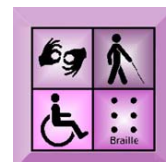


GUIDELINES FOR USHERS

OR THOSE ASSISTING PEOPLE WITH DISABILITIES



DO	DON'T
<p><u>General</u> Treat disabled people as you would anyone else. Always speak directly to the person who has a disability. Always ask the person who has a disability if you can help him or her in any way. Whenever possible, seat disabled people with their friends or family. Try to be aware of people's hidden disabilities such as epilepsy or Alzheimer's disease, which may require assistance. Assume nothing – always ask!</p>	<p>Don't use negative terms such as "crippled" or "victim". Do not consider a companion or carer to be a conversational go-between.</p>
<p><u>Visual Impairment</u> Identify yourself by name and as a steward. Show a blind person to his or her seat. Ensure they know large print songsheets are available. Explain to a visually impaired person where things are located. Provide space for a guide-dog to lie down by removing a chair.</p>	<p>Don't push a visually impaired person – always allow them to take your arm.</p>
<p><u>Hearing Impairment</u> 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.</p>	<p>Don't exaggerate mouth movements or shout. Don't speak directly into the person's ear. Don't obscure your face.</p>
<p><u>Speech Impairment</u> 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.</p>	<p>Don't finish a sentence or word for the person. Don't get agitated or impatient.</p>
<p><u>Mobility Impairment</u> Always ask a wheelchair user if she or he would like assistance before you help. Try to sit or crouch down to talk to wheelchair users so that eye contact is easier. Provide seats near the entrance for people with mobility difficulties to minimise walking.</p>	<p>Don't push a wheelchair user unless they ask you to. Don't hold on to or lean on a person's wheelchair.</p>
<p><u>Learning Disabilities</u> Be patient; give someone with learning disabilities plenty of time.</p>	<p>Don't assume the person cannot understand you.</p>