



Our services

We are Guide Dogs. And we're here to help people with sight loss live the life they choose.

Children and adults. Friends and family. Whoever you are, our expert staff, volunteers and life-changing dogs are here to help you live actively, live independently and live well.

For people who have sight loss, getting support from Guide Dogs starts with:

- a call to our Guide Line on 0800 781 1444
- or a visit to our website, [guidedogs.org.uk](https://www.guidedogs.org.uk)

Help for adults

- Information and advice – phone, online, email
- My Life Skills (includes orientation and mobility)
- My Sighted Guide
- Guide dogs
- Companion dogs

Help for children and families

- Information and advice – phone, online, email
- My Life Skills (includes habilitation)
- My Time to Play (0–4 years)
- CustomEyes Books
- Tech for All (pilot)
- Family events
- Guide dogs
- Buddy dogs

Help for adults



Information and advice

Our experts can help you to live actively, independently and well with sight loss. Whether you're asking for yourself or a member of your family, speak to someone from our friendly team today for more information. Call Guide Line on 0800 781 1444 or visit our website [guidedogs.org.uk](https://www.guidedogs.org.uk)

Our information and advice service can help you with:

Finding the right services for you

We have a wide range of services, with and without dogs, or can help you access support from other organisations. By understanding what you want from life today and tomorrow, we can help you plan to achieve it. And we'll support you every step of the way.

Dog care and welfare

If you're partnered with one of our dogs, our dog care team can help with any questions about your dog's health, training or wellbeing.

Advice on guide dog access refusals

Have you been refused access or faced potential discrimination with your guide dog? Our team is here to support you. We can help you understand your rights, give you practical information and emotional support.

My Life Skills

It all starts with a conversation. Our experts will work with you to develop a package of support that's just right for you.

After developing a plan together and agreeing our services are right for you, one of our specialists may visit you at home. If you are considering applying for a guide dog and need to improve your cane skills, we may be able to offer some top-up training. If you haven't had any cane training before, we can make a referral on your behalf to your local authority.

We can also help you to navigate the wealth of information and advice that Guide Dogs offers, and recommend other services and organisations that might be helpful.

My Sighted Guide

Our sighted guiding service connects you locally with a trained volunteer. They can help you to get out and about, and do more of the things you like, whether that's walking in the park, shopping or going to a football match. If your friends and family want to get involved, we can also grow their confidence with guiding training.

Guide dogs

Our guide dogs give people with sight loss the confidence to get out and about safely. Whether it's helping them get to work, to a regular exercise class or to the shops and back, they provide life-changing practical support every single day.

Companion dogs

Our companion dogs bring a canine friend into the lives of adults living with sight loss, improving their health and wellbeing, and reducing feelings of isolation. All our dogs are raised to be happy, confident and well-behaved. Our expert staff will work with you to find the right canine companion for you.

Help for children and families



Information and advice

Our experts can help you to live actively, independently and well with sight loss. Whether you're asking for yourself, a member of your family, or your child, speak to someone from our friendly team today for more information. Call Guide Line on 0800 781 1444 or visit our website [guidedogs.org.uk](https://www.guidedogs.org.uk)

Our information and advice service can help you with:

Family support

Our team is here to give advice and emotional support from the moment your child is diagnosed with a vision impairment. Our experts can share their experience to build your whole family's knowledge and confidence and provide tools that are right for your child's specific needs.

Education support

Our specialist team can offer independent and tailored advice to help your child receive the educational support they are entitled to. From supporting you when you are choosing the right nursery, school or college, to working with teachers and special education staff or advising on assistive technologies.

Technology grants and sensory toys

For children with sight loss, technology and sensory play is vital. Our expert team can provide personalised advice to help you choose the right technology or sensory toys for your child's age and stage. We can offer grants to help buy the specialist technology or sensory equipment your child needs. We also have a range of sensory packages with toys carefully selected by our experts for different age ranges.

My Life Skills

We're here to help your child learn and practise skills that are important to daily life, confidently and safely. Our habilitation specialists support children and young people of all ages with a vision impairment.

We can support their physical development and learning in the early years. For older children, we help with navigating streets safely, getting around at home or school, preparing food, handling money, using technology and managing their appearance as they grow older. This training will give your child invaluable practical skills and improved mobility for life.

We also offer tailored courses for children with additional and complex needs. These include early motor skills, sensory development and body awareness. We can also support them to understand and move around different environments.

Please note that this service is commissioned through local authorities, or parents can use a child's personal budget for this service.

My Time to Play

Our My Time to Play service helps children with a vision impairment aged 0–4 develop through play. It provides parents with the opportunity to network, share experiences and pick up skills and knowledge to support their child's development. We offer a virtual programme on Zoom where you can join other families for structured, fun and supportive group sessions from the comfort of home. From September 2021 we will offer in-person sessions where you can meet other families and get support from our habilitation specialists.

CustomEyes Books

No child should miss out on the joy of reading – and we can produce books in large-print, tailor-made to suit your child's eye condition. We have a range of books available, including non-fiction and popular fiction titles. We can also provide National Curriculum revision guides for home and school.

Tech for All

Tech for All provides children aged 3–18 with a vision impairment with a free Apple iPad or iPhone to use outside of school. Each child is supported by a digital learning programme, to make sure they get the most out of their device. We know how important these devices are to your child's development – both to support their learning at home or to explore the activities and interests they enjoy.

Family events

Every year we host a UK-wide programme of family activity days. Here your child and their siblings can play and take part in activities together – alongside other children with sight loss. Meanwhile, parents can share experiences, support each other and access specialist advice from our Children's Services Team. We also host an early diagnosis weekend to support families at this critical time.

Guide dogs

Our guide dogs give people with sight loss the confidence to get out and about safely. Whether helping young people get to school or college, to an exercise class or to meet their friends, they provide life-changing practical support every single day.

Buddy dogs

Our buddy dogs bring a canine friend into the lives of children with sight loss. By helping them build confidence in themselves and trust in their surroundings, these dogs have a hugely positive effect on a child and their family's wellbeing.