



Disability Etiquette

Communicating with people
who are Blind or visually
impaired

Disability etiquette encourages
courteous and effective exchange of
information between people with
differing abilities.



What to Know

Visual impairment describes vision that cannot be fully corrected by ordinary prescription lenses, medical treatment, or surgery.

The term visual impairment includes conditions ranging from the presence of good usable vision to low vision or the absence of any sight at all – total blindness.

Not all Blind people can read Braille.



What to Say

Greet the person and ask if they would like assistance (avoid the word “need”).

Identify yourself when a person who is blind enters the room or approaches you.

Give explicit and descriptive directions: “on your left,” “directly behind you.”

Ask permission before touching the person or their personal belongings.



What to do

Provide large print versions of essential documents such as menus.

Train staff so they are prepared to read essential information.