

# RESPECT: Find out what it means... to your clients with disabilities.

What are some of your top identities?


## PEOPLE

### first language

a way of describing disability that involves putting the word "person" or "people" before the word "disability" or the name of a disability, rather than placing the disability first and using it as an adjective.

**Examples:** "person with a disability" or "woman with cerebral palsy"

**Reasoning:** promotes the idea that someone's disability label is just a disability label, not the defining characteristic of the entire individual.

## IDENTITY

### first language

some individuals prefer *not* to use person-first language because they consider their disabilities to be inseparable parts of who they are.

**Examples:** American Deaf community and a number of autistic people

**Reasoning:** some individuals and members of certain disability groups consider their disabilities to be inseparable parts of who they are.

### DISABILITY-INCLUSIVE LANGUAGE

### LANGUAGE TO BE AVOIDED

person with disability person with [type of impairment] persons with disabilities	handicapped, handicapable, atypical, differently abled, person living with a disability
person without disability the rest of the population	normal, healthy, able-bodied, typical, whole, of sound body/mind
have [disability/impairment/condition]	suffer from, afflicted by, stricken by, troubled with
wheelchair user person who uses a wheelchair person with a mobility disability person with a mobility impairment person using a mobility device	confined/restricted to a wheelchair, wheelchair-bound



<b>Principle 1: Equitable Use</b>	The design is useful and marketable to people with diverse abilities.
<b>Principle 2 : Flexibility in Use</b>	The design accommodates a wide range of individual preferences and abilities.
<b>Principle 3: Simple and Intuitive Use</b>	Use of the design is easy to understand, regardless of the user's experience, knowledge, language skills, or current concentration level.
<b>Principle 4: Perceptible Information</b>	The design communicates necessary information effectively to the user, regardless of ambient conditions or the user's sensory abilities.
<b>Principle 5: Tolerance for Error</b>	The design minimizes hazards and the adverse consequences of accidental or unintended actions.
<b>Principle 6: Low Physical Effort</b>	The design can be used efficiently and comfortably and with a minimum of fatigue.
<b>Principle 7: Size and Space for Approach and Use</b>	Appropriate size and space is provided for approach, reach, manipulation, and use regardless of user's body size, posture, or mobility.

### General Do's and Don'ts

- Ask before you provide assistance.
- Do not assume that a person with an apparent disability needs assistance; offering assistance in broad terms such as *"Let me know if you need anything"* opens the door without assumptions of inability.
- Speak directly to the individual, not the parent, interpreter, etc.

### Individuals with Mobility Disabilities

- Do not touch a person's mobility equipment.
- When engaging in a conversation, select a location where you can engage comfortably and that reduces distance between you. Sit down or back up to get at eye-level.

### Individuals who are Blind or have Low Vision

- Identify yourself when entering a conversation and announce when you leave.
- When serving as a sighted guide, offer your arm or shoulder rather than grabbing or pushing the individual.
- Describe the setting, environment, written material, and obstacles when serving as a guide.
- Resist the temptation to pet or talk to a guide or service animal.

### Individuals who are Deaf or Hard of Hearing

- Gain the person's attention before starting a conversation.
- If the individual uses a sign language interpreter, speak directly to the person, not the interpreter; keep your eyes on the individual and not on the interpreter.
- Face the person and speak in normal tones.

### Individuals who have Speech Disabilities

- If you do not understand what the person is saying, ask the person to repeat what they said and then repeat it back to ensure you understood.
- Do not speak for the person or attempt to finish their sentences.

