



Disability-Inclusive User Service Standards

STARTING POINTS

PREFERRED LANGUAGE & DISABILITY ETIQUETTE

MULTIMODAL COMMUNICATION SOP - Helplines, Testimony, Privacy, Confidentiality

IDENTITY / VERIFICATION AADHAAR KYC BIOMETRIC SOP -

INDIVIDUALISED ASSISTANCE SOP - SSR codes , Ticket booking Logic - CRIS, VB

SECURITY SCREENING SOP MANUAL & PRESENTATION

MEDICAL EXAMINATION SOP

DISABILITY ASSESSMENT SOP

APPENDICES

ONGOING DISABILITY-SPECIFIC DIVERSITY TRAINING CONTENT CREATION, TESTING & CERTIFICATION

EDUCATION-SPECIFIC

HEALTH-SPECIFIC

TRAVEL-SPECIFIC

[COURT-SPECIFIC](#)

[POLICE-SPECIFIC](#)

[FINSERV-SPECIFIC](#)

[INSURANCE-SPECIFIC](#)

[RETAIL-SPECIFIC](#)

[RECREATION-SPECIFIC](#)

[SPORTS-SPECIFIC](#)

[ENTERTAINMENT-SPECIFIC](#)

[DUMP LINKS](#)

STARTING POINTS

PREFERRED LANGUAGE & [DISABILITY ETIQUETTE](#)

-  Disability Etiquette 101 - India 2018.pdf - sector signed off, which is crucial
-  Preferred Language : Media guide on reporting about disability in contemporary India <http://bit.ly/dis-eq-101>
-  Handbook training & sensitisation Air travel_NT.pdf
- Supreme Court [Handbook Concerning Persons with Disabilities](#)

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INDIVIDUALISED ASSISTANCE SOP - [SSR codes](#) , Ticket booking Logic - [CRIS](#), [VB](#)

SECURITY SCREENING SOP [MANUAL](#) & [PRESENTATION](#)

MEDICAL EXAMINATION SOP

DISABILITY ASSESSMENT SOP

STANDARDISED EXAMINATIONS & ACCOMMODATIONS SOP

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ENTERTAINMENT-SPECIFIC

DUMP LINKS

- [Service Standard - Service Manual - GOV.UK](#)
- [Services, public functions and associations Statutory Code of Practice](#) (UK Equality Act Services Code)
- [National Standards for Disability Services](#) Australia
- Ontario Accessible Customer Service Standards
 - <https://www.ontario.ca/laws/regulation/070429>
 - <https://www.ontario.ca/laws/regulation/r16165> - integrated?
 - <https://campfirecircle.org/wp-content/uploads/The-Accessibility-Standards-for-Customer-Service.pdf>

- https://accessibility.uwo.ca/doc/aoda/guide_to_the_accessibility_standards.pdf
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