**DO**

**DON’T**

* Lean over people in wheelchairs to shake others’ hands
* Ask wheelchair users to hold items for you
* Be aware of people’s reach limits
* When speaking to people who use wheelchairs, pull up your own chair and sit at their level

* Use your body or motion to
get the attention of people
who are deaf, if needed
* Face people and speak clearly during conversation
* Rephrase, rather than repeat, sentences that may be hard
to understand
* Let people who are deaf know if you are having trouble understanding them
* Shout or raise your voice unnaturally at people who are deaf or hard of hearing
* Chew gum or obscure your mouth when talking

**DON’T**

**DO**

* Identify yourself before making physical contact
* Introduce others if you are in a group
* Ask people if they would like guidance and offer your arm if requested
* Describe settings and note any obstacles while walking
* Walk on the side opposite of people’s guide dogs
* Take people’s arms or hands without asking
* Touch people’s guide dogs or canes

**DO**

**DON’T**

**DO**

* Be aware of people’s reach limits
* When speaking to people who use wheelchairs, pull up your own chair and sit at their level
* Be open minded and non-judgemental
* Offer support, even if you are not an expert on mental health
* Have conversations about mental health, which can strengthen friendships, aid recovery and break down stigmas
* Just talk about mental health, as it is only one part of the person
* Use cliché phrases like “cheer up” or “I’m sure it’ll pass”

**DO**

**DON’T**

* Encourage creativity and out-of-the-box thinking
* Be willing to present information in different ways
* Be surprised if you are asked to write down simple instructions

**DO**

**DON’T**

* Pressure people with autism to maintain eye contact with you
* Reject people with autism if communication is difficult at first
* Touch without warning
* Talk where there are minimal distractions and sources of stress
* Behave consistently throughout interactions
* Be prepared to listen and express interest in subjects

**DO**

**DON’T**