

Customer Service

Face to Face



REAL
REAL Passenger REAL Person


Department
for Transport

Providing Practical 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?

How to Push a Wheelchair

Ask first!



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.

Being Dementia Friendly

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

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Things can seem different for 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.

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.

Role Play

In pairs, act out one of the following scenarios:

Someone with a visual impairment has misunderstood which stop/platform/gate their transport was leaving from and has missed it. They have a long wait until the next one. They are angry and distressed.



Role Play

In pairs, act out one of the following scenarios:

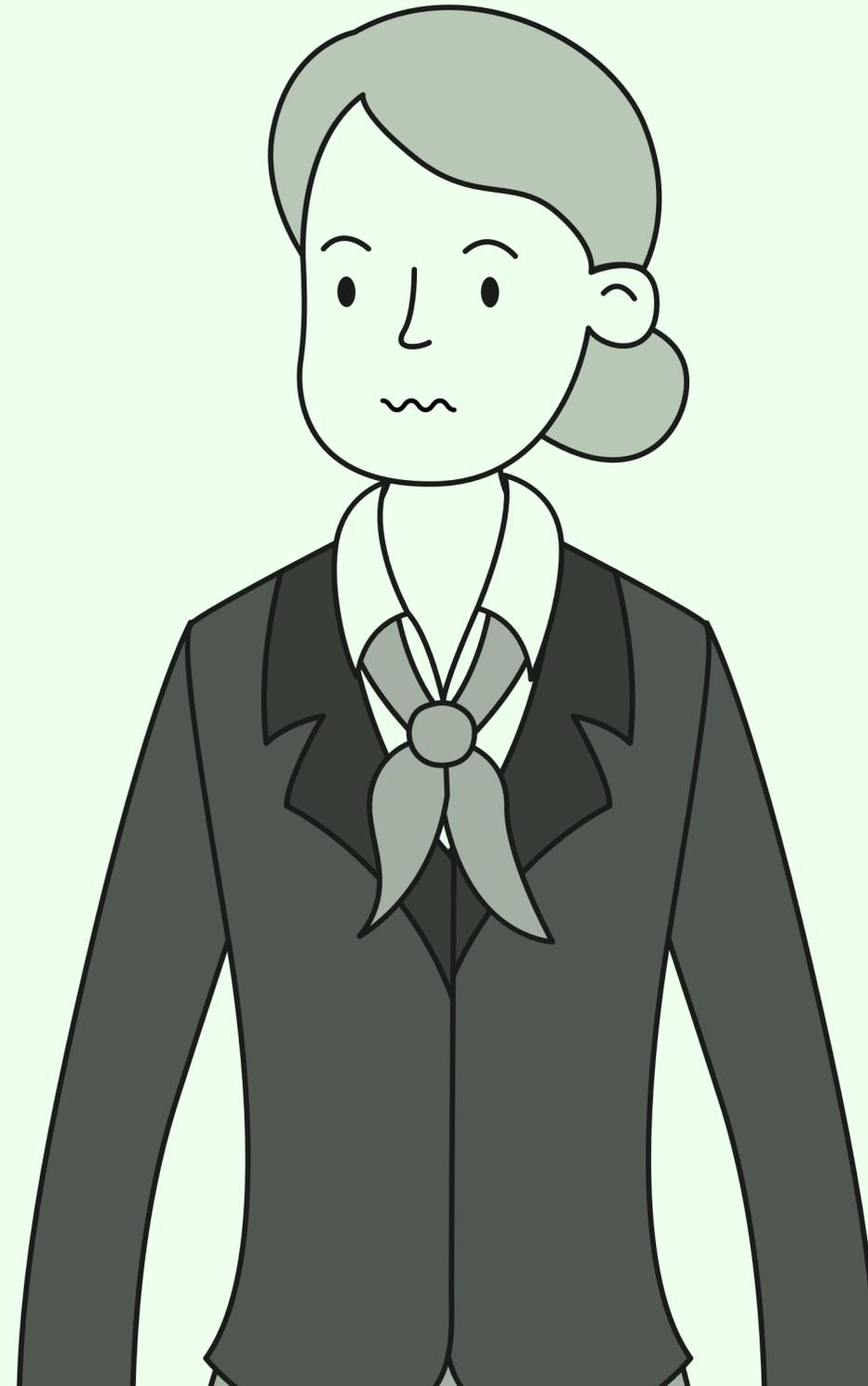
Someone with a mobility impairment wants you to help them get to the toilet.



Role Play

In pairs, act out one of the following scenarios:

A passenger who is profoundly Deaf and uses British Sign Language wants something. You aren't sure what.



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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