

A restaurant staff training guide to wheelchair etiquette

A guide by **ABLE** 
AMSTERDAM

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Educate your team to:

- **Understand that disability is diverse.** Not every wheelchair user has the same disability and needs.
- **Address the person in the wheelchair** - not their caregiver/ friend/ family member. Do not assume wheelchair users cannot communicate.
- **Speak to customers (in a wheelchair) in a normal respectful way**, not in a slow, childish, or loud tone.
- **Never move someone's wheelchair** (with or without them in it) without their permission.
- **Be open to potential meal modifications.** Some disabilities impact dietary needs, meaning e.g. a customer may request having food cut into smaller pieces, or the use of a straw to drink independently, etc.
- **Ask the wheelchair user if the chair at the table needs to be moved.** Some wheelchair users will choose to transfer out of their wheelchair onto a chair. If so, offer a space to store their wheelchair.
- **If you accidentally bump into a customer's wheelchair** while they are sitting in it, apologise.
- **Know what to do in the event of an emergency.** This includes how to respond to a toilet's emergency alarm going off, or how to use an evacuation mattress.

- **Be open to accessibility feedback.**
- **Be patient and accommodating.**

Questions? Email hello@ableamsterdam.com

Head to [**www.ableamsterdam.com**](https://www.ableamsterdam.com) for more accessibility tips.