Be ready to welcome!

- Value diversity. Divergent thinking can be the beginning of creative expression.
- Celebrate the many ways in which the museum experience is enriched by diverse perspectives.

During the visit:

- Use your skills in person-first language, but listen and respect self-identification.
- Allow time for information to be processed and for the individual to formulate an answer.
- Give directions one step at a time. Ask questions one at a time.
- Speak directly to each individual, not through an aide or interpreter.
- Be patient. Allow time for the person to formulate an answer.
- Keep it simple, but don’t dumb it down.
- Celebrate achievements, but don’t patronize.
- Be prepared to show, not just tell. Use pictures and props.
- If you can’t understand what an individual is saying, don’t pretend. Ask clarifying questions to be sure you understand before you respond.

Keep in mind:

- "Conversation starters" can be more useful than direct questions. For example, point out something you like in an exhibit instead of asking "which is your favorite?"
- Think of abilities as skill sets. Assume competence. Focus on what the individual wants to do as well as what they can do.
- Visuals are stronger than words, but can also be distracting.
- Eye contact can be intimidating.
- Not all impairments are disabling. Disability is created at the intersection of an impairment and an environment. Remove barriers by changing the environment.
- Use creative problem solving strategies to remove barriers.