

Covid-19: Supporting your blind and partially sighted customers

R N I B

See differently

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.