

CAN YOU SEE ME?

Supporting individuals with autism to
access high street shops

BE CLEAR



Be clear and concise



Don't use figurative language - idiom and metaphors can be confusing



Don't rely on gesture, eye contact or body language to communicate or direct someone

BE ACCEPTING



Initiate social interaction, if the individual needs help they may not feel confident enough to ask



Keep social chit chat to a minimum. Stick to purposeful conversation



Support with social rules and conventions

BE PREDICTABLE



Provide a limited number of options rather than free choices



Clearly explain the process for returning goods



Be specific with questions (e.g. "do you need help to find something?", rather than "can I help you?")

BE SENSORY AWARE



Queuing may be particularly difficult so offer an alternative



Accept the individual using equipment such as dark glasses or ear defenders



Be aware that strong smells, bright lights and loud noises can cause distress