

1. Basics of Accessibility Support

Be attentive to diversity

A wide variety of persons will be at the Olympic/Paralympic Games, including the delegations of athletes, sports organizations, marketing partners, the Olympic/Paralympic Family, and spectators. Trying to understand their diverse needs and wishes and assist them accordingly, you will be able to serve them well and perform acts of hospitality that will be remembered long afterward.

Respect each person

Approaching and acting naturally toward someone as you normally would, whether this person has an impairment or not, is the key to respecting each person's individuality. Remember to be flexible in your interaction with others, in consideration of diverse physical conditions they may be in.

Be willing to understand

It is essential to be willing to understand others if you wish to interact with them in a considerate, respectful manner. For example, if you wish to know if a person with an impairment needs help, address your question directly to the person, and not his or her sign language interpreter or companion. Also

remember to identify yourself first, giving your name and title (function).

Find out what THEY want

The kinds of assistance you are called to provide can largely vary from one person to another, depending on their physical abilities and other matters. Some people prefer not to be assisted at all. Remember to approach and communicate with the person in question first and provide assistance if and as desired.

Respect their privacy

You are not allowed to disclose to any third party any private information that you might obtain through your interactions with people you assist. Take care to act discreetly and refrain from asking too personal questions.

Stronger together

It is essential to know not only how to provide basic assistance but also how to respond to unexpected situations. If you find yourself in a situation that is difficult to handle on your own, do not hesitate to seek help from other staff members.

Assistance dogs

It is legally obliged to accept assistance dogs (i.e. guide dogs, service dogs, and hearing dogs). In any situation in which an assistance dog is involved, ensure other people's understanding and cooperation, as the need arises, so that the assistance dog will not be mistaken for a pet.