

Common Types of Vision Impairment

Peripheral Vision Loss (Tunnel Vision)



Glaucoma, Early Stage



Glaucoma, Late Stage

Floaters/Spots/
Distorted Vision

Cloudiness

Central Vision Loss



Diabetic Retinopathy



Cataract



Age-related Macular Degeneration, AMD

FACTS

Some vision impaired (VI) persons are **trained in independent travel skills** and are **confident in road crossing, and the use of escalators and stairs**.

A VI person may deliberately walk towards a pillar with a cane because **they use the pillar as a landmark to know their current position in a location, as well as to provide directional information.** (E.g. After locating the pillar, they will be able to find the entrance to a building)

About Guide Dogs...

Guide dogs are trained by professionals to provide services for the vision impaired person to improve their mobility and safety while acting as their companions. Distractions may put both the user and their guide dog in danger.



Training: Trained for almost 2 years before being matched with a user.



Routine: Guide dogs are given access to food, drinks and toileting at designated times. This means that guide dogs will not be fed casually in F&B places.

Breed: Guide dogs are specially bred from a lineage of guide dogs, and the ones in Singapore are typically Labradors and Golden Retrievers, or a mix of both.

Working Life: 7-9 years.

Behavioural Traits: Guide dogs are docile, quiet, attentive, and exhibit self-control in distracting situations. They toilet on command.

How to Identify a Guide Dog Team

GDS Guide Dog Team Identification Card

Card ID No.: GD004/16-26755
Issue Date: 1 May 2019
Expiry Date: 30 Apr 2020

The Ministry of Social and Family Development (MSF) supports the use of guide dogs as a form of mobility guide for blind persons and the access of guide dogs into public places in Singapore.

The use of accredited guide dogs in Singapore is overseen by the Guide Dogs Singapore Limited ("GDS").

If found, please return this card to GDS by contacting admin@guidedogs.org.sg



Identification Card

Administered by GDS and endorsed by various government agencies.

Given to fully-trained guide dog teams under GDS who are residing in Singapore.

Note: There are some independent guide dog teams/visitors in Singapore who are not trained nor formed by GDS. In such cases, the users will not have this identification card.



The Guide Dog's Harness

The harness sleeve serves as a reminder for members of the public to not distract the guide dog when it is working.

Note: Not all guide dogs wear the same harness and harness sleeve.

Legislation



The Islamic Religious Council of Singapore (Majlis Ugama Islam Singapura) supports the use of guide dogs



Guide dogs are permitted on public transport
Regulation 8(1), (3) of the RAPID TRANSIT SYSTEMS REGULATIONS (Cap 263A)



Guide dogs are permitted in food establishments or private market
Regulation 29(3), (13) of the ENVIRONMENTAL PUBLIC HEALTH (Food Hygiene) REGULATIONS (Cap95)

When Meeting a Guide Dog...



DOs



Only speak to the guide dog user, and they will give commands to the guide dog.



Be a Guide Dog Friendly Establishment and welcome them into your premises.



DON'Ts



Do not distract, feed, or pat a working guide dog!



Never tell a guide dog what to do or take the dog's harness from the user.



Do not allow your pet to interact with the guide dog.

Guide Dogs in Public



1

Guide dogs are well-trained, docile, and only toilet on command.

2

As part of their intensive training in GDS, our guide dogs and their users follow a strict protocol when they are in public places. Guide dogs are always on leash and wearing their working harness in public.

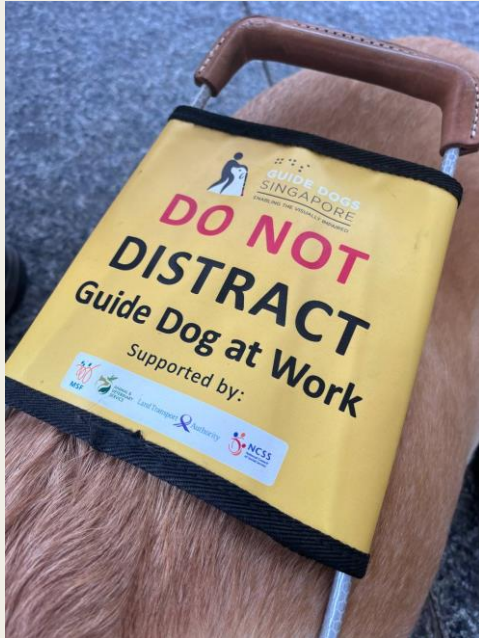
3

Guide dogs are trained to stay by their users' side at all times and will not disturb members of the public.



How do I know it is a guide dog?

All guide dogs wear a working harness with the words “Do Not Distract”. This indicates that the guide dog is focused on guiding their vision impaired user and should not be distracted.



The harness has the logo of the Guide Dog organisation it belongs to and is supported by the following government agencies.



For the Guide Dog Teams who are with Guide Dogs Singapore, they are also identifiable by a guide dog team ID card.

Guide Dogs in F&B places



Guide dogs are tucked quietly beneath their user's seat or under the table. They will not interact or bark at other patrons in the restaurant.

Guide Dogs in Public Transport / Private Hire Vehicles



Guide dogs are trained to sit quietly under or near their user and do not disturb members of the public.

What are some challenges faced by VI persons at a bank?

1. Obtaining their queue number from the kiosk.
2. Reading printed materials. (Eg, queue numbers and digital display boards)
3. Discrimination in opening personal banking accounts:
 - For instance, being issued ATM cards instead of debit cards.
 - Being discouraged from having an individual account.
4. Internet banking that does not have accessibility features
5. Using ATMs that are not equipped with VI-friendly functions.



As a bank employee, what can I do to assist VI customers?

If the VI person is accompanied by a family member/friend, speak directly to them and not their companion:

1. Ask what service(s) they require.
2. Address them by their names so they know you are speaking to them.

Guide them through the queue process:

1. Assist them in taking a queue number and reading it out for them.
2. Inform them when their queue number is called, and guide them to the counter.
3. Inform them where safe distancing markers are, and help sight guide when possible.

When opening accounts for them, treat them as you would any other customer:

1. VI persons are just as capable of having contactless payment cards as anyone else.
2. They also have equal rights to privacy and to having their own bank accounts.
3. Offer to read printed information and materials to them.

Others:

1. When at the counter, guide their index finger to the correct area for signing.
2. Some VI persons may ask for assistance in using ATMs at certain steps if the machines do not have speech functions.