

**WHEN WORKING WITH
PATRONS AND COLLEAGUES
WITH DISABILITIES,
REMEMBER TO**

L. O. V. E.

LISTEN – listen, assess and respond to their needs.

OBSERVE – observe and continue to re-assess and respond to their needs.

VALIDATE – validate their needs through appropriate assistance.

EMPATHIZE – empathize and continue acting and assisting.

**WHEN WORKING WITH
PATRONS AND COLLEAGUES
WITH DISABILITIES,
REMEMBER TO**

L. O. V. E.

LISTEN – listen, assess and respond to their needs.

OBSERVE – observe and continue to re-assess and respond to their needs.

VALIDATE – validate their needs through appropriate assistance.

EMPATHIZE – empathize and continue acting and assisting.