

Discussion Guide for Visually Impaired Participants using a Guide Dog

1 At the start of the route (before commencing the journey)

Understanding participant perception

- Can I just check do you have multiple disabilities? [If yes, please specify]
- [If partially sighted] Tell me what you can see?
- [If partially sighted] Can you read that road sign?
- [If partially sighted] What colours can you see?
- Can you turn to 3 o'clock?
- Tell me what you can hear?
- Is there anything that you have immediately noticed that may have an effect on how you make your journey?
- [READ OUT] We'll now start the journey. As we move along the route I'd like you to give me a running commentary of what you're thinking about, what you're experiencing, how you're feeling including any particular emotions you may experience and anything else that may come to mind. Let me know how well or not you are coping, or how comfortable/uncomfortable, safe/unsafe you feel, etc.

2 During the journey (Where applicable, ask each section in both the Shared Space and the control area)

General navigation questions

- What are you aware of?
 - What can you hear?
 - What can you feel?
 - What does that tell you?
 - Are you experiencing anything else?
 - What do you think the purpose of this street is? (eg who might use it/ what for)
[Interviewer: After the participant has said what they think the purpose of the street is, give them an explanation of the actual street purpose e.g. shopping street, so that they can understand the environment]
- Where do you think you are in relation to everything else?
 - What are you basing that on?
- Why are you walking where you are?
- How do you feel as we travel through this street? (eg are you comfortable/ feel safe/ at ease/ scared/ nervous/ cautious/ etc)
[For each emotion identified, ask:]

- On scale of 1-5 (where 1 is very 'emotion' and 5 is very 'opposite emotion'), to what extent do you feel 'emotion'/'opposite emotion' travelling through this street?
- Are you enjoying/not enjoying being in this street environment?
 - On scale of 1-5 (where 1 is very enjoyable and 5 is very un-enjoyable), to what extent do you enjoy/not enjoy travelling through this street?
- Would you like to spend time in this street, pass through it or avoid it?
 - Do you think you might like to visit this street again or would you prefer not to?

Navigating Kerbs

[Interviewer: If they come to a kerb and the dog stops and sits down, ask:]

- What is happening now?

[Interviewer: If participant says that there is a kerb, then ask:]
- How do you know it is a kerb?

[Interviewer: If participant says because the dog stopped/sat down, ask:]
- Do you think the dog would have noticed the kerb if it were half the height it is?
- What does the kerb tell you?
- How are you feeling?
- What will you do next? Why?
- What would you have done if you knew there were no kerbs in this area?

Navigating Flush Paving

[Interviewer: If they pass over the virtual line between the footway and carriageway, make sure they are standing in a safe place before asking them:

- Where are you in relation to other things?
- What are you aware of?

[Interviewer: if participant does not know that they have walked into the road, explain the situation before asking the following:]

- What will you do next?
 - How?
 - Why?

Navigating the Building Line

- Do you know where the building line is in relation to you?
- What does the building line tell you?
 - On a scale of 1-5 (where 1 is very useful and 5 is very useless) how useful/useless do you find this information?
- How do you feel knowing where the building line is?

- Why?

Navigating Obstacles (eg bollards/ A-boards/ lampposts/ bins/ etc)

[Interviewer: If participant is led around an obstacle by their dog, ask them the following:]

- Did you notice anything just then?
 - What?
- Were you aware of your dog guiding you in a different way?
 - What do you think s/he was doing?

[Interviewer: If participant did not notice anything, explain what the dog was doing]

- How are you feeling?

Navigating Vehicles (eg moving/ parked vehicles/ moving cyclists /cycle racks/ loading bays)

[Interviewer: If a cyclist or car passes the participant or they are led around a parked car or loading bay, ask them:]

- Were you aware of anything just then?
 - What?
- Were you aware of your dog guiding you in a different way?
 - What do you think s/he was doing?

[Interviewer: If participant did not notice anything, then tell them]

- How are you feeling?

Navigating Tonal contrast (for partially sighted participants only)

- What are you aware of here?
- Did you notice the colour/tone contrast there?

[Interviewer: If participant did not notice, point it out and check whether they can detect it or not]

- On a scale of 1-5 (where 1 is very easy and 5 is very difficult) how easy/difficult was it to detect?
- What do you think it means?
 - Does it help or hinder your sense of where you are spatially?
 - On a scale of 1-5 (where 1 is very useful and 5 is very useless) how useful/useless do you find this information?
- How are you using it?
 - Did the change in colour/ tone contrast make you act any differently?
 - How?
 - Why?

- What colours/ tones are easiest for you to detect?
- What colours/ tones are most difficult for you to detect?

Navigating tactile paving

- Did you notice anything just then?
 - What?

[Interviewer: If participant does not know what it is, then tell them before asking the next questions]
- What does it tell you?
 - Do you know what the tactile pattern is supposed to indicate?

[Interviewer: If participant does not know what it indicates/gives the wrong answer, then tell them what it indicates before asking the next questions]
 - As a guide dog user, on a scale of 1-5 (where 1 is very useful and 5 is very useless) how useful/useless do you find this information?

Crossing the road

- What were you aware of when crossing the road?
- How did you feel while crossing the road?
 - Probe for emotions, and for each:
 - Ask to rate on a 5 point scale (where 1 is very 'emotion' and 5 is very 'opposite emotion')
 - On scale of 1-5 (where 1 is very comfortable and 5 is very uncomfortable), to what extent did you feel comfortable/uncomfortable crossing the road?

3 At the end of the route

Corduroy detection test

[Interviewer: When you reach the end of the route, explain to the participant that we want them to do one more task before going back to the café. Position them at a 90 degree angle to the corduroy paving and ask them to walk forward and stop if they detect anything (alternate between doing the 90 degree angle test first and the 45 degree angle test first and randomly change the distance away from the corduroy at which you position participants and note down the approximate distance). Reassure them that we will make sure they are not in any danger. If they do not detect the corduroy, stop them as soon as they have passed it and make sure they are back on the pavement before asking them:]

- Interviewer: Note down approximate distance from corduroy _____ and the angle at which you positioned them _____
- Did you notice anything just then?
 - What did you detect?
 - Did anything make it easier or more difficult for you to detect it?

- On a scale of 1-5 (where 1 is very easy and 5 is very difficult) how easy/difficult was it to detect?
- What does corduroy normally mean/ indicate to you?

[Interviewer: Explain that it indicates a potential hazard and in this case, it shows the boundary between the virtual carriageway and the virtual footway.]

- [Now that you understand the context corduroy is being used in here], how useful do you think it is?
- As a guide dog user, how would you normally use this feature?

[Interviewer: Reposition the participant at a 45 degree angle to the corduroy paving and again ask them to walk forward and stop if they detect anything (alternate between doing the 90 degree angle test first and the 45 degree angle test first and randomly change the distance away from the corduroy at which you position participants and note down the approximate distance). Reassure them that we will make sure they are not in any danger. If they do not detect the corduroy, stop them as soon as they have passed it and make sure they are back on the pavement before asking them:]

- Interviewer: Note down approximate distance from corduroy _____ and the angle at which you positioned them _____
- Did you detect anything?
 - What did you detect?
 - Did anything make it easier or more difficult for you to detect it?
 - On a scale of 1-5 (where 1 is very easy and 5 is very difficult) how easy/difficult was it to detect?
- Was the corduroy a suitable width for you to detect it?

[Interviewer note down the actual width of the corduroy _____]
- [If not already asked during the walk] Do you use it as a guide/ follow it?