GENERAL DO'S AND DON'TS

- Get to know your colleagues as people and professionals!
- Don't assume other people's needs/wants.
- Use 'Disability Pride' language: "Wheelchair user" instead of "confined to a wheelchair."

INDIVIDUALS WITH MOBILITY DISABILITIES

- Do not touch a person's mobility equipment.
- Be considerate of possible pain, balance, or post-traumatic stress issues during physical contact.
- Put yourself at the person's eye level when engaging in a conversation; rather than kneeling, pull up a chair.

INDIVIDUALS WHO ARE BLIND OR LOW VISION

- Identify yourself when entering a conversation and announce when you leave.
- When serving as a sighted guide, offer your arm or shoulder rather than grabbing or pushing the individual.
- Describe the setting, environment, written material, and obstacles when serving as a sighted guide.
- Resist the temptation to pet or talk to a animal guide or service animal.

INDIVIDUALS WHO ARE DEAF OR HARD OF HEARING

- Gain the person's attention before starting a conversation.
- If the individual uses a sign language interpreter, speak directly to the person, not the interpreter; keep your eyes on the individual and not on the interpreter.
- Face the person and speak in normal tones.

INDIVIDUALS WHO HAVE NON-APPARENT DISABILITIES

- Recognize that disclosing their disability comes with risk.
- Engage in a dialogue to determine individual needs.
- Seek to understand their lived experience.
- Support accommodations.
- Honor requested confidentiality.

INDIVIDUALS WHO HAVE SPEECH DISABILITIES

- If you do not understand what the person is saying, ask the person to repeat what they said and then repeat it back to ensure you understood.
- Do not speak for the person or attempt to finish their sentences.

What are some other tips?