



DO THIS



DON'T DO THAT

RESIDENTS WITH DISABILITIES



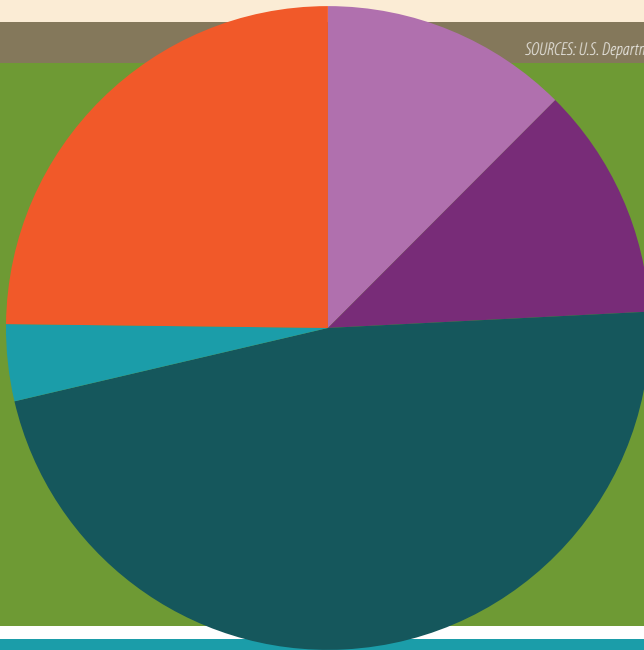
Braille



When working with a resident, prospective resident, or other person with a disability, remember that above all else, you are working with a person. The same courtesies and respect you would extend to a person without a disability apply. Share these tips with your entire team, so that all customers receive excellent service when visiting or contacting your community's Leasing Office.

SOURCES: U.S. Department of Justice; University of Memphis College of Education, Health, and Human Sciences; U.S. Census Bureau

By the
NUMBERS



People who are blind or visually impaired
8.1 Million



People who are deaf or hard of hearing
7.6 million



Persons in wheelchairs or persons with mobility impairments
30.6 million



Persons with speech impairments
2.5 million



Persons with cognitive disabilities
16.1 Million

GENERAL TIPS



Do use first person language – that is, put the person before the disability.



Don't try to assist a person until they accept your offer of assistance.



Do allow the person to choose their preferred method of communication.

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✓ DO'S

Do remember a service animal is NOT a pet.

Do speak to the owner before speaking to the animal.



✗ DON'TS

Don't approach, touch, or distract a service animal without the owner's permission.

Don't let your pet distract or engage with a service animal.

People who are...

BLIND OR VISUALLY IMPAIRED

8,100,000 in the U.S.



✓ Do speak when approaching or leaving.



✓ Do provide clear, descriptive instructions when guiding.



✓ Do address the person by name when speaking in a group.



✗ Don't lead the person. Let them choose to hold your arm or shoulder.

People who are...

DEAF OR HARD OF HEARING

7,600,000 in the U.S.



✓ Do gently touch the person's arm or shoulder to get their attention.



✓ Do focus on the person you are speaking to, not the interpreter.



✓ Do speak clearly in a normal tone while looking at the person.



✓ Do dial 711 to use a text telephone relay service in the U.S.

Persons in...

30,600,000 in the U.S.

WHEELCHAIRS OR PERSONS WITH MOBILITY IMPAIRMENTS



Do sit or kneel to put yourself at eye level during conversations.



Do allow additional time for the person to answer the telephone.



Don't pat the person on the head or shoulder as this is patronizing.



Don't touch, lean on, or push a wheelchair without permission.

Persons with... SPEECH IMPAIRMENTS

2,500,000 in the U.S.



Do ask the person to clarify or repeat his comments if you don't understand.



Do have alternative forms of communication available, like pen and paper or texting.



Don't interrupt or attempt to complete the other person's sentences.

Persons with... COGNITIVE DISABILITIES

16,100,000 in the U.S.



Do be patient as the person speaks and gathers their thoughts.



Do repeat the person's words to ensure you both understand what is being said.



Do let the type of disability determine the best way to communicate.