

Module 7: Accessibility & Disability

Overview



This module will cover:

- Understanding the types of disabilities and accessibility challenges people may have (not all are immediately obvious),
- Some basic etiquette, and
- Universal terminology

Unfortunately people with disabilities or accessibility challenges don't get the opportunity to "play it again". Some of you may have printed out the transcript rather than viewing this on-line because of accessibility or technical challenges. Some of you are reading the words on screen, some of you are listening to the audio, and others are reading a printed script. This module looks at the challenges that our customers or team mates may face during Rugby World Cup 2011.

Accessibility & Disability – Type

Imagine what it's like for hearing impaired people attending Rugby matches. Most people have equipment and strategies to help them with their disability or particular challenge. This topic will provide you with some simple guidelines to help you assist people with a disability.

**Accessibility &
Disability – Types**See our list below:

- People with physical disabilities, these could be temporary (broken leg) or permanent (paraplegic or elderly)
- People with a sensory disability, such as sight or hearing
- People with an intellectual disability, such as autism
- People with a learning disability, such as dyslexia
- Parents with prams/ young children
- Woman who are pregnant or nursing
- People who have a temporary or permanent illness

Did you know?

- *20% of New Zealanders live with a disability that is nearly 1 million people!*
- *Baby boomers have the highest rates of disability and are New Zealand's future tourist market*

**Accessibility &
Disability –
Etiquette**

Often we get nervous when faced with helping someone with a specific need, especially if we have no experience of what they are going through. Here are some tips to remember:

- Offer to help, if you think it's appropriate
- Make sure your offer has been accepted before you help
- Be polite and respectful
- Talk to the person directly – if they have a caregiver or person with them don't direct your conversation to that person
- Ask for specifics if you are unsure
- People are the experts of their own requirements
- Avoid making assumptions
- Treat others as you would like to be treated
- Remember, you don't need to know all the answers. Sometimes just listening to the question and doing your best to help is the most important

Did you know?

- *Everyone will experience disability at some stage in their lives whether congenital, accident, illness or aging*
- *Sign language is the third official language of New Zealand alongside English and Te Reo.*



**Accessibility
Terminology**

Each tournament venue and city will have some accessibility options, such as:

- Kneeling buses
- Accessible parking
- Accessible toilets
- Accessible seating
- Entrance and exits to stadiums for disabled
- Nursing or parents room
- Lifts
- Ramps

**Did you know?**

- *Many visitors to the Rugby World Cup 2011 will have some kind of disability and will benefit from great access.*
- *Good access benefits everyone!*

**Summary of
Module**

We covered:

- Understanding the types of disabilities and accessibility challenges people may have (not all are immediately obvious),
- Some basic etiquette, and
- Universal terminology

This topic has built on the skills you learned in the Customer Service modules. The same skills you required to provide excellent customer service you would apply to people with a special need or requirement. *Take some time to note down the key points you remember from this module.*