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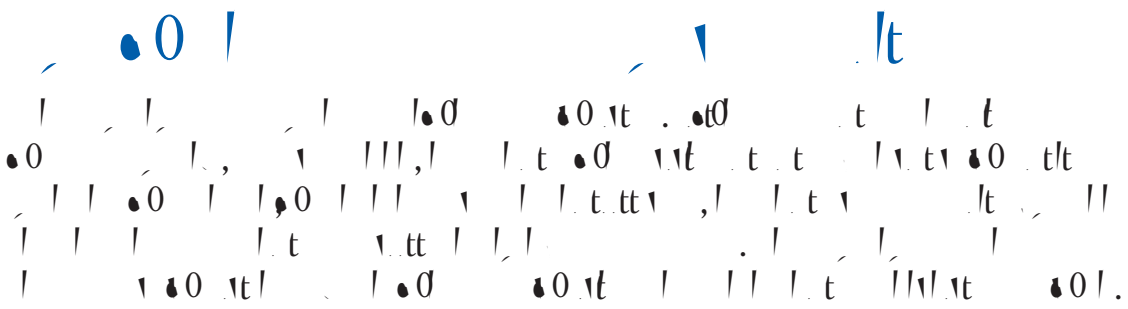

- Just because a person has one disability doesn't mean they have another. For example, if a customer has difficulty speaking; don't assume they have an intellectual or developmental disability as well.
- If you don't understand, ask your customer to repeat the information.
- If you are able, ask questions that can be answered 'yes' or 'no'.
- Be patient and polite, and give your customer whatever time he/she needs to get his/her point across.
- Don't interrupt or finish your customer's sentences. Wait for them to finish.
- Patience, respect and a willingness to find a way to communicate are your best tools.

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- Identify yourself when you approach your customer and speak directly to them.
- Speak normally and clearly.
- Never touch your customer without asking permission, unless it's an emergency.
- If you offer assistance, wait until you receive permission.
- Offer your arm (the elbow) to guide the person and walk slowly.
- Don't touch or address service animals – they are working and have to pay attention at all times.
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Seniors
A person with Autism A person with Autism spectrum Disorder
A person who has a congenital disability A person with a disability since birth
A person with vision loss A person who is blind A person with low vision
A person with a brain injury A person with an acquired brain injury
A person who uses a wheelchair
A person with a mental illness A person with a mental disorder A person with a mood disorder (for example, a person with depression, a person with bipolar disorder) A person with a personality disorder (for example, a person with antisocial personality disorder) A person with an anxiety disorder (for example a person with obsessive- compulsive disorder) A person with an eating disorder (for example a person with anorexia

IN EAD OF	LEA E E
	A person who is deaf (for example, a person with profound hearing loss) A person who is deafened (for example, a person who has become deaf later in life) A person who is hard of hearing (for example, a person with hearing loss) When referring to the deaf community and their culture (whose preferred mode of communication is sign language) it is acceptable to use "the Deaf"
	A person who is deaf
	A person who is deaf-blind (for example, a person who has any combination of vision and hearing loss)
	A person who has epilepsy
	Seizures
	A person with a disability
	Non-visible disability
	A person with a lear[illegible] A [illegible]ares

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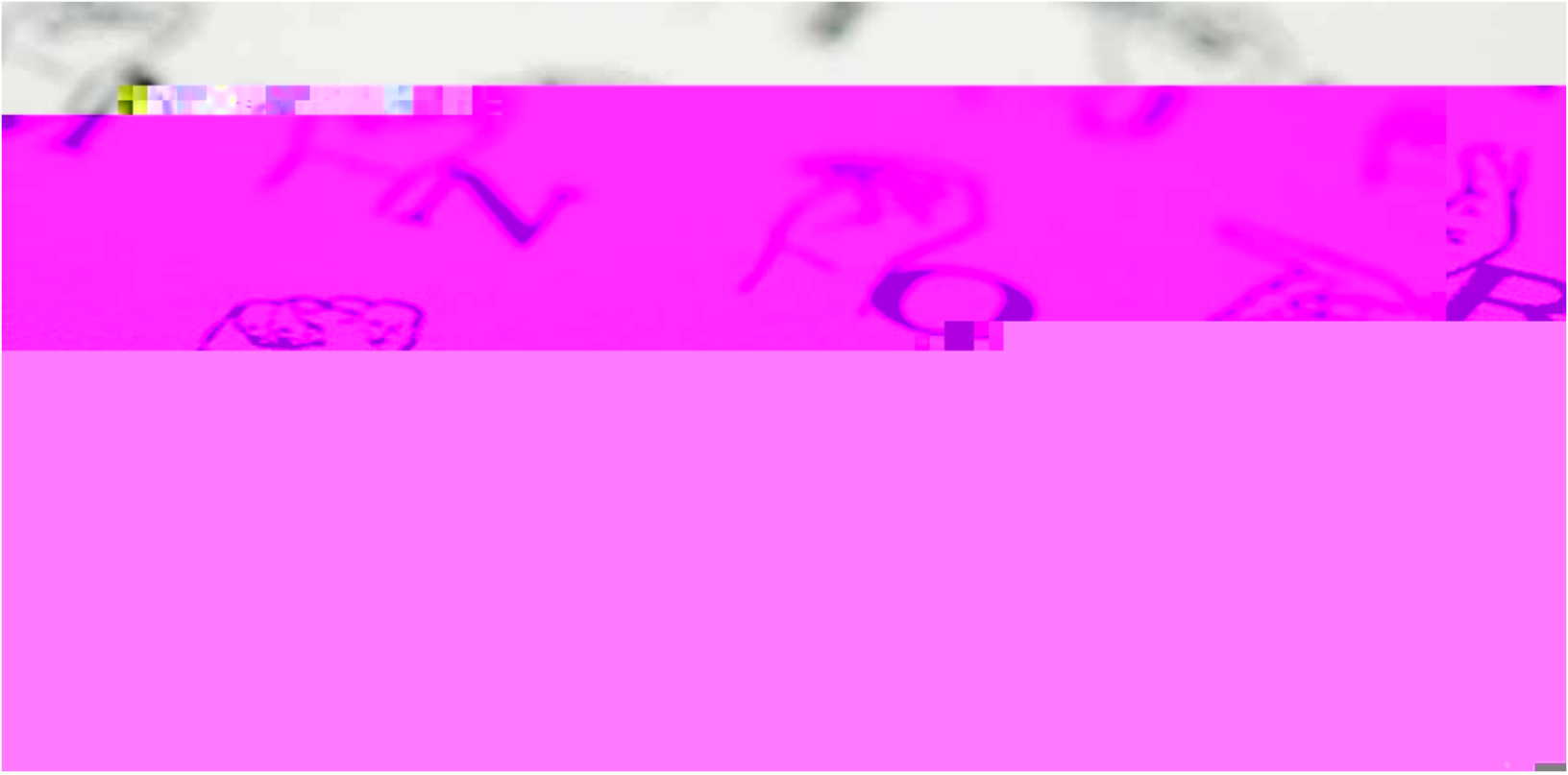

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Attention

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