

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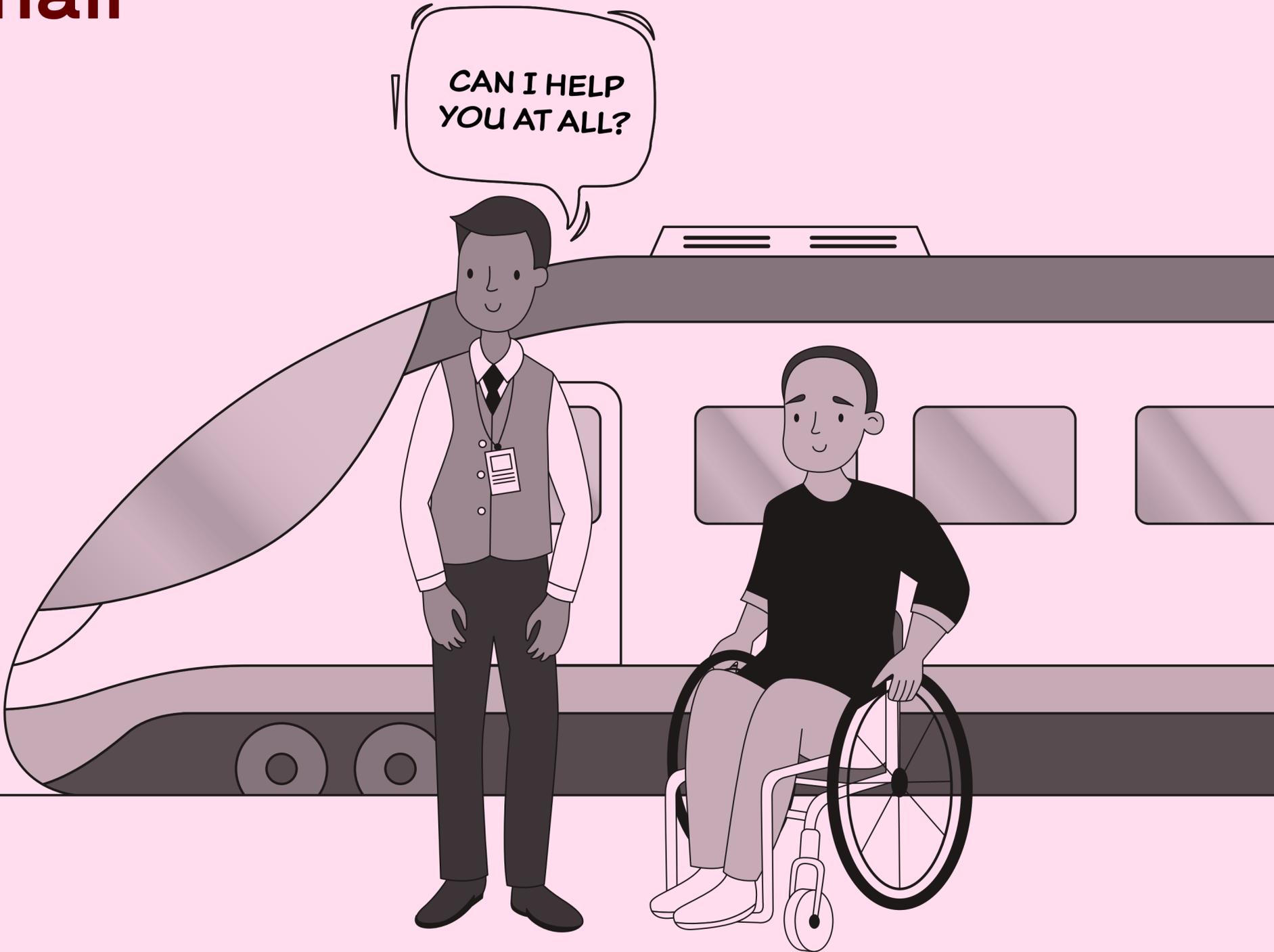
What questions do you have about particular impairments or health conditions?

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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.

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:

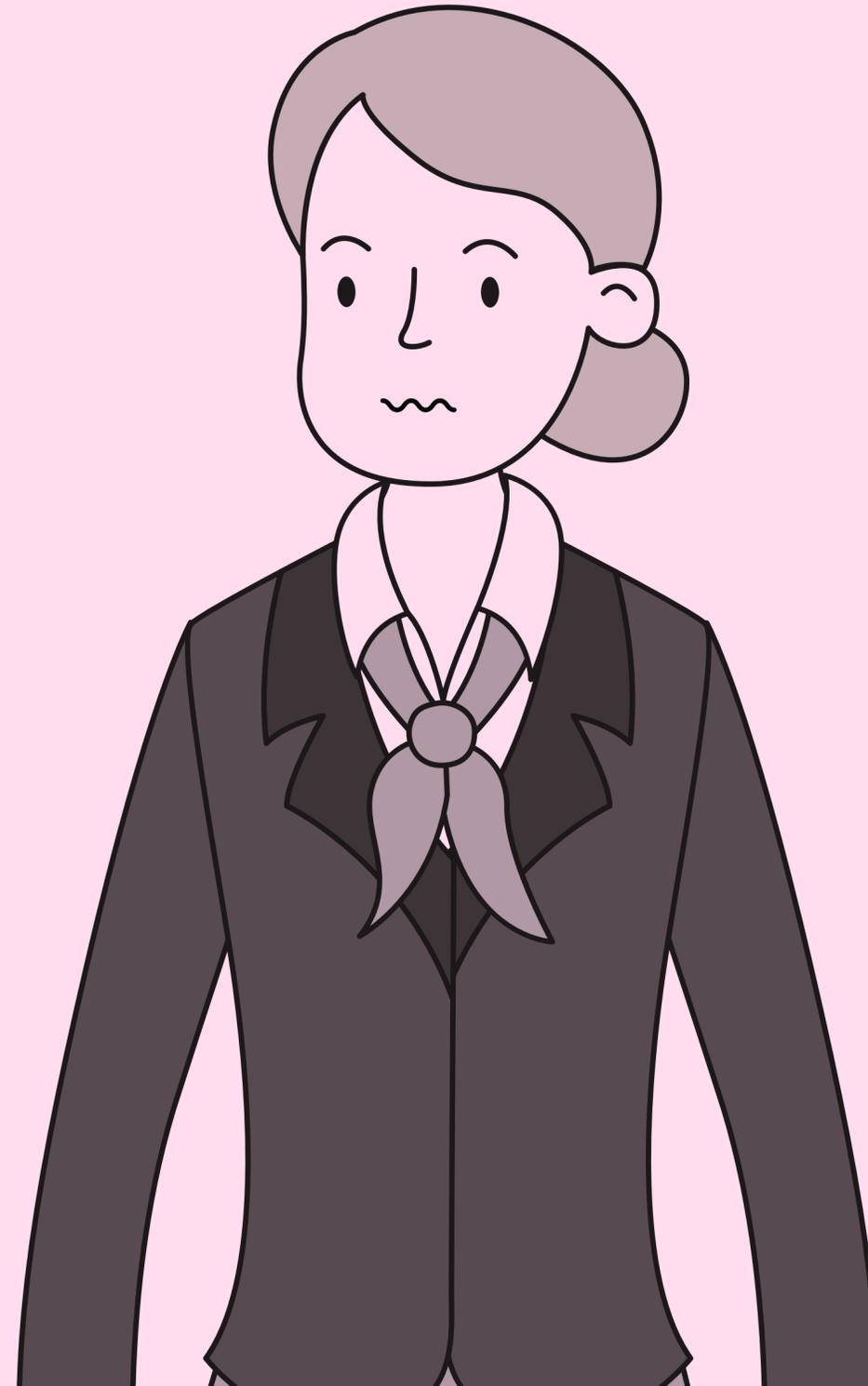
Someone with a mobility impairment wants you to help them get to the toilet.



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

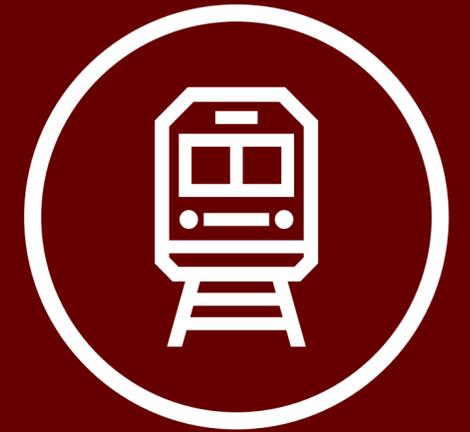
REAL

Ask

REAL

Listen

REAL Passenger REAL Person



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