

Understanding Autism in the shopping environment



Autism is a disability which affects how people communicate and interact with the world

Autism can be a hidden disability

**To an autistic person shops are unpredictable
Changes and sensory overload can be a cause
of stress and anxiety**

Changes in the environment, item placement & Covid rules can cause anxiety & be confusing to an autistic person

This may result in the person not being able to think what they need to do

The person may appear frozen to the spot



While shopping, autistic adults & children can be overwhelmed by their senses:

Smells from

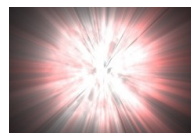
Perfume

Food

Toiletries

Flowers

Baking



Bright lights

Flashing lights

Fluorescent lights

Noise from

Trolleys

Machinery

Fridges

Freezers

Music

People



How can you help?

If you encounter someone who appears distressed, they might be autistic

- Check if they have an autism alert card or a sunflower lanyard
- Use language that is easy to understand, as autistic adults may take you literally
- Give them time to understand what you are saying
- Be patient
- Offer to take them to a quiet place
- Hold a quiet hour where you turn down the lights, and turn off all music

This poster has been developed by our members, who are also your customers

Autism 
*Inspire,
Inform,
Involve*
Bucks

In support of autism, autistic adults
and carers in Buckinghamshire
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