

Simple things you can do right now to become more Disability Confident:

1. Put a pencil and pad on your counter so that a person with a hearing impairment can communicate or order.
2. Have the number for a wheelchair accessible taxi available for your customers.
3. Have some straws and paper cups available in your eating or drinking area.
4. If you have an accessible bathroom ensure that it is of adequate size for a wheelchair to turn and that there is a sizable bin in it.
5. Have a clean-up day and reduce clutter in and around your premises or workstation. Clear all areas of low level hazards such as boxes and cables—this can make a difference to a person with a mobility or vision impairment.
6. Put a chair in your waiting area or at different points of your premises so that customers or visitors don't need to stand for long periods.
7. Are your doors heavy? Consider getting them lightened, desprung or wedged open during business hours.
8. Consider putting your specialist stock on the highest shelves of your store so that people can reach basic items without assistance.
9. Speak in a normal tone of voice and do not use language that is condescending.
10. Find out where Disability Awareness Training tailored to your needs is available.
11. Hire a mystery shopper with a disability to get their ideas on how to make your business more disability friendly.
12. If your building doesn't have an accessible toilet, know where the nearest one is to your premises. This can be also the case for disabled parking spaces, know where the nearest one is to your premises.
13. Learn how to assist someone with a visual impairment; don't just grab hold of the persons arm.