

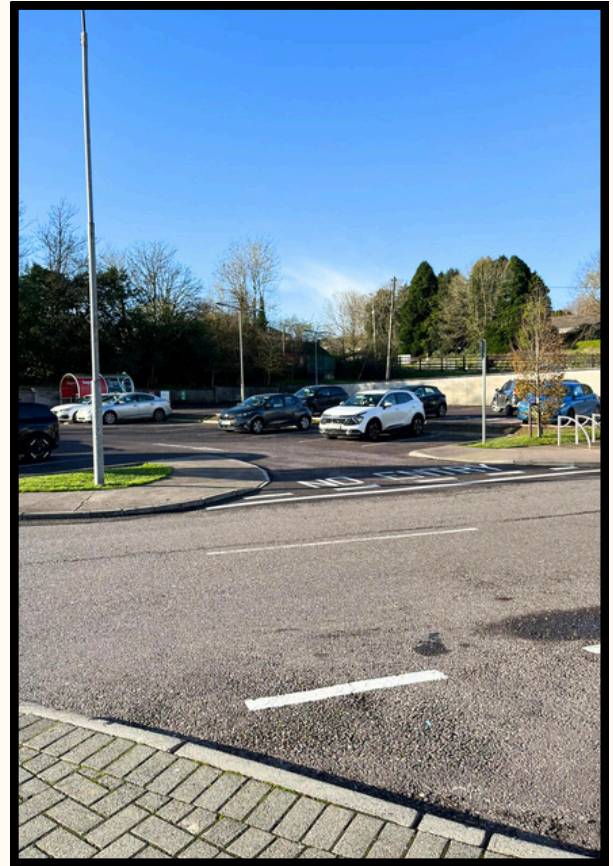
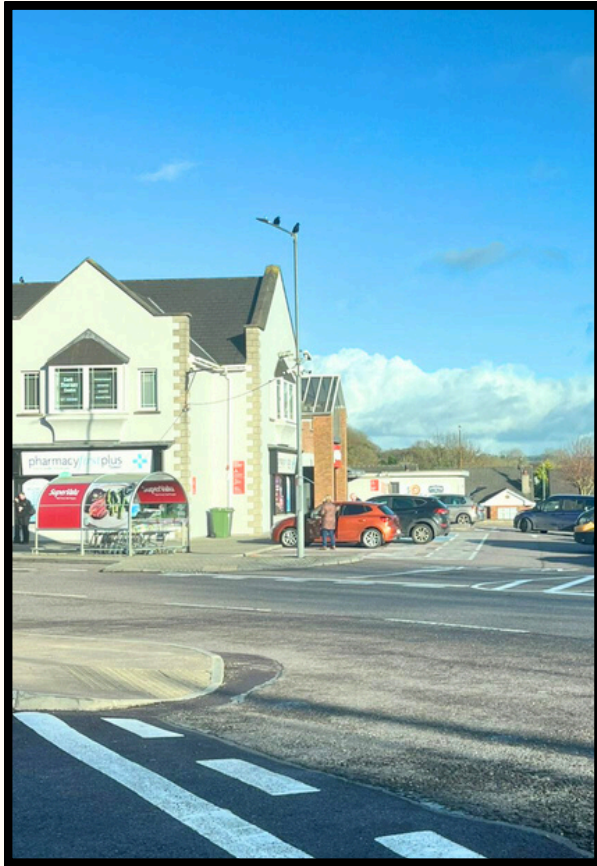


# Supervalu Tower Visual Guide



## Visiting O'Leary's Supervalu, Tower

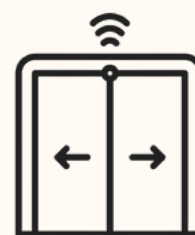
This guide will help you know what to do and what to expect when you visit our store.



Arriving at the shop

There are lots of parking spaces next to and across the road from Supervalu.

There are trolley bays and a reverse vending machine bay outside the store.



## Entering the Store

There are two entrances.

The doors are automatic and will open as you approach. They might make a sound when they open.



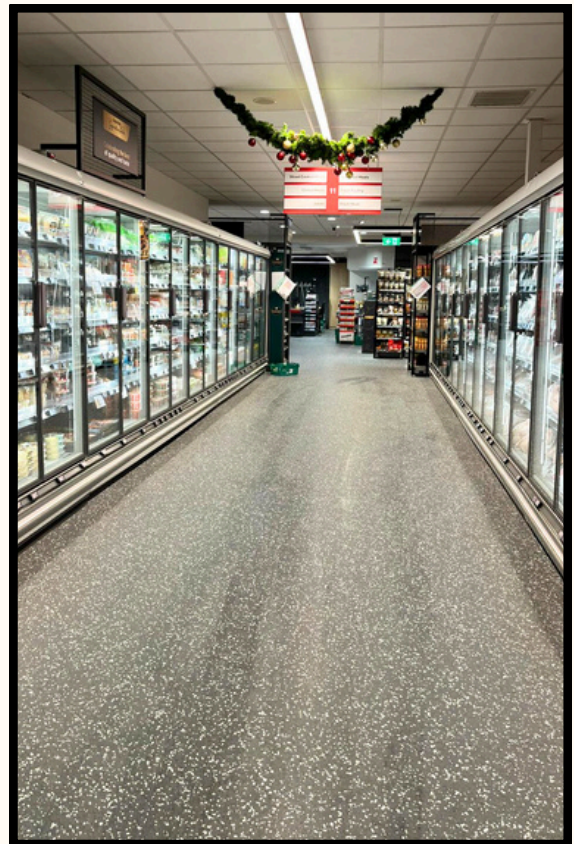
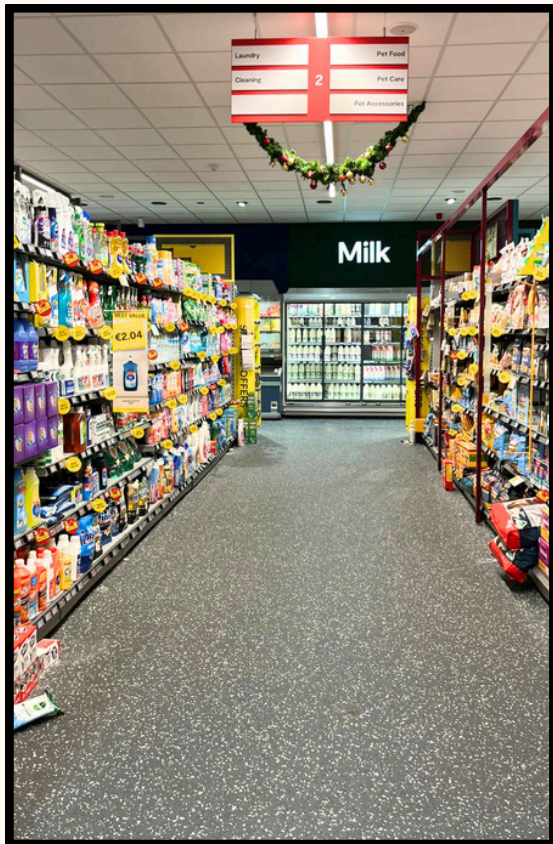
Inside each entrance there is a one-way swing gate. This helps control the flow of customers. You can walk through this gate easily. You can exit through any checkout area.



Seeing the staff



You might see staff who are here to help. They will be happy to see you and can answer your questions. Our staff have completed autism awareness training to better assist all customers.

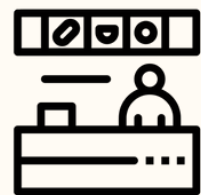


Inside the store



Supervalu is a large store and there are many different areas inside.

Some aisles have lots of refrigerators. These might be colder, and make a low humming sound.



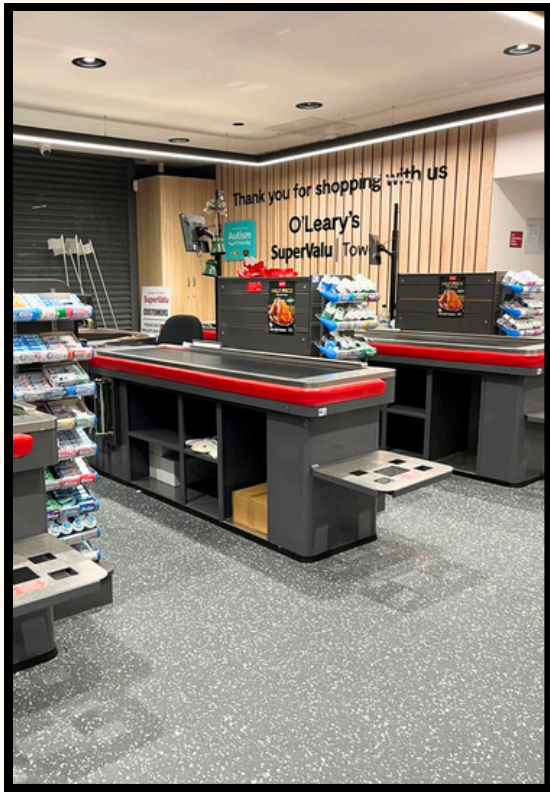
There is a butchers, fishmonger, deli and bakery.  
There will be staff behind the counter ready to take your order. You might need to queue until it is your turn.



## Shopping



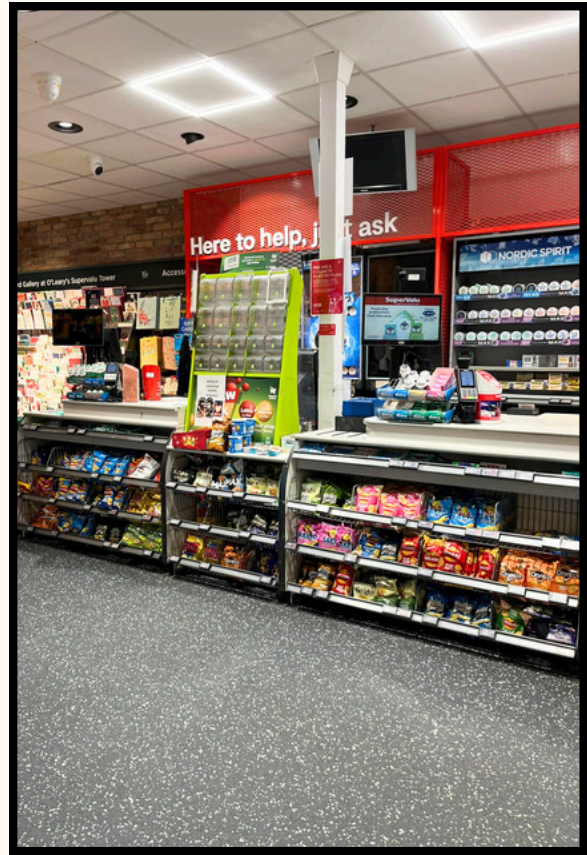
If you can't find something, you can ask a staff member for help. They will be wearing a uniform or a name badge. You can use your preferred method of communication, and our staff will do their best to assist you. Our staff will be patient and understanding.



## Checking Out



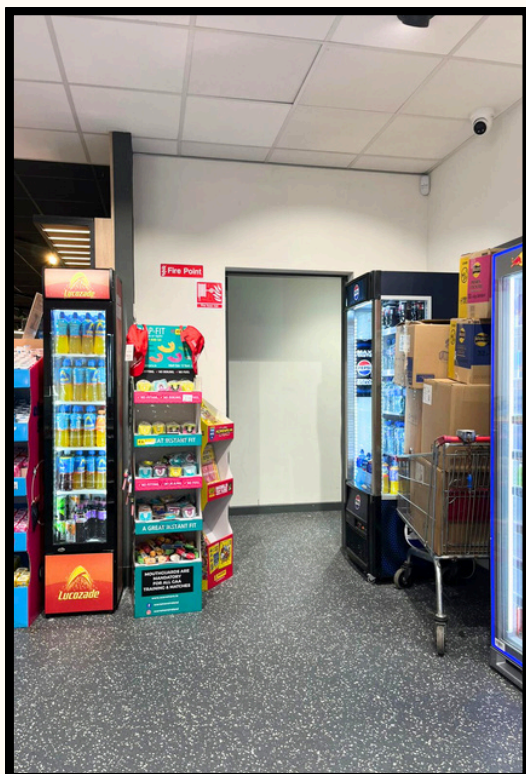
When you are done shopping, you can go to the checkout area. You can go to the staff operated cash registers, or the self checkouts. There may be other people queuing to pay for items.



## Coffee Station



There is a coffee station and quick checkout area by the second entrance/exit. You can purchase lottery tickets, ice cream and other items here.



## Customer Toilets

Customers are welcome to use the toilets  
behind the coffee station.



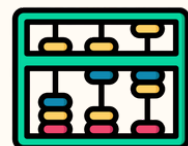
Robotic Cleaner



You might see this robotic cleaner moving around the store. It sweeps and scrubs the floor. It makes sounds and notifies customers that it is cleaning nearby.



## Sensory Wall



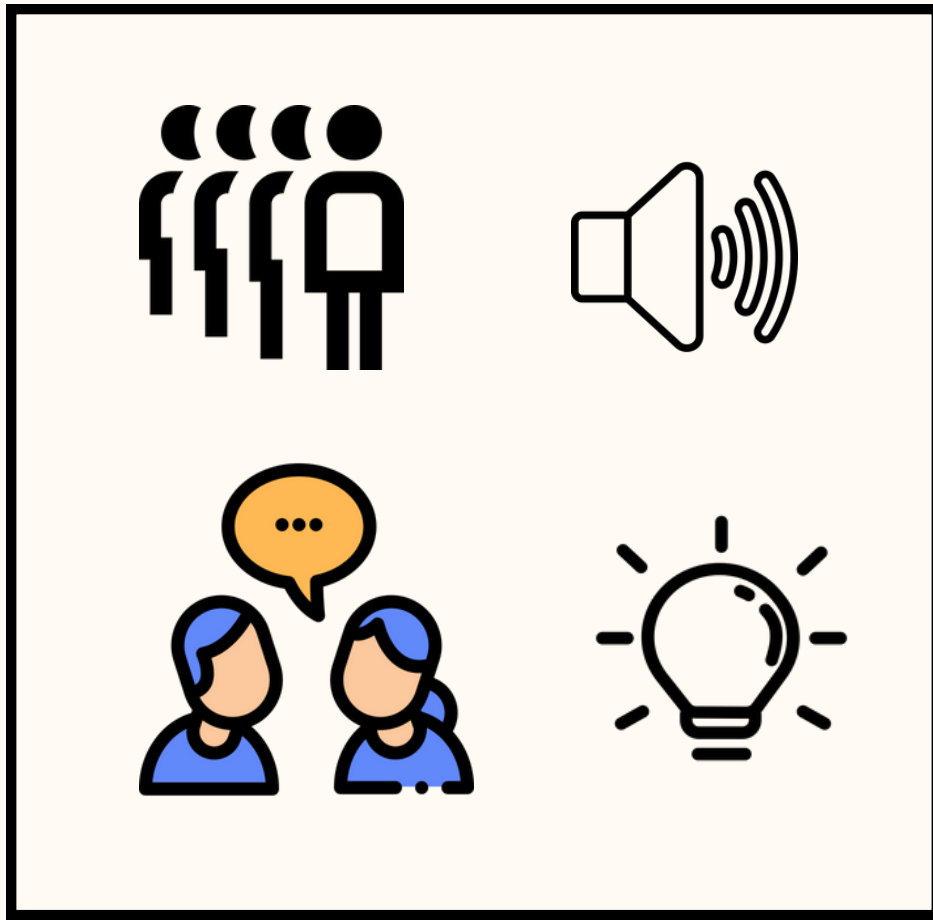
There is a sensory activity wall near the checkouts. You are welcome to play with the activity boards.



Pharmacy First Plus



Inside the carpark entrance, you will see a pharmacy. You can order you prescriptions here and do your shopping while they are being prepared for collection.



## Sensory Information

- There may be other people queuing to pay for items
- Customers and staff may be talking out loud
- You might hear music playing.
- You might hear staff announcements on the intercom.
- You might hear beeping and chatting sounds at checkouts.
- Overhead and refrigerator lighting might be bright
- Aisles with fridges and freezers might be colder and may have a continuous hum

## Sensory Friendly Shopping Hours

SuperValu Tower offers quiet hours for an autism-friendly and sensory-friendly experience on Tuesdays from 7.00 - 9.00pm.

We hope that this visual guide was helpful.

If you have any feedback or recommendations on how we can improve this visual guide - please email:

[autismfriendlyblarney@gmail.com](mailto:autismfriendlyblarney@gmail.com)

or

[supervalutower@gmail.com](mailto:supervalutower@gmail.com)

Thank you!

