

# Disability Etiquette Tips in the COVID Environment

1.



Whether you are providing in-person

or remote services to an individual with a disability, always ask if he/she would like assistance and listen for the response. Follow any specific directions given.

2.



Relax and act natural when interacting (in person, over the phone or through an online platform) with an individual

with a disability. Don't be uncomfortable using common, accepted phrases such as "see you later" that may relate to a person's disability.

4.



Avoid using inappropriate phrases such as handicapped, crippled, victim, sufferer, etc.

3.



When speaking (in-person, over the phone, or through an online

platform) to an individual with a disability, speak directly to the person, not through his/her companion, aide, or interpreter.

5.

When writing or speaking about an individual with a disability, place the person before the disability out of respect for the individual. Say "person with diabetes" instead of "diabetic".



6.



Whether the interaction is in-person or remotely, treat adults in a manner

appropriate for adults. Do not patronize individuals with disabilities by talking down to them or using baby talk.

7.

When communicating (in-person or remotely) with an individual

who is deaf or hard of hearing, find out the best method for communication, such as writing notes, lip reading, sign language, etc.



8.



When interacting (in-person or remotely) with an individual who is blind or visually impaired, identify

yourself and others in the group. If you are giving directions, give specific, nonvisual information.

9.



When speaking (in-person or remotely) with a person with a speech impairment,

give him/her your full attention. Be patient and rephrase if necessary. Don't tease or mock them.