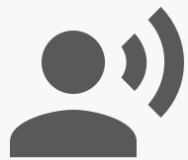


INTERACTING WITH SOMEONE WHO HAS AN INTELLECTUAL DISABILITY



Use your natural volume and tone



Speak clearly using plain English



Make instructions clear and brief, consider using written or visual instructions



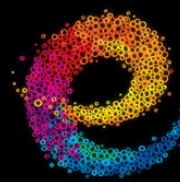
Ask short questions to gather information



Check understanding by asking the person to repeat what you have said in their own words



Rephrase information or present it differently if not understood



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INTERACTING WITH SOMEONE WHO HAS A PHYSICAL DISABILITY



Don't shout, speak more slowly or over exaggerate



Make eye contact



Speak directly to the person



Where possible, sit down to speak with a person using a wheelchair



Don't hang onto a person's wheelchair or tray
- this is part of their personal space



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INTERACTING WITH SOMEONE WHO IS ON THE AUTISM SPECTRUM



Avoid using humour, sarcasm, figures of speech or colloquialisms



Use simple and short sentences



Use closed questions



Be aware that body language may not be understood



Use words that are flexible - “we may” rather than “we will”



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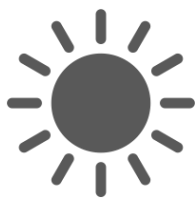
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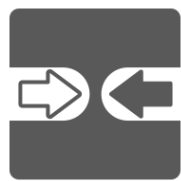
INTERACTING WITH SOMEONE WHO HAS A HEARING IMPAIRMENT



To get their attention place yourself where they can see you or lightly touch their shoulder



Position yourself to ensure maximum light on your face



Always face the person



Keep sentences short and avoid providing unnecessary detail



Use a pen and paper if needed to communicate



It's ok to use phrases like "did you hear about..."



Be flexible - reword if the person doesn't understand what you are saying rather than repeating it



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INTERACTING WITH SOMEONE WHO HAS A VISION IMPAIRMENT



Introduce yourself by name, even if you already know the person



Guide dogs in harnesses shouldn't be patted as you may distract the dog from working



Ask them what they can see



Use your natural voice - don't shout or over exaggerate



Be specific with any verbal directions or instructions - "slightly to your right" rather than "over there"



It's ok to use phrases like "see you later" or "did you see..."



Tell the person when you are leaving the room



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INTERACTING WITH SOMEONE WHO HAS A MENTAL ILLNESS

If a person is showing signs of agitation, anxiety, panic, fear, disorientation or aggressiveness:



Remain calm



Make time and allow the person to talk



Keep your voice tone unhurried



Use clear, short sentences



Show empathy without necessarily agreeing with what is being said, for example “I understand that you are feeling frightened by your experiences”



Accept that hallucinations and delusions are real for the person - but don't pretend that they are real to you



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