**Category: Four Letter Words**

This 11 letter word is based on the image of a person with a disability begging for money. ("Handicapped")

This 2 word phrase victimizes people who use wheelchairs for mobility. ("Wheelchair bound")

When following the word “birth,” this 6 letter word is a derogatory term for congenital impairment. ("defect")

Using this 2 letter word instead of the word “has” implies that a person’s identity is defined by their impairment. ("is")

This 4 letter word is a degrading term sometimes used to refer to a person who cannot speak. ("dumb")

This 5 letter word is an example of a derogatory term that has been used in the past to refer to a person with mental illness or cognitive impairment, now sometimes used as an insult. ("idiot")

**Category: Communication**

(multiple correct answers, see handouts for hints)

You’re training a new staff member who feels nervous talking to someone who uses a wheelchair. What advice do you give? (Sit down so you are at eye level, be friendly and respectful, recognize that you may have many things in common.)

A child is visiting the Museum with their family. You want to welcome them but are unsure if the child will understand or be able to respond. What do you say and do? (Start by saying “Hello.”)

Say “Welcome to the Children’s Museum” in ASL. (Find an ASL class to take, or visit [http://www.lifeprint.com/](http://www.lifeprint.com/) to learn some basic signs.)

Most of us are not fluent in ASL. List 4 other strategies you could use to communicate with someone who is deaf. (Pen and paper, text on phone, gesture, demonstrate a process…)

Name two polite ways to get the attention of someone who is deaf. (Wave your hand, tap on table, lightly tap elbow…)
Category: Always or Never

_________ lean on a person’s wheelchair. (Never)
_________ pet a service animal in harness. (Never)
_________ feel free to use common phrases like “See you later” when speaking to a person who has a visual impairment. (Always)
_________ carry paper and pen to use for communicating with a person who is deaf or hard of hearing. (Always)
_________ expect that a person may have disabling impairments even if the impairments are not obvious. (Always)

Category: Disability Etiquette
(multiple correct answers, see handouts for hints)

A family approaches you to ask: “My child has Autism, what can they do here at the Museum?” How do you respond? (Start by asking “What activities does your child enjoy?”)

You notice that a visitor who uses a wheelchair is having trouble navigating through a crowded area and you want to help. How do you proceed? (Ask if the person would like assistance, and listen for instructions on how to help.)

Complete and explain the mantra: “If you know one person with Autism, ____________________________________________.”
(“If you know one person with Autism, you know one person with Autism.” Each individual is unique.)

List 3 things you should NOT do when interacting with someone who uses a service animal. (Ask the animal’s name, pet or distract the animal…)

You notice an individual who is blind attempting to cross the street and you want to assist. How do you proceed? (Offer assistance and listen for instructions on if and how to help.)
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Category: Disability Etiquette

A family approaches you to ask: “My child has Autism, what can they do here at the Museum?” How do you respond?

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Complete and explain the mantra: “If you know one person with Autism, __________ ______________________________.”

List 3 things you should NOT do when interacting with someone who uses a service animal.
You notice an individual who is blind attempting to cross the street and you want to assist. How do you proceed?