

VILLA ITALIA RETIREMENT RESIDENCE

Department	Accessibility Standards	Policy #	VI-HS-PP-021-1
Section	Customer Service	Issued	12/01/11
Subject	Training Tips for Employees	Page	Page 1 of 2
Issued to	All Employees	Replaces	NEW
Issued by	Pat Mostacci, Executive Director	Dated	12/01/12
	Laura DiStefano, Executive Assistant		

Tips for Interacting with Assistive Devices:

- Do not touch or handle personal devices without permission.
- Never move the device out of the customer's reach.
- Respect the customer's personal space.
- Remember to be patient.

Tips for Interacting with Services Animals:

- Do not address or touch the animal – they are working!
- Not sure if pet or service animal-ask the owner
- Allow the customer to care for and supervise their animal
- Bring the goods and services to the customer in another area when the animal is prohibited
- Offer a safe location for the animal to wait when required to be separated from their owner

Tips for Interacting with Support Persons:

- Which person is the customer; follow their lead or ask when you are unsure
- Speak directly to the customer; not the support person
- Remember a translator or interpreter is not there to participate in the conversation or to provide their personal opinions

Tips for Interacting with Someone with Vision Loss:

- When guiding a person with vision loss, offer your elbow
- Make it common practice to describe the goods and services being offered
- Offer to read out loud written documents when Braille is not available
- Identify yourself and speak clearly and directly to the person

Tips for Interacting with Someone with Hearing Loss:

- Speak clearly, repeat or paraphrase and ensure your mouth is not covered

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- Have pen and paper available to communicate through notes
- If a hearing aid is being used, try to reduce background noise or move to a quieter location
- Speak directly to the person, not the interpreter

Tips for Interacting with Someone with a Learning Disability

- Offer to read, discuss and explain documents
- Avoid lengthy conversations to allow time to process the information provided
- Be patient

Tips for Interacting with Someone with a Speech Impairment:

- Allow the customer to finish their own sentences
- Never assume they also have another disability
- Ask simple questions that can be answered with a yes or no

Tips for Interacting with Someone with a Mental Health Disability:

- Remember they deserve the same respect and consideration as any other person
- Remain confident and reassuring
- Ask them to tell you the best way to help

Tips for Interacting with Someone with a Physical Disability

- Never touch or move their assistive devices without prior permission
- Never leave the person or their wheelchair in an awkward or undignified position
- Always try to make eye contact from the same level when having a conversation