

**NASSAU COUNTY
AMERICANS WITH DISABILITIES ADVISORY COMMITTEE MEETING
TUESDAY, JULY 17, 2018
3:00 P.M.
COMMISSION CHAMBERS**

3:00 PM Training Session on Customer Service for Front Line Staff

AGENDA

Call to Order.

Roll Call.

Approval of Minutes from meeting held April 17, 2018.

Input from members of the audience wishing to address the committee.

Comments from individuals with disabilities or organizations representing individuals with disabilities as to County facilities and/or problems encountered with any County facility.

Any other business to come before the committee.

Set next meeting date.

Adjourn.

National Network
Information, Guidance, and Training on the
Americans with Disabilities Act



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ADA Quick Tips - Customer Service for Front Line Staff

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Customer Service Quick Tips for Front Line Staff Serving Customers with Disabilities

Did you know there are more than 57 million Americans with mobility, sensory, neurological, intellectual, and other types of disabilities? This diverse group represents a growing market for businesses and a valuable source of talent and support for public programs and activities.

The spending power of Americans with disabilities is currently about \$220 billion. Wounded veterans, an aging baby boomer generation, and other factors continue to swell the population of those with disabilities. These individuals, as well as their family members, friends, and associates, are people you want to include in your business or organization as customers, participants, volunteers, and supporters!

Quick tips for providing excellent service to customers with disabilities:

- Treat everyone as a valued customer; don't treat people with disabilities with pity or disrespect.
- Learn about accessibility features at your place of business (e.g., is there a ramped or level entrance?) so you can answer questions and provide accurate information.
- Make sure there is a clear path of travel for customers using mobility devices or service animals.

- Service animals are used by people with a variety of types of disabilities. If you can't tell whether an animal is a service animal, you may ask only two questions: (1) is the animal a service animal needed because of a disability, and (2) what work or task has the animal been trained to perform.
- A mobility device is considered part of an individual's personal space; do not lean on it or move it without permission.
- When you offer assistance, wait for the individual to respond; don't make assumptions, listen, ask for instructions, and respect the individual's wishes.

Quick tips for communicating with customers with disabilities:

- Speak directly to persons with disabilities; don't avoid eye contact or speak only to their companions.
- Be patient and give your full attention to persons who may have difficulty communicating; some people need more time to express themselves.
- If you don't understand someone, don't pretend you do; ask questions that will help you understand.
- When speaking with a person who is deaf or hard of hearing, speak clearly, face the person, and don't cover your mouth. If speaking through an interpreter, direct your attention to the individual with a disability, not to the interpreter.
- Keep paper and pen handy for exchanging notes with persons who are deaf, hard of hearing, have speech disabilities, or other disabilities that affect communication. Know about any other communication aids your business may have on hand (large print materials, assistive listening devices, etc.).
- When speaking with a customer of short stature or a person using a wheelchair or scooter, it may be helpful to sit down at eye level, if possible, to make the conversation easier.
- When speaking with a person who is blind or has low vision, identify yourself and others who are with you, and let the person know if you are leaving. Use specific words to give information or directions (remember the person may not be able to see you pointing, nodding, etc.) and offer to read printed material out loud if necessary.

Online Resources

ADA National Network provides free information, guidance, and training: 800-949-4232; www.ADAa.org (<http://www.adata.org/>)

Free 20-minute customer service film at your service: www.adahospitality.org/at-your-service (<http://www.adahospitality.org/at-your-service>)

Revised ADA Requirements: Service Animals: www.ADA.gov/service_animals_2010.htm (http://www.ada.gov/service_animals_2010.htm)

Frequently Asked Questions about Service Animals and the ADA:

www.ada.gov/regs2010/service_animal_qa.html
 (http://www.ada.gov/regs2010/service_animal_qa.html)

Content was developed by the Mid-Atlantic ADA Center, and is based on professional consensus of ADA experts and the ADA National Network.



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AMERICANS WITH DISABILITIES ADVISORY COMMITTEE
Commission Chambers, April 17, 2018 3:00 p.m.

Present: Billy Stonebreaker, Facilities Maintenance
John Drew, Tax Collector
Stefanie Thomas, Health Department
Terry Cotter, Interim Building Official
Michael S. Mullin, County Attorney
Lori Wilkinson, representing the Supervisor of Elections
Brenda Linville, Deputy Clerk (recording secretary)

Absent: Steve Kelley, County Commissioner
Bobby Lippelman, General Counsel for Sheriff
Kevin Burnette, School Board Facilities Department
Shanea Jones, County Manager

In the absence of Commissioner Kelley, Mr. Drew presided over the meeting. Deputy Clerk called the roll.

It was moved by Mr. Mullin, seconded by Mr. Stonebreaker and carried unanimously to approve the minutes of the meeting held July 25, 2018, as presented.

Mr. Stonebreaker reviewed the publication by the ADA National Network as it relates to Service Animals and Emotional Support Animals. It addressed the rights of individuals requiring a service animal. Mr. Stonebreaker responded to an inquiry that handlers have to clean up after their animal and handler's responsibilities. Mr. Mullin stated that he felt that it was necessary that all the Constitutional Officers and County offices receive this publication. He also requested that Mr. Stonebreaker provide a copy of the publication to the bailiffs.

Mr. Mullin commented that there are two firms in the State of Florida that are filing lawsuits dealing with the websites and the requirements to meet ADA requirements. He has spoken with the County IT Director and the firm that the County hired to ensure that the County's website meets the ADA requirements. Brief discussion followed.

There was no public input.

There was consensus of the Committee to schedule the next meeting for July 17, 2018. Time to be determined.

It was moved by Mr. Mullin to adjourn the meeting at 3:26 p.m.