

"To care for those who once cared for us is one of the highest honors."

- Tia Walker

EXCUSE ME,  
I NEED TO  
FIX \_\_\_\_\_  
GET A \_\_\_\_\_  
APPLY FOR \_\_\_\_\_

PLEASE  
LET THIS  
BE EASY!

PAIN | FEAR  
**I CAN'T FOCUS**  
AM I GOING TO BE OKAY HERE?  
TOO MUCH GOING ON / I'M OVERWHELMED  
TOO MUCH STRESS  
**ANGER | ANXIETY**  
I'D RATHER BE HOME IN A COCOON  
**DEFENSIVENESS**  
SO MUCH SADNESS | RAPE  
**HORRORS OF WAR**  
**DOMESTIC ABUSE**  
**CHILD ABUSE**

Training activities on  
ADA issues can be tailored to your employees' or  
organization's needs.  
Please contact:

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## Extraordinary Customer Service

Meeting the Needs of  
Customers with Medical and  
Aging Hurdles

### OH NO!!!

- ☐ There are no ADA carts
- ☐ If I don't sit down, I'm going to fall
- ☐ I can't hear you anymore if you turn your head away
- ☐ My ride was late and I only have \_\_\_\_\_ minutes to shop and check out
- ☐ My leg just went numb
- ☐ I can't reach the \_\_\_\_\_
- ☐ They are out of \_\_\_\_\_
- ☐ My hip, knee or ankle doesn't want to work
- ☐ There's so much noise, I can't hear them

(check all that apply)

We can't go home  
without our  
medicine, fruits  
& vegetables, TP  
and light bulbs



City of Santa Fe  
Mayor's Committee on Disability

## Extraordinary Customer Service: Meeting the Needs of Customers with Medical and Aging Hurdles

Since most businesses meet the standards required by the Americans with Disabilities Act, employees' interactions with people who are having a disability- or aging-related problem will likely occur when something goes wrong: Maybe all the motorized carts are in use or need charging, and there's no place to sit and wait. Or perhaps the person is unexpectedly fatigued or having pain issues or some other unexpected problems. **In a medical emergency, normal protocols should be followed.**

### Things you and your employees can do:

1. Offer and provide seating if the person is not already seated.
2. Offer to call others to help, if appropriate.
3. Make an effort to speak slowly; it helps improve comprehension in stressful situations.
4. Treat the person like a beloved family member:
  - Ask them about the problem and any suggestions for a solution.
  - Patience and kindness improve many situations.



Members of the community can respond unexpectedly or perhaps aggressively because of underlying medical issues, sometimes in a place of business or government office or in a housing situation. While an actual crisis would involve medical professionals or local authorities, most situations can be diffused.

1. Establish a cooperative environment.
  - “We can find a solution here.”
  - “We can fix this problem.”
2. Listen.

