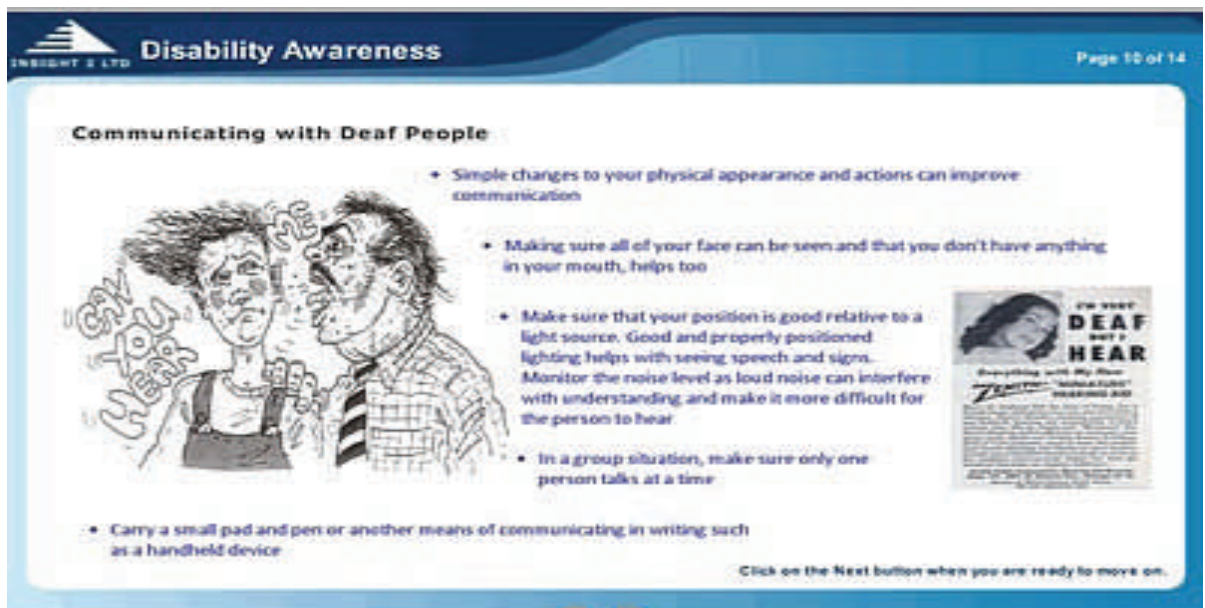




Disability Awareness Etiquette

We're delighted to inform you that our new Disability Awareness course has been published. The course is based on the principle that disabled customers should be able to receive the same service and treatment as those who are not disabled.

Disability discrimination can occur with a simple misplaced word or action. This training is a legal requirement for all staff dealing with the public and should be refreshed annually. Our online course provides a greater understanding of the needs of disabled people; the tools to deliver improved levels of customer service and corrects commonly held misconceptions.



The course provides the knowledge to:

- ◆ Understand how to assist disabled people more effectively
- ◆ Recognise what inclusive customer service means

It includes helpful tips, communication guides, and checklists for assisting visual & hearing impairment, autism, diabetes, wheelchair users, learning difficulties and speech impediments.

As with all Insight 2 training, the course, records and certificates are stored on our sophisticated learning management system. Further information can be found in the attached pdf.

Disability Awareness Etiquette

The course consists of 5 sections:

- ◆ Introduction & Legislation
- ◆ Visual & Hearing Impairment
- ◆ Autism & Diabetes
- ◆ Learning & Speech Impediments
- ◆ Assisting Wheelchair Users

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Communicating & Assisting Wheelchair Users

- It's ok to use expressions like "running along" or let's go for a walk" when talking to wheelchair users
- It's very likely that their expressions for movement are the same as everyone else's
- People who use wheelchairs have varying capabilities. Some people who use wheelchairs can walk with aid for short distances
- If the conversation lasts for more than a few minutes, consider sitting down or kneeling to get yourself on the same level as the wheelchair user. It will keep both of you from getting a stiff neck!



Click on the Next button when you are ready to move on.


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Course Aims

- This course is based on the principle that - as far as possible disabled customers should be able to obtain goods and receive services in just the same way as other customers who are not disabled.
- This would mean that all customers receive as near to equal service as possible and occasions where some customers feel that they are being treated differently are reduced to a minimum.
- Remember disability discrimination can occur with a simple misplaced word or action
- Disabled people want to be treated with:
 - Equality
 - Dignity
 - Respect

..... Just as you would.



Click on the Next button when you are ready to move on.


- Introduction to Disability looks at :
 - the DDA and how it affects employers and employees
 - Assumptions around disability
 - Definition of disability and types of disabilities you may encounter everyday

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Communication Tips

- Share the same courtesies with people with disabilities that you would share with someone else
- If you shake hands with people you meet offer your hand to everyone you meet, regardless of the disability
- If someone is unable to shake your hand, they will tell you
- When addressing a customer who has a disability, look directly at them
- People tend to feel more uncomfortable if we avert eye contact so always look directly at the individual
- Don't feel embarrassed asking them what assistance or help they need. Most disabled people prefer this to you're assuming they can't do something?



Select the next button to move forward

- ◆ **Visual Impairment** section provides helpful tips as to how to make communicating with blind people more effective.
- ◆ The section on **autism** looks at how an autistic person can become anxious and agitated in strange and noisy settings and what you can do to help keep them calm.
- ◆ The course includes videos and stories from **wheelchair users** of the difficulties they face getting around as well as an informative guide on manually handling and how to transfer a wheelchair user into an aircraft.

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Disability Etiquette for Vision Loss

The range of vision loss varies significantly from completely blind, to not being able to read small print, as happens to most of us as we get older.

Some people may just need help reading signs while others will need guidance.

If you offer assistance, wait until the offer is accepted. Then listen or ask for instructions. Many blind people will accept help; but make sure that they know you are going to help them and offer your arm, not your whole body.

When greeting a person with a significant vision loss, always identify yourself and others, for example, "On my right is Helen Davis, who works for ... and is a Customer Service Representative."

When offering assistance allow them to take your arm. This will enable you to guide, rather than propel or lead them.




Click on the Next button when you are ready to move on.

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Tips for Communicating with Autistic Individuals

- Display calming body language; give the person extra personal space
- Use simple language
- Speak slowly, repeat and rephrase questions
- Allow extra time for their response
- Give praise and encouragement
- Consider use of pictures, written phrases and commands, and sign language
- Use low gestures to get their attention; avoid rapid pointing or
- Model calming body language, such as slow breathing and keeping

Would you recognize it if you saw it?



AUTISM

Who do you know on the spectrum?

Click on the Next button when you are ready to move on.


disability_part1_3

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Test your Knowledge

How many disabled people are there in the UK?

a) 2 Million
b) 4 Million
c) 6 Million
d) 10 Million



The correct answer is D:

There are approximately 10 million disabled people in the United Kingdom covered by the Disability Discrimination Act, which represents around 18 percent of the population.

However only 50 percent of disabled people of working age are in employment compared to 81 percent of non-disabled people of working age.

Click on the Next button when you are ready to move on.

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