

# DISABILITY ETIQUETTE

Category	Etiquette
<b>People Who Use Wheelchairs or Have Mobility Impairments</b>	<ul style="list-style-type: none"> <li>• Offer to shake hands when greeting someone.</li> <li>• Do not lean on or touch someone's wheelchair.</li> <li>• Place yourself at eye level when in conversation.</li> <li>• People who use canes, crutches or other assistive devices use arms for balance. Refrain from touching them or moving an object around them unexpectedly.</li> </ul>
<b>People Who Are Visually Impaired</b>	<ul style="list-style-type: none"> <li>• Identify yourself and allow the rest of the group to do the same.</li> <li>• Offer your elbow if someone needs to be guided; do not take his.</li> <li>• Walk on the opposite side of a guide dog or cane.</li> <li>• Give specific, non-visual directions.</li> <li>• Orient people with visual impairments using numbers on the face of a clock</li> </ul>
<b>People Who Are Deaf or Hard of Hearing</b>	<ul style="list-style-type: none"> <li>• Follow the person's cues to find out if she prefers sign language, gesturing, writing, or speaking.</li> <li>• Before speaking to a person who is deaf or hard of hearing, tap on her shoulder or wave your hand to get her attention.</li> <li>• Use a normal tone, speak clearly and distinctly.</li> <li>• Rephrase, rather than repeat, sentences that the person does not understand.</li> <li>• Use facial expression, body language, and pantomime.</li> <li>• If a sign language interpreter is present, speak directly to the person who is deaf, not to the interpreter.</li> <li>• Be prepared to write notes to communicate, if necessary.</li> </ul>
<b>People with Speech Disabilities</b>	<ul style="list-style-type: none"> <li>• Give the person your full attention and be patient.</li> <li>• Do not interrupt or finish the person's sentences.</li> <li>• If you are not sure whether you have understood, you can repeat for verification.</li> <li>• If, after trying, you still cannot understand the person, ask the person to write it down or to suggest another way of communicating</li> </ul>

**People with Developmental Disabilities**

- Speak to the person in clear sentences, using simple words and concrete concepts.
- Rephrase comments or questions for better clarity.
- Stay focused on the person as he responds to you and be patient.
- Avoid talking about a person with a developmental disability when he is present.

**Service Animals**

- Some people who are Deaf, blind or have low vision, or who have seizure disorder or a range of other disabilities may use a service animal to assist them with daily living.
- Do not distract, feed, or pet the animal. Respect the handler.