

Accessibility TipSheet Staff Training Resources

From the Access Office

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the years from patrons with disabilities, their families, and friends: every single one thanked us for the way in which they were treated by staff.

Investing in staff training is one of the most important accommodations we can provide to our patrons with disabilities. Training staff should be right up there at the top of our priority lists but exactly how you train your staff, who will be trained, how much time and how often the training sessions will be is up to you.

This TipSheet identifies sources for materials, handouts, and videotapes.

1) Use good materials and handouts to support the training.

Easter Seals:

[Disability Etiquette](#)

[Myths and Facts about People with Disabilities](#)

**U.S. Department of Labor, Office of Disability and Employment Policy
(US DOL ODEP):**

[Communicating With and About People With Disabilities](#)

[Providing Quality Services to Customers with Disabilities](#)

2) Always have a knowledgeable person with a disability involved in the training.

A knowledgeable patron with a disability who can articulate their personal perspective or H[SHULHQFH ZLOO EH YHU\ KHOSIXO 7KH HPSKDVLV LV RQ 3M
with a disability participate is not enough. You need to identify people who have experience in training, know the issues, and, ideally, have experience with your venue.

The following list of organizations may be able to recommend the right person for your training. Be sure to interview the person, ask to observe him or her conducting a training, and check around with other people in the disability community to

