

ADA and Sensitivity

Issue One: General Guidelines

When serving customers with disabilities, you should keep the following in mind:

1. Treat customers with disabilities with courtesy and respect.
2. Use person-first language (e.g., person who uses a wheelchair instead of wheelchair user).
3. Give customers with disabilities the same information and choices that you give other customers. Include accessibility information in your customer materials.
4. Never make assumptions about your customers' abilities.
5. Ask customers if they need assistance. If they say yes, ask them how you may assist.
6. Do not touch customers or their wheelchairs without their permission.
7. Speak directly to customers, not their companions.
8. Speak clearly with a normal tone and speed, unless the customer requests otherwise.
9. If you are asked to repeat or write what you said, do so calmly and pleasantly.
10. If you don't understand what the passenger is saying, just ask him/her to repeat- again, calmly and pleasantly.
11. There are many disabilities and not all can be seen- never assume anything about your passenger!

**Information taken directly from Easter Seals Project ACTION and American Bus Association's 'Motorcoach Operator's ADA Pocket Guide'

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Issue Two: Customers with Hearing Impairments

Follow these three tips when providing service to customers with apparent hearing impairments:

- 1 Face customers when speaking to them and don't let objects obstruct their view.
- 2 Do not raise your voice -- doing so distorts your lip movement and makes lip reading difficult.
- 3 Be sure to notify the customer of schedule changes or audible announcements.



**Information taken directly from Easter Seals Project ACTION and American Bus Association's 'Motorcoach Operator's ADA Pocket Guide.'
Photo by Nusura, Inc.

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Quiz One: General Guidelines

Please answer the following questions:

1. You should provide customers with a disability with assistance without asking them specifically what they need.

True or False (circle one)

2. When a rider with a disability is traveling with a companion, you should direct all communication to that companion rather than speaking with the rider.

True or False (circle one)

3. A rider with a disability should be given the same information and choices as riders without disabilities.

True or False (circle one)

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Supervisor Signature: _____ Date: _____

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Quiz Two: Customers with Hearing Impairments

Please answer the following questions:

1. When speaking with customers with apparent hearing impairments, you should always raise your voice.

True or False (circle one)

2. When speaking with customers with apparent hearing impairments it is helpful to face them directly so they can see your lips and face while you talk.

True or False (circle one)

3. You should notify a customer with an apparent hearing impairment of any schedule changes that occur.

True or False (circle one)

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Supervisor Signature: _____ Date: _____

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Issue Three: Customers with Vision Disabilities

Keep the following tips in mind when providing service to customers with vision disabilities:

- 1 Identify yourself and ask how you may assist the passenger.
- 2 Respond verbally when the customer gives you information so that he/she will know that you have heard him/her.
- 3 Remember to announce the customer's stop.
- 4 If handling a monetary transaction, count the customer's change out loud.

**Information taken directly from Easter Seal Project ACTION and American Bus Association's 'Motorcoach Operator's ADA Pocket Guide'

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Issue Four: Customers Who Use Service Animals

The following will assist you as you provide service to customers who use service animals:

1. Service animals are individually trained and allowed by law to ride in passenger compartments.
2. Dogs are the most common service animals, but other animals may help people with disabilities.
3. Some service animals wear identification like a tag, vest or special harness. If you are not sure that the animal is a service animal, you may ask if it is a pet or a service animal. You may ask what type of tasks the service animal performs.
4. Certification or identification is not required for the animal, and service may not be refused because there is no such identification.
5. The service animal must stay with the owner and be kept under control at all times.
6. Never touch or talk to the service animal- it is working! Do not take responsibility for the service animal except in emergencies.

**Information taken directly from Easter Seals Project ACTION and American Bus Association's 'Motorcoach Operator's ADA Pocket Guide'

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Quiz Three: Customers with Vision Disabilities

Please answer the following questions:

1. When approaching a rider with a vision disability, you should first identify yourself.

True or False (circle one)

2. If it is clear that the rider has a vision disability, you do not need to ask what type of assistance he/she needs.

True or False (circle one)

3. If you are giving change to a passenger with a vision disability, you should count the money out loud.

True or False (circle one)

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Supervisor Signature: _____ Date: _____

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Quiz Four: Customers Who Use Service Animals

Please answer the following questions:

1. By law, service animals are not allowed to travel in passenger compartments.

True or False (circle one)

2. A customer who uses a service animal is not required to provide identification for the animal.

True or False (circle one)

3. You may ask a passenger if his/her animal is a service animal and what type of tasks the service animal performs.

True or False (circle one)

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Issue Five: Customers Who Use Wheelchairs

The following will assist you in providing service to customers who use wheelchairs:

- Ask customers how you can assist them.
- Wheelchairs, walkers, canes and other mobility devices are part of the customer's personal space. Do not hold or lean on them without the customer's permission.
- If you need to operate mobility aids, make no assumptions; ask the customer how best to do so.
- Make sure that you are aware of your company's policy regarding wheelchair securement.
- Remember that you must assist the customer in using the lift and securing his/her mobility device.
- Remember to use person-first language.
- Remember that you cannot require a passenger using a mobility device to use a shoulder or lap strap if it is not also a requirement for passengers who do not use a mobility device.



**Information taken directly from Easter Seals Project ACTION and American Bus Association's 'Motorcoach Operator's ADA Pocket Guide.'
Photo by Ron Zubriski, St. Joseph's County Council on Aging (MI).

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Quiz Five: Customers Who Use Wheelchairs

Please answer the following questions:

1. If you are assisting a rider who uses a wheelchair, you should take control of the mobility device without asking the customer.

True or False (circle one)

2. Passengers who use a mobility aid should never be allowed to travel with that mobility aid.

True or False (circle one)

3. If you have assisted a passenger who uses a wheelchair in the past, you do not need to get instructions from current riders about how their mobility device works.

True or False (circle one)

Trainee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

