



Ensuring Access for Customers with Disabilities

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Overview

- Focus on Standards
- Listen to your Customers
- Build an Access Team
- Access/Special Needs Department
- Promote Accessibility
- Focus on Training



Focus on the Standards

- Have a checklist
 - Meet the required guidelines
 - Go beyond the guidelines
- Make sure checklist is available
- Use checklist regularly
- Update checklist



Listen to your Customers

- Review complaint letters
- Use surveys and comment cards
- Put together an advisory board



Build an “Access Team”

- Access Manager
- Access or Special Needs Department
- Designated people in each department
- Indepartmental task force



Access/Special Needs Department

- Specially trained frontline staff
- Respond to customer inquiries
- Multiple channels – calls, email, fax
- Individualized assessment and accommodation



Promote Accessibility

- Education is key
 - Internal
 - External
- Websites
- Brochures
- Media



Focus on Training

- On-going training is essential
- People-first language
- Basic service tenet:
 - Ask permission first
 - Ask how they want to be assisted
 - Listen to the response
 - Follow their instructions



Thank you!

○ Any questions?