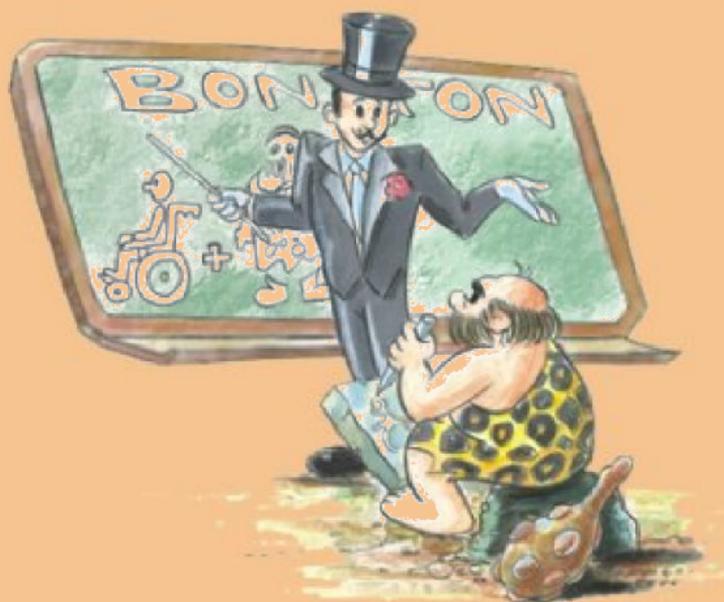


GOOD MANNERS

EVERYDAY COMMUNICATION WITH
PERSONS WITH DISABILITIES





Behavior and Communication

Fear of the unknown, prejudices, ignorance and excessive worry disable people in positive behavior towards their fellow citizens with disability.

Help?

Even if we exclude the negative approach and the excessive worrying about the Dailey use of some phrases, there still is violantehelping to people with disabilities at the time that help is not required and, in a way, that

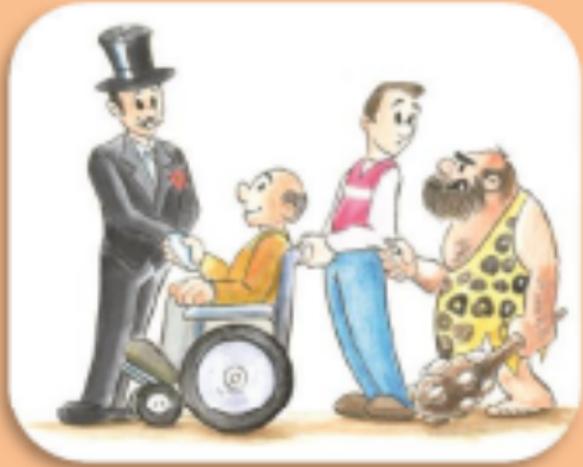


there is a need to help a person with a disability, ask if help is needed and in what way.
NEVER HELP BY FORCE!

Patience and respect

- When in contact, don't pay attention to the disability but to the person (without pity)
- Don't praise the person too much for successfully completing an everyday activity

- Avoid prejudices and don't make conclusions on your assumptions. Let the person with



disability express their own needs.

- Be patient and have regard for persons with disabilities, because sometimes they may need a little more time to complete a task.
- When doing your everyday activities, be careful not to block access for a

person with a disability with your movement.

- Do not park in places that are marked for vehicles for persons with disability.

Talk directly to the person with disability, not to the companion/parent, partner or a personal assistant.

- **Talk freely using expressions like “See ya” and “Got to run” or “Talk to you later” no matter the disability a person has. Don't fear the wrong phrases. Don't ask indirect questions about the disability or the causes of the disability unless you are close with that person.**

- Don't touch help equipment (such as crutches, rods or wheelchairs) unless you are asked to.



- Don't lean on a wheelchair. They are a part of personal space for people who use them.
- If you are speaking to a person in a wheelchair for a long period of time

try to sit down so you could look them in the eyes.

Communication with the persons who have difficulties speaking

- Concentrate and be patient if you are talking to a person who has difficulty speaking. Always ask them to repeat if you didn't understand something but never pretend that you have understood what they said even though you haven't.
- Let the person finish their sentence and don't help them.

Communication with persons with damaged hearing

- SERBIAN/ENGLISH LANGUAGE-
Written language.
- ORAL METHOD-Communication system that includes speech and lip-reading.
- If you are using this method it is important that you speak clearly and slowly.
 - Mimic.



- Dactilology. .
- Sign language-combination of sign and lip reading.
- Communication in sign language-a sign is always accompanied by mimic and even speech.
- **With a person with damaged hearing talk slowly, facing them directly because even the face expressions help in understanding.**
- Do not shout or speak in the ear and, if you think there was a misunderstanding, write down the message.
- The term deaf-mutes is not preferred. Instead, we use terms deaf or a person with damaged hearing.

- The term gesture is also not preferred do to the fact that it considers a spontaneous movement of the hands and body in time of speech. That is why it is not good to use the term gesture speech, but sign language.

Communication with persons with damaged eyesight

- Use the terms blind, weak-eyed, blind person, a person with damaged eyesight, a person who can't see.

- When speaking to a person with damaged eyesight, state your name and function.
- If you see that a blind person needs help when moving, offer your hand/shoulder.
- Don't pet the guide-dog of a blind person unless you get permission, because the dog is at it's „workplace“

Communication with persons with damaged eyesight and hearing

Persons with damaged hearing and completely damaged eyesight can only communicate if you write down letters on their palm.

Association of Students with Disabilities (ASD) is a non-government, non-political, non-profit organization that fights for achieving and respect of human rights and for equal rights for students with disabilities through creating conditions for inclusive formal and non-formal education and for use of the social model regarding the handicap. ASD is one of the first organizations in Serbia that gathers young people with different types of disability, no matter the medical diagnose, as well as young people without disability through inclusive (mixed-ability and cross-disability approach) approach. Following the vision of equal possibilities for all, the association is working on making the civil society based on equal possibilities and rights for all the citizens, without discrimination and violence, with respect for human rights.



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