

Portside Staff Practical Support

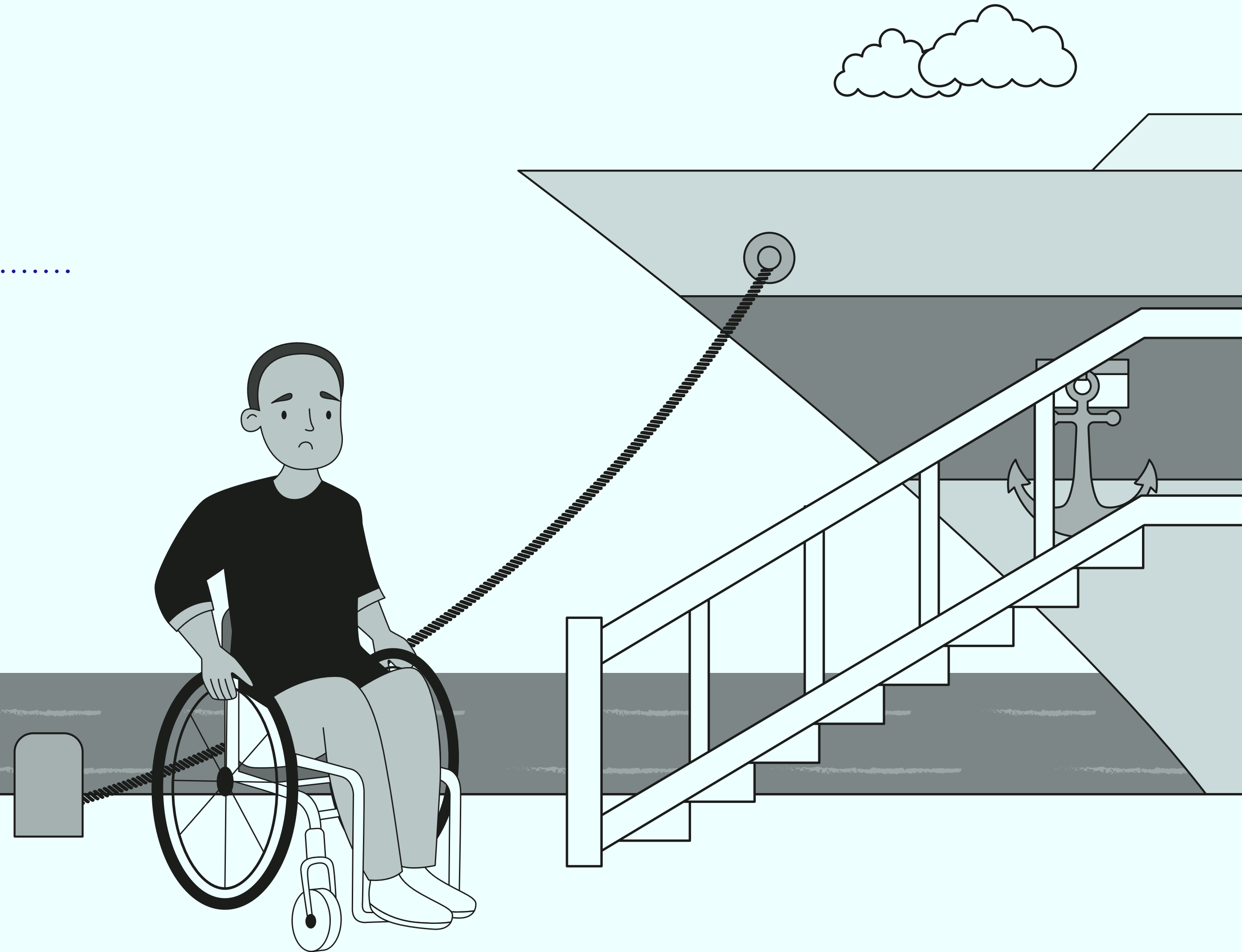


Discussion

What barriers does this present to disabled passengers and PRM?

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Why do you think it is important to make sure that passengers understand the access challenges of maritime travel?



Anxiety

How do you feel when things happen that are outside your control? Do you ever feel anxious?

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Experiencing delays, cancellations and changes to timetables and routes can cause passengers to feel anxious or can add to existing feelings of anxiety.

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How confident do you feel about supporting people who need additional reassurance about undertaking a journey on a ferry or cruise ship?

Continued

Have you had experience of communicating with passengers who are clearly very anxious?

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How have you reassured them about their journey?

Autism-spectrum conditions

Do you feel confident about recognising possible challenges a passenger with an autism-spectrum condition may be experiencing?

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Do you think you could respond effectively?

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What practical support could help?

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Dementia

How confident do you feel about supporting people who need additional reassurance while undertaking a journey on a ferry or cruise ship?



Being Dementia Friendly

Practical assistance, patience and a friendly smile can make a huge difference to many people who find travel makes them anxious, fearful or confused, including people with dementia.

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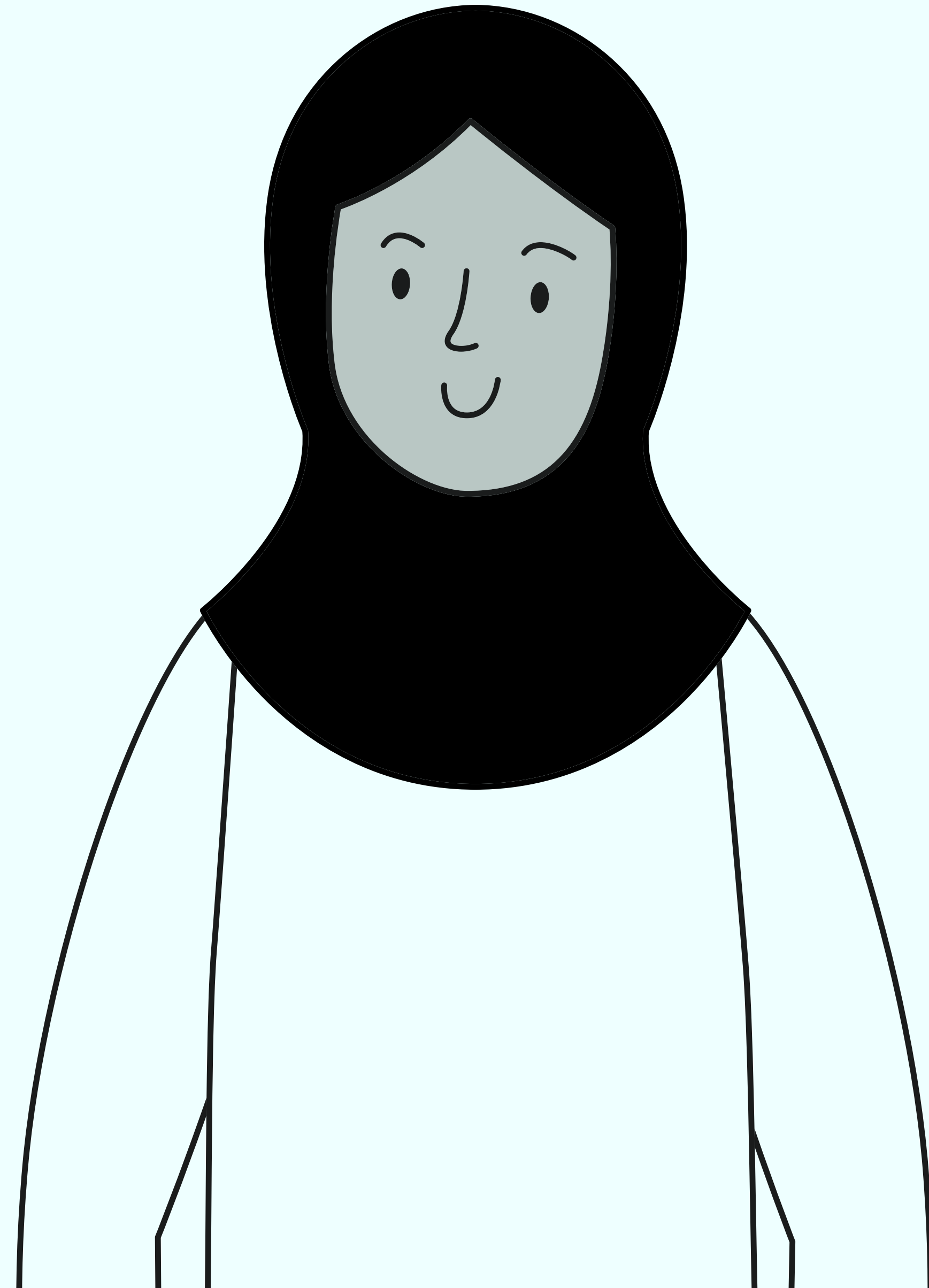
Things can seem different to people with dementia. Swirls in colourful patterns can look like snakes and dots can look like moving insects. A black patch on the floor could look like a gaping hole or a shiny patch could look like a big puddle. If you see someone looking confused, see if you can reassure them.

Continued

Stay calm – dementia may cause people to behave in a way that seems odd. Don't take it personally: they might just be feeling confused or frustrated.

Mobility Impairments

Do you know how to respond to people who may have physical impairments, including stiffness, fatigue and pain, but may not use a mobility aid such as a wheelchair, scooter or stick?



Discussion

A wheelchair user needs to be parked close to a lift. They haven't notified anyone in advance and space is very limited.

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How would you manage this situation?



Asking the Right Questions

Ask passengers what type of assistance they need.

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Follow up with any queries about how to deliver assistance.

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Find out where the passenger is going, when they need to be there and anything they wish to do before they board.

Providing Safe Assistance

You may need to guide or support passengers with a variety of travel challenges.

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What questions do you have about particular impairments or health conditions?

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What tips do you have to share?

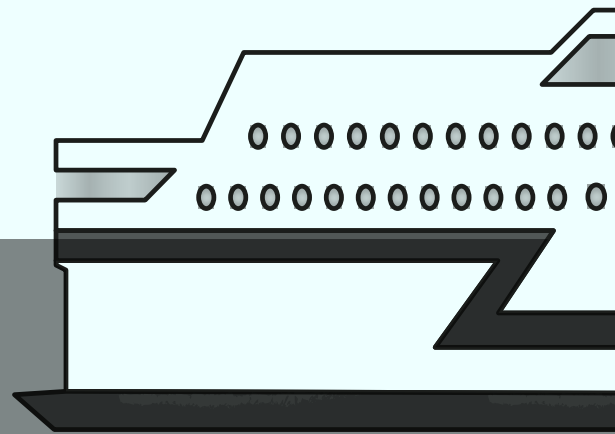
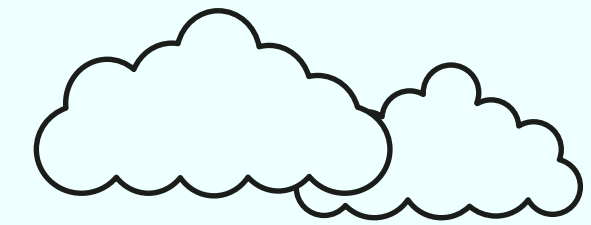
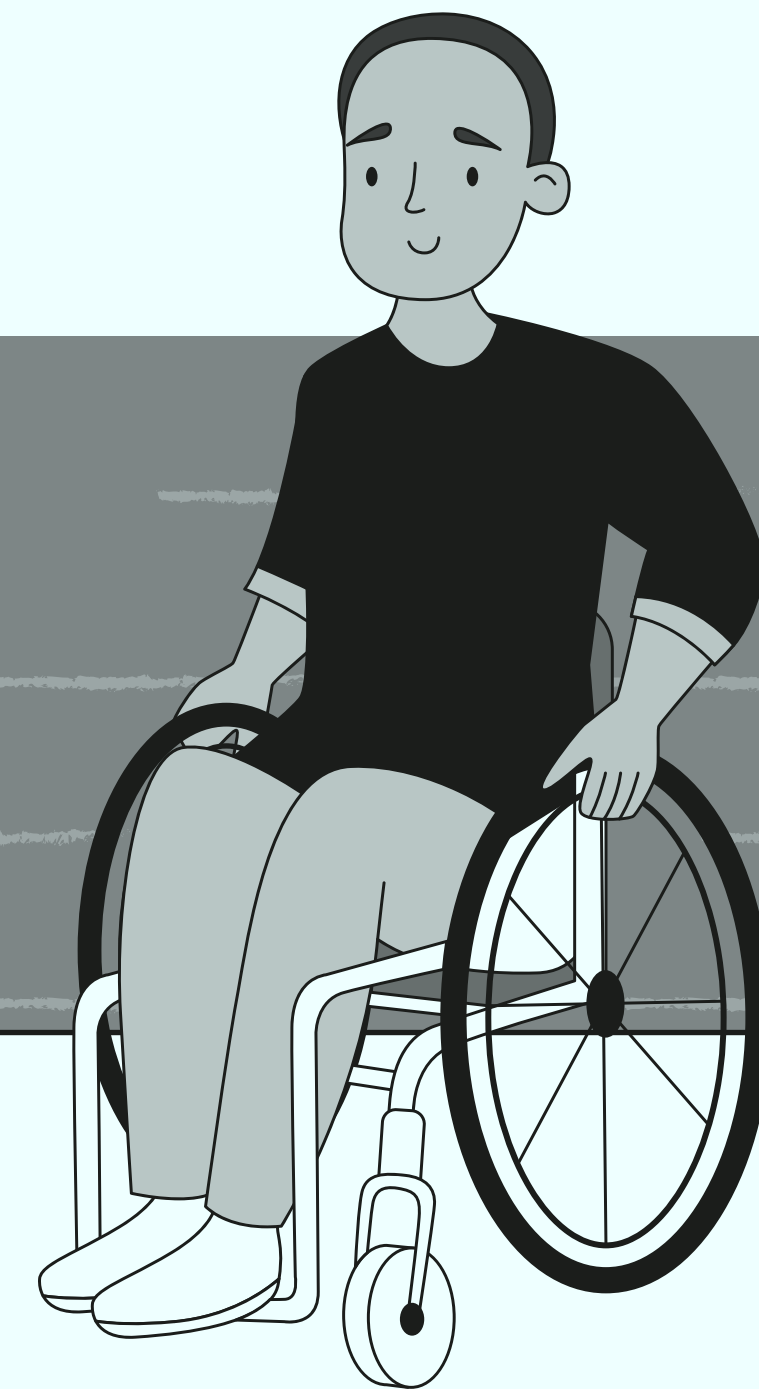
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How to Push a Wheelchair

Ask first!

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Continued

- 1. **Speak directly** to the wheelchair user.
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- 2. **Don't make assumptions** about the kind of help someone might need.
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- 3. **Remember** you don't need a full medical history, you just need to ask what practical help they need.
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- 4. **Ask for permission** before touching someone's wheelchair.
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- 5. **There's no need to bend down** to speak to someone in a wheelchair.

How to Guide a Visually Impaired Passenger

- Introduce yourself and **talk directly** to the person you are guiding.
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- If you are going to guide them, **ask** them how they like to be guided.
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- Tell them** about kerbs and steps as you approach them and say whether they go up or down.
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- Mention any potential hazards before you reach them** and say where they are.
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- If you are guiding someone to a seat, place their hand on the back of the seat before they sit down, so they can orientate themselves.
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- Don't walk away** without saying you are leaving.
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- And remember that **most people who are registered as blind have some degree of vision**. Don't assume that they see nothing.

Challenging Behaviour

Many people under stress can exhibit challenging behaviour.

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Disabled people are as likely to do this as anyone else.



Continued

Some disabled people may be very anxious about travelling. They may fear the loss of control, for example if they are without their usual wheelchair. They may feel overstimulated by noise, light and novel experiences such as going through security.

Continued

If you feel that any passenger’s behaviour is dangerous or a problem for other passengers, remember to consider whether it may be related directly or indirectly to disability.

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Remain calm and polite whenever possible.

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Reassurance and acknowledgement may help to take the heat out of many situations.

Your Role

You have a key role in making it possible for many older and disabled people to travel with dignity and confidence.
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Remember that disabled people have rights as well as needs. You must be aware of these.
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Without your knowledge and understanding, many would simply not be able to travel.

Discuss

What changes will I make to the way I work to ensure that my service anticipates adjustments for disabled passengers?

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Where should I go for advice on how to help disabled passengers?

REAL

Respect

REAL

Empathise

REAL

Ask

REAL

Listen

REAL Passenger REAL Person



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