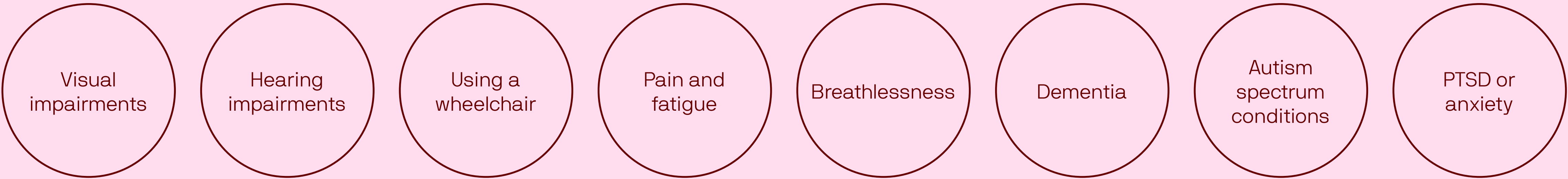


# Customer Service Staff Practical Support



# Recognising Passengers who Need Assistance

How confident do you feel about offering assistance to people with the following impairments, health conditions or symptoms?



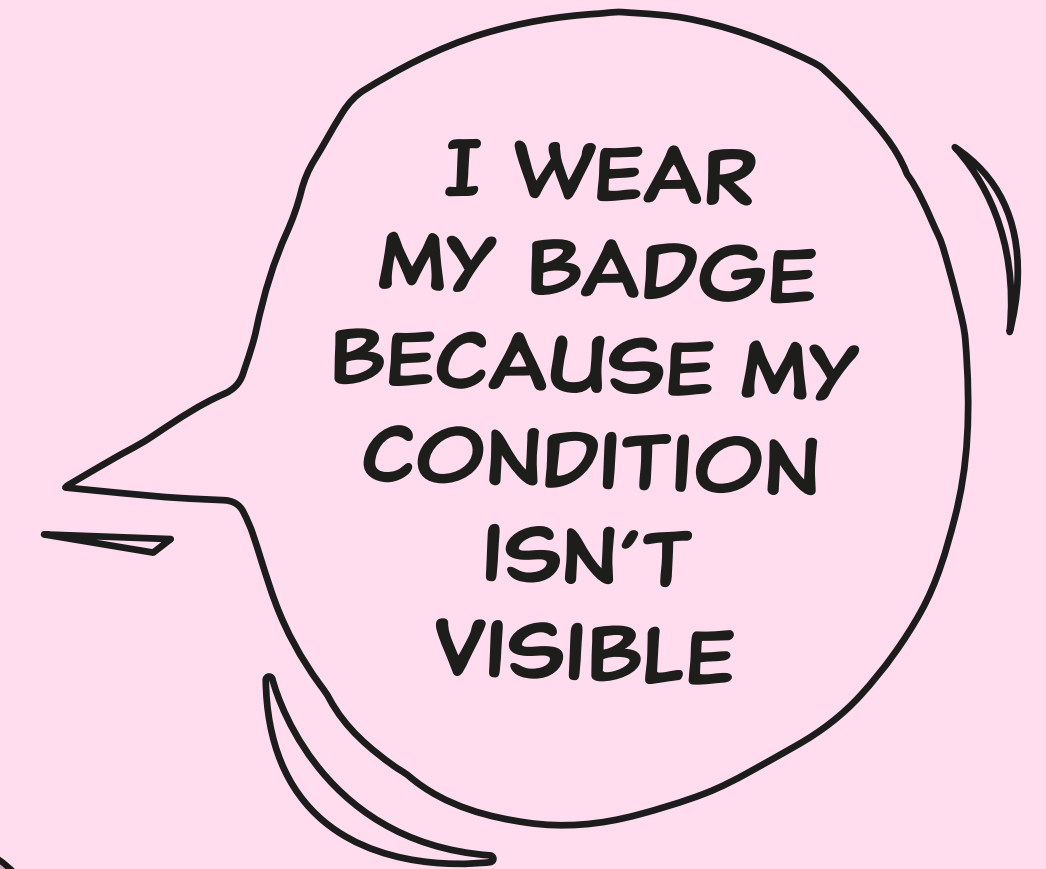
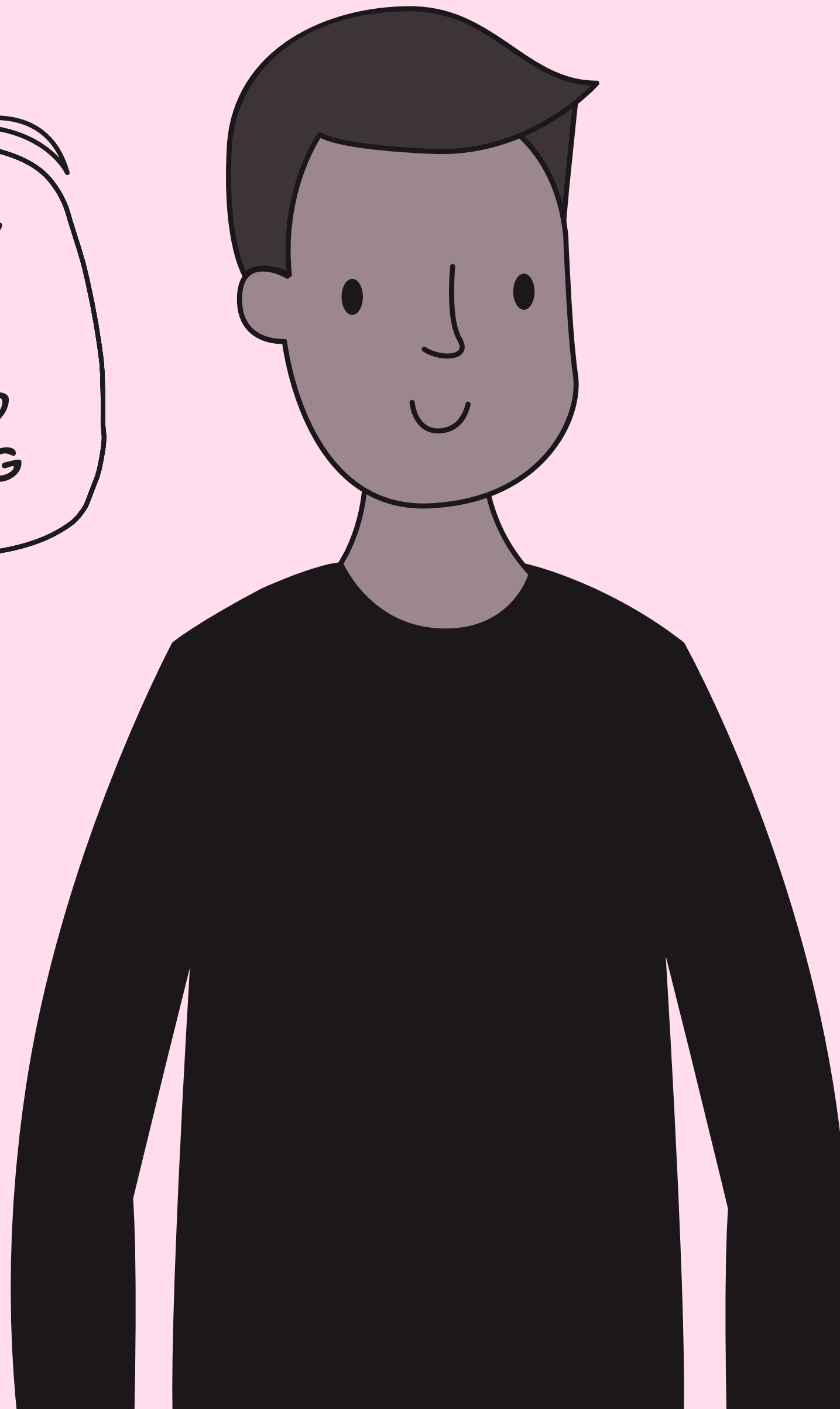
## Continued

Department  
for Transport

Rail  
Customer Service Staff  
Practical Support



**Tom**, who has epilepsy



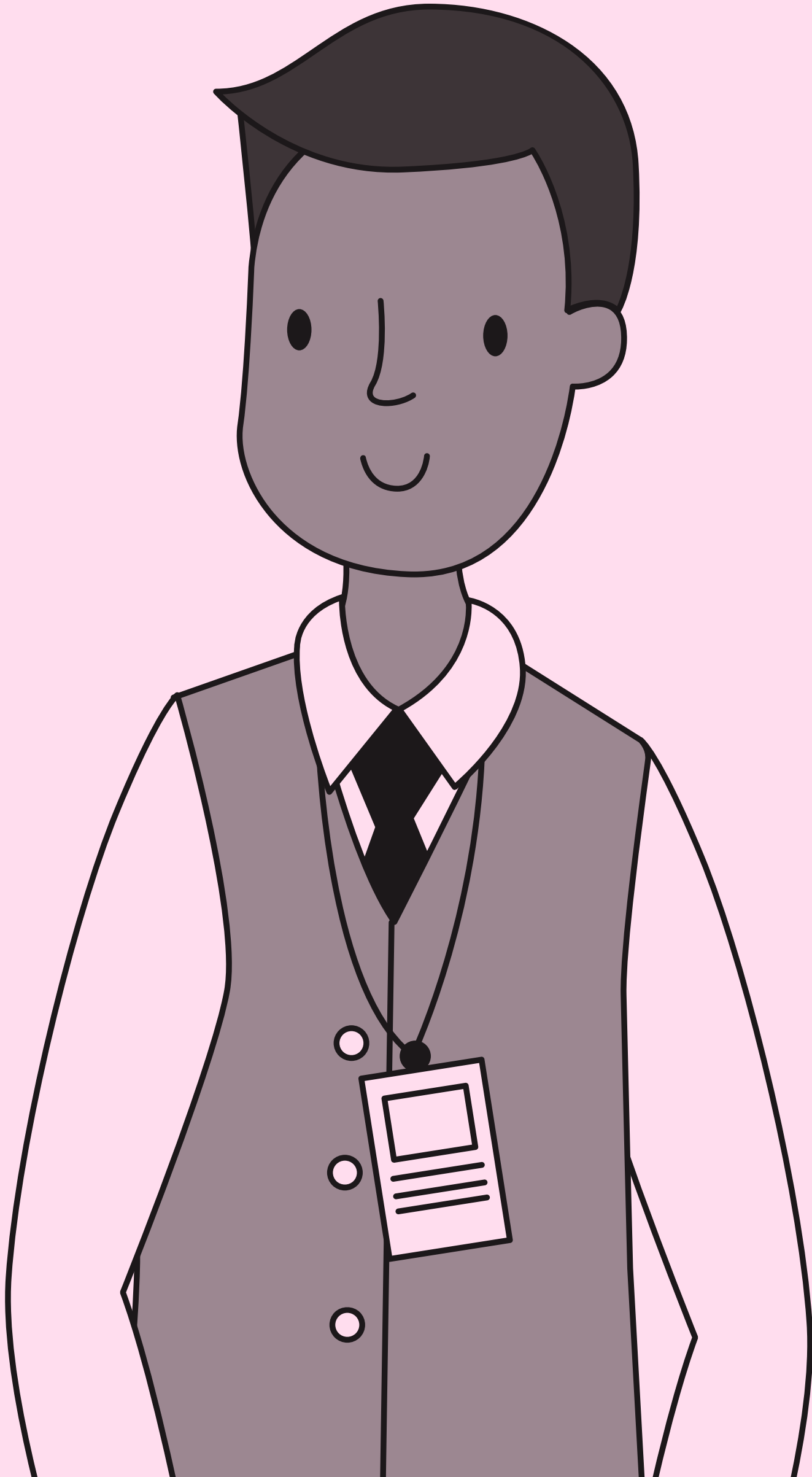
**Katie**, who has chronic myeloid leukaemia

# Providing Safe Assistance

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

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

What tips do you have to share?



# Anxiety

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

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

How confident do you feel about supporting people who need additional reassurance that they are on the right platform, the right train or the right part of the train?

# Autism-spectrum conditions

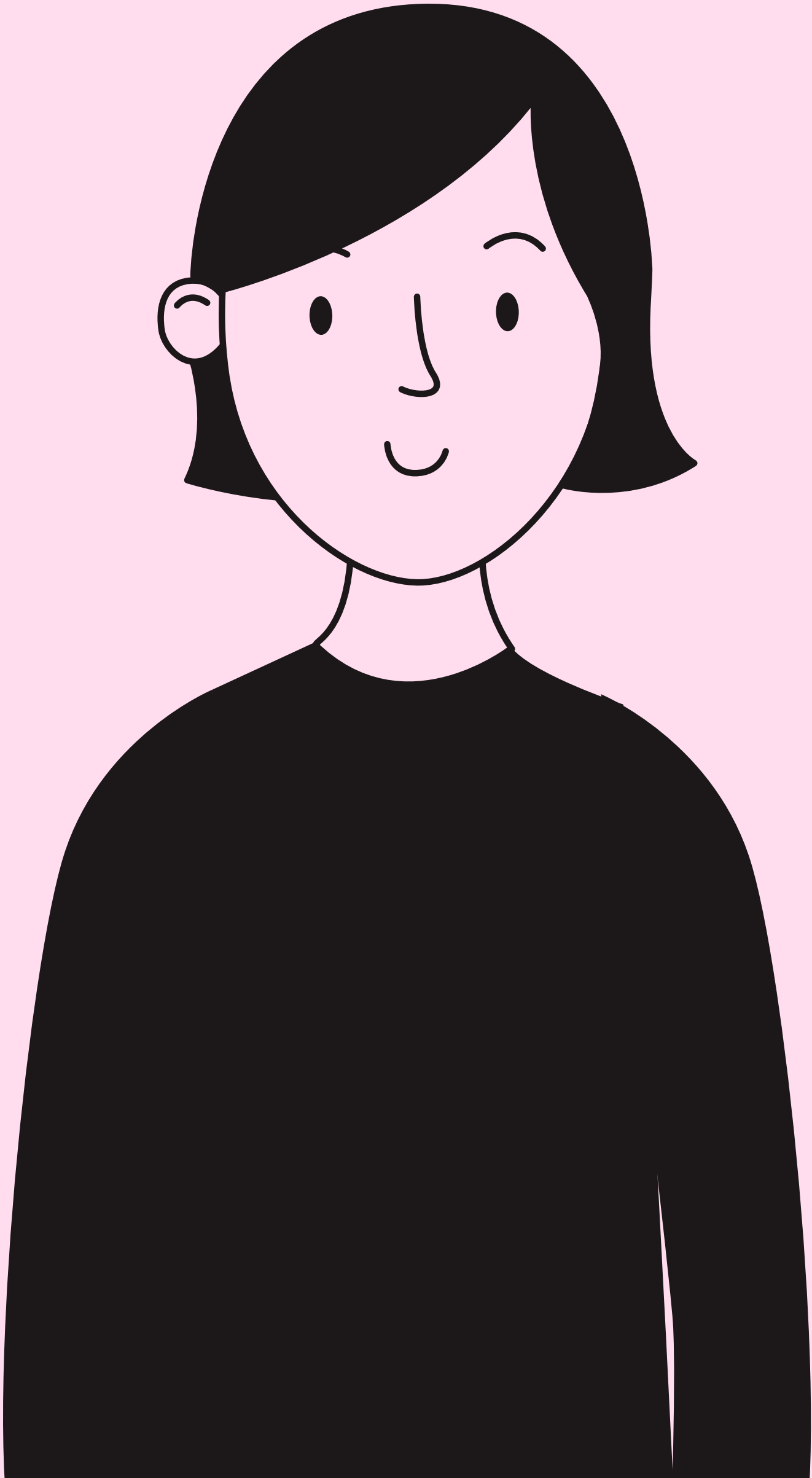
Do you feel confident about recognising possible challenges a passenger with an autism-spectrum condition may be experiencing?

.....

Do you think you could respond effectively?

.....

What practical support could help?



# Dementia

How confident do you feel about supporting people who need additional reassurance that they are on the right platform, the right train or the right part of the train?

.....

What sort of things could help someone living with dementia to travel safely?

.....

What would you do if you came across a person with dementia that you didn't think should be travelling alone?

# 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.

.....

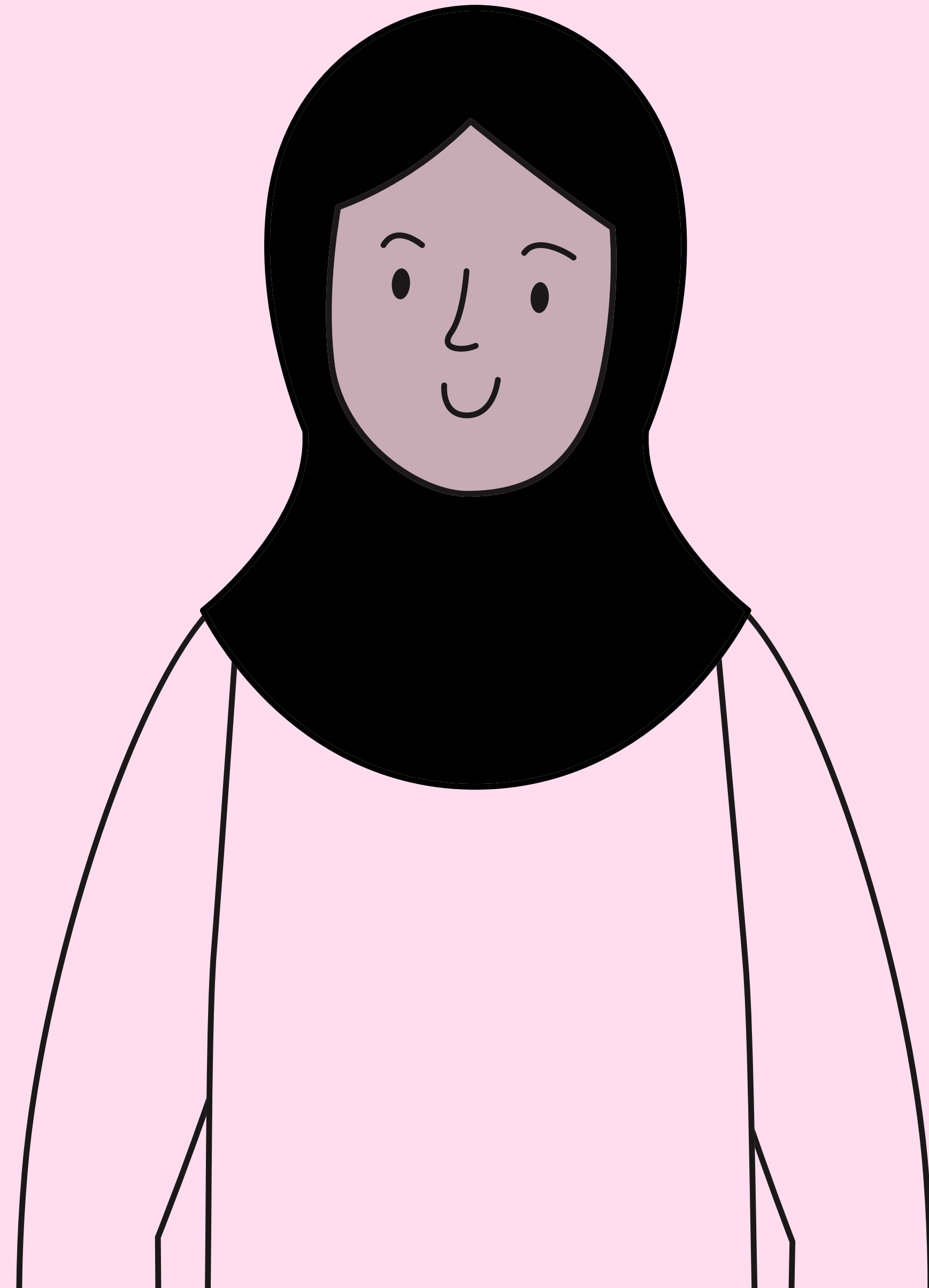
Things can seem different to people with dementia. Swirls in colourful patterns can look like snakes and dots can look like moving insects. A black patch on the floor could look like a gaping hole or a shiny patch could look like a big puddle. If you see someone looking confused, see if you can reassure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

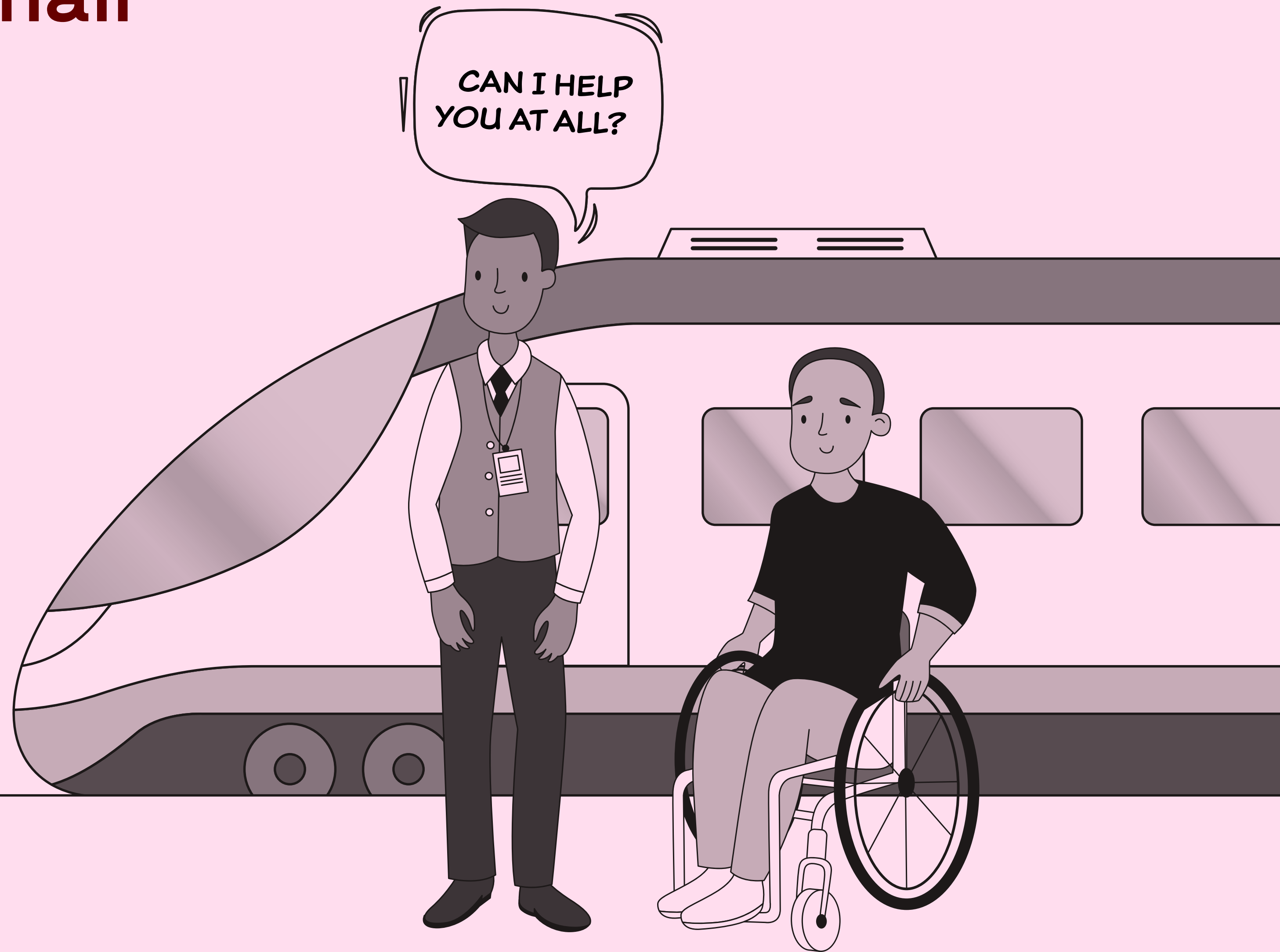
# Mobility Impairments

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?



# How to Push a Wheelchair

## Ask first!



Continued

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

# How to Guide a Visually Impaired Passenger

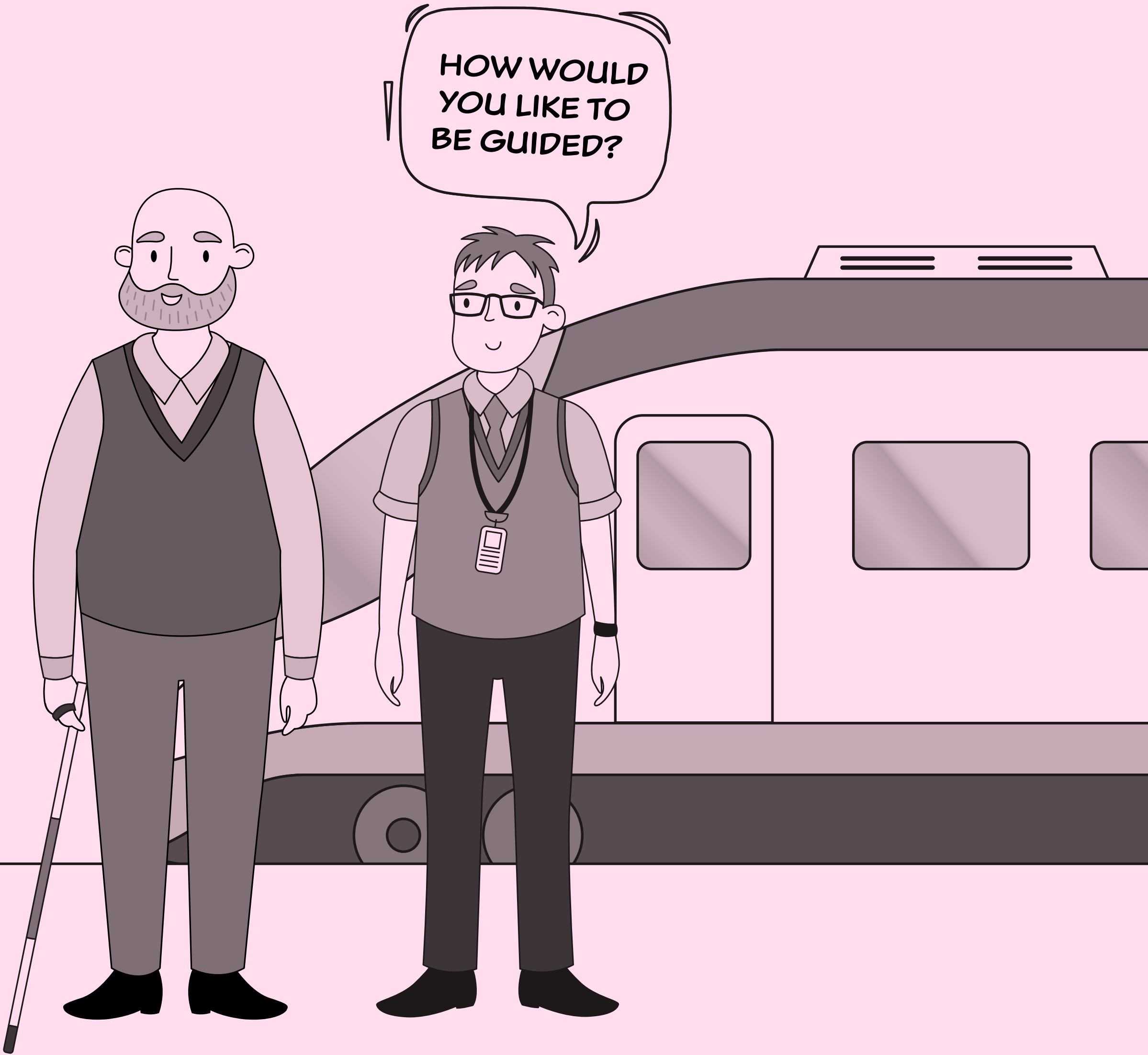
Introduce yourself and **talk directly** to the person you are guiding.

.....

If you are going to guide them, **ask** them how they like to be guided.

.....

**Tell them** about kerbs and steps as you approach them and say whether they go up or down.



Continued

**Mention any potential hazards before you reach them**  
and say where they are.

.....

If you are guiding someone into a seat, ask them to place  
their hand on the back of the seat before they sit down, so  
they can orientate themselves.

.....

**Don't walk away** without saying you are leaving.

.....

And remember that **most people who are registered as  
blind have some degree of vision.** Don't assume that they  
see nothing.

# Your Role

You have a central role in making it possible for many disabled people to travel with confidence.

Remember that disabled people have rights to use transport services under the Equality Act 2010. You must be aware of these.

Without your knowledge and understanding, many would simply not be using the train.

# Discuss

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

.....

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

REAL

Respect

REAL

Empathise

REAL

Ask

REAL

Listen

REAL Passenger REAL Person



Department  
for Transport