

# Living Safely

with disabilities and special health needs

## Getting Help from a Stranger



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When I need help and I have access to a phone, I might be able to call someone I know to ask them for help.

If that doesn't work, I might need to ask a stranger, who I will see in person.



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First, I need to try to figure what the problem is and what I need help with.

For example, the problem might be that I need to go somewhere and I don't know how to get there. I would need someone to give me directions.

In another example, the problem might be that I parked my car in a parking lot and I don't know how to use the parking meter. I would need someone to show me how to use the parking meter.

Another example of a problem is that I do not know where to find a public restroom. I would need to ask where the nearest public restroom is. If appropriate, I need make sure I ask for one that is accessible.



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I need to identify a person who I can ask for help.

Perhaps I can ask a person who works in a public building, a crossing guard, a police officer, or a bus driver.

To locate these people, I can look for those who are wearing a uniform or a name badge. If I go into a store, I can ask for the store manager or someone in charge.

Often, people who I can ask are people who are behind a desk, a counter, or at a cash register.



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I can approach the person.

I can introduce myself and then ask if they can help me.

If I am able, I introduce myself and then ask if the person can help me.

I can write down the information or use my communication device if I have one.

If the person I ask tells me in a friendly way that they are not able to help me, I can either ask if they know someone who can help me or I can find another person.



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I tell the person my problem and how I need help.

When a person gives me the information, make sure I understand. If not, I can ask the person to rephrase or repeat the instructions. Then I thank the person for the help before I leave.

If the information is complicated, or I think I might forget, I can write down the important points, or ask the person to write them down for me. Another option is to ask the person if I can record the information on my phone.



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Thank the person for the help before you leave.

For more Living Safely resources, visit [www.rwjbh.org/cshlivingsafely](http://www.rwjbh.org/cshlivingsafely)

We value the expertise of our partners in safety who have demonstrated their commitment to inclusive healthy communities.

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