

GOOD ACCESS = *Good Business*

Inside is a self assessment guide for you to check how accessible your business is. It can also be used as a guide when planning improvements to your premises. The objective is to highlight the legal (Building Act 2004) and community expectations of fair access for all members of the community to all goods, services, entertainment and recreational opportunities.

Accessibility not only means access for people with disabilities; it includes access and usability for customers with strollers, visual or hearing impairment, progressive conditions such as arthritis and those with sports injuries etc. Accessible or 'barrier free' design ensures efficiency, comfort and convenience for everyone. It is a practical matter and not an emotional issue.

This Business Accessibility Checklist has been prepared by the Accessibility for All (A4A) Forum to support businesses in the region.



*If more people can access your business,
more people will use your business.*

Parking and Accessible Path to the Building

- Accessible parking close by which is appropriately signed.
- Potential dangers clearly marked. Consider indicating dangers for the visually impaired.
- Unobstructed paths of travel from outdoor to indoor areas.
- Parking areas and paths are well lit with protection from wind, rain and noise.
- Step free access.
- Compliance with the placement of sandwich boards, flags and displays on the footpath. Consider whether they are necessary as they take up space and can be a hazard.

Entrances and Exits

Doors to preferably have:

- Self opening or push button operation.
- Doorbell for assistance.
- Visibility panels that allow customers to see who is coming in/out of the doorway.

Entrances and Exits to preferably have:

- Good lighting.
- Clear openings of no less than 810mm.
- Flat even surfaces, clear of obstruction.
- A ramp of 1.5m wide is needed if stairs are present. Ramp gradient should preferably be 1:16.
- Handrails for ramps and steps.
- Glass clear doors marked at eye level with a contrast for safety/visual indicator.
- Seating or respite area available near the entrance/exit.

Stairs (Indoor/Outdoor)

- Handrails are maintained in good order and firmly attached (preferably both sides).
- Stairs are well lit.
- Step edges are marked with contrasting colour, texture or lights.
- Stairs are non-slip.

Elevators and Escalators

- Elevators and escalators are well signposted and easy to access.
- Control buttons have a tactile distinction.
- Lift arrival and direction are both visually and audibly indicated.
- There is a change in the surface treatment at lifts and at the head and foot of escalators.

ABILITY CHECKLIST

Floors, Aisles and Corridors

- Straight lines of travel wide enough for walkers, wheelchairs, strollers and scooters (preferably 1.5m wide) are provided.
- Exits are clear of obstruction and/or debris.

Public Washrooms

- Wheelchair accessible washroom is available that is 1.5m x 1.5m minimum.
- Cubicle doors swing outwards or slide.
- Good lighting with mirrors at a useable height.
- Wash basins in the same room at a useable height.
- Equipped with grab bars, hooks and appropriate rails.
- Easy to use flush controls, door handles/locks and light controls.

Shelves, Racks and Displays

- Displays are secure – do not move or tip.
- There is ample room to move around with a wheelchair, walker or stroller.
- Majority of items are within reach.
- Assistance is available to locate and reach items.
- Display stands are situated away from entrances and doorways.

Communication and Signage

- Signage is informative, directional and readable, ideally large print in a print colour that contrasts with the background.
- Braille on pertinent public signs such as washrooms, exit, stairs etc.
- Use of international pictograms for signage and way finding systems e.g. wheelchair symbol and ear symbol (indicating hearing loop is provided).
- Eftpos machines have a tactile dot on the number 5. They are easy to move/access.

Customer Service

- Courteous respectful service provided to all customers with extra assistance available if required.
- Staff are knowledgeable and comfortable assisting patrons with disabilities.
- Staff speak clearly and look at the customer when talking (for easy lip reading).
- Pen and paper is ready for exchange of information.

Health and Safety

- Floors are slip resistant and there are no loose mats or rugs.
- There are visible and audible fire alarms.
- Accessible emergency exits are clearly signed.



TELELOOP INSTALLED
use the "T" position
on your aid



Further information on making your business accessible
is available from:

Tasman District Council – 03 543 8400

Nelson City Council – 03 546 0200

Barrier Free – 04 915 5848 or www.barrierfreenz.org.nz

Be.Accessible – 09 309 8966 or www.beaccessible.org.nz

CCS Disability Action (Nelson) – 03 548 4479

or email nelson.admin@ccsdisabilityaction.org.nz