Covid-19: Supporting your disabled customers

10 tips from Euan's Guide, the disabled access charity

EUAN'S GUIDE

1. Share Information

- Keep your disabled access information up to date.
- Make sure it includes your Covid preventative measures.
- Make your disabled access information easy to find on your website.
- Share it for free by listing on Euan's Guide.

2. Make it easy to visit

- Offer different ways to book and a way to get in touch.
- Offer bookable companion tickets.

3. Consider parking and transport

- Make sure people can still use your accessible parking spaces.
- Include parking and transport details in your pre-arrival information.
- Check if there have been any changes that could impact someone arriving by car, taxi, public transport or on foot.

4. Are your changes accessible?

- One way routes do not always offer level access for wheelchair users and it can be hard for a visually impaired person to know, understand and follow the route.
- Wheelchair users won't be able to use hand sanitiser that is too high or only operated by a foot pedal.

5. Be visible and vocal

- Staff can be hard to spot, so introduce yourself and offer assistance.
- Position staff near points where social distancing might be hard to limit the number of people.

6. Look after your queues

- Use this as an opportunity to communicate changes and answer any questions.
- Try to offer shelter and seating if and when it is required.
- Offer assistance to people who might need priority.

7. Talk about toilets

- People want to know if your toilets are open.
- Let people know if your accessible and Changing Places toilets are open.
- If they are shut or if you don't have one, let them know where the nearest ones are.

8. Check your signs

- Signs need to be large with contrasting text and background colour.
- Cover or remove any inaccurate signs.
- Remember that not everyone will see and understand your signs, so be supportive.

9. Know the face covering guidelines

- The Government has identified individuals who are exempt from wearing a face covering.
- People who are exempt should not be denied entry.
- Signs that incorporate the exemption message can help people feel welcome.

10. Make your information accessible

- Providing information in a range of formats helps to ensure everyone understands it.
- Videos and pictures help people know what to expect.