

## KNOW YOUR DISABILITY ETIQUETTE

### GENERAL INFORMATION

1. What do you say when you meet a person with a disability? How about, “Hello?”
2. A warm smile and friendly conversation are very welcoming.
3. Speak directly to the person with a disability, not only to the family member, companion, interpreter or canine companion.
4. Use people-first language such as “people with disabilities” NOT “the disabled” and “a parishioner who is blind” NOT “a blind parishioner.”
5. Ask the person with the disability HOW you can help. Respect any refusal.
6. Offer accessible seating, large-print bulletins, missalettes, or assistive listening devices. Know where accessible washrooms are.
7. Recognize that each person has gifts and abilities. Ask parishioners with disabilities if they would like to usher, bring up the gifts, proclaim the word, etc. and provide any accommodations needed.
8. Be sensitive to where a person wishes to receive communion – at their seat or at the altar – and make sure they are accommodated.
9. Feel comfortable using words like see, walk, and listen with persons with disabilities.
10. Use accessibility logos in print materials and on signage.



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## WELCOMING PEOPLE WHO ARE BLIND OR HAVE VISION LOSS

1. Identify yourself when you greet the person. Tell the person when you are about to leave.
2. Talk normally, using your customary voice and typical expressions like “See you later.”
3. Offer your arm when assisting, the same way an usher does at a wedding.
4. Give verbal cues such as “We are going through a doorway.” Explain the traffic pattern with clear, calm instructions such as “Go up the center aisle.”

## WELCOMING PEOPLE WITH MOBILITY DIFFERENCES

1. Speak directly to the person.
2. Offer assistance, but accept a “No, thank you.”
3. Sit down so that you are at eye-level if the conversation will last more than a few minutes.
4. Shake hands or lightly touch a shoulder in the same way you would with others.
5. Keep a person’s wheelchair or walker near the person.

## WELCOMING PEOPLE WHO ARE DEAF OR HARD OF HEARING

1. Face the person. He/she will appreciate seeing your facial expression and may read your lips. Your face, gestures, and body movements help in understanding.
2. Move closer rather than shout.
3. Speak clearly and slowly. Writing may be necessary. →

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## WELCOMING PEOPLE WITH SPEECH DIFFERENCES

1. Be patient. Let a person talk at his/her own pace.
2. Remember a person may have communication means other than speech, such as writing.
3. Ask questions that require short answers or a shake of the head. If you cannot understand, rephrase the question.
4. Repeat or paraphrase what was said in order to confirm that you understand.

## WELCOMING PEOPLE WITH COGNITIVE DIFFERENCES

1. Greet the person and interact normally.
2. Keep things simple and uncomplicated.
3. Treat people equally regardless of participation level; give prayer books or hymnals to all; allow everyone a chance to speak.

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