



Military Community and Family Policy Fact Sheet

Data



The Department of Defense discontinued the in-person Inclusive Recreation for Wounded Warriors course in May 2015.



The Inclusive Customer Service training is one of the first self-directed My Training Hub courses available

Additional information

My Training Hub

<http://myhub.militaryonesource.mil>

Morale, Welfare and Recreation

<http://militaryonesource.mil/mwr>

Inclusive Customer Service — Morale, Welfare and Recreation

Background

Recreational programs and services contribute to enhancing morale in the military community, and each eligible patron should be welcomed to participate. Inclusion is a simple way to extend Morale, Welfare and Recreation benefits to every member of the military community. Morale, Welfare and Recreation programs on installations worldwide may need to look at the programs they offer and the facilities they operate to evaluate how accessible and inviting they are for all eligible patrons. Transitioning to an inclusive environment does not have to be time consuming or expensive with Inclusive Customer Service training.

Highlights

Inclusive Customer Service:

- Defines and illustrates inclusion
- Describes legal inclusion requirements
- Offers inclusive strategies that extend services to customers with various disabilities
- Shares a six-step approach for creating inclusive programs and services
- Is an optional, but highly encouraged, self-directed training for all Department of Defense Morale, Welfare and Recreation employees
- Is accessible through My Training Hub at <https://myhub.militaryonesource.mil> after a brief registration process

