



# Disability Etiquette

## General Tips

Disability etiquette is a respectful way of communicating and interacting with people with disabilities. It encourages courteous and effective exchange of information between people with differing abilities.



### What to Know

Being familiar with the basics of disability etiquette can help you feel more comfortable interacting with customers and employees with disabilities.

People with disabilities are independent individuals who shouldn't be pitied or put on a pedestal.

Giving a customer with a disability a great customer service experience can result in repeat business.

### What to Say

Use "people first" language: always refer to the person first and the disability second (if at all).

Don't ask questions about a person's disability.

### What to do

If you offer assistance, wait until the offer is accepted.

Do not pet or distract a service animal.

Treat adults as adults and use common courtesy.

Don't be afraid to make a mistake.

If you don't know what to do, ask!

Relax! You are communicating with a person, not a "disability."