

PRACTICE A.C.C.E.S.S.

INCLUSIVE CUSTOMER SERVICE

Providing exceptional service to everyone means creating a welcoming environment for guests with disabilities. By following the A.C.C.E.S.S. approach, you'll ensure all guests feel valued and have a smooth experience at your clinic.



A SSUME CAPABILITY

Start by assuming all guests can participate in the check-in process. Don't make assumptions about their needs. Let them take the lead and offer assistance when needed.



C OMMUNICATE EFFECTIVELY

Speak directly to the guest (not their companion, if present), be clear and concise, maintain eye contact, and offer assistive devices if needed.



C REATE AN ACCESSIBLE ENVIRONMENT

Be aware of physical barriers and offer alternative check-in methods for those who need them.



E MBRACE SERVICE ANIMALS & ASSISTIVE DEVICES

Welcome service animals (don't interact with them without the guest's consent), respect assistive devices, and offer to store them safely if needed.



S HIFT FOCUS TO SPECIFIC NEEDS

Be aware of available assistance options such as providing wheelchairs, offering to guide visually-impaired guests, or providing written information in alternative formats such as large print or braille.



S TRIVE FOR EXTRA HOSPITALITY

Be proactive by offering assistance and anticipating needs. Include contact information for local disability advocacy resources in case guests have specific questions or require further assistance.

MORE WAYS YOU CAN INCREASE ACCESS



- Take the time to get to know your guests' needs. Some disabilities are not apparent.
- Be patient, empathetic, and willing to find a way to communicate in a manner that works for all parties. Make sure you know your clinic's emergency procedures for disabled guests.
- Mistakes may happen. If you make a mistake when communicating with a guest, take responsibility and repair miscommunications in real time by:
 - Acknowledging the mistake
 - Briefly apologizing
 - Correcting the mistake
 - Moving on
- Utilize inclusive language when speaking to and speaking about the guest.
 - Person-first or Identity-first language: Ask which is preferred (if relevant).
- Proactively seek feedback from guests to understand their experiences and identify areas for improvement.

ADDITIONAL RESOURCES ON DISABILITY INCLUSION

Wellbeing for LA Learning Center
<https://learn.wellbeing4la.org/detail?id=401600&k=1716326153>



Centers for Disease Control
<https://www.cdc.gov/nceh/ncbddd/disabilityandhealth/disability.html>



Department of Mental Health
<https://dmh.lacounty.gov/ada/>

