Covid-19: Supporting your blind and partially sighted customers

As lockdown begins to ease, RNIB has shared a few tips with the hospitality sector to support a positive experience for blind and partially sighted customers.

**Be aware**
Not all blind and partially sighted people “look blind” (wear dark glasses, use a cane or a guide dog), so be mindful that it may not always be obvious.

**Introduce yourself**
Introduce yourself as customers may not see your uniform – a simple: “Hi I’m Steve, your waiter, is there anything I can do to help today?” can go a long way. At that point, also verbally highlight any changes to the environment or policies, such as floor indicators and “at table service”.

**Test and Trace requirements**
Where applicable, please offer support to blind and partially sighted customers in completing any new registration/signing in processes you have implemented.

**Guiding**
If someone usually requires “traditional” guiding, and there is no safe alternative, verbal guiding may need to be considered.

**Social distancing**
Customers with sight loss will find it difficult to maintain social distancing, so keep this in mind when you’re on the restaurant floor.

**Changes to the environment**
Make sure your customers with sight loss are aware of changes within the environment, such as: layout, floor indicators, protective screens and temporary barriers. Ensure any temporary signage or menus is at least size 14 font – hand-written notes are difficult for everyone to read. But, where applicable, offer to read this information to your customer.

**Hygiene**
To keep everyone safe, please highlight to your blind and partially sighted customers where they can sterilise their hands... don’t assume everyone knows where it is.