



***Visible***

**Summer/Autumn 2023**

**Keeping you informed of local sight loss news**

# Welcome to our latest issue

Visible magazine is the newsletter for both Sight Support West of England and Wiltshire Sight. We are separate charities, but we work closely together, to ensure people get the best service wherever they are in the region. Writing one magazine for the whole region helps both our charities save time and money.



There's lots of exciting news in this issue, including information about our latest charity shop, all the news about our Eye Can exhibitions (next stop – Swindon!), our Summer Raffle and the launch of our new volunteer speaker service.

There are also of course our longer articles, including the benefits that technology can bring, and Karen explores being a parent (and grandparent) living with sight loss.

As always, we welcome any feedback you have on this magazine. If you would prefer to receive it by email or on a USB stick, please just ask.

Best wishes,  
Mike Silvey

A handwritten signature in black ink that reads "Mike".





# Meet the Volunteer – Linda



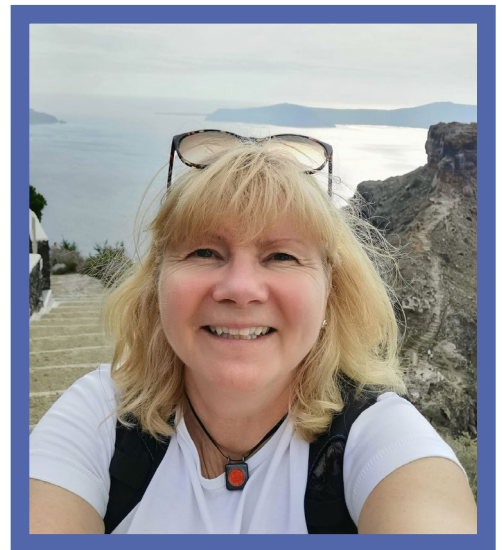
Name: Linda Whittingham

Volunteer Role: Technology Support

Date Started: September 2022

I volunteer at the Bedminster Hub once a month where people with sight loss come to get advice, find out some easy tech tips or simply have a coffee and chat.

I work full time, but my company generously gives me that day off each month to volunteer.



I came to Bristol to work for RNIB on a six-month contract. That's when I met our lovely volunteer co-ordinator Becs. The contract ended but 5 years later I haven't left the city!

It was an easy decision to volunteer with Sight Support, as I know what a difference their work makes to people living with sight loss. I enjoy meeting a diverse group of people and hearing their stories and perspectives.

It's good to see people grow in confidence with some seemingly simple tech advice. Attendees realise that others are in the same boat.

Outside of volunteering I love rugby and I'm a staunch Bristol Bears supporter. I also love comedy gigs and live music.

If I could have a superpower, it would be telekinesis – to be able to move as many obstacles as possible out of the way for people with sight loss.

Just lending an ear makes all the difference to the people who attend our Bedminster hub. And if you feel daunted or hesitant about giving tech advice, sometimes it really is as simple as showing someone how to send and receive a text or an email: one client was chuffed that he was finally able to text his sister. There are also some amazing apps available.

If you are thinking of becoming a volunteer, just go for it! Sight Support gives you all the training and support you need.



## Talks for groups

Over the past few months, we have been working with some of our volunteers to develop a new speaker service. We can now offer a diverse range of free talks to interested groups. These talks might feature: the practicalities and challenges of living with sight loss; how someone came to be a Paralympian; life as a campaigning beauty queen with sight loss; someone's experience of being a volunteer with us as a befriender: or what it is like having a family member with sight loss. The talks will be given from local people and offer a real picture of what living with sight loss can be like and the solutions that are available.

These talks are free, but we do welcome donations towards our work. If you attend a group that might be interested in a talk, or would like to volunteer yourself, please get in touch with Jane in our Bristol office.

## See it My Way

In December we launched our first online public awareness campaign, designed to help everyone give some thought to how simple, small day-to-day actions can be transformative to people living with sight loss and can help break down some of the barriers they face. The 'See It My Way' campaign included interviews with clients about their experiences, challenges and solutions for helping us all develop a more inclusive world.



See It My Way



## **A generous response!**

Thank you so much to everyone who donated to our recent Spring appeal. We have already raised £3,400 (including Gift Aid) towards the costs of our community sight loss service.

We know how tough times are for so many people at the moment, so we're incredibly grateful to everyone who chooses to support our work.

## **Starting afresh for the new financial year**

With our team so spread out across a wide geographic region, it is quite hard for us to all meet up in person these days. This year we decided to take a few days in the last week of March to have a 'Reset Week' – a week to focus on staff training, teambuilding, clearing the desks and stocktaking. It is so important for the team to take time to share experiences and skills, and there is only so much you can do on a Zoom meeting! The staff team were really positive about the week, so we are hoping to make this an annual event.

## **Have you seen one of our posters lately?**

During our reset week, the team took an afternoon to help promote our hubs, social groups and volunteering opportunities. We visited high streets, GP surgeries and opticians to put up posters and tell local people about our work. We know that we can help even more people than we're already in touch with, and local posters are a great way to raise awareness.

If you don't see a poster in your local high street yet, then would you consider putting one up for us and helping reach even more people who could benefit from our help?

Give us a call and ask for Becs to find out more.



# Getting out and about this summer



Going to new places can feel overwhelming, but it's important for our wellbeing and health – and of course just to enjoy some of the British summer.

Most places will allow free entry for a carer or companion if you're blind – see our information box for details on carers' passes. In this article, we've highlighted some accessible venues in our local area.

## Stourhead

You can arrange a guided touch tour of the house by calling 01747 842020.

## Stonehenge

English Heritage worked with disabled access groups when they designed the visitor experience to ensure it met the needs of as many people as possible.

For visitors with a visual impairment they offer:

- Audio descriptive tour
- Large print guides
- Tactile objects in the internal exhibition and touching stones



## Westonbirt – the National Arboretum

Sensing Nature Guided Walks are every second and fourth Friday from April to September at 10.30am. Westonbirt's trained visually impaired guides will lead you to explore the trees of Westonbirt through your nonvisual senses. Book online to guarantee your place.

There are also two self-led sensory walks in the Acer Glade and Savill Glade.

## Dyrham Park and Tyntesfield

Both of these National Trust properties offer free shuttles around the properties, which can be a difficult and uneven walk. Ask at the car park on arrival.



## Roman Baths and Pump Room

The team at Roman Baths have created Braille information panels and tactile models, as well as a fully descriptive audio-guide for people with visual impairments. They are also happy to arrange object-handling sessions for groups. If you have any queries about your visit, or to book a free carer's ticket, call 01225 477785.



## SS Great Britain – Bristol

The winner of the Rough Guide to Accessible Britain award for “Best Heritage Venue”. Includes a tactile model of the ship, as well as some Braille and large print resources. They have alternative access points to skip any cobblestone paths.



### Carers or companions

Most attractions (and all those listed here) allow free entry to a registered carer or companion. Many won't ask for proof, but some will ask to see a copy of a letter which says which disability benefits you receive, or proof of Carer's Allowance.

To make it even easier, carers could consider getting an Essential Companion card from the National Trust by calling 0344 800 1895 or emailing [enquiries@nationaltrust.org.uk](mailto:enquiries@nationaltrust.org.uk)

If you're a family, consider The Max Card which gives free access to attractions for looked-after children, children with complex needs and their friends and family.

Apply for the free card at [www.mymaxcard.co.uk](http://www.mymaxcard.co.uk)

We've put links to more information about discounts for carers and getting out and about on our website [www.sightsupportwest.org.uk](http://www.sightsupportwest.org.uk) - search for “Days out”.

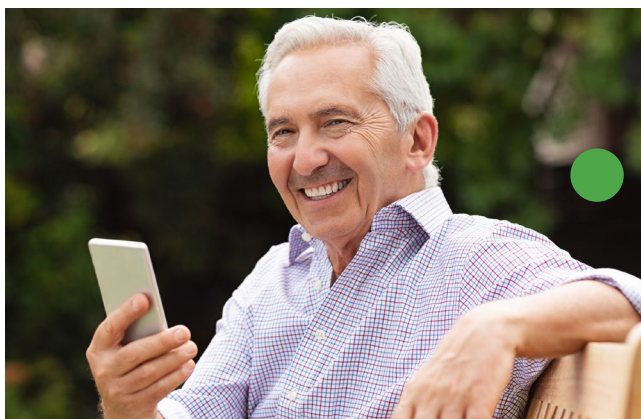
**Discover Your Next Accessible Day Out** - The new edition of the Rough Guide to Accessible Britain is available to read and download online for free on the [Motability Website](http://www.motability.co.uk).

# How tech could help you

By Sam Edwards, Digital Inclusion Project Coordinator

No one could have failed to notice the extent to which technology is being used in almost every aspect of our lives. From shopping at the supermarket using self-scan tills to checking in for appointments on a computer screen.

The way society functions is changing and it is likely that we will all be asked to do things differently in the future. As someone who is registered visually impaired myself, I believe the advances in technology are making the world a more accessible place for people who have sight loss. But I also know that of course, for some people this change can be off-putting, a barrier or even quite a worry.



You might be surprised how much you're able to do once connected to the internet: you can see up-to-date photos of your family the instant they are shared; send a text message without having to type it out; use your voice to instruct your phone to make a call; video call your grandchildren to see their faces and hear how their first day at school was; or chat with friends who have moved away. You can find an old favourite recipe or follow the football scores, ask to hear product reviews or find a bargain. You can access services such as your GP surgery or local council from the comfort of your home.

Using a smart phone, tablet or smart speaker device can enable you to do all these things and much more. From September, Sight Support West of England will be running a range of different events and courses to support those who are affected by sight loss engage with digital solutions.



## Tech Discovery Sessions

Come and 'have a go'. Find out how smart phones, tablets and smart speakers can make a difference to you without any obligation to buy. Learn how simple adaptations can make tech work for you.

Initially, discovery sessions will run in September at all the community hubs across Bristol, Bath & North East Somerset, South Gloucestershire and in central Bristol and Bath (venues TBC). And we hope to roll this out to Wiltshire in the future.

Get in touch with Sam Edwards to find out more and register your interest.

## Tech Introductory Courses

Do you already have a smart phone or tablet and need a bit of help getting it set up so that it works for you? Magnifying text size and increasing contrast are just a couple of ways to make devices accessible. We are planning courses to help you learn and develop skills to be able to do the things that you want, including:

- **Get online, stay connected!** Exploring the ways that using technology can make you feel more connected to your friends, family, and wider community. This course will also help you if you are not sure where to start with getting online or what support is available.
- **Be safe not scammed.** There are a lot of horror stories about the dangers of being online – some for good reason. Learn about staying safe, keeping your details secure – and what you can enjoy safely.
- **Video chat and messaging.** Have you wondered how to take part in a video call? Or message your grandchildren? Or receive a photo?
- **Use your voice to send a text.** Voice command can seem intimidating – and not always intuitive. Practise with one of our volunteers so you get the hang of it!
- **Tablets are not just for swallowing.** Get started using a tablet computer (iPad or Android version). Learn to use the touch screen, and key skills such as email, online banking and shopping, and making video calls.

## How tech could help you - continued

- **Face-to-face Tech Support.** Will be available at selected hubs. Talk to your local Sight Loss Advisor, or contact the office to find out where and when.
- **Telephone Tech Support.** We will soon be launching a call back service to provide you with remote support should you get stuck or have any questions. We aim for this to be a follow up to other training sessions.



### **Has technology already made a difference in your life?**

If so, we are seeking volunteers to help support others with tech solutions. You don't have to be a computer expert to make a huge difference. If you use a smart phone, tablet, smart speaker, or smart TV yourself, are patient, friendly and empathic and have a couple of hours a week to share what you know, we would love to hear from you.

If you would like to find out more, have questions about Discovery Sessions or Courses, or would be willing to volunteer please contact me, Sam Edwards, Digital Inclusion Project Coordinator.

Email [sam.edwards@sightsupportwest.org.uk](mailto:sam.edwards@sightsupportwest.org.uk) or call 0117 322 4885.

# Eye Can

**“It was great to see tech first hand and speak to suppliers. I really enjoyed the speakers, and it really made the event worth going to”.**



So far we have held Eye Can in Bristol, Salisbury and most recently Bath and we're thrilled that these events have been so popular and well attended. We will be continuing to run these exhibitions across the region so that more people can find out about the latest in tech, products, and services.

Eye Can Exhibitions offer a chance to learn about products and services available, and meet others living with sight loss.

Our first two events attracted 280 visitors between them. 98% rated the event as excellent or good.

We had over 130 visitors attend The Pavilion in Bath, as well as 28 exhibitors. There were talks from researchers working on medical therapies and new technologies, as well as ECLOs and an Optometrist working in our region.

Thank you to our headline sponsors Optelec, Newmedica and Irwin Mitchell, who made this event possible. And thank you also to our partner sponsor Associated Optical.

**Visitors asked for more food options and bigger social spaces, and we've made this possible in Bath. At our exhibitions you can join for the whole day and catch up with friends!**

**The next Eye Can exhibition will be Swindon in the autumn  
- date and venue TBC**





Karen, our Admin and Communications Officer writes about her experiences of being a parent with sight loss.

I am a very proud mum to my 16-year-old son, Joe. I have experienced sight loss in varying degrees my whole life, so when I had my son, I knew there would be things to overcome in terms of being a VI parent. Let's be honest, parenting (and grandparenting I am sure), though full of joys and love, can also have its challenges and



when you have a visual impairment, there can be extra difficulties. There are the practical considerations and there are also feelings that might come up that can affect your mindset. I hope this article can offer you some ideas and resources that help you enjoy your parenting or grandparenting role.

## Practical issues

The practicalities of being a VI parent or grandparent might have to look a little different. There is always more than one way of doing something and the key to functioning well is to find what works well for you. For example, there are buggies designed to be pulled rather than pushed, allowing you to navigate safely.

It's also important to bear in mind that you might have to allow extra time to do things, but that it is OK for things to take longer. It is also OK to ask for help and accept support, though this might not always feel easy. I am a fiercely independent person and at first didn't like seeking out help. What I learnt though, was that this support allowed me to remain independent in many ways and do things safely.

**“I think you need to make sure you don't get into the mindset that you're the only one dealing with the problems you're having. Reach out to support groups, they're incredibly helpful and give you a better sense of perspective.”**

Anne-Marie

There is a very useful article on the RNIB website which has many practical tips on feeding, weaning, bathing, changing nappies, crawling, dealing with illness, getting out and about and more (Search for 'Resources for Blind or Partially Sighted Parents').

Having fun with your child is also important and there are many less conventional ways of doing activities with your child. For example, 'reading' stories is a key part of most childhoods and can be done in a multitude of ways. Many libraries have an e-book service, with e-books you can then adjust the colour and font size. There are specialist libraries available – Living Paintings has a free library with tactile and audio books for adults and children. Clearvision Project loans free tactile children's books. You can find children's audio books online or even find stories on YouTube. You can pause and chat about what you are listening to.

Baking is also entirely possible, there are gadgets and adaptations that can help, like talking scales and tactile markings. And often simple cooking activities are equally fun:

**“I loved baking but there are now so many food activities that require no measuring. Buy pizza bases and random toppings you can just throw on. Get a readymade cake you can decorate by just throwing what you want on.**

**Get baking trays you can pour microwave melted chocolate all over and add anything you like: berries, raisins, sprinkles, nuts, or whatever you fancy. Put it in the fridge and break up into chunks when it has set.”**

Imogen

I have compiled all the tips I received from other VI parents into a document, which you can find on our website in the Knowledge Hub section, or we would be happy to mail it out to you if you prefer. Ultimately finding what works for you is the most important thing.

## Feelings and mindset

When I had Joe, I was concerned he would miss out on things because of my sight loss. This has not proved to be true; he has experienced a different life rather than one that is missing something. For example, because I can't drive, we got to know our local area very well, walked a lot and found lots of activities – some very simple. We found a patch of grass on our walk home where ladybirds lived, though I struggled to see them, it was so fascinating for him, so we visited the 'Ladybird City' often.



I was also worried Joe would be singled out for having a different parent. Talking to him, friends and other visually impaired parents helped reassure me on this issue and put things into perspective.

Loneliness can be a problem for any parent, but when you have sight loss it can be difficult to initiate friendships. I found by going to smaller play groups I got to know people more easily. I did find the school run a challenge in terms of getting to know other mums, but persistence in saying hello to people can pay off. There are online communities for visually impaired parents who can offer support and friendship – details at the end of this article.

## Advantages of being a VI parent or grandparent

OK bear with me here, you might be thinking 'how can there be advantages to this?', but I strongly believe there are. I am not diminishing the challenges, but good things can come out of adversity.

### 1. 'Seeing' life differently.

Having a parent with sight loss can mean your child has a greater awareness of their other senses.



**“I’ve found that sensory walks are fab with my little 5-year-old. With me being blind, her awareness of her surroundings is greater than others her age and her descriptions of what she sees to inform me are like poetry.” Louise**

## **2. Resilience and being a role model.**

Seeing you take on life’s challenges and do your best can be a great example and teach children that even if things get tricky, we can be resilient and live a good life.

## **3. Empathy.**

I believe my son has learned to see life from another perspective. He has seen me do things differently to other parents but understands why and can often put himself in my shoes and guess what I might need in any given situation. This empathy is a key skill I believe will serve him well in the future.

## **4. Normalising disability.**

Being open about your sight loss, answering questions and discussing things is important in helping children understand that having a sensory impairment doesn’t have to mean that you are different from anyone else, you just do things differently. I would like to see a society where all people are treated equally. Having a VI parent gives your child a head start on this issue.

**“I honestly think that having a parent with a disability helps kids be less judgemental and more open to experiencing the world in a more open-hearted manner.” Rebecca**

## **Resources**

**Blind Parents UK** [blindparents.uk](http://blindparents.uk) 01905 886252

**Sight Advice UK** [sightadvicefaq.org.uk](http://sightadvicefaq.org.uk)

**Blind Mums Connect (BPUK)** | Facebook

**Blind Parents Connect** | Facebook



# Bake Off with the best of them!



Baking has seen a huge surge in popularity since The Great British Bake Off came to our screens. And sight loss doesn't need to stop you from creating masterpieces in the kitchen. Here we share a range of tips to help you make your own signature bakes with confidence.



Before you start, make your workspace clear and clutter free, with your tools to hand and laid out in the order you will be using them. If you have useful vision, good lighting is important and having utensils in different colours is a great way to identify your spoons from your spatulas.

Also consider contrast: if you have a dark worktop, use a light chopping board. If you have a light chopping board, use a dark handled knife and so on. A chopping board with a funnel end is very useful when directing food into a pan or bowl.

Preheat your oven. You can adapt standard equipment to work for you by adding Bump-ons, Tactimark or high-vis tape. These aids give you a highly visible or tactile indicator of things, such as frequently used temperature settings.

Next let's get weighing! Many with sight loss prefer the use of talking scales, even for liquids, finding this much easier than measuring jugs.

Once all your ingredients are measured, it's time to mix or beat together the ingredients in a large bowl. You can check consistency of doughs, or mixtures by using touch and taste. Once your mixtures are ready, place them into your baking tray or tin, using a spatula or your fingers to spread out evenly.

Finally, it is time to bake. You can find fantastic silicone baking trays and moulds in bright contrasting colours for ease of locating in cupboards. Be sure to set a loud timer for your bakes, timing is everything!

We all know the best bit is enjoying eating your baking once it's done, but even more so after achieving some baking at home with confidence!

## Baking Top Tips!

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- Find yourself a sturdy apron with pockets, which can help keep items to hand whilst moving around the kitchen.
- Oven mitts which go to the elbow are a good way to avoid arm burns when manoeuvring in and out of ovens.
- Have a large bowl of hot, soapy water at the ready for hand cleaning. This will make it much faster than reaching for the taps every time you need to rinse off.
- To avoid constantly referring to recipes, consider a voice recording device like Milestone, to record the recipe onto and then keep with you, perhaps clipped to your apron, to play, pause and rewind as you go.
- You can adapt a standard measuring jug with seed beads or Tactimark glued on at various levels (100ml, 200ml and so on).
- Consider recipes that use cups or spoons as units of measurements. Often, these measuring utensils come in bright colours and in alternating shapes to help identify the different measurements.
- Use a dark interior mixing bowl for light ingredients whilst mixing.
- To test bakes, talking thermometers are a great indication of internal temperatures. If you prefer to test by touch, you can lightly press the top of an item such as a sponge and if it feels bouncy, you know it's baked, if it's bread, and you feel a hard crust, its baked.





# Thornbury shop & resource hub



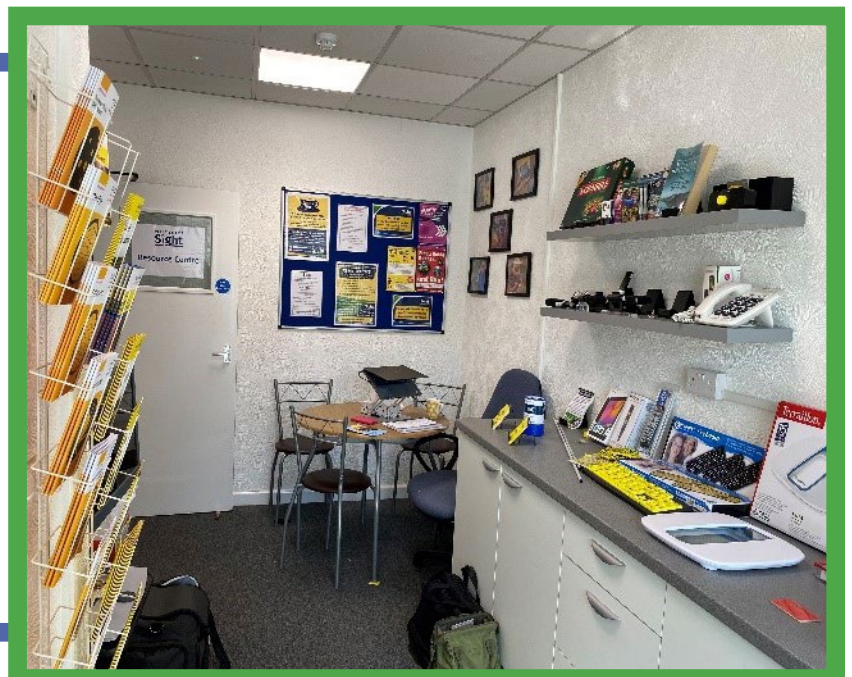
This summer we will be proudly opening our first Sight Support West of England charity shop, in the centre of Thornbury, at 18 High Street. The premises will also house a fantastic new services and resource hub for new and existing clients in the area - very similar to the first Wiltshire Sight store that opened in Salisbury in 2021.



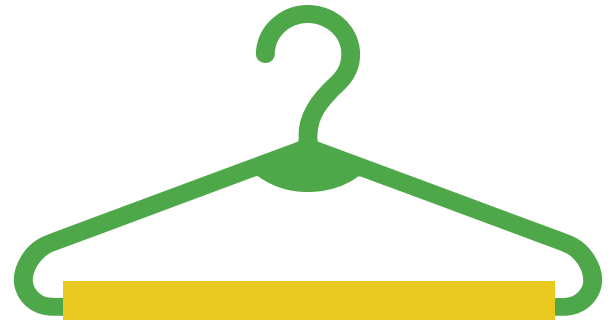
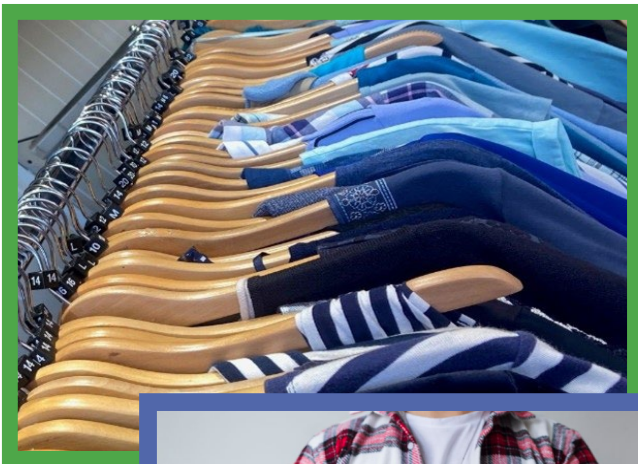
Following the same layout as the two Wiltshire Sight shops in Salisbury and Devizes, the Thornbury shop floor will be streamlined, brightly lit and in colour blocks. With accessibility at its core, particularly for people with sight loss, our stores boast wide, clear pathways and spacing on the shop floor, high contrast colours for the till area and doorframes, and an accessible till system designed with visually impaired volunteers in mind.

Upstairs, a new resource centre will be fully stocked with a range of technology and daily living aids including magnifiers, task lighting, talking clocks, watches, sunglasses and other items.

The shop will be open seven days a week, but if you would like to visit the Thornbury resource centre, give us a call and make an appointment with Charlie, our Community Sight Loss Advisor.



In store, we will be selling women's clothing, shoes and accessories, homeware, puzzles, toys, and games, and are hoping to try some children's and men's clothing in future. Jo, our Head of Retail says, "We couldn't be more delighted to announce the planned opening of our Thornbury store, and combined services and resources hub. Following on the huge success of the two Wiltshire Sight shops, it has been incredible to see the impact these stores have had on our ability to provide more key services in these areas, and I look forward to seeing how Thornbury can best benefit the local community it sits within."



**"We couldn't be more delighted to announce the planned opening of our Thornbury store, and combined services and resources hub"**

Thank you to those who have supported us with stock donations in the run up to opening Thornbury. We are always seeking high quality donations from our loyal supporters to help keep our shops fully stocked with goodies! If you would like to donate any items or have any questions on what we can accept, please do give us a call.

We are also seeking and welcoming volunteers to support our new charity shop with daily activities. If you are interested in volunteering with us, would like to know what roles we have, or have any questions, contact Becs, our Volunteer Coordinator at [becs.thurgur@sightsupportwest.org.uk](mailto:becs.thurgur@sightsupportwest.org.uk) for more information.

# Is social media worthwhile?



Social media often gets a bad rap with assumptions that it is just a way to fill time with meaningless content. But is this the full story? While many people are using social media purely for entertainment, others are sharing useful information and perspectives.



**Derek Daniel**

## Social media accounts to explore

Some social media accounts are positive contributors to the blind and partially sighted community. They offer helpful insights into the emotional aspects of sight loss, practical tips, and showcase new technologies.

These accounts don't shy away from the very real difficulties encountered when living with sight loss, but do share how living a meaningful, independent, and fun life is possible.

**“I believe finding blind and partially sighted people online played an important role in me developing a positive outlook around being visually impaired.”**

Additionally, social media can be a great way to stay connected to family and friends and meet new people with shared interests. So being digitally connected in a world where people often feel disconnected or isolated can be a wonderful thing.

### British Accounts

Lucy Edwards  
[lucyedwards.com](http://lucyedwards.com)



Lucy's motto in life is that she is blind, not broken. Her educational videos prove that having a disability doesn't have to hold you back.

Claire Sisk  
[Canseecantsee.com](http://Canseecantsee.com)









Claire uses social media to challenge misconceptions about sight loss and to share tips for navigating life as a blind or partially sighted person. She uses humour to educate and to break down barriers.








**Claire Sisk**



Holly Tuke [lifeofablindgirl.com](https://www.lifeofablindgirl.com)  Holly, who has been blind since birth, started her blog, Life of a Blind Girl, in 2015 to illuminate what it's like to be a young woman with sight loss. She was named one of the most influential disabled people in the UK.

Emily Davison [Fashioneysta.com](https://www.fashioneysta.com)      Likes to talk style, beauty and lifestyle; the other side of her channel covers sight loss, chronic illness, and her guide dog.




## American / Canadian Accounts

Molly Burke [mollyburkeofficial.com](https://www.mollyburkeofficial.com)      An upbeat vlogger who often talks about makeup and fashion. She also makes very personal videos about the emotional challenges of living as a blind person.

Tommy Edison [tommyedison.com](https://www.tommyedison.com)      Tommy was born blind and uses humour to answer the most popular questions about living without sight. He takes on challenges that allow him to experience things for the first time.

Joy Ross [youtube.com/@JoyRoss](https://www.youtube.com/@JoyRoss)      A blind mother shares tips about living joyfully with blindness.






James Rath [jamesrath.ia](https://www.jamesrath.ia)     A filmmaker, accessibility activist and speaker who talks about accessible technology.

Derek Daniel [youtube.com/@LifeAfterSightLoss](https://www.youtube.com/@LifeAfterSightLoss)    Derek is dedicated to helping people discover life after sight loss. Derek provides encouragement, product reviews, life advice, how to's and much more!

Dan Mancina [@danthemancina](https://www.instagram.com/danthemancina)  An inspirational blind skateboarder.

**Accessing Social Media** - If you are interested in becoming more digitally connected and feel you would benefit from some support in learning how to use technology please get in touch, we can help you. RNIB also have a very useful guide to accessing social media - search for **[Guide to accessible social media](#)** on their website | [rnib.org.uk](https://www.rnib.org.uk)

## What is social media?

Social media is electronic communication that happens over the internet either on a website or an app. People share text, photos, videos, and comment and interact with each other. The most popular social media platforms are; Facebook  Twitter  Instagram  YouTube  and Tik Tok 



# Summer Raffle



Your chance to support our work and win!

**1st  
PRIZE  
£500**

**2nd  
PRIZE  
£100**

**4 RUNNERS  
UP PRICES  
£25  
EACH**

**Our summer raffle is so important to our work – helping us raise more than £3,000 each year to spend on our services. And of course, the prizes are brilliant!**

The prizes will be awarded in October, so you might decide to buy yourself an extra special Christmas gift, or have a celebration to remember with your family.

*We have included a book of tickets with your copy of Visible. If you would like more tickets to buy or sell, please contact our Devizes office.*

**Closing date – 4th October 2023.**

Tickets must be received by this date to be included in our draw.

Raffles are regulated by the Gambling Commission.

Sight Support West of England is registered with Wiltshire Council to operate this raffle under registration number LN/00017168

Full terms and conditions for our raffle are available on our website, or on request in large print.

# Meet The Team - Jordon

A brief interview with Jordon, who started with Sight Support in February

## **Hi Jordon. Can you tell us what brought you to Sight Support?**

Yes, I have had a bit of a career change recently! I have a degenerative eye condition called Choroideremia, which means I struggle with movements around my peripheral vision. I was previously working with young children, supervising activities and games – but having ten six-year-olds running around with my condition was just too much!



## **Can you tell us about your role here?**

I am the first point of contact for all calls and emails, which means I spend much of my day on the phone, answering queries and listening to people's stories. When people call us for the first time, they often are confused, or feel lost. Although it can be hard, it is also rewarding, as at the end of each call I usually feel like I've helped in a small way.

I also do a lot of the admin work, including mailings and work on our client database, which I really enjoy.

## **How have you found the change?**

I'm based in the Bristol office, and the team here have been very welcoming. Although I've only been here a short while, I feel included in everything and very much part of the team.

## **What do you like to do outside of work?**

I'm a keen hiker – I love to go on a long walk at the weekend. My favourite local walk is the Pill Path which goes under the Bristol Suspension Bridge – it's a beautiful walk, and although muddy I find that rather helpful as it helps me to hear the joggers coming past me!

# If you or someone you know is losing their sight or living with sight loss, we can help.

**Our Community Sight Loss Advisor team are here to help you adjust to living with sight loss, and to give you the tools you need to live your life the way you want to. Our support includes:**

- Information, advice and guidance on living with sight loss, remaining independent and getting the most from life
- Demonstration and training on a range of useful resources to help with daily living, including making the best use of magnification and lighting aids to support reading and writing
- Advice and training in how to use smartphones, tablets and other devices to minimise the impact of your sight loss
- Social activities, sports clubs and opportunities to meet others living with sight loss

**Bristol, Bath and South Gloucestershire**

**Call us: on 0117 3224885**

Email us: [info@sightsupportwest.org.uk](mailto:info@sightsupportwest.org.uk)

The Vassall Centre, Gill Avenue, Fishponds, Bristol, BS16 2QQ

**[www.sightsupportwest.org.uk](http://www.sightsupportwest.org.uk)**

Sight Support West of England is registered in England and Wales under charity number 1178384

**Wiltshire and Swindon**

**Call us: 01380 723682**

Email us: [info@wiltshiresight.org](mailto:info@wiltshiresight.org)

St. Lucy's Sight Centre, Browfort, Bath Road, Devizes, SN10 2AT

**[www.wiltshiresight.org](http://www.wiltshiresight.org)**

Wiltshire Sight is registered in England and Wales under charity number 1119462