# Accessibility audit checklist questions

### Access to the health facility

1. Can you easily identify the health facility? Please refer to the standards on page 19 and note any issues below
2. Is there a parking space?
3. Are there parking bays reserved for people with disabilities?
4. If yes, do they meet the accessibility standards? Please refer to the standards on page 20 and note any issues below
5. Is there a pathway from the parking to the health facility?
6. Is the pathway at least 120cm wide and 210cm high? If the pathway does not meet these standards, please note your comments below
7. Is the pathway flat, firm, non-slippery, and clear of any obstacles and hazards at ground and higher level? If the pathway does not meet these standards, please note your comments below
8. Is there any tactile paving of contrasting colour?

### Entrance, reception and waiting area

1. Are there any steps or stairs at the entrance?
2. If yes, do they meet the accessibility standards? Please refer to the standards on page 61 and note any issues below
3. Is there a ramp at the entrance?
4. If yes, does it meet the accessibility standards? Please refer to the standards on page 67 and note any issues below
5. Is there a door at the entrance?
6. If yes, does it meet the accessibility standards? Please refer to the standards on page 73 and note any issues below
7. Are wheelchairs available near the entrance for patients who need them?
8. Is the entrance clear of any obstacles and hazards at ground and higher level? If not, please add information below
9. Is there a map of the building near the entrance, with tactile information?
10. Is there a reception counter?
11. Is the reception counter clearly identifiable from the entrance?
12. Does the reception counter meet the accessibility standards? Please refer to the standards on page 25 and note any issues below
13. Is there enough space at the counter and in the reception area to allow privacy in communications?
14. Is there a sign at reception that gives priority for people with disabilities, older people, adults with children, and pregnant women?
15. Is information on the services at the health centre available in large print format?
16. Is information on the services at the health centre available in easy-to-read format?
17. Is there a functioning and clearly signalled hearing loop installed at the counter?
18. Is there any provision of sign language interpretation for patients who require it?
19. Is the reception area clear of any obstacles and hazards at ground and higher level?
20. Is the reception free from loud background noises, well illuminated and well ventilated?
21. Is there a waiting area?
22. Is the waiting area clearly identifiable from the reception?
23. Are there seats available in the waiting area?
24. If yes, is there a sign indicating priority seats for people with disabilities, older people, adults with children, and pregnant women?
25. Is there space for wheelchairs in the waiting area?
26. Is the surface flat, firm and non-slippery?
27. Is the waiting area clear of any obstacles and hazards at ground and higher level?
28. Is the waiting area free from loud background noises, well illuminated and well ventilated?

### Rooms and halls

1. Does the room have a door?
2. Does the door meet the accessibility standards? Please refer to the standards on page 73 and note any issues below
3. Is there a sign outside the room?
4. If yes, does it meet the accessibility standards? Please refer to the standards on page 36 and note any issues below
5. Does the room have a clear space of 150cm by 150cm to manoeuvre a wheelchair?
6. Is the ceiling at least 203cm high?
7. Is the room clear of any obstacles and hazards at ground and higher level? Please refer to the standards on page 31 and note any issues below
8. Are objects and surfaces in the room in contrasting colours (e.g. cabinets and tables clearly visible etc.)?
9. Is the room free from loud background noises, well illuminated and well ventilated?
10. Is the floor surface flat, firm, non-slippery and non-glare?
11. Can people with sensory, physical, intellectual, psychosocial or other disabilities use relevant equipment? Please refer to page 32 for examples of tasks and activities, and note any issues below
12. Is there a functioning fire alarm with visual and audible signals?
13. Is there clear signage indicating accessible escape routes?

### Circulation paths and internal wayfinding

1. Are circulation paths clear of any obstacles and hazards at ground and higher level?
2. Is the ceiling at least 203cm high?
3. Does the colour of different elements in the circulation paths contrast with the background?
4. Do circulation paths have a clear space at least 120cm wide?
5. Do circulation paths have turning spaces for wheelchair users that measure at least 150cm by 150cm?
6. If the corridor is 15 metres or longer, is there a passing place of at least 180cm by 180cm?
7. Are floor surfaces flat, firm, non-slippery, and non-glare?
8. Are circulation paths free from loud background noises, well illuminated and well ventilated?
9. Are there functioning fire alarms installed in all main circulation paths, with both visual and audible signals?
10. Is there clear signage in the circulation paths indicating accessible escape routes and safe refuge points?
11. Are there signs provided in relevant locations within the health facility providing directions to rooms, toilets and other relevant areas within the facility?
12. Do signs meet the accessibility standards? Please refer to the standards on page 19. Note any issues below.
13. Is there any visual floor wayfinding signage and/or tactile paving with colour contrast? Please refer to the standards on page 36. Note any issues below.
14. If there are doors in the circulation paths, do they meet the accessibility requirements? Please refer to the standards on page 73. Note any issues below.
15. If there are steps and stairs in the circulation paths, do they meet the accessibility requirements? Please refer to the standards on page 61. Note any issues below.
16. If there are ramps in the circulation paths, do they meet the accessibility requirements?
17. Please refer to the standards on page 67. Note any issues below.

### General toilets

1. Is there clear directional signage indicating the location of the toilets?
2. Are toilets separated by gender with clear signage?
3. Do toilet signs meet the accessibility standards? Please refer to the standards on page 41 and note any issues below.
4. Do toilets have doors?
5. Can the door be operated by people with limited strength or manual dexterity (for example, using a closed fist)?
6. Can the toilets be locked from inside and released from outside by authorised staff in an emergency?
7. Is the floor surface well drained, waterproof, non-slippery and non-glare?
8. Are sanitary bins provided within the toilets?
9. Does each toilet have a functioning flush?
10. Is there a washbasin with running water?
11. Are soap, paper towel and hand sanitiser provided?
12. Can the tap be easily operate by people with limited strength or manual dexterity (for example, using a closed fist)?
13. Does the colour of the toilets and washbasins contrast with the background?
14. Are toilets clear of any obstructions or hazards at ground and higher level?
15. Are toilets free from loud background noises, with sufficient light and good ventilation?
16. Are the toilets clean and free from strong smells?
17. Does the number of toilets available for women equal the number of toilets and urinals available for men?
18. Is there a functioning fire alarm, with visual and audible signals, installed in the toilets?

### Accessible toilets

1. Is there at least one functioning accessible toilet facilities reserved for people with disabilities on every floor? If no accessible toilets are available in the facility, please go to page 39 of the standards.
2. If only one accessible toilet is available, is it available to people of all genders?
3. Is there clear directional signage indicating the location of the accessible toilet?
4. Is the accessible toilet clearly labelled with signage which meets the accessibility standards? Please refer to the standards on page 36 and note any issues below
5. Does the accessible toilet have a sliding door or a door that opens outwards?
6. Can the door be locked from inside?
7. Can the door be released from outside by authorised staff in case of emergency?
8. Does the door meet the accessibility standards? Please refer to the standards on page 73 and note any issues below
9. Is there a clear turning space of 150cm by 150cm inside the accessible toilet?
10. Is the accessible toilet clear of any obstructions or hazards at ground and higher level?
11. Is the floor surface well drained, waterproof, non-slippery and non-glare?
12. Is the accessible toilet free from loud background noises, with sufficient light, and good ventilation?
13. Is the accessible toilet clean and free from strong smells?
14. Does the colour of key elements within the toilets contrast with the background?
15. Is there a pull alarm system mounted on the ceiling, suspended at a height of 10cm from the floor, and located near the toilet?
16. Is there a functioning fire alarm with both visual and audible signals installed in the accessible toilet?
17. Is the toilet located at the corner of the room?
18. Is the centre line of the toilet positioned no more than 50cm from the side wall?
19. Is there a clear space of at least 90cm on the open side of the toilet?
20. Is the toilet seat at a maximum height of 48cm?
21. Is the toilet paper dispenser easy to operate and positioned near the toilet, at a maximum height of 110cm above the floor?
22. Is the flush control dispenser easy to operate and positioned near the toilet, at a maximum height of 110cm above the floor?
23. Is the detachable bidet shower head (if provided) easy to operate and positioned near the toilet, at a maximum height of 110cm above the floor?
24. Is there a sanitary bin located near the toilet?
25. Is there grab bar measuring 60cm long on the side wall, located no more than 25cm from the rear wall and at a maximum height of 68cm?
26. Is there a moveable U-grab bar on the open side of the toilet and at a maximum height of 68cm?
27. Is there a grab bar on the rear wall at a maximum height of 68cm?
28. Is there a washbasin?
29. Is the rim of the washbasin at no more than 74cm from the floor?
30. Does the washbasin allow knee space?
31. Is the tap easily operable by people with limited strength or manual dexterity (for example, using a closed fist)?
32. Is the tap located on the side of the washbasin?
33. Are soap, paper towel and hand sanitiser provided at a maximum height of 110cm and located near the toilet and the washbasin?
34. Are vertical grab bars mounted around the washbasin?

### Accessible showers

1. If patients are required to shower at the health facility, is there at least one accessible shower reserved for people with disabilities on every floor?
2. If only one accessible shower is available, is it available to people of all genders?
3. Is there clear directional signage indicating the location of the accessible shower?
4. Is the accessible shower clearly labelled with signage which meets the accessibility standards? Please refer to the standards on page 36 and note any issues below.
5. Does the accessible shower have a sliding door or a door that opens outwards?
6. Can the door be locked from inside?
7. Can the door be released from outside by authorised staff in case of emergency?
8. Does the door meet the accessibility standards? Please refer to the standards on page 73 and note any issues below.
9. Is there a clear turning space of 150cm by 150cm inside the accessible shower room?
10. Is the shower room clear of any obstructions or hazards at ground and higher level?
11. Is the floor surface well drained, waterproof, non-slippery and non-glare?
12. Is the accessible shower free from loud background noises, with sufficient light, and good ventilation?
13. Is the accessible shower clean and free from strong smells?
14. Does the colour of key elements within the shower room contrast with the background?
15. Is there a functioning fire alarm with both visual and audible signals installed in the accessible shower?
16. Is the shower compartment at least 120cm by 120cm
17. Is there a foldable seat in the shower compartment?
18. Is the seat at a maximum height of 48cm?
19. Is the centre line of the seat positioned no more than 50cm from the side wall?
20. Does the sit have a back rest?
21. Is there a grab bar fixed on the wall on the side of the seat at a maximum height of 68cm?
22. Is there a foldable grab bar on the open side of the shower seat, at a distance of 82cm from the side wall and at a maximum height of 68cm?
23. Is there a grab bar in front of the shower seat at a distance of 90cm from bar the rear wall and at a maximum height of 68cm?
24. Is there a shower curtain that is operable from the shower seat and that closes the entire shower compartment?
25. Is there a fixed shower head positioned at a distance of 50cm from the rear wall?
26. Is there a detachable shower head positioned at a maximum height of 110cm and at a distance of 50cm from the rear wall?
27. Are shower controls located on the wall on side of the seat, at a maximum height of 100cm, and at a distance of 50cm from the rear wall?
28. Are shower controls easily operable by people with limited strength or manual dexterity (for example, using a closed fist)?
29. Is there a pull alarm system mounted on the ceiling and suspended at a height of 10cm from the floor.
30. Is there a shelf for toiletries that is accessible from a wheelchair and from the shower seat?
31. Is there a towel rail positioned outside the shower compartment?

### Lifts and wheelchair platform stairlifts

1. If the health facility has multiple stories, are there lifts available? If no lifts are available, please go to question 17.
2. Is there an unobstructed manoeuvring space of 150cm by 150cm in front of the lift?
3. Does the entrance of the lift have a clear opening width of at least 90cm?
4. Does the internal space of the lift have minimal clear width of 110cm and minimal clear depth of 140cm?
5. If the lift is smaller than these minimum dimensions, is there a mirror mounted on the rear wall to enable wheelchair users to see the space behind them when leaving?
6. Are lift controls inside and outside the lift located at a height of between 90cm and 110cm, and at least 40cm from any side wall?
7. Do the colour of the lift and of lift controls contrast with the background?
8. Do control buttons have raised tactile characters?
9. Is there at least one handrail inside the lift, located at a height of 90cm, and in a position that does not obstruct lift controls?
10. Is the lift free from loud background noises, well illuminated and well ventilated?
11. Is the floor surface flat, firm, non-slippery and non-glare?
12. Is the lift clear of any obstructions or hazards at ground and higher level?
13. Is there an emergency communication system installed in the lift?
14. Are lift door designed to allow sufficient time for people to enter or leave the lift without coming into contact with closing doors, and fitted with re-opening activators.
15. Does the lift provide audible information to people using or waiting for the lift?
16. Is there a fixed or foldable seat provided within the lift?
17. If lifts are not available, are there wheelchair platform stairlifts installed?
18. Are written and visual information instructions to operate the stairlift available and clearly visible?
19. Is the stairlift platform folded when parked or in stationary position?
20. Does the platform have a minimum clear dimensions of 80cm by 125cm?
21. Are foldable safety bars provided around the perimeter of the platform?
22. Is the speed of the platform lower than 15cm per second?
23. Is the platform operated through continuous pressure on the controls, and can it be operated by people with limited strength or manual dexterity?