



DISABILITY ETIQUETTE



**ROCKY MOUNTAIN
A D A C E N T E R**

CO • MT • ND • SD • UT • WY





DISABILITY ETIQUETTE TIPS

Use common sense and extend common courtesies to everyone.

Don't patronize. Treat people how you would like to be treated.

Be patient. People with disabilities and seniors might require more time to express themselves or to move about.

Relax and **be yourself.** Don't worry about using common phrases like "see you later!"

Speak directly to the person and maintain eye contact.

Focus on the person, not the disability. Describe and address people with disabilities appropriately. Use "people first language" and avoid words like handicapped, afflicted, victim, and retarded.

Reserve accessible parking for those who require it. Remember some vehicles need room for ramps.

Don't assume a person with a disability needs assistance. Offer assistance and listen for a response, then follow any specific directions.

Do not pet, feed, or distract service dogs. They are working animals, **not pets.**

Be mindful of how you communicate **digitally** by researching how each platform can be accessible.

The Rocky Mountain ADA Center provides information, guidance and training on the Americans with Disabilities Act (ADA) tailored to meet the needs of individuals and organizations in Colorado, Montana, North Dakota, South Dakota, Utah and Wyoming.

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