

Accessibility is Good for Everyone: Accessible Customer Service Video

Discussion Questions:

1. Use the [checklist](#) for the Customer Service Standard while watching the [video](#). Note which requirements are covered by the video and discuss as a group. *(All areas are covered to some degree, except documenting policies and practices).*
2. What tips does the video offer for communicating with a Deaf individual?
3. What did you learn about interacting with a customer who is accompanied by a service animal?
4. What are ways to improve physical accessibility, not including renovations?
5. How can you ensure customers are made aware that an accessibility feature (such as an elevator) is not available, before the customers arrive at your door?
6. When it comes to accessible customer service, what is the one thing people can do that costs next to nothing?
7. What advice from the video applies to your organization?
8. Name three ways your organization can enhance accessible customer service?

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Potential Answers:

1. The video refers to the eight requirements of the Customer Service Standard. It does not mention that the public sector and organizations with 50 or more employees must document their policies and practices and make these available to the public.
2. Joanna offered several tips for communicating with a Deaf individual, including using a pen and paper. In the presence of an American Sign Language (ASL) interpreter, speak directly to your Deaf customer or client, not the interpreter.
3. When interacting with a customer who is accompanied by a service animal, speak to the customer and ignore the service animal.
4. To find out how to improve physical accessibility for your customers, not including major renovations, ask them “How can I help?” Sometimes, this may mean helping someone reach an upper shelf. Everyone will benefit when you keep hallways clear from clutter and remove snow and ice from parking lots.
5. In the video, Dave mentioned how frustrating it is to arrive at a building to learn the elevator is not available. Notify customers in advance when an accessibility feature is not available by posting a message on your website or by alerting clients as appointments are made or confirmed.
6. When it comes to accessible customer service, the one thing that people can do that costs next to nothing is to be positive and helpful, and ask “How can I help?”
7. For group discussion.
8. For group discussion.

For more information, contact:

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