



Interacting with the Mobility Impaired

- When addressing a person who uses a wheelchair, don't lean on the wheelchair. This is part of the individual's personal space.
- Do not assume that a person in a wheelchair needs your assistance. Ask if you can be of help.
- When talking to a person who uses a wheelchair, look and speak directly to that person.
- When talking to a person in a wheelchair for more than just a few minutes, use a chair whenever possible as this facilitates conversation.
- When giving directions to a person in a wheelchair, consider distance, weather conditions, and physical obstacles such as stairs, curbs, and steep hills.
- Use proper terminology. Terms such as "wheelchair bound" and "confined to a wheelchair" are not appropriate.
- If a person in a wheelchair (or otherwise) has a service animal, do not pet or try to play with the animal. The animal is working and should not be disturbed.
- It is appropriate to shake hands when greeting a person who uses a wheelchair.

Treat adults like adults. Never pat a person in a wheelchair on the head.

