



HABINTEG
Disability Equality Centre

Communicating with people with visual impairments.

It may seem like common sense, but are your staff confident about communicating with disabled people? Here are some useful tips:

- Do introduce yourself when approaching someone who is visually impaired
- Do ask if a person needs assistance. Don't just assume they do
- Do use your standard voice. There is no need to shout
- Do address a visually impaired person directly and not through a third person (e.g. 'does he/she take sugar' syndrome)
- Do use ordinary words or phrases. Don't be afraid of using words like 'look' and 'see'
- Do not push or grab a visually impaired person
- Do say when you leave a visually impaired person. It can be embarrassing to be left talking to thin air



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- Do not leave a visually impaired person standing alone as this can be very disorientating. If you must leave someone, ask if they wish to be guided to a wall or piece of furniture
- Do offer your arm for the visually impaired person to hold just above the elbow. This enables them to walk at your side but just slightly behind you
- Do warn a visually impaired person in advance of hazards such as steps, kerbs, uneven surfaces and obstacles that protrude
- Do inform a visually impaired person about what is happening around them as most people like to take an active role in decisions that affect them

If you require this information in an alternative format, please contact Habinteg at hdec@habinteg.org.uk.



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