



Winter 2020
Magazine

Inside this issue of the Sight Advice Magazine

<i>Chief Executive Report</i>	3
<i>Community Support</i>	4
<i>Struggling with social distancing</i>	6
<i>New Assistive Technology Loan Project</i>	6
<i>Eye Clinic Liaison Officer</i>	7
<i>Certificate of Visual Impairment / TV Licence</i>	7
<i>How can I help?</i>	9
<i>What's On</i>	11
<i>Charles Bonnet Syndrome Event</i>	14
<i>Sight Advice response to Covid-19</i>	15
<i>Volunteer News</i>	15
<i>Fundraising</i>	16
<i>Children and Young People's Project</i>	18
<i>Assistive Technology</i>	19
<i>Zoom and Babl</i>	21
<i>Update from VIP Diaries</i>	22
<i>Contact Details</i>	23

Sight Advice South Lakes

As the coronavirus continues to have significant impact on our communities, we're continuing to adapt our services to ensure that we support people with sight loss whilst protecting people's health and acting in the best interests of our members, our staff, and the wider community.

Our office remains closed for drop-in visitors. However, we are offering one to one support through home visits and by telephone during normal working hours: Monday-Thursday, 9.30am – 4.00pm We are continuing with our online support, advice and guidance – please contact us to receive an up to date What's On guide.

We continually review our services to ensure we are operating in a Covid Secure environment and groups and activity groups will return when it is safe to do so.

If you feel you, or someone you know, would benefit from an appointment or consultation, please call 01539 769055 or email info@sightadvice.org.uk.

Welcome to our Winter magazine.

I hope I find our readers and their families safe and well. I'm sure I'm not alone when I say I had envisaged that we would have resumed normal support and services from the Bradbury Centre by this point. As a staff team, we are all disappointed that this is not the case but I would like to reassure our readers that, although our front door remains closed, we are in fact OPEN and busy continuing to provide our highly valued support. Please do call us if there is something you require support with as, following government health and safety guidelines, we are once again able to make visits to your home, if needed. We hope, in the not too distant future, to reintroduce appointments back at the Bradbury Centre.



I would like to thank all the people who very generously gave to the COVID-19 appeal we launched in the last magazine – your support is hugely appreciated in these particularly uncertain times.

Unfortunately, due to the current restrictions we are unable to undertake our usual community fundraising activities. This, sadly, will see us with a forecasted loss of over £15,000 in income to the charity this year. If you feel you can support the charity by making a donation, please read the enclosed letter. If you would like to discuss making a donation please call us on 01539 76055 or email me directly at claire@sightadvice.org.uk. THANK YOU

As we head into the winter months and with the potential of further local restrictions, please if you are feeling lonely or find yourself struggling, pick up the phone and give us a call. We can offer support and set up regular calls with our fantastic volunteer befrienders or signpost you to other support available locally.

Finally stay warm and well this winter, stay positive, and keep smiling - it's good for you!

While it's been a very different and often challenging year for many of us, I thought it would be useful to update you on what kinds of support we have been able to provide through Community Support; what has been popular and what may be happening in the next few months.



While the Government's restrictions introduced in March meant we could no longer visit people at home, we were able to continue to offer assessments to people by telephone. These assessments enabled us to offer advice and support and to refer people to other services as needed. Telephone assessments continue for people requesting our help and for those referred to us by other organisations and services. We plan to start offering office based appointments as an alternative to telephone assessments for those who would benefit from face-to-face contact. We have also recommenced home visits. Our home visits will take place if we are unable to offer the required support via telephone.

If you have sight loss and would like to find out if we can help, please ring us at The Bradbury Centre on 01539 769055.

At the start of the restrictions, we introduced regular wellbeing calls for those who needed this ongoing support. Also, we were able to arrange more frequent calls, via our fantastic volunteers, for those who were particularly socially isolated. As restrictions began to ease, we continued these calls as required by individuals, some less frequently and some remaining the same. These calls enable us to be present, even if by phone, as the needs of individuals change.

While the Low Vision Clinics hosted by us at The Bradbury Centre had to be suspended due to restrictions, we found we were able to offer an alternative approach. People who had or would have been referred for the clinic are offered telephone based low vision assessments and advice. Where the need for low vision aids is identified, we have been able to deliver or post these to people while maintaining social distancing. We've had a lot of success with this approach, so if you have sight loss and think you might

benefit from advice or low vision aids, such as magnifiers or over glasses, please get in touch on 01539 769055.

Talking books have been very popular during and after the lock down and we have helped many people apply to join talking book libraries like RNIB and Calibre. The full service of the popular talking version of the Westmorland Gazette produced by South Lakes Talking Newspaper had to be suspended due to restrictions. We were able to support the service to continue on Zoom, offering a weekly live reading. The full service of the Talking Newspaper resumed in October 2020.

We have been able to offer online and telephone alternatives to regular peer support groups. These have been popular. We do not know yet when Government guidance will allow us to restart these groups and activities again but we continue to explore possible alternatives.

One of the options we have developed utilises a service, which allows us to call people who could then join in by telephone. This will enable participants to join activities by simply picking up the phone. All participants would need to do is agree to join in and pick up the phone at the allotted time. We're excited at the possibilities of this new system called Babl and hope to provide a further update soon.

We're pleased that we have been able to continue to support people during the difficult times this year, albeit sometimes in different ways. If you have sight loss and think that we may be able to help you, or just want to find out what we can offer, please ring us on 01539 769055. We're keen to help if we can.

“Sight Advice have done amazingly well and have worked so hard at it. Relieving family of stress because they know I am supported. You have kept me sane”

Community Support Client

Struggling with Social Distancing?



**Please
give me
space.**

Are you struggling to social distance? A new range of items including lanyards, cards, face masks, tabards and a snood have been developed to put across the message "Please give me space". The items are to be worn when people go out and signal to others around them that they need to be given space. The items of course, are not just for people living with sight loss but

can be used by any individual for whom the ability to social distance is essential. This includes those with dementia, autism, dyspraxia, poor mental health and physical disability as well as those with hidden health issues such as cancer, lung or heart conditions or diabetes among others. The products can be purchased via 'Please Give me Space'

(<https://pleasegivemespace.uk/>) & include a logo featuring a black, stick figure inside a yellow circle with double-headed, horizontal arrows either side. The lanyards, and badges include the text "Please give me space" underneath the logo. There are, unfortunately, currently no facilities to buy these goods over the telephone. Free "Please give me space" social distancing badges and cards to print and for your mobile phone are also available from: <https://www.gov.uk/government/publications/please-give-me-space-social-distancing-cards-or-badges>

New Assistive Technology Loan Project



Sight Advice South Lakes are delighted to announce that we have access to a supply of iPad tablets and Samsung Tablets with Synaptic software on them. The project is aimed at people who have very old equipment, or have never had technological

equipment and wish to experiment and try things out. Training can be provided.

Many people do not have access to Wi-Fi and Sight Advice can help here as we have several "mobile" Wi-Fi units that we can loan you to test. The mobile Wi-Fi enables people to trial using tablets, surf the internet, email, attend Zoom meetings, social media or use an Alexa without the long term commitment! Please contact Tim on 01539 769055 for an informal chat.

The Eye Clinic Liaison Officer (ECLO) service continues to run remotely and receives referrals from staff from both the AMD and the outpatients eye clinics at Westmorland General Hospital.

Due to current restrictions, we are unable to sit and chat to you in the clinic about vision, treatment, equipment and services available for those with sight loss etc. However, if you feel that you would like to talk with the ECLO please ask the clinic staff to forward your details to me.



I am happy to hear from anyone attending clinics who feels that they need additional support. Please phone Sight Advice South Lakes (01539 769055) & ask to speak to the ECLO or email Jackie.Bateman@mbht.nhs.uk and I will get back to you as soon as possible.

As you would expect, arrangements in the eye clinics continue to focus on maintaining social distancing and keeping everyone safe. All those attending the hospital are required to wear a mask (supplied by the hospital) except those who are exempt. At the Macular clinic, carers and family are asked to wait on the landing whilst patients are taken into the eye clinic by staff, after completing a short health screening questionnaire. Additional waiting rooms have been developed within the department to ensure that patients are kept a safe distance from each other and protective screens and clothing are being used by staff. This may all seem rather weird but it is to protect both patients and staff. Unfortunately, there is now less opportunity to chat to your fellow patients about your experiences and coping strategies, so please do make contact with the ECLO should you have any concerns.

Certificate of Visual Impairment (CVI) and TV Licence

Sight Advice South Lakes had an excellent Zoom Meeting with Cathie Burke from RNIB. She explained the process of registering for a Certificate of Visual Impairment, (CVI).

Here are the main points.

Sight Advice Magazine – Winter 2020

1) Registration for CVI takes place via the hospital, with your Consultant Ophthalmologist. They will determine eligibility and complete the first part of the process.

2) There are two levels of CVI: Sight Impaired (SI) and Severely Sight Impaired (SSI).

3) Once registration, and the level (Sight Impaired or Severely Sight Impaired) has been determined, then the registration details are sent to Cumbria County Council and you are placed on the CVI Register. This is voluntary. You can still receive your CVI registration certificate but not go on the County Council Register.

4) The County Council will contact you if you agree to registration, probably by letter, acknowledging your registration. At this point you may be eligible for a social care assessment if you wish to have one.

TV Licence rebate and CVI registration.

1) To be eligible for a 50% TV licence rebate, you will need to be registered at the higher, Severely Sight Impaired level.

2) There is no age limit for a 50% rebate, if you are registered Severely Sight Impaired.

People historically registered Blind and Partially Sighted.

There will be many people who were registered under the old BD8 process, where you would receive a registration of partially sighted or blind. These registrations are still valid.

To be eligible for a 50% rebate on your TV licence, again you need to be in the higher registration level of "blind" and once again, there is no age limit.

For further clarification on registration please call RNIB on 0303123 9999

Income

Other methods of receiving a rebate on your TV licence are based on income and being in receipt of pension or savings credits. For more clarification on income please call Age UK South Lakes on 01539 728180.

How can I help?

During lockdown we were often approached by friends and neighbours who were providing help and support to people living with sight loss. In response, we regularly offered advice about lighting, aids for the home and created a useful shopping guide.

During Visual Awareness Training, volunteer induction and presentations we offer advice and guidance on supporting people with sight loss. However, as we are currently unable to undertake these activities, we would like to share the following guidance, which we have developed, with the help of one of our long-standing clients, Michael.

What can people see?

A person's sight is as individual as they are. People living with the same eye condition will have varying levels of vision. Medically, blind is defined as someone being unable to see the top letter of optician's chart at 6 metres. Partially sighted means being unable to read the chart at 12 metres.

Please see more information about a Certificate of Visual Impairment on page 7.

How can I help?

If you are supporting or assisting someone living with a visual impairment or sight loss, you can assist through some adaptations around the home, some of which are quick and inexpensive.

“Bump-ons” are adhesive, raised dots which can be placed around the home at key points, such as cooker dials, thermostats, washing machines and microwaves. Another suggestion is the use of sound as a location aid in the home, e.g. a ticking clock near doorways. Contrasting colours around the home can also assist, for example dark plates against a light tablecloth or larger adaptations such as dark door frames. Sight Advice can also offer advice and guidance on larger aids such as talking appliances, clocks, books and magnification. We also have a dedicated service offering technological solutions to the challenges of daily living.

How do I know if someone is Visually Impaired?

Through Covid-19 restrictions, our communities worked together with many towns and villages developing volunteer groups. We were asked by a number of these group how to identify if someone has sight loss. As sight loss is a hidden disability there may be

individual indicators that enable you to identify if someone is visually impaired, including:

- **using a long white cane to assist mobility (red and white represents hearing and sight loss).**
- **being accompanied by a Guide Dog**
- **holding a white symbol cane (shorter than the long cane)**
- **possibly wearing eye shields**
- **wearing a sunflower lanyard; these have recently been introduced for hidden disabilities or a badge from The Macular Society.**
- **using hands as a guide while moving around**

Many of the individuals we support often tell us not to be afraid to offer help; the offer will always be accepted or declined graciously.

Based on his experience, Michael is sharing some Do's and Don'ts for assisting, supporting or communicating with someone living with sight loss.

- **Don't worry about using phrases such as "See you later" or "Did you see the Match?"**
- **Do identify yourself as you approach - unless you are certain I know your voice well enough.**
- **Do (when appropriate) describe surroundings - where the furniture, bar, fire exit is - where the drink is on the table - use clock face positions.**
- **Don't move fixtures and fittings without informing me.**
- **Don't leave me in the middle of 'nowhere'. Make sure I have a wall, chair, window near me and I am aware of the situation where I am.**
- **Don't leave without saying goodbye; always let me know when you are leaving the room.**
- **Don't be afraid of discussing sight problems with me – you could learn a lot and it could be very helpful to find out more about a person's eye problem and find out about particular problems/solutions - particularly someone that you might be seeing regularly.**

What's On – Winter 2020

NB: Unless otherwise stated all activities and events take place online, using Zoom, with the capability for you to join in by telephone. Large print codes are included in this letter.

Meeting ID for all events unless otherwise stated is:

458 043 7872

To access Zoom go to www.zoom.us

If you wish to join on the landline telephone, please dial: 0203 481 5237 and, when asked, put in the Meeting ID 458 043 7872

You might also be asked to enter hash at the end (bottom right button on phone dial). The call may be charged at a local rate, however if, like many people, you have a free calls package, it will probably be free. If in doubt, please check with your phone provider.

November 2020

- | | | |
|-----------------------------|-------------|---|
| Tues 3rd | 2pm | Poetry and Literature Hour with Julie |
| | 10am | Tech Know How |
| | | With leading Assistive Technology Specialist |
| Thurs 5th | 11am | Esme's Umbrella: |
| | | Charles Bonnet Syndrome Telephone Talk |
| | | An opportunity to find out more Charles Bonnet Syndrome – see page 14 for more information |
| Fri 6th | 10am | Fun Quiz: 20 Questions |
| Mon 9th | 10am | What to expect at Sight Advice South Lakes |
| | | From 1st November we are available for appointments at The Bradbury Centre in Kendal. The building may be different when you visit. At this session we will give you a tour and let you know what to expect when planning your visit. |

Sight Advice Magazine – Winter 2020

- Tues 10th 2pm Poetry and Literature Hour with Julie**
- Wed 11th 10am Online Tech Know How**
A monthly Zoom session to find out about the latest products from key assistive technology companies.
- Thurs 12th 10am Update from AGE UK.**
Join us for a Zoom update from Stella at AGE UK. Find out about the services provided and how to access their support.
- Fri 13th 10am Fun Quiz: 20 Questions**
- Mon 16th 10am Esme’s Umbrella – 5th Annual Conference**
This is organised by Esme’s Umbrella – please contact direct or confirm your attendance through Eventbrite :
<https://www.eventbrite.co.uk/e/charles-bonnet-syndrome-patient-information-event-tickets-124261173515>
- Tues 17th 2pm Poetry and Literature Hour with Julie**
10am Tech Know How
With leading Assistive Technology Specialist.
- Fri 20th 10am Fun Quiz: 20 Questions**
- Tues 24th 2pm Poetry and Literature with Julie**
- Wed 25th 10am Online Tech Know How**
A monthly Zoom session to find out about latest products from key assistive technology companies.
- Fri 27th 10am Fun Quiz: 20 Questions**

December 2020

Tues 1st	2pm	Poetry and Literature Hour with Julie
	10am	Tech Know How With leading Assistive Technology Specialist
Fri 4th	10am	Fun Quiz: 20 Questions

Sight Advice Magazine – Winter 2020

Tues 8th	2pm	Poetry and Literature Hour with Julie
Wed 9th	10am	Online Tech Know How A monthly Zoom session to find out about latest products from key assistive technology companies.
Fri 11th	10am	Fun Quiz: 20 Questions
Tues 15th	2pm	Poetry and Literature Hour with Julie
	10am	Tech Know How With leading Assistive Technology Specialist
Fri 18th	10am	Fun Quiz: 20 Questions
Tues 22nd	2pm	Poetry and Literature with Julie
Wed 23rd	10am	Online Tech Know How A monthly Zoom session to find out about the latest products from key assistive technology companies.
Wed 23rd	4pm	Sight Advice closes for Christmas and New Year.

January 2020

Mon 4th	9.30am	Sight Advice reopens
Tues 5th	2pm	Poetry and Literature Hour with Julie
Wed 6th	10am	Tech Know How With leading Assistive Technology Specialist.
Fri 8th	10am	Fun Quiz: 20 Questions
Tues 12th	2pm	Poetry and Literature Hour with Julie.
Fri 15th	10am	Fun Quiz: 20 Questions
Tues 19th	2pm	Poetry and Literature Hour with Julie
Wed 20th	10am	Tech Know How With leading Assistive Technology Specialist

Sight Advice Magazine – Winter 2020

Fri 22 nd	10am	Fun Quiz: 20 Questions
Tues 26 th	2pm	Poetry and Literature with Julie
Fri 29 th	10am	Fun Quiz: 20 Questions

To access Zoom please go to:

- <https://zoom.us>
- Select “Join Meeting” top right hand corner

Enter meeting code relevant to the event you wish to attend

If you have an idea for a session or would like to be added to the Online Community please email us on info@sightadvice.org.uk or contact us on 01539 769 055.

Charles Bonnet Syndrome Event

We are delighted to announce that Judith Potts from Esme’s Umbrella is returning to give a talk on Charles Bonnet Syndrome (CBS).



This is always a popular subject as so many people with different eye conditions experience this syndrome. For those that do not know what it is, CBS is a condition whereby a person with sight loss may experience some form of hallucination for a temporary period.

Judith will explain CBS in more depth, including current research and how to join support groups. Many people who have or have had the syndrome really benefit from sharing their own experiences and listening to other.

This event will be on Babl. This means we will need your telephone number and, at 11.00 on November 5th, your phone will ring, answer it and you will be in the meeting; the call is free.

For people who have “call guardians ” BABL cannot penetrate them. So you will either have to turn call guardian off, not recommended unless you know how to get it back, or you can dial 0203 6959267 at the time of meeting and when asked for room code put in 436173 the call is free.

So, if you are interested call Sight Advice on 01539 769055 to book yourself in.

Sight Advice response to Covid-19

From March 2020, we have redefined our services to enable us to continue to support people living with sight loss, through the pandemic.

Here is our service in numbers during that time:

- 2501 Online engagements
- 147 Individuals receiving regular wellbeing calls
- 25 Hours of Talking News
- 20 Hours of Technology Demonstrations
- 138 Children and Young People Support Cases
- 24 Hours of Poetry enjoyed (we have lost count of the number of poems)
- 580 Quiz questions asked
- Uncountable, the number of time people have said:
 - “Thank you”
 - “I am so glad you are still there”
 - And of course..... “Is your mic switched on?”

The COVID-19 pandemic is unprecedented and Sight Advice would like to thank all of our supporters, funders, volunteers, clients and, of course, our staff team for your continued support, understanding and encouragement which has enabled us to continue meeting the needs of people living with sight loss.

Volunteer News

Our volunteers have continued to keep the community in touch with Sight Advice through their regular telephone calls to people. These calls are a great way of keeping in touch with what is happening with Sight Advice South Lakes as well as providing a regular, friendly voice. I know that as the days grow shorter the time spent at home can seem dreary and a friendly call can punctuate the tedium that even an episode of *The Archers* can't! Who knows they may even introduce you to a new hobby, a helpful aid, TV programme or handy tip, which you would never have known about otherwise.



Sight Advice Magazine – Winter 2020

I know as well that our volunteers appreciate the insight they gain into new ways in which they can help people and how a person's sight impairment can affect their day to day living. The connection does not just happen one way. The volunteers are also looking forward to the time when they can meet up with the people they have been supporting with telephone calls. The outside world of shopping and social activities is a vastly different landscape now and I know the volunteers will give people the confidence and reassurance to reconnect with their community.

Please do not hesitate to get in touch if you would like to know more about this kind of support and social connection. Let me know how you think a volunteer could make a difference in your day. I know that our volunteers are up to the challenge and if we can find a way between us to make things happen, we will!

Fundraising

Aileen Ward

Hello from Fundraising Coordinator, Aileen. I hope this finds everyone well and coping with these extraordinary times which we face together. I am now back looking at our fundraising activity on a Tuesday each week

A lovely return surprise was our long-time supporter Paul Holland, from Holland Photography, who met me to hand over a £50 cheque donation. Paul raised money for the charity with a special reopening offer - Thank you Paul.



As you can imagine, our street and community events have all been on hold since March and anything we do for the foreseeable future must consider the safety of the public, volunteers and staff. I am looking at potential fundraising activities which we can do safely. We will advertise all activities on our Facebook page, Twitter and website. If you would like to keep in touch with our Fundraising efforts by email or telephone please let me know and I will contact you with news of any fundraising taking place.

Email me at aileen@sightadvice.org.uk or contact the office and leave a message for me to call you back 01539 769055.

Having said all of this, you can support us right now.....

We have a new “Give a Gift” option so you could ask for a donation in your name or give someone a gift.

Between now and Christmas would you donate the value of a gift to our charity; a gift that will help us continue our work with people from across the South Lakes whose lives are changing or have changed dramatically through sight loss.

You can give your gift of £5, £10, £20 or other amount in the following ways:

- visit our website to make a secure online donation. Please mark your donation as part of our "Give a Gift" appeal:

<http://sightadvice.org.uk/get-involved/make-a-donation/>

- send a cheque made payable to Sight Advice South Lakes to The Bradbury Centre, 116 Highgate, Kendal, LA9 5JN.

On behalf of people living with sight loss we thank you in advance for your support.

Another way you can help us, is by selling your unwanted items on eBay with a donation to Sight Advice South Lakes from your sales. Contact me for more details or if you need any help.

Finally, our social enterprise, VIP Diaries, donates all end of year profits to Sight Advice South Lakes. VIP Diaries have a wonderful range of Christmas cards, diaries, address books all in large bold print. Your purchase will benefit our charity so please visit the website below to see the full range of products available

<http://www.vipdiaries.co.uk/?HOME> or call 01539 726613

If you would like to speak to me directly about any of the above or anything related to fundraising, please just get in touch by phone or my email.

Best wishes to everyone and thank you for all your continued support to the charity. We look forward to a future of good health, safety and fun again in 2021.

Aileen

As a project, we have continued to have a busy Spring and Summer supporting our children and young people in different ways.

Many phone calls have been made to our families offering different support when needed. It's been lovely hearing their feedback telling us how much they have appreciated the contact. Now that the schools have gone back, please do remember that I am here if you have any questions or would like to know about any aids and equipment which may support your child with their learning. I would like to send all my best wishes to the children and young people in the project who have made the exciting transition from Primary to Secondary Schools and also to those who have started 6th form.



Our Zoom cooking sessions have now come to an end. For those who attended, it was not only enjoyable, but our young people felt more confident when being in the kitchen.

As we move forward towards the Winter, we are thinking of fun activities which can be done on a much smaller scale (in line with Covid guidelines). I will be in touch with you all to find out whether you would like to take part. As always, I welcome any ideas you may have. It is hoped that the VI Football sessions will be starting again in early November, organised by Westmorland Football Association. If you are interested in taking part please contact Alicia for more details.

If anyone would like to know more about the project or become a member of it, please do give Alicia a call on 01539 769055 or email me at alicia@sightadvice.org.uk

“We are so grateful. You have bridged a gap, especially in these times”

Family of Project Member

The way that Sight Advice are delivering the Assistive technology Service has had to dramatically alter during the Coronavirus epidemic. However, the nature of technology is that it can resolve problems, and we have used technology to do that!



In place of our annual Future Vision Exhibition, which was to be held in April, the exhibitors have been able to exhibit in four ways.



- 1) Via our fortnightly “Tech Know How” Zoom Meetings.
- 2) Via Tim putting individuals in touch with leading tech companies.
- 3) Via these same companies being happy to undertake visits to showcase equipment in people’s homes. (Full PPE procedures and social distancing rules apply).
- 4) At times when Covid restrictions are not so high, it is possible to have a short home visit by myself to talk over options around technology.

The uptake of new technology has been surprisingly high and the tech companies are delighted that Sight Advice South Lakes kept the door open for them. They are now looking to introduce excellent discounts for equipment purchased via Sight Advice – which is great news.

Online Community

We all know the Coronavirus has changed the way we view many aspects of life and this extends to technology as well.



Quite a few people, out of necessity, have turned to technology to communicate with friends and family and found it easier than they thought! Also, quite a few families have introduced technology such as tablets to other members of their families to try.

At Sight Advice South Lakes as soon as we knew there would be a lockdown, we instigated what we called an “online community”. Initially, using emails to keep people up to date about activities at Sight Advice and the wider world. We soon extended this to events, and, in April, we were quite possibly the first of the sight loss charities in the country to host live events on Zoom for our clients.

We currently have regular poetry, quiz and technology events. Plus, we have special “one offs” with some of the country’s leading organisations on specialist areas such as Glaucoma, Macular Degeneration and Charles Bonnet Syndrome or local talks from community services such as Age UK South Lakes.

We have also organised inspirational talks. In June we welcomed “Blind Climber” Jesse Dufton. His talk was fascinating, as he explored details of his life, living with hardly any sight and climbing some of the world’s toughest peaks.

We are continuing this activity for the time being, not just because people are “locked down” but because people are enjoying both the convenience and the content, and to date we have had 2501 engagements with the online activities.

No matter where you live you can join in, and we have people from all over the South Lakes, Cumbria and as far away as Devon, Dublin and Dagenham taking part!

For those who haven’t been able to join in the online activities, please see the article on Zoom and Babl. It is important to note, you do not need any special equipment to take part - just an ordinary landline phone!

If you want to join the online community, just contact Sight Advice and give us your email or landline telephone details and your permission to use them for the online community.

“I am so grateful for your support, you were there at the exactly the right time. I am very pleased with the advice and support I have received”.

Assistive Technology Client

Zoom & Babl

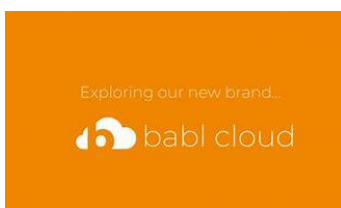
There will be some people who have heard about Zoom, and all the Zoom meetings that have gone on in the world recently. This short article will explain how it works for people who have not had any experience of it.

Zoom is an online video system that allows several people to “connect” at the same time either by phone or video. It can be accessed the following three ways.

- 1) You may get an email from Sight Advice with a Zoom “link” in it, if you click the link on your tablet, smartphone or computer you will go straight to the meeting. You do not need to download any Zoom app, or go to any specific site, the link will take you there.
- 2) Log into www.zoom.us . All meetings have a meeting code, press “join a meeting” and put in the 9 number meeting ID you have been sent.
- 3) Telephone into a Zoom meeting from your landline. This is simple and can be done on any phone. At Sight Advice we always use the same telephone number and all telephone and video calls are free to the user.

You can have up to 100 people at any one time at the same meeting, but usually its around 5 to 20.

For more information on Zoom contact me, Tim at Sight Advice 01539 769055 and I can talk you through the process and explain how easy it is to join in.



Babl is a telephone system that Sight Advice have just purchased. It is aimed at people who have landline phones and it allows them to have phone contact with a group. All you have to do is the following.

At a set time, e.g. 11am on Tuesday morning, the phone will ring, if you want to attend the meeting you just pick up the phone. Listen to a message and press the hash key. That’s it. Oh and the call is free!

This means no long telephone numbers or codes required. Perfect if you struggle to see a telephone keyboard.

Sight Advice Magazine – Winter 2020

We have already tested this with members of the Sedbergh Sight Advice group and it all worked perfectly well. However, for people with call guardian systems, Babl is unable to get through these. You can still join the meeting in the traditional way, by dialling the number.

Sight Advice will look to use Babl for the community groups that used to meet monthly, as it means that anyone can take part. The group leaders are aware of Babl and are thinking of the best way to use this system.

Update from VIP Diaries

We are delighted to be now located at The Bradbury Centre and to welcome Laura to the team. Aileen Ward, with a team of fantastic volunteers, support Laura and are working flat out to keep up with the orders coming in. Our range of products remains varied and high quality. We stock all the favourites such as large print diaries, address books, calendars and Christmas cards. It has been lovely to hear from our regular customers and many new customers who have seen or heard about the range, sharing that they appreciate the difference a large bold print diary makes to life!

If you'd like to order anything from us, you can ring us on 01539 726613 Mon -Thurs 9-1pm email info@vipdiaries.co.uk or go to our website to place an order <http://www.vipdiaries.co.uk>

We are listening to your suggestions of what you would like to see in the expanded retail range for next year. The expanded range will complement old favourites like our pens, bump ons, handheld magnifiers and Liquid Level Indicators that we know so many people use.

We are also having a competition shortly where one lucky winner will win a A6 pocket diary, A3 portrait calendar and a A5 address book all in large bold print.

If you would like to win this useful prize worth over £23, place an order over £10 with VIP diaries before 10th November and we will automatically enter you in our prize draw.

We will contact the winner by phone on Thursday 12th November 2020.

Good Luck Everyone

Sight Advice South Lakes Team

Staff Team

Chief Executive
Claire Park

Service Manager
Amy Pearman

Sight Support Coordinator
(Assistive Technology)
Tim Ward

Sight Support Coordinator
(Community Development)
Peter Knock

Sight Support Coordinator
(Community Development)
Jackie Bateman

Volunteer Support Officer
Julie Halford

Young People and Children's
Coordinator
Alicia Makinson

Sight Support Advisers
Sarah Stoddard
Krystyna Slosarska

Eye Clinic Liaison Officer
Jackie Bateman
Sarah Stoddard

Finance Officer
Emma Barker

Fundraising Coordinator
Aileen Ward

Housekeeping
Diane Boulder

Trustees

Dr Sal Riding
Chair of Trustees

Mr Chris Jackson
Trustee

Mr Paul Blackburn
Trustee

Mrs Linda Baverstock
Trustee

Miss Jenny Hodkinson
Trustee



Facebook: Sight Advice South Lakes @SightAdviceSL



Twitter : @SightAdviceSL



Promoting independent living

01539 769055

The Bradbury Centre, 116 Highgate

Kendal, Cumbria LA9 4HE

info@sightadvice.org.uk

www.sightadvice.org.uk

Charity No. 1145818 Company No. 7879355

**This newsletter is also available in Braille,
audio or on the web.**

Recycle this newsletter.

Once you have read this newsletter please pass it on to a friend or relative, leave it at your GP's surgery, community centre or church. If one extra person reads each copy, we will double our readership to 1260.



LOTTERY FUNDED