

**Service providers Accessibility Checklist**

***Location:****{#location}{location}{/location}*

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| **A- APROACH AND ENTRANCE** | Answer |
| A.1 Is the entrance of the building located at less than 50mt from the street? | **{#A1}{A1}{/A1}** |
| A.2 Is the entrance of the building located at less than 50mt from the parking lot? | **{#A2}{A2}{/A2}** |
| **A.3 Parking** | |
| A.3.1 Are there enough parking bays reserved for people with disabilities? | **{#A3.1}{A3.1}{/A3.1}** |
| A.3.2 Are the reserved parking bay located at less than 50mt to the building entrance? | **{#A3.2}{A3.2}{/A3.2}** |
| A.3.3 Are the reserved parking bay min 3.9m x5.40m? | **{#A3.3}{A3.3}{/A3.3}** |
| A.3.4 Is the surface of the parking stable, flat and negotiable (no gravel, no sand, no obstacles)? | **{#A3.4}{A3.4}{/A3.4}** |
| A.3.5 Is there signage (international standards) marking the accessible parking lot so that it can be seen even when the car park is full? | **{#A3.5}{A3.5}{/A3.5}** |
| A.3.6 Is there any vehicle drop off area (min 9.00mts x 3.60mts) near the main entrance of the building? | **{#A3.6}{A3.6}{/A3.6}** |
| A.3.7 Are there curb ramps close to the accessible parking bay and/or drop off area to allow wheelchair users to go from the street level to the sidewalk level? | **{#A3.7}{A3.7}{/A3.7}** |
| **A.4 Route** | |
| A.4.1 Is the surface of the route from the parking/drop off area to the building entrance stable, flat and negotiable (no gravel, no sand, no obstacles)? | **{#A4.1}**  **{A4.1}{/A4.1}** |
| A.4.2 Are there street lights close to the building entrance, on the sidewalk and on the parking lot? | **{#A4.2}{A4.2}{/A4.2}** |
| A.4.3 Is there tactile pavement on the route from the street/parking to the building entrance? | **{#A4.3}{A4.3}{/A4.3}** |
| A.4.4 Is there any obstacle in the route? If so, are they clearly visible and detectable with a cane? | **{#A4.4}{A4.4}{/A4.4}** |
| A.4.5 The headroom along the route is maintained at a height of not less than 2 100 mm above the surface of the path? | **{#A4.5}{A4.5}{/A4.5}** |
| A.4.6 Where the route has differences in height, are the ramps and stairs in place? | **{#A4.6}{A4.6}{/A4.6}** |
| **A.4.6 External Ramps** | |
| A.4.6.1 Is the surface width of the ramp/path minimum 120cm, ideally 150cm or 180cm? Is the unobstructed width of the ramp from handrail to handrail minimum 100cm? | **{#A4.6.1}{A4.6.1}{/A4.6.1}** |
| A.4.6.2 Is the length of end and intermediate landing at least 150cm? | **{#A4.6.2}{A4.6.2}{/A4.6.2}** |
| A.4.6.3 Does the ramp have an acceptable gradient? | **{#A4.6.3}{A4.6.3}{/A4.6.3}** |
| A.4.6.4 Does the ramp have guarding kerbs? | **{#A4.6.4}{A4.6.4}{/A4.6.4}** |
| A.4.6.5 Does the ramp have an anti-slip surface? | **{#A4.6.5}**  **{A4.6.5}{/A4.6.5}** |
| **A.4.7 External Stairs** | |
| A.4.7.1 The rise of the step is higher than 150 mm, and the going of the steps are not less than 300 mm? | **{#A4.7.1}{A4.7.1}{/A4.7.1}** |
| A.4.7.2 Is the minimum width of the stairs 120cm? Is the minimum width between handrails 100cm? | **{#A4.7.2}{A4.7.2}{/A4.7.2}** |
| A.4.7.3 Is the rise of the step closed? | **{#A4.7.3}{A4.7.3}{/A4.7.3}** |
| A.4.7.4 The flight of steps contain maximum 16 risers? | **{#A4.7.4}{A4.7.4}{/A4.7.4}** |
| A.4.7.5 Is the minimum width of the landing 150cm? | **{#A4.7.5}{A4.7.5}{/A4.7.5}** |
| A.4.7.6 Is the clear height under stairs minimum 210cm? | **{#A4.7.6}{A4.7.6}{/A4.7.6}** |
| **A.4.8 Handrails** | |
| A.4.8.1 Are handrails located on both sides of the ramp and stairs? | **{#A4.8.1}****{A4.8.1}****{/A4.8.1}** |
| A.4.8.2 Is the handrails profile diameter max 4.5cm and minimum 3.5 cm? | **{#A4.8.2}{A4.8.2}{/A4.8.2}** |
| A.4.8.3 Are the handrails located at least 4cm from the adjacent wall or other obstructions? | **{#A4.8.3}{A4.8.3}{/A4.8.3}** |
| A.4.8.4 Are the first set of handrails located between 85cm and 100cm? Are the second set of handrails located between 60 and 75cm? | **{#A4.8.4}{A4.8.4}{/A4.8.4}** |
| A.4.8.5 Are handrails horizontally extended for at least 30cm at the begging and end of the ramp/stairs? | **{#A4.8.5}{A4.8.5}{/A4.8.5}** |

**Comments:**

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***Photos of Section A :***

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| **B- ENTRANCE** | Answer |
| B.1 Is the entrance to the building marked and visible? | **{#B.1}{B.1}{/B.1}** |
| B.2 Is the main entrance accessible?  If not, is there an alternative accessible entrance that can be used independently and in the same hours of the main entrance? | **{#B.2}**  **{B.2}{/B.2}** |
| B.3 Is the main entrance leveled?  If any threshold is in place, the height doesn’t exceed 20mm? | **{#B.3}{B.3}{/B.3}** |
| B.4 Is the unobstructed width of the entrance doorway at least 90cm?  Is the unobstructed height of the entrance doorway at least 200cm? | **{#B.4}**  **{B.4}{/****B.4}** |
| B.5 Is the horizontal maneuvering space in front of the entrance door of minimum 150cm by 1 50cm?  Is there a clear space of 60cm (70cm recommended) at the latch side of the door to allow someone to operate the door handle while using a wheel chair? | **{#B.5}{B.5}{/B.5}** |
| B.6 Is the door equipped with a handle that is operable with one hand and does not required tight grasping, pinching, or twisting of the wrist? | **{#B.6}{B.6}{/B.6}** |
| B.7 The carpets or mats at the entrance of the building are less than 12mm?  Are the edge of the carpets or mats securely attached? | **{#B.7}{B.7}{/B.7}** |
| B.8 Is the entrance to the building marked and visible? | **{#B.8}{B.8}{/B.8}** |

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***Photos of Section B:***

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| **C- ACCESS TO SERVICES** | Answer |
| C.1 The accessible entrance provide direct access to the main floor and reception? | **{#C.1}**  **{C.1}{/C.1}** |
| C.2 Are all public spaces on at least one accessible route? | **{#C.2}{C.2}{/C.2}** |
| C.3 Is the surface of the routes stable, flat and negotiable (no gravel, no sand, no obstacles)? | **{#C.3}{C.3}{/C.3}** |
| C.4 Is the unobstructed width of the routes minimum 120cm, ideally 180cm? | **{#C.4}{C.4}{/C.4}** |
| C.5 If 90 degrees wheelchair turns are required, a minimum maneuver space of 120cmx120cm, ideally 150cm x 150cm is provided? | **{#C.5}{C.5}{/C.5}** |
| C.6 If 180 degrees wheelchair turns are required, a minimum maneuver space of 200cm x 150cm is provided? | **{#C.6}{C.6}{/C.6}** |
| **C.7 Vertical circulation** | |
| **C.7.1 Internal Stairs** | |
| C.7.1.1 The rise of the step is higher than 150 mm, and the going of the steps are not less than 300 mm?  \*Exceptionally on adaptations of existing buildings the minimum going of the tread shall be 260 mm, and the maximum rise shall be 180 mm. | **{#C.7.1.1}{C.7.1.1}{/C.7.1.1}** |
| C.7.1.2 Is the minimum width of the stairs 120cm?  Is the minimum width between handrails 100cm? | **{#C.7.1.2}{C.7.1.2}{/C.7.1.2}** |
| C.7.1.3 Is the rise of the step closed? | **{#C.7.1.3}{C.7.1.3}{/C.7.1.3}** |
| C.7.1.4 The flight of steps contain maximum 16 risers? \*Exceptionally when the plan area is restricted, a flight of a stairs shall contain no more than 20 risers. | **{#C.7.1.4}{C.7.1.4}{/C.7.1.4}** |
| C.7.1.5 Is the minimum width of the landing 150cm? | **{#C.7.1.5}{C.7.1.5}{/C.7.1.5}** |
| C.7.1.6 Is the clear height under stairs minimum 210cm? | **{#C.7.1.6}{C.7.1.6}{/C.7.1.6}** |
| **C.7.2 Handrails** | |
| C.7.2.1 Are handrails located on both sides of the ramp and stairs? | **{#C.7.2.1}{C.7.2.1}{/C.7.2.1}** |
| C.7.2.2 Is the handrails profile diameter max 4.5cm and minimum 3.5 cm? | **{#C.7.2.2}{C.7.2.2}{/C.7.2.2}** |
| C.7.2.3 Are the handrails located at least 4cm from the adjacent wall or other obstructions? | **{#C.7.2.3}{C.7.2.3}{/C.7.2.3}** |
| C.7.2.4 Are the first set of handrails located between 85cm and 100cm? Are the second set of handrails located between 60 and 75cm? | **{#C.7.2.4}{C.7.2.4}{/C.7.2.4}** |
| C.7.2.5 Are handrails horizontally extended for at least 30cm at the begging and end of the ramp/stairs? | **{#C.7.2.5}{C.7.2.5}{/C.7.2.5}** |
| **C.7.3 Elevators** | |
| C7.3.1 Is the minimum inner dimension of the car 110cm x140cm?  Is a minimum unobstructed entrance width of 80cm (ideally 90cm) provided? | **{#C.7.3.1}{C.7.3.1}{/C.7.3.1}** |
| C.7.3.2 Is there at least one horizontally fixed handrail in the car, on the same side as the car operating panel? | **{#C.7.3.2}{C.7.3.2}{/C.7.3.2}** |
| C.7.3.3 Are controls placed at a minimum distance of 500 mm (600 mm recommended) from any adjacent corner or wall and between 900 mm and 1 200 mm above floor level, preferably 1 100 mm? | **{#C.7.3.3}{C.7.3.3}{/C.7.3.3}** |
| C.7.3.4 Are there Braille or tactile figures complementing the information in the control panel buttons? | **{#C.7.3.4}{C.7.3.4}{/C.7.3.4}** |
| **C.7.4 Wayfinding and Signing** | |
| C.7.4.1 Are there tactile surface indicators in place (attention pattern and guiding pattern)? | **{#C.7.4.1}{C.7.4.1}{/C.7.4.1}** |
| C.7.4.2 Is a wayfinding system provided (map/tactile map of the facility, routes indicators, audio guidance)? | **{#C.7.4.2}{C.7.4.2}{/C.7.4.2}** |
| C.7.4.3 Are there signs designating rooms and spaces (room number, room? | **{#C.7.4.3}{C.7.4.3}{/C.7.4.3}** |
| C.7.4.4 The characters of the signs contrast with the background? | **{#C.7.4.4}{C.7.4.4}{/C.7.4.4}** |
| C.7.4.5 Are the text character raised? | **{#C.7.4.5}{C.7.4.5}{/C.7.4.5}** |
| C.7.4.6 Are signs mounted on the wall on the latch side of the door? | **{#C.7.4.6}{C.7.4.6}{/C.7.4.6}** |
| C.7.4.7 Are signs mounted between 120cm and max 160cm from the floor? | **{#C.7.4.7}{C.7.4.7}{/C.7.4.7}** |

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***Photos of Section C:***

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| **D- TOILET ROOM** | Answer |
| D.1 Is there at least one accessible toilet room? | **{#D.1}{D.1}{/D.1}** |
| D.2 Is there a sign that give directions to accessible toilet rooms? | **{#D.2}{D.2}{/D.2}** |
| D.3 Is there a sign at the entrance of the accessible toilet room with the International symbol of accessibility? | **{#D.3}{D.3}{/D.3}** |
| D.4 Is there an outward opening door with minimum width 90cm?  Is there an horizontal pull handle at 70cm height? | **{#D.4}{D.4}{/D.4}** |
| D.5 Is there a clear maneuvering space of 150cm x 150cm inside the toilet? | **{#D.5}{D.5}{/D.5}** |
| D.6 Is there a clear space of min 90cm beside the toilet (120cm for later transfer and assistance)? | **{#D.6}{D.6}{/D.6}** |
| D.7 Is the toilet seat located between 40 and 48cm from the floor? | **{#D.7}{D.7}{/D.7}** |
| D.8 Is the distance from the edge of the toilet seat to the rear wall between 650 mm and 800 mm ? | **{#D.8}{D.8}{/D.8}** |
| D.9 Is a corner toilet is in place:  Is the distance from the pan to the adjacent wall min. 25cm?  Is the distance from the center line of toilet to the adjacent wall min. 45cm? | **{#D.9}{D.9}{/D.9}** |
| D.10 Are grab rails provided on both side of the toilet at a distance of 30-35cm from the center of the toilet and a minimum distance of 40cm from the wall? | **{#D.10}{D.10}{/D.10}** |
| D.11 Is there a foldable rail at a height of 20-30cm above the seat level on the side where a lateral transfer is possible?  Is the length of the foldable rail overlapping the front edge of the toilet seat in between 10-25cm? | **{#D.11}{D.11}{/D.11}** |
| D12 Is the washbasin located between 75cm and 85cm from the floor? | **{#D.12}{D.12}{/D.12}** |
| D.13 Is there a clear space under the washbasin between 65cm and 70cm height and 20cm deep? | **{#D.13}{D.13}{/D.13}** |
| D.14 Is the edge of the washbasin located within a distance of 35 to 60cm from the wall? | **{#D.14}{D.14}{/D.14}** |
| D.15 Is the tap type mixer, lever or sensor?  Is the tap located at maximum 30cm from the edge of the washbasin? | **{#D.15}{D.15}{/D.15}** |

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***Photos of Section D:***

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| **E- EMERGENCY, EVACUATION, ALARMS** | Answer |
| E.1 Is there a fire alarm system, do they have both flashing lights and audible signals? | **{#E.1}{E.1}{/E.1}** |
| E.2 Are emergency doors and evacuation routes signalized? | **{#E.2}{E.2}{/E.2}** |
| E.3 Is there an established evacuation plan in case of emergency? | **{#E.3}{E.3}{/E.3}** |

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