



JPPF Customer service activity - Dealing with people with disabilities

Activity: Create your own job aid.

Intro:

Step 1: Create a table with three columns. This can be hand-written or a computer document. Start with the left column - list as many types of disabilities you may encounter. Complete your list before moving to the next step.

Disability: If a person has -		
e.g. Mobility (wheelchair)		

Step 2: In the middle column, draw on your empathy to put yourself into their situation. Think about the difficulties they face and what they may need. Write those into the second column.

Disability: If a person has -	They need:	
e.g. Mobility (wheelchair)	Mobility parking, ramp, building access (doors, counter, lift, toilet facilities), designated space in court	

Step 3: In the last column, identify ways that you can accommodate their disability. Think about what your organisation has in place, what outside services you can utilise or what you can organise yourself.

Disability: If a person has -	They need:	I can:
e.g. Mobility (wheelchair)	Mobility parking, ramp, building access (doors, counter, lift, toilet facilities), designated space in court	Make them aware of the current court facilities When this person is due at court, organise staff/support to assist with access to the building if required Ensure courtroom is set up to cater for a wheelchair Inform the judicial officer of their presence

Finally, continually review your list with your colleagues and manager to make sure your solutions are accurate and up to date.

Congratulations on developing a job aid- you will be able to call on this to manage situations for dealing with people with different disabilities.