



Fermanagh & Omagh
District Council
Comhairle Ceantair
Fhear Manach agus na hÓmaí



Project supported by the PHA

A.I.M. for Better Access

A free resource, produced by people with disabilities and older people, that aims to make local businesses and community groups more accessible



What is A.I.M. ?



The 'Access Inclusion Model (A.I.M.) for Better Access' toolkit provides some top tips that make accessing services easier for people with disabilities and older people. It is important that everyone has access to services, as far as possible, when visiting public buildings, community venues and businesses. By opening up these services and providing a welcoming environment creates an inclusive community that benefits everyone.

How to use the Toolkit

1. Take note of the 'Top Tips' for the various disabilities and, if possible, try to make changes to your service.
2. If you need any further information or support, please contact the support organisations listed. You can also click the logos in the online document to access each of their websites.
3. Complete the table on the last page to identify the changes you will put in place to make your service more accessible.
4. Please let Fermanagh and Omagh District Council know how you have got on and about any good news stories that you have experienced due to the changes you have made.

Access Inclusion and Age-Friendly

This toolkit has responded to the needs of people with disabilities and older people through consultation with the Council's Access Advisory Group, Age Sector Network (South West Age Partnership) and regional Support Organisations. It has been created through the Council's Access Inclusion and Age-Friendly Programmes, that are supported by the Public Health Agency. Please visit www.fermanaghomagh.com for more information.



Statistics



1 in 5

people have a disability in NI

<https://www.communities-ni.gov.uk/articles/disability>



28%

projected increase in the number of people aged 65+ between 2020- 2030 (FODC area)

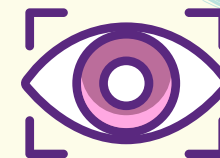
<https://www.nisra.gov.uk>



200,000 +

people in NI are deaf or hard of hearing

<https://www.nidirect.gov.uk/articles/hearing-and-ear-care>



57,500

people in NI are estimated to be blind or partially sighted

<https://www.rnib.org.uk>



£2 Billion

are lost monthly by businesses who do not cater for the needs of people with disabilities

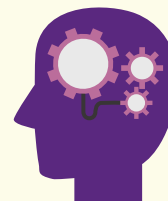
<https://wearepurple.org.uk/>



35,367

people in NI are estimated to be autistic

<http://www.nisra.gov.uk/>



20,000

people in NI are estimated to have dementia

<https://hscboard.hscni.net/dementia/>

LD

42,000

people in NI are estimated to have a learning disability

<https://www.mencap.org.uk/learning-disability-explained>

Always Remember:



There is a link between accessibility for people with disabilities and older people. People may be born with a disability or acquire it during their lifetime, including in their older years. The environment around us plays an important role in supporting people with different needs, no matter what age they are.



Be Patient



If you're not sure how you can support the person, discretely ask them.



Be Respectful



Contact a relevant organisation or charity for advice, information and awareness training options.



Don't Assume



The Disability Discrimination Act 1995 protects job applicants, employees and those using services from discrimination because of their disability.

Physical Disability

Top Tips

- 1 Make people aware of what access your venue offers before and during their visit - possibly list this on your website
- 2 Ensure the main entrance and inside areas are as accessible as possible
- 3 If an area is not accessible, then bring the items to the person and don't forget about them if you are called away
- 4 Provide seating at key points or along corridors
- 5 Speak to the person, not the carer or friend

When a person's movement restricts them from carrying out everyday tasks.

The person may use a wheelchair, scooter or other aid to move around.

Support Organisations



Enniskillen - Email: enniskillensm@live.co.uk Tel: 028 6632 9965
Omagh - Email: shopmobilityomagh@outlook.com Tel: 07517953536



Learning Disability

A learning disability is a reduced intellectual ability which can affect carrying out everyday activities, which affects someone for their whole life.

Top Tips

- 1 Make information easy to read - including websites and leaflets
- 2 Explain things clearly and don't use complicated language or abbreviations
- 3 Discuss one topic or issue at a time - take the person to a side area if appropriate
- 4 Provide good clear signage with icons or pictures
- 5 Treat the person according to their age



Support Organisations



Email: helpline.ni@mencap.org.uk
Tel: 0808 808 1111

Autism & Neurodiversity

Top Tips

- 1 Clarify expectations - describe the situation and what will happen
- 2 Be specific – do not use words/phrases with double meanings
- 3 Use visuals, including written information and pictures to explain things
- 4 Limit extreme lighting and sounds in the area, or warn about sensory experiences
- 5 Consider allowing the person to join the front of the queue or advertise quiet times

People who are autistic or have other neurodiverse conditions often have different ways of learning, moving, communicating, behaving and paying attention.

Support Organisations



Email: info@autismni.org
Tel: 02890 401729



Deaf/ Hearing Loss

Top Tips

- 1 Take the person to a quieter area
- 2 Always face and look at the person you are communicating with
- 3 Speak as you normally would and don't cover your mouth
- 4 Know how to use and regularly check hearing loop systems
- 5 Keep a pen and paper so you can write down what you are trying to communicate

Deaf - when a person can only hear minimal or no level of sound. The person may use sign language interpreters.

Hard of Hearing - when someone struggles to hear a certain level of sound and above. They may use lip reading, hearing aids and hearing loop systems.

Support Organisations



Tel: 0808 808 0123
Text: 07360 268 988
Email:
helpline@rnib.org.uk



Tel/ Text:
01733 358 100
Email:
info@deafblind.org.uk



Blind/ Vision Impaired

Vision Impairment can affect all ages. Sight loss can be from birth, be part of a long-term health issue or developed suddenly.

Top Tips

- 1 Ask if they need assistance and wait for them to accept your offer
- 2 Keep areas tidy and make people aware of any permanent obstacles
- 3 When guiding someone, walk slightly in front with them holding your arm, and describe the route ahead
- 4 Make sure that online information can be easily read with standard user settings, magnifying software and screen readers.
- 5 Do not pat, talk, play or feed guide dogs.



Support Organisations

Please also see details for deafblind NI listed on the previous page.



Email:
information@guidedogs.org.uk
Tel: 0800 781 1444



Email:
helpline@rnib.org.uk
Tel:tel: 0303 123 9999



Email:
info@angeleyesni.org
Telephone : 07775 873072

Brain Injury

An acquired brain injury (ABI) is an injury caused to the brain since birth.

There are many possible causes, including a fall, a road accident, tumour or stroke. Any part of the brain can be affected causing physical or cognitive disability

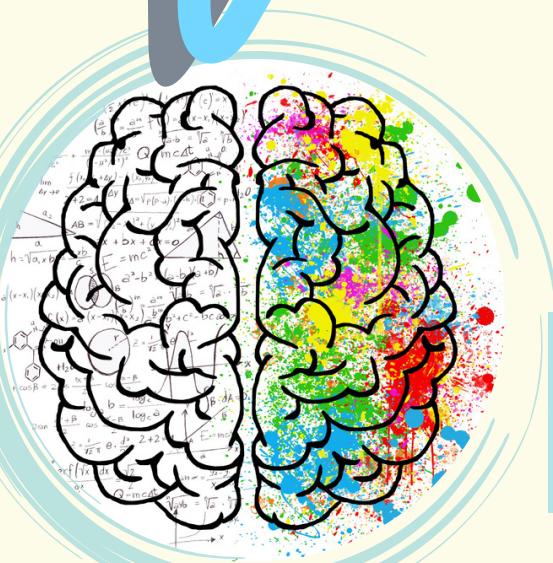
1493

people were admitted to hospital with an ABI in the Western Trust area in 2019-2020

<https://www.headway.org.uk>

Top Tips

- 1 Fatigue- the person may tire more easily, so provide regular breaks. If possible, provide seats or quiet areas.
- 2 Communication – speak slowly and clearly to allow additional processing time
- 3 Environment – reduce background noise as far as possible
- 4 Memory – information may need to be repeated. Provide written, simple information or encourage person to take notes themselves
- 5 Hidden Disability - it may not be immediately obvious someone has an ABI. Check if they have a Brain Injury Identity Card which shows that individual support is needed. Click [here](#) for more information on the Identity Card.



**Support
Organisations**



Email: melanie.bowden@headway.org.uk
Tel: 07826909110

Dementia

Top Tips

- 1 Find a quiet place
- 2 K.I.S. - 'Keep It Simple'
- 3 Get attention first & maintain eye contact
- 4 Listen carefully
- 5 Keep checking for understanding

The term 'dementia' is an umbrella term to describe the symptoms that occur when the brain is affected by specific diseases and conditions. Symptoms can include loss of memory, mood changes or problems with communication and reasoning.



Support Organisations



Western Health
and Social Care Trust
Dementia Navigator
Cliona Connolly:
07585998890



Fermanagh: Martin Bradley
07725475715
Omagh: Julie-Anne Casson
07889604702



Fermanagh/Omagh:
Patricia Hutchinson 07734372617
Omagh and Foyle:
Emma Green 07734376035

Equality Commission NI - Every Customer Counts

Are you open for business ... for everyone?

"Every Customer Counts" supports Northern Ireland traders seeking to promote accessible services. It encourages businesses to use our free self assessment tool and consider how open their services are to people with disabilities.



to the 'Every Customer Counts' Commitment and show your customers that your business is open to everyone.

The 3 steps to success:

[Click Here](#) **Policy** - creating a customer service statement or policy to tell customers what steps you have put in place.

[Click Here](#) **Audit** - to identify any potential service gaps or possible areas for improvement.

[See Pg 13](#) **Action** - prioritise, implement and evaluate any changes you decide to make.

Every business has a legal duty to take reasonable steps to ensure that people with disabilities can access their services.



Contact the Equality Commission for NI:

Tel: 02890 500 600

Email: information@equalityni.org

Every Customer Counts - Support

Good Practice Guides

Please click on the images below to access each guide:



Goods & Services



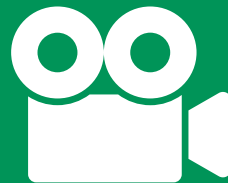
Retail



Cafe

Good Practice Videos

Please click on the image to the right to access the videos:



Auxillary Aids

Please click on the image to access information on various aids and services



Accessible Business Checklist

Please click on the image to the right to find a checklist that you can use to assess how accessible your business is for people with various disabilities.



Action Plan Template

If you wish to sign up to the Every Customer Counts Scheme please click **here** to take a look at the Action Plan Template.

Other Resources

There are a range of other resources that can be found on the Equality Commission for NI's website by clicking on the internet icon. They include:

- Check your website: pre-visit information
- Getting to your premises - making it easy
- Entrances and Exits
- Inside your premises: access all areas
- Getting customer service right
- Toilets and Changing Areas
- Consultation and feedback



NOW

www.nowgroup.org

JAM Card

The JAM Card was created by the Now Group and stands for 'Just A Minute' and that is what it gives you - just as much time and patience as you need in public or social situations.

To get a JAM Card or for more information on how you can become 'JAM Friendly' please visit: www.jamcard.org



Just a minute

You can show your JAM Card while you are shopping, ordering food, visiting a bank, using public transport and much, much more.

As long as the business in question is JAM Card Friendly, they will know what your cards means.

It's a simple idea that makes a big difference.

Fermanagh & Omagh District Council has free Jam Card E-Training opportunities available to community groups and small businesses within the FODC area. By completing the short training will allow your colleagues and members to become JAM Card Friendly.

To find out more information or to enroll on the training please email disability@fermanaghomagh.com

SWAP - South West Age Partnership

SWAP is an umbrella organisation representing over 70 smaller local age sector groups across the Omagh and Fermanagh area.

We support local groups and deliver community services and activities directly to older people. It has a unique structure with membership of older people's groups, services and programmes promoting active and healthy ageing.

Email:
aforbes@southwestagepartnership.co.uk

Tel:
028 8225 1824





Developing Healthy Communities 'Work Well Live Well Programme'

Developing Healthy Communities is delivering the Work Well Live Well Initiative, funded by the Public Health Agency.

The aim of the initiative is to support businesses to improve the health, wellbeing and safety of employees within the workplace.

For more information please visit: www.dhcni.com/work-well-live-well

**WORK
WELL**

**LIVE
WELL**

A Public Health Agency initiative

"We are now in year 7 of the programme and have supported almost 650 organisations across the Western Trust."

An example of some of the support participants will receive includes:

- An employee workplace health and wellbeing survey
- A report outlining the health of employees
- Assistance with developing and implementing a 3 year workplace action plan
- Health champion training for employees
- Access to further workplace health training, including Mental Health First Aid and networking opportunities
- Access to 2 Well Talks or webinars
- Provision of resources for health and wellbeing initiatives

Your 5 Top Tips To Improve Access

No	Action
1.	
2.	
3.	
4.	
5.	

For more information on the A.I.M. model or to share your progress with implementing '5 Top Tips for Better Access' please contact Fermanagh and Omagh District Council:



Telephone: 0300 303 1777



Email: disability@fermanaghomagh.com or agefriendly@fermanaghomagh.com



Textphone: 028 8225 6216