

Observe
Ask
Listen
Respond
Follow Through

SLATIN
GROUP

Universals

It's a unique experience with a common thread
People first language
Don't apologize
If you're inspired, don't say so
Be courteous, not curious

Vision

Provide explicit directions
Don't touch person, cane or dog harness
Offer your elbow
Don't say "over there"
Introduce yourself simply
Announce doors and stairs

Hearing

Don't shout
Speak directly
Suggest texting
Don't say: "never mind"

Mobility

Don't lean on or push wheelchair
Make sure spaces and places that claim accessibility are accessible
Make sure that bathroom aids are as specified
Leave room furniture in place

Service dogs

When they are in harness, they are at work
Ask permission to pet or address
Respect owner's response
Never offer food

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