

TIPS FOR USHERS TO HELP

PEOPLE WITH DISABILITIES

The following points will help ushers at Church to welcome people with disabilities in a Respectful way.



Please note: The document called Church for everyone, section 4.4 contains more information regarding interacting with people with disabilities.

DO	DON'T
<p>General</p> <ul style="list-style-type: none"> • Treat people with a disability as you would anyone else. • Always speak directly to the person with a disability. • Always ask the person with a disability if you can help him or her in any way. • Whenever possible, seat people with their friends or family. • Try to be aware of hidden disabilities, such as epilepsy or Alzheimer's disease, which may require assistance. • Assume nothing - always ask! 	<ul style="list-style-type: none"> • Don't use negative terms such as "crippled" or "victim". • Do not consider a companion or carer to be a conversational go-between.
<p>Visual Impairment</p> <ul style="list-style-type: none"> • Identify yourself by name and as an usher. • Show a visually impaired person to his/her seat, by allowing him/her to take your arm. • Explain to a visually impaired person where things are located. • Ensure there are large print song sheets available. • Provide space for a guide-dog to lie 	<ul style="list-style-type: none"> • Don't push a visually impaired person - always allow them to take your arm.

DO	DON'T
down by removing a chair.	
<p>Deafness and hearing loss</p> <ul style="list-style-type: none"> • Ensure your face and mouth can be seen clearly. • Look directly at the person and speak at normal speed with clear (not exaggerated) lip patterns. 	<ul style="list-style-type: none"> • Don't exaggerate or shout. • Don't speak directly into the person's ear. • Don't obscure your face
<p>Speech Impairment</p> <ul style="list-style-type: none"> • Give your whole, unhurried attention with good eye contact. • Remember the person with a speech impairment may use another method of communication, such as writing, so have a pen and paper available. 	<ul style="list-style-type: none"> • Don't finish a sentence or word for the person. • Don't get agitated or impatient
<p>Mobility Impairment</p> <ul style="list-style-type: none"> • Always ask a wheelchair user if she or he would like assistance before you help. • Try to sit next to the person when you talk so that eye contact is easier. • Provide seats near the entrance for people with mobility difficulties to minimize walking. 	<ul style="list-style-type: none"> • Don't push a person in a wheelchair unless they ask you for help. • Don't hold on to or lean on a person's wheelchair. The wheelchair is part of their personal space.
<p>People with intellectual impairment</p> <ul style="list-style-type: none"> • Be patient; give someone with learning disabilities time. 	<ul style="list-style-type: none"> • Don't assume the person cannot understand you. • Don't be patronizing or use childish language.

Adapted from Through the Roof www.throughtheroof.org