

Understanding Disability / Difference



**I Am Me Scotland
&
Partners
GUIDANCE BOOKLET**

Contents

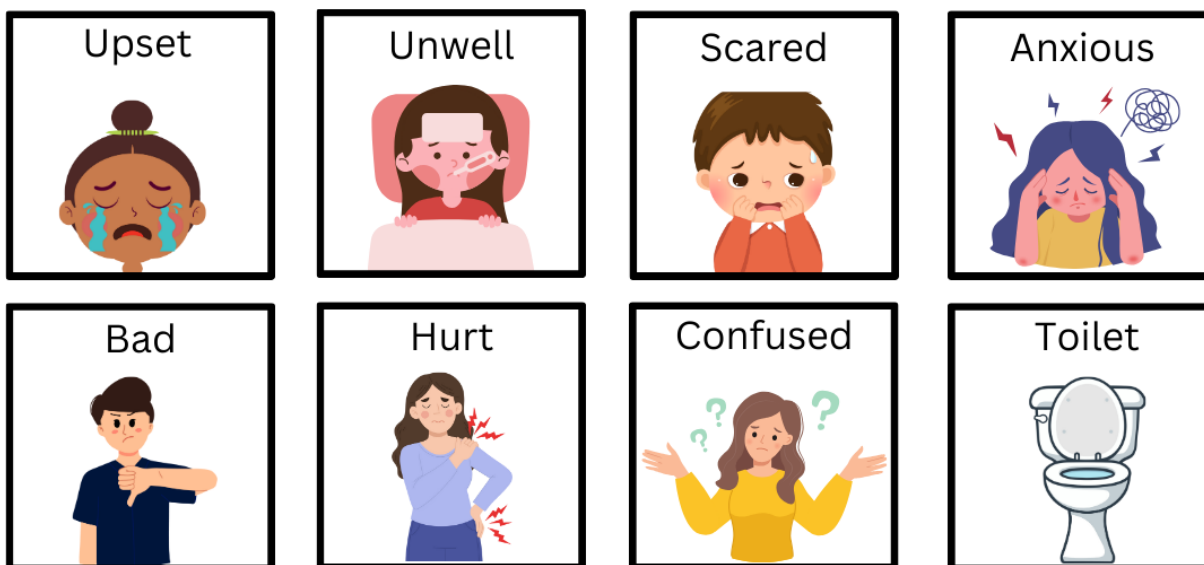
Communication Prompt	Pages 3 & 4
I Am Me	Page 5
Introduction	Page 6
Age Scotland	Page 7
Alzheimer Scotland.....	Page 8
Changing Faces	Page 9
Down's Syndrome Scotland	Page 10
Dyslexia Scotland	Page 11
Epilepsy Scotland	Page 12
Finding Your Feet	Page 13
Guide Dogs Scotland	Page 14
RNIB Scotland	Page 15
RNID Scotland	Page 16
Scottish Autism	Page 17
Spinal Injuries Scotland	Page 18
Values Into Action Scotland	Page 19
Disability Equality Scotland	Page 20
Thistle Assistance	Page 21
Partner Organisations	Page 22



Communication Prompt

If an individual is having difficulty communicating, use these symbols as a way of trying to establish how you can help them.

How are you feeling?



What has happened?



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Communication Prompt

How can I help?



Ask your question by pointing to the symbols 'How Are you feeling?', 'What has happened?', and 'How can I help?'. You can ask yes/no questions and use the green tick and red cross to answer.

Yes/No



Wi-Fi

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Communication Cards



Communication Card

My name is

Things you need to know about me and my health

.....

.....

.....

.....

.....

.....

.....

.....

.....

How I communicate

.....

.....

.....

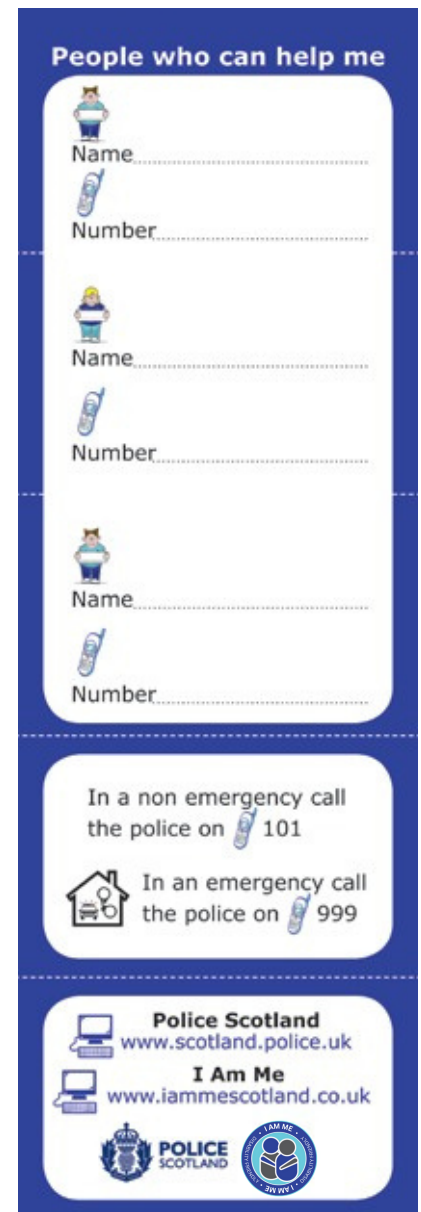
Any other details

.....

.....

.....

- Name
- Health condition/disability
- Communication requirements
- Emergency contact details
- Any other helpful information



People who can help me

Name
Number

Name
Number

Name
Number

In a non emergency call the police on 101

In an emergency call the police on 999

Police Scotland
www.scotland.police.uk

I Am Me
www.iammescotland.co.uk

Communication Cards are particularly useful for people with dementia, a learning disability, hidden disability or condition or someone who has difficulty communicating. Cards can be downloaded for free at iammescotland.co.uk or you can request a card by contacting I Am Me Scotland directly.

Email – iammescotland@outlook.com

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Introduction

I Am Me Scotland

I Am Me is a community charity, based in Renfrewshire, with an aim to Change attitudes and behaviours so that disabled and vulnerable people can feel safe in their communities.

The small charity team works with a range of partners to develop education resources which are available free on an interactive education platform.

The team have experience of working with partners to manage multiple national projects, helping align skills and experience with community needs, resulting in the development of engaging and interactive resources that help make a difference across Scotland.

Disability Friendly

In Scotland there is a network of businesses, public buildings and community spaces that have volunteered to become part of a supportive and inclusive network to help people feel supported in their community. Places where disabled people feel valued can help people to remain socially independent within their communities by providing places to shop, eat, meet friends and use services. Sometimes people can feel vulnerable when out in the community. They may feel lost, scared or anxious and need somewhere to take a minute to gather their thoughts or they may need to ask for a little support.

Some people who have a health condition, or disability may need a seat to have a rest or they may need you to contact a family member, however most people will never need to ask for support. They may just prefer to use places where the staff are inclusive and understand that everyone is different and sometimes an individual may require a little additional support.

There are lots of different disabilities, many of these are hidden. Sometimes staff may be unsure what they can do to support people in their community, so this booklet has been put together with a range of national organisations to help provide an insight into some disabilities, highlight the barriers that people may face and also provide some helpful advice on what you can do to offer support.

If you want to know more about any of the disabilities in this booklet, you can contact the relevant organisation who will be more than happy to help. An interactive training package will be available to access, Free, at iammescotlandeducation.org.uk

Thank you for being a Disability Friendly partner and for helping people feel valued in your community.

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As Scotland's national charity supporting people over the age of 50, Age Scotland works to improve people's lives and promote their rights and interests. We aim to help people love later life, whatever their circumstances. We want Scotland to be the best place in the world to grow older.

Barriers people may experience

Older people can face barriers to services if people make stigmatising assumptions about them. Age is not a disability, but many older people will live with age related conditions including hearing impairment, visual impairment, and restricted mobility and dexterity. Some will live with dementia or have difficulty communicating because of a stroke. Some older people are isolated and may not have spoken to anyone for days.

How to offer support

Good customer service for older people is the same as good customer service for everyone:

- Treat people as individuals and be alert for signs that they would like support.
- Make eye contact and speak clearly.
- Have good lighting and maximise daylight.
- Minimise background noise.
- Be patient and understand that communication and some activities may take a little longer.
- Produce information in a font size of at least 12 point Verdana or Arial in a strong colour on an uncluttered contrasting background.
- Leave space for people to move around without the risk of tripping or falling.
- Have toilets available for customers.
- Have a seat available in a quiet area.

Useful Information

Free community workshops available.

<https://agescotland.org.uk/information-advice/workshops>

Information guides about older people's rights

<https://www.agescotland.org.uk/information-advice/information-guides>

Freephone national helpline for older people – 0800 12 44 222

Our Friendship Line is part of our wider helpline. We're here to listen, provide friendship & support – 0800 12 44 222

Contact Details

<https://www.agescotland.org.uk/contact-us>

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iammescotland@outlook.com

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Dementia is often associated with memory loss, but it can also affect every area of human thinking, feeling and behaviour. Each person with dementia is different and each individual experiences different symptoms.

Barriers people may experience

People with dementia may experience difficulties with communication, stigma, sensory perception and can sometimes feel lost even in familiar environments.

How to offer support

You can support a person with dementia by including them in conversation or activity. Friendly body language such as eye contact and smiling can help people with dementia feel that they are being acknowledged and listened to. You can also:

- Ask the person if they need any help.
- The person may be confused and upset, so please be patient and let the person feel safe.
- If the individual is lost and/or confused, stay with them and ask if there is someone you can contact for them.
- Speak calmly and reassuringly taking your time to explain and listening to their answers.
- Use short, simple sentences and rephrase (rather than repeat) if the person doesn't understand you. Sometimes using hand gestures or images can also help.
- Don't tell them they are wrong, or argue with them as they may not understand and become upset.

If you can not get an emergency contact for the person, contact the Police and let them know you are with a vulnerable person who may need help. Stay with the person until help arrives and do not leave them on their own.

Useful Information

Dementia Friends help people living with dementia in lots of ways. You will gain a better understanding of dementia and the things you can do to help people living with dementia be a valued part of their local community. To become a dementia friend or for more information visit **www.alzscot.org** or you can contact our Dementia Advisor Email: **Cirvine@alzscot.org** or **tel:07787448519**

Contact Details

For further information about local Alzheimer Scotland Services please contact **<https://www.alzscot.org/>**

Registered Charity Number SCO46060



Changing Faces is the UK's leading charity for everyone with a visible difference, such as a scar, mark or condition on their face or body that makes them look different. The visible difference community is diverse, and some people identify as having a disability.

Barriers people may experience

Seven in ten people who have a visible difference experience negative behaviour like stares, abuse and bullying because of how they look. When out shopping people feel their visible difference affects the service they receive. Over a quarter of people say they are regularly ignored and receive a bad service because of their visible difference.

How to offer support

Smile - It can be daunting coming into a public space - especially when you look different - so help your visitors relax with a warm smile.

Eye contact - Look your visitor in the eye (or at the bridge of their nose if that feels more comfortable - it has the same effect).

Respect - It's natural to feel surprise when someone looks noticeably different, but show respect and never draw attention to your visitor's appearance. If they mention it, listen to what they say. For example, 'I survived a fire' rather than 'I have burn scars.'

Value your customer - Always talk to the person directly. Never assume they are less intelligent because they look different. If in doubt, ask. A simple, open question like, 'Can I help you?' or 'Is there anything you need?'

Calm - Stay calm and considerate. If a customer's condition affects their speech, politely ask them to repeat if you don't understand.

Equality - People with 'severe disfigurements' are protected by the Equality Act from unlawful discrimination. Treating them with respect is good customer service. It will also strengthen your company's reputation and make customers want to return.

Useful Information

Organisations can commit to better representing people with visible differences through our Ally page - Become A Visible Difference Ally Visible Difference Charity and our Real Stories page - Real Stories By People With Disfigurements.

Contact Details

www.changingfaces.org.uk

Support and Information Line - 10am to 4pm Monday to Friday

T: 0300 012 0275

Registered Charity Number SC046060



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Together, we can make a difference!



Down's syndrome (Ds) is a genetic condition caused by the presence of a full or partial third copy of chromosome 21 in the body's cells. It is the most frequently recognised form of learning disability. People with Ds attend school and college, have jobs and live independently in their local communities to age 60, 70 and older.

Barriers people may experience

People with Down's Syndrome can face stereo typing. This can lead to people with Down's Syndrome being spoken to as though they are a child and not being treated with the same respect as others. Other barriers can include:

- People talking too quickly/asking too many questions.
- Lack of clear instruction or information in an accessible format.
- Not being given enough time to process the information.
- Busy noisy environments/crowds/standing too close can cause anxiety and discomfort due to sensory processing difficulties.
- Busy cluttered environments can cause difficulty with movement and navigation due to lowered mobility skills.
- Poorly lit areas can cause difficulty with seeing and reading.

How to offer support

Staff can offer support to people and increase positive experiences by:

- Providing information in an easy read format, such as large print with pictures.
- Speaking directly to the person, using short sentences and easy to understand language (no jargon).
- Allowing a little extra time for the person to process the information.
- Makaton sign can help to support communication and understanding.
- Increase lighting and locate seating in an area of good light.
- Offer help, but do not assume helplessness.
- Use a relaxed and calm approach and treat age appropriately.
- Avoid rushing people or showing annoyance as this can cause anxiety and disengagement.
- Don't crowd around/stand too close – keep a respectful social distance.
- Discourage touching/hugging and over familiar behaviour. This will support their personal safety and positive social inclusion.

Useful Information Support and training is available and questions can be answered via helpline/live chat with our Family Support Service

Contact Details

info@dsscotland.org.uk Helpline 0300 030 2121
Website: **www.dsscotland.org.uk**

Registered Charity Number SCO46060



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Dyslexia affects 1 in 10 people. Common difficulties include problems with reading, writing and spelling but it can also affect organisational skills, sequencing problems and short term memory. People with dyslexia may also have good problem solving skills, creativity and out of the box thinking.

Barriers people may experience

People with dyslexia can experience difficulty reading, writing and spelling. They may also have communication difficulties, low self esteem and confidence issues. People can feel reluctant to disclose dyslexia to employers and fail to ask for reasonable adjustments. Children and adults may try to 'mask' difficulties they have.

How to offer support

Information can be provided in a 'dyslexia-friendly' format, such as:

- The use of assistive technology, for example using audio or text readers.
- Using pastel coloured paper (this can reduce the glare and contrast between the words and the paper).
- Clear fonts for example Century Gothic, Arial & Verdana.
- Use large fonts that are visibly easy (not tiny writing).
- Image based information (using graphics and pictures instead of words or alongside words) can be extremely helpful and may help increase confidence and promote independence.
- Always remember that dyslexia has nothing to do with intelligence

Useful Information

Dyslexia Scotland has a range of free leaflets on our website at www.dyslexiascotland.org.uk/leaflets We also run a Helpline for any questions www.dyslexiascotland.org.uk/dyslexia-helpline We offer training which can be tailor-made to employers, workplaces, schools and others.

Contact Details

info@dyslexiascotland.org.uk

Registered Charity Number SC046060

Epilepsy is a common but serious neurological condition, defined by having repeated seizures starting in the brain. A seizure is a temporary disruption in the brain's electrical activity. There are many different types of seizures. People experience epilepsy differently. Some become unconscious, some make repetitive actions and some stare into space for instance. Some people's seizures are controlled by medication. For others this doesn't work. Triggers for seizures differ, but common triggers are stress, tiredness, skipping or forgetting medication. Many seizures happen without triggers.

Barriers people may experience

A common barrier to accessing services is the unpredictability of seizures in public, people not knowing how to respond or making assumptions they are drunk or using drugs. This can make some people with epilepsy reluctant to go out and they can become isolated.

How to offer support

- Be aware of epilepsy, the different seizure types and how to recognise them. Incorporate this into first-aid training or contact Epilepsy Scotland for details of our training courses.
- Let people know you provide a safe, quiet place where they can sit/lie down if they are experiencing a seizure.
- If someone has a seizure and falls to the floor, don't try to intervene. Remove anything that could injure them. Place something soft underneath their head. Once the jerking stops, put them in the recovery position. They will likely be very sleepy and disorientated as they recover, give them time and ask if there is someone you can contact.
- They may be embarrassed and want to leave, encourage them to take their time and reassure them.
- Call an ambulance if this is their first seizure, the seizure has lasted more than five minutes or they have injured themselves or are having issues breathing.

Useful Information

Our Epilepsy Friendly Award (EFA) recognises businesses for ensuring people with epilepsy can access their business and feel safe.

Contact Details

Helpline : 0808 800 2200

Reception : 0141 427 4911

Email: contact@epilepsyscotland.org.uk

Website : www.epilepsyscotland.org.uk

Registered Charity Number SCO46060



Finding Your Feet The charity supports amputees by providing a range of regular community activities, wellbeing programmes and opportunities.

Barriers people may experience

An amputee is someone who was either born with missing limbs (congenital limb loss) or lost limbs through illness, trauma or electively for pain reasons/functionality. If it is the lower limbs affected, the person could be using either a wheelchair and/or prosthetic leg. If it is the upper limbs affected they may use a prosthetic/bionic arm. Amputation can affect anyone of any age and background at anytime. Although it is a physical difference, research has shown that amputation can negatively affect a person's mental health as well.

How to offer support

- Be friendly and welcoming. Just like everybody else, amputees or those with limb absence don't want to feel like a burden or anything out of the ordinary. Treat them as you would any other customer.
- Make space. If they are using crutches or a zimmer frame, they may need a hand with carrying things or even a steady arm to lean on for a moment. Similarly, if in a wheelchair, they may need some help with heavy doors. If they're visiting for a longer period of time, you could provide a place to sit down or rest.
- Slips and falls may happen. Stumbles, trips and bumping into things is a part of life for some amputees. Make sure that floors are dry and there are no unnecessary trip hazards.
- Be aware that entering new spaces may be daunting. Be aware that some people may be feeling vulnerable, either mentally or physically, and that this may show by appearing quiet or guarded.
- Don't be too pushy. Although some amputees will appreciate assistance, many amputees are more than capable and may want to do things on their own. Make yourself available whilst allowing their independence.
- Encourage social inclusion. The majority of the amputee community can self-manage and know the situations in which they are comfortable, so encourage that independence.

Contact Details

<https://findingyourfeet.net/>

Registered Charity Number SCO46060



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For most people, vision is the most significant way of receiving and interpreting information from the world. We support people with sight loss to live actively, live independently and live well; to live the life they choose.

Barriers people may experience

The major barriers experienced by people with sight loss are around mobility and orientation; in practical terms, getting from A to B safely. This in turn can impact on people's life chances; for example, their access to school, work and written information.

How to offer support

What should staff consider?

- Keep your distance but don't disappear.
- Say hello and offer help – ask the person how they would like to be assisted. If the person needs to be guided – ask them how they would like this to happen.
- Describe the scene – let people know what's around them and, if you are guiding, what's coming up. For more details see the Useful Information.
- Ignore the guide dog and don't try and grab the handle etc.
- Remember that as well as the person being upset and agitated, the dog might also be upset, so keep your distance.
- If the guide dog is wearing a red and white harness, this indicates that the owner also has hearing loss.
- All staff should be aware of the law around access for assistance dogs.

It is illegal to refuse a Guide Dog Access!

- Please note that guide dogs have not been trained to socially distance and will not know if a queueing system has been implemented.
- If the guide dog has been attacked by another dog, the Police should be notified.

Venues might also consider having staff meet people with sight loss to talk through the issues they face. E.g a hospitality venue could hold a coffee morning for guide dog owners.

Useful Information

Guidance for shops, rail staff and bus staff as well as the law around guide dogs can be found on the Guide Dogs Website -

<https://www.guidedogs.org.uk/guide-dogs-scotland/>

Contact Details

Anne-Marie Barry - Policy and Campaigns Manager Scotland
michael.moore@guidedogs.org.uk

Registered Charity Number SCO46060



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RNIB

Scotland

See differently

We provide a range of services to blind or partially sighted people and their families and carers in Scotland and campaign on their behalf.

Barriers people may experience

Blind and partially sighted people can face barriers with inaccessible communications, sensory differences, mobility difficulties, reading, travel, misconceptions and generalisations about sight loss.

How to offer support

Staff can help to reduce some of these barriers by:

- Use contrasting colour of décor to help people to identify areas.
- Clear marking of stairways and other potential hazards (yellow and black tape can be used for marking the edge of stairs for example).
- Being Guide Dog Aware (Guide dogs are allowed to access premises, by Law).
- Ensuring passageways are free of clutter and obstructions.
- Including audio guidance for doors and lifts.
- Making information accessible e.g. (large-print – Arial 18+, information available in audio and braille, if possible).
- Providing basic staff training/awareness on blindness and how to offer assistance.
- Ask the person if they would like any help.
- Smile while you speak, this can make a difference to someone's day.
- Remember some people may have residual vision and may still be able to see some aspects (light, shadows, peripheral vision, tunnel vision).

Useful Information

We can offer advice and information on physical accessibility, staff training and accessible communication.

Contact Details

Contact RNIB at: **RNIBScotland.Mailbox@rnib.org.uk** with any enquiries.

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Together, we can make a difference!



More than 18 million adults in the UK are deaf or have hearing loss. Over the last year, two thirds of our communities have experienced negative attitudes from others. We can all play our part to be more deaf aware, both at work and in daily life.

Barriers people may experience

People who are deaf may experience communication barriers. Some deaf people may use sign language or lipreading. They may also experience sensory differences. Barriers can include access to services, participation, engagement, inclusion and integration.

How to offer support

If someone who is using your services is deaf or hard of hearing, there are some practical things you can do to help improve their experience. You can:

- Remember that many people with hearing loss rely on visual cues such as lip-reading and facial expressions. You can get the person's attention and face them when speaking. Be patient.
- If wearing a mask, speak clearly and check understanding.
- Alternatively, you can use pen and paper, laptops or tablets, or visuals and symbols to communicate.
- Remember that noisy and busy environments can make communication difficult for many disabled people.
- You could prepare an image-based card to aid with communication. This is particularly useful if the person uses your premises regularly. This can include pictures of items of interest.
- Check and test hearing loop systems working.
- Consider BSL (British Sign Language) taster sessions and deaf and sensory awareness training for staff.

Useful Information

Find out more about #ItDoesMatter at rnid.org.uk

Contact Details

Scottish autism

WHERE AUTISTIC PEOPLE
ARE VALUED

Autism is a neurodevelopmental difference that can affect a person's attention, communication, movement, sensory processing and thinking. This means that they may see, feel and understand things differently to other people. Being autistic is an intrinsic part of someone's identity and should be recognised, listened to and validated as such.

Barriers people may experience

Barriers autistic people face often stem from societal expectations and environments that are built or designed for neurotypical people. As a result the world can feel like a confusing and difficult place for some autistic people and can result in feeling overwhelmed in busy environments, or misunderstanding social and communication cues.

How to offer support

- Reassure the person that you are there to help. If you can, ask the person what might be helpful. Remember that they may be anxious or distressed so give them time to answer. Some people may find it difficult to make a decision or a choice when they are feeling stressed or anxious, so again, give people time to think. Making a quiet space available might also be helpful.
- Ask if they have a trusted person that they would like you to contact for them such as a family member or friend.
- Give them time and space. Reassure the person that there is no rush and they are safe to stay for as long as they need.
- Ensure staff are trained and knowledgeable in Autism.

Useful Information

To find out more about autism, training and support, please visit our website. Greater understanding and societal change is needed to ensure autistic people have access to the right support when they need it and have their rights as equal citizens recognised. You can reach out to Scottish Autism via social media: **@scottishautism**

Contact Details

To speak to a Community Advisor for support:

Call: 01259 222022

Email: advice@scottishautism.org

LiveChat at www.scottishautism.org

Find more information at www.scottishautism.org

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People can acquire a Spinal Cord Injury (SCI) in more than one way. Some examples are through an accident or fall, medical conditions or from an infection, which results in neurological complications or trauma. Acquiring a SCI can have a life changing and devastating impact on the person's life, frequently with sudden onset. Many people with a SCI also require support and assistance from a companion or carer, which is often family or friends. There is a perception that acquiring a SCI affects people's lower body only. It is common (particularly with high level SCIs) for people to also have challenges with hand functions and/or to be ventilated with no or limited function below the neck or chest area.

Barriers people may experience

- Using public transport, such as getting to bus stops and on/off buses.
- Limited (or the abuse of) wheelchair spaces on the buses i.e. only one wheelchair space available, wheelchair space used by buggies, luggage stored in space, non disabled people using the space.
- A lack of dropped kerbs to get on/off pavements, or dropped kerbs being blocked by parked cars or street clutter i.e. wheelie bins. Cars parked on pavement, leaving no room to pass. Pavements being blocked with bins, signs/advertising boards for shops, pavement cafe furniture.
- Being challenged when out on their own or with carers.
- No Accessible toilets or they are out of order, being used by non disabled people or used as a storage room.
- Places advising that they are accessible but have steps or stairs at the entrance with no other access.
- Places having lift access limited by needing a key from a staff member or a staff member to use the lift, often with no way of contacting them if on your own.
- Uneven surfaces such as poorly maintained pavements, gradients and pavement cambers can be an issue.

How to offer support

- Always ask how you can help. Do not automatically reach to take control of the person's wheelchair. Do not touch the person without consent.
- Speak to the person and not their carer. If possible, provide a place within the premises that's quiet and discreet to allow people time and space to get themselves organised.
- Have an accessible toilet that is easy to access, free from clutter and is not used as a storage room.
- Don't offer to push or take someone out of their wheelchair unless they ask and can explain how to help them without injuring either themselves or you.
- If someone has a fall, please ask the best way to get them back into their wheelchair or onto their feet (always ask before touching someone).
- If you need to arrange transport for someone, please ask if they need a "wheelchair accessible taxi" as they may not be able to transfer from their wheelchair and require a taxi that is designed to allow them to travel safely and securely in their wheelchair.

Useful Information

We support organisations by providing information to support the needs of disabled people. We currently also offer workshops and give talks in relation to the Health and accessibility needs of people with a Spinal Cord Injury.

Contact Details

www.spinalinjuriesscotland.org.uk

Registered Charity Number SCO46060



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A learning disability is defined as a lifelong condition that affects a person's ability to understand and process information, learn new skills, and cope independently. It can range from mild to severe and is different for each person.

Barriers people may experience

- Customer service may not be designed to be accessible for a wide range of needs.
- Information about products and services may be poor and in a format that the person doesn't understand.
- Accessing products and services may require abstract perceptual and cognitive skills that are more challenging for people with learning disabilities.
- Public buildings are often difficult to access for people with learning disabilities who may also have physical disabilities.
- Physical barriers include high aisles, cluttered spaces, and items that are out of reach.
- Online shopping can be frustrating. Websites may be cluttered, have difficult-to-read text, or not meet accessibility standards.

How to offer support

Accessible information and signage, including images, can be useful for all customers. This applies to anything that you produce in writing including website information, social media and leaflets.

Also encourage staff to adapt their communication style to the individual's needs. For example,

- they can: Use simple words and sentences.
- Speak slowly and clearly.
- Use visual aids and symbols.
- Use their preferred method of communication.
- Ask what works best for them.

If you think someone needs more assistance than you can provide, or if they are anxious or upset, ask if there is someone you can call on their behalf.

Useful Information

VIAS can help you to identify what the gaps are in accessibility of your current services. They can provide training to help you address this. They can then support you to implement the changes that you need to make.

Contact Details

info@viascotland.org.uk www.viascotland.org.uk

Registered Charity Number SCO46060



Disability Equality Scotland is a national charity working to achieve full access and inclusion for all disabled people in Scotland. As a membership organisation we listen to the views of disabled people and champion on their behalf. A key area of our work is promoting accessible public transport for disabled people, including ensuring disabled people are safe and comfortable while traveling, free from abuse, harassment and hate crime.

Barriers people may experience

Through weekly polls and events we hear feedback from disabled people about their experiences of using public transport and the challenges they face. This includes:

- Accessibility, such as ramps, step-free access, wayfinding and signposting in inclusive formats, including audio announcements.
- Frequency of services, especially in rural areas and services that link with medical or hospital appointments.
- Availability and reliability of passenger assistance
- Experience of abuse, harassment and hate crime.
- All these barriers to travel have been exacerbated by Covid19.

How to offer support

Having information available in different formats can help relieve stress for disabled people travelling, so you might want to think about Easy Read translations, audio announcements and InterpreterNow app for BSL users.

Useful Information

Disability Equality Scotland host two relevant websites. The Accessible Travel Hub **www.accessibletravel.scot** a place for planning accessible journeys and up to date news on accessible travel. And the Disability Safety Hub **www.disabilitysafety.scot** a website that supports disabled people to recognise and report incidents of hate crime. We also offer an easy read service, helping to convert information into accessible formats. Find out more at **www.disabilityequality.scot**

Contact Details

Disability Equality Scotland
www.disabilityequality.scot
admin@disabilityequality.scot
Facebook: www.facebook.com/DisabilityEqualityScotland
Twitter: @DEScotTweets

Registered Charity Number SC046060

Thistle Assistance is all about helping to relieve travel anxiety and encouraging people to feel confident when using different forms of public transport across Scotland.

Barriers people may experience

Those with mobility challenges, including disabled people can face many barriers when travelling, including, lack of access for wheelchairs, lack of assistance on and off the transport. Barriers also include challenges for visually impaired travellers with wide and steep gaps between trains and platforms, as well as difficulty reading departure screens at bus and train stations.

How to offer support

- Help promote Thistle Assistance in the community and with local transport operators.
- Download the App (search Thistle Assistance on App store Google Play) for someone. **<https://www.thistleassistance.com/get-the-app/>**
- Order cards and leaflets for community groups – they are free.
- Give a card to someone you know that has a mobility challenge, sit down with them and adapt it for their needs/journey.

Useful Information

The Thistle Assistance card and app are free to use for anyone who needs it. The card and app symbols and instructions encompass a range of disabilities and impairments. They are also useful during pregnancy, or if you have temporary mobility issues, when some extra thought and care are appreciated. Use the card for one journey or purpose or use it every day: it's adaptable and disposable.

Posters and more:

<https://www.thistleassistance.com/promotional-material/>

Advice about travel safety:

<https://www.thistleassistance.com/travel-safety/>

Contact Details

www.thistleassistance.com

https://twitter.com/Thistle_Assist

Thistle Assistance e-mail **info@thistleassistance.com**

Registered Charity Number SCO46060

Thanks to all of the following partner organisations for supporting this Understanding Disability/Difference Booklet:

Age Scotland - <https://www.ageuk.org.uk/>
Alzheimer's Scotland - <https://www.alzscot.org/>
Changing Faces - <https://www.changingfaces.org.uk/>
Disability Equality Scotland - <https://www.disabilityequality.scot/>
Dyslexia Scotland - <https://www.dyslexiascotland.org.uk/>
Down's Syndrome Scotland - <https://www.dsscotland.org.uk/>
Epilepsy Scotland - <https://www.epilepsyscotland.org.uk/>
Finding Your Feet - <https://www.findingyourfeet.net/>
Guide Dogs for the Blind - <https://www.guidedogs.org.uk/>
Royal National Institute for Deaf People - <https://www.rnid.org.uk/>
SAMH - <https://www.samh.org.uk/>
Scottish Autism - <https://www.scottishautism.org/>
Spinal Injuries Scotland - <https://www.spinalinjuriescotland.org.uk/>
Thistle Card - <https://www.thistleassistance.com/>
Values into Action - <https://www.viascotland.org.uk/>

I Am Me Scotland - www.iammescotland.co.uk/

I Am Me Scotland Education Platform - www.iammescotlandeducation.org.uk/

If you would like this booklet in an alternative format, please contact
iammescotland@outlook.com



Registered Charity Number SCO46060



iammescotland.co.uk

iammescotlandeducation.org.uk



iammescotland@outlook.com

Together, we can make a difference!



Who are we?

I Am Me Scotland is a charity that aims to change attitudes and behaviours so that disabled and vulnerable people can feel safe in their community.

Where Can I Get More Information?

 www.iammescotland.co.uk / iammescotlandeducation.org.uk

 www.facebook.com/iammescotland

 [@iammescotland.bsky.social](https://twitter.com/iammescotland)

 iammescotland@outlook.com

Contact Us

Contact Scotland BSL Service



Web: www.iammescotland.co.uk

If you are concerned about someone's welfare and need to contact the Police. You can do this by:

- Calling 101 (non emergency) and 999 (emergency)
- Emergency SMS 999 (for deaf people)
- Relay UK – 1 800 1 101 (for deaf people) or 18000 in an emergency
- Contact Scotland BSL - this is a Scottish Government funded video interpreting

service for British Sign Language users. **www.contactscotland-bsl.org**



You can report hate crimes to Police Scotland using the above contacts and:

- In person
- Online at the Police Scotland website
- By calling or visiting a Third Party Reporting Centre



iammescotland.co.uk

iammescotlandeducation.org.uk

iammescotland@outlook.com

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