

Strengthening primary Medical care in IsoLated and deprived  
cross-border arEas



D.4.2.2

PHC infrastructure accessibility assessment

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Description:	<p>The current document is the Deliverable D.4.2.2 - PHC infrastructure accessibility assessment</p> <p>In the frame of Deliverable 4.2 a methodology for accessing accessibility of infrastructure and services has been developed and applied in selected Primary Health Care Centres of the cross border area.</p>
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### Short presentation of the programme

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## Introduction

Work package 4 of the SMiLe project aspires to provide an in depth view of the existing situation and initiate actions for the improvement of the accessibility offered by Primary Health Care centres as well as to provide the tools necessary to facilitate the development of accessible infrastructure and services. In order to achieve these goals, the assessment of the existing accessibility level offered by Primary Health Care centres is necessary.

In the frame of Deliverable 4.2 a methodology for accessing accessibility of infrastructure and services has been developed. The methodology includes the following checklists:

- Checklist for buildings – closed spaces
- Checklist for open spaces and pedestrian routes
- Checklist for health care provision practices and policies

The checklists are quite detailed and include questions that can be easily answered by the PHC centres' employers. Thus, the proposed methodology is a necessary and useful tool for future assessment of infrastructure and policies, without the intervention of engineers or other experts specialized in accessibility and disability issues.

In order to form the questions of each checklist a certain approach was followed. A "task model" was developed in order to analyse the needs of people with disabilities and the difficulties they face concerning the use of infrastructure and services. In addition, for preparing the questions the following have been taken into consideration: design guidelines (such as the Greek guideline "Designing for all"), other guidelines, national and international legislation. Questions from existing checklists, such as checklists that have been prepared in the frame of previous projects of AUTH (ACTUS, PROSPELASIS, WorkAbility) have been considered as well.

Questions included in each checklist examine specific parameters concerning accessibility.

The "Checklist for buildings – closed spaces" examines "structural elements" such as entrances of the buildings, circulation (horizontal and vertical movement), services and equipment of the buildings, emergency cases, signage, acoustics and lighting.

The "Checklist for open spaces" examines factors such as bridging different levels, surface of sidewalks/walkways, walking routes, equipment of sidewalks/walkways and signage, access to public buildings, parking spaces, trees, lighting, telephone booths, ATMs, other obstacles, temporary or not. In addition, the road maintenance level, toilets, rest areas, lighting and perception organization of the environment are examined. This checklist provides the opportunity for assessing open workplace and pedestrian routes that people with disabilities follow in order to reach the workplace.

The "Checklist for policies and practices" examines various issues concerning policies and practices that the PHC centre applies in health care provision.

The checklists developed were used for the accessibility assessment of specific Primary Health Care provision facilities in both Greece and Bulgaria.

The checklists described above are provided in part A (Chapters 1, 2 and 3) of the present deliverable, along with all the necessary guidelines and clarifications for preparing and applying them.

The results of the above-mentioned evaluation are presented in Part B (chapter 4) of the present deliverable.

## 1. Checklist for open spaces, pedestrian routes and methodology for its application

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The checklist of open spaces and pedestrian routes was developed as a tool to assist their evaluation from the point of view of user groups with reduced mobility.

The use of the list facilitates the systematic identification and evaluation of the obstacles which could restrict the ability of movement of various categories of pedestrians.

The identification and recording of obstacles concerning their position and nature is a fundamental prerequisite in order to establish proposals for their elimination.

The list includes various groups of "structural elements" of the open spaces and routes which may function as obstacles, such as:

- "bridging" different levels
- surface of sidewalks/walkways
- walking routes
- equipment of sidewalks/walkways and signage
  - footpaths
  - pedestrian crossings
  - controlled pedestrian crossings
  - bus stops
  - stairways
- access to public buildings
- telephone booths
- ATMs
- parking spaces
- trees, bushes and other obstacles
- temporary obstacles
- road maintenance level

The present checklist is the result of review and synthesis of various existing ones (developed in the frame of "ACTUS – Accessible Turkish – Greek University Societies", "EUVATOS POLIS – Accessible City", "PROSPELASIS – Accessible Byzantine Monuments of Thessaloniki" and "WorkAbility" projects realized by the Transport Systems Research Group of the Aristotle University of Thessaloniki) with the addition of original elements.

### 1.1 Methodology for applying the checklist

At the stage of preparing the checklist's application, the following are required:

- Careful study and comprehension of the checklist
- Supply of study area maps in small and large scale (1:5000, 1:500, 1:200- floor plans of buildings). If such maps are not available or not appropriate, sketches should be drawn.
- Preparation of a data recording form which will include the following data
  - Name, surname of the auditor

- Date, Time, Weather conditions

- Table as follows:

Route No.	Obstacle No.	Observations	Proposed actions

In the first column the route number is recorded, in the second the obstacle number and whether this is located near a characteristic point. In the third column observations concerning the characteristics of the obstacles are recorded and, finally, in the last column actions for the elimination of obstacles are proposed.

During the application of the checklist:

- Walk through the study area in order to acquire a first picture of it
- Identify a starting point and seek obstacles on the walking route. Give a number to the route as well as to the obstacles met in the table and also note them on the map (sketch). If a problem exists in a big part of the route, colour the area appropriately
- The following colour codes can be used:
  - red: there is no access for people with disabilities (in the observations column note which categories of people with disabilities you are referring to)
  - yellow: the use by people with disabilities can be realized only with assistance
  - green: easy use by all users
- Take pictures of the obstacles. Make sure that you will be able to relate the photos taken with the numbers in the table, keep relevant notes in the table
- Include observations which you believe will improve the quality of the findings.
- In order to facilitate the obstacles' identification, bear in mind their broad categorization as follows:
  - Geometry of the route which consists of: the walking surface, "bridging" of different levels, anomalies in the walking surface, obstacles in the "body surrounding area" of the moving person
  - Perception of the environment which concerns: obstacles in the visual "screening" and comprehension of the environment (signs, letters, pictograms), complexity, "landmarks", perception stimuli which can cause confusion or facilitate orientation such as: noise, sounds, smells, water drops, texture of the walking surfaces etc.
- In examining every "structural element" of the movement route the auditor can refer to the specific paragraph of the present checklist and examine to what extent the specific demand are met. The results of the examination are noted in the column observations.

## 1.2 Bridging different levels between sidewalk/walkway and road surface

### 1.2.1 General

	Yes	No	Notes
1.2.1 Is there a height difference along the route which is bridged with a ramp – dropped kerb? If yes, please mark it on the map.			
1.2.2 Continuity: does a ramp / dropped kerb exist at the opposite side of the road?			
1.2.3 In case there is a "safety island" on the road do they exist ramps/dropped kerbs on it?			
1.2.4 Do safety island's ramps/dropped kerbs correspond to those of the road/sidewalks?			
1.2.5 Visibility: can a pedestrian easily see the opposite side of the road?			
1.2.6 Placement: are ramps / dropped kerbs located where the pedestrians "naturally" want to cross the road?			
1.2.7 Do obstacles exist that restrict the ramp's width?			
1.2.8 Is the ramp usually occupied by parked vehicles?			
1.2.9 Is the ramp's surface slip-resistant, stable and easily maintained?			
1.2.10 In case of rain, is there proper drainage of water?			

### 1.2.2 Geometry

	Measurements		
1.2.11 Ramp width: should be at least 1.5 m, more necessary particularly in case of pedestrian traffic / dropping the whole corner at street corners is recommended.			
1.2.12 Ramp slope.			
	Yes	No	Notes

1.2.13 Is the slope appropriate? (5% recommended, 1/12 maximum).  This question can be answered after field study, at evaluation stage.			
1.2.14 Is there special care taken so that there is no height difference where the end of the ramp and the road surface are joined?			

### 1.2.3 Signage

	Yes	No	Notes
1.2.15 Is the beginning and the end of the ramp marked by tactile indicators signifying "Danger"?			

## 1.3 Bridging different levels with ramps (between the sidewalks/walkways and the level of other land uses, e.g. buildings)

### 1.3.1 General

	Yes	No	Notes
1.3.1 Is there a height difference which is bridged with a ramp? If yes, please mark it on the map.			

### 1.3.2 Geometry

	Measurements		
1.3.2 Ramp length:			
1.3.3 Ramp height:			
1.3.4 Ramp slope:			
	Notes		
1.3.5 In which way are the ramp's sides protected (e.g. solid kerbs, railing, etc.)?			
	Yes	No	Notes
1.3.6 Does the ramp have landings at its beginning and end?			
1.3.7 If there is no landing at the end of the ramp, is there enough space available for the opening of a door (if a door exists)?  Please measure available space at the end of ramp.			

	Yes	No	Notes
1.3.8 Does the ramp have a landing in the middle due to increased length (for ramps more than 10 m. long), change of slope or direction?			
	Measurements		
1.3.9 Dimensions of landings (particularly in case of direction change).			
	Yes	No	Notes
1.3.10 Are there appropriate landings in each direction change? This question can be answered at the evaluation stage.			

### 1.3.3 Handrails

	Yes	No	Notes
1.3.11 In case the ramp's width exceeds 3.0 m., is there a continuous handrail in the middle?			
1.3.12 Does the ramp have handrails in both sides?			
1.3.13 Is there a double handrail in both sides?			
1.3.14 In which height is the upper level of the used handrails (recommended 70 and 90 cm.)? Measure the height of handrails.			
1.3.15 What is the shape of the handrails' cross-section?			
	Yes	No	Notes
1.3.16 Does it facilitate their use?			
1.3.17 Do the handrails have enough colour-contrast with the environment? Please take photo: photos can be used at the evaluation stage.			



1.3.18 Material used for the construction of the handrails (e.g. is it cold, slippery, difficult to grip)?

### 1.3.4 Surface/ Signage

	Yes	No	Notes
1.3.19 Is the ramp's surface slip-resistant?			
1.3.20 Is the ramp's surface stable?			
1.3.21 Is the ramp's surface easy to maintain?			
1.3.22 Are the landings marked with colour-contrast?			
1.3.23 Are there the appropriate yellow Tactile Surface Indicators marking "Danger" at the beginning and the end of the ramp?			

## 1.4 Sidewalks

### 1.4.1 General

	Yes	No	Notes
1.4.1 Do sidewalks exist? Pay attention to cases where sidewalks do not exist although they are required.			
1.4.2 In case construction works take place within the free zone for the movement of pedestrians, is there a new free zone for the movement of pedestrians created, with a width of at least 1.2 m., with appropriate signage, that secures safe movement of all sidewalks users? Measure the width of the new free zone.			
1.4.3 Do the accessible sidewalks create "networks" so that easy movement of pedestrians is not interrupted? An appropriate sidewalks network can be determined at the evaluation stage, with reference to the corresponding maps.			

### 1.4.2 Walking surface

	Yes	No	Notes
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1.4.4 Are there problems which can cause vibrations to wheelchair users? If yes, what kind (e.g. surface, pavement problems, too many joints)?			
1.4.5 Is the surface continuous? Check for cracks, bad joints, additions, broken or damaged surfaces. Slight height differences.			
1.4.6 Are there depressions which might concentrate water? If yes, please mark it on the map.			
1.4.7 Are there slippery surfaces? If yes, please mark it on the map.			
1.4.8 In case grids are placed, are the gaps created more than 1 cm. wide or lined along the walking route? If yes, please mark it on the map.			
1.4.9 What kind of material is used for the pavement?			
1.4.10 Are there any problems where different surfaces meet (e.g. height differences, etc.)? If yes, please mark it on the map.			

### 1.4.3 Geometry

Pavement/sidewalk width: minimum width 2.05 m. – preferably 2 m. free of obstacles. In case of existing town plans the following are proposed concerning the sidewalks' minimum width (according to the Greek design guidelines):

for roads more than 12 m. wide: minimum 2.05 m. sidewalk width;

for roads 9-12 m. wide: compulsory 2.05 m. sidewalk width;

for roads 6-9 m. wide: minimum 1.5 m. sidewalk width (the same as the free zone for movement of pedestrians), 2.05 m. recommended sidewalk width, if possible;

for roads less than 6 m. wide, the creation of a sidewalk is recommended; and

minimum width free of obstacles along the sidewalk: 1.5 m. (width of a double baby pram 1 m., wheelchair width 70 cm. alone, 90 cm. including the user's hands, width of an electric wheelchair 1.0 m.).

	Yes	No	Notes
1.4.11 Is the sidewalk of a sufficient width to accommodate pedestrians during the peak hour (esp. near places where pedestrians are gathered, such as cinemas, theatres, etc.)?			

1.4.12 Please, measure sidewalk width.			
1.4.13 Pay attention to the slope (desirable 1-1.5%, both along the route and vertically. Is the cross-section slope more than 4% "pushing" wheelchair users to the carriageway? (It may not be possible to measure sidewalk slope, taking photos, and measuring on the map may be better.			
1.4.14 In case the sidewalk width is only 1.5 m. or less, is there a widening of 2 m. every 50 m.? If yes, mark it on the map.			
1.4.15 Please measure kerb height of the pavement/sidewalk.			
1.4.16 Are there rest areas 0.8 m. * 1.3 m. available every 100 m. in central areas and every 200 m. in more distant ones? If yes, mark it on the map.			
1.4.17 In case of streets dominated by shops, is there a free standing zone of 1.2 m. width in front of the shops? If yes, mark it on the map.			

#### 1.4.4 Obstacles

	Yes	No	Notes
1.4.18 Are there obstacles used prohibiting the sidewalk's occupation by vehicles (e.g. small pillars)?			
1.4.19 What is their shape and height?			
1.4.20 Are they rigid?			
1.4.21 Is their shape and material such that could cause serious injury on someone who falls on them (e.g. cyclist, motorcyclist, pedestrian)?			
1.4.22 Are there special provisions for "forgiving infrastructure"?			
1.4.23 Do the obstacles create enough colour contrast with the environment? Please take photos.			
1.4.24 Is the pavement occupied by obstacles restricting its free width (e.g. shops' and cafes' chairs and tables, trees and branches)?			

1.4.25 If there are Π shaped protecting barriers, do they have a height of at least 75 cm., rounded corners and a horizontal bar 10 cm. from the ground in order to facilitate their identification from people with sight problems who use canes? Please, measure their height			
1.4.26 Is the sidewalk free of obstacles (e.g. tree branches, signs) for a height of 2.2 m. along the length and width of the free pedestrian movement zone?			
1.4.27 Is the width of the plants zone is additional to the free movement pedestrian zone?			
1.4.28 Are there stands or shop products (e.g. furniture) on the sidewalk?			
1.4.29 Are there obstacles which cannot be identified by people with visual impairments who use a cane?			
1.4.30 Mark the temporary obstacles: if they are necessary to exist, they should be marked with a certain continuous railing, painted usually with two sharp colours, lighted during the night, so that they will always be visible.			

#### 1.4.5 Street maintenance level

	Yes	No	Notes
1.4.31 Are there objects (e.g. garbage) which make the use of the surface by pedestrians and wheelchair users dangerous or difficult? If yes, mark it on the map.			
1.4.32 Are there signs of inadequate cleaning of sidewalks?			

#### 1.4.6 Lighting/ perception

	Yes	No	Notes
1.4.33 Is there adequate lighting? Please take photos.			
1.4.34 Is it obvious where the footpath ends (particularly for parents and persons with visual impairments)? Please take photos.			

### 1.4.7 Walkways – pedestrian zones

	Yes	No	Notes
1.4.35 Please measure the width of the pedestrian movement zone.			
1.4.36 Is the width of the free pedestrian movement zone 3.00 m. at least, so that, besides the unrestricted move of pedestrians, the pavement can be used by emergency and goods supplying vehicles? This question can be answered at the evaluation stage.			
1.4.37 In areas where the prevailing use, by planning, is the commercial one, a free zone of 1.2 m. width is required in order to create a stop zone in front of the shops' windows (zone of visual trade) in addition to the free pedestrian movement zone. Is there such a zone? This question can be answered at the evaluation stage.			
1.4.38 Check for excessive use of street furniture. If yes, please take photos.			
1.4.39 Is the equipment's design of a high quality? Please take photos.			

## 1.5 Street furniture, equipment and signage

### 1.5.1 Street furniture, equipment

The equipment should be gathered together in the external part of the pavement/sidewalk, in a width of 1.3 m.

	Yes	No	Notes
1.5.1 Are the street furniture and signage really required? Check for repetitions.			
1.5.2 Does the street furniture create obstacles or interrupt the smooth movement of pedestrians? If yes, please take photos.			
1.5.3 Is street furniture in good working conditions (i.e. is it proper)? If not, state the problem.			

1.5.4 Does the street furniture create obstacles to people with visual impairments? If yes, please take photos.			
1.5.5 Can all the equipment be used by people with disabilities? If yes, please take photos.			
1.5.6 Is there "standardization" of the equipment present? Please take photos.			
1.5.7 Are all street furniture "projected" to the ground in order to be identified by people with visual impairments using a cane? Please take photos.			
1.5.8 Is there a clear route through the street furniture of a minimum width of 0.90 m.? Please take photos.			
1.5.9 Is there proper tactile signage guiding people with visual impairments? Please take photos.			
1.5.10 Are there seats available so that pedestrians can rest for a while?			
1.5.11 Is the seat "friendly" to the user (upright position, comfortable surface, separate arms, etc. height )?			

## 1.5.2 Telephone booths

	Yes	No	Notes
1.5.12 If there are any telephone boots please mark them on the map, and take photos.			
1.5.13 Please measure available space in front of each.			
1.5.14 Is there enough space available for wheelchair users' feet? This question can be answered at the evaluation stage.			
1.5.15 Please measure the height of telephones' booth. Are they placed in at a height less than 1.2 m. from the ground?			
1.5.16 Can the visual messages displayed be read by wheelchair users, or are they placed too high?			

1.5.17 Is this information available in audible format as well?			
1.5.18 Is there an induction loop available for people using hearing aids?			
1.5.19 Can the handset volume be adjusted?			
1.5.20 Are the button's used in Braille?			

### 1.5.3 ATMs

	Yes	No	Notes
1.5.21 Please measure the available space in front of the ATM.			
1.5.22 Is there enough space available for wheelchair users' feet?  This question can be answered at the evaluation stage.			
1.5.23 Is there a level surface of at least 1.3 * 1.3 m. in front of the machine?			
1.5.24 Can the visual messages displayed be read by wheelchair users, or are they placed too high?			
1.5.25 Is this information available in audible format as well?			
1.5.26 Is there a strong colour contrast between letters and background on the display?			
1.5.27 Are the button's used in Braille?			
1.5.28 Please measure the height of the ATM.			
1.5.29 Are they placed in at a height less than 1.2m from the ground (particularly concerning the card receiver)?			
1.5.30 Is there telephone support connected to the ATM?			

### 1.5.4 Signage General

	Yes	No	Notes
1.5.31 Is there is any signage available? If yes please mark it on the map, and take a photo.			

1.5.32 Is signage easy to understand, or does it create confusion?			
1.5.33 Is the pedestrian continuously guided by appropriate signs?			
1.5.34 Are there gaps in continuity?			
1.5.35 Are there signs available guiding the pedestrian to the city's "points of interest"?			

### 1.5.5 Signage Geometry

	Yes	No	Notes
1.5.36 Is signage clear, well designed and readable (i.e. easily understood by many users)?			
1.5.37 Are pictograms used?			
1.5.38 Is lower case lettering used?			
1.5.39 Do the characters used have the appropriate size (i.e. if they are read from a long distance, e.g. buildings' entrances, 15 cm., from average distance, e.g. instructions in corridors, 5-10 cm., from small distance, e.g. signs on the wall, 1.5-2.5 cm)?			
1.5.40 Do the symbols have the appropriate size (i.e. depending on reading distance 4 cm. for 3-6 m. distance, 6 cm. for 6-9 m. distance, 8 cm. for 9-12 m. distance, 10 cm. for 12-15 m. distance)?			
1.5.41 Is there sufficient colour contrast between letters, symbols, pictograms and background?			
1.5.42 Are there tactile letters, numbers etc. or Braille signage used for people with sight problems (if you think they are required)?			
1.5.43 Is signage located at a height which facilitates its use by all? All signage should be located outside the "free movement zone" and if it is placed on walls it should be located at a height between 1.4 - 1.6 m.			
1.5.44 If there is any map, please mark it on the map and take a photo.			
1.5.45 Are maps provided?			



1.5.46 Are they available in tactile form?			
1.5.47 How is signage placed: Is placement on poles absolutely necessary – could signs and lamps be placed on buildings?			
1.5.48 Is there a Tactile Surface Indicator implemented?			
1.5.49 If necessary, is it appropriately placed?			
1.5.50 Do the TSIs form networks or are they abruptly terminated?			
1.5.51 Are the appropriate tiles used for the formation of the TSIs according to national guidelines?			
1.5.52 Although it is not allowed, do grids and other obstacles exist on the TSI?			
1.5.53 Is the TSI at a distance of at least 0.5 m. from the street plan line but in such a distance that the user can follow it?			

## 1.6 Road Crossings

### 1.6.1 General

	Yes	No	Notes
1.6.1 If there is any road crossing, please mark it on the map, take a photo, and measure its dimensions.			
1.6.2 Is there a safe place for a pedestrian to cross the road, where it is needed and justified by pedestrian traffic (e.g. controlled crossing)?			
1.6.3 Is the crossing placed at a reasonable location (i.e. where the pedestrian "naturally" wants to cross the road)?			
1.6.4 Are crossings available every 100 m.? This question can be answered at the evaluation stage.			
1.6.5 Is the crossing "occupied" by vehicles during the green light for the pedestrians?			
1.6.6 Is the traffic light for vehicles placed in a way that "forces" drivers to do so?			

## 1.6.2 Geometry

	Yes	No	Notes
1.6.7 Is the crossing's width at least 2.5 m.?			
1.6.8 Is the sidewalk's kerb dropped at the whole crossing?			
1.6.9 Is there bridging of height difference with the road surface on both sides?			
1.6.10 Are the crossings perpendicular to the traffic flow?			
1.6.11 Are the drainage grids placed outside the pedestrian movement zone?			
1.6.12 If yes, do the drainage grids create an obstacle on the road surface higher than 2 cm.?			
1.6.13 For roads more than 12 m. wide, are there "islands" at least 1.5 m. wide created?			
1.6.14 In case there is a "safety island" on the road do they exist ramps/dropped kerbs on it?			
1.6.15 Do safety islands' ramps/dropped kerbs correspond to those of the road/sidewalks?			

## 1.6.3 Signage

	Yes	No	Notes
1.6.16 Do the crossings have markings on the road surface which imply the pedestrians' priority?			
1.6.17 Is there tactile signage for people with sight problems?			
1.6.18 If yes, has it been appropriately implemented?			
1.6.19 Are there "DANGER" markings placed at the beginning and the end of the crossing?			

## 1.6.4 Controlled crossings General

	Yes	No	Notes
1.6.20 If there is any controlled crossing, please mark it on the map and take a photo.			

1.6.21 Is there no controlled crossing, although this is justified by pedestrian traffic?			
1.6.22 Can the pedestrian easily see the signal box?			

### 1.6.5 Controlled crossings Geometry – Characteristics

	Yes	No	Notes
1.6.23 Please cross to the opposite side slowly, and measure the crossing time. What is the "green walking man figure" time? It is determined by the quotient of the road surface width over the mean walking velocity of 1.35 m./sec.			
1.6.24 Is there a large traffic of elderly pedestrians and people with disabilities which would justify a longer "green walking man figure" time at the particular crossing?			
1.6.25 During the "green walking man figure" time, is the road surface exclusively used by pedestrians, or there is simultaneously moving car traffic?			
1.6.26 Is the crossing activated by the pedestrian?			
1.6.27 Is there a control button used?			
1.6.28 If yes, in what height is it located? It should be between 0.9-1.2 m.			
1.6.29 Is the post on which it is located clearly marked?			
1.6.30 Is it facing the correct direction?			
1.6.31 Does the crossing have a system that recognizes the presence of pedestrians?			

### 1.6.6 Controlled crossings Signage

	Yes	No	Notes
1.6.32 Is there an acoustic signal which assists pedestrians with visual impairments?			

1.6.33 If yes, does it work continuously or is it user activated?			
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## 1.7 Bus Stops

### 1.7.1 General

	Yes	No	Notes
1.7.1 If there is any bus stop, please mark it on the map, and take a photo.			
1.7.2 Is the distance between two consecutive bus stops less than 400 m.? 200 m. are preferable for bus line with frequent use by elderly passengers or people with disabilities. At the evaluation stage, the distance can be measured on the map.			
1.7.3 Where is usually located the bus stop at the study area (e.g. on the sidewalk/walkway, on a widening of the sidewalk/walkway, etc.)?			

### 1.7.2 Geometry

	Yes	No	Notes
1.7.4 Is the bus stop sheltered?			
1.7.5 If yes, is the shelter fully covered or only with one end panel?			
1.7.6 Please measure the shelter's dimensions. Is the shelter's width at least 1.4 m.?			
1.7.7 Does a seat exist for waiting passengers?			
1.7.8 Is the seat user-friendly (up-right, separate arms, colour contrasted)?			
1.7.9 Is there enough space next to the seat to accommodate wheelchair users (the wheelchair space has to be sheltered too)?			
1.7.10 Are the vertical panels of the shelter constructed using safety glass or any transparent panels that don't hinder visibility?			
1.7.11 Is there a corridor at least 1.3 m. wide in front of the bus stop?			
1.7.12 If yes, measure its width.			

1.7.13 Is there an unobstructed boarding area at the stop of 2.0 m. * 2.0m.?			
1.7.14 If yes measure its dimensions.			
1.7.15 Is there an obstacle free walkway of 2 m. provided, despite the presence of the bus stop? 1.5 m. is acceptable with 1 m. being the absolute minimum.			
1.7.16 Is a raised bus boarding area provided in order to keep transition gradients to acceptable levels? 1 in 20 preferably, 1 in 12 maximum.			
1.7.17 What is the kerb height? A kerb height of 16 cm. can give a good compromise between ease of access and reduced damage to the bus, depending on the bus type.			
1.7.18 Can the bus approach the sidewalk in order for it to be almost adjacent to the kerb?			
1.7.19 Is the gap between the bus and the kerb more than 3 cm.?			

### 1.7.3 Signage

	Yes	No	Notes
1.7.20 Are there maps and information tables (giving info about arrival times, bus lines, etc.) located at an appropriate (1.4-1.6 m.) height?			
1.7.21 Is the text provided of the appropriate size? Please take a photo.			
1.7.22 Is the text orientated in order to assist pedestrians?			
1.7.23 Are there VMS signs?			
1.7.24 If yes, what info do they provide?			
1.7.25 If yes, are they placed at a proper height? Please measure its height.			
1.7.26 Is there audible info provided (mostly for people with sight problems)?			
1.7.27 Is there tactile info (in Braille) provided?			

1.7.28 If a TGSi is implemented near the bus stop, does it have the appropriate "Service" tile marking the bus stop?			
1.7.29 Do glass or transparent panels have coloured bands at least 15 cm. wide at a height of 1.4-1.6 m. from the ground? If there is any glass panel, please take a photo.			
1.7.30 Is the bus stop easily identifiable by people with visual impairments?			

## 1.8 Stairs

### 1.8.1 General

	Yes	No	Notes
1.8.1 If there are any stairs please mark them on the map, and take a photo.			
1.8.2 Is there an alternative route apart from the staircase provided through a lift or ramp?			
1.8.3 Is there enough lighting provided?			
1.8.4 Is there a provision for bridging small height differences (about 5 cm.) in the same horizontal level?			
1.8.5 Is the back of the staircase covered so that it does not impose a danger to people with visual impairments?			

### 1.8.2 Geometry

	Yes	No	Notes
1.8.6 Do the steps have rounded noses?			
1.8.7 The staircase should not be open tread.			
1.8.8 What is the stair width (minimum clear width preferred 1 m., preferably 1.2 m.)?			
1.8.9 What is the height of the riser (13-15 cm. preferred, 17 cm. max)?			
1.8.10 What is the tread depth (30 cm. preferred, 25 cm. minimum)?			
1.8.11 Do all treads have the same depth?			
1.8.12 Are the treads slip resistant?			

1.8.13 If not, do treads have slip resistant materials at their edge?			
1.8.14 Is the number of risers in each flight less than 12?			

### 1.8.3 Handrails

	Yes	No	Notes
1.8.15 If there is a handrail, please note it and take a photo.			
1.8.16 If yes, do they exist at both sides?			
1.8.17 What is the material used (is it cold, slippery, difficult to grip)?			
1.8.18 Do the handrails have a cross-section which facilitates their use?			
1.8.19 What is the diameter of the handrail (preferred 45- 50 mm. of circular cross section)?			
1.8.20 Do the handrails continue beyond the end of the stairs by a 30 cm. minimum?			
1.8.21 Please measure the dimensions of the handrail.			
1.8.22 Are double handrails at 70 and 90 cm. provided?			
1.8.23 Are there handrails provided at landings?			
1.8.24 Do handrails provide enough colour contrast with the environment?			

### 1.8.4 Signage

	Yes	No	Notes
1.8.25 Is there enough colour contrast provided between tread and height?			
1.8.26 Are there tactile warning surfaces at the foot and head of stairs (tiles marking "Danger")?			
1.8.27 Are the steps' edges marked with colour contrasting material?			
1.8.28 Is the number of stairs provided in Braille at the foot and head of the staircase?			

## 1.9 Parking spaces

### 1.9.1 General

	Yes	No	Notes
1.9.1 If there is a parking space available, please draw on the map and take a photo.			
1.9.2 What is its parking space capacity (number of cars)?			
1.9.3 Are there parking spaces reserved specifically for drivers and passengers with disabilities?			
1.9.4 If yes, how many parking spaces are reserved for them?			
1.9.5 Are these parking spaces on accessible routes and as close to accessible entrances of the served facilities as possible? Please measure the distance between parking space and the served facilities, or else this question can also be answered by measuring distances on the maps, at the evaluation stage.			
1.9.6 Are 5% of all parking spaces reserved for people with disabilities?			
1.9.7 Is there the possibility of reserving a parking space (over the telephone, by email, etc.)?			

### 1.9.2 Geometry

	Yes	No	Notes
1.9.8 Please measure the dimensions of parking spaces reserved for vehicles of people with disability.			
1.9.9 Is 1/8 <sup>th</sup> of all parking spaces reserved for people with disabilities appropriate for Van type vehicles (4.5 * 6.6 m.)?			
1.9.10 Can vehicle doors be fully opened within the designated space in order to allow drivers and passengers with disabilities to be transferred to an adjacent wheelchair, if this is required?			



1.9.11 Is there enough space provided for drivers to access the vehicle from the rear door (depending on the vehicle)?			
1.9.12 Is there enough free height provided (that is 2.6 m. as some disabled motorists use vans or high-top cars, while others have wheelchairs stowed on top of their vehicles)?			
1.9.15 Type of surface used? (Loose gravel surfaces can cause problems to wheelchair users)			
1.9.16 Are all height differences appropriately bridged, or are the routes interrupted by stairs and kerbs?			
1.9.17 Is there a free moving route available?			
1.9.18 If yes please measure its width (it should be at least 90 cm. wide available).			
1.9.19 Is there a height difference between the parking space and the sidewalk?			
1.9.20 If yes, is it appropriately bridged?			
1.9.21 Is there any ticket dispenser present? If yes, please measure its height. Are ticket dispensers, slots for cards etc. placed between 90 cm. and 1.2 m. high?			

### 1.9.3 Signage

	Yes	No	Notes
1.9.23 Are the parking spaces reserved for people with disabilities and persons with restricted mobility clearly indicated (appropriate signing on the ground and on a pole using the International Symbol of Access)?			
1.9.24 Are the designated parking spaces easily identified from the entrance of the car park?			
1.9.25 Is there a sign indicating the allowed vehicles' maximum height available?			
1.9.26 Are there Tactile Surface Indicators implemented, where necessary?			

## 2. Checklist for evaluating the accessibility level of buildings

The checklist was developed as a tool to assist the evaluation of buildings from the point of view of users groups with reduced mobility.

The use of the list facilitates the systematic identification and evaluation of the physical condition of buildings in terms of their accessibility for people with different impairments. To this end, the list systematically helps to identify obstacles at the building scale which could restrict the ability of movement of various categories of people with disabilities. Such a systematic approach for identifying and recording various aspects obstacles such as their location, geometry and nature is a fundamental prerequisite for evaluating the accessibility level of buildings as well as developing proposals for their elimination.

The list includes various groups of "structural elements" of the buildings which may function as obstacles. The checklist created has a very analytical form in order to be easy to use, not only from designers, planners, and engineers but from the building's employees and visitors as well. Thus, the data collected can be easily updated.

The checklist is composed of nine main sections with main headings as follows:

1. General information
2. Entrances
  - entrances-general,
  - entrances- approach,
  - entrances- stairs/ramps general,
  - entrances- ramps,
  - entrances- stairs,
  - entrances- doors
3. Circulation (horizontal and vertical movement) with subsections of
  - horizontal movement
    - entrance halls, corridors
  - vertical movement
    - general,
    - elevators and lifts,
    - stairs,
    - ramps
4. Services/Equipment
  - services general,
  - restrooms, toilets, showers,
  - service equipment,
    - public phones,

- water coolers
  - ATMs
5. Emergency cases
    - emergency exits,
    - emergency alarms and alert systems,
    - emergency evacuation
  6. Signage
  7. Acoustics
  8. Lighting
  9. Closed spaces

## 2.1 Methodology for applying the checklist

Please follow these guidelines in the checklist's application:

Before the application:

1. First, carefully study the checklist and make yourself familiar with the questions.
2. Obtain a site map as well as drawings of individual buildings. If gathering this information is not possible, then with site visits, draw a sketch of each building before the application of the checklist.
3. Prepare a data recording form with copying required sections from the checklist.
4. Prepare a cover page or a header for the application form with spaces provided to record investigator's information and information on date and building studied. Suggested information should include, "name, last name of the auditor", "date, time of the investigation" and the building names.
5. Create multiple copies of the forms to be used for each building floor to be studied.
6. Get a digital camera
7. Get a notepad for easy recording on the checklist.
8. Get a couple of red and green pens, pencils, markers, etc. for easy identification of obstacles on the map.

During the application:

1. Identify a starting point (the building's entrance is recommended) and draw the route you followed on the drawing.
2. Start with the questions and be sure to take a note for each obstacle you see on the drawing of the appropriate floor.
3. Write your answers to the question to the area provided next to the question.

4. Be sure to take notes such as any additional information or comments on the right section provided in the questions area.
5. Please take photos of the obstacles you observe and take notes about in the checklist. It is also important to remember where the photos were taken, so it is advised that you take a note of the photo number either on the map or somewhere that you can remember afterwards.
6. Be sure to include any additional observations you make that are not included in the checklist.

These are some suggestions for the checklists use for different buildings:

1. For each building be sure to include section 1 (general information), section 2 (entrances), section 3 (circulation), section 4 (services), section 5 (emergency cases), section 6 (signage), section 7 (acoustics) and section 8 (lighting).
2. For the specific purpose of the building, appropriate sections of section's 9 (closed spaces) questions may be selected. Be sure to add section's 6 (signage), section's 7 (acoustics), and section's 8 (lighting) questions to these sections when investigating closed spaces other than entrances or circulation areas.
3. Investigations on the drawings may be done beforehand; appropriate sections may be selected for each building floor to facilitate on site application.

## 2.2 General information

Name of building	
Year of built	
No. of employees	
Estimated no. of visitors per year	
Estimated no. of visitors with disability per year (per type of disability, if possible)	

## 2.3 Entrance

### 2.3.1 General

2.3.1	How many entrances does the building have?		Where?
2.3.2	How many of these are used by the general public?		Which ones?
2.3.3	Which one(s) being used as the main entrance(s)?		

### 2.3.2 Approach

2.3.4	If there are sidewalks in front of the entrance, are they accessible (ramps, appropriate free space of 90 cm. for the circulation of wheelchair users, tactile surface indicators for the blind people, etc.)?	Yes	No	
2.3.5	Is there clear level space in front of the entrance that can accommodate a wheelchair manoeuvre (150 cm. swing 50 cm. next to)?	Yes	No	Specify dimensions:
2.3.6	How is the area in front of the building entrance levelled in relation to the walkway (same level, level change with step(s), ramp(s), lift(s) or a combination)?	Same level: Step(s): Ramp(s): Lifts(s):		
2.3.7	How is the area in front of the building entrance levelled in relation to the entrance door (same level, level change with step(s), ramp(s), lift(s) or a combination)?	Same level: Step(s): Ramp(s): Lifts(s):		
2.3.8	In front of the building entrance, if there are any vertical thresholds where floor materials change, are they less than 1 cm.?	Yes	No	

### 2.3.3 Ramps/Stairs General

2.3.9	Are there any level differences between the walkway and the entrance area in front of the building?	Yes	No	
2.3.10	If yes, how they are bridged (stairs or ramps)?			

### 2.3.4 Ramps

2.3.11	If a ramp is used, where is it located?	Specify on map:		
2.3.12	If a ramp is used, is it located in a logical place relative to the entrance?	Yes	No	
2.3.13	If the ramp is not visible at a first glance, does signage exist guiding to the ramp?	Yes	No	
2.3.14	If a ramp is used, does the ramp extend to the walkway or is it sunken in the entrance area?			
2.3.15	If a ramp is used, is it sheltered?	Yes	No	
2.3.16	If ramp is used, what is the shape of the ramp (linear, I-turn, U-turn)?			
2.3.17	If ramp is used, what is the length of the ramp?			
2.3.18	If ramp is used, what is the width of the ramp?			
2.3.19	If ramp is used, what is the height difference between beginning and end of ramp – slope?			
2.3.20	Does the ramp have landings at its beginning and end?	Yes	No	

2.3.21	If there are landings in the beginning and the end, what are their dimensions?			
2.3.22	If there is no landing at the end of the ramp, is there enough space available for the opening of a door (if a door exists)?	Yes	No	
2.3.23	Does the ramp have a landing in the middle due to increased length (for ramps more than 10 m. long), change of slope or direction?	Yes	No	
2.3.24	If there are landings in the middle, what are their dimensions?			
2.3.25	Are the landings marked with colour-contrast?	Yes	No	
2.3.26	Are tactile surface indicators signifying "danger" placed at the beginning and end of ramps?	Yes	No	
2.3.27	Is the ramp's surface slip-resistant, stable, and easy to maintain?	Yes	No	
2.3.28	In which way are the ramp's sides protected (e.g. solid kerbs, railing, etc.)?	Yes	No	
2.3.29	At which height is the upper level of the handrails used (recommended height 70 and 90 cm.)?			
2.3.30	In case the ramp's width exceeds 300 cm., is there a continuous handrail in the middle?	Yes	No	
2.3.31	What is the shape of the handrails' cross-section? Does it facilitate their use?	Yes	No	Sketch shape:

2.3.32	Do the handrails have enough colour-contrast with the environment?	Yes	No	
2.3.33	Do the handrails continue beyond the end of the ramps by a 30 cm. minimum?	Yes	No	
2.3.34	Does the ramp have a landing in the middle due to increased length (for ramps more than 10 m. long), change of slope or direction?	Yes	No	
2.3.35	If a permanent ramp cannot be constructed, are other alternatives available (e.g. portable ramp, platform lift, stair lift, etc.)? This question can be answered after field study, at evaluation stage.			

### 2.3.5 Stairs

2.3.36	If stairs are used at the building's entrance, where are they located?	Specify on map:		
2.3.37	What is the shape of the stairs (straight, with a turn and landing, round, etc.)?			
2.3.38	What is the width of the stairs?			
2.3.39	What is the height of the riser?			
2.3.40	What is the depth of the tread?			
2.3.41	Do the treads have the same depth along the walking line?	Yes	No	
2.3.42	Do the steps have rounded noses?	Yes	No	
2.3.43	Is there proper lighting in the staircase?	Yes	No	



2.3.44	What is the material used for the stairs?			
2.3.45	Are the treads slip-resistant? If not, do treads have slip resistant materials at their edge?	Yes	No	
2.3.46	Are there tactile warning surfaces at the foot and head of stairs (tiles marking "Danger")?	Yes	No	
2.3.47	Is there provision for bridging by ramp small height differences (5 cm.) at the same level?	Yes	No	
2.3.48	Are there handrails provided at both sides of the stairs?	Yes	No	
2.3.49	If yes, at what is the height of the handrails?			
2.3.50	If there are any landings, are there handrails provided at landings?	Yes	No	
2.3.51	If yes, what is the height of the handrails?			
2.3.52	Do the handrails continue beyond the end of the stairs by a 30 cm. minimum?	Yes	No	
2.3.53	Do the handrails have a cross-section which facilitates their use?	Yes	No	Sketch cross section and shape of handrail:
2.3.54	What is the diameter of the handrail (preferred 45-50 mm. of circular cross section)?			
2.3.55	If the stairs run along a wall surface, is the distance between the handrail and the wall larger than 4 cm.	Yes	No	

for smooth walls and 6 cm. for harsh walls?			
2.3.56 Are handrails provided at the middle of stairs when the unobstructed width of stairways is more than 300 cm.?	Yes	No	
2.3.57 Do handrails provide enough colour contrast with the environment?	Yes	No	
2.3.58 Are the steps' edges marked with colour contrasting material? Is there visual marking of landings?	Yes	No	
2.3.59 Are all dangerous areas suitably protected?	Yes	No	

## 2.3.6 Doors

2.3.60 Is the entrance door open to visitors/employees at all times when the building operates (locked, coded, unlocked, etc.)?	Yes	No	
2.3.61 Is the main entrance protected from weather elements (e.g. shelter)? If yes, is it partially or fully sheltered?	Yes	No	Specify the shelter means:
	Partial or fully:		
2.3.62 Is the main entrance's door swinging, revolving or sliding (automatic sliding doors are recommended)?	Yes	No	Specify type:
2.3.63 What is the clear width of the accessible door (recommended 120 cm., minimum 90 cm.)?			
2.3.64 Is the accessible door the main entrance? If it is not, show its location on the map/drawing.	Yes	No	
2.3.65 Is there a vestibule present?	Yes	No	

2.3.66	If yes, what are its dimensions?		
2.3.67	How are its doors opening (swinging, sliding)?		
2.3.68	Do they swing inwards or outwards?		
2.3.69	Do the doors in the vestibule open in the same direction?	Yes	No
2.3.70	Are the doors (entrance door or vestibule doors) manually operated or automatic?	Specify type (manual/auto):	
2.3.71	If automatic doors are used, are they equipped by a sensing device or a push button?	Specify system	
2.3.72	If there is a push button, is it raised? Does it have clear signage and texture?	Specifics of the push button:	
2.3.73	Is sufficient time provided for a user with mobility impairments?	Specify (enough time / not enough):	
2.3.74	Is there a way to keep automatic doors open?	Yes	No
2.3.75	Is there a doormat installed?	Yes	No
2.3.76	If yes, does it hinder easy entrance?	Yes	No
2.3.77	How is the doormat placed, is it directly put on the floor tiling, sunken fully, or sunken partially (the maximum vertical threshold should be 1 cm.)?	Give specifics:	
2.3.78	Does the entrance create enough colour contrast with the surroundings?	Yes	No

2.3.79	What is the material used for the main entrance door (e.g. metal, wood, glass, etc.)?			
2.3.80	If the entrance gate is made of translucent material, does contrasting colour banding at eye level and between 80-100 cm. above floor level exist?	Yes	No	If yes, give specifics:
2.3.81	What is the height of the door handle?			
2.3.82	What is the shape of the door handle?			
2.3.83	Can the door handle be operated with a closed fist?	Yes	No	
2.3.84	Is there significant force required to open the door	Yes	No	
2.3.85	Do security systems of automatic doors (if they exist) have audible and visual warnings when they are activated?	Yes	No	
2.3.86	Is there enough space to park motorised scooters near the entrance in case these cannot move inside the building?	Yes	No	

## 2.4 Circulation. Horizontal and vertical movement

### 2.4.1 General

2..4.1	How many floors does the building have?	
2..4.2	Which floors are open for public/employees use and access?	

### 2.4.2 Horizontal movement: Entrance halls

2..4.3 Does the accessible entrance lead directly to an area serving the visitor or to a lift?	Yes	No	Notes
2..4.4 If that is not the case, is there an accessible route leading to the above?	Yes	No	
2..4.5 Is there free space of 150 cm. * 150 cm. in the entrance hall?	Yes	No	
2..4.6 If access to public serving areas is done through stairs, is there a ramp or a lift available?	Yes	No	
2..4.7 Does the entrance area allow (dimensions – form) the installation of an information desk?	Yes	No	
2..4.8 If there is an information desk, is it accessible to wheelchair users (lower height of the transaction bench at a length of 1,00m, enough free space (150 * 150 cm.) in front of the desk)?	Yes	No	
2..4.9 Is there free 150 cm. * 150 cm. area in front of the lift?	Yes	No	

### 2.4.3 Horizontal movement: Corridors

2..4.10 What is the average free width of the building's corridors (not counting furniture or other obstacles)?	Specify width:		
2..4.11 What is the minimum width encountered?	Specify minimum width:		
2..4.12 Is there free space 150 cm. * 150 cm. available where corridors change direction?	Yes	No	Specify dimensions:
2..4.13 Are there any furniture or objects that create obstacles for free movement in the corridors?	Yes	No	If yes, specify what(s) and where(s):

2..4.14 Are the objects (such as fire extinguishers, water fountains, trashcans, etc.) placed/mounted along the same side of the corridors so that people with disabilities can follow the other wall without obstacles?	Yes	No	
2..4.15 What is the material used on floor?	Specify material:		
2..4.16 Does the floor material used allow easy movement of people with disabilities?	Yes	No	
2..4.17 Is it slip-resistant?	Yes	No	
2..4.18 Are polishing products used on the floor?	Yes	No	
2..4.19 Are there any maintenance problems on floors such as raised tiles?	Yes	No	
2..4.20 If carpeting or mats are used, are they fixed (at the sides or edges)?	Yes	No	
2..4.21 Are there elements on the corridor floor that possibly could cause danger (loose cables, etc.)?	Yes	NO	
2..4.22 Does the corridor floor have a different colour and texture than adjacent surfaces?	Yes	No	
2..4.23 Does the floor have any decoration drawings or shapes with changes in colour?	Yes	No	
2..4.24 Is there some form of Tactile Surface Indicator inside the building?	Yes	No	
2..4.25 In case that the corridor is on a higher level than the adjacent surfaces, is there a protective formation at its sides at least 15 cm. high?	Yes	No	
2..4.26 On which height are the windows' bases?			

## 2.4.4 Vertical movement: general

2..4.27 How are the vertical connections between floors done (check all that apply)?	Staircase:  Lift/  Elevator  Ramps:	
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## 2.4.5 Vertical circulation: Elevators, lifts

2..4.28 Is there an elevator in operation?	Yes	No	
2..4.29 Is there clear signage in the building directing the visitor to the elevator, in case the elevator is not directly visible?	Yes	No	
2..4.30 For how many persons has the elevator been designed? When was it constructed?			
2..4.31 What is the clear width of the elevator's door?			
2..4.32 What are the clear dimensions of the elevator cabs?			
2..4.33 How does the elevator's door open (swinging, sliding)?			
2..4.34 Is the elevator door automatic?	Yes	No	
2..4.35 Does the elevator door-closing mechanism provide enough time for a person with mobility impairments?	Yes	No	
2..4.36 Can the elevator door be fixed in the open position?	Yes	No	
2..4.37 Has the elevator got internal opening doors? Do they reduce the cabin's dimensions?	Yes	No	

2..4.38 In what height are the elevator operating buttons placed? What is their size?			
2..4.39 Are the elevator operating buttons easily visible, lighted, and easy to use?	Yes	No	
2..4.40 Are the elevator operating buttons raised?	Yes	No	
2..4.41 Is there audible announcement of floors?	Yes	No	
2..4.42 Does the elevator serve all floors?	Yes	No	
2..4.43 Is there audible and visible signage for rise/descent and opening/ closing of elevator's doors?	Yes	No	
2..4.44 Is there Braille signage next to the elevator's doors at each level?	Yes	No	
2..4.45 In the elevator cabin, is there a way other than audible to communicate in case of an emergency?	Yes	No	
2..4.46 Are the elevators equipped by emergency phones with induction loops and volume control, visual signage and instructions for use in case of an emergency?	Yes	No	
2..4.47 Is there a height difference between the elevator's floor and the floor level? Can it be adjusted?	Yes	No	
2..4.48 Does the elevator's door create colour contrast with the door's surface?	Yes	No	
2..4.49 Are there grab bars placed in the elevator cabin? If yes, at what height?	Yes	No	



2..4.50 In case the height difference bridged is more than 120 cm., is the platform lift of a closed type?	Yes	No	
2..4.51 Does the platform lift have a platform for carrying the user with their wheelchair or a folding chair?	Yes	No	
2..4.52 In case a stair-lift is used, is the minimum clear remaining width of the stairs greater than 90 cm. when the stair lift is in operation?	Yes	No	
2..4.53 In case the stair lift uses a folding chair, is there a wheelchair provided to the upper level?	Yes	No	
2..4.54 In case the stair lift uses a folded chair, does this remain closed when the lift is not in use?	Yes	No	
2..4.55 In case of a power cut, does the lift return automatically to the lower of the levels it connects?	Yes	No	
2..4.56 Is there a lift maintenance schedule?	Yes	No	

## 2.4.6 Vertical circulation: Stairs

2..4.57 How many staircases do exist in the building?	
2..4.58 What is the form of the staircase (e.g. straight, with a turn and landing, round, etc.)?	
2..4.59 What is the main staircase's width (minimum clear width preferred 100 cm., preferably 120 cm.)?	
2..4.60 What is the height of riser (13-15 cm. preferred, 17 cm. max)?	
2..4.61 What is the depth of the tread?	

2..4.62 Do the treads have the same depth along the walking line?	Yes	No	
2..4.63 Do the steps have rounded noses?	Yes	No	
2..4.64 Is there proper lighting in the staircase?	Yes	No	
2..4.65 What is the material used for the construction of staircase (e.g. metal stairs, wooden treads, concrete, etc.)?			
2..4.66 Are the treads slip-resistant? If not, do treads have slip resistant materials at their edge?	Yes	No	
2..4.67 Are there tactile warning surfaces at the foot and head of stairs (tiles marking "Danger")?	Yes	No	
2..4.68 Is there provision for bridging by ramps small height differences (5 cm.) at the same level?	Yes	No	
2..4.69 Are there handrails provided at both sides of the stairs?	Yes	No	
2..4.70 If yes, at what is the height of the handrails?			
2..4.71 Are there handrails provided at landings?	Yes	No	
2..4.72 If yes, what is the height of the handrails			
2..4.73 Are the handrails continuous throughout the staircase?	Yes	No	
2..4.74 Do the handrails continue beyond the end of the stairs by a 30 cm. minimum?	Yes	No	
2..4.75 Are double handrails at both 70 and 90 cm. provided?	Yes	No	

2..4.76 Do the handrails have a cross-section which facilitates their use?	Yes	No	Sketch cross section and shape of handrail:
2..4.77 What is the diameter of the handrail (preferred 45-50 mm. of circular cross section)?			
2..4.78 Is the distance between the handrail and the wall larger than 4 cm. for smooth walls and 6 cm. for harsh walls?	Yes	No	
2..4.79 Are handrails provided at the middle of stairs when the unobstructed width of stairways is more than 300 cm.?	Yes	No	
2..4.80 Do handrails provide enough colour contrast with the environment?	Yes	No	
2..4.81 Are the steps' edges marked with colour contrasting material? Is there visual marking of landings?	Yes	No	
2..4.82 Are all dangerous areas suitably protected?	Yes	No	
2..4.83 Are low windows in landings protected by bars?	Yes	No	

## 2.4.7 Vertical circulation: Ramps

2..4.84 How many ramps are there in the building used for vertical circulation?		
2..4.85 Where are they located?	Show on map:	
2..4.86 Are ramps located at logical places?	Yes	No
2..4.87 What is the shape of the ramp (linear, L-turn, U-turn)?		
2..4.88 What is the height difference between beginning and end of ramp?		

2..4.89 Does the ramp have landings at its beginning and end?	Yes	No	
2..4.90 If there are landings in the beginning and the end, what are their dimensions?			
2..4.91 If there is no landing at the end of the ramp, is there enough space available for the opening of a door (if a door exists)?	Yes	No	
2..4.92 Does the ramp have a landing in the middle due to increased length (for ramps more than 10 m. long), change of slope or direction?	Yes	No	
2..4.93 If there are landings in the middle, what are their dimensions?			
2..4.94 Are the landings marked with colour-contrast?	Yes	No	
2..4.95 Are tactile surface indicators signifying danger placed at the beginning and end of ramps?	Yes	No	
2..4.96 Is the ramp's surface slip-resistant, stable, easy to maintain?			
2..4.97 In which way are the ramp's sides protected (e.g. solid kerbs, railing, etc.)?	Yes	No	
2..4.98 In which height is the upper level of the handrails used (recommended height 70 and 90 cm.)?			
2..4.99 In case the ramp's width exceeds 300 cm., is there a continuous handrail in the middle?	Yes	No	
2..4.100 What is the shape of the handrails' cross-section? Does it facilitate their use?	Yes	No	Sketch shape and cross section of handrail:
2..4.101 Do the handrails have enough colour-contrast with the environment?	Yes	No	

2..4.102 Do the handrails continue beyond the end of the ramps by a 30 cm. minimum?	Yes	No	
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## 2.5 Services

### 2.5.1 Restrooms-General

2.5.1 How many accessible lavatories exist in the building (to dispose at least appropriate door opening, enough space for free movement of wheelchair users, accessible toilet, accessible shower, etc.)?			
2.5.2 How are the restrooms (lavatories/toilets) distributed in the building (personnel restrooms, public restrooms, etc.)?	Give numbers for each along with the floor number and location:		
2.5.3 Is there an accessible public restroom (lavatory/toilet) available at each floor?			
2.5.4 Is the accessible toilet separate or located in a restroom of common use? If located in another restroom specify type (e.g. 2nd floor personnel, etc.).			
2.5.5 Are the restrooms (lavatories/toilets) concentrated/dispersed in the building? Are they at the same location at each floor?			
2.5.6 Is the accessible restroom (lavatory/toilet) gender-neutral?	Yes	No	
2.5.7 Is the accessible restroom (lavatory/toilet) open for use at all times (open, locked, card entry, etc.)?			

2.5.8	If it is locked or a card entry, who has the keys and how is he notified?			
2.5.9	In case there is an employee with disability, does he have access (i.e. key, access card, etc.) to the accessible restroom (lavatory/toilet)?	Yes	No	Notes
2.5.10	Is there signage directing to the accessible restroom (lavatory/toilet)?	Yes	No	
2.5.11	Is there signage provided with Braille – International Symbol of Access?	Yes	No	
2.5.12	What is the clear width of the door entering the restroom (lavatory/toilet)?			
2.5.13	How does the door to the restroom (lavatory/toilet) operated (automatically, push button, manually, etc.)?			
2.5.14	If a manual door is used, what is the shape and height of the door handle?			
2.5.15	Can the door handle be operated using a closed fist?	Yes	No	
2.5.16	Does the door require significant force to open (such as a 6 year old can open)?	Yes	No	
2.5.17	If a push button system is used, what is the height of the button?			
2.5.18	What type is the door to the restroom (lavatory/toilet) (hinge, sliding, swing, etc.)?			

2.5.19	If hinged doors are installed, to which direction do they open (outwards, inwards)?			
2.5.20	Are there any height differences on floors at the entrance to the restroom (lavatory/toilet)?	Yes	No	Notes
2.5.21	If there are height differences at the entrance what is the height difference?			
2.5.22	If there are height differences at the entrance how these are bridged (step, ramp, etc.)?			
2.5.23	What is the surface material used on restroom floor?			
2.5.24	Is there sufficient lighting in the restrooms?	Yes	No	
2.5.25	Do hallways exist in the restrooms?	Yes	No	
2.5.26	If there are hallways in the restrooms what are the dimensions of the clear space?			
2.5.27	Is there a colour contrast between toilet cabin doors and the other adjacent walls?	Yes	No	
2.5.28	Are there any height differences between the restroom floor and toilet cabin floor?	Yes	No	
2.5.29	If yes, what is the difference in height?			
2.5.30	If yes, how are these bridged (step, ramp, etc.)?			

2.5.31	What is the clear door width of the toilet cabin?			
2.5.32	How does the toilet cabin door operate (auto/manual)?			
2.5.33	What type of door is used in toilet cabins (hinge, sliding, folding, etc.)?			
2.5.34	At which direction does the toilet cabin door open (outwards, inwards)?			
2.5.35	What are the dimensions of the clear space in the toilet cabin?			
2.5.36	What is the distance of the toilet unit from the walls to the left and to the right?			
2.5.37	Is this area free from obstacles?	Yes	No	Notes
2.5.38	Is there a space of minimum 150 cm. diameter where a wheelchair user can rotate without obstacles?	Yes	No	
2.5.39	Is the toilet equipped with appropriate handrails?	Yes	No	
2.5.40	What is the height of handrails from ground level?			
2.5.41	What is the length of handrails?			
2.5.42	What is the height of the toilet unit?			
2.5.43	What type is the toilet unit (e.g. wall mount, floor mount, etc.)?			



2.5.44	What type is the flush tank (e.g. wall mounted high, toilet mounted, embedded, etc.)?			
2.5.45	Does the flush tank form an anatomic "back" for the user?	Yes	No	Notes
2.5.46	How is the flush tank operated (e.g. manual pull type, manual push type, auto with sensor)?			
2.5.47	If manual flush tank system is used, what is the height of the flush tank operator cord/button?			
2.5.48	If manual system is used, does it require significant force to operate?	Yes	No	
2.5.49	Is there a basin in the toilet cabin?	Yes	No	
2.5.50	What is the free height under the basin?			
2.5.51	Do waste pipes under the basin prohibit easy use by a wheelchair user?	Yes	No	
2.5.52	Are hot water pipes under the basin properly insulated?	Yes	No	
2.5.53	Does the basin have a lever-operated mixer tap?	Yes	No	
2.5.54	Is the basin of "anatomical" shape?	Yes	No	
2.5.55	What is the height of soap dispenser from the ground? Is it easy to use? Is it within reach of a wheelchair user?	Specify height:		

2.5.56	What is the height of the mirror from the ground? Can a wheelchair user easily use it or the mirror should be inclined?	Specify height:		
2.5.57	Are there shelves provided (a changing shelf to the side of the WC at a height of 95 cm., a lower shelf at 70 cm. above floor level by the wash basin)?	Yes	No	
		Specify height:		
2.5.58	Is there a system providing toilet paper by sheet, helping users with only one hand?	Yes	No	
2.5.59	Are there any showers?	Yes	No	
2.5.60	If yes, are these accessible (without any height difference from the surrounding floor, with appropriate dimensions for wheelchair users – minimum 90 * 150 cm.)?	Yes	No	
2.5.61	If there is an accessible shower, are there grab rails and a folding seat provided?  What is their height from the ground?	Yes	No	
		Specify height:		
2.5.62	Is there an alarm system in case of emergency which contains a cordon placed around the room, parallel to the ground at a height of 10-15 cm. from the floor, so that it can easily be used? Who is receiving the alarm notice?	Yes	No	
2.5.63	Does the floor ensure proper drainage of water?	Yes	No	
2.5.64	Does the shower have a lever-operated mixer tap? What is its height from the ground?			

2.5.65	Can the door of the accessible restroom (lavatory/toilet) be opened from the outside in case of emergency, although it is locked from the inside?	Yes	No	
2.5.66	Is there enough colour contrast provided between the equipment and the walls?	Yes	No	
2.5.67	If there is no basin in the accessible toilet cabin is there any accessible basin in the lavatory area of common use (with appropriate free space underneath, easy to use accessories, etc.)?			
2.5.68	Is there a room for baby-care?	Yes	No	
2.5.69	If yes where is it located?	Show on map:		

## 2.5.2 Service equipment: Telephones

2.5.70	Where are the public telephones located in the building?	Show on map:		Notes
2.5.71	What is the free height under the telephone?			
2.5.72	What is the free space in front of the telephone?			
2.5.73	Does the telephone have buttons in Braille?	Yes	No	
2.5.74	Is the telephone compatible with hearing aids?	Yes	No	
2.5.75	Can the phone's volume be adjusted?	Yes	No	
2.5.76	Is it equipped with a text phone?	Yes	No	

2.5.77	If yes, does it have proper signage?	Yes	No	
2.5.78	Are there phone books provided at a suitable height?	Yes	No	
2.5.79	Is the telephone cord longer than 75 cm.?	Yes	No	
2.5.80	What is the distance of button from the ground?			

### 2.5.3 Service equipment: Water coolers

2.5.81	Where are the water coolers providing drinkable water located in the building?		
2.5.82	What is the clear height from the ground?		
2.5.83	What is the free space in front of the water coolers?		
2.5.84	What is the height of water cooler's operating button from the ground?		
2.5.85	What type of buttons is used to operate the water coolers?		

## 2.6 Emergency cases

### 2.6.1 Emergency exits

2.6.1	How many emergency exits does the building have?	Give number and show on map:		
2.6.2	How many of these exits are accessible? Which ones?	Give number and show on map:		
2.6.3	Are there accessible emergency exits at every floor?	Yes	No	

2.6.4	Where do emergency exits lead (public space, footway, etc.)?			
2.6.5	If the building has a terrace, can it be accessed?	Yes	No	

## 2.6.2 Alarm systems

2.6.6	Is there both light and audible alarm?	Yes	No	
2.6.7	What other systems for alerting visitors are provided in case of emergency?			
2.6.8	What is the colour and frequency of the alarm?			
2.6.9	Can the alarm be easily heard in all the building?			
2.6.10	Can the alarm be seen from all rooms of the building?	Yes	No	
2.6.11	Can the alarm be easily activated by the visitor?	Yes	No	

## 2.6.3 Emergency evacuation

2.6.12	Are there special wheelchairs provided for the transportation of people with disability in case of emergency?	Yes	No	
2.6.13	Is there info provided about the building's evacuation process? Can it be understood by blind or deaf people?	Yes	No	
2.6.14	Is there an active fire safety survey completed?	Yes	No	

2.6.15	What are the longest routes according to the passive fire safety survey?			
2.6.16	Any provisions, independent from the building's electric supply provided? What are its clear dimensions?	Yes	No	
2.6.17	Are the longest routes according to the passive fire safety survey accessible?	Yes	No	
2.6.18	Is there an evacuation plan for the public in case of emergency?	Yes	No	
2.6.19	Is there a special plan (or provision in the general plan) for the evacuation of the building by visitors with disabilities in case of emergency?	Yes	No	

## 2.7 Signage

2.7.1	Is there a tactile map indicating routes inside the building and the services provided?	Yes	No	
2.7.2	Is there clear signage concerning different uses of the building's rooms? If yes where is it located (doors, floors, etc.)?	Yes	No	
2.7.3	Where are signs located on doors (centre, side)? What form do they have?	Sketch:		
2.7.4	What kind of typeface is used? What's the letters' size?			
2.7.5	Are tactile characters with colour contrast used?	Yes	No	
2.7.6	Is Braille signage used?	Yes	No	

2.7.7	Do signs have anti-reflective surface?	Yes	No	
2.7.8	Are pictograms used? Are they according to guidelines?	Yes	No	
2.7.9	Is signage easy to understand?	Yes	No	
2.7.10	Are the rooms numbered?	Yes	No	
2.7.11	Is the colour of the doorplates different from the one on the doorframe and the adjacent wall?	Yes	No	
2.7.12	How is information provided at the front desk (e.g. "Office 410 in the Department")?			
2.7.13	Is there colour coding available in the building leading to the different departments?			

## 2.8 Acoustics

2.8.1	Do the reception and public areas of the building have good acoustics?	Yes	No	
2.8.2	In case it is considered necessary, is there a quiet room where a confidential discussion with a person with hearing problems can take place?	Yes	No	
		If yes, where?		
2.8.3	Are there any induction loops in use?	Yes	No	
2.8.4	If yes, where are they located?			

## 2.9 Lighting

2.9.1	Is there sufficient lighting that allows lip reading, the use of sign language and assists people with sight problems?	Yes	No	
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2.9.2	Do the surfaces used on floors and walls create reflections?	Yes	No	
2.9.3	Does the area have artificial lighting if needed?	Yes	No	
2.9.4	If yes, is it sensor operated or manual?			
2.9.5	If it is manual, how high are the buttons used to operate them from the ground?			

## 2.10 Closed spaces

### 2.10.1 Offices

2.10.1	What is the type of the office setting (e.g. administrative office, etc.)?			
2.10.2	What is the clear width of the door opening?			
2.10.3	How does the door to the room operate (e.g. automatic, push button, manual, etc.)?			
2.10.4	If a manual door is used, what is the shape and height of the door handle?			
2.10.5	Can the door handle be operated using a closed fist?	Yes	No	
2.10.6	Does the door require significant force to open?	Yes	No	
2.10.7	If a push button system is used, what is the height of the button?			
2.10.8	What type is the door to the room (hinged, sliding, swing, etc.)?			



2.10.9	If hinged doors are installed, to which direction do they open (outwards or inwards)?			
2.10.10	Are there any height differences on floors at the entrance to the rooms?	Yes	No	
2.10.11	If there are height differences at the entrance, what is that height difference?			
2.10.12	If there are height differences at the entrance, how these are bridged (step, ramp, etc.)?			
2.10.13	What is the surface material used on room floor?			
2.10.14	Is furniture fixed or can it be moved in order to facilitate its use by people with disabilities and different attributes?			
2.10.15	Is there enough space for a wheelchair user to circulate within the room (width of 90 cm. minimum, 120 cm. recommended)?	Yes	No	
2.10.16	Is there enough space for a wheelchair user to manoeuvre in the room (150 cm. * 150 cm. required)?	Yes	No	
2.10.17	In case fixed desks are used, what is the height of the clear space underneath from ground?			
2.10.18	Does the furniture used create colour contrast for easy identification by people with low-vision?	Yes	No	
2.10.19	How high is the windows lower level from ground?			

2.10.20	In case blinds or curtains are used, can these be operated by a person using a wheelchair?	Yes	No	
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## 2.10.2 Patients' rooms/ examination rooms

2.10.21	What is the clear width of the door opening?			
2.10.22	How does the door to the room operate (e.g. automatic, push button, manual, etc.)?			
2.10.23	If a manual door is used, what is the shape and height of the door handle?			
2.10.24	Can the door handle be operated using a closed fist?	Yes	No	
2.10.25	Does the door require significant force to open?	Yes	No	
2.10.26	If a push button system is used, what is the height of the button?			
2.10.27	What type is the door to the room (hinged, sliding, swing, etc.)?			
2.10.28	If hinged doors are installed, to which direction do they open (outwards or inwards)?			
2.10.29	Are there any height differences on floors at the entrance to the rooms?	Yes	No	
2.10.30	If there are height differences at the entrance, what is that height difference?			
2.10.31	If there are height differences at the entrance, how these are bridged (step, ramp, etc.)?			

2.10.32	What is the surface material used on room floor?			
2.10.33	Is furniture fixed or can it be moved in order to facilitate its use by people with disabilities and different attributes?			
2.10.34	Is there enough space for a wheelchair user to circulate within the room (width of 90 cm. minimum, 120 cm. recommended)?	Yes	No	
2.10.35	Is there enough space for a wheelchair user to manoeuvre in the room (150 cm. * 150 cm. required)?	Yes	No	
2.10.36	Is there clear floor space 1,20 *80cm. at either side of the examination table? If not, is there a room with reverse furniture layout available?			
2.10.37	What is the height of the examination table? Is it adjustable?			
2.10.38	Does the table have other assistive equipment? (rails, straps, stabilization cushions)			
2.10.39	Are patient lifts available? What kind (portable floor, overhead lifts, etc.)			
2.10.40	Are transfer boards available?			
2.10.41	In case desks are used, what is the height of the clear space underneath?			
2.10.42	Does the furniture used create colour contrast for easy identification by people with low-vision?	Yes	No	

2.10.43	How high is the windows lower level from ground?			
2.10.44	In case blinds or curtains are used, can these be operated by a person using a wheelchair?	Yes	No	
2.10.45	Can specialized equipment (e.g radiologic equipment, mammography equipment) be used by patients using wheelchairs?			
2.10.46	Is other accessible equipment available (e.g. accessible scales)			

### 3. General remarks/ services

	Yes	No	Notes
3.1.1 Is a Sign Language Interpreter available?			
3.1.2 Is the health centre's website, if available, accessible?			
3.1.3 Are there accessibility enhancing technologies available? Please describe them			
3.1.4 Is personnel trained on the particular needs of disabled patients?			
3.1.5 Is written material available in accessible form (braille, enlarged print etc.)			
3.1.6 Are guide dogs accepted in the premises?			
3.1.7 Is the name of medication and dosages provided in accessible forms for patients?			
3.1.8 Is the patient's appointment system online? Is it accessible?			

## 4. Evaluation of Health Care Centre

### 4.1 Introduction

In this part of the deliverable the results of the accessibility evaluation of the Primary Health Care centres of Iasmos are presented.

This centre was considered by the project implementation team to be representative of the PHC facilities operating in the cross border region.

The evaluation was conducted through the use of the methodology presented in Part A of the present deliverable.

### 4.2 Primary Health Care centre of Iasmos

Iasmos is a town and a municipality in the Rhodope regional unit of Thrace, Greece. It is built on the side of the Rhodope Mountains.

The municipality Iasmos was formed at the 2011 local government reform by the merger of the following 3 former municipalities, that became municipal units:

- Amaxades
- Iasmos
- Sostis

The municipality has an area of 485.285 km<sup>2</sup>, the municipal unit 221.795 km<sup>2</sup>



Figure 1: Sign at the PHC centre

#### 4.2.1 Parking spaces

12 parking spaces for the use of the centre's personnel and the general public are available at the centre's yard. The spaces are covered and have dimensions W = 6,3m and L = 4,2m. This allows at least two cars to park at each parking space. The shed covering the spaces leaves a free height of 2,25m.



**Figure 2: General view of the building**

Vehicles also park at various other areas of the centre's yard. No designate parking spaces for users with restricted mobility are foreseen. Furthermore, in some cases vehicles are parked at the pavement adjacent to the centre's building, thus interrupting the unobstructed movement of the building's visitors.



**Figure 3: Vehicles parked on the building's pavement**



**Figure 4: Vehicles parked near one of the building's entrances.**



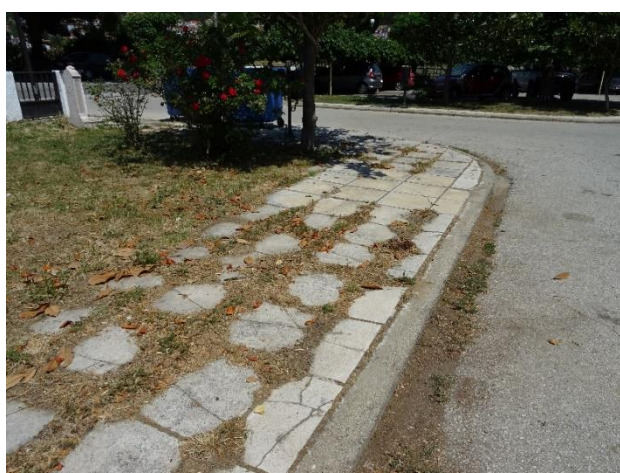
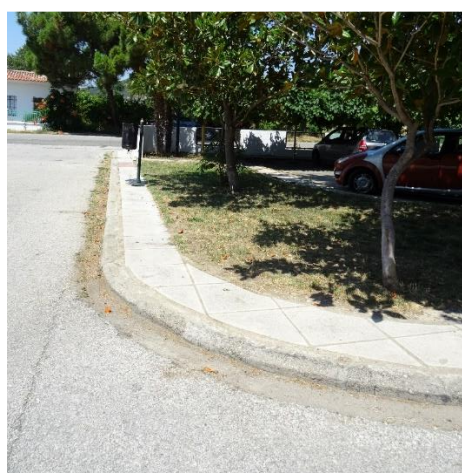
## 4.2.2 Access to entrances

Access to the centre's yard is achieved through a main entrance which remains open. A smaller door is available for pedestrians, although due to the vast opening next to it it remains unused.



**Figure 5: Entrance to the centre's yard**

A pavement created by concrete tiles leads to the yard's entrance and continues to the inside. The pavement has sufficient width (varying from 2 up to 2,7m.), however it appears to have maintenance problems which create an uneven and not homogenous surface. Furthermore, no curb ramps are available (curb height 14cm.). Thus, wheelchair users would probably avoid its use.



**Figure 6: The yard's pedestrian pavement**



Benches are installed near the building's main entrance for the use of the building's visitors. The seat is located at 48cm. high. No handrails are available to assist users with reduced mobility. Their location and shape may also hinder the movement of visitors with visual disabilities, particularly those using white canes for their orientation.



**Figure 7: Benches installed near the building' s main entrance**

### 4.2.3 Entrances

In total, 4 entrances are used in the PHC centre, with 3 of them used by the general public and a secondary one used only on specific occasions by the Centre's personnel.

The main entrance has a small height difference with the adjacent pavement which is bridged through a concrete ramp. Its length is 3,9m., its width 2,25m. with an inclination of 6,9% with slight variations due to its construction. The maximum inclination indicated by the Greek accessibility guidelines is 5%, however the ramp created can be considered serviceable for wheelchair users. No handrails or tactile surface indicators are available. The concrete surface seems to offer sufficient slip resistance characteristics.

The main obstacle towards the main entrance is a 4cm. threshold that can be non-negotiable for wheelchair users, especially for users of motorized ones.

A landing is available in front of the main entrance. Its dimensions are 4,35X2,55m., which are appropriate according to the Greek accessibility guidelines giving enough space to allow appropriate access. The main door has two opening leafs, with the total free width reaching 1,64m. and each leaf having a clear width of 0,78m. While the total free width is sufficient for access of wheelchair users, the single leaf opening is not sufficient, particularly for users of motorized ones.

The door opens manually, to the inside of the building, through a handle located at 1,05m. A doorbell is located too high for wheelchair users or users of smaller stature (1,6m.)

A vestibule is created after the main entrance with a width of 2m. and a length of 2,2m. These dimensions are sufficient for ease of use. The vestibule leads to an internal door, with similar

characteristics to the main one, with a clear length 1,6m. and each leaf having a clear width of 0,68m. Again, while the total free width is sufficient for access of wheelchair users, the single leaf opening is not sufficient, particularly for users of motorized ones. The door is operated manually through a door handle located at 1,1m.



**Figure 8: The health centre' s main entrance**

The 2nd entrance is used to achieve direct access to the emergency room and is located right next to the centre's main entrance.

A concrete ramp leads to the entrance. The ramp's inclination is 12,4%, which is much higher than the maximum allowed by the Greek accessibility guidelines. The ramp is 2,9m. long and 2,0m. wide. The ramp leads to an opening door which is 1m. wide, opening to the inside of the building. A door handle is located 1m. high.



**Figure 9: The second entrance leading to the emergency room**

The third entrance, located at the eastern part of the building, serves as a direct entrance to the laboratories. A ramp of 8,5% inclination, also made out of concrete, leads to it with a landing of sufficient dimensions with marble surface. Its length is 2,2m and its width is 3,15m. As ever, marble does not offer the desired slip resistance. It should be noted that a cable, located at 1,45m. high, could be dangerous for visitors with restricted vision. The door has a clear length 1,5m. and each leaf having a clear width of 0,73m. Again, while the total free width is sufficient for access of wheelchair users, the single leaf opening is not sufficient, particularly for users of motorized ones. The door is operated manually through a door handle located at 1,05m.



**Figure 10: The building's third entrance**

The fourth entrance, which is a secondary one located at the west side of the building, is used only by the personnel. Since the height difference with the adjacent pavement is bridged with a staircase (0,33m) it cannot be used by wheelchair users. The door has a clear length 1,7m. and each leaf having a clear width of 0,85m. Again, while the total free width is sufficient for access of wheelchair users, the single leaf opening is not sufficient, particularly for users of

motorized ones. The door is operated manually through a door handle located at 1,00m. The door was locked during our visit.



**Figure 11: The centre's secondary entrance**

#### 4.2.4 Horizontal circulation

The main entrance leads to the centre's patients' waiting room, where also the centre's information desk is located. The room has considerable dimensions that make its negotiation easy, even for wheelchair users. The use of marble for the floor creates reflections for visitors with restricted vision and could create a slippery surface for visitors with mobility impairments.



**Figure 12: The centre's waiting room and seats located at the centre's corridors**

The main hall, as well as the building's interior corridors, have visitor seats with enough colour contrast with the surroundings, thus assisting visitors with restricted vision with their identification. The seats' base is located at 42 cm. high. The lack of arms at the chairs allows users to sit easily but can be detrimental for visitors that need additional support.

The information desk itself is located at 1,1m. high, not allowing wheelchair users to have unobstructed eye contact with the centre's employee. The desk has a useful surface which



can be used by the visitor in order to fill in forms etc. The light grey colour against a white background does not create sufficient colour contrast.



**Figure 13: Info desk at the hospital's waiting room**

The main hall leads to corridors which connect the building's entrances with the various examination rooms. Their free width varies, with the minimum width being 90 cm. which is sufficient for wheelchair users but not enough for them to make a u-turn. The blue door frame creates enough colour contrast with the surroundings assisting visitors with restricted vision.



**Figure 14: Building corridors**



Figure 15: Internal door leading to corridors. Opening to both directions, 1,3m. clear width

#### 4.2.5 Examination rooms – offices

As it has already been mentioned, one of the building's entrances, located next to its main entrance, leads to the centre's emergency room. The hall's dimensions are 6,00 X 5,70m.

3 examination tables are located at the room with, the minimum available space around the tables being 70cm, which is not sufficient for the approach of wheelchair users. 2 of them have fixed heights from the floor (70 and 66cm.), with one having adjustable height. Between the two examination tables there is clear space 1m wide available, with the space towards the shelves located at the room being reduced to 70cm. An internal door leads to the Centre's waiting room. It's an opening, 2 leaf door, with its free width being 1,40m. No door handles are installed

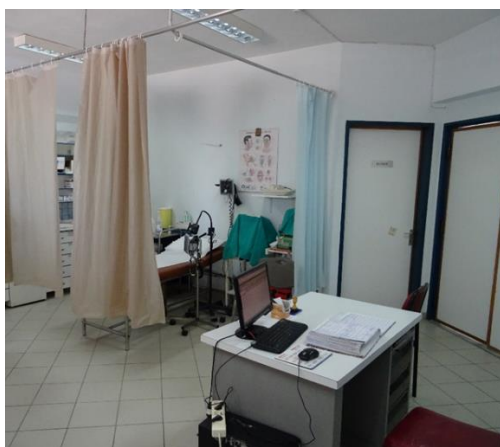


Figure 16: Examination room



**Figure 17: Internal door leading the centre' s waiting room**

The cabinets and shelves are located at 90cm. from the floor. An office with its top at 78cm. and free height underneath of 73cm. is also installed.



**Figure 18: Cabinet and shelves**

Most of the examination rooms and offices have doors of 90cm. free width, allowing easy access by wheelchair users. Ordinary door handles are located at around 1 m. high.

The room where blood sampling takes place is one of the most frequently used. The chair has arms that cannot be removed which may cause difficulties in the transition of a wheelchair user. The seat is located 62cm high, with the free width to either side being 65cm, again restricting the transition of a wheelchair user. The minimum available free width in the room is 82cm. A large cabinet is used by the centre's employees, with its top at 86cm. from the floor.

There is a protrusion of 6cm at the room's floor where, according to the centre's employees, an opening that serves an underground fresh water container is located. This does not allow circulation of wheelchair users at the rear of the room.

An office is available for the centre's employees, with its top at 88cm. from the floor. The room's visitors use an opening door with 92cm. free width and a handle located 98cm. high. The room's window has its base at 1,05m. high.



**Figure 19: Blood sampling chair and protrusion at the room' s floor**



**Figure 20: The equipment located at the rear of the room which is not accessible for wheelchair users**

One of the centre's rooms is used as a paediatrician' examination room. Its dimensions are sufficient (3,5X4m.). The room's door has a 80cm. free width. An office for the personnel with its top at 77cm. high is available. The various pieces of equipment (such as a baby scale) are placed at 80 – 90cm. high.





**Figure 21: The paediatrician's examination room**

The centre also has a dentist's room which is currently not in use. The room's dimensions allow access by wheelchair users (3,1 X 4,5m). The dental chair allows access to wheelchair users only from its right side. The chair's base is located at 43cm. high.



**Figure 22: Dental chair**

The centre's secretariat, as well as other rooms with similar use have sufficient dimension and typical office furniture, with the office to at 78cm. The doors are opening to the inside with 80cm available free width and door handles located at 95cm. high.

In all the above mentioned offices and examination rooms the furniture is easily movable. Thus, their position can be changed in order to accommodate more easily visitors with disabilities.



Figure 23: Secretariat and office uses

#### 4.2.6 Signage

The building does not seem to have a signing study and does not have a standardized template for its signs. In many case, the signs are created by the personnel in order to provide visitors with useful information. No tactile signage is available and no colour coding is used in any form.



Figure 24: Signs at the building' s exterior

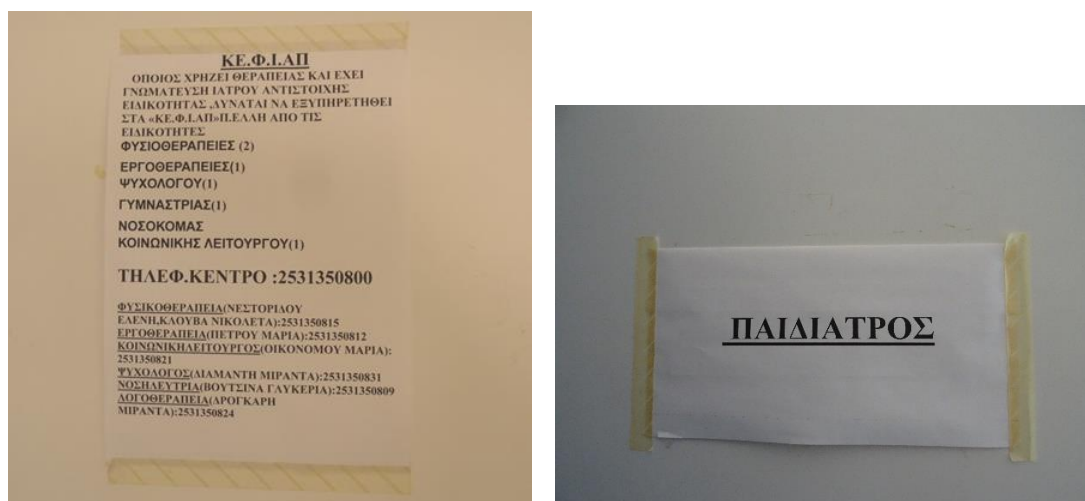


Figure 25: Hand made signs at the building' s interior



Figure 26: Signs at the building' s interior. Reflections makes them difficult to read

#### 4.2.7 Sanitary facilities

During the audit team's conversation with the centre's employees, nobody seemed to acknowledge the existence of an accessible WC. However, such a facility was identified during the audit, with its door depicting the International Symbol of Access.



Figure 27: The door of the designated accessible toilet bearing the international symbol of access.

Despite the above, the design and equipment of the toilet leaves a lot to be desired. Its dimensions are much less than the one required in the Greek accessibility guidelines. In fact, the toilet's dimensions are so small that, due to the placement of the toilet, a part of the door (which opens to the inside of the room) had to be cut in order for it to close. Thus, the toilet cannot realistically be used by the general public and definitely cannot be used by wheelchair users and persons with restricted mobility.

An "anatomic" type WC is used, with the available space next to it being between 35 and 43 cm., not allowing transition of wheelchair users. A horizontal handrail is placed at 70cm. from the ground. The top of the WC is located 54cm. from the floor. The washbasin is located outside of the WC cubicle, with its top at 85cm. from the floor, with the tap located at 98 cm. Adjacent rooms are used as storerooms. Their space can be used, as part of a renovation of the building, to increase the accessible toilet's dimensions and create a usable WC with proper equipment.

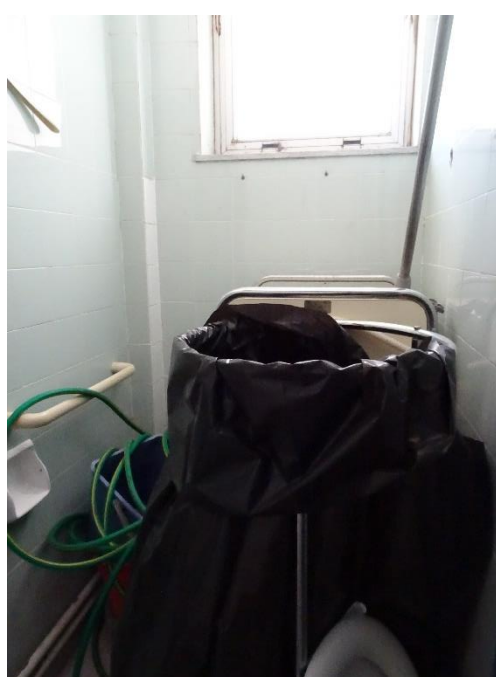


**Figure 28: The designated accessible toilet**



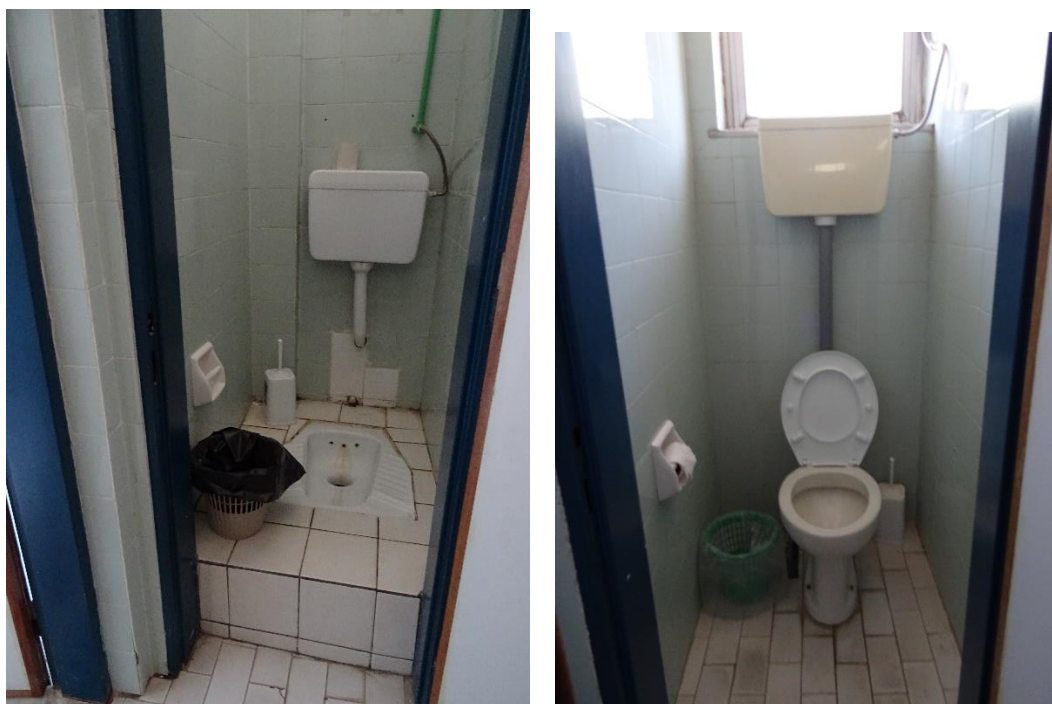


**Figure 29: The washbasin opposite the accessible toilet. The free height beneath the washbasin is restricted**



**Figure 30: Rooms adjacent to the accessible toilet that can be used to increase its dimensions in case of a renovation**

As far as the other public toilets are concerned, it should be noted that both squat toilets and sitting toilets are available for visitors.



**Figure 31: Public toilets at the building**

#### 4.2.8 Additional equipment/ services

Vending machines are available for visitors. Their coin slot is located too high (at 1,55m. from the floor) and is not easily identified, since the coin slot of the machine located on the left also serves the machine located on the right.



**Figure 32: The vending machines**

A public phone is available near the centre's yard entrance, with access to it being restricted due to lack of maintenance of the pedestrian pavement





**Figure 33: Public phone outside the centre's yard**

Garbage cans and a fresh water tap are also available for the public at the centre's yard. No provisions have been made for visitors with disability.



**Figure 34: Garbage cans and fresh water tap**