



THE ACCESS ASSESSMENT

PERSONS WITH THE SENSORY IMPAIRMENTS: BEING DEAF AND HEARING IMPAIRED

(In line with the UN Convention on the Rights of Persons with Disabilities: Articles 9 & 21)

FOR OFFICIAL USE

1. Name of Venue:

2. Date of assessment:

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Assessment officer

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UNIVERSAL ACCESS ASSESSMENT: COMMUNICATION & INFORMATION

SECTION 1 – GENERAL REQUIREMENTS		RECOMMENDATION:	COST ANALYSIS:
1.1 Awareness training	Standard	<ul style="list-style-type: none"> ⇒ Recommended that all personnel undergo a 4 hour *PE&A sensitisation training in line with UN Convention on the Rights of Persons with Disabilities - Article 8 ⇒ PE&A sensitisation. *Consult with NCPPDSA for evaluation/consultation 	<ul style="list-style-type: none"> ⇒ @ Price/product lists: consult with suppliers ⇒ *Training session fee: negotiable ⇒ *Handouts: negotiable
1.2 Clear signage	Standard (Must include 4.10/4.11/ 2.1)	<ul style="list-style-type: none"> ⇒ Basic signage (as prescribed by building regulations) is needed. ⇒ Contact your nearest specialist for price/product list ⇒ In *consultation with the NCPPDSA general as well as personalized posters/pictograms can be designed (including evacuation details, issues on etiquette, a list of interpreters, international tele-coil symbol). ⇒ Contact your nearest specialist for price/product list 	<ul style="list-style-type: none"> ⇒ @ ⇒ *Consultation fee: negotiable ⇒ @

1.3 Emergency alarms	Standard	⇒ PE&A sensitisation. *Consult with NCPPDSA for evaluation/consultation ⇒ Contact your nearest specialist for price/product list ⇒ Evacuation lights where applicable, in line with prescribed legislation ⇒ Contact your nearest specialist for price/product list	⇒ *Consultation fee: negotiable ⇒ @ ⇒ @
1.4 Accessible Emergency evacuation procedures	Standard Must include sensory impairment / 4.12	⇒ Pictogram/posters (see 1.2) ⇒ PEA sensitisation. *Consult with NCPPDSA for evaluation/consultation ⇒ Contact your nearest specialist for price/product list	⇒ *Consultation fee: negotiable ⇒ @
1.5 Lighting/Illumination	Standard – prevention of dark areas	⇒ Overall lighting should be changed to insure dark spots are excluded/ Standby system (power failures) ⇒ PEA sensitisation. *Consult with NCPPDSA for evaluation/consultation ⇒ In consideration with 8.3 ⇒ Contact your nearest specialist for price/product list	⇒ *Consultation fee: negotiable ⇒ @

SECTION 2 - ACCESS TO INFORMATION		RECOMMENDATION:	COST ANALYSIS:
2.1	Clear language Standard Posters: gestures/signs Tick sheets Communication etiquette Transcribing Disclaimer	⇒ PE&A sensitisation. *Consult with NCPPDSA for evaluation/consultation ⇒ Contact your nearest specialist for price/product list ⇒ Speech to text transcription	⇒ *Consultation fee: negotiable ⇒ @ ⇒ @
2.2	Clear formation & presentation of brochures and web-sites Standard Support communication with minimum verbal interaction	⇒ PE&A sensitisation. *Consult with NCPPDSA for evaluation/consultation	⇒ *Consultation fee: negotiable
SECTION 3 – ENTRANCE		RECOMMENDATION:	COST ANALYSIS:
3.1	Entry button Standard Visual indication	⇒ A device (to be designed) which has a flashing light indicating that “support is coming” has to be installed ⇒ Contact your nearest specialist	⇒ @
3.2	Entry phone Standard	⇒ Compatible with tele-coil ⇒ Contact your nearest specialist	⇒ @
3.3	Entry Communication Standard See 2.1	⇒ PE&A sensitisation. *Consult with NCPPDSA for evaluation/consultation	⇒ *Consultation fee: negotiable

SECTION 4 – RECEPTION		RECOMMENDATION:	COST ANALYSIS:
4.1	Training of staff Standard 4 hour sensitization programme	⇒ PE&A sensitisation. *Consult with NCPPDSA for evaluation/consultation	⇒ *Training session fee: negotiable *Handouts: negotiable
4.2	Non- reflective glass partitions Standard Communication barrier – see 4.4	⇒ If applicable see 4.4	⇒
4.3	No distracting background Standard Communication barrier – see 4.4	* If applicable see 4.4	⇒
4.4	Break-away room Standard	⇒ A break-away room is needed to address 4.2/4.3 if applicable ⇒ PEA sensitisation. *Consult with NCPPDSA for evaluation/consultation	⇒ *Consultation fee: negotiable
4.5	Transcribing Standard	⇒ PEA sensitisation. *Consult with NCPPDSA for evaluation/consultation	⇒ *Consultation fee: negotiable

4.6 Counter loops	Standard	⇒ Installation of a system with microphone which accommodates people with mild, moderate to severe hearing loss ⇒ Amplifier with headphones compatible with the system (for persons with mild loss) ⇒ Contact your nearest specialist for price/product list	⇒ @
4.7 Cell phone	Standard	⇒ PE&A sensitisation. *Consult with NCPPDSA for evaluation/consultation	⇒ *Consultation fee: negotiable
4.8 Basic Sign Language	Standard	⇒ PE&A sensitisation. *Consult with NCPPDSA for evaluation/consultation ⇒ Contact your nearest specialist for price/product list	⇒ *Consultation fee: negotiable ⇒ @
4.9 Speech reading	Standard	⇒ PE&A sensitisation. *Consult with NCPPDSA for evaluation/consultation ⇒ Contact your nearest specialist for price/product list	⇒ *Consultation fee: negotiable ⇒ @
4.10 Etiquette	Standard Poster (to be part of 1.2)	⇒ PE&A sensitisation. *Consult with NCPPDSA for evaluation/consultation ⇒ Contact your nearest specialist for price/product list	⇒ *Consultation fee: negotiable ⇒ @

4.11 Interpreters/ Lip speakers/re-voice	Standard Poster (to be part of 1.2)	⇒ PE&A sensitisation. *Consult with NCPPDSA for evaluation/consultation ⇒ Contact your nearest specialist for price/product list	⇒ *Consultation fee: negotiable ⇒ @
4.12 Record system	Standard To be part of 1.4	⇒ PE&A sensitisation. *Consult with NCPPDSA for evaluation/consultation	⇒ *Consultation fee: negotiable
4.13 Emergency alarm	Standard	⇒ See 1.3	⇒
4.14 Fax/internet	Standard	⇒ PE&A sensitisation. *Consult with NCPPDSA for evaluation/consultation	⇒ *Consultation fee: negotiable

SECTION 5 – BEDROOMS		RECOMMENDATION:	COST ANALYSIS:
5.1	Emergency identification/record system	Standard To be part of 1.4	⇒ PE&A sensitisation. *Consult with NCPPDSA for evaluation/consultation ⇒ *Consultation fee: negotiable
5.2	Emergency Alarm	Standard	⇒ See 1.3 ⇒
5.3	Where televisions are provided, TV listening devices should be available / communication technology	Standard	⇒ Installation of a assistive listening system which accommodates people with mild, moderate to severe hearing loss ⇒ Contact your nearest specialist for price/product list ⇒ Amplifier with headphones compatible with the system (for persons with mild loss) ⇒ Contact your nearest specialist for price/product list ⇒ @ ⇒ @
5.4	Telephone with voice amplification / communication technology	Standard	⇒ Compatible with tele-coil ⇒ Voice amplification for persons with mild loss ⇒ Visual indication ⇒ Contact your nearest specialist for price/product list ⇒ @

5.5 Cell phone	Standard	⇒ PE&A sensitisation. *Consult with NCPPDSA for evaluation/consultation	⇒ *Consultation fee: negotiable
5.6 Alarm clock linked to vibrating pad / Communication technology	Standard	⇒ PE&A sensitisation. *Consult with NCPPDSA for evaluation/consultation ⇒ The availability of a alarm system that can be signed out by guests ⇒ Contact your nearest specialist for price/product list ⇒ Wake-up facilities – incorporated in emergency alarm system ⇒ Contact your nearest specialist for price/product list	⇒ *Consultation fee: negotiable ⇒ @ ⇒ @
5.7 Doorbell: Linked to flashing light / communication technology	Standard	⇒ Research is being done about a wrist receiver as option ⇒ Contact your nearest specialist for price/product list ⇒ Incorporated in emergency alarm system ⇒ “Door knock lights” - push button concept ⇒ Contact your nearest specialist for price/product list	⇒ @ ⇒ @

SECTION 6 - TOILETS, WASHROOMS, BATHROOMS			RECOMMENDATION:	COST ANALYSIS:
6.1	Emergency Alarm	Standard	⇒ See 1.3	⇒
	Inside Doors	Standard	⇒ Accessible from outside. (Occupied slide locks) ⇒ Contact your nearest specialist for price/product list	⇒ @
6.2	Cell phone	Standard	⇒ PE&A sensitisation. *Consult with NCPDPSA for evaluation/consultation	⇒ *Consultation fee: negotiable

SECTION 7 – LIFTS			RECOMMENDATION:	COST ANALYSIS:
7.1	Emergency alarm	Standard	⇒ See 1.3	⇒
7.2	Visual display /signage	Standard	⇒ See 1.2	⇒

7.3	Cell phone	Standard	⇒ PE&A sensitisation. *Consult with NCPPDSA for evaluation/consultation	⇒ *Consultation fee: negotiable
7.4	LOOP	Standard	⇒ Installation of a system with microphone which accommodates people with mild, moderate to severe hearing loss ⇒ Contact your nearest specialist for price/product list	⇒ @

SECTION 8 - PUBLIC AREAS		RECOMMENDATION:	Cost analysis
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8.1	Telephones	Standard	⇒ See 5.4	⇒
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8.2	Background music	Standard	⇒ PE&A sensitisation. *Consult with NCPPDSA for evaluation/consultation	⇒ *Consultation fee: negotiable
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8.3	Lighting/Illumination	Standard	⇒ PE&A sensitisation. *Consult with NCPPDSA for evaluation/consultation ⇒ In consideration with 1.5	⇒ Consultation fee: negotiable
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8.4	Televisions	Standard	⇒ See 5.3	⇒
8.5	Emergency alarms	Standard	⇒ See 1.3	⇒

SECTION 9 - CONFERENCE FACILITIES		RECOMMENDATION:	COST ANALYSIS:
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9.1	Sound system	Standard	⇒ Must be compatible with assistive listening system/microphones ⇒ Contact your nearest specialist for price/product list	⇒ @
9.2	Induction loop	Standard	⇒ See 4.6	⇒

9.3	There should be good even lighting and/or spotlights with dimmers that allows lighting to focus on speakers and lip-readers/SL interpreters	Standard	⇒ PE&A sensitisation. *Consult with NCPPDSA for evaluation/consultation ⇒ The availability of a portable spotlight and dimmer if general light system cannot provide facility ⇒ Contact your nearest specialist for price/product list	⇒ *Consultation fee: negotiable ⇒ @
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9.4	Emergency alarms	Standard	⇒ See 1.3	⇒
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SECTION 10 – HEARING PROTECTION		RECOMMENDATION:	COST ANALYSIS:
10.1 The prevention of noise induced hearing loss	Standard	⇒ PEA sensitisation *Consult with NCPPDSA for evaluation/consultation ⇒ Refer to: Occupational Health Safety Act/No 55 ⇒ Contact your nearest specialist for price/product list	⇒ *Consultation fee: negotiable ⇒ @

SECTION 11 – ACOUSTICS		RECOMMENDATION:	COST ANALYSIS:
Must include the needs of hearing impaired persons	Standard	⇒ PEA sensitisation *Consult with NCPPDSA for evaluation/consultation ⇒ Contact your nearest specialist for price/product list	⇒ *Consultation fee: negotiable ⇒ @

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