



交通サポートマネージャー

Support Manager Training Program for Transport by ECOMO [Sensitivity training program]

The ECOMO Foundation
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Outline of the program

- Purpose: giving basic knowledge of reception and support of the elderly and the disabled for transport providers
- PWDs participate in the program as lecturers. We emphasize on not the know-how but understanding disability, communication skills, awareness to passenger needs through lectures, exercises and group work.
- By opinion exchanging between PWDs and transport providers we reach to mutual understanding and sharing information.
- Getting smooth communication skills
“Ask directly to passenger what they want, not ask to caregiver”

Mutual understanding makes leeway in their mind on sites

Outline of the program

Sponsored by The ECOMO Foundation
Supported by MLIT

- Duration of program: 2 days
- Putting emphasis on not only knowledge but also discussion with PWD lecturers
- From 2009, 98 training sessions held
Total completed: over **2,400** persons



Program

**Almost program
includes PWD lecturers**

Day-1	AM	Orientation
		Reception and support in necessity[30min]
		Barrier-free law and policy of governments[30min.]
		Basic communication and understanding of disability(DVD) [60min.]
		Group discussion【self-introduction and interview to lecturers】[50min.]
	PM	Daily life and mobility of PWDs① 【Wheelchair user】 [30min.]
		Practical exercises of communication 【Wheelchair user】 [80min.] Mechanism of wheelchair, tips of pushing and lifting wheelchair and communication
		Daily life and mobility of PWDs② 【P with hearing disability】[30min.]
		Practical exercises of communication 【P with hearing disability】[30min.] (hand sign, writing and other communication tools)
Day-2	AM	Orientation
		Reception and understanding for elder passengers [30分]
		Group discussion 【Summarize and look back for day1】 [40min.]
		Daily life and mobility of PWDs③ 【P with mental disability】 [30min.]
		Daily life and mobility of PWDs④ 【P with internal disability】 [30min.]
	PM	Daily life and mobility of PWDs⑤ 【P with visual disability】 [30min.]
		Practical exercises of guiding 【P with visual disability】 [80min.] Basic guiding technique and communication tips
		Group discussion 【Awareness training with case studies】 [120min.]

■ Example of discussion theme - case study

※Extract from transport providers' questionnaire survey

Case1 : Wheelchair passenger and stroller getting on a bus at the same time

When a wheelchair user on board, two stroller trying to get on a same bus, in vehicle some elder passengers sitting on designated area for wheelchair and stroller. How to manage the situation as a bus driver?

Case2 : A person with invisible or hidden disability from outside

In a bus, a young woman sitting on a priority seat, bus driver ask her to give way the seat to elder passenger when the elderly getting on. But after a few days bus company received a complaint from the young woman. Because she has internal disability and needed a seat. What do you think the better correspondence at that time?

Case3 : A request to guide outside of the station from a person with visual impairment

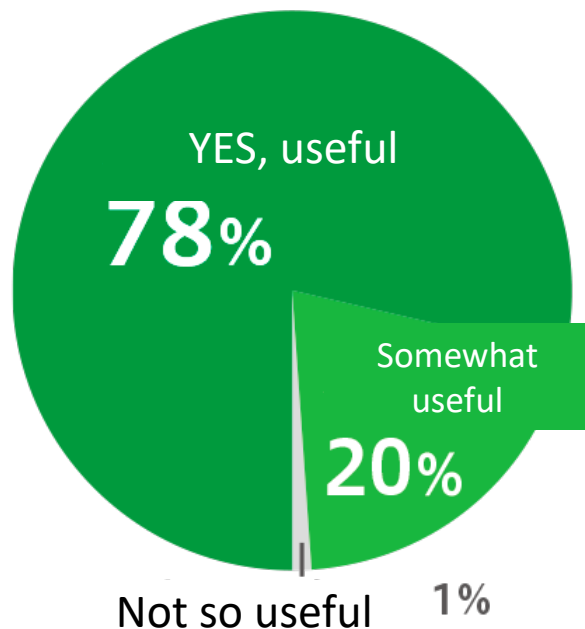
Suppose you are a staff of one-manned railway station, a passenger with visual impairment asks you to guide him/her outside of the station. But you can not leave station. What should you do at such situation?

Evaluation of students from questionnaire

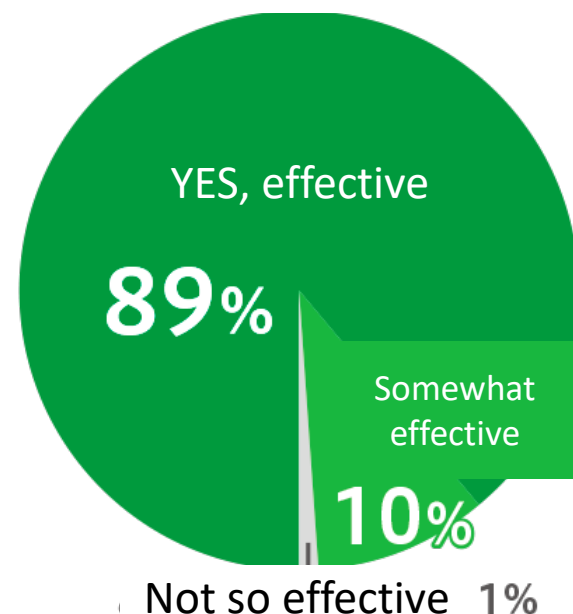
■after session questionnaire

More than 9 students out of 10 answered
“this program is useful to practical work”,
“it is effective that PWDs participate in the program”.

Usefulness to real work



Effectiveness of PWDs' participation



Evaluation of students from questionnaire

Understanding disabilities

- I could understand importance of awareness, calling out and communication.
- When we provide services there is no correct answers, therefore, we need to communicate with passengers to understand their needs.
- I noticed that I avoid unintentionally PWDs deep down in my heart. I will try to break the wall in my mind to communicate with them without tension.
- I have changed my mind and attitude to PWDs.
- I could notice that misunderstanding and assumptions in in mind when we provide services.

Importance of PWDs participation

- It was very educational that we could hear live opinion from PWDs lecturer.
- Getting positive and gaining confidence after the lecturers speeches.
- It is more meaningful than other existing programs.
- It was very good that mutual understanding between lecturers and us wad deepened.
- I could ask lecturers a thing which is hard to ask passengers in daily business on site.

Contents of training

- I could know why we, transport company, must learn ways of reception for passengers.