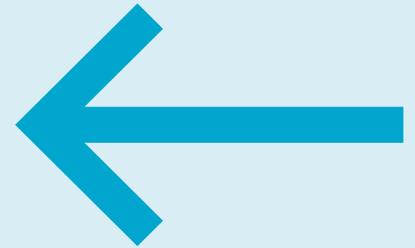


A trip to Penneys - A visual guide

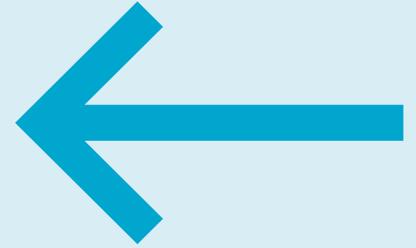


Below is a list of what a typical trip to Penneys can involve. You can also check out our map with store sounds to help you prepare!

However, this can vary from store to store so be sure to check out our website for more information before visiting your local Penneys.



PENNEYS



Here is what a typical Penneys entrance may look like on the high-street.



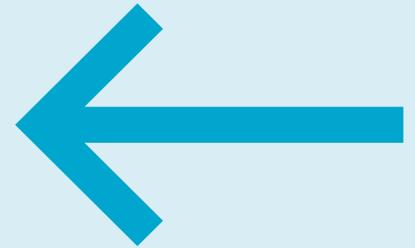
PENNEYS



Some Penneys stores are in shopping centres and they have different entrances than can sometimes look like this.



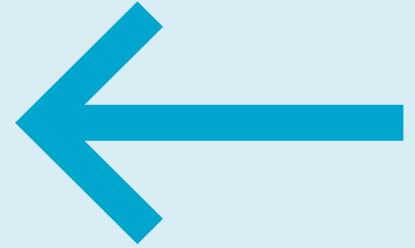
PENNEYS



Security Guards are at the store to keep customers and employees safe. They often wear black and navy-blue uniforms like this and often stand at the door where you enter and exit. Sometimes they are counting customers who are walking in and out.



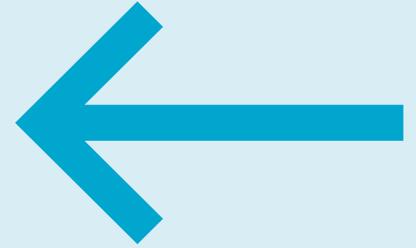
PENNEYS



When I go inside,
I will see signs
on the floor
guiding me
around the store.



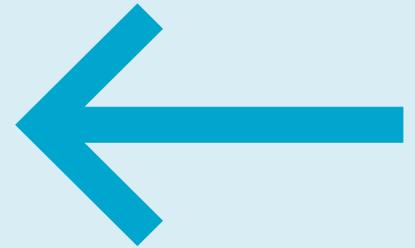
PENNEYS



There are many different departments in Penneys - for example ladieswear, menswear, homeware, nightware, shoes.



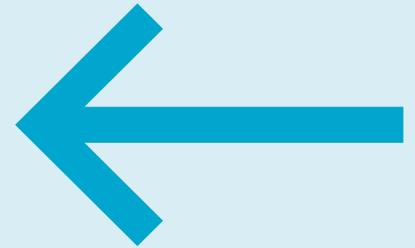
PENNEYS



There are many Penneys employees on the floor, they sometimes wear blue and black uniforms like this.



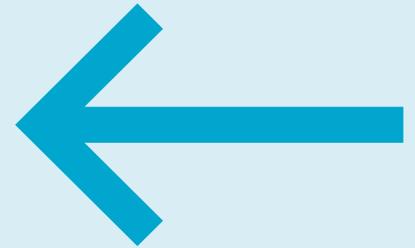
PENNEYS



Not all Penneys employees wear uniforms but they all wear lanyards around their neck so you can identify them.



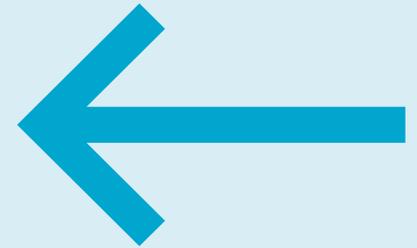
PENNEYS



In some stores, there are coffee stations & cafes that can be quite noisy and have strong odours.



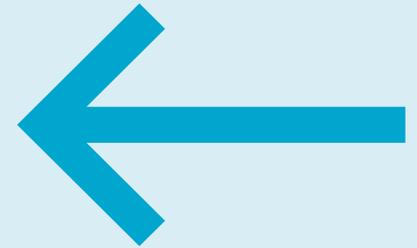
PENNEYS



At times, there can be pop-up offerings in store. For example, an ice cream store or a flower shop.



PENNEYS



In some stores, I can go between the different floors using an escalator. Some stores have more than two floors, they also use escalators.



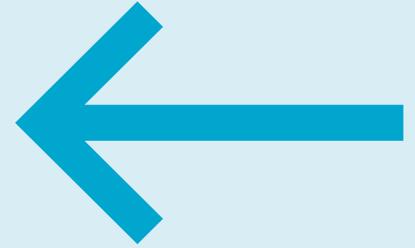
PENNEYS

UP TO

1
MENS
FOOTWEAR
WOMENS
FOOTWEAR

0

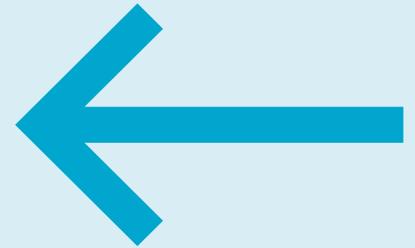
WOMENS
ACCESSORIES
HOSIERY
LINGERIE
BEAUTY



There are signs that show me what departments will be on each floor, for example – home wear.



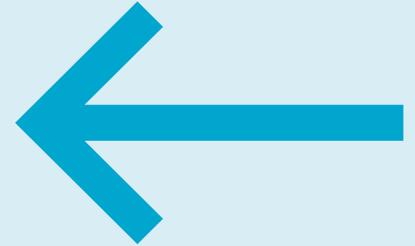
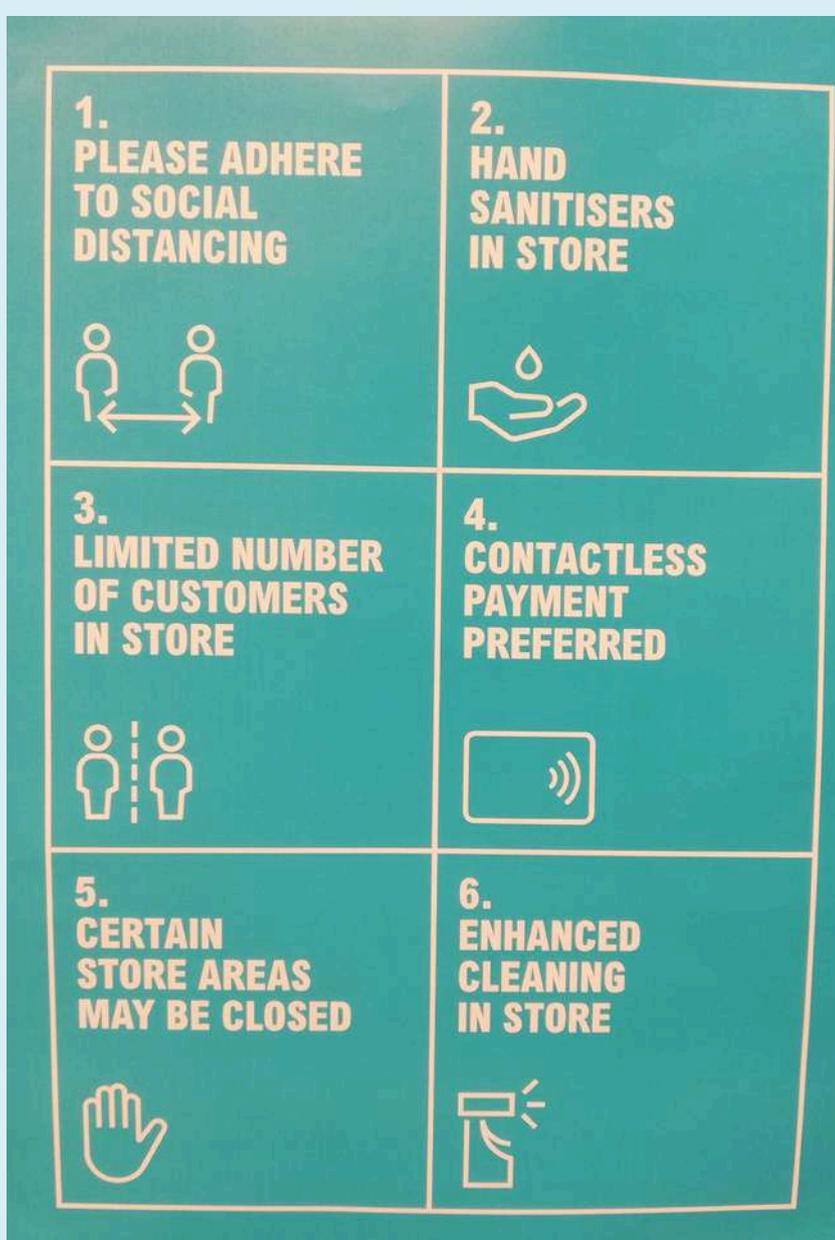
PENNEYS



I can also access other floors using a customer lift. Some lifts can be glass, and some are steel with no windows. Some of these lifts have keypads that I don't need to use. These are for the Penneys employees only.



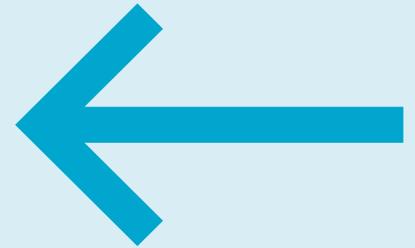
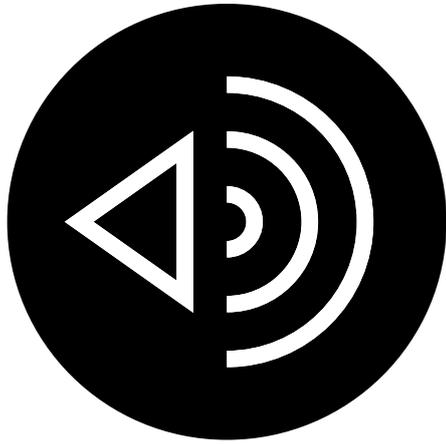
PENNEYS



There are some rules I must follow as a result of Covid-19. These rules make sure I keep myself and other customers safe. I should follow the in-store signs regarding Covid-19.



PENNEYS



Sometimes the store can be busy with customers and they can be noisy. I can bring some earphones or ear plugs with me to wear in places where there are loud noises.



PENNEYS

ADDITIONAL HELP:

I am Autistic and I need assistance. I may be experiencing sensory overload or feeling overwhelmed. Please be patient and understanding in assisting me with the help that I need.

You may find this list helpful to show to a Penneys employee to ask for help:

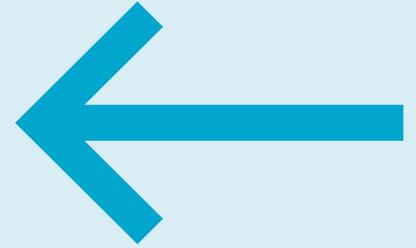
- I need help at the till with purchasing my items
- I need help with exiting the store
- I have been separated from a carer or companion
- I need to go to a quieter area



To help me learn about the different sensory inputs, the team at Penneys have included this list of important points that I can see on their website.



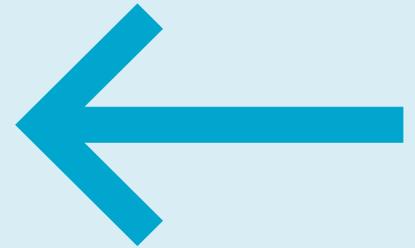
PENNEYS



I can also exchange or refund at item at any till.



PENNEYS



There are bright lights and noises at some of the tills. I can bring some earphones or ear plugs with me to wear in places where there are loud noises.



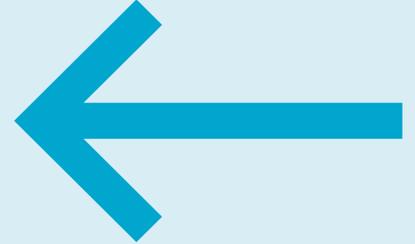
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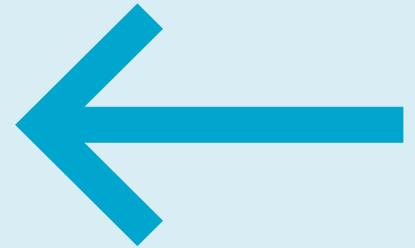
- I need help at the till with purchasing my items
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- I need to go to a quieter area



If I need to skip the queue, I can show a Penneys employee this visual and they will assist me.



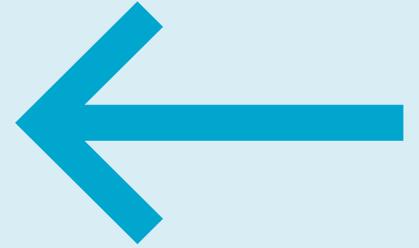
PENNEYS



In some stores, there is a place where people can have their nails painted. Sometimes the smell can be quite strong from the nail polish. People can also get other treatments such as brow bars.



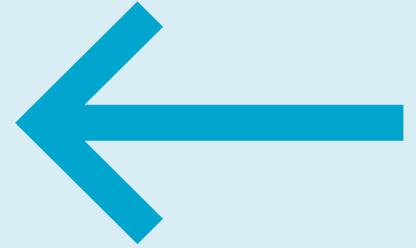
PENNEYS



Some other areas in the stores can also have strong smells such as home wear where I can buy scented candles.



PENNEYS



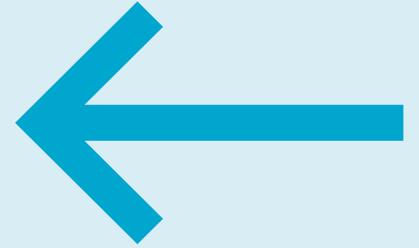
If I want to try something on, I can go to fitting rooms. They often look like this.



PENNEYS



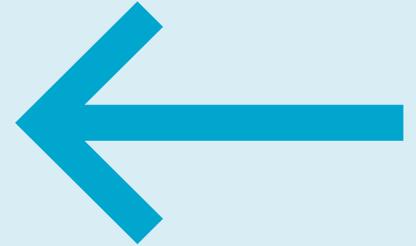
FITTING ROOMS



At Penneys, the fitting rooms are for everyone. Some stores even have a fitting room for families or people who need support. If you need assistance or help, you can pull the chord in the family room and someone will come to help.



PENNEYS



There is often a queue for the fitting room but there is always someone there who can help me.

The person will count the items that I am bringing into and out of the fitting room. I will also get a tag.



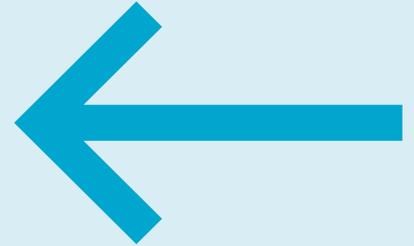
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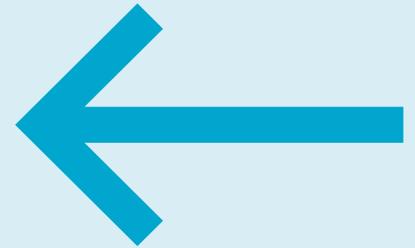
- I need help at the till with purchasing my items
- I need help with exiting the store
- I have been separated from a carer or companion
- I need to go to a quieter area



If I need assistance,
I can share this image
with a Penneys
employee. This is
available on the
website if I need it.



PENNEYS



If I need to exit at any time, the exits are clearly marked with this sign. I can also ask a member of the Penneys team to help me find me nearest exit.



PENNEYS