



At Your Service:

Welcoming Customers with Disabilities

A Webcourse For One-Stop Center Staff

This self-paced webcourse is designed to help One-Stop Center employees develop a better understanding of accessibility and accommodation issues for customers with physical, sensory, psychiatric or cognitive disabilities. A combination of lessons and case studies explore the legal and procedural aspects of providing services to customers with disabilities, while encouraging an understanding of the customer's point of view.

The objectives of this course are:

- to increase employee understanding of the needs and experiences of people with disabilities.
- to show how to comply with the statutes regarding service to people with disabilities, particularly the ADA and Section 508.
- to present ways to modify existing customer service practices to meet the needs of people with disabilities.
- to understand what etiquette requires when interacting with customers who have disabilities.
- to foster creativity in responding to the unique situation of each customer.

This webcourse should take approximately four hours to complete. It can be accessed at www.sedbtac.org/distanceEd/web/AtService/index.cfm. The course is intended to offer an introduction to disability service concepts, and provides links to related online resources. After completing the course, employees should realize that successfully meeting the needs of individuals with disabilities may require consideration and creativity, but that these characteristics are an extension of the superior customer service they already provide.

For more information about how to make your One-Stop Center accessible as well as information and training on WIA and Section 188, as well as other disability-related issues, please contact your local DBTAC at: **1-800-949-4232**.

Questions about the course? Contact: shelley.kaplan@catea.org.

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This webcourse conforms to Level "Triple-A" of the W3C's Web Content Accessibility Guidelines 1.0 available at <http://www.w3.org/TR/1999/WAI-WEBCONTENT-19990505>, level Triple-A

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