



Protocol for client in a wheelchair

Remember all humans have different abilities, diversity is the only thing everyBODY has in common

Meet & Greet

Treat your guest as you would like to be treated

If your client arrives by themselves they are extremely able

**If you have any questions or are unsure, ask your client!
They are an expert on themselves**

Trust is mandatory when it comes to any client sharing with you.
It all starts in the first initial meeting.

In a large group firstly welcome group from a distance, before....

- If client is in a wheelchair; go directly to the client, squat down to the client's eye level to introduce yourself
- If you are explaining anything one on one stay at client's eye level
- If you're explaining anything to a group, stand back. Never stand close to a client in a wheelchair. If they have to look up you're too close
- If the client is in the vehicle go directly to the client in the vehicle, open the door if necessary and squat down to the client's eye level
- Remember they can see and hear everything, meeting other clients or the driver first will separate your client from the group. Meeting the client in the vehicle first, brings the group to the inclusive client so a bond is created within the group.

Never!

*talk over the client

*talk to the clients companion without involving the client

*talk about the client with their companion

*ask the travel companion a question about the disabled client.

*say sorry about the clients condition, you may think it's caring...it's not

*lean on your client's wheelchair

*Ask what happened, this is the clients decision to share personal information once you have a rapport

For any additional information contact Makingtrax Adaptive Consultant



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Transfers & Assistance

Your inclusive client is an expert and knows exactly when and how they will need assistance

- All abilities and bodies are unique, just because one client can perform a certain task does not mean all clients can.
- **Never push your client's wheelchair unless they ask you to do so.**
- **Always ask your client how they like to be transferred or moved (they know best)**
- If your client asks to be assisted in pushing, keep movements smooth & take your time.
- Lean wheelchair back when pushing on rough ground, stones down steps and down steep slopes (keeping front small wheels off the ground).
- If you let go of the clients wheelchair make sure your client knows and it's flat ground.
- **Be discreet when transferring your client (think of your client's dignity)**
- Be strong footed and take your time. A small scrape on your clients butt can be very serious.
- It's way more comfortable, safe and manageable to keep your client in their wheelchair.
- This is more discrete safer & comfortable for clients than being man handled. However always ask clients their preferred technique once they see the obstacle and let them make the decision, it's their body.

Very important your client in a wheelchair cannot sit on hard ground, stones, rocks or pavement due to damaging their skin through pressure or scratch, either will ruin their tour.

Closed foam mat eliminates this risk

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Points to Consider

Your client needs to be reassured all is possible, from the moment of first contact

Your client may be susceptible to the cold. Some SCI clients don't regulate body temperature e.g. no sensory reaction, goose bumps, capillary dilation or blood to core. It can be difficult to warm in regards to swimming.

Your client may be susceptible to the heat, over 30°C

Reassurance, information, communication and preparation are the keys to success

Wording is powerful (empower your clients)

Focus on your client not their disability

We are an **Inclusive** Tour Operator/We provide trips for **all abilities**
Our access is accessible to **all abilities**

Your client may have a disability - Nobody is disabled

No one is bound to a wheelchair or wheelchair bound; client that uses a wheelchair or wheelchair user

No one suffers from a disability; client may have a disability

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