**HOW TO ACT & TALK WHEN YOU ENCOUNTER SOMEONE WITH VISION LOSS**

**Ask First:** “Would you like some help?” If yes, ask, “What is the best way I can help you right now?” If no, accept the person does not need help.

**Provide clear and concise information.** Use Right and Left instead of Here and There.

**Do not pet or distract a service dog.** Distracting them makes them less effective and can put their owners in danger.

**Say “Hi!”** People with low vision may not recognize your voice. Introduce yourself when you walk into a room.

**Speak normally.** There is no need to increase the volume of your voice or change the tone of your voice.

**Do not speak on someone’s behalf.** Despite good intentions, speaking on behalf of anyone who is perfectly capable of speaking for themselves can be incredibly frustrating.

**Keep people involved.** Sighted people rely on visual cues when interacting with others. Allow people to be an equal participant in social settings by describing what happened visually.

**Use person-first language.** Blindness is a physical attribute, not a personality trait.

**Sources:** Perkins School for the Blind, Industries for the Blind & Visually Impaired.

Want more copies of this to share with coworkers and friends? Contact info@WCBlind.org or call 608-255-1166.

**Council Activities in 2018**

Educational presentations to 2,655 people

301 in-home vision rehabilitation visits

1443 volunteer hours

1,392 store customers

423 white canes provided free of charge

88 low vision evaluations

1,263 gifts made our work possible

75 legislative visits

Contact:

Wisconsin Council of the Blind & Visually Impaired

754 Williamson Street, Madison, WI 53703

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