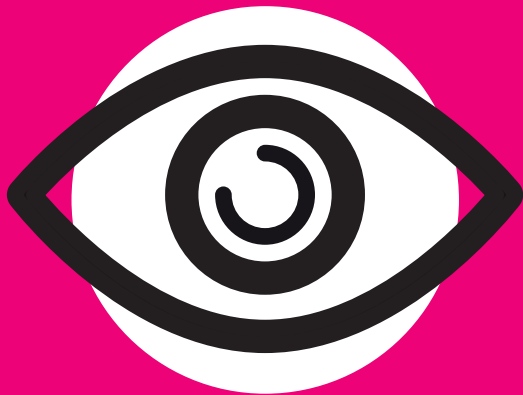


Henshaws top tips for helping someone with sight loss when they come to your place



Make small changes, make a big difference. Read more tips like these at henshaws.org.uk/knowledge-village.

 **henshaws**

beyond expectations

A visual impairment (VI) means that someone's eyes don't work like yours. You can make someone who's visually impaired feel welcome and safe by:

- Saying hello and introducing yourself.
- Asking them if they would like any help.
- Guiding them to where they need to go.
- Describing your place, especially where the exits and toilets are.
- Telling them what they might bump into or fall over.
- Explaining what will happen next.

Keep it in mind they may need more help later. Don't be embarrassed - people will appreciate that you've asked!

Find out more about how to support VI customers on 0300 222 5555