



Appendix 1C: Staff TOP 5 training card (text format)

Tips for staff for caring for people who are blind or have low vision.

This document should be:

- sent to participants prior to training, in text format
 - be used during training.
1. Every time you approach a person who is blind or has low vision, introduce yourself, including your name and role and what you are there to do.

For blind people, this can help even if you have come into the room to provide care for someone else.
 2. Talk to the person directly.
 3. Ask permission before touching someone and initiating care.
 4. While providing care 'talk out loud' to describe what you are doing.
 5. Keep things in the same place as much as possible – avoid moving items as this makes them harder to find.

Quotes from staff and people who are blind or have low vision during the gather phase of project:

“Staff should always say who they are and what they are doing. Gosh, that a made a difference when they remember to tell me every time.”

“They can’t see what you are doing so you need to explain everything.”

“At home things are automatic and you’re in your comfort zone. I need more support when I’m in hospital. You don’t know how much extra help you need until you get there.”

“They focused on my ability to read signature on the consent form instead of whether I understood what I had consented to.”

“They should not move your stuff. You want to find something but can’t if they’ve moved it and haven’t told you.”