

Become more Disability Aware

Find out from Employability Clare about Disability Awareness Training tailored to your needs. 90% government grant is available.

Do a staff training role play exercise. Put on a blind fold and work through a customer interaction. (Have someone lead you so that you are safe). What was it like?

Learn how to assist someone with a visual impairment; don't just grab hold of the persons arm.

Find out how best to communicate with people and be aware of words to avoid.

Make HR and Recruitment more inclusive

Be willing to give a person with a disability a chance to take part in a site visit or job shadow day in your business.

Ask all people you will be interviewing if they need any accommodations.

When interviewing a person with an intellectual disability who is non-verbal, always speak directly to them, rather than to their support person or aide.

Find out about tactile indicators and signage, Employability Clare can help you.

Take a moment to think about the websites and online recruitment materials that you provide for internal and external stakeholders. How accessible are they for people with low vision or who need to access text based materials using a screen reader?

Watch out for PDFs and PowerPoints – most of these are not currently recognised as accessible formats. Have a plain text version available.

Be aware of the parts of your business and spaces that might be completely inaccessible.

Make a list of things in your immediate area that might be unsafe for a person with low vision – like a ramp without a guide-rail

Communicate with Confidence

In a meeting, ask people to introduce themselves when they speak so that a person with low vision can know who is in the room.

Find out how to enlarge print on computer screens which you use or show when talking with customers.

Maximise the use of signs and visual cues in your material. Does it need to be in words or could you use pictures or graphics.

Speak in a normal tone of voice and do not use language that is condescending.

If a person asks you to repeat the question, consider using plain language.

Ask the person to repeat themselves if you do not understand them.

Do not assume that a person who has an intellectual disability also has a physical or sensory disability. (no point raising your voice if they are not deaf).

Get involved with your Community

If your building doesn't have an accessible toilet, know where the nearest one is to your premises.

Try to get involved or partner with a disability organisation. You will become more disability confident.

Make your premises more accessible

Measure the space in your aisles. Is it wide enough for people with a wheelchair to travel through?

Think about the path of travel—could a person using a mobility aid, like a wheelchair, move in and out of your office, meeting space or work area.

If your building has steps, think about hiring/buying a portable ramp.

Think about having a lowered area of your counter or workspace where people interact with you.

If you have an accessible bathroom ensure that it is of adequate size for a wheelchair to turn and that there is a sizable bin in it.

Have a clean-up day and reduce clutter in and around your premises or workstation. Clear all areas of low level hazards such as boxes and cables—this can make a difference to a person with a mobility or vision impairment.

Are your doors heavy? Consider getting them lightened, desprung or wedged open during business hours.

Improve your Customer Service

Hire a mystery shopper with a disability to get their ideas on how to make your business more disability friendly.

Put a pencil and pad on your counter so that a person with a hearing impairment can communicate or order.

Order a guest wheelchair from medical supplier so that customers or visitors can use this to get around.

Get training in how to take phone calls from people with disabilities.

Put a chair in your waiting area or at different points of your premises so that customers or visitors don't need to stand for long periods.

Put some information on your webpage about disabled parking and the nearest accessible toilets for visitors.

Consider putting your specialist stock on the highest shelves of your store so that people can reach basic items without assistance.

Be confident interacting with people with disabilities.