### A to Z of Disability Etiquette

**A**sk before you help; it may not always be wanted.

**B**e patient and allow others to communicate without interruption. Ask questions if you do not fully understand.

**C**ommunicate as you normally would, using natural expressions and volume level.

**D**eck the eye level during longer conversations by sitting or kneeling.

**E**njoy the conversation as you would with anyone else.

**F**ocus on the person, not the disability. Don’t bring it up unless it is relevant.

**G**o to the person, not the disability. Don’t bring it up unless it is relevant.

**H**old your bags without permission. A wheelchair is not a place to hold your bags. Avoid patronizing gestures like patting a head or shoulder and back slapping.

**I**ncrease the quality of life with a donation to disability support services.

**J**oin the conversation and talk as you would with anyone else.

**K**now that most people with a disability can make their own decisions.

**L**eave accessible parking spots for people with a disability.

**M**ove a wheelchair without permission; it is personal property. Never move a wheelchair without permission.

**N**ever shout or raise your voice unless asked to do so. Speak normally.

**O**ffer a seat to people with limited mobility on public transport.

**P**at an assistance or guide dog if they’re in working mode with their owner.

**Q**ive specific directions considering distance, weather and obstacles, such as steps.

**R**earrange furniture to create a clear path for wheelchairs.

**S**peak directly to the person with the disability and not to their companion.

**T**urn it! Not everyone wants to talk about why they use a wheelchair.

**U**nlock and unblock all ramps and wheelchair-accessible doors.

**V**iew a wheelchair as freedom to move about independently.

**W**heelchair with permission. Only push or lean on a wheelchair with permission.

**X**-F**a**ctor and not their limitations. See every person’s X-factor and not their limitations.

**Y**ield and give way to wheelchairs on the move.

**Z**ip it! Not everyone wants to talk about why they use a wheelchair.