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| TOEGANKELIJKHEIDSBUREAU VZW | REF: OSSATE-D2.2 |
| One Stop Shop for Accessible Tourism in Europe - OSSATE | VERSION: FINAL |
| D-2.2: Harmonised Criteria and Standards for Accessibility Measurements. | PRIORITY STATUS: HIGH |



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| Abstract (for dissemination) |
| <p>The purpose of this report is to give an overview of:</p> <ul style="list-style-type: none"> - the basic assumptions for harmonised criteria and standards for accessibility measurements. - the different steps that were undertaken to establish a harmonised approach. |

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| Keywords |
| Accessibility, Information Scheme, Criteria, Standards, Tourism, Reporting |

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1. Introduction

The OSSATE project aims to implement a prototype multi-platform, multi-lingual digital information service providing national and regional content on Accessible Tourist Venues, Sites and Accommodation, initially from 2 EU Member States: Greece and the UK. The prototype will be demonstrated both as an independent service (freely available on the Web) and as an integrated service which can be offered for use on third-party Web sites, in information kiosks, travel agents and tourist bureau's, or delivered direct to tourists on their mobile phones. The service targets primarily - but not exclusively - Europe's disabled citizens (over 50 million) and their families (see Technical Annex).

The work of the OSSATE- project is organised into seven work packages.

This report is the second deliverable of Work Package 2 '*Identify, Review and Develop Content Sources; Requirements Capture*'.

Work Package 2 will result in technical and user requirements for the design of the database and e-service functionalities. It includes a number of tasks which are designed to identify a) *pre-existing* public sources of accessibility data and their formats, to be retrieved and re-purposed for the service; and b) mechanisms for collecting and inputting *new data* which will enable the service to include hitherto unregistered venues and sites.

The main challenge of this work can be characterised as a typical "*cross-border*" *data integration problem*: Some countries and regions have already developed their own tourist accessibility information schemes, whilst others have not yet begun. Therefore the project must seek to determine the commonalities in the current and legacy systems, *and* to accommodate new criteria for future data capture within an enhanced service, capable of deployment in the EU-25 countries.

Deliverable 2.1 '*Inventory of accessibility schemes and data sets within the EU-tourism sector*' already gave an overview of the existing tourism accessibility information systems in EU member states. This permitted the elaboration of a set of generic requirements for the planned system.

This report (Deliverable 2.2) describes the processes and the different steps and assumptions that were taken to develop a set of harmonised criteria and standards for accessibility measurements. Harmonisation is a basic assumption in building the OSSATE-service.

More specifically, this report will:


- Define what harmonisation means in OSSATE in terms of accessibility descriptors and measurements (section 2).
- Compare three existing accessibility information schemes.
Three schemes with a different background were compared to decide which criteria are important and which aspects are crucial. These are the so called VETO-criteria and Nice to know-criteria, respectively (section 3).
- Describe the results of a first pilot-study.

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Several questions occurred about the criteria that should be used in the OSSATE-system, the method (self-assessment vs. an objective screening) that should be used, the level of information, etc. To get an answer on these questions and to have a starting point and some empirical evidence for building the service, the pilot study was set up. Section 5 gives an overview of the purpose of this study and the main results.

- Describe the three level approach for handling accessibility information in the OSSATE-service.

Based on the ATIS & CSI-results, (presented in Deliverable 2.1), the results of the pilot study, the objectives of OSSATE and the expertise of the project partners, a three level approach was chosen for the OSSATE-service. Section 5 describes the rationale behind this approach and gives an overview of the three different levels of information.

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2. Harmonised Criteria and Standards

2.1 Definition of Harmonised Criteria and Standards

Harmonisation is obviously a basic assumption in building a pan-European e-service. However harmonisation is a concept that has several connotations and can be interpreted in very different ways. Therefore it is important to clarify how the term 'harmonisation' is interpreted and used in the OSSATE-project. This means that OSSATE should give some kind of definition of 'harmonisation'.

To have this pan-European e-service, OSSATE seeks to establish a 'harmonised' system of basic 'information fields', i.e. typical measurements and descriptions to cover accessibility demands of different kinds.

The word 'harmonised' in the OSSATE-context refers to the fact that the OSSATE system attempts to take into account several of the descriptors and measurements currently used in Accessible Tourism Information Schemes across Europe.

The review of existing Accessible Tourism Information schemes (ref. Deliverable 2.1) showed us that there is no such thing as 'the accessible information scheme'. There is a huge variety in the facilities these schemes cover, the number of facilities included, the methods and criteria used, the way they present their information, their background, use of pictograms, etc.

In view of these differences, 'harmonisation' requires that we need to make compromises. Making compromises also implies that different backgrounds, policies and legislations in the EU-25, etc. should be taken into account.


At the same time, OSSATE is aiming for a system which allows a comprehensive approach - from simple to complex - both for countries or regions with no existing accessible tourism information scheme, and for those places where schemes do exist.

This view of harmonisation implies that it is not our intention to harmonise national standards to evaluate accessibility. This is also probably impossible.

Our approach is to focus on harmonising the criteria and aspects that will be used in the service (in other words the information fields), the methods of measurement, and the way of presenting this information to the user.

As accessibility specialists we have gathered and examined a great number of practices and documents concerning accessibility norms, codes, standards, guidelines, checklists, and other forms of information. In the OSSATE project we have analysed a great many schemes which provide accessibility information, from Europe and beyond, published on the Internet and in Guidebooks (see D2.1). We have observed that there are two main classes of accessibility information, which we call: the "prescriptive" and the "descriptive".

Accessibility information which is prescriptive gives an indication of whether a given environment is accessible or not for a given user group, based on a set of defined parameters for that target group. The user, for example someone using a wheelchair, will be informed that the venue is Accessible or Not accessible. This judgement is based on the general functional / sensory / cognitive abilities of the (disabled) user group and the typical types of technical aids which are in use. Access norms may be reflected in building legislation or design guidelines. However, given the wide variability of legislation and design guidelines across Europe (and the rest of the world) – and the fact that users

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do not have a detailed knowledge of such prescriptive norms - a disabled customer cannot be sure that a venue which is declared “accessible” is actually accessible for him or her. This is the basic weakness of an accessibility information system based on a prescriptive approach. Since OSSATE also seeks to provide access information for other target groups besides disabled people – e.g. a parent pushing twins in a double push-chair - it is evident that prescriptive norms are not likely to satisfy all users’ requirements for information about the design and layout of a tourist venue.

As we are seeking to build a harmonised set of information fields, our approach for the OSSATE-service must be based on a descriptive information tool. It cannot be a normative or prescriptive tool. The advantages of the descriptive approach are explained in the following section.

2.2 A Harmonised Approach

The OSSATE-service should be user driven and keep the different user groups in mind. Besides this, it is important that the service provides descriptive information and uses criteria that are crucial for the different user groups.


2.2.1 User driven

In order to give added value to providers and customers in the tourism sector, the OSSATE-service must be based on a ‘user-driven’ approach. It must focus on the needs and requirements of those who will use it, otherwise there will be no demand and no use for the service.

Several types of users or user groups can be distinguished:

- Tourists: want to have good and correct information about the accessibility characteristics of venues. Some of these customers have relatively high access requirements, while others may have lower requirements. Wheelchair users typically meet many barriers in the built environment, while older people experience fewer barriers. A person with an allergy has different access needs than a visually impaired person, etc. But all of these need relevant information, in order to be able to have a good experience of a given destination.
- The tourist destination owners/providers: must provide reliable information about the characteristics of the venue that affect accessibility. By making their venue accessible to a wide range of customers, and publicising their accessibility information, they will have a larger customer base, and their venue will be safer and more comfortable for all customers.
- Professionals, those who run travel agencies and information services, (e.g. managers of existing accessible tourism information schemes): want to incorporate accessibility information into their services in the most convenient way, so that it fits their existing business practices and gives them the best return on investment.

These groups all have different expectations towards an accessibility information scheme. Therefore it is important that user needs and requirements are taken into account when choosing criteria and building the service. The service should include a wide range of customers’ needs – embracing the accessibility requirements of disabled people, as well as elderly people and others.

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2.2.2 Descriptive, not prescriptive

The aim of 'creating or selecting a set of harmonised information fields' should not be confused with 'the goal of making a harmonised set of design standards for accessible premises or destinations'. Designing for accessibility is a separate issue, which is not dealt with here - although there are some points of similarity between both aims.

OSSATE takes an "information approach", which is essentially descriptive, rather than a "design approach", which is more likely to be prescriptive.

Since there are huge differences in legislations and national accessibility standards across the EU, it is probably impossible to provide prescriptive information for a pan-European accessible tourism information service .

For example:

In order to meet the requirements of building regulations for accessibility, in country x a doorway has to have a minimum free opening of 80 cm; in country y the minimum requirement may be 85 cm and in another country this could be 95 cm. If an information scheme provides information on the accessibility of a doorway in terms of 'accessible vs. not accessible', a user does not know what the exact measurement of the door opening is. So the same door (e.g. with 87 cm free opening) can be called 'accessible' in countries x and y, and 'inaccessible' in country z.

Even within one country there can be differences between different regions. Belgium is an example of such a country.

For example:

Minimum free opening of a door:

- Flemish Region: at least 90 cm
- Brussels Capital City: at least 93 cm
- Walloon Region: at least 85 cm

For a customer (using a wheelchair) who is planning his holidays abroad it is impossible to interpret all these different standards. It is also an inaccurate way to classify information about objective data in a database.

On the other hand, for a lot of people who use a wheelchair, a doorway can be accessible, even if this doorway does not fulfil a national standard.

Therefore OSSATE prefers a descriptive approach. The OSSATE information scheme will be based on descriptive information and exact measurements (e.g. widths of door-openings in cm.).

Personalised search tools will make it possible for users to find the information that is relevant for them. Pre-programmed profiles will help users who are not familiar with descriptive information.

2.2.3 Criteria & measurements

The selection of harmonised accessibility information fields and criteria to be used in the OSSATE database has been based on a number of sources and methods. Sources include the schemes that were analysed in the ATIS survey (D2.1), empirical evidence from the disability/accessibility/design for all literature, a comparison of three selected schemes and the expertise of the different OSSATE-partners. Harmonisation means that the same concepts and techniques are used for different countries. It is important to select those

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items that are really crucial. The next section gives an overview of so called 'Veto-criteria' (essential) and 'Nice to know' criteria (important) that are important for users to know, so that they can decide if they can go to, stay in and use a facility.

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3. A Comparison of Criteria of 3 Extensive Access Information Schemes

An important first step in the harmonisation of criteria is the selection of criteria that are important and play a key-role. Therefore a detailed and in depth comparison was made of some selected schemes.

This section describes the schemes that were used for this comparison and gives an overview of the main results. The selection of so called veto-criteria and nice to know criteria plays an important role in the progress of the OSSATE-project.

3.1 Description of the three selected schemes

For the comparison of extensive access information schemes, we have selected three schemes:

- National Accessibility Schemes – Visit Britain (UK)
- Toegankelijk Vlaanderen – Toegankelijkheidsbureau (Belgium - Flemish Region)
- Acces City – ANLH (Belgium – Walloon Region)

These schemes were selected because of several reasons:

- They were independently developed.
- They are different but comparable.
- They relate to different cultural and legislative environments.
- The schemes are run by three of the OSSATE partners, (VisitBritain, TGB, ANLH) which gives the researchers full access to their materials and methods.

In section 3.1.1, section 3.1.2 and section 3.1.3 information is given on the background of these schemes. Sections 3.2 and 3.3 gives an overview of the comparison of criteria and standards.

3.1.1 National Accessibility Scheme (UK)

The NAS is a National scheme that is owned by VisitBritain, a public tourist organisation. The scheme was introduced in 1990 and it contains about 600 accommodation facilities. The NAS provides information on accessibility of those parts of a facility that are open to the public. The information is not only provided via this website, but is also provided in printed format (paid by the user), verbally (face-to-face) or via the telephone. The assessment is based on checklists with specific dimensions (done by assessors). A gradual assessment is used with 5 levels for mobility, 2 levels for visual impairment and 2 levels for hearing impairment.

There is one level for each part of the facility/venue and also one level for each type of disability. A presentation is given of the overall accessibility level, without a detailed description. The accessibility criteria are based on National standards and were developed by VisitBritain in cooperation with user organisations.

3.1.2 Toegankelijk Vlaanderen (Belgium-Flanders)

Toegankelijkheidsbureau is owner of Toegankelijk Vlaanderen. This scheme covers the Flemish Region and is provided via the website www.toegankelijkvlaanderen.be. The scheme was introduced in 1990 and it contains about 450 facilities (hotels, swimming pools, public service buildings, etc.) . Information is provided on the accessibility of those parts of a facility that are open to the public. The assessment is based on checklists with

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specific dimensions (done by persons with a specific training). There is one level for each part of the facility/venue. A detailed description is given of the degree of accessibility with a description of the measurements of key areas. Users can personalize the information they are looking for by type of disability.

3.1.3 Acces City (Belgium-Wallonia)

Acces City is a regional scheme that is owned by l' Association Nationale pour le Logement des personnes Handicapées (ANLH). The scheme was introduced in 2003 and it contains about 800 facilities. Accessibility information, of those parts of a facility that are open for public, is provided via the website www.accesscity.be. The assessments are based on checklists with a functional description (done by persons with a specific training, professionals and information provided by the owner). A gradual assessment with 4 levels is used. There is one level for each part of the facility/venue. A detailed description is given of the degree of accessibility with a description of key areas' measurements.

3.2 Comparison of the 3 selected schemes

The criteria used in these three schemes were compared thoroughly by ANLH. The comparison of schemes was used as the starting point for the selection of criteria for the OSSATE-service.

All criteria used in the three schemes were listed in a comprehensive table, enabling direct comparisons to be made between them.

The list of criteria (table) had 3 main categories:

- Information before starting the holiday
- Buildings: Common criteria
- Specific buildings (e.g. swimming pool)

The second and most extensive category 'Buildings' was divided in sub-modules, following a logical structure (from outside to inside a building):

- Accessibility: parking, access road, entrance, ramps and steps, ...
- Circulation: signalisation, lift, stairs, handrails, corridors, ...
- Usability: reception, toilet, bathroom, shower, bedroom, kitchen, restaurant, television, buffet, ...

For each criterion there was an indication in which schemes it occurred and the relevance for 15 different types of disability (see full table in Annex 7.1).

Over 900 different criteria/questions were listed. There were huge differences between the number of criteria included in the three selected schemes. Table 1 gives an overview of the number of criteria in the three selected schemes. Toegankelijk Vlaanderen is the most extensive scheme, Access City has the smallest number of the three selected schemes. The NAS is situated between the two Belgian schemes.

The three schemes had 82 criteria in common. This means that these criteria are exactly the same in all three schemes. Of course there are other criteria that focus on the same aspect, but which are formulated in different ways. On the other hand there are also criteria that are the same in two schemes. Annex 7.1 gives an overview of these different possibilities.

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Table 1 Number of criteria included

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| ANLH – Access City | 144 |
| VisitBritain - NAS | 509 |
| Toegankelijkheidsbureau – Toegankelijk Vlaanderen | 827 |
| Criteria in common | 82 |

3.3 Criteria for the OSSATE-service

The comparison of criteria used in the three different schemes showed an enormous variety: differences in questions, differences in formulations, different target users, etc.

The objective of OSSATE is to give information on those aspects of accessibility that customers may need to be aware of, if they wish to visit a tourist destination or stay in overnight accommodation.

Since most of the venue accessibility information (covering all types of users) is not simply and readily available in standardised form, the OSSATE scheme requires information to be collected for a set of basic data ‘fields’, each with their own criteria. This allows data to be collected, stored and presented in a systematic way. The common set of data fields will be used to “populate” the OSSATE database, also allowing data to be selected from existing accessible tourism databases, where agreements are obtained. Furthermore, the data fields will lay the foundation for a personalised search tool for customers with access requirements.

Within the whole range of access criteria, empirical research and everyday experience of disabled, elderly and other people with specific access requirements shows that certain criteria are more important than others. The more important criteria may be related to specific “barriers” in the building, environment or service parameters of a destination. Relative importance of an access criterium is also greater, quite simply, when more people are likely to experience a given barrier as being difficult or impossible to surmount.


For this reason we decided to select a list of ‘VETO-Criteria’ and ‘Nice to know-Criteria’. The table in Annex 1 gives an overview of the selected ‘VETO-Criteria’ and ‘Nice to know-Criteria’. In the table they are marked with ‘v’.

In total, about 150 criteria were selected (43 of these were marked as VETO-criteria).

3.3.1 VETO-criteria

The Veto-principle refers to essential criteria that more or less “dictate” whether certain customers can enter and use a building or not. It focuses on the information that is *really* needed.

For example: For a wheelchair-user it is crucial that the clear opening space at the door of an adapted toilet is wide enough, that there is enough clear floor space for turning,

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etc. Both these aspects are examples of VETO-criteria. Other aspects such as the height of a mirror in a toilet or bathroom are useful, but not crucial, so they are not VETO-criteria.

It is a fact that most veto-criteria are of crucial importance for people with mobility impairments, especially wheelchair-users. Given the typical lack of level and spacious access routes in most buildings and environments, people with mobility impairments can be said to have “a high level of access requirements” and are highly dependent on having precise information about their destination, before they decide to go on holidays. For other types of disabilities the veto-principle is less strict. For instance: for people with a visual impairment it is important that there is a colour contrast on glass doors, but this criterium is not crucial enough to prohibit people going to this accommodation.¹

The VETO-criteria in Annex 7.1 are marked with a ‘v’.

3.3.2 Nice to know – criteria


Besides the VETO-criteria, there are also ‘Nice to know-criteria’. These criteria are important to evaluate the accessibility of an accommodation. They are also important for people to know before they decide to go on holidays, but they are not crucial. Most VETO-criteria focus on the mobility-impaired. Nice to know-criteria are also important for this group of people, but they also count for people with other disabilities (e.g. contrast markings, etc.).

Traditionally there has been a tendency to focus on the requirements of people with mobility impairments, to the exclusion of those who have other types of disabilities. The Veto-principle has to be applied carefully.

Given that the OSSATE e-service has the aim of gathering user feedback on the destinations which are included in its database, there is an excellent potential for OSSATE to use this knowledge as a means of identifying what the customers consider to be ‘Nice to Know’. This may lead to new versions of the OSSATE data collection tools, ‘calibrated’ according to the range of interests and enquiries made by the users.

The Nice to know-criteria in Annex 7.1 are marked with a ‘i’.

¹ The disability literature points out that it is the *unsuitability* of the design of the built environment that creates barriers for those with functional impairments. As such, the onus is on society to prevent the exclusion of disabled people by designing buildings and facilities suitable for all users. But even with the very best design, some people will inevitably require some additional support or guidance to move around and use the facilities in a tourist environment - which is new to them, e.g. those who are blind.

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4. The First Pilot – Test Questionnaire

4.1 Background and purpose

Several questions and discussions occurred about how the OSSATE-service should be built, which criteria should be included, which data collection methods should be used, etc.

To get answers to these and other questions a pilot study looking at accommodation provision was set up. This trial run was intended to give some insight in:

- Which information on accessibility can be self-assessed (i.e. measured and recorded by the accommodation owner/manager)?
- Should self-assessment be used for basic information and an objective, professional screening for more detailed information?
- Is information provided by owners (via self-assessment) reliable and correct?
- Which criteria should be included in a first level questionnaire (using Veto- and other basic criteria)?

4.2 The pilot-study


4.2.1 The self-assessment questionnaire

A pilot self-assessment questionnaire (see annex 7.2) was developed to gather information about the accessibility of accommodation. The questionnaire was designed by VisitBritain, with input and annotation from the other OSSATE-partners. VisitBritain was responsible for the coordination of the questionnaire. Delivery was on paper or by email and answers were filled in either by hand or directly in the WORD document.

The pilot-questionnaire consisted of 10 sections. The questions in each of these sections were either open-ended, closed or asked for a measurement.

- Section 1 :General information
- Section 2: Parking
- Section 3: Entrance & reception
- Section 4: Moving around inside the premises
- Section 5 :Bedroom
- Section 6: En suite & guest bathrooms
- Section 7: Restaurant
- Section 8: Public area WC
- Section 9: General aspects
- Section 10: Kitchen (for self-catering accommodation).

The pilot questionnaire was intended for tourism accommodation providers to self-assess their facilities. The questionnaire followed some clear VETO-principles. It was decided to conduct the pilot study in hotels in 3 countries (UK, Belgium & Greece).

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4.2.2 Accompanying Notes and other documents

VisitBritain also compiled some notes (see annex 7.3) to accompany the pilot questionnaire. These notes were intended to help the industry to complete the questionnaire accurately. They were very detailed and gave information on the different aspects in the questionnaire, they described how specific measurements need to be done, etc.

Also a feedback form (see annex 7.4) was developed to get the industry's opinion about the questionnaire. The feedback form, the Accompanying Notes and the pilot questionnaire were distributed to a selected sample of the industry, with a covering letter that gave a little background information about the pilot questionnaire.

4.3 Results

The pilot questionnaire and the accompanying notes were distributed to a small, selected sample of the industry in the UK, Greece and Belgium. We selected a very small sample for this study, to have a quick overview on the different aspects in the questionnaire. It was not our intention to have a statistically reliable sample for the study, as we were more interested in getting a quick, qualitative response to the questionnaire.

We received filled-in questionnaires from 10 owners in the UK (out of 34), 3 owners in Belgium (out of 5 selected owners), and 3 owners in Greece. The answers given by the hotels in Greece were checked afterwards by a professional in on-site visits.

The pilot study has two kind of outcomes:

- The feedback of the owner
- The quality of the accessibility information

Both outcomes provided us with an assessment of risks and advantages for the development of the OSSATE-service.

4.3.1 Feedback of the owner

An overview of the most important results/remarks:

- 80% of the owners in the UK of the owners had experience with people with a disability. Most of them had considerable knowledge on accessibility (these results are partially because VB had contacted hotels that where already familiar with VB). The same goes for Belgium and Greece.
- Taken as a whole, the many owners said the questionnaire was too long and too time consuming, although differences between countries were found. The respondents in Greece found it more or less acceptable.

4.3.2 The pilot questionnaire

An overview of the most important results/remarks:

- Not all questions are relevant for self-catering: it would be good to make separate questionnaires for different sectors.
- Too many measurements were included.

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- The questionnaire should be refined to the critical ‘need to know things’. Guidance notes should be integrated in the questionnaire.
- The questionnaires were sometimes filled out by a trainee: they were not very accurate. The answers were depending on who fills out the questionnaire: sales, the owner, a technician, etc.


4.4 Conclusions

The selected owners were very willing to participate in the pilot study. The findings of our respondents and an analysis of their responses showed some crucial elements for the development of the OSSATE-service. An overview of some of these findings:

- A questionnaire for owners has to be rather short and simple.
- A self-assessment tool should ask for information the owner can give that needs no detailed checking (e.g. special meals, disability awareness training, ...).
- The questions in a self-assessment questionnaire have to be very clear (The questionnaire should ensure that we would get the same (correct) answer, independent of the person who gives it.
- The questionnaire should contain the most important key elements (information users need) and focus on different target groups (people with a disability, the elderly, etc.)
- A self-assessment questionnaire may only contain very few and simple measurements. This is for two reasons: firstly, it is easy for non-specialists to make mistakes if the measurements are too complicated; secondly – and linked to the first reason – the reliability of the self-assessed answers should be as high as possible to ensure customer confidence.

In discussions of the pilot questionnaire results, the user organizations, emphasized that photographs of destinations provide an additional source of useful information for customers with disabilities, and others. It was agreed by the OSSATE-partners that photo's should be an optional method of gathering and presenting destination information.

Section 5 describes how these conclusions – among others – have led to a three level approach for the OSSATE-service.

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5. A three level approach

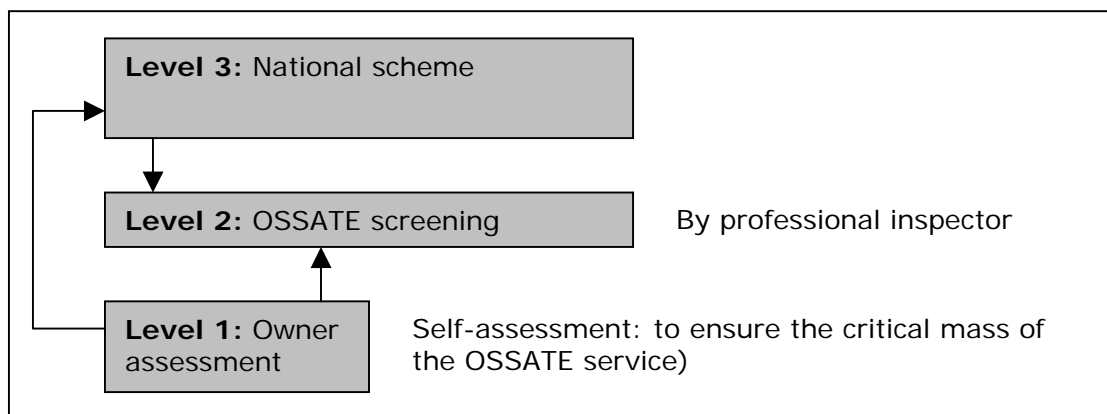
5.1 Introduction

The OSSATE-service has to take several objectives and user-groups into account. Such as:


- Provide reliable, accurate and detailed accessibility information to customers.
- Provide a database and a tool to screen the accessibility of facilities in countries with no accessibility schemes.
- Integrate accessibility data from existing schemes and 'new schemes'
- Take different interested parties (customers with a disability, older people, owners, tourism industry, accessibility advisors, ...) into account.
- Include a rather large number of facilities in the database.
- Motivate destination owners to give their information and convince them to keep accessibility in mind.

The OSSATE partners agreed that it is quite impossible to fulfil all these different objectives with one level of information. Based on the conclusions of the pilot study and the ATIS-survey and their existing knowledge, the OSSATE team has decided to use three levels of information in the OSSATE-service. All three levels should focus on people with both "higher" and "lower" access needs.

Figure 1 gives an overview of these three levels and the relation between them. Each level has its own important aspects. Notably, these levels differ in the amount of detail and the method that is used to collect information.



OSSATE should build the bridge from level 1 to level 2 or a National Accessibility Scheme (NAS). It should not replace a NAS. This also implies that it should be able to filter information from an NAS to level 2 (by having some data fields in common) .

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5.2 Three levels

5.2.1 Level 1

Objectives

The first level in the OSSATE-service will be information gathered via a simple questionnaire that can be filled in by the destination owner or manager. (This questionnaire will be accompanied by an information leaflet which informs the owner/manager about the advantages of including accessibility information in tourism marketing).

The Level 1-questionnaire will:

- Provide data that is an indicator to accessibility for all user groups, covering basic information.
- Contain information the owner/manager can give without difficulty and with little or no detailed checking (e.g. few simple physical measurements, special meals, disability awareness training, ...).
- Focus on all target groups (people with a disability, older people, children, etc.)
- Get owners involved and interested in publicising the accessibility of their destination as a marketing tool and, possibly, considering making accessibility improvements to their premises and customer services.

Self-assessment


In order to address these objectives a self-assessment questionnaire was developed. A self-assessment questionnaire has the big advantage that it allows OSSATE to provide information on a large number of facilities, using a method of data collection which is cost-effective for all parties. Of course this self-assessment method affects the type of information which can be gathered in this way.

We also have to take into account important psychometrics such as the reliability and the validity of the questionnaire:

- Reliability: The questionnaire should ensure that we would get the same (correct) answer, independent of the person who gives it. This implies that the questions must be clear and simple.
- Validity: The system must make sure that the information we get actually corresponds to what the user needs to know. This implies that the questionnaire should focus on the most important key aspects.

For the customers it is important to know that Level 1 information comes from the owners and is not verified by professionals. OSSATE must publish a clear disclaimer to this effect.

An important feature of the OSSATE e-service, which also supports validation of the submitted data, is that OSSATE will *gather user feedback* through an interactive feature of the Website. Here customers will be able to comment on destinations they have visited. This should provide an extra incentive for owners to be accurate and honest in self-assessing their facilities and services.

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For accommodation providers the Level 1 checklist can be a kind of ‘stepping-stone’ towards a more detailed and objective screening (Level 2 and Level 3).

The self-assessment questionnaire must be designed to provide all the basic information about accessibility of destinations, within a single database. Additional information (such as Access Statements, which are used by some accommodation providers and tourist boards) can also be submitted to the OSSATE service in a standardised way.

Photo information

An important additional feature of the OSSATE-service is the possibility to add photo information. Owners can add photos of specific parts or elements in their facility, such as a picture of the entrance, the adapted toilet, the bathroom, etc.

Although some existing Accessible Tourism Information Schemes provide photo information, most of them do not.

Adding photo information has a lot of advantages:

- Photos can provide insight into figures and measurements.
- A photo gives more and ‘rich’ information (customers may be able to “see” answers to their questions, that the owner questionnaire does not cover).
- A photo can show details.
- A photo can provide extra information that is possibly not in the database.
- Photographs can give an idea about the space there is in a room.

On the other hand, there are also risks involved in using photographs:

- They can give a wrong impression about the space there is in a room or a bathroom.
- It is difficult to take good and clear pictures.
- Taking pictures and uploading them to the service may ask for a lot of efforts and may take some time.
- Photographs are not accessible for people with a visual impairment

Adding photo information will be optional. Owners can decide for themselves if they are able and willing to provide pictures. They will also get some guidelines on how they should take pictures of some specific parts and elements.

Photographs of a destination may add a marketing advantage for owners, for example some customers may prefer to select destinations that show photos, rather than those that do not. Of course the attractiveness of the scene shown to the customer may also influence the user’s choice of a venue.

5.2.2 Level 2

Objectives

The second level in the OSSATE-service will be information gathered via an objective and detailed screening, conducted at the tourism destination by a person with accessibility audit training/expertise.

Level 2 will provide:

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- Detailed information that is systematically checked by an external expert as part of an accessibility information scheme.
- A large number of measurements.
- Information that is necessary for people with higher access requirements (e.g. layouts and plans of facilities).
- A label related to the checking scheme.
- A set of checked data fields that correspond to some of the checkpoints in the existing national schemes (level 3).

Objective screening

The level 2 information will be gathered by professionals (trained personnel) using a standardised checklist and defined procedures. These professionals will visit the accommodation to do a large number of detailed measurements and evaluations. This implies that level 2 will provide reliable and valid information. On the other hand such an assessment needs more effort and will take more time than “self assessment”. The objectivity of the screening provides customers with guaranteed and valid information. OSSATE will be responsible for the quality of the information.

Relation level 1 – level 2

The level 2 checklist is more detailed and more extensive compared with the checklist for the owner (level 1).

For users with more extensive access needs, the level 1 questionnaire will give not enough information or sufficient confidence for them to select a destination. They need to have level 2 information which has been checked by professionals.

Level 1 information is useful for those owners who have no regional or national accessibility scheme or other means of recording and publishing the accessibility characteristics and service features of their destination.


Level 1 is also a useful first step for owners who are not aware about accessibility, to generate interest for their destination among customers who need greater accessibility.

OSSATE will encourage owners to move to a level 2 assessment. This implies that they may also need to improve their actual standard of accessibility in their premises and services .

Owners who go to level 2 (or level 3) have some interesting advantages. Not only do they get very detailed information about their premises. For customers, level 2 information provides the possibility for obtaining more detailed search options, which increases the chance of finding a satisfactory accessible destination.

Relation level 2 – level 3

OSSATE level 2 is distinct from existing National Access Schemes (although in some cases it may be very close), as it will contain certain data fields which are not present in current schemes (e.g. photos, and information about provisions to cater for customers with asthma and allergies), and it will not use (the same) labelling techniques and pictograms as in most existing national schemes.

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The existing schemes can be considered as "level-3" information and the OSSATE service will link to these (and/or pull data from these where possible).

The majority of EU Member States does not have an 'official' Accessible Information Scheme, so for those countries without a service, OSSATE will provide a 'back-bone' for such a scheme. Level 2 assessment will function as the data-collection method for those that do not have an accessible tourism information scheme. National accessibility standards may then be applied to the data, to see which destinations or establishments conform to these standards.

Level 2 checklists

The comparison of NAS schemes prepared by ANLH/TGB are used as the starting point for the level 2 checklists. The selected VETO-criteria and Nice to know criteria will be used to develop the Level 2 checklists. These criteria are also important for cross-referencing for different National schemes.

Personalised search tool

Interactivity is an important aspect of a good practice information scheme. This includes features that allow the user to interact with the site/service to get more personalised information, such as personal profiles and search facilities. There are several possibilities: search facilities by type of disability, by type of accommodation, individual adapted search tools (e.g. via measurements of a wheelchair).

Users of the OSSATE-service will be able to refine their search or will be able to receive more access information in their personalised search if an accommodation has been assessed at level 2 or level 3. Of course this has implications for the selected datafield and the level of detail.

5.2.3 Level 3

Objectives

The third level in the OSSATE-service will provide information about accessibility as defined by the respective NAS in a country (or a city or regional equivalent, if no country-wide scheme exists).


This third level is likely to be the most reliable and most detailed, but in some countries and on some criteria the OSSATE level 2 data will even be more detailed. Not every existing scheme provides the same (quality) information or uses the same method.

That is why OSSATE's third level should have a voluntary certification-procedure to include existing schemes. The goal is to maintain existing national schemes and for OSSATE to direct customers to these schemes, if required, by providing a rough guide to 'cross-border' equivalents.

Hence, it is essential to provide customers with relevant background information about the scheme and provide a translation, of the different codes, labels, pictograms, etc. In this third level it is also possible to put filters on the data: e.g. a national standards filter.

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It is important to compare these different national schemes with the OSSATE-standard (Level 2). This allows us to integrate level 2 information in level 3 and probably visa versa. (the OSSATE screening tool).

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7. General conclusions and recommendations

7.1 Introduction

This section gives an overview of the main conclusions of this report and the recommendations that follow for the planned OSSATE service.

This report gave a definition of harmonisation that is used within the OSSATE-project. OSSATE seeks to establish a 'harmonised' system of basic 'information fields', i.e. typical measurements and descriptions to cover accessibility demands of different kinds. The word 'harmonised' in the OSSATE-context refers to the fact that the OSSATE system attempts to take into account several of the descriptors and measurements currently used in Accessible Tourism Information Schemes across Europe. Hence, the OSSATE-service will be descriptive, not prescriptive.

A substantial part of this report described the selection of so called VETO-criteria and Nice to know-criteria and a pilot study that was conducted to get some answers about what and how the OSSATE-service should be / look like. The Veto-principle refers to essential criteria that decides if customers can enter/use a building or not. It focuses on the information that is really needed. Besides the VETO-criteria, there are also 'Nice to know-criteria'. These criteria are important to evaluate the accessibility of an accommodation. They are also important for people to know before they decide to go on holidays, but they are not crucial.

These conclusions, the findings in deliverable 2.1, the partners' knowledge and the different objectives of the OSSATE-service, led to a three level approach in OSSATE.

It is quite impossible to fulfil all these different objectives and aspects with one level of information. These 3 levels should not only focus on people with high needs, but also elderly, etc.. Each level has its own important aspects. These levels differ in level of detail and the method that is used to collect information.


The first level will be rather simple and contain some short questions and easy measurements. This information will be self-assessed by owners via a self-assessment checklist that OSSATE will provide. The questionnaire will provide some basic information.

The second level will provide very detailed and objective information. This information is of great value for people with higher accessibility requirements. The data will be gathered by trained people on a visit, via detailed and standardized checklists.

The third level in the OSSATE-service will provide information about accessibility as defined by the respective NAS in a country (or a city or regional equivalent, if no country-wide scheme exists).

OSSATE will build the bridge from level 1 to level 2 or a National Accessibility Scheme. It will not replace existing NAS.

The upcoming tasks in WP2 will provide data-collection tools and guidelines for these different levels.

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8. Annex

8.1 Comparison ANLH-VB-TGB

The table below gives the results of the comparison of the three selected schemes:

- National Accessibility Schemes – Visit Britain (UK)
- Toegankelijk Vlaanderen – Toegankelijkheidsbureau (Belgium - Flemish Region)
- Acces City – ANLH (Belgium – Walloon Region)

All criteria are listed in this extensive and exhaustive table.

For each criteria there is an indication in which schemes it occurs and which user groups are relevant.

15 different types of disability/handicap-situations were taken into account (they correspond with the numbers in the table):

1. Wheelchair-users without help
2. Wheelchair-users with help
3. Persons with others motor-impairments
4. Blind people
5. person with other visual problems
6. Deaf people
7. Persons with other auditive impairments
8. Persons with learning difficulties
9. Allergic/asthmatic people
10. Old people
11. Foreigners (i.e. people who do not read or understand the local language)
12. People with service dogs
13. People with diet recommendations
14. People using public transport
15. People who need a personal assistant

The VETO-criteria are marked with a 'v'. The Nice-to-know-criteria are marked with an 'i'.

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| VETO CRITERIA | A N L H | V B | T G B | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 |
|---|------------------|--------|-------------|---|---|---|---|---|---|---|---|---|----|----|----|----|----|----|
| | | | | Before to entry: general questions | X | X | X | X | X | X | X | X | X | X | X | X | X | X |
| Coordonnées : services... | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X |
| Coordonnées : nom | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X |
| Coordonnées : adresse, | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X |
| Coordonnées : tél | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X |
| Coordonnées : fax | X | X | X | | | | | | X | X | | | | | | | | |
| Coordonnées : e-mail | X | X | X | | | | | | X | X | | | | | | | | |
| Coordonnées : URL | X | X | X | | | | | | X | X | | | | X | | | | |
| Coordonnées : personne de contact, fonction | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X |
| Information texte, sonore, braille | | X | X | | | | X | X | X | X | X | | | | | | | |
| Accessibilité site Internet | | X | | | | | X | X | | | | | | | | | | |
| Date de construction | X | | X | | | | | | | | | | | | | | | |
| Date(s) de rénovation | | | X | | | | | | | | | | | | | | | |
| Arrivée : Parking : propre ou non à l'établissement | X | | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X |
| Arrivée : transport en commun : Arrêt | | | X | | | | I | I | | | | | | | | | X | |
| Arrivée : transport en commun : Arrêt : bus + nom | | | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X |
| Arrivée : transport en commun : Arrêt : tram/métro + nom | | | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X |
| Arrivée : transport en commun : Arrêt : train + nom | | | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X |
| Arrivée : transport en commun : Arrêt : autre | | | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X |
| Arrivée : prévenir si PMR (pourquoi) | | | X | | | X | | | | | | | | | | | | X |
| Arrivée : prévenir si PMR moteur | | | X | X | X | | | | | | | | | | | | | |
| Arrivée : prévenir si PMR auditif | | | X | | | | | | X | X | | | | | | | | |
| Arrivée : prévenir si PMR visuel | | | X | | | | X | X | | | | | | | | | | |
| Arrivée : prévenir si PMR avec problème respiratoire/ allergie | | | X | | | | | | | | | X | | | | | | |
| Service dogs are allowed | X | | X | | | | X | X | | | | | | | | V | | |
| Équipement disponible pour chien (eau..) | | X | | | | | X | X | | | | | | | X | | | |
| Information : type de services spéciaux pour PMR (lesquels) | | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X |
| Information : type de services spéciaux pour PMR moteur | | | X | X | X | X | | | | | | | | | | | | |
| Information : type de services spéciaux pour PMR auditif | | | X | | | | | | X | X | | | | | | | | |
| Information : type de services spéciaux pour PMR visuel | | | X | | | | X | X | | | | | | | | | | |
| Information : type de services spéciaux pour PMR problème respiratoire / allergie | | | X | | | | | | | | | X | | | | | | |
| Information : brochure pour les PMR (lesquelles) | | | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X |
| Information : brochure pour les PMR moteur | | | X | X | X | X | | | | | | | | | | | | |
| Information : brochure pour les PMR auditif | | | X | | | | | | X | X | | | | | | | | |
| Information : brochure pour les PMR visuel | | | X | | | | X | X | | | | | | | | | | |

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| VETO CRITERIA | A N L H | V B | T G B | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 |
|--|------------------|--------|-------------|--|---|---|---|---|---|---|---|---|----|----|----|----|----|----|
| | | | | Information : brochure pour les PMR problème respiratoire / allergie | | | X | | | | | | | | | X | | |
| Formation du personnel pour accueillir PMR | | | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X |
| Local (PMR problème respiratoire / allergie) | | | X | | | | | | | | | X | | | | | | |
| Local : non fumeur adapté pour le public | | | X | | | | | | | | | X | | | | | | |
| Local : système de nettoyage + fréquence | | | X | | | | | | | | | X | | | | | | |
| Local : fréquence de nettoyage | | | X | | | | | | | | | | | | | | | |
| Local (PMR auditif) | | | X | | | | | | X | X | | | | | | | | |
| Local : câble (boucle d'induction) | | | X | | | | | | | X | | | | | | | | |
| Local : révision bonne marche du câble (boucle d'induction) | | | X | | | | | | X | | | | | | | | | |
| Locaux (PMR visuel) | | | X | | | | X | X | | | | | | | | | | |
| Local : marquage braille - description | | | X | | | | X | X | | | | | | | | | | |
| Special facilities (breath problem, allergic people) | | | X | | | | | | | | | I | | | | | | |
| Special facilities (for deaf people) | | | X | | | | | | I | I | | | | | | | | |
| Special facilities (for blind people) | | | X | | | | I | I | | | | | | | | | | |
| Wheelchair available | | | X | I | I | I | | | | | | | I | | | | | |
| BUILDINGS : COMMON CRITERIA | X | X | X | X | X | X | X | X | X | X | X | X | X | | | X | | X |
| ACCEDER | X | X | X | | | | | | | | | | | | | | | |
| PARKING | X | X | X | | | | | | | | | | | | | | | |
| Accès : Présence de barrières | X | | | X | X | X | | | | | | | X | | | | | |
| Accès : hauteur des boutons de commande | X | | | X | X | X | | | | | | | X | | | | | |
| Is designated parking provided for guests with disabilities? | | | | I | I | I | | | | | | | | | | | | |
| Number of place for disabled people | X | X | X | I | I | I | | | | | | | X | | | | | |
| Parking : au moins une place réservée (pour chaque chambre accessible) | | X | | X | X | X | | | | | | | X | | | | | |
| Parking : partie couverte (pour transfert) | | X | | X | X | X | | | | | | | X | | | | | |
| Signalisation : de l'emplacement réservé | X | X | X | X | X | | | | | | | | | | | | | |
| Signalisation : sol et panneau à hauteur du pare-brise | | X | | X | X | | | | | | | | | | | | | |
| Signalisation : indication numéro d'appel pour assistance visible de la place de parking | | X | | X | X | X | | X | | | | | X | | | | | |
| Signalisation : éclairage parking réservé et chemin d'accès parking-entrée | | X | | X | X | | | | | | | | | | | | | |
| Distance of designated parking from the entrance | X | X | X | I | I | I | | | | | | | X | | | | | |

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| VETO CRITERIA | A N L H | V B | T G B | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 |
|--|------------------|--------|-------------|--|---|---|---|---|---|---|---|---|----|----|----|----|----|----|
| | | | | Lenght of the site of designated parking | X | X | X | I | I | I | | | | | | | | |
| Dimension parking : accès à l'arrière de la voiture libre | | X | | X | X | | | | | | | | | | | | | |
| Width of the site of designated parking | X | | X | I | I | I | | | | | | | | | | | | |
| Cheminement : pour entrée accessible signalé | | X | | X | X | | | X | | | X | | | | | | | |
| Cheminement : casse-vitesse contrasté à la route | | X | | X | X | | | X | | | | | | | | | | |
| Parking : floor covering (TGB) | | | | I | I | I | | | | | | | | | | | | |
| Cheminement : largeur de passage d'un côté du casse-vitesse ou alternative | | X | | X | X | | | | | | | | | | | | | |
| ACCESS ROAD | X | X | X | | | | | | | | | | | | | | | |
| Voie d'accès : hauteur | | | X | | | | | X | X | | | | | | | | | |
| Access road : slope | | X | X | V | V | | | | | | | | | | | | | |
| Voie d'accès : dévers | | | X | X | X | | | | | | | | | | | | | |
| Voie d'accès : type (couvert) | | X | | | | | | X | X | | | | | | | | | |
| Access road : numbers of walk | | X | | V | V | V | | | | | | | X | | | | | |
| Access road : difference in level: compensation | | | | V | V | V | | | | | | | | | | | | |
| Voie d'accès : possibilité de s'arrêter devant l'entrée | | | X | X | X | X | | | | | | | X | | | | | |
| Voie d'accès : pallier | | X | | | X | | | | | | | | | | | | | |
| Voie d'accès : place de repos (bancs...) | | | X | | | X | | | | | | | X | | | | | |
| ENTRANCE | X | X | X | | | | | | | | | | | | | | | |
| Threshold (seuil) : without difference in level | X | X | X | V | V | X | | | | | | | X | | | | | |
| Threshold (seuil) : height | X | | X | V | V | X | | | | | | | X | | | | | |
| Seuil : type • voir escaliers | | X | | X | X | X | | | | | | | X | | | | | |
| Entrée éclairée | | X | | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X |
| Sonnette/parlophone : hauteur | X | X | X | X | X | | | | | | | | | | | | | |
| Sonnette/parlophone : amplifiée ? alternative ? | | X | | | | | | | X | X | | | | | | | | |
| Sonnette/parlophone : indication visuelle | | X | | | | | | | X | X | | | | | | | | |
| Porte d'entrée : paillason bien fixé et non glissant | | X | | X | X | X | X | X | | | | | X | | | | | |
| Porte d'entrée : totalement ouverte ou totalement fermée | | X | | X | X | X | X | X | | | | | | | | | | |
| Main entrance : Width of clear opening space | X | | X | V | V | | | | | | | | | | X | | | |
| Main entrance : Width of access road in front of the door | X | X | | V | V | | | | | | | | | | X | | | |

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| | | | | Main entrance : type of door | X | X | X | I | I | I | I | I | | | | | I | |
| Porte d'entrée : si porte automatique doit être coulissante | | X | | X | X | | X | X | | | | | | | | | | |
| Porte d'entrée : porte contrastée par rapport aux murs | | X | | | | | | X | | | | | | | | | | |
| Porte d'entrée : délai de fermeture assez long pour que la personne passe la porte | | X | | X | X | X | | | | | | | X | | | | | |
| Main entrance : height of the handle | X | X | X | X? | X | | | | | | | | | | | | | |
| Main entrance : type of the handle (long vertical handle) | | X | X | I | X | | | | | | | | | | | | | |
| Main entrance : handle contrasted compared to the door | | X | | | | | | I | | | | | | | | | | |
| Porte d'entrée : pousser pour entrer plus facile que tirer | | X | | X | X | X | | | | | | | X | | | | | |
| Porte d'entrée : distance mur (coin) / poignée | | X | X | X | X | | | | | | | | | | | | | |
| Main entrance : glazed | X | | | | | | | I | | | | | | | | | | |
| Main entrance : visual marking | X | | X | | | | | X? | | | | | | | | | | |
| Main entrance: resistance of the door | X | X | | V | X | | | | | | | | | | | | | |
| Porte d'entrée : sens d'ouverture | | | X | X | X | | | | | | | | | | | | | |
| Porte d'entrée : judas/œil de bœuf hauteur | | X | | X | X | | | | | | | | | | | | | |
| Signalisation : symbole international | X | | | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X |
| Autres entrées | X | | | | | | | | | | | | | | | | | |
| Y a-t-il une autre entrée | X | | | X | X | X | | | | | | | | X | | | | |
| Porte : Porte accessible trs ouverte | | | | X | X | X | | | | | | | | X | | | | |
| Localisation | X | | | X | X | X | | | | | | | | X | | | | |
| Ramp | X | X | X | | | | | | | | | | | | | | | |
| Difference of level : compensation (ramp, steps, lift...) | X | X | X | V | V | V | | | | | | | | X | | | | |
| Ramp : lenght | X | X | X | V | V | | | | | | | | | X | | | | |
| Rampe : présence palliers | X | X | | X | X | | | | | | | | | X | | | | |
| Rampe : height | X | X | X | V | V | | | | | | | | | | | | | |
| Rampe : width | X | X | X | V | V | | | | | | | | | | X | | | |
| Ramp : colour contrasted on the top and bottom of the ramp | | X | X | | | | | I | | | | | | X | | | | |
| Rampe : longueur du pallier (hors battement de porte) | | X | | X | X | | | | | | | | | X | | | | |
| Ramp : rest area at the ends | X | X | X | V | V | | | | | | | | | X | | | | |
| Ramp : border side | X | X | X | X | X | | | I | I | | | | | | | | | |
| Rampe : type de revêtement | | | X | X | X | | | | | | | | | X | | | | |
| Rampe : anti-dérapant | | | X | X | X | | | | | | | | | X | | | | |

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|---|------------------|--------|-------------|---|---|---|----|----|---|---|---|---|----|----|----|----|----|----|
| | | | | Rampe : bien éclairée • voir main-courante | | X | | X | X | X | | | | | | | | |
| LIFT | | | X | | | | | | | | | | | | | | | |
| Difference of level : compensation | | | X | V | V | V | | | | | | | X | | | | | |
| Pallier au dessus et en dessous | | | | X | X | | | | | | | | | | | | | |
| Lift : Weight max | | | X | I | I | | | | | | | | | | | | | |
| Plateau : Agrément | | | X | X | X | X | | | | | | | X | | | | | |
| Plateau : Emploi (autonome, avec aide, ...) | | | X | X | X | | | | | | | | | | | | | |
| Lift: size | | | X | V | V | X | | | | | | | | | X | | | |
| TO CIRCULATE | X | X | X | | | | | | | | | | | | | | | |
| Circulation | | | | | | | | | | | | | | | | | | |
| Progression/advance: width | X | X | X | V | V | X | | | | | | | | | X | | | |
| Progression : specific reduction of the passage | X | X | X | V | V | X | | | | | | | X | | X | | | |
| Progression : surface of rotation | X | | | I | I | | | | | | | | | | | | | |
| Cheminement : revêtement | X | X | X | X | X | X | X | X | | X | | | X | | | | | |
| Cheminement : revêtement sol non glissant | | X | | X | X | X | X | X | | | | | X | | | | | |
| Progression : guide lines, path of contrasting texture | | X | X | | | | I? | X | | | | | | | | | | |
| progression : colour contrast to indicate obstacles | | | X | | | | | I? | | | | | X | | | | | |
| Progression : open space except beat of the door | X | X | X | V | V | | | | | | | | | | | | | |
| Cheminement : pallier signalé par un marquage visuel ou tactile | | | X | | | | X | X | | | | | X | | | | | |
| Indication | X | X | X | | | | | | | | | | | | | | | |
| in plain English | | X | | I | I | I | | X | I | I | I | X | I | I | X | X | X | X |
| Signalisation : hauteur de lecture des informations | | X | X | X | X | | | | | | | | | | | | | |
| Type: braille, pictogrammes | X | X | X | | | | X? | X | X | X | X | | | X | | | | |
| Large print: size | X | X | X | | | | | X? | | | | | X | | | | | |
| Caractères : Contraste | X | X | X | | | | | X | | | | | X | | | | | |
| Caractères : Majuscules | | | X | | | | | X | | | X | | X | | | | | |
| Caractères : "droit" (non italique) | | | X | | | | | X | | | X | | X | | | | | |

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| | | | | X? | X? | X? | | X? | X? | X? | X? | X? | X? | X? | X? | X? | X? | X? |
| numbers of orientation plan, | X | X | | X? | X? | X? | | X? | X? | X? | X? | X? | X? | X? | X? | X? | X? | X? |
| Plans d'orientation/itinéraire : hauteur de lecture | X | | | X | X | | | | | | | | | | | | | |
| Information : en grand caractères, cassette, braille | | X | | | | | X | X | X | X | X | | X | | | | | |
| Panneaux : hauteur | | | X | X | X | | | | | | | | | | | | | |
| Panneaux : réfléchissant | | | X | | | | | X | | | | | X | | | | | |
| CORRIDOR | X | X | | | | | | | | | | | | | | | | |
| • voir circulation | | | | | | | | | | | | | | | | | | |
| Threshold (seuil) | | | X | V | V | X | | | | | | | X | | | | | |
| • voir escaliers | | | | | | | | | | | | | | | | | | |
| Cheminement : largeur restante quand 1 porte est ouverte (90°) | | X | | X | X | | | | | | | | | | | | | |
| Extrémité : accentué par contraste (mur, sol) ou changement de lumière | | X | | | | | | X? | | | | | | | | | | |
| Extrémités : sans fenêtre | | X | | | | | | X | | | | | | | | | | |
| • voir portes | | | | | | | | | | | | | | | | | | |
| INSIDE DOORS | X | X | | | | | | | | | | | | | | | | |
| Width of clear opening space | X | X | X | V | V | X | | | | | | | | | X | | | |
| Width of access road in front of the door | | X | X | V | V | | | | | | | | | | | | | |
| Threshold (seuil) | | | X | V | V | X | | | | | | | X | | | | | |
| Porte : double battants non verrouillés | X | X | | X | X | | | | | | | | | | | | | |
| Type: manual, sliding,...) | X | X | | I | I | | I | I | | | | | I | | | | | |
| If glazed: visual marking | X | X | | | | | | I | | | | | X | | | | | |
| resistance of the door | X | X | | V | X | X | | | | | | | X | | | | | |
| porte : délai pour fermeture assez long | X | | | X | X | X | | | | | | | | | | | | |
| inside ou outside opening | X | X | X | I | I | | | | | | | | X | | | | | |
| porte : ouverture totale (90°) possible | X | | | X | X | | | | | | | | | | | | | |
| porte : totalement fermée ou totalement ouverte | X | | | | | | X | X | | | | | | | | | | |
| doorway contrasted | | | X | | | | | X? | | | | | | | | | | |
| Porte : clinche : hauteur | X | X | | X | X | | | | | | | | | | | | | |
| Type of handle | X | X | | I | X | X | | | | | | | X | | | | | |
| handle contrasted compared to the door | X | | | | | | | I | | | | | | | | | | |
| Porte : aire d'accès clinche (distance mur (coin) / poignée) | X | X | | X | X | X | | | | | | | | | | | | |
| presence of horizontal | X | | | X? | X | | | | | | | | | | | | | |

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|---|------------------|--------|-------------|--|---|---|---|---|---|---|---|---|----|----|----|----|----|----|
| | | | | Porte : lisse horizontale sur l'intérieur quand ouverture vers l'extérieur | | X | | X | X | | | | | | | | | |
| Porte : passage mur (en face de la porte)/porte | | X | | X | X | | | | | | | | | | | | | |
| Porte : avec système de dégagement de secours (emergency release mechanism) | | X | | X | X | | X | X | | | | | | | | | | |
| Porte : serrure utilisation simple et facile | | X | | X | X | X | | | | | X | | X | | | | | |
| Porte : serrure passe-partout | | X | | X | X | | | | | | | | | | | | | |
| Porte : espace libre en haut et en bas de la porte | | X | X | X | X | X | X | X | X | X | X | X | X | | X | | | |
| LIFTS | X | X | | | | | | | | | | | | | | | | |
| Difference of level : compensation | X | X | X | V | V | V | | | | | | | X | | | | | |
| Y a-t-il au moins un ascenseur? | X | | | X | X | X | | | | | | | X | | | | | |
| Niveaux : nombre | X | | | X | X | X | | | | | | | X | | | | | |
| Floor non accessible by the lift | X | | | I | I | I | | | | | | | I | | | | | |
| Signalisation: bien indiqué (panneau, braille...) | | X | | X | X | X | X | X | | | X | | X | X | | | | |
| Boutons d'appel visibles (contrastés avec le mur...) | | X | | | | | | X | | | | | X | | | | | |
| Bouton d'appel en relief par rapport au mur | | X | | | | | X | X | | | | | | | | | | |
| Width of access road in front of the lift door | X | | X | V | V | X | | | | | | | | | | | | |
| Porte ascenseur : contrastée avec le mur entourant l'ascenseur | | X | X | | | | | X | | | | | | | | | | |
| width of clear space opening of the door | X | X | X | V | V | X | | | | | | | | | X | | | |
| Porte ascenseur : s'ouvre totalement | | X | | X | X | | | | | | | | | | | | | |
| Porte ascenseur : vitrée | X | | | X | X | | | X | | | | | X | | | | | |
| Porte ascenseur : ouverture automatique | | X | X | X | X | X | X | X | | | | | X | | | | | |
| Porte ascenseur : automatique : ouverture contrôlée par système infrarouge (photo-eye/infrared) | | X | | X | X | X | X | X | | | | | X | | | | | |
| Porte ascenseur : poigné : espace d'accès 50 cm | | | X | X | X | | | | | | | | | | | | | |
| in the cabin: depth | X | X | X | V | V | | | | | | | | | | | | | |
| in the cabin: width | X | X | X | V | V | X | | | | | | | | | X | | | |
| Cabine d'ascenseur : si 1 entrée : miroir (aide pour sortir pour les FR) sur mur du fond | | X | | X | X | | | X | | | | | | | | | | |
| Cabine d'ascenseur : hauteur sol/miroir | | X | X | | | | | X | | | | | | | | | | |
| Cabine d'ascenseur : revêtement sol non glissant, non réfléchissant | | X | | X | X | | | | | | | | | | | | | |
| buttons: height | X | X | X | I | X | | | | | | | | | | | | | |
| Boutons : distance bouton/mur | | X | X | X | X | X | | | | | | | | | | | | |

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| | | | | buttons: braille | X | X | | | | | X? | X | | | | | | |
| Auditive signal | X | X | X | | | | I | I | | | | | | | | | | |
| visual signal | | X | | | | | | | I | I | | | | | | | | |
| Confirmation audible et visuelle que le bouton a bien été actionné | | X | | | | | X | X | X | X | | | X | | | | | |
| Hauteur des informations visuelles | | X | | X | X | | | | | | | | | | | | | |
| Localisation de l'indication du niveau | | X | X | X | X | | | | | | | | | | | | | |
| Eclairage diffus dans l'ascenseur | | X | | | | | | X | | | | | | | | | | |
| Main-courante dans l'ascenseur sur au moins un côté (si plus d'un étage) | | X | X | X | | X | | | | | | | X | | | | | |
| • voir main-courante | | | | | | | | | | | | | | | | | | |
| L'ascenseur dessert-il le parking ? | X | | | X | X | X | | | | | | | X | | | | | |
| lift up to the parking | X | | | X? | X? | X? | | | | | | | X? | | | | | |
| Présence de strapontin | | | X | | | X? | | | | | | | X? | | | | | |
| • voir sécurité | | | | | | | | | | | | | | | | | | |
| STAIRS | X | X | | | | | | | | | | | | | | | | |
| Difference of level : compensation | | | X | V | V | V | | | | | | | X | | | | | |
| colour contrat at the bottom and the top of the stair | X | | X | | | | | I | | | | | | | | | | |
| Marches : type | | | X | | | X | | | | | | | X | | | | | |
| Steps : number | X | X | | V | V | V | | | | | | | X? | | | | | |
| Steps : height | X | X | X | V | V | X? | | | | | | | X? | | | | | |
| Marches : uniformité de la hauteur | | X | | | | X | X | X | | | | | X | | | | | |
| Marches : profondeur | | X | | | | X | X | X | | | | | X | | | | | |
| Marches : uniformité de la profondeur | | X | | | | X | X | X | | | | | X | | | | | |
| Marches : largeur | | X | | | | X | X | X | | | | | X | | X | | | |
| Marches : pallier | | X | X | | | X | | | | | | | X | | | | | |
| Marches : pallier 1.2m toutes les 3 marches | | X | | | | X | | | | | | | X | | | | | |
| Marches : fond des marches fermé | | X | | | | X | X | X | | | | | X | | | | | |
| Marches : nez de marches perpendiculaire à la marche | | X | | | | | X | X | | | | | | | | | | |
| Marches : revêtement anti-dérapant | | | X | X | X | | | | | | | | | | | | | |
| contrasted steps | | | X | | | | | I | | | | | | | | | | |
| See handrail part | | | | | | | | | | | | | | | | | | |
| MOVING WALKWAY | | | X | | | | | | | | | | | | | | | |

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| | | | | Seuil | | | X | | | X | X | X | | | | | X | |
| Seuil Contrasté | | | X | | | | | X | | | | | X | | | | | |
| Width of clear space | | | X | V | V | X | | | | | | | | | X | | | |
| HANDRAIL | | | | | | | | | | | | | | | | | | |
| Handrail | X | X | X | I | I | V | V | V | | | | | V | | | | | |
| Main-courante : continue | | X | | X | X | X | | | | | | | X | | | | | |
| handrail on both sides | | X | | X | X | V | | | | | | | X | | | | | |
| with contrast | | X | | | | X | X | V | | | | | X | | | | | |
| Main-courante : hauteur | | X | | X | X | | | X | | | | | X | | | | | |
| Main-courante : longueur débordant la rampe | | X | | X | X | X | X | X | | | | | X | | | | | |
| Main-courante : largeur/diamètre | | X | | | | X | | | | | | | | | | | | |
| Main-courante : facilité de préhension | | X | X | X | X | X | | | | | | | X | | | | | |
| Main-courante : sensation au toucher (pas froid) | | X | | X | X | | | | | | | | | | | | | |
| Main courante : espace mur /main-courante | | X | | | | X | | | | | | | | | | | | |
| Main-courante : fermement fixée | | X | | | | X | | | | | | | X | | | | | |
| TO USE | X | X | X | | | | | | | | | | | | | | | |
| • Reception | X | X | X | | | | | | | | | | | | | | | |
| Threshold (seuil) | | | X | X? | X? | X | | | | | | | X | | | | | |
| • To see stairs | | | | | | | | | | | | | | | | | | |
| Office desk | | | X | I | I | I | I | I | I | I | I | I | I | I | I | I | I | I |
| surface of rotation | | X | X | I | I | | | | | | | | | | | | | |
| height | X | | X | I | I | | | | | | | | | | | | | |
| depth of open space | X | X | X | I | I | | | | | | | | | | | | | |
| Communication : if glazed: no reflect | | X | X | | | | | X | I | I | | | X | | | | | |
| Communication : Absence pollution sonore | | X | | | | | X | X | | X | X | | | X | | | | |
| Communication : éclairage bien positionné vers la réception (évite ombre...) | | X | | | | | | X | X | X | | | | | | | | |
| Communication : vitre non réfléchissante | | X | X | | | | | X | | | | | X | | | | | |
| Communication : induction hearing loop | | | X | | | | | | | X? | | | | | | | | |
| Communication : son amplifié | | | X | | | | | | | | X | | X | | | | | |
| Équipement : matériel disponible (papier/crayon) | | X | | | | | | | X | X | | | | | | | | |

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| One Stop Shop for Accessible Tourism in Europe - OSSATE | VERSION: FINAL |
| D-2.2: Harmonised Criteria and Standards for Accessibility Measurements. | PRIORITY STATUS: HIGH |

| VETO CRITERIA | A N L H | V B | T G B | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | |
|--|------------------|--------|-------------|---|---|---|---|---|---|---|---|---|----|----|----|----|----|----|--|
| | | | | X | X | X | X | X | | | | | | | X | | | | |
| Equipement : zone de réception non encombrée | | X | | | X | X | X | X | X | | | | | X | | | | | |
| • voir mobilier | | | | | | | | | | | | | | | | | | | |
| • voir sécurité | | | | | | | | | | | | | | | | | | | |
| • Salle d'attente | X | X | X | | | | | | | | | | | | | | | | |
| • voir portes | | | | | | | | | | | | | | | | | | | |
| • voir circulation | | | | | | | | | | | | | | | | | | | |
| • voir mobilier | | | | | | | | | | | | | | | | | | | |
| • Toilette | X | X | X | | | | | | | | | | | | | | | | |
| number of adapted toilet | X | | X | v | v | | | | | | | | | | | | | | |
| niveau de la toilette adapté | X | | | X | X | | | | | | | | X | | | | | | |
| • voir portes | | | | | | | | | | | | | | | | | | | |
| • voir circulation | | | | | | | | | | | | | | | | | | | |
| • voir barre d'appui | | | | | | | | | | | | | | | | | | | |
| • voir sécurité | | | | | | | | | | | | | | | | | | | |
| • voir lavabo | | | | | | | | | | | | | | | | | | | |
| • voir accessoires sanitaires | | | | | | | | | | | | | | | | | | | |
| • voir mobilier | | | | | | | | | | | | | | | | | | | |
| • voir sécurité | | | | | | | | | | | | | | | | | | | |
| WC : transfert space beside the toilet | X | X | X | v | v | | | | | | | | | | | | | | |
| Height of the toilet | X | X | X | v | v | | | | | | | | X | | | | | | |
| WC : réhausseur de wc disponible | | X | | X | X | | | | | | | | | | | | | | |
| WC : chasse d'eau du côté le plus accessible | | X | | X | X | | | | | | | | | | | | | | |
| WC : chasse d'eau : poignée "spatule" | | X | | X | X | | | | | | | | | | | | | | |
| Equipement : porte papier toilette accessible et utilisable à une main | | X | | X | X | X | | | | | | | X | | | | | | |
| Equipement : étagère accessible des toilettes ? | | X | | X | X | | | | | | | | | | | | | | |
| • Bureau | X | X | X | | | | | | | | | | | | | | | | |
| • voir portes | | | | | | | | | | | | | | | | | | | |
| Circulation : aire d'accès tableau | | | X | X | X | | | | | | | | | | | | | | |
| • voir circulation | | | | | | | | | | | | | | | | | | | |
| • voir mobilier | | | | | | | | | | | | | | | | | | | |
| Equipement : Câble (boucle d'induction) | | | X | | | | | | X | | | | | | | | | | |
| • Salle de réunion | X | X | X | | | | | | | | | | | | | | | | |

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|--|------------------|--------|-------------|--------------|---|---|---|---|---|---|---|---|----|----|----|----|----|----|
| | | | | • voir porte | | | | | | | | | | | | | | |
| • voir circulation | | | | | | | | | | | | | | | | | | |
| • voir mobiliers | | | | | | | | | | | | | | | | | | |
| Equipement : Câble (boucle d'induction) | | | X | | | | | | X | | | | | | | | | |
| Bathroom | X | X | X | | | | | | | | | | | | | | | |
| • voir circulation | | | | | | | | | | | | | | | | | | |
| • voir porte | | | | | | | | | | | | | | | | | | |
| bath : surface of access | X | X | X | I? | X | | | | | | | | | | | | | |
| bath : system to help transfer | | | X | I? | X | X | | | | | | | X | | | | | |
| Baignoire : plaque de transfert : largeur | | | X | X | X | | | | | | | | | | | | | |
| bath: height | X | X | X | I | I | | | | | | | | | | | | | |
| Baignoire : hauteur libre sous baignoire pour lève-personne | | X | | X | X | | | | | | | | | | | | | |
| Baignoire : réglable en hauteur | | X | | X | X | X | | | | | | | X | | | | | |
| Baignoire : largeur | | X | | X | X | X | | | | | | | X | | | | | |
| Baignoire : poignée | | | X | X | X | X | | | | | | | X | | | | | |
| bath : type of tap | | | X | I | I | X | | | | | | | X | | | | | |
| Baignoire : robinet : différenciation eau chaude/froide, on/off... | | X | | | | | X | X | | | | | | | | | | |
| Baignoire : revêtement/fond anti-dérapant | | X | X | X | X | X | | | | | | | X | | | | | |
| • voir lavabo | | | | | | | | | | | | | | | | | | |
| • voir barre d'appui | | | | | | | | | | | | | | | | | | |
| • voir accessoires sanitaires | | | | | | | | | | | | | | | | | | |
| accessoires : siège - tabouret de bain : nombre | | X | X | X | X | X | | | | | | | X | | | | | |
| accessoires : lève-personne | | X | | X | X | | | | | | | | | | | | | |
| accessoires : sèche-cheveux | | X | | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X |
| accessoires : sèche-cheveux : hauteur | | X | | X | X | | | | | | | | | | | | | |
| • voir sécurité | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | |
| • voir mobilier | | | | | | | | | | | | | | | | | | |

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|--|------------------|--------|-------------|-----------------|----|---|---|---|---|---|---|---|----|----|----|----|----|----|
| | | | | • Shower | X | X | X | | | | | | | | | | | |
| Size | | | X | V | V | | | | | | | | | | | | | |
| • voir circulation | | | | | | | | | | | | | | | | | | |
| • voir portes pour la porte de la douche | | | | | | | | | | | | | | | | | | |
| Siège de douche : type (rabattable / tabouret ou à roulettes, à roulettes auto-propulsée) | X | X | X | X | X | X | | | | | | | X | | | | | |
| shower seat: height | X | X | X | I | I | | | | | | | | X | | | | | |
| Siège de douche : dimension de l'assise | | X | | X | X | | | | | | | | | | | | | |
| Siège de douche : largeur libre entre le milieu du siège et le mur opposé à la zone de transfert | | X | X | X | X | | | | | | | | | | | | | |
| Siège de douche : dimension de l'espace libre pour transfert d'un côté du siège de douche | | X | X | X | X | | | | | | | | | | | | | |
| • voir barre d'appui | | | | | | | | | | | | | | | | | | |
| Douche : distance siège - mur le plus proche | | | X | X | X | X | | | | | | | X | | | | | |
| shower seat: surface of access | X | X | X | I | I | | | | | | | | | | | | | |
| Douche : robinet : emplacement | | | X | X | X | | | | | | | | | | | | | |
| Douche : robinet : différenciation eau chaude/froide, on/off... | | X | | | | | | X | | | | | | | | | | |
| vat of shower : height | X | X | X | V | V | X | | | | | | | X | | | | | |
| Bac de douche : fond anti-dérapant / tapis | | X | X | X | X | X | | | | | | | X | | | | | |
| vat of shower : size | | | X | I? | I? | | | | | | | | | | | | | |
| vat of shower : surface of access | | | X | I? | I? | | | | | | | | | | | | | |
| vat of shower : width of clear space | | | X | V? | V? | | | | | | | | | | | | | |
| Pomme de douche : détachable (the detachable showerhead ajustement) | | X | | X | X | X | | | | | | | X | | | | | |
| Pomme de douche : hauteur à partir du sol pour personne assise sur le siège | | X | X | X | X | | | | | | | | X | | | | | |
| Pomme de douche : hauteur à partir du sol pour personne debout | | X | X | | | X | | | | | | | X | | | | | |
| Pomme de douche : fixée au plafond en plus des autres | | X | | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X |
| • voir lavabo pour les robinets | | | | | | | | | | | | | | | | | | |
| • voir sécurité | | | | | | | | | | | | | | | | | | |
| • voir accessoires sanitaires | | | | | | | | | | | | | | | | | | |
| • wash-hand basin | | | | | | | | | | | | | | | | | | |
| height | X | | X | I | I | | | | | | | | | | | | | |
| height of underspace | | | X | I | I | I | | | | | | | | | | | | |
| width of underspace | | | X | I | I | | | | | | | | | | | | | |
| Lavabo : profondeur libre sous le lavabo | | | X | X | X | | | | | | | | | | | | | |

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|---|------------------|--------|-------------|---|---|---|---|---|---|---|---|---|----|----|----|----|----|----|
| | | | | Lavabo : accessible même en étant assis sur la toilette | | X | X | X | X | X | | | | | | | X | |
| type of tap | | X | X | I | I | I | | | | | | | | | | | | |
| Robinet : hauteur | | X | X | X | X | | | | | | | | | | | | | |
| Lavabo : robinet : distance du coin | | | X | X | X | | | | | | | | | | | | | |
| Lavabo : robinet : distance robinet - mur le plus proche | | | X | X | X | | | | | | | | | | | | | |
| Lavabo : robinet : différenciation eau chaude/froide, on/off... | | X | | | | | X | X | | | | | | | | | | |
| Lavabo : robinet : température de l'eau contrôlée thermostatique | | X | | X | X | X | X | X | | | | | X | | | | | |
| Lavabo : tuyauterie chaude en contact avec le corps doit être isolée | | X | | X | X | | X | | | | | | | | | | | |
| Lavabo : miroir : au dessus du lavabo | | X | | X | X | | | | | | | | | | | | | |
| Lavabo : miroir : hauteur du haut du miroir au sol | | X | | X | X | | | | | | | | | | | | | |
| Lavabo : miroir : hauteur du bas du miroir au sol | | X | | X | X | | | | | | | | | | | | | |
| • Accessoires sanitaires | | | | | | | | | | | | | | | | | | |
| Poubelle | | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X |
| Distributeur automatique accessible en hauteur | | X | | X | X | | | | | | | | | | | | | |
| Distributeur de savon | | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X |
| Distributeur savon : accessible quand position assise ou debout et d'une main | | X | | X | X | X | | | | | | | | | | | | |
| Porte-serviette | | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X |
| Porte serviette : hauteur | | X | | X | X | | | | | | | | | | | | | |
| Petit bassin | | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X |
| • support bar - handrail | | | | | | | | | | | | | | | | | | |
| number | X | X | X | I | I | I | | | | | | | X | | | | | |
| Barre d'appui : emplacement | | | X | X | X | X | | | | | | | | | | | | |
| Barre d'appui : types (horizontal, vertical, coudée) | | X | X | X | X | | | | | | | | | | | | | |
| Barre d'appui : distance: centre WC / mur opposé à la zone de transfert | | X | X | X | X | | | | | | | | | | | | | |
| Barre d'appui : distance barre d'appui/milieu du siège | | X | X | X | X | | | | | | | | | | | | | |
| Barre d'appui : relevable de chaque côté du wc | | X | | X | X | | | | | | | | | | | | | |
| Barre d'appui : barre relevable se bloque dans une position | | X | | X | X | | | | | | | | | | | | | |
| Barre d'appui : hauteur de la barre relevable à partir du siège | | X | | X | X | | | | | | | | | | | | | |
| Barre d'appui : barre d'appui verticale d'un côté de la toilette | | X | | X | X | | | | | | | | | | | | | |
| Barre d'appui : longueur de la barre verticale | | X | X | X | X | | | | | | | | | | | | | |
| Barre d'appui : hauteur (sol-extrémité supérieure) | | X | X | X | X | | | | | | | | | | | | | |
| Barre d'appui : horizontale fixée au mur près du wc | | X | X | X | X | | | | | | | | | | | | | |
| Barre d'appui : horizontale sur le côté opposé à l'espace de transfert | | X | X | X | X | | | | | | | | | | | | | |
| Barre d'appui : longueur de la barre horizontale | | X | X | X | X | | | | | | | | | | | | | |
| Barre d'appui : hauteur de la barre horizontale à partir du siège | | X | X | X | X | | | | | | | | | | | | | |

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| | | | | Barre d'appui : anti-dérapante | | X | | X | X | X | | | | | | | X | |
| • Room | X | X | X | | | | | | | | | | | | | | | |
| • voir portes | | | | | | | | | | | | | | | | | | |
| Circulation : largeur d'accès aux principaux meubles (0,90) | X | X | X | X | X | | | | | | | | | | | | | |
| Circulation : chambre reliée à la porte de l'aide à domicile ou de l'accompagnant | | X | | X | X | X | | X | | | | | | | | | | X |
| width of clear space beside one side of the bed | X | X | X | V | V | | | | | | | | | | | | | |
| Circulation : autour du lit sans obstacle | | X | X | X | X | X | X | X | | | | | X | | | | | |
| • voir circulation | | | | | | | | | | | | | | | | | | |
| Fenêtre : hauteur | | X | | X | X | | | | | | | | | | | | | |
| Fenêtre : aire d'approche | | X | | X | X | | | | | | | | | | | | | |
| Fenêtre : hauteur clinche | | X | | X | X | | | | | | | | | | | | | |
| type of light | | X | | | | | | I | | | | | | | | | | |
| Mobilier : lit : dureté du matelas | | X | | X | X | X | | | | | | | X | | | | | |
| Height of the bed | | X | X | I | I | | | | | | | | X | | | | | |
| Mobilier : lit : type (électrique...) | | X | | X | X | X | | | | | | | | | | | | |
| space under the bed (for lifter) | | X | | I | I | | | | | | | | | | | | | |
| • voir mobilier | | | | | | | | | | | | | | | | | | |
| Mobilier : lampe de chevet accessible en tête de lit | | X | X | X | X | X | | | | | | | X | | | | | |
| Mobilier : distance lampe / bord du lit (max 500mm stretch) | | X | | X | X | | | | | | | | | | | | | |
| Mobilier : lumière contrôlable à partir du lit | | X | | X | X | X | X | X | | | | | X | | | | | |
| Mobilier : table : 1 table accessible par chambre accessible | | X | | X | X | | | | | | | | | | | | | |
| Mobilier : armoire : rails de vêtement pour cintre hauteur | | X | | X | X | | | | | | | | | | | | | |
| Mobilier : armoire : rails de vêtement ajustable en hauteur ou 2 niveaux | | X | | X | X | | | | | | | | | | | | | |
| Mobilier : réveil flash/vibrant si réveil prévu | | X | | | | X | X | X | | | | | | | | | | |
| • voir télévision | | | | | | | | | | | | | | | | | | |
| • voir téléphone | | | | | | | | | | | | | | | | | | |
| • voir lavabo | | | | | | | | | | | | | | | | | | |
| Accessoires : thermostat /valve tactile | | X | | X | X | | X | X | | | | | | | | | | |
| Accessoires : clé en double quand plus d'1 personne | | X | | X | X | | | | | | | | | | | | | X |

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| | | | | Accessoire : bouilloire électrique sans fil sur table près d'une prise de courant | | X | | X | X | | | | | | | | | |
| • Kitchen | X | X | X | | | | | | | | | | | | | | | |
| • voir portes | | | | | | | | | | | | | | | | | | |
| • voir circulation | | | | | | | | | | | | | | | | | | |
| Height of worksurface | | | X | I | I | | | | | | | | | | | | | |
| Surface de travail : largeur | | | X | X | X | | | | | | | | | | | | | |
| Surface de travail : profondeur | | X | X | X | X | | | | | | | | | | | | | |
| Evier : aire d'approche | | | X | X | X | | | | | | | | | | | | | |
| Height of the sink | | X | X | I? | X | | | | | | | | | | | | | |
| Depth of the sink | | X | | I? | X | | | | | | | | | | | | | |
| Height of clear space under the skin | | | X | I | I | | | | | | | | | | | | | |
| Evier : libre accès : largeur | | | X | X | X | | | | | | | | | | | | | |
| Evier : libre accès : profondeur | | X | X | X | X | | | | | | | | | | | | | |
| Evier : robinet : distance du coin | | | X | X | X | | | | | | | | | | | | | |
| type of tap | | | X | I | I | I | | | | | | | X | | | | | |
| Evier : robinet : contrôle de la température | | X | X | X | X | X | X | X | | | X | X | | | | | | |
| Evier : robinet : différenciation eau chaude/froide, on/off... | | X | | | | X | X | | | X | | | | | | | | |
| Evier : isolation | | X | | X | X | | | | | | | | | | | | | |
| Height of the cooker | | | X | I? | X | | | | | | | | | | | | | |
| Taque des cuisson : libre accès : largeur | | | X | X | X | | | | | | | | | | | | | |
| Taque des cuisson : libre accès : profondeur | | | X | X | X | | | | | | | | | | | | | |
| Taque des cuisson : emplacement des bouton de commande | | X | X | X | X | | | | | | | | | | | | | |
| surface of access in front of cooker | | | X | I? | X | | | | | | | | | | | | | |
| Mobilier : meubles de provision : hauteur | | X | | X | X | | | | | | | | | | | | | |
| Mobilier : tabouret : nombre | | X | | | | X | | | | | | | X | | | | | |
| Equipements : prise de courant : hauteur | | X | | X | X | | | | | | | | | | | | | |
| Equipements : micro-onde : parlant (a talking microwave) | | X | | | | X | X | | | | | | | | | | | |
| Equipements : micro-onde : hauteur | | X | | X | X | | | | | | | | | | | | | |
| Equipements : micro-onde : ouverture du micro-onde latérale (180°) | | X | | X | X | | | | | | | | | | | | | |
| Equipements : micro-onde : hauteur des boutons de contrôle | | X | | X | X | | | | | | | | | | | | | |
| Equipements : extincteur : hauteur du sol | | X | | X | X | | | | | | | | | | | | | |
| Equipements : extincteur : entre cuisinière et porte | | X | | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X |
| Equipements : extincteur : facilement accessible | | X | | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X |
| Equipements : bouilloire : électrique sans fil | | X | | X | X | | | | | | | | | | | | | |

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| D-2.2: Harmonised Criteria and Standards for Accessibility Measurements. | PRIORITY STATUS: HIGH |

| VETO CRITERIA | A N L H | V B | T G B | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 |
|--|------------------|--------|-------------|------------------|---|---|---|----|---|---|---|---|----|----|----|----|----|----|
| | | | | Height of handle | | X | | I? | X | | | | | | | | | |
| Height of oven | | X | | I? | X | | | | | | | | | | | | | |
| Equipements : four : bouton de contrôle sur le devant | | X | | X | X | | | | | | | | | | | | | |
| Height of buttons of control | | X | | I? | X | | | | | | | | | | | | | |
| Equipements : four : ouverture du four latérale (180°) | | X | | X | X | | | | | | | | | | | | | |
| Equipements : cuisinière électrique : hauteur | | X | | I? | X | | | | | | | | | | | | | |
| Equipements : cuisinière électrique : libre accès en-dessous | | X | | X | X | | | | | | | | | | | | | |
| • Vestiaires | X | X | X | | | | | | | | | | | | | | | |
| • voir portes | | | | | | | | | | | | | | | | | | |
| • voir circulation | | | | | | | | | | | | | | | | | | |
| • voir mobilier | | | | | | | | | | | | | | | | | | |
| • Cabine d'essayage | X | X | X | | | | | | | | | | | | | | | |
| • voir portes | | | | | | | | | | | | | | | | | | |
| • voir circulation | | | | | | | | | | | | | | | | | | |
| • voir mobilier | | | | | | | | | | | | | | | | | | |
| • Salle à manger | X | X | X | | | | | | | | | | | | | | | |
| • voir portes | | | | | | | | | | | | | | | | | | |
| • voir circulation | | | | | | | | | | | | | | | | | | |
| • voir comptoir | | | | | | | | | | | | | | | | | | |
| • voir buffet | | | | | | | | | | | | | | | | | | |
| • voir mobilier | | | | | | | | | | | | | | | | | | |
| Salle à manger : services à table | | | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X |
| • Salon / salle TV | X | X | X | | | | | | | | | | | | | | | |
| • voir portes | | | | | | | | | | | | | | | | | | |
| • voir circulation | | | | | | | | | | | | | | | | | | |
| • voir mobilier | | | X | | | | | | | | | | | | | | | |
| • voir télévision | | | | | | | | | | | | | | | | | | |
| • PHONE | X | X | | | | | | | | | | | | | | | | |
| Clear space under the phone | | X | | I | I | | | | | | | | | | | | | |
| Téléphone : position en angle pour être utilisable assis | | X | | X | X | X | | | | | | | X | | | | | |
| Téléphone : au -1 téléphone public avec boucle induction, amplification vocale | | X | | | | | | | X | X | | | X | | | | | |
| Téléphone : fax (text phone) utilisable depuis la cabine téléphonique | | X | | | | | | | X | X | | | | | | | | |
| Téléphone : signalisation : indication claire | | X | | | | | | X | | | X | | | X | | | | |
| Height to introduce money or card | | X | | I | I | | | | | | | | | | | | | |

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| VETO CRITERIA | A N L H | V B | T G B | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 |
|--|------------------|--------|-------------|-----------------------|---|---|---|---|----|---|---|---|----|----|----|----|----|----|
| | | | | Phone: point on the 5 | | X | | | | | I | I | | | | | | |
| Téléphone : longueur du cordon téléphonique | | X | | X | X | | | | | | | | | | | | | |
| • voir mobilier | | | | | | | | | | | | | | | | | | |
| Téléphone (si pas fax) avec flash/amplification vocale, sonnerie | | X | | | | X | X | X | X | | | | | | | | | |
| Téléphone à grosse touche | | X | | | | | | X | | | | | X | | | | | |
| • Television | | | | | | | | | | | | | | | | | | |
| Subtitling programme | | X | | | | | | | I? | X | | | | | | | | |
| Mobilier : TV : télécommande | | X | | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X |
| induction hearing loop | | X | | | | | | | I? | | | | | | | | | |
| • Furniture | | | | | | | | | | | | | | | | | | |
| Sièges : nombre | | | X | | | X | | | | | | | X | | | | | |
| Sièges : type (mobile...) | | X | | | | X | | | | | | | X | | | | | |
| Sièges : hauteur | | | X | | | X | | | | | | | X | | | | | |
| Sièges : accoudoirs | | | X | | X | X | | | | | | | X | | | | | |
| Sièges : au - 1 chaise avec 2 accoudoirs rigides | | X | | X | X | X | | | | | | | X | | | | | |
| Space designed for wheelchair | X | X | X | I | I | | | | | | | | | | | | | |
| Sièges : espace réservé pour fauteuil roulant : dimension | X | X | | X | X | | | | | | | | | | | | | |
| Banc : nombre | | | X | | | X | | | | | | | | X | | | | |
| Banc : hauteur | | | X | | | X | | | | | | | | X | | | | |
| Bench: surface of access | | | X | I | I | | | | | | | | | | | | | |
| Banc : accoudoir | | | X | | | X | | | | | | | | X | | | | |
| table: Height | | X | | I | I | | | | | | | | | | | | | |
| table : height of clear space | | X | X | I | I | | | | | | | | | | | | | |
| table : width of clear space | | | X | I | I | | | | | | | | | | | | | |
| table : depth of clear space | | | X | I | I | | | | | | | | | | | | | |
| Tables : supportant poids lors d'appuis important | | X | | X | X | X | | | | | | | | | | | | |
| Tables : sans colonne centrale | | X | | X | X | | | | | | | | | | | | | |
| Tables : anti-ombre | | X | | | | | | | X | | | | | | | | | |
| Tables : article de table /verres contrasté à la table | | X | | | | | | | X | | | | | | | | | |
| Bureau : dimension de l'espace (largeur, hauteur) libre en-dessous | | X | | X | X | | | | | | | | | | | | | |
| Bureau : hauteur de la surface de travail | | X | | X | X | | | | | | | | | | | | | |

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| VETO CRITERIA | A N L H | V B | T G B | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 |
|--|------------------|--------|-------------|--|----|---|---|---|---|---|---|---|----|----|----|----|----|----|
| | | | | Armoire/tiroir : poignée contrastée agrippement facile | | X | | | | | | X | | | | | | |
| Drawer: handle to turn | | X | | I? | I? | X | | | | | | | X | | | | | |
| Drawer: height of the handle | | X | | I? | X | | | | | | | | | | | | | |
| Armoire/tiroir : type de porte | | X | | X | X | X | | | | | | | | | | | | |
| Furniture: contrast | | X | | | | | | I | | | | | | | | | | |
| Mobilier : meubles arrondis | | X | | | | X | X | X | | | | | X | | | | | |
| Mobilier : poignées de meubles : préhension | | X | | X | X | X | | | | | | | X | | | | | |
| Mobilier : mobile | | X | | X | X | | | | | | | | | | | | | |
| Porte-manteaux : nombre | | | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X |
| Porte-manteaux : emplacement | | | X | X | X | X | | | | | | | X | | | | | |
| Height of coat rack | | X | X | I | I | | | | | | | | | | | | | |
| Porte-manteau : aire d'approche | | | X | X | X | | | | | | | | | | | | | |
| Table de toilette (make-up tafel) : hauteur | | | X | X | X | | | | | | | | | | | | | |
| Table de toilette : largeur | | | X | X | X | | | | | | | | | | | | | |
| Table de toilette : profondeur | | | X | X | X | | | | | | | | | | | | | |
| Miroir : hauteur du bas du miroir au sol | | X | | X | X | | | X | | | | | | | | | | |
| Miroir : hauteur du haut du miroir au sol | | X | | X | X | | | X | | | | | | | | | | |
| • Counter | | | | | | | | | | | | | | | | | | |
| Comptoir : aire de rotation | | | X | X | X | | | | | | | | | | | | | |
| Comptoir : rétrécissement ponctuel | | | X | X | X | | | | | | | | | | | | | |
| Height | | | X | I | I | | | | | | | | | | | | | |
| Comptoir : hauteur pour le paiement | | | X | X | X | | | | | | | | | | | | | |
| Comptoir : endroit abaissé | | | X | X | X | | | | | | | | | | | | | |
| Comptoir : espace abaissé : profondeur libre | | | X | X | X | | | | | | | | | | | | | |
| Comptoir : espace libre en hauteur | | | X | X | X | | | | | | | | | | | | | |
| • Buffet | | | | | | | | | | | | | | | | | | |
| Buffet : aire de rotation | | | X | X | X | | | | | | | | | | | | | |
| Buffet : rétrécissement ponctuel | | | X | X | X | | | | | | | | | | | | | |
| Height | | | X | I | I | | | | | | | | | | | | | |
| Buffet : profondeur libre | | | X | X | X | | | | | | | | | | | | | |
| • Gradin | | | | | | | | | | | | | | | | | | |
| Gradin : sièges : type | | | X | | X | | | | | | | | X | | | | | |
| Gradin : sièges : largeur | | | X | | X | | | | | | | | X | | | | | |

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|---|------------------|--------|-------------|---------------------------------|---|---|---|---|---|---|---|---|----|----|----|----|----|----|
| | | | | Gradin : sièges : main courante | | | X | | | X | | | | | | | X | |
| Gradin : extrémité avec contraste visuel | | | X | | | | | X | | | | | | | | | | |
| Gradin : chaque nez de marche avec contraste visuel | | | X | | | | | X | | | | | | | | | | |
| Gradin : revêtement | | | X | | | X | | | | | | | X | | | | | |
| • Sécurité | X | X | X | | | | | | | | | | | | | | | |
| Information : sécurité, consigne d'évacuation et carte | | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X |
| Information : type (brochure, mur...) | | | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X |
| Information : hauteur notice d'évacuation | | X | | X | X | | | | | | | | | | | | | |
| Information : spécifiquement pour personne en FR | | | X | X | X | | | | | | | | | | | | | |
| Information : spécifiquement pour personne déficience visuelle | | | X | | | | X | X | | | | | | | | | | |
| Information : spécifiquement pour personne déficience auditive | | | X | | | | | | X | X | | | | | | | | |
| Alarme : sonore : traduits en signaux lumineux | | X | X | | | | | | X | X | | | | | | | | |
| Alarm : visual: place | | X | X | | | | | | I | X | | | | | | | | |
| Alarm : auditif | | X | X | | | | I | I | | | | | X | | | | | |
| Porte de secours : chemin sans obstacle | X | | X | X | X | | | | | | | | | | | | | |
| Porte de secours : aire d'attente à chaque étage | X | | | X | X | | | | | | | | | | | | | |
| Emergency exit: difference of level | X | X | | I | I | | | | | | | | | | | | | |
| Width of emergency exit | X | | | I | I | | | | | | | | | | | | | |
| Détecteur de fumée avec néon /flash/vibration | | X | | | | | X | X | X | X | | | | | | | | |
| Fauteuil d'évacuation | | | X | X | X | | | | | | | | | | | | | |
| Sécurité : procédure d'évacuation | | | X | X | X | | | | | | | | | | | | | |
| Sécurité : procédures d'urgence | | X | | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X |
| Sécurité : description écrite procédure en cas de panne | | X | | | | | | | X | X | | | | | | | | |
| Sécurité : bouton d'appel d'urgence identifiable (+ braille et tactile) | | X | X | | | | X | X | | | | | | X | | | | |
| Sécurité : bouton d'appel d'urgence : hauteur | | X | | X | X | | | | | | | | | | | | | |
| Sécurité : téléphone d'appel d'urgence contrasté | | X | X | | | | | X | | | | | | | | | | |
| Sécurité : n° d'appel d'urgence en braille, grand caractère | | X | | | | | X | X | | | | | X | | | | | |
| Sécurité : text-phone pour muet | | X | | | | | | | X | | | | | | | | | |
| Sécurité : appel d'urgence vocal/texte | | X | | | | | X | X | X | X | | | X | | | | | |
| Sécurité: différenciation eau chaude/froide | | X | | | | | X | X | | | | | | | | | | |
| Équipement : système d'appel d'urgence près du sol | | X | | X | X | | | | | | | | X | | | | | |
| Équipement : alarme d'urgence : corde à tirer (rouge) | | X | | X | X | X | | X | X | X | X | | X | | | | | |
| Sécurité : protection des appareils chauffants et tuyaux | | X | | X | X | | | | | | | | | | | | | |
| Sécurité : mode d'emploi : équipement électrique | | X | | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X |

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| VETO CRITERIA | A N L H | V B | T G B | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 |
|--|------------------|--------|-------------|-----------------|---|---|---|---|---|---|---|---|----|----|----|----|----|----|
| | | | | • Autres | X | X | | | | | | | | | | | | |
| Annonce : sonore traduite en visuelle | X | X | | | | | | | X | X | | | | | | | | |
| Annonce : visuelle traduite en sonore | X | x | | | | | X | X | | | | | | | | | | |
| Boucle induction ou système infrarouges : symbol | | X | | | | | | | X | | | | | | | | | |
| Boucle induction : présence | X | X | | | | | | | X | | | | | | | | | |
| Boucle d'induction : portative ou systèmes infrarouges professionnellement installée doit être fournie | | X | | | | | | | X | | | | | | | | | |
| Eclairage : type (diffus, non-éblouissant...) | | X | | | | | | X | | | | | | | | | | |
| Eclairage : lustre pas trop haut | | X | | | | | X | X | | | | | | | | | | |
| Eclairage : vers estrade (conférence...) | | X | | | | | | | X | X | | | | | | | | |
| Équipement : machine à laver ou distributeur de boissons : signalisation tactiles | | X | | | | | X | X | | | | | | | | | | |
| Équipement : lutrin ajustable en hauteur | | X | | X | X | | | | | | | | | | | | | |
| Équipement : interrupteur et lumière hauteur | | X | | X | X | | | | | | | | | | | | | |
| BUILDINGS : COMMON CRITERIA | | X | X | X | X | X | X | X | X | X | X | X | X | | | X | | X |
| CAFETARIA | | | X | | | | | | | | | | | | | | | |
| • voir comptoir | | | | | | | | | | | | | | | | | | |
| Cafétaria : seuil | | | X | X | X | | | | | | | | | | | | | |
| Cafétaria : services à table | | | X | X | X | X | X | X | X | X | X | | X | | | X | | X |
| • voir circulation | | | | | | | | | | | | | | | | | | |
| Mobilier : chaise : au - 1 chaise à proximité du bar | | X | | | | X | | | | | | | X | | | | | |
| • voir mobilier | | | | | | | | | | | | | | | | | | |
| TERRASSE | | | X | | | | | | | | | | | | | | | |
| • voir circulation | | | | | | | | | | | | | | | | | | |
| Seuil | | | X | X | X | | | | | | | | | | | | | |
| type de service | | | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X | X |
| • voir mobilier | | | | | | | | | | | | | | | | | | |
| SWIMMING POOL | | | X | | | | | | | | | | | | | | | |
| Accès à la piscine : | | | X | X | X | X | X | X | | | | | X | | | | | |
| access to the pool | | | X | I | I | | | | | | | | | | | | | |



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8.2 Pilot-questionnaire

**This pilot questionnaire forms part of the OSSATE project
and concerns the accessibility of your establishment.**

(N.B. All linear measurements, unless otherwise specified, are in centimetres)

Section 1: GENERAL INFORMATION

| | | |
|--------------|---|--|
| 1.1 | Type of Establishment: (e.g. Hotel, B&B, Guesthouse, Self Catering) | |
| 1.2 | Contact Name | |
| 1.3 | Name of Establishment: | |
| 1.4 | Address details: Line 1 | |
| 1.4.1 | Line 2 | |
| 1.4.2 | Town / City | |
| 1.4.3 | Postcode | |
| 1.4.4 | Country | |
| 1.5 | Telephone | |
| 1.6 | Fax | |
| 1.7 | Email | |
| 1.8 | Website | |

Section 2: PARKING (where provided)

| | | | |
|--------------|---|------------------------------|-----------------------------|
| 2.1 | Is designated parking provided for guests with disabilities? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| 2.2 | Distance of designated parking from the entrance | _____metres | |
| 2.3 | Is the route to the entrance: a) flat, (without steps or thresholds)? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| 2.3.1 | b) firm e.g. no pebble, stone, gravel? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| 2.3.2 | c) with a ramp? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |

Section 3: ENTRANCE & RECEPTION

| | | | |
|--------------|---|------------------------------|-----------------------------|
| 3.1 | Is there a setting down point at the main entrance? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| 3.2 | Are there steps to the main entrance? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| 3.2.1 | If 'yes' a) how many? | _____steps | |
| 3.2.2 | b) What is the height of each step? | _____cms | |

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Section 3: ENTRANCE & RECEPTION

| | |
|---------------|---|
| 3.3 | Is there a ramp to the main entrance? YES <input type="checkbox"/> NO <input type="checkbox"/> |
| 3.3.1 | If 'yes' a) how many inclines are there to reach the entrance? |
| 3.3.2 | b) What is the maximum single gradient of any incline? (if known) |
| 3.3.3 | c) What is the length of the total ramp? _____metres |
| 3.3.4 | d) What is the width of the ramp? _____cms |
| 3.4 | Are there handrails on all steps and ramps? YES <input type="checkbox"/> NO <input type="checkbox"/> |
| 3.5 | Is there colour contrast at the top & bottom of stairs? YES <input type="checkbox"/> NO <input type="checkbox"/> |
| 3.6 | Is there colour contrast at the top & bottom of ramps? YES <input type="checkbox"/> NO <input type="checkbox"/> |
| 3.7 | Is there colour contrast between handrails & background? YES <input type="checkbox"/> NO <input type="checkbox"/> |
| 3.8 | Is there a path of contrasting texture e.g. raised bumps: a) at the entrance? YES <input type="checkbox"/> NO <input type="checkbox"/> |
| 3.8.1 | b) in the public areas? YES <input type="checkbox"/> NO <input type="checkbox"/> |
| 3.9 | Is the main entrance door: Manual <input type="checkbox"/> Automatic <input type="checkbox"/> Revolving <input type="checkbox"/> Revolving with alternative side hung manual door <input type="checkbox"/> |
| 3.10 | Width of clear opening space at main entrance [not revolving doors] _____cms |
| 3.11 | Is there a corridor from the entrance to the reception? YES <input type="checkbox"/> NO <input type="checkbox"/> |
| 3.11.1 | If 'yes' what is the width of clear space in this corridor? _____cms |
| 3.12 | What is the unobstructed floor space in the reception area? _____cms Length x _____cms Width |
| 3.13 | Are emergency evacuation procedures in place for the safe exit of disabled guests? YES <input type="checkbox"/> NO <input type="checkbox"/> |
| 3.14 | Is a counter loop fitted in the reception area? YES <input type="checkbox"/> NO <input type="checkbox"/> |

Section 4: MOVING AROUND INSIDE THE PREMISES

| | |
|------------|---|
| 4.1 | Are all public areas on the ground floor? YES <input type="checkbox"/> NO <input type="checkbox"/> |
|------------|---|

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Section 4: MOVING AROUND INSIDE THE PREMISES

| | | | |
|--------------|---|---|-----------------------------|
| 4.2 | Is there a lift? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| 4.3 | If 'yes': a) Does the lift access all public areas? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| 4.3.1 | b) What is the width of clear opening space to the lift? | _____ cms | |
| 4.3.2 | c) What is the width and depth of lift? | _____ cms Width x _____ cms Depth | |
| 4.3.3 | d) What is the height of the highest external lift button? | _____ cms | |
| 4.3.4 | e) What is the height of the highest internal lift button? | _____ cms | |
| 4.3.5 | f) Are there Braille and/or raised letters/numbers on controls? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| 4.4 | If there are doors/corridors between the following locations please give the measurement requested and tick 'No Doors exist' where applicable | | |
| 4.4.1 | Width of clear opening space of door(s)/corridor(s) from: reception to bedrooms | _____ cms [narrowest door/corridor] No doors exist <input type="checkbox"/> | |
| 4.4.2 | Width of clear opening space of door(s)/corridor(s) from: bedrooms to bathroom [where there is no en suite] | _____ cms [narrowest door/corridor] No doors exist <input type="checkbox"/> | |
| 4.4.3 | Width of clear opening space of door(s)/corridor(s) from: reception to restaurant | _____ cms [narrowest door/corridor] No doors exist <input type="checkbox"/> | |
| 4.5 | Are there handrails on all stairs within the premises? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| 4.6 | Is there colour contrast on the top and bottom of all stairs within the premises? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| 4.7 | Is there signage at the premises? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| 4.7.1 | If 'yes' is ita) in plain English? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| 4.7.2 | b) plain font? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| 4.7.3 | c) large print? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| 4.7.4 | c) pictorial? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |

| | |
|--|-----------------------|
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Section 5: BEDROOM [To be completed for each bedroom where different – please copy this page to give details of each different bedroom type, if necessary.]

| | | |
|---------------|---|--|
| 5.1 | Give the room number or name of bedroom being described: | |
| 5.2 | Is the bedroom on the ground floor? | YES <input type="checkbox"/> NO <input type="checkbox"/> |
| 5.3 | If 'no' is there a lift to this bedroom? | YES <input type="checkbox"/> NO <input type="checkbox"/> |
| 5.4 | Width of clear opening space at bedroom door | _____ cms |
| 5.5 | What is the largest clear floor space in the bedroom? | _____ cms Length x _____ cms Width |
| 5.6 | Width of clear space beside one side of the bed | _____ cms |
| 5.7 | Is allergy-free bedding provided (e.g. non-feather)? | YES <input type="checkbox"/> NO <input type="checkbox"/> |
| 5.8 | Is the entire bedroom allergy-free? | YES <input type="checkbox"/> NO <input type="checkbox"/> |
| 5.9 | Is there an emergency call system in the bedroom? | YES <input type="checkbox"/> NO <input type="checkbox"/> |
| 5.10 | If the fire alarm is activated are alternative signals available via: | |
| 5.10.1 | a) Vibrating Pads? | YES <input type="checkbox"/> NO <input type="checkbox"/> |
| 5.10.2 | b) Flashing Lights? | YES <input type="checkbox"/> NO <input type="checkbox"/> |
| 5.11 | Is guest information (including emergency procedures) provided in the bedroom and available in: | |
| 5.11.1 | a) print of at least 14 point size? | YES <input type="checkbox"/> NO <input type="checkbox"/> |
| 5.11.2 | b) pictorial form? | YES <input type="checkbox"/> NO <input type="checkbox"/> |
| 5.11.3 | c) Braille? | YES <input type="checkbox"/> NO <input type="checkbox"/> |
| 5.12 | If there is no en suite bathroom, what is the distance to the nearest guest bathroom? | _____ metres |

Section 6: EN SUITE & GUEST BATHROOMS

| | | |
|--------------|---|--|
| 6.1 | Width of clear opening space at bathroom door | _____ cms |
| 6.2 | Clear floor space in bathroom | _____ cms Length x _____ cms Width |
| 6.3 | Does the bathroom have a bath? | YES <input type="checkbox"/> NO <input type="checkbox"/> |
| 6.4 | Does the bathroom have a level entry shower? | YES <input type="checkbox"/> NO <input type="checkbox"/> |
| 6.5 | If 'yes' is there a fixed shower seat/a shower wheelchair? | YES <input type="checkbox"/> NO <input type="checkbox"/> |
| 6.6 | If 'no' to 6.4 what is the height of the bath rim from the floor? | _____ cms |
| 6.7 | What is the width of clear floor space to the side of: | |
| 6.7.1 | a) the shower seat? | _____ cms |

| | |
|--|-----------------------|
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Section 6: EN SUITE & GUEST BATHROOMS

| | | |
|--------------|--|--|
| 6.7.2 | b) the bath? | _____cms |
| 6.7.3 | c) bathroom WC? | _____cms |
| 6.8 | Is there a handrail beside: | |
| 6.8.1 | a) the bath [tap end]? Horizontal? | YES <input type="checkbox"/> NO <input type="checkbox"/> |
| 6.8.2 | Vertical? | YES <input type="checkbox"/> NO <input type="checkbox"/> |
| 6.8.3 | b) the shower? Horizontal? | YES <input type="checkbox"/> NO <input type="checkbox"/> |
| 6.8.4 | Vertical? | YES <input type="checkbox"/> NO <input type="checkbox"/> |
| 6.8.5 | Hinged? | YES <input type="checkbox"/> NO <input type="checkbox"/> |
| 6.8.6 | c) the WC? Horizontal? | YES <input type="checkbox"/> NO <input type="checkbox"/> |
| 6.8.7 | Vertical? | YES <input type="checkbox"/> NO <input type="checkbox"/> |
| 6.8.8 | Hinged? | YES <input type="checkbox"/> NO <input type="checkbox"/> |
| 6.9 | At their highest operable part what is the height of the controls for: | |
| 6.9.1 | a) the bath? | _____cms |
| 6.9.2 | b) the shower? | _____cms |
| 6.10 | Height of the WC seat (when down) from the floor? | _____cms |

Section 7: RESTAURANT [if applicable]

| | | |
|--------------|---|--|
| 7.1 | What is the width of clear opening space at the restaurant's main entrance? | _____cms |
| 7.2 | Where there are restaurant/bar menus/bar prices, are they available in: | |
| 7.2.1 | a) print of at least 14 point size? | YES <input type="checkbox"/> NO <input type="checkbox"/> |
| 7.2.2 | b) pictorial form? | YES <input type="checkbox"/> NO <input type="checkbox"/> |
| 7.2.3 | c) Braille? | YES <input type="checkbox"/> NO <input type="checkbox"/> |
| 7.3 | Can the restaurant cater for these dietary requirements: | |
| 7.3.1 | a) Sugar free (Diabetic)? | YES <input type="checkbox"/> NO <input type="checkbox"/> |
| 7.3.2 | b) Gluten free (Celiacs)? | YES <input type="checkbox"/> NO <input type="checkbox"/> |
| 7.3.3 | c) Lactose free (dairy free)? | YES <input type="checkbox"/> NO <input type="checkbox"/> |
| 7.3.4 | d) Low fat and fibre with no gastric content? | YES <input type="checkbox"/> NO <input type="checkbox"/> |
| 7.3.5 | e) Low potassium? | YES <input type="checkbox"/> NO <input type="checkbox"/> |

| | |
|--|-----------------------|
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Section 7: RESTAURANT [if applicable]

| | | | |
|--------------|-------------------|------------------------------|-----------------------------|
| 7.3.6 | f) Low sodium? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| 7.3.7 | g) Nut free? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| 7.3.8 | h) Additive free? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| 7.3.9 | i) Organic? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |

Section 8: PUBLIC AREA WC

| | | |
|--------------|--|---------------------------------------|
| 8.1 | What is the width of clear opening space at: | |
| 8.1.2 | a) the main entrance door to the WC? | _____ cms |
| 8.1.3 | b) the cubicle door (if applicable)? | _____ cms |
| 8.2 | What is the clear floor space in: | |
| 8.2.1 | a) the main area of the WC? | _____ cms Length x _____ cms Width |
| 8.2.2 | b) in the cubicle (if applicable)? | _____ cms Length x _____ cms Width |

Section 9: GENERAL ASPECTS

| | | | |
|--------------|--|------------------------------|-----------------------------|
| 9.1 | Have all permanent staff who have contact with guests had disability awareness training? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| 9.2 | Is there an induction hearing loop installed in the building? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| 9.3 | Is a text telephone available in: | | |
| 9.3.1 | a) public area? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| 9.3.2 | b) bedroom? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| 9.4 | Is there any reason why service dogs are not allowed in your premises? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| 9.5 | Are facilities provided for service dogs? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |

Section 10: KITCHEN (for self-catering accommodation)

| | | | |
|---------------|---|---------------------------------------|-----------------------------|
| 10.1 | What is the width of clear opening space at the kitchen door? | _____ cms | |
| 10.2 | What is the clear floor space in the kitchen? | _____ cms Length x _____ cms Width | |
| 10.3 | What is the height of the worksurface in the kitchen? | _____ cms | |
| 10.4 | Is there an underspace beneath the worksurface? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| 10.4.1 | | -----cms depth | |
| 10.4.2 | | -----cms width | |
| 10.4.3 | | -----cms height | |



| | |
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| | |
|-------------|---|
| 10.5 | What is the height of the hob? _____cms |
| 10.6 | What is the height of the oven? _____cms |

Completed by: Name _____ **Date:** _____

Thank you for helping the OSSATE project by completing this questionnaire.

| | |
|--|-------------------------------|
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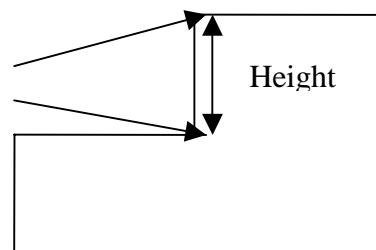
8.3 Notes to accompany the pilot questionnaire

Section 2: PARKING

- 2.1 A designated parking space should be a space giving approx. 1.2m clear space in addition to space for the car, to enable a disabled person to exit from the side. The space should be marked out or signed and staff should be able to book it for guests in advance of their stay.
- 2.2 Measure, in metres, the distance from the car to the entrance via the route that a disabled guest would have to take
- 2.3 If the route has any raised or depressed areas greater than 5mm, the answer is No.
 - 2.3.1 The surface of the route from the car should not be loose or made from materials that may cause a guest to be unsteady on their feet or cause restriction when pushing a wheelchair.
 - 2.3.2 A ramp is any incline where there is a noticeable change of height (up or down) or a noticeable gradient.

Section 3: ENTRANCE & RECEPTION

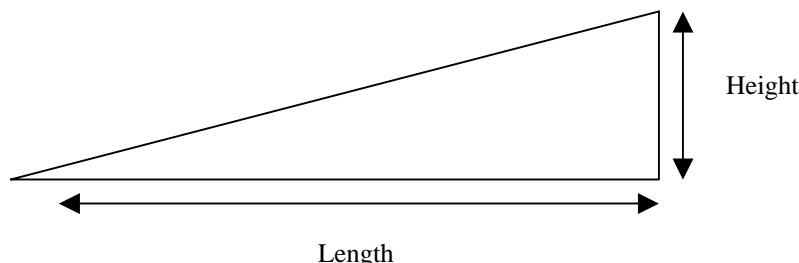
- 3.1 A setting down point is an allocated area on the road/driveway, where guests can be dropped off without obstructing other traffic and with safe entry to/exit from, the premises.
- 3.2 A step is anything greater than a threshold of 20mm rise
 - 3.2.1 The number of steps can be calculated by counting each time a foot has to be raised to reach the top of a flight of steps.
 - 3.2.2 To measure the height of each step, measure from the level of each step to the nosing of the next step up.



- 3.3 If there is a noticeable incline or a gradient in the path to the main entrance, this must be noted. Unless there is a level entry to the main entrance, there should be a tick in the 'Yes' box of 3.2 and/or 3.3
 - 3.3.1 A series of ramps are usually broken by 'landings'; please count any gradients that are broken by a landing or change of direction as individual inclines.
 - 3.3.2 If you don't know the gradient, it can be measured as follows: measure the length of the ramp then measure the height gained by the ramp. Divide the length by the height to give the gradient, always rounding the figure down.



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- 3.3.3 Measure the lengths of ramps from the start of the first incline/ramp to the very top – including all resting places, ie the distance covered by the total length of the ramp.
- 3.3.4 Please measure the minimum width of the narrowest part of the ramp that guests have to negotiate.
- 3.4 A handrail is a permanent, immovable fixture beside ramps and steps, which provides a secure aid to balance and leverage.
- 3.5 and 3.6 Colour contrast at the top and bottom of stairs, steps or ramps means a difference in the colour of the surface at the top and bottom so that it easy to see when you have reached the top or bottom.
- 3.7 Is there a difference between the colour of the handrail and that of the background on which it is mounted, or near?
- 3.8 A tactile path is of contrasting texture (with a different feel to it) to the ground around it.
For example, a concrete path with grass to both sides.
- 3.8.1 For example, a wooden floor with carpet to both sides or a ribbed carpet with a smooth carpet either side.
- 3.9 Please note the details of the main entrance only. 'Manual' means the guest needs to operate the door; 'automatic' means that no operation by the guest is needed – usually activated by a sensor.
Revolving doors could be either automatic or manual; please indicate whether automatic or manual.
A separate side-hung door alongside the revolving door can also be manual or automatic (but should not be locked shut.)
- 3.10 If there is a weatherboard or rail attached to the door this is likely to make the clear opening space narrower. To measure the narrowest point, measure from the largest protrusion on the door, to the adjacent doorframe where it closes.
- 3.11 A corridor would include any area that is 1.2m wide (or less) over a length of at least 2m.
- 3.11.1 Ensure that you take into account any narrow points (eg: where there is furniture or immovable objects narrowing the route) and enter the narrowest width as your answer to this question.
- 3.12 Ensure that you take into account any narrow points (eg: where there is furniture or immovable objects narrowing the area). This is to provide a turning circle so the length and width should be measured with the same mid-point.
- 3.13 The issue of emergency evacuation is discussed with disabled guests. Guests are shown the fire exit points or areas that they would need to go to in the event of an emergency. People are reminded to let you know if they are likely to need assistance in the event of an emergency either when they register and on fire notices (if applicable). Areas of refuge are clearly

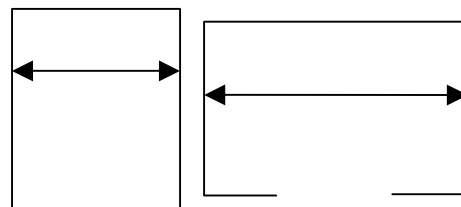
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- marked which is especially important if guests cannot hear or see what is happening. All staff aware of these procedures.
- 3.14 Is there a fixed counter loop or portable counter loop available at reception to help people with a compatible hearing aid to have a conversation with you? A sign of an ear with a line through it should also be displayed.



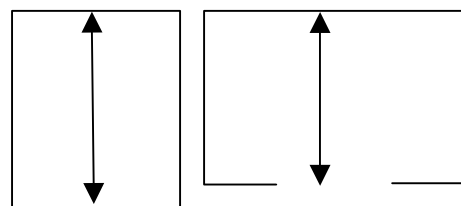
Section 4: MOVING AROUND INSIDE THE PREMISES

- 4.1 This should include conference facilities, reception, bar, restaurant and public toilets to which guests have access.
- 4.2 The lift should rise to all areas to which guests have access.
- 4.3.1 This is usually the lift door width. Measure the narrowest point to enter the lift.
- 4.3.2 The width is the measurement across the lift from side to side.



The depth is the measurement from the side of the lift with the door on, to the back of the lift, at the narrowest point.

- 4.3.3 Measure to the top button. If there are planters or ashtrays in front of the buttons, these should be removed.



- 4.3.4 This includes any emergency button – please measure to the top of the highest operable button that a guest would use.
- 4.3.5 The tactile and/or Braille information is usually on the buttons, but can sometimes be found beside them. Please note either option.
- 4.4, 4.4.1, 4.4.2, 4.4.3 When filling in this section, consider each door/corridor and their minimum clear width, including fixtures on the door that may reduce the width, or immovable items in corridors (eg radiators & covers, fire extinguishers) that restrict the width. There may be a difference between door widths or corridors on the same route. Please enter the minimum clear opening space of the narrowest door on the route or the minimum width of a corridor, whichever is the narrower.
- 4.5 Any rise greater than 20mm is classified as a step. All steps should have a handrail if the answer to this question is to be 'yes'.
- 4.6 Colour contrast at the top and bottom of stairs, steps or ramps means a difference in the colour of the surface at the top and bottom so that it is easy to see when you have reached the top or bottom.
- 4.7.1 Is signage clear and easily understood, avoiding long words, long sentences and abbreviations?
- 4.7.2 In a font which is easy to read, avoiding scrolls and serifs on lettering, eg Arial, Times New Roman?
- 4.7.3 Are the individual characters between the range of 15-55mm in height?

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- cleaned using a damp duster to remove dust and are strong chemicals avoided when cleaning these rooms?
- 5.9 This would include a red pull-cord linked to an emergency alarm that would alert reception or be linked to a pager carried by the duty manager or other appointed staff member. Alternatively, guests could given on arrival, a pendant which triggers an alarm when activated, or there could be a telephone to call for help.
- 5.10.1 Vibrating pads are linked to the fire alarm system or telephone, they are placed under the pillow and vibrate when the fire alarm is activated to wake guests who cannot hear the fire alarm.
- 5.10.2 Lights and sometimes the television, can be linked to the fire alarm system. The lights (often a red strobe beacon on the ceiling or wall) or TV screen flash when the fire alarm is activated, to alert guests who cannot hear the fire alarm.
- 5.11 Guest information, including emergency procedures, may be in a guest folder given on arrival, or in bedrooms; emergency procedures notice may be on a wall/door but ideally should be legible for a guest who is either standing or seated. This might include the procedure for alerting staff.
- 5.11.1 This sentence is 14 point in size (and the font is Arial).
Font at least that size should be used and an uncomplicated font type such as Arial, Times New Roman etc.
- 5.11.2 This may include pictograms similar to those shown in 4.7.4 above.
- 5.11.3 Braille is a language which uses a series of raised dots to represent words and can be read by some people with a visual impairment. It may be helpful to have some of your core information in Braille, which can be transcribed either by using a Braille printer or the services of an external company.
- 5.12 Please measure from the door of the bedroom to the door of the nearest bathroom for guest use (containing a toilet, wash-basin, shower and/or bath.)
- Section 6: EN SUITE & GUEST BATHROOMS**
- 6.1 See text and diagram at 5.3 above.
- 6.2 This should be measured as a turning space where length and width have the same mid-point. The measurement should be clear of doorswing, obstacles and protrusions.
- 6.4 A level entry or wheel-in/walk-in shower is one where there is no step, lip or threshold and where the shower can be used without negotiating obstacles. There are generally no enclosures – e.g. cubicle base, except a shower curtain.
- 6.5 A fixed shower seat is usually attached to the wall in the shower area, adjacent to the shower head. As an alternative, a shower wheelchair (self-propelled) may be provided.
- 6.6 Measure the height at the side of the bath (at the point of entry), from the floor beside the bath to the top of the bath rim.
- 6.7 Measure the width that is clear, without obstruction or protrusion n.b. this should always be the narrowest width and must always be taken at right angles to the side of:
- 6.7.1 a) the shower seat, which should be measured from the more accessible side of the seat to the nearest obstruction.

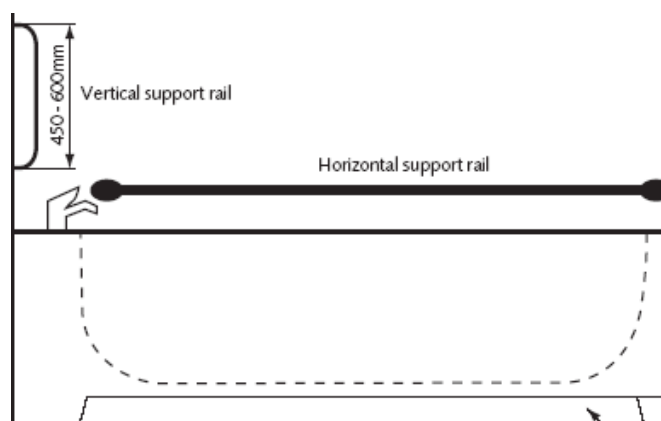
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- 6.7.2 b) the bath - measure from the side panel of the bath to the nearest obstruction
- 6.7.3 c) the bathroom WC – take the side of the WC with largest clear floor space to the side and measure from the widest part of the WC (usually the edge of the bowl), to the nearest obstruction.

6.8 Handrails are primarily used in two positions; a vertical handrail is mainly used as a supporting rail or as a lever for standing up, while a horizontal rail is mainly used to transfer from a wheelchair to a shower/bath/WC.

6.8.1 Please indicate whether there is a horizontal rail on the wall on the opposite side of the bath to the entry point

6.8.2 and/or whether there is a vertical rail at the tap end of the bath.



6.8.3 Please indicate whether there is a horizontal rail beside the shower seat, on the wall opposite the side of transfer to the seat

6.8.4 and/or if there is a vertical rail beside the controls and the shower head

6.8.5 and/or a hinged rail on the transfer side of the seat.

6.8.6 Please indicate whether there is a horizontal rail beside the WC, on the wall opposite the side of transfer to the WC

6.8.7 and/or if there is a vertical rail on the wall behind the WC

6.8.8 and/or a hinged rail on the transfer side of the WC.

6.9.1 Measure bath controls from the base of the bath (rather than from the bathroom floor) to the highest operable part of the controls.

6.9.2 Measure the height of the shower controls from the base of the shower, where a guest would stand, to the highest operable part of the controls ie the temperature, water supply and on/off controls. This does not include the shower head.

6.10 To measure the height of the toilet seat in the down position, measure from the floor to the top of the seat. This may be more easily done by placing a flat object horizontally across the toilet seat and measuring the distance from the underside of the object to the floor.

Section 7: RESTAURANT (if applicable)

| | |
|--|-----------------------|
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- 7.1 See diagram and text in 5.3 above.
- 7.2 This question relates to any printed material you offer guests in the restaurant and bar, eg menus, prices, information.
- 7.2.1 This text is 14 point in size (and the font is Arial).
Font at least that size should be used and an uncomplicated font type such as Arial, Times New Roman etc.
- 7.2.2 Are pictures used to illustrate the menu?
Here is an example of an illustration that could be used to indicate a portion of chips.



- 7.2.3 Do you produce a sample menu in Braille or regularly produce Braille menus?
- 7.3 There is an increasing number of food allergies that need to be catered for. Do you provide food that is suitable for various allergy-driven diets? The suppliers of your products or your catering staff may need to be contacted to answer some of these questions.
- 7.3.1 Diabetes is a condition in which the amount of glucose (sugar) in the blood is too high because the body cannot use it properly. Glucose comes from the digestion of starchy foods such as bread, rice, potatoes, chapatis, yams and plantain, from sugar and other sweet foods, and from the liver which makes glucose. . An awareness of sugar content in your menu items would be needed to cater for diabetics.
- 7.3.2 Celiacs need a Gluten-free diet. A gluten-free diet involves the elimination of all foods that contain wheat (including spelt, triticale, and kamut), rye, barley, and possibly oats - in other words, most grain, pasta, cereal, and many processed foods.
- 7.3.3 A Lactose-free diet would include **no** dairy products. Awareness of ingredients is needed for this condition as dairy products are often added to many dishes. Avoidance of milk, cheese, butter and any other milk derivatives must be checked.
- 7.3.4 Low fat and fibre with no gastric content is a diet required by several dietary conditions, for example crones disease. The body cannot digest fat or fibre so these need to be avoided to prevent illness.
- 7.3.5 Potassium is found in many foods. Dairy products, nuts, seeds, beans, and many fruits and vegetables contain high amounts of potassium. Potassium is needed for muscle function, but for some people, too much can be very dangerous.
- 7.3.6 Low-sodium diets are often prescribed to help control high blood pressure. The most common source of sodium in the diet is table salt added to foods. A low- sodium diet limits the amount of sodium in your diet to no more than 2 grams (2000 milligrams) a day. This is about half the amount of sodium in the average diet.
- 7.3.7 There are increasing numbers of people with nut allergy. Many have severe allergies, which have serious consequences if nuts are eaten. If a nut free menu is advertised there must be assurance for the customer that there

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- are no nuts or nut derivatives (e.g. oils) in the food or the food has not been cooked or kept with other food items that do contain nuts.
- 7.3.8 There are increasing numbers of people, particularly children who have an intolerance to additives, particularly 'E' numbers.
- 7.3.9 Organic food ensures that the food has been naturally produced and assures the guest that there are unlikely to be items to induce allergies through pesticides, or additives.

Section 8: PUBLIC AREA WC

- 8.1 This question can relate to any public wc. If you have a wc specifically for the use of disabled guests this should be measured, if not measure a general facility. If you are measuring a toilet for the use of disabled guests this is often self-contained and the entry door to the cubicle is the main door. In this instance just enter the measurement in 8.1.2. See diagram and text in 5.3 above.
- 8.1.2 See diagram and text in 5.3 above.
- 8.1.3 See diagram and text in 5.3 above.
- 8.2 This should be measured as a turning space where length and width have the same mid-point. The measurement should be clear of door swing, obstacles and protrusions.
- 8.2.1 This would apply if the WCs being measured are situated in the main WC areas for men and women, or a facility for use of disabled guests has its own entrance.
- 8.2.2 This would apply to the cubicle situated within the WC area for men and women. This should be measured as a turning space where length and width have the same mid-point. The measurement should be clear of door-swing, obstacles and protrusions.

Section 9: GENERAL ASPECTS

- 9.1 Disability awareness training might include recognised training such as Welcome All, deaf awareness, a presentation by local disabled people, training via CD-ROM or distance learning, or an in-house specific course. Local Authorities and local access groups often offer training courses. All permanent staff who have a daily contact with guests should have undergone disability awareness training.
- 9.2 Is there a fixed or portable hearing loop available to help people with a compatible hearing aid to have a conversation or listen to TV, a conference speaker or entertainment etc.? A sign of an ear with a line through it should also be displayed.
- 9.3 to 9.3.2 A text telephone is sometimes used by those with a hearing loss to communicate. This might have a keyboard like a laptop computer – it may also have a handset like a standard telephone, but must have the ability to communicate by type/text not voice.
- 9.4 Service dogs would include those that assist people with a sensory disability (blind or partially-sighted or deaf or hard-of-hearing), or they might be a support dog for someone who has epilepsy or someone who has mobility difficulties. In the UK service dogs must be accepted unless there is a justified reason not to e.g. severe allergy of household member.
- 9.5 This might include an area where dogs can 'spend' (relieve themselves), or walk, or a specific room that might include a dog blanket and feeding bowls, or providing dog food and a bowl with water in if requested. It may also include staff offering to help exercise a dog if necessary.



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Section 10: KITCHEN (for self-catering accommodation)

- 10.1 See diagram and text in 5.3 above.
- 10.2 This should be measured as a turning space where length and width have the same mid-point. The measurement should be clear of door-swing, obstacles and protrusions. The amount of clear floor space can be affected by a door opening inwards into the kitchen area.
- 10.3 Measure the height of the worksurface from the floor. If there are varying levels measure the lowest surface and enter in questionnaire.
- 10.4 There should be an underspace under the worksurface to allow someone in a sitting position to work at the surface. The underspace must be clear of cupboards and obstructions e.g. bins. Please enter the minimum space from the back to the front and then enter the width which would be the narrowest measurement from one side to another of the underspace. Also measure the height of the underspace which is from the floor to the lowest underside of the work surface.
- 10.5 Measure from the floor to the top of the hob (this may be the same height as the worksurface if it is flush or may be a few cms. higher.)
- 10.6 The height of the oven should be measured from the floor surface to the base inside the oven.



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8.4 Feedback form

Feedback form on the OSSATE pilot questionnaire

Thank you for taking the time to complete the OSSATE pilot questionnaire.

Please take a few moments to give us your feedback about the pilot questionnaire and the guidance notes which accompanied it.

- Please indicate your experience of accommodating disabled, elderly or other guests with special access requirements, by ticking a number on the scale below.

No experience

Considerable
experience

| | | | | |
|---|---|---|---|---|
| 1 | 2 | 3 | 4 | 5 |
| | | | | |

- Please indicate what you feel you know about the accessibility needs of disabled, elderly or other guests with special access requirements, by ticking a number on the scale below.

No knowledge

Considerable
knowledge

| | | | | |
|---|---|---|---|---|
| 1 | 2 | 3 | 4 | 5 |
| | | | | |

- Given that you need to provide your potential guests with adequate information about the accessibility of your establishment, was the questionnaire :

| | | |
|------------|---------------|--|
| 3.1 | Too short? | |
| 3.2 | About right ? | |
| 3.3 | Too long? | |

- If too short, what questions do you think should be added ?

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- If too long, what questions do you think should be deleted ?

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6. How long did it take to complete the questionnaire?

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|------------|--|-------------|--|--|--|
| Hrs | | Mins | | | |
|------------|--|-------------|--|--|--|

7. Please indicate how helpful you found the supporting guidance notes by ticking a number on the scale below.

| | | | | | | |
|-------------|---|---|---|---|--------------|--|
| Not helpful | | | | | Very helpful | |
| 1 | 2 | 3 | 4 | 5 | | |
| | | | | | | |

8. How do you think the guidance notes might be improved?

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9. Would you be able to provide photographs (of bedrooms, bathroom, main entrance, kitchen (if self-catering)), to help potential guests assess the suitability of your accommodation?

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| 9.1 | Yes | | |
| 9.2 | No | | |

10. Please give us any other comments you have about the questionnaire

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Thank you for taking the time to answer these questions. More information about the OSSATE project can be found at: www.ossate.org

Please return this feedback form, **by 24 August 2005** together with the completed questionnaire about your premises, to:
or by mail to