

R N I B

See differently

How we can help



If you're affected by sight loss,
we are here for you


What we offer

At the Royal National Institute of Blind People (RNIB), we offer a range of products and services to help you to maintain your independence and live the life you want to lead.

Everyone who is blind or partially sighted has their own unique experience, so we don't take a one-size-fits-all approach.

Our services include:

- Sight Loss Advice Service offering information, advice, practical and emotional support.
- RNIB Living Well with Sight Loss courses.
- Opportunities to connect with others, over the phone, online and at events.
- Accessible reading materials, like Talking Books, newspapers and magazines.
- RNIB Bookshare, a free online collection of educational books and resources.
- The RNIB Online Shop selling products to help you live independently.



To access any of our services, call our Helpline on **0303 123 9999**, email **helpline@rnib.org.uk** or visit **rnib.org.uk**.

Sight Loss Advice Service

Whether you're just coming to terms with sight loss or have been living with sight loss for some time, having someone who understands what you're going through can make a huge difference. Our Sight Loss Advice Service can give you the practical and emotional support you need to help you face the future with confidence.

Our advice and information cover a wide range of topics such as:

- eye conditions
- emotional support
- wellbeing
- registering your sight loss with social services
- home life and family
- mobility and getting around
- employment
- accessing information
- welfare benefits
- your rights
- education
- leisure
- technology.

**We're here to support you in any way we can.
There are three key ways we offer help:**

- on the phone
- face-to-face Eye Care Liaison Officers (ECLO) support
- online information.

If face-to-face support is impossible to deliver, our ECLOs also can work remotely.

Whatever your eye condition or needs, you're not alone. With our expert guidance, you can find ways to:

- maintain your independence
- better understand your eye condition and treatment
- apply for helpful benefits and concessions
- use technology to help you do the things you need to do
- stay in employment or education, or take up new opportunities
- continue enjoying leisure activities.

We also offer tailored support for children and young people with vision impairment, and for people who have additional needs. And we're here for families, friends and carers too. Find out more at **[nib.org.uk/advice](https://www.nib.org.uk/advice)**.

Living Well with Sight Loss courses

Attend one of our free, informal Living Well with Sight Loss courses to increase your independence, boost your confidence and connect with others to share experiences. You'll get practical advice, information and guidance on organisations, products and services out there to help you. You can join a course by phone, group video call, or in person when we can offer face-to-face sessions.

Find out more and book at:

rnib.org.uk/living-well-with-sight-loss





Connect with others

Meet and connect with others who are blind or partially sighted online, by phone or in your community to share interests, experiences and support for each other. From book clubs and social groups to sport and volunteering, our friendly, helpful and knowledgeable team can link you up with opportunities to suit you. Learn more: rnib.org.uk/connect

Facebook groups

Join our helpful and welcoming community-led Facebook groups. Meet other people affected by sight loss, talk about the issues that matter to you, ask questions and share your story: rnib.org.uk/facebook-groups

Make new friends

You can also sign up to a Talk and Support befriending social group for a weekly chat by phone or online, for friendship and peer support. rnib.org.uk/talk-and-support

Reading Services

Sight loss does not need to stop you reading. If you're struggling to read because of your sight, we've got plenty of solutions to help, whatever your tastes and reading preferences. We make it possible for you to get access to books, newspapers and magazines in the format you prefer, whether that's digital, audio, braille, or large print: [rnib.org.uk/reading-services](https://www.rnib.org.uk/reading-services)

RNIB Library

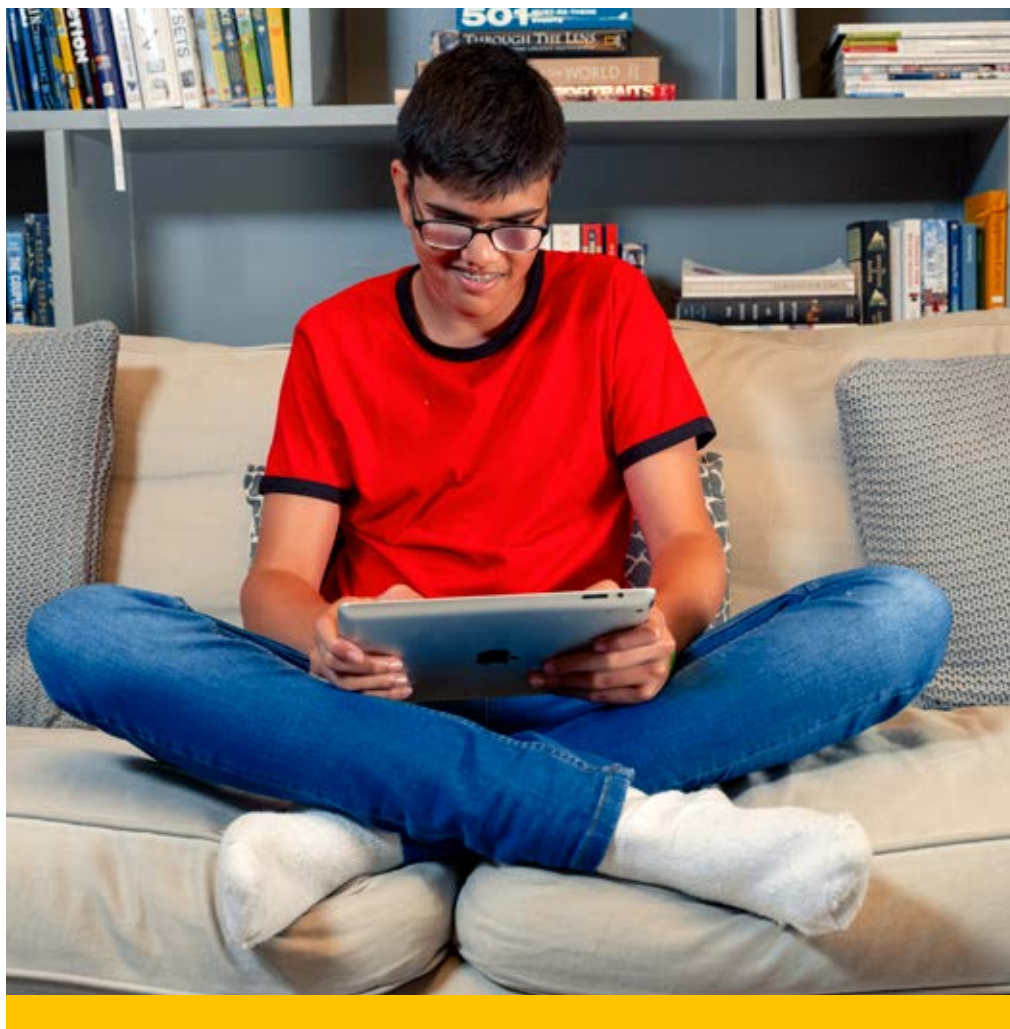
You can download or borrow books and music scores for free from our Library – the largest of its kind in the UK. Download Talking Books, eBooks and electronic braille books through our online Library, to keep on your phone, tablet, PC or smart speaker. Or, if you prefer physical audio or braille books, you can join our postal Library and have these delivered to your home for you to read: [rnib.org.uk/books](https://www.rnib.org.uk/books)

Newspaper and magazines

If you'd like your magazines and newspapers in an accessible format, check out RNIB Newsagent. We deliver more than 200 popular and best-selling publications by email or through your letterbox in audio, braille or large print, so you can keep up with the headlines or relax with your favourite magazine: [rnib.org.uk/newsagent](https://www.rnib.org.uk/newsagent)

Educational books and resources

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Everyday solutions

Personal Transcription

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rnib.org.uk/transcription

Online Shop

We offer hundreds of products to help you in your daily life. Find equipment and gadgets to use in your home, at work, during school, college or university, or to assist in going out and about. From tactile labelling solutions, stationery, clocks and watches to lighting, kitchen equipment, mobility canes and the newest technology, RNIB Shop has something for you: **rnib.org.uk/shop**





Staying up-to-date

RNIB Connect Radio

Tune in to Europe's first radio station for blind and partially sighted listeners, where we broadcast music, news, information and advice 24 hours a day, 7 days a week and 365 days a year. Popular shows include The Daily Connect, Tech Talk, Read On and Talking Books. Listen on **Freeview 730**, online at **rnibconnectradio.org.uk**, or ask your smart speaker to play RNIB Connect Radio.

RNIB Newsletters

If you'd like to keep up-to-date about our news, services and products that may be of interest to you, as well as ways you can help support the work we do, sign up to our email updates at **rnib.org.uk/lets-get-connected**.

Useful resources

Sight Advice FAQ

Ask the Sight Advice FAQ website your questions about sight loss, and get helpful answers:
sightadvicefaq.org.uk

Information booklets

We offer a series of resource guides designed to provide you with useful information and to help you face the future with confidence. These cover a range of eye conditions, advice about benefits, emotional support, plus advice and tips on your day-to-day life: **rnib.org.uk/resources**

Sightline Directory

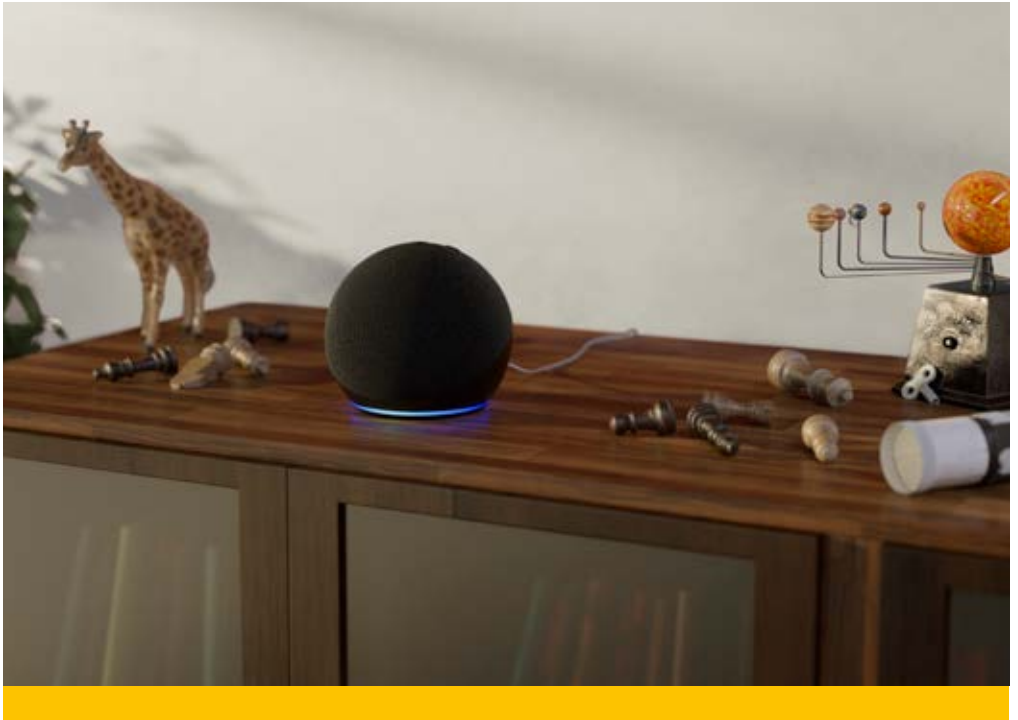
Find services and organisations near you that support blind or partially sighted people:
sightlinedirectory.org.uk

Ask Alexa

We've worked with Amazon to make our information and advice accessible through its digital voice assistant, Alexa. You can use voice commands such as:

- "Alexa, how do I register as sight impaired or severely sight impaired?"
- "Alexa, what assistive technology do blind people use?"

You can also ask Alexa to call our Helpline without needing to touch your phone, or pairing it to your device. Just say, "Alexa, call RNIB Helpline".



Get in touch

For more information about RNIB and the services we offer:



Visit: **rnib.org.uk**



Call our Helpline: **0303 123 9999**



Email: **helpline@rnib.org.uk**



Say: **"Alexa, call RNIB Helpline"**

**No question is too
big or too small.**