

## **Sensitization Training for Reception and Security Staff on Service Provision for Persons with Disabilities**

Majority of people use the spoken language to communicate and they find it so easy to interact with one another. This ease of communication is one of the many things we take for granted. The deaf on the other hand cannot hear the spoken word and hence use the sign language in their day to day interactions.

This mode of communication poses a big challenge to many able people and hence the University organized a sensitization workshop on May, 26, 2015 for its staff to help them in service provision to persons with hearing disabilities.

Speaking during the launch of the sensitization workshop, the Registrar, Administration, Dr. Dismus Bulinda expressed confidence that the workshop would enable the reception and security staff to offer better services to the disabled staff and students.

Dr. Bulinda explained that the exercise was part of disability mainstreaming; a program meant to empower staff on disability issues. He explained that people with disability are part of the Kenyan community and they deserve our services. A number of measures have been taken by the management to cater for the needs of the people living with disabilities. Key among them include; reservation of parking area, installation of ramps, purchase of a specialized van for students with disability among others.

The participants during the workshop were left in shock when they were told that deaf people make the best drivers. Deaf people can do anything, except those things that involve sound. Deaf people are as normal as everyone else. It is hence not good to stereotype against the deaf person.

The sensitization workshop to staff on service provision for persons with disabilities is an ongoing initiative and a performance contract indicator on disability and gender mainstreaming.