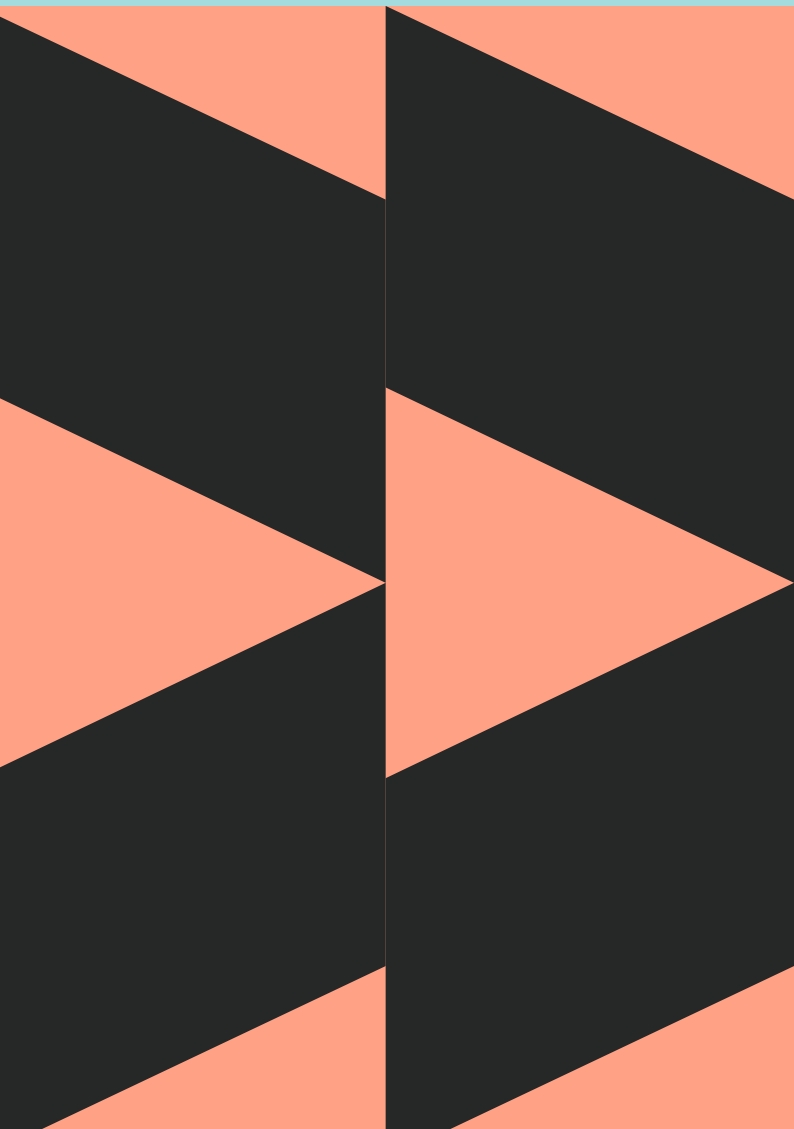


# Guide Dogs.

## Practical tips for hospitality staff

The following skills provide a practical, comfortable and safe means of guiding a person who is blind or has vision loss.

[guidedogs.com.au](http://guidedogs.com.au)



# Practical tips for hospitality staff

The following skills provide a practical, comfortable and safe means of guiding a person who has low vision or blindness.

## Guiding

Ask the person if they need assistance. If yes, let the person know you will move your hand for them to find it. Touch the back of your hand to theirs. The person will then hold your arm just above the elbow. Walk at a comfortable pace and avoid potential hazards.



## Narrow spaces

Tell the person that you are approaching a narrow space. Slow down and move your guiding arm behind your back. The person will be able to step behind you.



## Seating

When you place your guiding hand on the chair, the person will be able to find the chair and sit down.

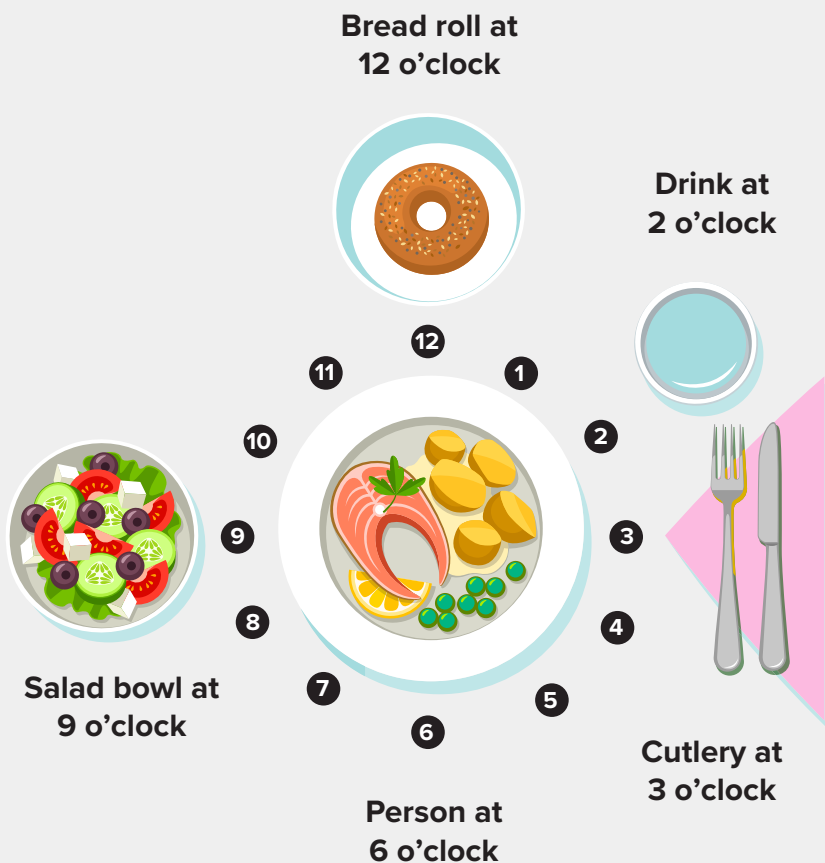


If you are not sure what to do, don't be afraid to ask. Good communication is the key to being a good guide.

# Assisting at the table

The following is a guide for hospitality staff to assist a person with low vision or blindness in a dining setting, restaurant or cafe.

1. Introduce yourself.
2. Offer to read the menu or if you have a menu on your website tell the person about this. The person may be able to read the menu digitally if they have a smart phone or similar device using voice over or enlarging the print.
3. Announce the items you bring to the table, such as menus, drinks or meals.
4. Offer to explain what is on the table or place, using a clock-face explanation (for example, your drink is at 2 o'clock). See meal layout on the right.
5. If a person has a Guide Dog, provide all your attention to the person and ignore the Guide Dog.



If you are not sure what to do, don't be afraid to ask. Good communication is the key to understanding.

# Guide Dogs are welcome here!



Guide Dogs with their Handlers have the legal right to access Public Transport including taxis, any event and business\*.

## **Refusing entry to a Guide Dog user can result in legal action.**

- ▶ Guide Dogs help people who have low vision or blindness to move around safely and independently
- ▶ A Guide Dog will usually sit underneath the chair or table of its user, so it is not in the way.
- ▶ If a Guide Dog is wearing a harness then it is working and should not be:
  - fed
  - patted
  - distracted

\*In accordance with the Disability Discrimination Act 1992 and Domestic Animals Act 1994.

Check with your local state for additional legislation.