



MIEUX ACCUEILLIR

LES PERSONNES HANDICAPÉES

DISABILITY ETIQUETTE: PEOPLE WITH MOTOR IMPAIRMENTS

Motor impairments are among the most common impairments in Québec.

Motor impairments can affect the following functions:

- flexibility (trouble bending over or extending arms);
- mobility (trouble moving about, walking and using stairs);
- dexterity (trouble using fingers to grasp small objects).

DISABILITY ETIQUETTE TIPS

- Unless there is an emergency, don't touch a person's assistive device (wheelchair, walker, etc.) without their permission.
- Make sure the physical layout of the premises is accessible for all users.
- Keep aisles and hallways uncluttered.
- Counters should be at the right height and with space underneath.
- Displays and merchandise must be easy to reach.
- Make sure that the payment terminal is not attached to the counter.
- Consider setting up a waiting room with space for wheelchairs.

IF A PERSON GIVES YOU PERMISSION TO MOVE THEIR WHEELCHAIR:

- Wait for their instructions.
- Make sure they're ready before you move the wheelchair.
- Let them know what you are about to do.
- Avoid uneven surfaces and places where multiple objects are in the way.
- Make sure you do not leave the person in an awkward, dangerous or undignified position (for example, facing a wall or in a hallway where doors could open).

