

Blind Awareness Training

Operators learning to show empathy and understanding

Disability Training: Past

- New Part-Time Operators
 - Trainers review Operator Handbook and prep students for OEO
 - OEO provides 90 minutes of training which includes: harassment, wheelchairs/scooters/segways, service animals, calling streets, announcing routes, lifts and PCA's
- Part-Time to Full-Time Operators
 - OEO provides 90 minutes of training which includes review

Disability Training: Today

- New Part-Time Operators
 - Same as before
- Part-Time to Full-Time Operators
 - OEO provides 90 minutes of training which includes review
 - **NEW** Blind Awareness Training

Creating the Training

- Research
 - Saint Paul School District
 - State Services for the Blind
 - Other Transit Agencies
- Curriculum
 - Multi-learning approach
 - Interactive
 - Help create empathy
- Trial Run
 - March 14th, 2018
 - Up to 4 classes/ year expected

Section I: Intro & Examples

- Introduction of team teaching
 - OEO
 - Full-Time Instructors
 - Manager and Assistant Manager of Training
 - Mohamed Samaha
- Review two customer complaints
 - Provide examples of some things our operators have done to customers that have a disability

Section II: Someone else's shoes

- Scenario A
 - Students walk down the side of the bus, step into the bus, swipe their ID badge on the Go-To card reader and find a seat keeping their blindfold on
- Scenario B
 - Students stand up, holding on to an overhead stanchion or back of a seat keeping their blindfold on. A trainer does a short drive around the building driving poorly (i.e. quick acceleration, jerkiness, hard braking, etc.)



Section III: Don't Patronize

- Short clips are shown with a brief pause after each
- Three examples of patronizing a blind customer
 - What did the bus driver do wrong?
 - What could they have done differently?
- One example of correct way to address blind customer
- Discussion
 - What did the bus driver do right?
 - How do you think the bus operator made the blind customer feel?

Section IV: Deaf Customers

- Deaf Experience
 - Three scenes are shown
 - Scenes 1 & 2 provide no audio
 - Differences in the first two are discussed
 - Scene 3 provides audio
- How can you help?
 - Write things down
 - Articulate

Section V: Go ahead, ask me!

Mohamed Samaha

- Provides brief background of his genetic condition
- Discusses growing up blind and how he learned to navigate the transportation system
- Opens the room up for questions

Questions, Concerns & Feedback

Please feel free to send me any suggestions you may have to improve our training.

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