

Disability Sensitivity Training Program

Guest Services that Work for Everyone

- Sensitivity Awareness Training provides a comprehensive overview to members as how to provide appropriate and effective service to persons with a disability within their workplace
- Training program has 8 modules. Training can be from 2 to 8 hours.

Course Overview / Outline

- Definition of Disability, Vocabulary and Categories of Disability
- Serving Guests With:
 - Visual Impairments
 - Who Are Deaf, Deafened, Deafblind or Hard of Hearing
 - Physical Disabilities
 - Psychiatric Disabilities
 - Intellectual Disabilities
 - Learning Disabilities
- Types of Barriers:
 - Physical
 - Communication
 - Systemic
 - Attitudinal.
- “Access” Evaluation