





## Assisting people with mobility difficulties.

The following guidance will help you assist visitors who have a mobility difficulty.

- Advise visitors about parking at the venue and drop off points. Blue Badge holders can only stay for three hours in some disabled bays in Croydon, such as outside Fell Road.
- Provide clear instructions as to which entrance to use and the exact location of ramps. If the building has alternative access for wheelchair users, make sure you can explain the arrangements to any customer who telephones for information in advance.
- For some people stairs may be difficult. Where you have alternative access for wheelchair users, consider asking if they would find this alternative access more convenient.
- Visitors with mobility difficulties may need to sit whilst waiting in a queue. Ensure that a chair is offered to those waiting in line.
- People who need sticks or crutches may find it hard to use their hands when standing up, for example, to count money, or to fill in a form.
- Remember that counters may be too high for wheelchair users to reach. Where this is the case, you may need to come around to the front of the counter to provide the service required. Preferably install a **'low level'** bay for wheelchair users or those who need to be seated.
- If there are different arrangements for evacuating those with mobility difficulties in case of emergency, ensure that you explain the procedure clearly to them.
- If possible when talking to a visitor who uses a wheelchair, try to crouch down so that you are at the same eye level to avoid the person getting a stiff neck, but do not use the wheelchair to help you to a crouching position.