

Equal Access

It's important that we respect the dignity and appreciate the worth of each person. This training will help everyone understand how to best ensure equal access to people with limited English proficiency or disabilities.

This course offers the knowledge and skills needed to provide people with equitable services — including people who are Deaf or Blind, those with special communication needs, and those who rely on service animals.

Course Objectives:

- Describe the benefits and requirements of providing language services and accommodations.
- Identify a person's needs and secure associated services.
- Understand how to manage support persons and service animals.



Course Version

- 10 minutes (untimed)

Languages

- English and translatable

Interactive polling questions in the course give employers real insight into how learners feel about the concepts and culture skills presented. And Emtrain's innovative Ask the Expert feature gives learners direct access to course experts.



Lesson	Description
Equal Access	An introduction to the purpose and goals of this course.
Interpreter Services	People with hearing and vision impairments, or language challenges, may have difficulty communicating. A professional interpreter helps ensure high-quality communication. There are certain techniques to use when working with an interpreter.
Services for People With Special Communication Needs	In our workday, we may interact with others who have hearing loss, vision loss, or other disabilities that impact their communication. This lesson gives helpful information on how to be respectful around special communication needs.
Service Animals	There are a few things you should know when there's a support animal at work. This lesson covers the definition of service animals and some of the do's and don'ts.
Provide Your Feedback	A post-program survey on the learning experience.