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ADA Title III Disability Etiquette

The following can be helpful when dealing with persons with disabilities.

- Ask persons with disabilities if you may assist him or her.
- Offer to read signs, posted written information, etc., to persons who are visually impaired.
- Offer to provide reach-assistance to persons who are mobility impaired.
- Communicate directly with persons who are disabled rather than talking only to their companions.
- Stand directly in front of persons with hearing impairments, and speak clearly to determine if they are able to lip read. If not, write out what you want to say to them.
- Give specific directions to persons with visual impairments (for example, “the ramp is directly ahead, 20 feet on your left”) and, if appropriate, offer your arm to assist in guiding them to a particular location.
- When speaking with a person in a wheelchair for more than a few moments, get into a position that allows you to be at eye level.
- Do not lean on or otherwise touch a person’s wheelchair without permission.
- Service animals, such as guide dogs, are working when they are with a person with a visual impairment. Always ask permission before petting or otherwise distracting the animal.
- Remember that the person is first; his or her disability is second. Do not call attention to or bring up the disability if it is not important. But do not be afraid to ask how you can provide special assistance to help ensure a comfortable visit.
- Also, avoid the use of these words: handicapped, victim, invalid, epileptic, crippled, deafmute, abnormal, deaf and dumb. Instead, refer to people who are disabled, have

autism, have epilepsy, use a wheelchair, are hearing impaired, have specific learning disabilities, or cannot speak.