

## Assistance Dog Etiquette



- DO** speak to the person first
- DO** ignore the dog
- DO** keep in mind that the dog has a very important job to do
- DO** be aware that assistance dogs are allowed in public places
- DO** know that the dog loves to work and is well treated
- DO** remember that the dog is friendly and loveable
- DO** teach others that the dog is working
  
- Do not** talk to, call, or make sounds at the dog
- Do not** touch the assistance dog without asking permission
- Do not** let others freely pet the dog
- Do not** feed the assistance dog
- Do not** give commands to the dog; this is the owner's job
- Do not** ask personal questions about the handler's disability or intrude on his or her privacy
- Do not** be offended if the handler declines to chat about the assistance dog.



For More Info:

**Challenge Maui**  
**250-6711**  
[challengemaui@yahoo.com](mailto:challengemaui@yahoo.com)

*This brochure is provided as a public service by*

### **Challenge Maui**

*a non-profit support group which has as its mission to educate our community about disabilities and to facilitate safe access to recreational activities, businesses and services on Maui for people with disabilities*

*and*

### **Maui Long Term Care Partnership**

*The Maui Long Term Care Partnership is supported by the Community Partnerships for Older Adults a national program funded by the Robert Wood Johnson Foundation to help communities develop leadership, innovative solutions, and options to meet the needs of older adults over the long term*

Source: The content of this brochure was adapted from public service information provided by the United Cerebral Palsy Association, Inc.

# Disability Etiquette

***How To Talk To People With Disabilities***



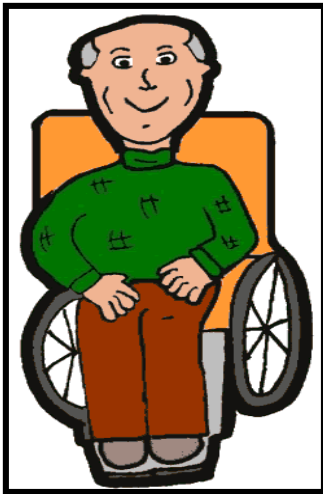
# Disability Etiquette

## RELAX

Relax. Don't be embarrassed if you happen to use accepted, common expressions such as "See you later", or "Did you hear that?" that seem to relate to a person's disability. Don't be afraid to ask questions when you're unsure of what to do.

## SPEAK DIRECTLY

When talking with a person with a disability, speak directly to that person rather than through a companion or an interpreter.



## OFFER TO SHAKE HANDS

When introduced, it is appropriate to offer to shake hands.

## IDENTIFY YOURSELF

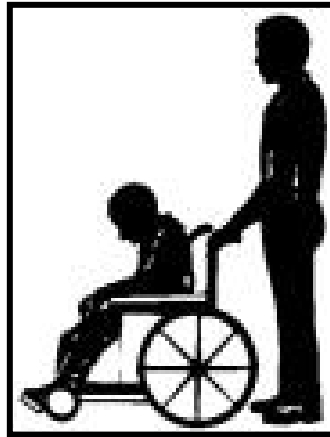
When meeting a person who is visually impaired, always identify yourself and others who may be with you.

## TREAT ADULTS AS ADULTS

Address people who have disabilities by their first names only when extending the same familiarity to all others.

## DO NOT LEAN ON A WHEELCHAIR

Leaning or hanging on to a person's wheelchair is similar to leaning on a person, and is generally considered annoying. The chair is part of their personal space.



## LISTEN ATTENTIVELY

Be patient and wait for the person who has difficulty speaking. Wait for the person to finish, rather than correcting or speaking for the person. If necessary, ask short questions that require short answers.

## PLACE YOURSELF AT EYE LEVEL

When speaking with a person who uses a wheelchair or a person who uses crutches, place yourself at eye level in front of the person to facilitate the conversation.

## GET THE PERSON'S ATTENTION

When speaking to a deaf person, tap the person on the shoulder or wave your hand. Look directly at the person and speak clearly, slowly and expressively to determine if the person can read your lips.



## Things To Remember

1. Treat people as you would like to be treated yourself.
2. People with disabilities are NOT alike and have a wide variety of skills and personalities. They are all individuals.
3. Most disabled people are not sick, incompetent, dependent, unintelligent or contagious.

