



**HABINTEG**  
Disability Equality Centre

## **Communicating with people with physical impairments.**

It may seem like common sense, but are your staff confident about communicating with disabled people? Here are some useful tips:

- Do not shout - nobody likes being shouted at
- Do talk directly to the person not the person's assistant/carer (if present)
- Do speak to the person at eye level (if possible)
- Do not assume someone needs physical assistance, always ask first
- Do precede the disabled person to ensure passage-ways and doorways are clear (if practical)
- Do keep reception desks clear in public buildings and if possible at a reasonable height for wheelchair users and people of reduced stature

**If you require this information in an alternative format, please contact Habinteg at [hdec@habinteg.org.uk](mailto:hdec@habinteg.org.uk).**



**Head Office:**  
**Holyer House, 20-21 Red Lion Court, London, EC4 3EB.**  
**Tel: 020 7822 8700**  
**Fax: 020 7822 7001**  
**E-mail: [hdec@habinteg.org.uk](mailto:hdec@habinteg.org.uk)**  
**Website: [www.habintegdec.org.uk](http://www.habintegdec.org.uk)**