

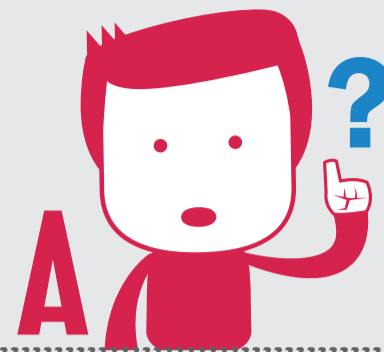
The Official

A-Z of DISABILITY

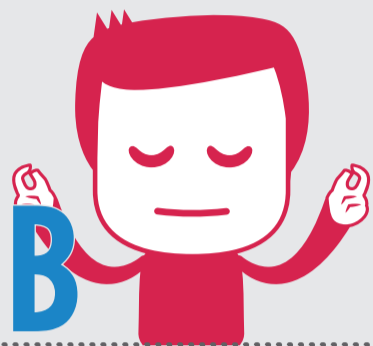
Etiquette



ASK before you help; it may not always be wanted.



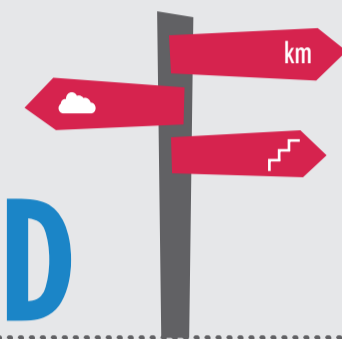
B BE patient and don't pretend to understand or interrupt someone with a speech impediment.



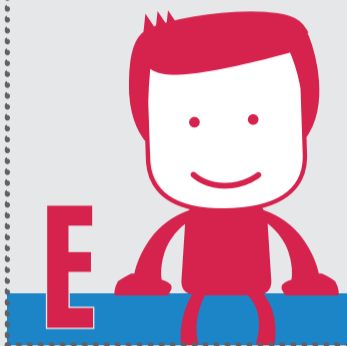
C COMMUNICATE naturally with your language and expressions.



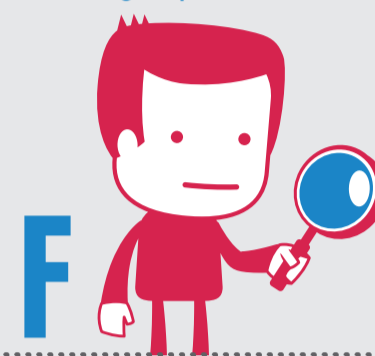
D Give specific DIRECTIONS considering distance, weather and obstacles eg steps.



E Get down to EYE LEVEL during longer conversations by sitting or kneeling.



F FOCUS on the person, not the disability. Don't bring it up unless relevant.



G Avoid patronising GESTURES like patting a head or shoulder and back slapping.



H A wheelchair is not a place to HOLD your bags without permission.



I Always respect a person's dignity, individuality and desire for INDEPENDENCE.



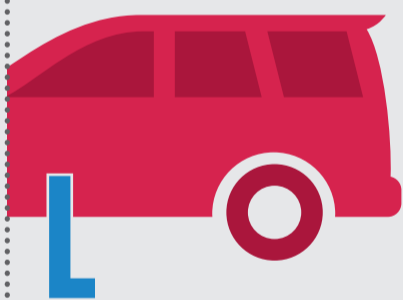
J JOIN the conversation and talk as you would with anyone else.



K KNOW that most people with a disability can make their own decisions.



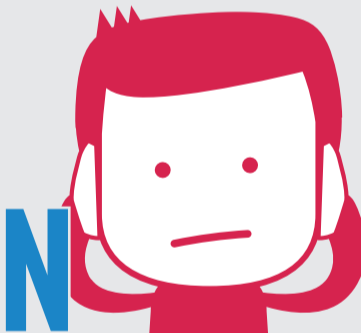
L LEAVE accessible car spots for people with a disability.



M Never MOVE a wheelchair without permission; it is personal property.



N Speak NORMALLY; don't shout or raise your voice unless asked to do so.



O Avoid OUTDATED terms like "handicapped", "crippled" and "wheelchair bound".



P Don't PAT an assistance or guide dog if they're in working mode with their owner.



Q Increase QUALITY of life with a donation to disability support services.



R REARRANGE furniture to create a clear path for wheelchairs.



S SPEAK directly to the person with the disability and not to their companion.



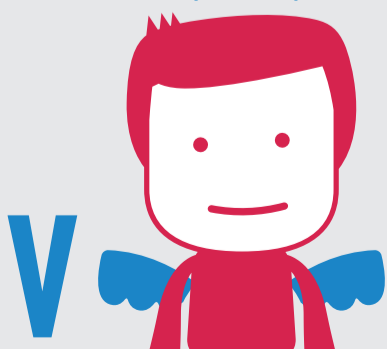
T Offer a seat to people with limited mobility on public TRANSPORT.



U UNLOCK and unblock all ramps and wheelchair accessible doors.



V VIEW a wheelchair as freedom to move about independently.



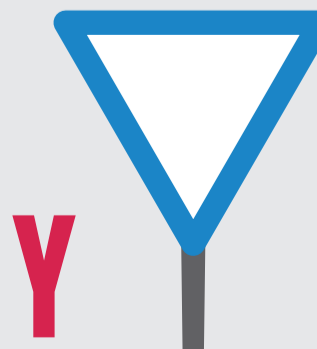
W Only push or lean on a WHEELCHAIR with permission.



X See their X-FACTOR and not their limitations.



Y YIELD and give way to wheelchairs on the move.



Z ZIP it! Not everyone wants to talk about why they're in a wheelchair.

