

A child wearing a yellow helmet, a bright green shirt, and a black safety harness is climbing a green artificial rock wall. The wall is covered with various colorful climbing holds in red, yellow, and orange. A blue rope is attached to the child's harness and extends upwards. The child is seen from behind, focused on the climb.

Scouts Canada Accessible Customer Service Training Program

1-888-SCOUTS-NOW | scouts.ca | 1-888-SCOUTS-OUI



It starts with Scouts.

Tout commence
avec les Scouts.

Course Details



- Approximately 60 minutes to complete
- Time available for questions



Learning Objectives



This course has been designed to:

- Review the purpose of Accessibility and the requirements of Accessible Customer Service
- Examine how to interact with people who have various disabilities
- Instruct on what to do if a person with a disability is having difficulty accessing programs and services

Overview of Accessibility



- Achieving a full accessibility
- Developing standards to increase accessibility
- Enforcing the standards
- Covering both the public and private sectors



The 5 Standards



- Stage One: Accessible Customer Service
- Stage Two: Integrated Accessibility
 - Information and Communications
 - Transportation
 - Employment
- Stage Three: The Built Environment



Customer Service



The intent of this standard is to provide easy access for persons with disabilities to access goods and services through increased awareness.

What Does This Really Mean?



Penalties, applicable for each day that an offence occurs, can range up to:

- \$50,000 for individuals
- \$100,000 for corporations



What is a Disability?



The Human Rights Code 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")'.

Customer Service Standards



The Customer Service Accessibility Standard requires that an employer:

- create and maintain accessible customer service policies, procedures and practices
- provide staff training
- create a feedback method
- arrange for alternate communication methods
- provide appropriate notice of service disruptions



Accessible Customer Service



- respecting their dignity and independence
- ensuring an opportunity equal to that given to other customers to obtain and use goods and services
- allowing persons with disabilities to benefit from the same services, in the same place, and in a similar way to other customers



Defining Customers



- Customers can come in many different forms
- Term for customer can vary between organizations
- Our customers are youth or the parents of youth participating in Scouts Canada



Principles



- Dignity
- Independence
- Equal opportunity
- Integration



Dignity



Dignity is the innate right to respect and ethical treatment.

Independence



Independence is not
relying on another or
others for aid or
support.

Integration



Incorporating integration ensures all customers are able to access our goods and services in the same way - free from separation and barriers.



Equal Opportunity



Equal Opportunity is the absence of discrimination.

Terminology



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

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



Barriers can be:

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



Responsibilities



- It's important that customers keep their independence and dignity intact
- Individuals with disabilities may have different need
- Don't assume what is needed



Understanding Disabilities



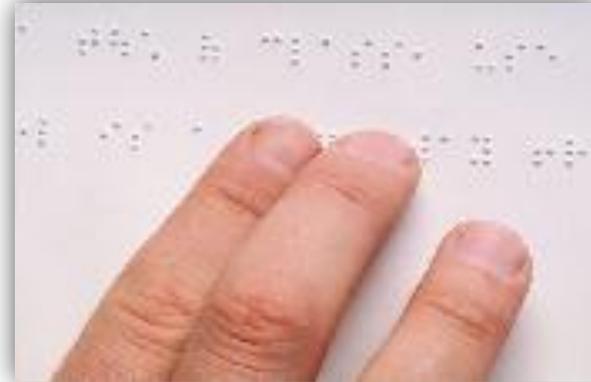
- Many people with a disability do not consider themselves disabled
- It is society that creates and causes barriers that do not need to exist



Types of Disabilities



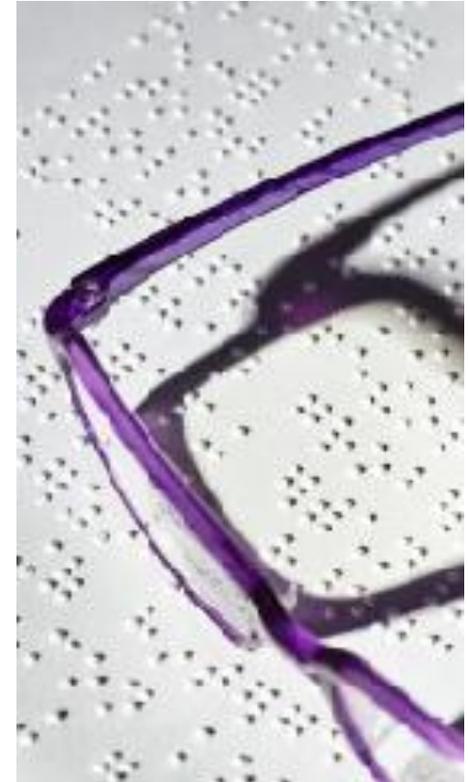
- Vision
- Hearing
- Physical
- Intellectual
- Developmental
- Learning
- Mental health
- Speech or language
- Deaf-blind



Vision Disabilities



- There are different types of vision disabilities and different levels of severity.
- Vision loss can affect a person's ability to read or navigate and can cause trouble with depth-perception.



Best Practice Tips: Vision Disabilities



Identify yourself

Offer assistance

Offer to read or summarize written material

Let them know if you have to leave

Offer clear and precise directions

Deaf or Hard of Hearing



Similar to other disabilities, there are varying degrees of hearing loss ranging from problems in distinguishing certain frequencies, sounds or words to complete hearing loss.



Best Practice Tips: Deaf or Hard of Hearing



Make sure that the customer sees you

In emergency situations, assist the customer in recognizing and responding

Offer a pen and paper

Suggest moving to a quieter location

Pointing is acceptable

Deaf-Blind

- Some may have some sight or hearing, while others will have neither but rely on their other senses.
- Deaf-blind interferes with communication, learning, orientation and mobility.





Best Practice Tips: Deaf-Blind

Understand communication can take some time, please be patient



Ask what would make the customer most comfortable



Avoid sudden movements, lightly touching the hand is okay

Physical Disabilities



Many physical disabilities are not visible or may even be episodic in nature.

Best Practice Tips: Physical Disability



- Ask before touching or moving any assistive device

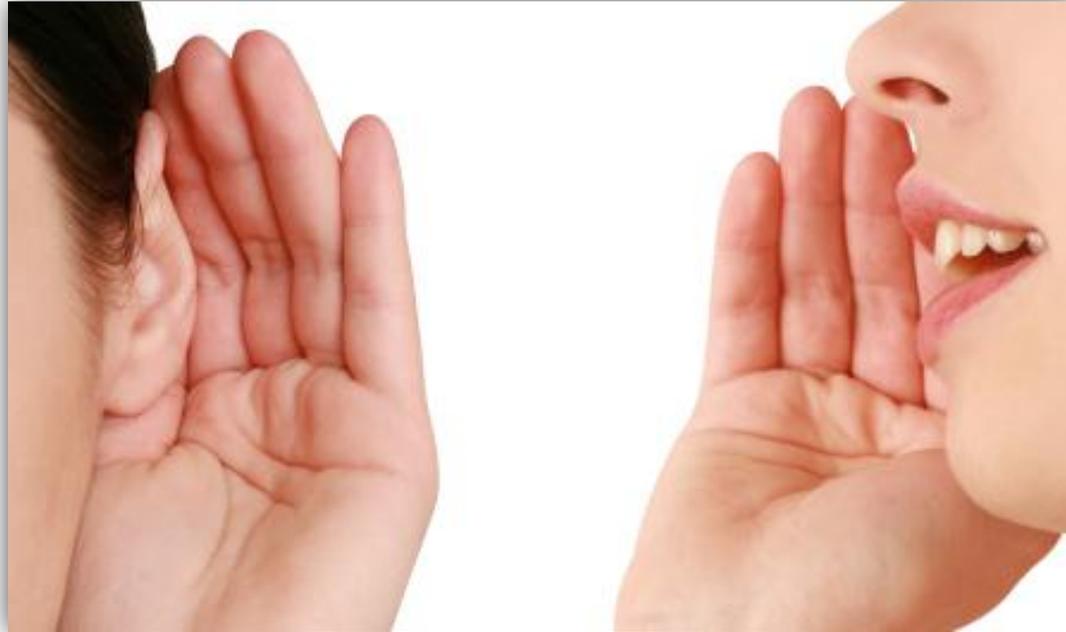


- Ensure the environment is free of obstacles



- Talk to the customer at their eye level

Speech or Language Disabilities



Some people who have severe difficulties may use communication boards or other assistive devices.

Best Practice Tips: Speech or Language Disabilities



If you don't understand, ask the customer to repeat the information



Ask closed-ended questions inviting a "yes" or "no" response



Be understanding and reassuring

Mental Health Disabilities



- Anxiety
- Depression
- Anger
- Fear
- Hearing Voices
- Seeing Things
- Memory Loss
- Confusion

Best Practice Tips: Mental Health Disabilities



Listening skills are important with such situations



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



Be confident, patient and reassuring

Intellectual/ Developmental Disabilities



A person with an intellectual disorder may have trouble:

- Understanding spoken and written information
- Conceptualizing information
- Perceiving sensory information
- Remembering



Best Practice Tips: Intellectual Disabilities



Provide examples when sharing and providing information

Remember that the customer, can make her own decisions

Be patient and verify understanding

Provide information in smaller chunks

Learning Disabilities



People with a learning disability have average or above average intelligence but take in and process information and express knowledge in different ways.

Best Practice Tips: Learning Disabilities



Allow extra time to complete tasks and projects

Respond to any requests with courtesy



Talking to People with Disabilities over the Phone

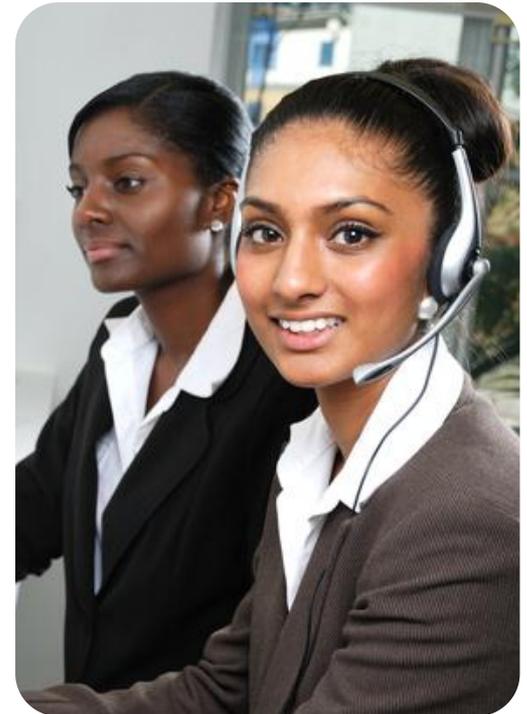


Good service should apply to all individuals whether in person or over the phone.

Best Practice Tips: Phone Interactions



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



Providing Service at the Customer's Home



When visiting a customer's home it is important to be mindful of our actions.

Best Practice Tips for Providing Service at the Customer's Home



- Confirm when you will arrive in advance
- Be patient
- Introduce yourself clearly
- Ensure that everything is returned to how it was when you arrived



Customer Service Principles



- Dignity
- Independence
- Equal opportunity
- Integration

Scenario #1



When a customer arrives with a support person, it is best practice to speak directly to the support person in order to offer assistance?

TRUE

FALSE

Scenario #1 - Answer



False.

Always direct your conversation to the customer and not the support person.

Scenario #2



If a customer arrives with a white cane or guide dog, I should go and get the product for them?

TRUE

FALSE



False.

As with any customer, you should offer assistance and wait to hear if or what you can do to assist.

Taking Appropriate Actions



**Service
Animals**

**Support
Persons**

**Assistive
Devices**

Service Animals



- A customer may arrive with a service animal
- In the majority of cases this will be a dog, however, service animals can be monkeys, parrots and other animals



How Service Animals Provide Assistance



Service animals offer a variety of types of assistance including:

- Autism assistance
- Guiding owner
- Psychiatric services
- Hearing by alerting the owner to sounds
- Mobility by pulling wheelchairs, carrying objects, etc.
- Seizure assistance



Rules for Handling Service Animals

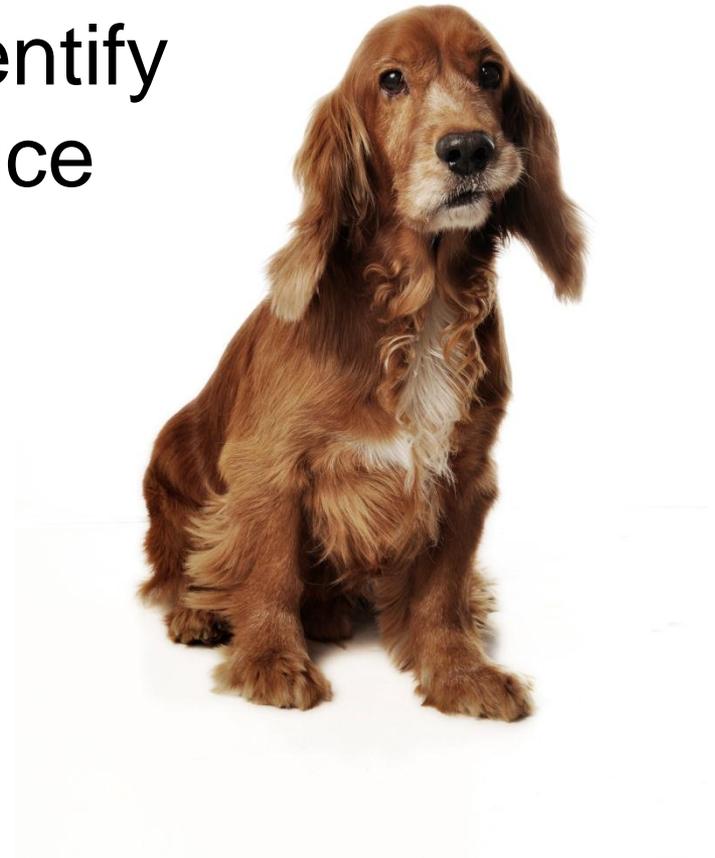


- Never separate the customer and their service animal
- Don't touch, pet or talk to the animal
- Do not feed or offer treats to the animal

Identifying a Service Animal



What if I cannot clearly identify
that the animal is a service
animal?



What if the animal becomes disruptive or out of control?



It is the owner's responsibility to maintain control.

- Suggest a quiet place for the owner to sit and calm the animal
- Do not touch the animal



Areas service animal should not be permitted



Service animals are not permitted in locations where food is manufactured, prepared or processed.



What if another customer is severely allergic to the animal?



Consider talking to both customers to determine if they can be in separate areas of your business, while still receiving the same service and access.

Support Persons



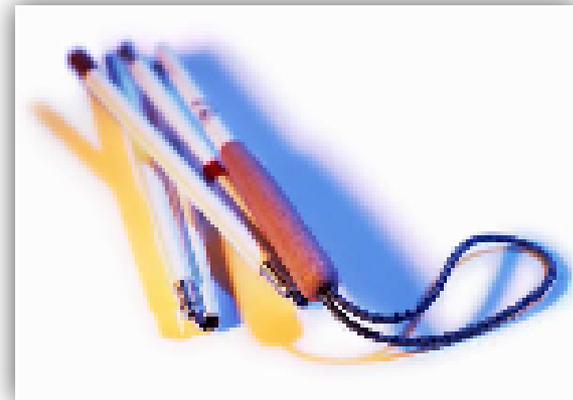
Some customers may require the assistance of a support person.

General Tips for Working with a Support Person



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

Assistive Devices



General Tips for Working with Assistive Devices



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

Working with Wheelchairs



- Follow their instructions
- Confirm that they are ready to move
- Describe what you are going to do
- Avoid uneven ground
- Don't leave them in an awkward, dangerous or undignified position



Addressing Accessibility Concerns



When accessibility is hindered due to structure, businesses will be required to look at and implement other measures.



Best Practice Tips: Notifying of Disruption in Service



- Post notices throughout the building
- Email notification to regular customers
- Phone customers with scheduled appointments



What should I do?



Any service disruption should take top priority.

- Ensure that no one is trapped or stuck
- Notify the proper person, companies and potential customers
- Post visible and easy to read signs at all entrances

Customer Feedback



Three options:

- Online at:
www.surveymonkey.com/s/AODA_Feedback
- In writing at any of Scouts Canada's Administration Centres or Scout Shop locations in Ontario; or
- Verbally to any Scouts Canada employee

Summary



Together we will make a better future!

Wrap Up



- Questions and Answers
- Thank you

