

HOW WOULD YOUR COMPANY'S EMPLOYEES



THESE SITUATIONS?

- ◆ A customer with a dog enters your facility. The customer says it is an assistance animal. Can your employees ask for any certification that this is an assistance animal?
- ◆ If you could not understand what a customer with a speech impairment is saying, what steps can you take to facilitate communication?
- ◆ How do you modify your procedures for customers using wheelchairs if they encounter any barrier such as a counter?
- ◆ What special devices does your business have for communicating with customers having hearing impairments? Do your employees know how to use these devices? Do they know how to accept a call from the state telecommunications relay center?
- ◆ What are the correct procedures for handling money, giving change, or processing credit cards for customers who are blind?

If your employees cannot answer all of these questions, then you need Opening Doors® because you are not ADA Title III compliant.

Accessibility is not the same as hospitality. So often people with disabilities are treated as a problem to be dealt with....

Cyndi Jones, Director, Center for an Accessible Society

***W. C. Duke Associates, Inc. can open doors for you.
Find out how at 804.633.6752 or www.wcduke.com.***