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RNIB Cymru

Breaking the Barriers for Patients with Sight Loss



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Sight Loss in Wales

- Over 100,000 people living with sight loss
- 18 authorities have a prevalence of sight loss above the UK average
- 90% of people with sight loss are over the age of 65 years
- There are around 2000 children living with sight loss in Wales



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Sight Loss in Wales

- Between 3000 - 4000 people are living with sight loss are of working age
- 50% of sight loss is preventable
- Numbers of people with sight loss are set to double by the year 2020



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Accessible Information

1. What is information?
2. Impact of sight loss
3. What is accessible information?
4. Clear print checklist
5. Some possible solutions
6. Further information



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What is information?

- A letter from your GP
- Cinema listings
- Bills
- Cooking instructions on food
- Information for a meeting
- Bus timetables
- Daily newspaper



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Guiding

- Introduce yourself and make sure the person knows you are speaking to them
- If you're going to guide them, let them take your arm, don't grab theirs
- Point out kerbs and steps as you approach them and say whether they go up or down.



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Guiding

“Nobody told me where the toilet was,
and when I finally got there they left me
alone for ages.”

Will from Deeside



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What is accessible information?

- Clear print
- Large print
- Audio CD and cassette
- Audio description
- Braille
- Accessible Images
- Accessible websites
- Email
- Signage



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What is accessible information?

- It is common for people to use more than one format to access information, depending upon the nature of the information and because information is often only available in one format.



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Why should I make my information accessible?

The Disability Discrimination Act: since 1 October 1999, service providers have been required to make a range of “reasonable adjustments” to overcome the barriers faced by disabled people.



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Why should I make my information accessible?

The introduction of the Welsh Language Act in 1993 confirmed in law the principle of equality between the Welsh and English languages. People that cannot access standard print in the same way as their sighted peers have the right to information in their preferred language from public sector bodies.



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How do I make my information accessible?

- Keep information clear and well structured
- Use plain language
- Don't make assumptions about people's needs - ask!
- Getting hold of, or storing, documents electronically makes it easier to make information accessible
- Think before you say no!
- Always promote the availability of accessible formats in your printed material



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Clear Print

Akzidenz Grotesque

123456789

Arial

123456789

Avant Garde

123456789

Futura

123456789

Helvetica

123456789

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Clear Print

- ✗ Old English is exaggerated
- ✗ *Italics are not very clear*
- ✗ **This face is too condensed**
- ✗ *Scripts like this are illegible*

Clear Print

- Use a clear and well designed typeface such as Arial
- Use a type size of 14 point
- Include a list of contents
- Avoid splitting words
- Do not use blocks of capital letters
- Do not use italics
- Do not underline words



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Clear Print

- Use numbers which are clearly distinguishable from each other
- Do not use more than 60 to 70 characters on a line
- Left align all text
- Ensure there is a good contrast between the text and its background
- Ensure recurring features such as headings and page numbers are always in the same place



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Clear Print

- Leave a space between paragraphs
- Avoid setting text around or over images
- All text should be set horizontally
- Leave an adequate space between columns
- Any information conveyed in images must have supporting explanatory text
- Avoid using glossy paper
- Avoid placing text too close to the document's spine



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Possible solutions

- Staff to undertake visual awareness training to encourage positive attitudes
- Audio information as well as visual information
- Always introduce yourself including your role
- Ask patients whether they require assistance such as guiding to a vacant seat



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Possible solutions

- Offer assistance with completing forms - have a signature guide available
- Inform your colleagues that there is a person waiting with sight loss



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Useful publications

- “See it Right” Making information accessible for people with sight problems
- Make it accessible



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Equipment and Support



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Handy Equipment

Thick black marker (a pack of three around £1.00)



Signature Guide provides aid to sign neatly (cost around £0.41p)



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Typoscope provides aid with reading block text (pack of two around £2.50)

Bump-on pack - provides aid in marking everyday items (cost around £3.50. Could be used to identify different containers

Total cost of this equipment - £7.41



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Support Services Available

- RNIB Cymru - ALIC Enquiries: 02920 449557
- RNIB Helpline 0845 666 9999
- RNIB Website www.rnib.org.uk
- Joint Mobility Unit - Access Issues:
0207 391 2002
- Local Talking Newspapers: 01495 763 424
- Access to Work - for employees

(Job Centre Plus)



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