

Five Points for an Accessible, Inclusive Welcome.



Creating an inclusive and accessible welcome often doesn't need any specialist knowledge, it's about being flexible, open, observant, and challenging assumptions, sometimes your own... Here are five quick steps you can take. Remember everyone is unique, and don't be afraid to listen and ask questions.



Ask everyone you greet if there's anything they need to know or that you can do to help. Try not to guess who might need help. Listen to and respect their answer, even if they say no, but you think they need support!



Greet everyone, as you see them, with a friendly 'hello'. Especially if you are near the door as guests arrive, or by the queue for refreshments!



If you spot something while volunteering that might cause a barrier to current or future guests, let somebody know when you can. Remember: not all barriers are physical.



Let everyone you greet know any key information or features about your space. For example: "Just so you know, we have, an accessible loo/lots of chairs/a quiet space/toys and crafts available/soya milk available."

(If you tell everyone you've got things available that help access, you're not assuming who needs them!



Try to introduce guests to another person when they arrive. If they seem (or say) they're particularly anxious, ask them if they'd like to be introduced to someone before you do.

"The very genuine welcome is what makes the difference. People know straight away whether it's real."
- Warm Welcome Spaces Volunteer



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