

## Sensory Environment

We have introduced one sensory-friendly Smithwick's Experience tour once a month.

Sensory kits are available for service users.

We have placed 'Sensory Hotspot' signage before areas that are high sensory.

We have a quiet space available at our reception area if a guest needs some time to sit.

## Communication

Key staff (managers, supervisors etc.) are trained in 'Autism Understanding & Awareness'.

We accept AsIAM Autism ID cards. We have linked in with Hidden Disabilities and offer sunflower lanyards to any visitor who may need one. We will continue to train our staff on the significance on what these symbolise.

We aim to introduce communication aids at all points of sale throughout the visitor experience.

## Predictability

We have visual guides both on site and online which outlines clearly the steps involved in the tour. They also include photos of the inside and outside of the building.

We will have a map of the site available on site and online.

A sensory map is available on site and online which allows visitors to familiarise themselves with the sensory environment prior and during their visit.

Photos of staff from the Smithwick's Experience will be available online.

We will have short clips of different noises/sounds that a visitor may encounter during their tour available online as to allow the visitor to prepare themselves for the sensory environment prior to their visit.

## Judgement & Attitude

We will include 'Autism Understanding & Awareness' in our inductions so that all staff will be trained.

We are assistance dog friendly.