

Technical Manual on Accessibility

An Inclusive Approach to the
Olympic & Paralympic Games

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International Paralympic Committee

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Table of Contents

I. Executive Summary	7
II. Technical Presentation	9
 Chapter 1: Introduction.....	11
Overview	11
Mission, Objectives and Role of the Manual	12
Fundamental Principles of Accessibility and Inclusion	16
Requirements for Creating an Accessible and Inclusive Olympic and Paralympic Games	18
Beneficiaries of an Accessible and Inclusive Environment.....	20
Equitable Games' Experience for All Constituent Groups	22
Definitions and Glossary	25
 Chapter 2: The Journey to an Accessible & Inclusive Host City and Games	28
Overview	28
Transport.....	30
Overview	30
Definition and Scope of Accessible Transport	31
Types of Accessible Transport	32
Operations for Accessible Transport	34
Public Services and Facilities	35
Overview	35
Pathways, Sidewalks and Connecting Routes.....	36
City Parks and Outdoor Recreational Areas	38
Retail and Small Goods & Beverage Outlets	39
Signage & Wayfinding	40
Emergency Systems and Response	41
Information Provision.....	42
Tourism	43
Overview	43
Accommodation and Hotel Services	44
Restaurant Access.....	45
Tourism Information	47

Table of Contents

Sightseeing (Tours and Tourist Points of Interest)	48
Attractions, Interior Spaces	49
Entertainment and Leisure	50
Overview	50
Definition and Scope of Entertainment and Leisure	51
Types of Accessible Entertainment and Leisure	52
Sport	54
Overview	54
Principles and Types of Access in Sport	55
Conditions for Integration in Mainstream Sport Activities	57
Education	60
Overview	60
Accessibility of Education Facilities	61
Adapted Curriculums, Assessment Methods and Teaching Materials	62
Employment	64
Overview	64
Definition and Scope of Accessible Employment	65
Definition and Scope of Accessible Employment	65
Chapter 3: Games Requirements	67
Overview	67
Games Infrastructures	68
Overview	68
Competition Venues	69
Olympic & Paralympic Villages	76
Non-competition Venues	81
Functional Areas Considerations on Operations	91
Overview	91
Accommodation	93
Accreditation	95
Airport Operations	96
Broadcasting	97
Opening & Closing Ceremony	98
City Operations	101
Classification	102
Cleaning & Waste	103
Communications	104
Catering	105

Table of Contents

Human Resources	107
Image & Identity.....	109
Doping Control	110
Event Services	111
Medical Services.....	113
Medal Ceremonies & Sport Presentation.....	114
Licensing - Merchandising – Retail Operations.....	115
NOC/NPC Relations.....	116
Olympic & Paralympic Family Services	117
Overlays & Site Management	119
Press Operations.....	120
Rate Card.....	122
Risk Management	123
Security.....	124
Sport.....	125
Technology	127
Ticketing.....	128
Transport.....	130
Venue Operations	133
Village Operations	134
Torch Relay	135
Mobility Services (Games Mobility)	136
Coordination Structures and Timeline for Accessibility	142
Overview	142
Consultation for Accessible Venues' Construction	143
Consultation for Accessible Operations.....	145
Coordination with Public Agencies for Accessibility	147
Chapter 4: Technical Specifications	149
Overview	149
Access and Circulation.....	150
Overview	150
Pathways and Circulation Areas	151
Ramps	155
Stairways	159
Surfaces, Paving and Finishes	161
Furniture, Counters and Service Areas	162
Entrances and Exits.....	165
Doors and Doorways.....	167
Elevators and Escalators.....	171
Emergency Provisions	175

Table of Contents

Amenities	178
Overview	178
Venue Seating	179
Washrooms	181
Showers, Baths and Changing Rooms	185
Hotels and Other Accommodations	187
Overview	187
Accessible Guest Rooms	188
Wheelchair “Friendly” Guest Room	193
Other Services within Accommodation Sites	194
Publications and Communications	196
Overview	196
Publications	197
Web Sites Standards	199
Telecommunications	200
Signage	202
Assistive Hearing Devices	204
Transportation Means	205
Overview	205
Road Transportation Means	206
Rail Transportation Means	210
Air Transportation Means	212
Maritime Transportation Means	217
Chapter 5: Training for Accessibility	220
Chapter 5: Training for Accessibility	220
Overview	220
Disability Etiquette/ Awareness Training	221
Games/Job-specific Training on Accessibility and Inclusion	225
Venue-specific Training on Accessibility and Inclusion	226

I. Executive Summary

IPC Strategy for Legacy

Within IPC's official objectives for the organization of the Paralympic Games it is clearly stated that IPC "aims to use the Paralympic Games as a vehicle to stimulate social development and leave a long-term sporting and social legacy with the host country".

As the owner of one of the most important sporting events of the world, the IPC recognizes its responsibility to promote or assist in social legacy for the host communities of the Paralympic Games

Therefore, IPC's strategy goes beyond Games' related infrastructures. The principles, solutions and practices used to make the host city and all Games-related infrastructure and services accessible and inclusive will create a culture of inclusion, which will then influence and change in the long-term the way public facilities and services are designed, operated and delivered.

Importance of having guidelines on accessibility

The topic of accessibility is a key component of the documentation related to the Games. However, until recently the lack of internationally accepted standards and the insufficient transfer of knowledge in this field have caused a lot of inconsistency in the way Games' facilities were built and operated. Very frequently, national minimum standards or local building codes were used; but, as is usually the case all over the world, minimum standards usually provide for minimum access.

IPC Accessibility Working Group

Since 2006 IPC established an Accessibility Working Group, bringing together experts from different parts of the world. The objective was to put together a Technical Manual on Accessibility, which would have a dual role:

- Respond to the need of the host cities' of Olympic and Paralympic Games to have a comprehensive set of standards to follow when designing venue and services. In addition, the Manual should respond to the enhanced requirements created by the scope of the Paralympic Games, an event with excessive demand on accessibility than any other event in the world.
- Create a benchmark on accessibility for a global audience. Today, many parts of the world have insufficient legislation, building codes and established practices in this field.

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I. Executive Summary, Continued

**Aim of a Manual
on Accessibility
and Inclusion**

The development of a Technical Manual on Accessibility is a major step, in order for the IPC to set a philosophy, share best practices and establish specific technical guidelines for the design of facilities and services that need to be in place in order for a host city to deliver an inclusive Olympic and Paralympic Games.

The Manual seeks to provide information and inspiration to the OCOG and the host city authorities, charged with the responsibility of staging the Olympic and Paralympic Games. It provides expert guidance and detailed technical information based on tried and tested best practice, to enable the delivery of truly inclusive Games for all stakeholders

II. Technical Presentation

Presentation	This section summarizes the structure of the manual and the content of each chapter included in it.
Chapter 1: Introduction	<p>This chapter presents the main objectives, concepts and underlying principles under which this manual is written.</p> <p>It includes the mission and objectives of the manual and refers to the beneficiaries of accessibility as a significant segment of the population, including but going far beyond people with a disability.</p> <p>Three fundamental principles for inclusiveness are presented: equity, dignity and functionality, along with the main concepts of accessibility, such as barrier free environment, universal and adaptable design.</p>
Chapter 2: The Journey to an Accessible & Inclusive Host City and Games	<p>In this chapter, the key principles and the main elements that a city which is bidding or has been selected to host the Olympic and the Paralympic Games should already have or should be committed to create in order to ensure accessible and inclusive Games for all stakeholders and lasting benefits for its citizens.</p> <p>The main notion of such a commitment is to offer the opportunity to every resident and visitor to fully enable themselves to all activities that constitute the “Games experience”.</p>
Chapter 3: Games’ Requirements	<p>In this chapter the requirements about Games’ Infrastructures are presented (competition venues, Olympic & Paralympic Village, non-competition venues)</p> <p>In addition, for each functional area of an OCOG the aspects of planning and operations that have considerations related to accessibility are discussed – overall plus Paralympic Games specific</p>
Chapter 4: Technical Specifications	In this chapter the technical specifications for accessibility are listed in detail, to act as the reference part of the Manual. The classification of topics is according to the main elements of built environment and include : access and circulation, amenities, hotel & other accommodations, transportation Means, publications and communications.

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II. Technical Presentation, Continued

Chapter 5: Training for Accessibility

In this chapter the technical specifications for accessibility are listed in detail, to act as the reference part of the Manual. The classification of topics is according to the main elements of built environment and include|: access and circulation, amenities, hotel & other accommodations, transportation Means, publications and communications.

Use of Terms

Within this manual the terms, principles and technical requirements of “accessibility” encompasses the alternative terms such as barrier free, disability access or handicapped access. In most countries either barrier free or accessible are the most commonly used terms.

Chapter 1: Introduction

Overview

Presentation This chapter presents the main objectives, concepts and underlying principles under which this manual is written.

Contents This chapter contains the following topics:

Topic	See Page
Mission and Objectives of the Manual	
Fundamental Principles of Accessibility and Inclusion	
Requirements for Creating an Accessible and Inclusive Olympic and Paralympic Games	
Beneficiaries of an Accessible and Inclusive Environment	
Equitable Games' Experience for All Constituent Groups	
Definitions and Glossary	

Mission, Objectives and Role of the Manual

Presentation	The mission and objectives of this manual guide all concepts, references, guidelines and solutions proposed.
Access as a Human Right	<p>Access is a basic human right and a fundamental pillar of social justice. Social justice is about the acceptance of people as individuals and about access to fair and equal opportunity to participate fully in social life.</p> <p>A truly accessible environment is one where all people can freely express their independence, and where any impediment to integration is removed.</p>
Accessibility in the International Stage	<p>The topic of accessibility has been widely explored internationally during the last decades. In a few countries legislation has been developed exemplifying the design standards that should apply in new buildings and facilities and setting criteria and regulations for completion. More recently a great number of countries are becoming signatories to the United Nations Treaty on the rights of people with a disability. This treaty highlights the rights and responsibilities of Government and private entities as they apply to all residents. The concept of universal accessibility being a primary aim of the treaty.</p> <p>Despite all this activity and the revolutionary steps made in the recent years, a built environment easily usable by all people is still unattainable for most parts of the world, even in countries considered as “developed”.</p>
Mission of the Manual	The Manual will facilitate the full participation of all stakeholders in the Games, through a commitment to accessibility and inclusion.
Aim of the Manual	The <i>Technical Manual on Accessibility</i> does not intend to be just one more design standards manual; nor is it the intention to replace the many comprehensive documents existing in this field. The aim of the <i>Technical Manual on Accessibility</i> lays in two main considerations which make this document a useful tool for any potential user:

Mission, Objectives and Role of the Manual, Continued

Formation of Internationally Accepted Standards

At the moment, legislation, design standards and practices vary significantly around the world, even among countries with well-developed policies and legislation regarding accessibility.

These variations produce an uncertainty on which are the “internationally accepted” standards, which may result in further delays in countries and regions willing to adopt equivalent standards for the built environment in their countries, but hesitate to adopt anything except an accepted international model.

It is for that reason that while developing this Manual the IPC targeted to capture all related information around the world, assess and rationalize the differences and finally form a set of design standards and practices that will have the potential to become “internationally accepted”, through the visibility of the Olympic and Paralympic Games around the globe.

Address the Needs of the Paralympic Games Constituents

The *Technical Manual on Accessibility* is about the constituents of both the Olympic and Paralympic Games. However, the scope of some of the client groups participating in the Paralympic Games make responding to their accessibility needs a significant challenge for Games organizers.

For example, the existence of an accessible lift with a capacity of two athletes who use a wheelchair from the warm up pool to the competition pool in an aquatic center is an effective solution for other events. However, for the Paralympic Games this may not be an accepted solution from an operational perspective, as it could lead to delays as the limited capacity of the lift would increase the time required to run the competition schedule.

Thus, the *Technical Manual on Accessibility* aims to lead the host cities (or potential host cities) and the OCOG of the Olympic and Paralympic Games to firstly understand the needs and then design from a very early stage a barrier free environment for all participants, according to their Games related needs.

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Mission, Objectives and Role of the Manual, Continued

Audience of the Manual	The audience of the manual is primarily the constituents of the Olympic and Paralympic Games. However, the manual is also targeting an audience beyond Games context, as besides the OCOGs and cities bidding to host the Games it is also intended for use by Governments, Local and Regional Authorities, Businesses, Tourism organizations etc.
Expected Outcomes	<p>The main outcomes to occur as a result to the development of the Manual are:</p> <ul style="list-style-type: none">• OCOGs will possess guidelines to plan for services and facilities usable by all Games constituents• Host cities and other authorities will have a full set of validated criteria, standards and best practices regarding universal design and barrier free urban environment.• Attitudinal change for accessible environments will occur as a result of the implementation of the provisions of this manual, advantaging from the expanding visibility and recognition of the Paralympic Games,• There will be a “one-stop-shop” for accessible and inclusive design standards and practices, where any individual or organization will be able to find valuable information.• There will be a benchmark where a developing nation can compare their National Standards on accessibility against this technical manual even without hosting or bidding for an Olympic and Paralympic Games

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Mission, Objectives and Role of the Manual, Continued

Role of the Manual

This Manual seeks to provide information and inspiration to the OCOG and the host city authorities, charged with the responsibility of staging the Olympic and Paralympic Games. It will provide expert guidance and detailed technical information based on tried and tested best practice, to enable the delivery of truly inclusive Games for all stakeholders.

The Manual contains a comprehensive set of internationally used accessibility standards and lays down a Games Accessibility and Inclusion Benchmark (The Benchmark).

The Manual is not intended as a replacement for direct input from the local community of people with disabilities or the need for a qualified access professional through the planning stages of any project. It will however be an invaluable tool for management and planners developing meaningful access to facilities and events in support of the whole community.

The Olympic and Paralympic Games are a spectacular sporting festival but also provide an ideal opportunity to promote the social inclusion of all people in the Host City and leave a lasting accessible legacy for the Host City and the Host country. The Manual will assist in achieving this legacy.

Key Objectives of the Manual

Based on the above, the key objectives of the Manual are to:

1. Ensure a comparable and high quality "Games experience" for all constituent groups.
2. Promote high expectations of what can be achieved in terms of an accessible and inclusive Games environment.
3. Create a set of standards on accessibility and inclusion which shall act as "The Benchmark".
4. Define a scope and vision by which accessibility can be planned to create a sustainable legacy long after the Games have finished

Fundamental Principles of Accessibility and Inclusion

- Presentation** There are three fundamental principles on which the Manual is based. All venue design and planning as well as Games' operations need to be carried out with these principles at the heart of the process.
- All three principles need to be satisfied in order for a facility or a service to meet "The Benchmark".
- The three principles are:
- Equity** Ensure all people, regardless of their functional capacity, receive the same experience or level of service as anybody else.
- The design and operating plans should provide the same experience of use for all constituents. Segregation of any user or user group must be avoided. Provisions for privacy, security, and safety should be equally available to all.
- Dignity** Make sure the way in which a facility is operated or a service is provided, maintains the status and respect of any person that is using it.
- The design and operating plans should be able to accommodate a wide range of individual preferences and abilities. Each person must be able to choose preferred method to use, and at his/her own pace.
- Use of a service that is publicly provided needs to be easy to understand, regardless of the user's experience, knowledge, language skills, current concentration level or physical condition. Accessible design should eliminate unnecessary complexity and allow for intuitive and simple use.
- Functionality** Guarantee that the service or facility is 'fit for purpose' meeting the specific needs of all constituent groups including people with a disability.

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Fundamental Principles of Accessibility and Inclusion, Continued

Functionality (continued)

The design and operating plans need to:

- communicate necessary information effectively to the user, regardless of user's sensory abilities. A variety of different modes for the presentation of essential information should be used.
- minimize hazards and the adverse consequences of accidental or unintended actions. Consequences of misuse should be minimal. Elements of the environment that are most used shall be more accessible. Elements which are potentially hazardous should be eliminated or isolated.
- allow efficient and comfortable use and with a minimum of fatigue and/or using reasonable operating force.
- provide appropriate size and space to make approach, reach, manipulation and use comfortable to all users, regardless of body size, posture or mobility.

Commitment to Equity, Dignity and Functionality



Attaining "The Benchmark" is a prerequisite for holding the Olympic and Paralympic Games. Thus cities eventually awarded the Games should have begun to apply the fundamental principles for an accessible and inclusive Games at the bidding stage.

Potential host cities need to demonstrate a commitment to access and inclusion and exhibit detailed accessibility plans within their bid document. In these plans, the principles of equity, dignity and functionality should be applied at the highest level.

The host city and the OCOG need to ensure that applying the fundamental principles for accessibility and inclusion are the responsibility of all functional areas and all Games' stakeholders.

Requirements for Creating an Accessible and Inclusive Olympic and Paralympic Games

Introduction

In many cases, applying local Building Code requirements in a specific city, region or country is used to define accessibility standards. Planners need to recognize that even the best local building codes represent only the minimum requirements for accessibility. The underlying assumption is that the minimum is sufficient, when in reality it is only a starting point towards developing functional, dignified and equitable accessibility.

Planning for the minimum access does not address many of the barriers facing people with a disability and other persons who need an accessible environment. In fact, providing for a real inclusive community means going beyond the minimum requirements; people who construct or renovate buildings and facilities need to see beyond the minimum standards to encompass the needs of a widely diverse and ever ageing community.

Presentation

An effective approach to accessibility and inclusion involves a strategic and operational approach, a technical approach and an organizational approach.

Strategic and Operational Approach

It is essential to establish guiding principles and develop an appropriate operational model to deliver a truly accessible and inclusive Olympic and Paralympic Games. This will also enable a seamless transition between the Olympic and Paralympic Games.

Technical Approach

Based on the provisions of this manual, each Host City is expected to establish its own set of access standards, applicable to infrastructure and Games operation and appropriate to the country, its demographics, cultural, finances and resource capacity

Afterwards, the OCOG and constructing agencies must carry through the implementation of the design standards and adopt inclusive practices in all elements of the built environment and Games time operations. The establishment of clear standards will ensure high quality and accessible services for the Olympic and Paralympic Games.

In circumstances where "The Benchmark" exceeds national standards, the Host City must attain the requirements of "The Benchmark" in order to fulfill criteria. In cases where the national standards of the Host country exceed "The Benchmark", the national standards shall apply. Where the specific conditions described in the Manual cannot be met for technical reasons, the principles of the Manual must be met by other means.

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Requirements for Creating an Accessible and Inclusive Olympic and Paralympic Games, Continued

Organizational Approach

It is vital to establish structures assigned with the responsibility to ensure accessibility and inclusion in the Host City, at all Games venues and throughout Games operations. For Host Cities, achieving high standards of access and delivering a truly inclusive event can only be realised if the technical process for delivering access and inclusion is initiated at the earliest possible date.

This process should be influenced by three separate but parallel courses of action:

- The first consists of undertaking a consultation exercise with local organizations of and for people with a disability to understand their aspirations and to harvest their ideas.
- The second requires taking expert advice from experienced access and inclusion consultants who understand the systems and pressures of delivering a world class sporting event.
- The third is to develop communications with the IPC to ensure the needs of both organisations are clarified and the planning and proposals are acceptable

Achieving high standards of access and delivering a truly inclusive event can only be realised if appropriate consultation is invited to influence and advise Games planning.

Commitment to a Consistent Consultation Process



From the Bid stage, consult local disability groups to seriously address their needs and to allow their ideas to influence Games planning.

From the Bid stage, commission expert advice from experienced access and inclusion consultants.

Ensure that an ongoing equality and inclusion auditing process is in place to check all Games infrastructure, planning and services.

Beneficiaries of an Accessible and Inclusive Environment

Presentation Traditionally, accessibility has been viewed as related only to people with a visible physical disability. However, research has shown that the actual percentage of people who require accessible infrastructures and services exceeds 20% of the population at any given time.

The population who can take advantage of accessible infrastructures and services is made up of people with a wide range of impairments and/or needs, all of whom are beneficiaries of an accessible and inclusive environment.

The main categories of beneficiaries of an accessible and inclusive environment are presented below:

People who use a Wheelchair There is approximately 0.6 % of the population who use a wheelchair permanently or frequently because walking is either difficult or impossible for them. This figure is higher for the elderly. Conventional design that doesn't embrace people with mobility impairments can have the greatest negative impact on this group. Contrary, providing "universal accessible" transport, pathways, entrances and circulation spaces assist people who use wheelchairs as well as everyone

People who have a Mobility Impairment This group is made up of those often referred to as ambulant people with a disability for example those who can walk but require walking aids or those whose impairment makes covering long distances difficult. This group benefits from design which cuts down traveling distances or the need to stand for long periods.

People who have a Vision Impairment This group includes people who are totally or legally blind as well as people with vision impairments that may have some vision. These individuals benefit from clear pathways and wayfinding signage, alternative formats for printed information such as Braille, large print or audio recordings as well as tactile surfaces, colour contrasts, and non-reflective surfaces.

People who are Hard of Hearing This group includes people who are deaf (i.e. cannot hear at a functional level and often use sign language) that benefit from services such as interpreters, and TTY (TDD) telephone service. However, the majority in this group are people who have some hearing and therefore benefit from assistive hearing devices such as hearing aids, induction loop systems and passive infra-red systems.

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Beneficiaries of an Accessible and Inclusive Environment, Continued

People who have an Intellectual Impairment

This group of people benefit from flexible services, documents written in plain language and logical internal layouts at venues. In addition, staff and volunteer training needs to focus on their needs particularly in connection with communication.

People who have a Psychological Impairment

This group also benefits from a flexible approach to service provision. It is also important to provide appropriate training to all staff and volunteers.

Other beneficiaries

In addition to people with a disability, many others derive huge benefits from an accessible and inclusive environment and flexible services including:

- People with a temporary injury (such as a sprained ankle, fractures etc.)
- Pregnant women or parents with infants
- Parents who push strollers or buggies
- Children
- Older adults and seniors
- People of different languages
- First aid and emergency service personnel

Therefore it is clear that at any given time a significant percentage of the population is a beneficiary of an accessible environment. Even more importantly, almost everybody will become a beneficiary of an accessible environment at some stage in their lives, as a result of the natural aging process and its accompanying reduction of sensory and physical function.

Commitment to Cater for All



The OCOG must establish venue operations and services which afford people of any level of functional ability to access all Games venues and all services provided there

The OCOG must impress upon all Games stakeholders, staff and volunteers that universal accessibility is a core value which should apply to all venues and services for the benefit of the whole Games and Host City's Community.

Equitable Games' Experience for All Constituent Groups

Presentation The Olympic and Paralympic Games involve many different constituent groups, each one with different function, roles, set of activities and expectations. In order to ensure accessible Games, the OCOGs need to ensure every constituent has access to a full range of services and a high quality experience.

Games' Constituents The constituents are a varied group including:

- Host city's residents
- Games spectators
- Tourists, prior, during and after the Games
- Athletes and Team Officials
- Technical Officials
- Media representatives
- Olympic and Paralympic Families and VIPs
- Sponsors and corporate partners
- Staff of the OCOG and of municipal/regional/ state agencies
- Volunteers

Games' Experience All Games constituents will be attending the Games for many differing reasons however all have a common requirement: To enjoy the Games experience. Ensuring that buildings, transport and venues are accessible is essential, as it is the personal experiences of the constituents and the perceived level of service they enjoyed that will finally determine the success of the Games.

Therefore a "client oriented" approach to equitable service delivery is essential and at the heart of this Manual. Under this viewpoint, each constituent will engage with almost all of the following activities during their attendance to the Games:

Seek and obtain pre-Games information

This may be reading a leaflet, checking the Games website, reading a newspaper article or asking for a volunteer pack.

Plan a trip, making bookings, reservations or following customs procedures

This might be finding a hotel, booking an airline ticket or making arrangements to be met at the train station

Continued on next page

Equitable Games' Experience for All Constituent Groups, Continued

Games' Experience (continued)

Buy tickets for the Games

It includes the processes by which spectators ascertain times, schedules and then purchase tickets for the Games. This may include purchasing wheelchair accessible spaces, seats for companions or easy access seats.

Travel to the Games, by air, ground, rail or sea

This refers to all constituents who travel to the Games. This may be spectators but also athletes, technical officials, media and VIPs.

Enjoy the host city (sleep, dine, shopping, sightseeing, attend culture)

All constituents who attend the Games expect to enjoy the culture and life style of the Host City. This includes dining, shopping, site seeing, attending cultural events and experiencing what the city has to offer.

Have a function at the Games (compete, officiate, broadcast, describe, work)

Each constituent has a function that contributes, in one way or another, to the successful organization and delivery of the Games. This includes athletes coming to compete, technical officials to officiate, VIPs who present medals, media representatives writing reports etc.

Attend the events (watch, eat, drink, have fun,)

People of any functional ability will attend all the events of the Games and any associated festivals or activities. In addition to attending the events, people will require to use concession facilities, toilets and all ancillary services.

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Equitable Games' Experience for All Constituent Groups, Continued

Commitment to an Equitable Games Experience

In order to allow any constituent to perform their function and fully engage into the various Games' related activities as described before, a philosophy of inclusion should apply to all aspects of the Games including policy, operation and the built environment; Such an approach will produce far reaching social regeneration benefits.

Elements of such a philosophy of inclusion are:

- Host City and OCOG must ensure that all essential publications and the website provide information in accessible formats.
- Host City must ensure that partners in the tourism and travel sector provide information in alternative formats
- Host City and OCOG must ensure that partners in the tourism and travel sector provide information regarding accessible transport and accommodation
- OCOG must develop a clear ticket sales strategy for the sale of wheelchair spaces, easy access seats and access to commentary for visually impaired people
- The Host City and the OCOG must ensure public transport is accessible.
- OCOG must ensure that all Games Family transport is accessible
- Host City must work in co-operation with public authorities and the private sector to ensure that people with a disability have full access to all the city has to offer.
- OCOGs must ensure that jobs related to the Games are open to everybody, avoiding making assumptions as to which roles/jobs people with functional limitations are capable of carrying out.
- OCOG must presume that all areas of Games operation are required to be accessible and act accordingly.
- OCOGs must ensure all facilities associated with and ancillary to sporting and non sporting venues are also accessible.

Primary View Point of the Manual

It is the sum of the experiences of all these constituents and the perceived level of service they enjoyed that will finally determine the success of the Games. Therefore it is this "customer oriented" approach that is the primary view point of the Manual.

Definitions and Glossary

Presentation This section defines the main concepts and several specific terms used throughout This Manual. This Manual also uses the core terminology created by the IOC for the Olympic and Paralympic Games.

Term	Definition
Persons with a Disability	<p>The framework of World Health Organization (WHO) defines disability as the relationship between body structures and functions, daily activities and social participation, while recognizing the role of environmental factors.</p> <p>In this regard, persons with a disability are those who reported challenges with daily living activities, or who indicated that a physical or mental condition or health problem reduced or modified the kind or amount of activities they could do.</p>
Adaptable Design	<p>Adaptable Design incorporates certain fundamental accessibility features and paves the way for others to be added later, if needed. The overall philosophy is one of a contingency: if needed, accessibility can be improved without major renovation.</p>
Universal Design	<p>Universal Design is a concept or a philosophy for designing and delivering products and services that are usable by people with the widest possible range of functional capabilities. Other definitions for universal design are quite similar and include terms such as:</p> <ul style="list-style-type: none">• "products and environments usable...to the greatest extend possible, without the need for adaptation or specialized design",• " widest spectrum of users",• "equal opportunity for use", "... by all ages and varying abilities", <p>" as usable as possible by as many people as possible regardless of age, ability or situation</p>

Continued on next page

Definitions and Glossary, Continued




Term	Definition
Accessible Path of Travel	<p>Access encompasses both routes of physical movement and the community within a space or across distance. Provision of a path of continuous access is the fundamental requirement for an accessible environment. Accessible environments adequately reflect the diversity and varying needs of the community.</p> <ul style="list-style-type: none"> • An accessible path should not contain any barrier that would prevent it from being safely and confidently negotiated by all people. An accessible path must provide for users with intellectual, physical, sensory and mobility impairments.
Societal Attitudes	<p>Societal attitudes can be as much an obstacle as any physical barrier. Fundamental element of any conscious effort to implement universal design principles and practices in a society need to be accompanied by awareness and training activities.</p>
Accessible Environment	<p>An accessible environment is one where there is no barrier that would prevent it from being safely and confidently negotiated by people with intellectual, physical, sensory and mobility difficulties.</p>
Medical vs. Socio-political Model for Disability	<p>The medical definitions on disability focus attention exclusively to individuals. These definitions assume that the limitation results from medical pathology and resides within the individual.</p> <p>The sociopolitical model explicitly examines the architectural, socioeconomic and policy environments within which people with a disability must operate, and this shape their experience of disability.</p> <p>According to the sociopolitical model of disability, the medical model fails to measure the impact of external, socially created factors in limiting people's capacity to perform "expected" social roles.</p>

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Definitions and Glossary, Continued

Icons

The following table provides definitions of the icons and colours used in this manual:

Type of Information	Icon and Colour
Obligation	
Third party reference	
Cross-reference	

Disclaimer

Please note that these symbols as well as the grey background indicating OCOG obligations are used for illustration purposes to guide the reader through this manual, without however limiting the general validity and contractual character of this document.

Chapter 2: The Journey to an Accessible & Inclusive Host City and Games

Overview

Introduction

In this part of the Manual there is a detailed presentation of the key principles and the main elements that a city which is bidding or has been selected to host the Olympic and the Paralympic Games should already have or should be committed to create in order to ensure accessible and inclusive Games for all stakeholders and lasting benefits for its citizens.

There are two main notions underlying this chapter:

Equitable Games Experience

The Games is not only about the venues and the events. The host city needs to ensure that every resident of the city and every visitor have the opportunity to participate and enjoy the "Games experience". In order for this to be possible the conditions that form barriers need to be removed. Such barriers may not be only architectural; attitudinal, political, economical and educational barriers may as well affect an individual's chances to enjoy the Games experience. Ensuring the principles of this manual are met will go a long way towards eliminating these barriers before they arise

A Culture of Inclusion

The principles, solutions and practices used to make the host city accessible will create a culture of inclusion, which will be reflected in the way all Games-related infrastructure and services are to be designed and implemented.

Continued on next page

Overview, Continued

Commitment to Creating an Accessible and Inclusive Environment

This chapter will set objectives to be reached in the lead up to the Games for any city that wishes to stage the Olympic & Paralympic Games. In the middle term these objectives may be completed by a set of related indicators.

The potential host city will need to demonstrate a commitment in creating an accessible and inclusive urban environment for all. This commitment may have the form of a strategic or action plan for accessibility, describing how global targets related to accessibility and inclusion will be reached.

Contents

This chapter contains the following topics:

Topic	See Page
Transport	
Public Services and Facilities	
Tourism	
Entertainment and Leisure	
Sport	
Education	
Employment	

Transport

Overview

Introduction

This section highlights the main elements of a public transport system which allows seamless transportation for all residents and visitors of the city. In the context of the Olympic and Paralympic Games such system will enable spectating athletes, team officials, judges and referees, members of the Olympic and Paralympic Families, visiting spectators and domestic spectators to move freely among the venues and experience to the full extent what the city has to offer.

The main notion of a truly n accessible transport system is to be a “Universal Accessible Transport System”, where accessibility is inbuilt in the system rather accessible solutions are provided as a solution to serve certain citizens or visitors. In such system the majority of vehicles are accessible and use of specialized type of vehicles is minimized.

Accessible transport should also provide links from the main area of the city to and around key tourist and visitor attractions and shopping areas.

Accessible transport encompasses all forms of transport and requires each to provide a clearly defined link to the other.

Contents

This section contains the following topics:

Topic	See Page
Definition and Scope of Accessible Transport	
Types of accessible transport	
Operations for accessible transport	

Definition and Scope of Accessible Transport

Definition of accessible transport

Accessible transport allows ALL people who require transport to be able to use it with equity, functionality and independence. Where this cannot be achieved communications must be provided to detail the specific operations that ARE accessible e.g. every second bus is accessible.

Modes of accessible transport

Accessible transport encompasses all modes of transport within the city and its surrounding area, such as:

- Road transportation (buses, taxis, limousines)
- Rail transportation (Light rail / trams, trains, train stations)
- Air transportation (Airports, Domestic and International airlines)
- Maritime transportation (Ports, ferries, water taxis, cruise-liners)

Accessible transport must encompass state owned and private transport providers to ensure complete coverage.

Beneficiaries

The types of people who will benefit from accessible transport include all beneficiaries of an accessible environment listed in Chapter 1. In particular, accessible transport must be able to accommodate

- People who use wheelchairs (manual or electric) or scooters
- People who use guide dogs or canes
- People who can stand or sit or walk long distances and may use crutches or walking sticks
- People who use a hearing aid or listening device
- People who travel with a companion

Principles of Operation

Accessible transport providers must operate so that

- Accessible transport timetables are clearly available
- Communication mediums e.g. websites and telephone hotlines are accessible
- Transport staff are trained in the needs of people with disabilities and are aware of their needs and limitations of some services
- Differing transport providers who link with each other are able to get a person with a disability to their destination seamlessly

Types of Accessible Transport

Presentation	<p>The following highlights the differing types of accessible transport and the characteristics they need to have in order to be considered accessible. The technical specifications for doorway width, heights, corridors, toilets, signals, signage etc are highlighted within the technical component of this manual in Chapter 4.</p>
Cars & taxis	<p>An inventory of accessible cars and/or mini vans is required to become available for the needs of the Olympic Games and, in a much greater scope, for the needs of the Paralympic Games.</p> <p>The host city needs to ensure availability of a pool of accessible taxis and accessible passenger vehicles / vans are available for hiring.</p> <p>The accessible cars for the Olympic & Paralympic Games and the public should fulfill the standards specified in Chapter 4.</p>
Buses & coaches	<p>The transport systems for the constituents of the Olympic and Paralympic Games need to be accessible, to a scope appropriate for the needs of each event. The accessible buses fleet for the Olympic & Paralympic Games and the public should:</p> <ul style="list-style-type: none">• Have a low floor chassis and lowering mechanism that allows them to link with a pedestrian kerb without steps being negotiated (Primary type of vehicle)• Have a small number of buses that have a wheelchair platform lift that takes the person from the pathway up into the coach or bus (Secondary type of vehicle)• Have an accessible seating capacity that fits the needs of the client groups indented to serve. <p>The accessible buses and coaches for the Olympic & Paralympic Games and the public should fulfill the standards specified in Chapter 4.</p>

Continued on next page

Types of Accessible Transport, Continued

Trains, Light rail and tram

The transportation means of standard route trains of the city are critical for the efficient delivery of the Olympic and Paralympic Games. Every individual must be able to use such transport means. For this to be achieved stations, platforms and carriages need to be accessible.

The conditions and technical specifications that make transport with train, light rail and tram accessible are specified in Chapter 4.

Water ferries/ Cruise lines

The Water ferries / Cruise line services (if existing) of the city should cater for all potential passengers. Such requirements extend to infrastructures and amenities provided at the ports and terminals, as well as at the vessels.

The conditions and technical specifications that make maritime transport accessible are specified in Chapter 4.

Airlines and airports

Ability to travel by air is a key parameter for equal opportunities and inclusion in professional and social activities. People with a disability and other individuals with accessibility needs, very often experience challenges when they try to travel by air. These frequently include:

- Lack of an aisle wheelchair on board the aircraft
- Accessible toilet on board the aircraft
- Staff with no knowledge as to how to appropriately assist a person
- Poor mobility aid storage that limits efficient retrieval

No barriers, physical or procedural, should prevent any person from traveling.

The conditions and technical specifications that make air transport accessible are specified in Chapter 4.

Operations for Accessible Transport

Presentation	The following highlights a number of key operational considerations for accessible transport. The majority relate to how people with a disability are able to gain information prior to travel, ensure they use the right accessible transport for their travel and get appropriate assistance from the transport operators. Below, the key initiatives are presented:
Clear Timetable	Where existing (inaccessible vehicles) are still in operation with accessible rolling stock ensure the timetabling of accessible transport is clearly marked.
Define Capacity	Definition and optimization of the transport capacity for wheelchair users is important for any planning activity.
Communication Means	Develop communication mediums e.g. websites and telephone hotlines that are accessible. Websites need to be assessed to ensure they are compliant to W3C guidelines and telephone operators need to be able to accept calls from people with a hearing impairment e.g. availability of a TTY.
Staff Training	All transport staff should be trained in the needs of people with a disability and are aware of their needs and limitations. Services should include: <ul style="list-style-type: none">• accessibility terminology• accessibility categories• accessible vehicle summaries• appropriate service delivery to people with disabilities
Information Provision	Develop a 'one stop shop' for accessible transport information to ensure the differing transport providers are able to link with each other to ensure a person with a disability can efficiently and seamlessly get to their destination.

Public Services and Facilities

Overview

Introduction

Public services and facilities include Live sites, Tourist attractions, Public spaces, shopping areas and mobility centres. These Services and other resources provided to the broader community should be available to the all citizens and meet the needs of the widest possible array of potential users regardless of age, size, educational levels, functional abilities etc.

For a city to be ready to host the Olympic and Paralympic Games access to public services and related provisions should be an asset available to all people.

It is not enough that a given Venue is accessible to people with a disability, seniors and older adults. The Games' Experience relies on a positive connection to the host city both as a facilitator of all things and as a destination in its own right.

Contents

This section contains the following topics:

Topic	See Page
Pathways, Sidewalks and Connecting Routes	
City parks and outdoor recreational areas	
Retail and small food & beverage outlets	
Signage & Wayfinding	
Emergency Systems and Response	
Information Provision	

Pathways, Sidewalks and Connecting Routes

Key principles

All users of public services and facilities, whether they are people with a disability or not, rely on connecting pathways/sidewalks for safe, practical linkage to the venues and features of the city. An accessible path of travel is required to provide an uninterrupted route to or within a building, providing access to all facilities. An accessible path cannot contain any barrier that would prevent it from being safely and confidently negotiated by people with disabilities.

If barriers to people with disabilities are not minimized here, then improvements made in the other areas lose their significance. Pathways, sidewalks and connecting routes must be accessible to people with physical, sensory and/or intellectual disabilities

Accessible Pathways/Sidewalks

Pathways must meet the needs of all users including people with mobility impairments and/or people with visual impairments. Exterior routes must provide:

- Kerb ramps at every intersection that includes tactile wayfinding information and common identifying features;
- Audible crossing technology high volume intersections to assist people with visual loss and
- An accessible path of travel that has appropriate widths, gradients, surfaces, lighting and signage.

Interior aisles must be maintained at accessible widths and clearances and be free of obstacles.

Characteristics of an accessible pathway

The main characteristics of an accessible pathway are:

- Must be wide enough in high volume areas to allow two wheelchair users to pass; provide flush transitions along its entire length; exclude any obstacle including portable signage, steps, stairways, turnstiles, revolving doors, escalators or other impediment that could prevent it from being safely and independently negotiated by people with mobility impairments.
- Must minimize tripping and falling hazards. Paths are separated from adjacent landscaping features by small Kerbs or other barrier to prevent people using canes, crutches or wheelchairs from inadvertently slipping off the pathway into gardens etc.
- Must have rest stops, which are extremely important for people using canes or crutches. Bench seating set off the main pathway and marked with a change in surface materials needs to be provided along all exterior routes.

Continued on next page

Pathways, Sidewalks and Connecting Routes, Continued

Characteristics of an accessible pathway (continued)

- Any fixed items located on the pathway surface must be a contrasting colour and be cane detectable.
- Have clear headroom space across the entire width and length of the pathway for the safety of people with vision problems.
- Have textural, high contrast wayfinding treatments on pathways, which are very beneficial for people with visual impairments (among many others) and therefore need to be incorporated in the pathway design as a part of the signage package/approach.
- Use fixtures mounted below eye level, in addition to standard lighting approaches. This will provide better definition of ground surfaces and minimize glare. Steps and stairs need to be lit by low fixtures to highlight the stair tread and riser surface.
- Have any exterior stairs treated the same as interior installations. High contrast, none slip nosings; tactile warning strips; and conforming handrails are required on all exterior stair designs.

Detailed specification and design standards of the various elements of an accessible pathway can be found in Chapter 4 of this manual.

City Parks and Outdoor Recreational Areas

Key Principle

Outdoor recreational areas are a key component of what a city has to offer to its visitors and residents. The city needs to ensure that parks and outdoor areas respond to the needs of extended families and those where one or more family members are a person with a disability. Very frequently it is difficult for most such families to find accessible, family recreation. Inclusion of people with disabilities in outdoor spaces, activities and events is an integral part of the design.

Access to outdoor areas needs to come from accessible pathways, appropriate Kerb ramps at each intersection and an expectation by planners that parks and outdoor facilities will be used by the whole community. This includes accessible play equipment, drinking fountains, Barbeque areas and access to seating and tables

Parks and Outdoor Recreation

Parks and outdoor recreational areas need to provide at least basic physical access. Basic physical access to parks includes consideration for people with mobility impairments as well as support for people with visual impairments. Intuitive wayfinding techniques will assist people with cognitive or other intellectual disabilities as well as assist all other users, everyday.

Characteristics of an accessible park or outdoor recreation facility

- Pathways need to meet the requirements for pathways laid out in Pathways, Sidewalks and Connecting Routes referenced before.
- Playground equipment/areas must accommodate both children with a disability and a supervising adult with a disability.
- Concession stands and other service counters meet universal design principles for counters.
- Swimming and wading pools safely accommodate people with a disability with transfers, change facilities, wayfinding and emergency evacuation and procedures.
- Bleachers or other view/seating areas must provide basic physical access for people with mobility and people with visual impairments as a minimum.

Detailed specification and design standards of the various elements of an accessible outdoor recreation can be found in Chapter 4 of this manual.

Retail and Small Goods & Beverage Outlets (Excluding restaurants)

Key Principle

Retail and food & beverage outlets outside of venues are an integral part of the visitor's host city experience. Welcoming environments are created with clear menu displays (including a number of hand held versions) counters that are accessible to wheelchair users, aisles that are wide enough for people with mobility impairments and disability awareness training for front line staff.

Retail and F&B outlets

Access for people with mobility impairments must be provided in all outlets from kiosks to large storefront locations (see also Tourism – Restaurants).

Characteristics of accessible retail and F&B outlets

- Minimum aisle and line up widths for wheelchair users
- Aisles kept clear of displays, clutter and turnarounds at the end of each aisle.
- An integrated counter design that incorporates universal design principals at the point of sale as part of the main service area to accommodate all users.
- Knee space under cash/service counters that permits wheelchair users to face the clerk and complete transactions.
- Stocking shelves vertically to ensure that some of each product is available to all levels of range of motion.
- Disability awareness training for all front line staff

Signage & Wayfinding

Key Principal

Access to good signage and wayfinding is critical to all people. Wrong turns, missed locations and the absence of distance indicators can conspire against people least able to travel long distances. Good directional signage and wayfinding can help overcome access problems.

Signage & Wayfinding

Effective signage and wayfinding needs to be legible for people with visual impairments and others people with disabilities AND carry key pieces of information for people with disabilities such as distance indicators. Using internationally recognized pictograms as well as plain English language (in addition to the local one) is a necessity

Consistent floor treatments can provide people with vision impairments with important information. For example, bleacher seating and rest areas should share common surface colour and texture.

Tactile and colour/tonal wayfinding information in the flooring/ground surface is an inexpensive, low tech – low maintenance way of guiding people to and around a site. In recent years tactile hazard are being widely used. However, such indicators should be used at places of hazard only i.e. roadway crossing, train platforms, vehicle set downs. It should be noted that lighting, grip and color indicative striping on stairs and color and texture use are just as important.

In addition to people with mobility and/or vision impairments, this type of wayfinding can be very helpful to people whose language skills may not include the local language and therefore get little help from conventional signage. Utilizing this technique in a creative and attractive way will provide important information to users and assist those people who are unable to effectively use signs/directory maps.

Design standards of accessible signage & wayfinding

Detailed specification and design standards of the various elements of an accessible signage can be found in Chapter 4 of this manual.

Emergency Systems and Response

Key Principle	The key to accessible emergency services is planning. Service providers must recognize that there is steadily increasing number of active people with a disability in the community and ensure that all emergency planning includes an analysis of how best to serve them. Planning for evacuation, first aid and emergency procedures must include specific consideration for people with a disability.
Characteristics of effective emergency preparedness for everyone	<p>Emergency planning of a facility needs to include all elements listed below:</p> <ul style="list-style-type: none">• A visual fire alarm/strobe warning system which operates in conjunction with audible signals. This needs to be generally visible in public gathering areas, in all washrooms throughout the facility and in front of elevators.• Fire alarm pulls and fire extinguishers must be installed at an accessible height to permit wheelchair users and others to signal trouble or utilize the safety equipment.• Doors on designated emergency exit pathways are to be equipped with power-operated doors that continue to operate in an alarm condition.• Video/data monitors used in the facility should also communicate emergency messages to patrons.• First Aid Rooms must be able to accommodate people with a disability as well as non-disabled clients. An accessible unisex washroom should also be located in the immediate vicinity of the first aid room.• Evacuation plans must include areas of Rescue Assistance equipped with locating signage, entry doors of a contrasting colour to the surrounding surfaces and intercom or other communications device.• Exit stairs must be equipped with glow in the dark, stair nosings.• Specific equipment must be available if required to evacuate people with mobility impairments• Existence of easily readable, low mounted emergency procedures and exit route maps.• Delivery of disability awareness training for staff to facilitate safe exiting of people with disabilities.• Response teams must be aware of common health issues and conditions faced by people with a disability and must be able to provide the appropriate response.

Information Provision

Key Principal

Everyone in the community has a right to all the information that is publicly available including people with sensory and/or intellectual impairments.

People with sensory disabilities are routinely excluded from print materials, public meetings and community events because of a lack of alternative mediums. Appropriate visual language interpreting services alternate formats for print materials (e.g. audio files or CDs), TYY telephone service etc. are cost effective ways of ensuring more people with a disability have access to the information needed for a full Games' experience.

Information Services for people with a disability

Providing information for people with sensory loss and seniors is a fundamental requirement of inclusive services and events. People with a disability must have appropriate access to all events and information is a key element in that goal.

Characteristics of inclusive information distribution

- An accessible internet site for the host city and OCOG activities.
- Alternative formats for all printed materials (e.g. large print or audio files).
- Appropriate visual language interpreters available for the main public events and community meetings.
- Appropriate assistive hearing devices available to support people with hearing loss at all public events and community meetings.
- TTY (TDD) service on dedicated telephone lines to main reception, operations and other key centers as required.
- Networked signage capability via video or data connection.
- Regular submissions to newsletters and magazines targeted at the community of people with a disability.

Tourism

Overview

Introduction

For all Games' constituents, tourism is at the heart of their journey. Destination cities need to recognize that as the population continues to age, old assumptions about the capabilities of the 'average' tourist must change too: tourism travel by people with disabilities and the elderly is significantly increasing. A key consideration is that people with disabilities travel with at least one or two other people as well. This further reinforces the significance of this growing market

Contents

This section contains the following topics:

Topic	See Page
Accommodation and Hotel Services	
Restaurant Access	
Tourism Information	
Sightseeing (Tours and Tourist Points of Interest)	
Attractions, Interior Spaces	

Accommodation and Hotel Services

Key Principle

Accommodation is a fundamental need of the whole tourist population. In the Olympic and Paralympic Games context, availability of adequate numbers, affordable and quality accommodation is a traditional challenge.

Hosting the Paralympic Games presents additional challenges as regards to accessible accommodation. At the same time though, this is matching the fact world wide that an aging population is asking quality tourism accommodation.

Hoteliers and other providers must anticipate the needs of a steadily increasing number of people with mobility/agility impairments, people with vision loss and people with hearing loss in their facilities as part of a regular, older client base which are much more active than in the past.

Applying a universal design approach

It is recognized that some existing facilities may not be able to meet all of the recommendations because of the costs and limitations of retrofitting an existing structure. Where guidelines cannot be fully met, individual facilities are expected to meet the intent of the guidelines by other means.

Adopting a universal design approach to all furniture/fixture purchases and guest room layouts as a policy for all hotel guest rooms will allow the standard rooms and suites to accommodate a broader range of guests through routine upgrades and maintenance over time. This use will reduce the demand for the designated accessible guest rooms therefore encourage a policy of applying universal design principals in all renovations, upgrades, purchases and operation planning.

Accommodation accessibility

A commitment to developing access for people with disabilities requires the adoption of an appropriate set of standards for access and a management commitment to improving access to the facilities at every opportunity as company policy.

Detailed specification and design standards for guest rooms and other hotel sites and services can be found in Chapter 4 of this manual.

Restaurant Access

Key Principle

Dining in a restaurant is an integral part of the visitor's host city experience. A commitment to developing access for people with a disability must be a part of leasehold, tenant, and permit agreements in all outlets from kiosks to large storefront locations connected to the Olympic and Paralympic Games.

Further to that, provision of adequate access for all is a significant asset for all restaurants,, as beneficiaries of an accessible environment – and their families and friends – constitute a large part of potential clientele.

Restaurant accessibility

Access here comes from a universal design approach to furniture and equipment purchases combined with superior customer service via appropriate disability awareness training.

Characteristics of accessible restaurants and F&B outlets

- Accessible pathways and table with seating that can be removed for persons with a disability is dispersed throughout the restaurant.
- Fixed seating such as booths are generally difficult for people with mobility impairments and older adults, as well as being inaccessible for wheelchair users. If booths are used, alternative seating at accessible, conventional tables must also be available.
- Chairs need to be light and easy to re-position.
- Has clearance under a food service table to accommodate wheelchair users.
- Corner legs on tables are preferred, however if round tables with centre posts are used for dining, the minimum distance from the table edge to the outer edge of the pedestal base will accommodate wheelchair users.
- Where bar seating is provided, each bar provides a lowered section suitable for a minimum of 2 wheelchair users and/or people unable to use high stools.
- All seating provides kickspace – supports or cross bracing of chairs may not interfere with the kickspace.
- Minimum aisle widths for wheelchair users; aisles kept clear of displays, clutter and turnarounds at the end of each aisle.
- An integrated counter design that incorporates universal design principals at the point of sale (POS) as part of the main service area to accommodate all users.
- Cafeteria Style Serveries have a continuous tray rail from tray pick up to cashier and products on shelves within reach of a wheelchair user.

Continued on next page

Restaurant Access, Continued

**Characteristics
of accessible
restaurants and
F&B outlets**
(continued)

- Cooler and/or shelf doors must slide, rather than swing open.
- Cash desk/counters adhere to universal design principals.
- A clear space at the cashier/POS is provided as a pass-through area to serve wheelchair users and people with reduced reach/arm strength.
- Disability awareness training for all front line staff.

Detailed specification and design standards for Restaurants, Lounges and/or Food Court Seating can be found in Chapter 4 of this manual, within the "Furniture, Counters and Service Areas" section.

Tourism Information

Key Principle

Everyone in the community has a right to all the information that is publicly available including people with sensory and/or intellectual disabilities. Frequently, people with sensory disabilities are routinely excluded from tourism programs and promotion because of a lack of support.

Tourism information materials, both real and virtual, as well as facilities (such as Tourism Information Centers) must be accessible to people with a disability.

A key Games time consideration is to ensure accessible tourist information is made available early, so people with disabilities can plan and make informed decisions.

Tourism information for people with disabilities

Providing equal access to information for people with sensory loss and seniors requires alternative formats to be an automatic and well understood part of all standard communications and/or event planning. This includes preparing materials explicitly for the community of people with a disability as readily as other constituents. No printing of materials intended for public release should proceed until the requirements for alternative formats has been established.

Appropriate visual language interpreting services at all official events, alternative formats for all print materials distributed to the public and dedicated TTY telephone service are examples of providing the community of people with a disability with the information needed to provide the full Games' experience.

Characteristics of an inclusive tourism information policy

- An accessible internet presence for the host city and the OCOG's activities.
- Physically accessible information centers
- Alternative formats for all printed materials.
- Captioning and Descriptive Video Service (DVS) on all video materials and formats.
- Appropriate visual language interpreters available at main public events.
- Appropriate assistive hearing devices available to support people with hearing loss at main public events.
- TTY (TDD) service on dedicated telephone lines to event organizers, info centers, ticket outlets and other key tourism features as required.
- Networked signage capability via video or data connection.
- Disability awareness training of all front line staff.
- Regular submissions to newsletters and magazines targeted at the community of people with a disability.

Sightseeing (Tours and Tourist Points of Interest)

Key Principle

Visiting the main host city's tourist destination is an integral part of the visitor's host city experience. It is important that these destinations are accessible to all visitors and host city residents.

In recent years, few of the greatest monuments of humanity, such as the Acropolis in Athens and the Great Wall of China, have become accessible on the occasion of the Paralympic Games coming to the city.

An access strategy begins by developing an access audit of the facility or service to identify all of the various barriers to people with disabilities using access professionals with direct input from local organizations of and for people with disabilities. With this inventory in hand providers can seek to eliminate or at least minimize access concerns in a cost effective, fiscally responsible manner over time.

Accessible sightseeing tours and points of interest

A majority of the vacation traveling public is already over the age of 55. Age related disabilities can only increase the already significant impact that serving people with a disability has had on the operations of tourist destinations. Therefore, an access strategy will also help to accommodate the changing community demographics as regards to these tourist destinations.

Lift equipped tour buses must be available through each tour provider. Pick-up and drop-off points need accessible drop off zones and connecting pathways, appropriate lighting, access to ticket and concession booths and site access for people with mobility impairments as a minimum. Signage needs to consider the needs of all users. Plaques on statues or information stands needs to include tactile/raised lettering.

Characteristics of inclusive sightseeing tours and attractions

- Physically accessible site.
- Alternate formats for all printed materials.
- TTY (TDD) service on dedicated telephone lines to event organizers, info centers, ticket outlets and other key tourism features as required.
- Networked signage capability via video or data connection.
- Disability awareness training of all front line staff.
- Lift equipped vehicles.
- Information signage and directional signage packages accessible to people with sensory disabilities.

Detailed specification and design standards of the various elements of a tourist destination site can be found in Chapter 4 of this manual

Attractions, Interior Spaces

Key Principle

A common approach to accommodating people with disabilities is to perhaps ramp an entrance, create an accessible washroom and consider the facility accessible. It is not. It is not enough that people with disabilities can get into any given attraction; they must be able to fully participate in the activities, information and purpose of the Attraction.

Interior spaces

An effort to include people with a disability in all aspects of the displays, features and opportunities is a critical component in providing meaningful access to museums, exhibits and other public attractions. People with visual impairments, hearing loss, mobility impairments and/or intellectual disabilities should be able to participate in all aspects of the attraction.

Owners and operators should look for opportunities to create displays that engage more than just the eyes (e.g. a sculpture that can be touched to create a tactile experience for people with visual impairments).

All posted information should also be available via audio playback.

Characteristics of accessible Attraction interior spaces

- Minimum aisle widths; aisles kept clear of displays, clutter; and turnarounds at the end of each aisle for wheelchair users.
- An integrated service counters design that incorporates wheelchair access and service for people with disabilities at the main service counter.
- Alternative formats for printed materials
- Alarm, evacuation and safety consideration that cater for people with a disability.
- Accessible displays and features.
- Accessible signage and wayfinding
- Visual paging system to act in conjunction with audible public address pages.
- Disability awareness training for all front line staff.
- Public Telephones are equipped with volume-controlled handsets and be mounted at an accessible operating height.
- Each bank of public use telephones must provide at least one telephone with TTY (TDD) service.

Entertainment and Leisure

Overview

Introduction

This section highlights the entertainment and leisure requirements for the city to allow athletes, Games' officials, VIPs, Olympic/ Paralympic Family, media and spectators with accessibility needs to seamlessly access the city's key entertainment and leisure precincts.

All Games visitors wish to enjoy all the city has to offer. Athletes in particular can spend more than a month in the city while training or competing. It is essential that key attractions are accessible to allow for a social outlet and enjoyment.

Entertainment and leisure includes public and private infrastructure and assets such as sponsors showcasing, art galleries, cultural venues, concert halls, movie cinemas, restaurants, displays, festival sites and shopping centres.

It may be difficult to ensure all areas are accessible; however it is essential that a reconciliation of accessible assets is established before the Games so they can be appropriately communicated to all people prior to travel.

Some of the Olympic and Paralympic Arts and Youth Festival events seek to highlight the talents, skills and expertise people with a disability have in the area of Arts, entertainment and leisure. It is important that 'back of house' areas are accessible to allow full participation and enjoyment for all.

Contents

This section contains the following topics:

Topic	See Page
Definition and Scope of Entertainment and Leisure	
Types of Accessible Entertainment and Leisure	

Definition and Scope of Entertainment and Leisure

Definition of accessible entertainment and leisure

Accessible entertainment and leisure allows people with a disability to enjoy a show, display, event, concert, feature or symposium in an equitable, functional and independent manner to those people without disabilities.

All Games festivals should be accessible for the widest range of people, including people who have a disability and should include wheelchair pathways, seating spaces with companion access, hearing systems, viewing ranges and toilets.

It should also be noted that particular attention should be made to ensure venues, stages, halls and stadiums allow accessibility for performers, artists or organizers with a disability.

Types of entertainment and leisure

The types of entertainment and leisure activities include but should not be limited to:

- Sponsors showcases, including athlete interaction
- Art galleries, including artists
- Cultural venues, including performers
- Concert halls, including performers
- Displays, including performers
- Festival sites, including performers
- Cinemas and theatres
- Shopping centres
- Restaurants
- Games halls
- Amusement centers
- Gaming and sporting venues

Principle of accessible entertainment and leisure

The key principles of accessible entertainment and leisure areas are very similar to the requirements of sporting venues. Even when the general public requirements for accessibility are provided for, there is also strong reliance to ensure performers with disabilities are encompassed as well.

Types of Accessible Entertainment and Leisure

Presentation

The following highlights the key components of entertainment and leisure precincts and how accessibility is provided within each of them. The technical specifications for doorway width, heights, corridors, toilets, signals, signage etc are highlighted within the technical component of this manual in Chapter 4.

The key principles of access include:

- Pathways and circulation spaces from transport and parking areas that are of an appropriate surface, gradient and width, there should also be appropriate lighting and rest seating
- Main entrances that are accessible through the use of lifts or ramps
- A concession and merchandise area that allows an accessible entrance, pathway and check out area wide enough for a wheelchair
- Seating and or viewing areas that have appropriate wheelchair spaces with adjacent companion seating at the same level
- Loose seating shall also be provided to allow people with mobility impairments to sit in an accessible area
- All pathways should also be free from obstructions and allow a person using a cane to use the building line for orientation
- Back of house change rooms, warm up and stage areas that are accessible to performers with a disability
- Staff and volunteers are aware of the accessible operations and infrastructure

Art galleries, cultural venues, concert halls, displays, festival sites

Cultural venues provide a unique and complimentary element to the sporting events of the Games. As with the Games venues the following requirements are required:

- Lower counter at welcome desk for administration purposes by people who use wheelchairs
- Rest seating within the foyer area for the mobility impaired
- Wheelchair seating spaces within the auditorium
- Hearing augmentation system to enhance public announcements
- Ramped access to stage areas and flag raising areas
- Ramped access to performance stages for performers with a disability

Continued on next page

Types of Accessible Entertainment and Leisure, Continued

Cinemas, shopping centres, gaming and sporting venues

All Games family members enjoy the city in particular the shopping and leisure facilities as it allows them to gain a break from the pressure of the Games. The following highlights the key principles, which includes

Cinemas

- Wheelchair accessible seating with adjacent companion seating on the same level (it should be noted that some people who use wheelchairs also like to transfer out of them and use a standard cinema seat)
- Enhanced amenity seating with additional space at the front or side for a guide dog or mobility aids e.g. crutches
- Hearing augmentation system for people with hearing impairments

Shopping centres

- Accessible alternative to turnstiles at the entry
- Appropriate width shopping aisles
- Staff assistance for high sections of food or goods displays
- A wider check out aisle for wheelchair users

Internet Cafes / Amusement centres

- Appropriate circulation spaces and pathways
- Desks with height adjustable
- Computers with accessibility characteristics e.g. large font, screen readers

Gaming and sporting venues (non Games specific)

- Main and secondary entries that are accessible including emergency evacuation routes
- Tables and gaming equipment that are of appropriate height (750 – 850mm)

Staff assistance and communication

Training in the needs of people with a disability and in the use of appropriate language and physical assistance, allows all staff to feel confident when communicating with people with disabilities. This will enhance staff and Games family experiences.

In Chapter 5 of this manual there is detailed description on the content and delivery of such training.

Information Provision and Communication

Most cities have organizations that promote accessible facilities through newsletters, or develop publications or websites which contain accessible information. Identifying key entertainment and leisure areas that are accessible allows Games family members to better plan their holidays or Games' attendance.

Sport

Overview

Introduction

Participation in sport and physical activity is a human right and must be available to all people. A host city needs to encourage and promote the participation of persons with a disability in mainstream sporting activities at all levels, either this be recreational, therapeutic, competitive and elite. It should be a matter of talent, determination, need and free choice the level at which a person with a disability will engage to sport.

Contents

This section contains the following topics:

Topic	See Page
Principles and Types of Access to Sports	
Conditions for Integration in Mainstream Sport Activities	

Principles and Types of Access in Sport

Key principles

Sport organizations operating in the host city and country need to provide equitable access to sport and overall physical activity to all citizens, regardless of functional abilities. To achieve this goal the host city and country needs to ensure that persons with a disability have an opportunity

- to organize, develop and participate in disability-specific sporting and recreational activities, and to this end, encourage the provision, on an equal basis with others, of appropriate instruction, training and resources;
- to organize, develop and participate in integrated sport programmes, along with sportsmen and sportswomen without disabilities, and encourage adequate level of facilities, equipment as well as information and training of instructors and trainers.
- to use existing or new sporting and recreational venues and facilities which are accessible, for training or competition
- to attend sporting events as spectators, in a dignified way, along with their families and friends
- to have access to services from those involved in the organization of recreational, tourism, leisure and sporting activities.
- to ensure equal access to participation in play, recreation, and leisure and sporting activities, including those activities in the school system as regards to children with a disability.

Access to Adapted Physical Activity/ Adapted Sport

All persons with a disability, regardless of severity of condition, should be provided with opportunities to experience and practice sport throughout their lifespan. These experiences, when appropriate, should be the same as those of others in the mainstream populations.

In order for this to be feasible, however, it needs that when a person (with or without a labeled disability) needs help in achieving their participation goals, then adaptation (change strategy) is applied to one or more of the variables that may act as barriers to participation or success (e.g., rules, method of instruction, equipment, facilities, size of participating group).

Educational institutions, sport clubs, sport authorities etc. which provide sport and physical activity programmes, need to ensure that adequate consideration is given so that such programmes are inclusive and that adaptation as needed are in place.

In addition to integrated programmes, disability-specific programmes should be provided to address specific needs.

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Principles and Types of Access in Sport, Continued

Access to competitive sport

Persons with a disability who have the talent, will and determination to pursue elite performances and participate in competitive sport, should be provide with adequate opportunities to do this.

For this purpose, local and national structures of sports for athletes with a disability need to be in place and adequate training and competition opportunities are required. In the main part, such structures should focus on sport – not disability – and should be organized so that they integrate athletes with a disability into mainstream sporting organizations. Athletes with a disability may share the same coaches, sporting fields, change rooms and in some cases the competition program.

In addition to the above, structures specifically for competitive sports for athletes with a disability should exist, leading to the creation of a National Paralympic Committee, which should be the body entitled to select and organize participation at the Paralympic Games, for those few among the athletes with a disability who reach the elite level and qualify for those Games.

Conditions for Integration in Mainstream Sport Activities

Accessible venues

Existing sporting venues and facilities may need modification to encompass athletes with a disability. Overall, sporting facilities should comply with the technical specifications outlined in Chapter 4 of this manual, in order to be accessible for use by any member of the community.

Main elements of such provisions are:

- Athletes entrances should have a ramp or lift access to the change rooms, training fields and competition fields
- Medical and treatment rooms should be accessible as a priority
- Access is needed to sporting equipment storage areas, with staff assistance (where required)
- Accessible toilets and showers within each of the gender change rooms
- Spectating athletes viewing areas that are accessible

Adapted sport equipment

In adapted physical activity programmes, instructors and coaches may need to acquire and use equipment suitable to a wide range and kinds of disabilities. In competitive sports, often special equipment is being used :

- In track and field athletes may use specialized racing wheelchairs and throw frames or specialized prosthesis.
- In wheelchair basketball and wheelchair tennis, athletes need specially designed and very light wheelchairs
- Also, several sport need special equipment designed specifically for the sport, such as use a tandem bicycle to allow a sighted driver in cycling or special balls in Boccia.

Adapted sport rules

Most sports can be adapted or modified to encompass people with disabilities. Several sports have incorporated such adaptations within their rules. For example, in wheelchair tennis the rules allow the ball to bounce twice before it needs to be hit over the net.

Depending on the performance level and the purpose of the activity (e.g. in therapeutic or recreational ones) the adapted physical activity instructor or the coach may modify the rules in order to provide optimum conditions for the athletes.

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Conditions for Integration in Mainstream Sport Activities, Continued

Educated professionals

The sport professionals who have the knowledge and skills to facilitate integration in sport activity or competitive sport of people/athletes with disabilities, is a major factor affecting the actual access of people with disabilities in physically activity and in sports. Such participation is crucial for physical rehabilitation, sporting success and social inclusion and recognition.

Local universities should have courses specifically designed to provide suitable skills and qualifications for professional with expertise in adapted physical activity. Along with the courses, regulatory provisions should exist, ensuring that such professionals have priority in providing services in sport and physical activity to persons who have a disability.

In the area of competitive sports, seminars, courses and workshops are required to ensure that technical personnel are aware of the needs, variations and characteristics of coaching athletes with a disability in each specific sport discipline. Sport coaches should recognize the similarities between sport for athletes who are able bodied and disabled. The sporting rules may have slight variations; however the inherent skills of the sport remain the same.

Relevant coaching courses or material, specific to the needs of athletes with disabilities are available worldwide. In addition, many coaching courses in a particular sport now have a component on the corresponding Paralympic sport. Within this section the following details should be highlighted:

- Appropriate terminology
- Differing disability consideration
- Understanding of special/ adapted sporting equipment
- Sporting rules differences
- Junior development
- National and international sporting bodies relevant to the sport
- Developing comparable expectations of training and performance
- Drug testing
- Details of sporting events available for athletes with a disability

Continued on next page

Conditions for Integration in Mainstream Sport Activities, Continued

Competition opportunities

Athletes with a disability need adequate number and level of competition opportunities, in order to develop their skills, acquire experience and achieve elite performances; exactly as any other athlete. National and regional sport structures need to ensure a rich, reliable and repetitive competition programme that is available for athletes with a disability in a regular - usually annual - basis.

It should also be stressed that access to competitive sport for athletes with a disability requires junior development actions, like any other sport. Sport structures at all levels should not underestimate this need.

Education

Overview

Introduction

Access to equitable education is a fundamental factor for social inclusion, personal and community development. Without equitable access to education no society can be considered as providing equal opportunities to all its members.

Although not directly related to hosting the Olympic and Paralympic Games, providing equitable education supports the positive direction a host city needs to take to ensure that all its members, including people with a disability must have same access to education at all levels as anybody else in the community.

Contents

This section contains the following topics:

Topic	See Page
Accessibility of Education Facilities	
Adapted Curriculums, Assessment Methods and Teaching Materials	

Accessibility of Education Facilities

Key Principle

Integrated educational institutions (schools, universities, vocational training centers etc.) that include people with a disability as staff and students are the beginning of a greater social understanding and inclusion of people with a disability in the workforce.

Developing accessible schools first requires an access audit to provide an inventory of all issues affecting people with a disability within the school facilities. Access can be developed as part of routine maintenance and purchasing programs as well as through renovation and new construction. This process may include professional access consultants and direct input into from the community of people with a disability throughout the process

Characteristics of accessible schools and facilities

- Accessible staffroom/staff washrooms/office - including reception.
- Size and layout of areas to include accessibility - including all academic, sporting, play, social facilities, classrooms, assembly halls, cafeterias, libraries, gymnasium/outdoor sporting facilities, playgrounds and common rooms.
- Providing access to computer technology appropriate for students with a disability.
- An accessible environment for students with mobility impairments.
- Paths of travel around the school site and parking arrangements that is safe, intuitive and well signed.
- Student areas which are well lit.
- Reduction of background noise for the benefit of people who are hard of hearing.
- Accessible furniture and equipment.

Detailed specification and design standards for the various elements included in education facilities and related services can be found in Chapter 4 of this manual

Adapted Curriculums, Assessment Methods and Teaching Materials

Key Principle

An integrated classroom does require some special adaptations for students with a disability. It is worth noting that equal treatment does not necessarily mean the same treatment. Sometimes extra effort is required to ensure the goal of equal opportunity is achieved.

Many Host cities now also integrate a comprehensive Olympic and Paralympic Education component and curriculum as a part of the Games Experience. It is essential that any Education program includes adapted curriculums, assessment methods and teaching material. This will ensure all students are able to participate in the Games, in particular “Special schools” and students with a disability who have been integrated in mainstream schools.

Adapted curriculums and assessment methods

Teachers and administrators must have the support they need if integrating the classroom is to be effective. Simple changes in the delivery approach, teaching materials and learning environment can be the difference between success and failure at integrated classrooms.

General disability awareness training for all staff is needed with teachers also receiving support in the form of disability specific training as well as classroom support via teacher’s assistants. Caution must be taken to ensure non-disabled students are well informed about what to expect from classrooms integrated with fellow students with a disability.

Characteristics of accessible, inclusive curriculum & assessments methods

- Staff providing alternative ways of giving access to experience or understanding for pupils who have a disability that cannot engage in particular activities, for example some forms of exercise in physical education.
- Staff recognizing and allowing for the mental effort expended by some pupils with a disability, for example using lip reading
- Staff recognizing and allowing for the additional time required by some pupils with disabilities to use equipment in practical work?
- Educational visits and field trips made accessible to all pupils irrespective of attainment or impairment?
- Ensuring that information is presented to groups in a way that is user friendly for people with a disability, e.g. by reading aloud overhead projections and describing diagrams.
- Teachers that have disability specific resources to support classroom issues and integration problems.

Continued on next page

Adapted Curriculums, Assessment Methods and Teaching Materials, Continued

Alternative formats of teaching materials

People with visual impairments or learning difficulties cannot access print materials in the way that the rest of the community can. Producing the same teaching materials in alternative formats can help overcome this critical barrier to education. Such practice allows those students to participate in a conventional educational setting when combined with a teacher's support in ancillary areas.

Alternative formats include Braille, tactile graphics, large print, electronic text (ASCII, text file, PDF), audio (tape, CD, mp3), and Digital Accessible Information System (DAISY). Electronic text may be accessed using adaptive technology such as screen reading software or refreshable Braille display.

Employment

Overview

Introduction

Providing access to equitable opportunities for employment to people with a disability is essential factor for personal development, self determination and full inclusion in social life.

The hosting of the Paralympic Games in particular can bring many legacies; one of the most important among them is to enhance their independence, motivation and integration into society as full members of their community. Increase of the level of employment of people with a disability is a key element of such legacies.

Numerous international studies have highlighted the benefits of the employment of people with disabilities, in particular

- Higher work respect and diligence
- Lower sickness and illness ratios
- Comparable work efficiencies
- Increase employment loyalty

In general, people with disabilities bring unique skills to a workplace such as adversity management, lateral thinking and body awareness and capabilities.

The largest limiting factor to the employment of people with disabilities is the employer's attitude. Many employers significantly change their negative attitude to a positive attitude after the employment of people with a disability.

Contents

This section contains the following topics:

Topic	See Page
Definition and Scope of Accessible Employment	
Principles for Access to Equitable Employment	

Definition and Scope of Accessible Employment

Definition of accessible employment

Accessible employment integrates people with a disability into mainstream volunteer and employee workplaces. A vast majority of people with a disability are able to work the same hours, in the same workplace, with the same efficiencies and same outcomes. The only difference is matching a person's skills to their job and ensuring the workplace is accessible. People with a disability are expected to finish high school, potentially attend university and/or receive professional training and gain employment as would any other person.

Adaptations in the workplace

Some people will require the workplace to be adapted to their individual needs to ensure they are able to comfortably and efficiently work. It should be noted that all people have different requirements even if they have a similar kind of disability. Each individual must have their needs assessed individually. The following highlights generalized examples of infrastructure required, which includes:

People who use wheelchairs or mobility aids

- Accessible transport links including car parking
- Accessible entrance and pathways within the workplace
- Accessible unisex toilet
- Benches and workstations that have an adjustable height and appropriate circulation space
- Accessible break rooms
- Accessible emergency evacuation routes

People with vision impairments or who are blind

- Clearly defined pathways and workstations
- Computers or machines that can show large print
- Minimization of obstructions in the work environment
- Lifts that have Braille and auditory indicators
- Emergency alarms that are also auditory besides having visual indicators

People with hearing impairments or who are deaf

- Emergency alarms that are visual as well as auditory
- Visual indicators of lift buttons

People with dexterity impairments e.g. arthritis

- Door handles and operations panels that allow minimal gripping
- Ability to sit while at work for rest (depending on the industry)

People with intellectual impairments

- Clear and simple direction as to the work required to be undertaken
- Often repetition allows clear concentration and effective working (up to a certain period of time)
- Develop a 'buddy' system that ensures they receive additional support (if needed)

Principles for Access to Equitable Employment

Eligible Employment Positions

People with physical disabilities are generally easier to incorporate into the workplace as once their physical limitation is encompassed by the workplace; their employment is no different than for anyone else. Therefore no job should be ruled out unless the inherent requirements of the job cannot be met e.g. a wheelchair user who wants to become a roofing contractor

Principles for Equity in Employment

Accessible employment is not different from general employment processes aside from having to consider an individual's physical or intellectual disability.

The key principles of successful access to employment include:

- Workplace evaluation for accessibility
- Management and staff awareness of accessibility
- Identification and recruitment of people with a disability that suit identified roles
- On going, on-site training and evaluation
- Communication of workplace success or limitations
- External support for issues of accessibility employment

Support Policies for Employment

In several countries there are established policies which aim to support employment of people with a disability.

Examples of positive measures and policies which support employment of persons with a disability are:

- Set a minimum percentage of persons with a disability among the workforce of any medium to big organization
- Subsidize (partly or fully) the cost of adaptations required in a workplace, to accommodate the individual needs of a person with a disability working there
- Finance part of the salary (or part of social security charges) for a new employee who has a disability for a period of time, with an obligation of the employer to maintain the employee for double that time at least.
- Consider Paralympic sponsors of the OCOG or the NPC to develop employment programs within their workforce for people with a disability and in particular athletes who are aiming to compete at the upcoming Paralympic Games.

It is out of the scope of this manual to investigate and present such policies in detail. But, it is important to note that such policies can assist in enhancing employment opportunities and in having accessible workplaces.

Chapter 3: Games Requirements

Overview

Introduction In this part of the Manual there is a detailed presentation of the design standards, operational considerations and practices that the host city and the OCOG needs to have in place in order to successfully deliver the Olympic and the Paralympic Games

Presentation The organization of the Olympic and Paralympic Games require that the facilities directly or indirectly related to the Games and the services scoped need to be accessible for all constituent groups of the Olympic and Paralympic Families as well as for Games' workforce.

A Games wide issue

Although the number of persons with a disability in some of these client groups (such as the athletes) is higher at Paralympic Games, it needs to be stressed that make responding to accessibility needs is a Games' wide issue, affecting both Olympic and Paralympic Games.

Operationally sound

Accessibility for the Olympic and Paralympic Games is not to be static but responding to the operational needs. For example, at the Opening Ceremony of the Paralympic Games additional temporary accessible toilets at waiting areas and in close proximity of the stadium ceremony areas are required due to the scope of potential users.

Contents This chapter contains the following topics:

Topic	See Page
Games Infrastructures	
Functional Areas' Considerations on Operations	
Coordination Structures for Accessibility	

Games Infrastructures

Overview

Introduction

This section includes a description and discussion of the standards and considerations related to the construction of the venues that will host the Games.

In this regard the venues are classified as follows:

1. Competition venues (indoor, outdoor, road)
2. Olympic & Paralympic Village
3. Non-competition venues (Official hotels, MPC, IBC, Accreditation venues, Airport etc.)

In this section a venue is assessed as a whole. There may be reference to characteristics and differences related to existing and new venues as well as to permanent and temporary facilities and overlays.

It should be noted that the design standards specified for each of the venues are not to be compromised or altered in existing or temporary facilities. However, as cases of an unjustifiable hardship may occur in existing or temporary venues and overlays, it will up to the access advisory structures and ultimately the IOC and the IPC who will assess and sign off alternative solutions or exemptions.

Contents

This section contains the following topics:

Topic	See Page
Competition Venues	
Olympic & Paralympic Villages	
Non-competition Venues	

Competition Venues

Introduction

The main elements of a competition venue need to provide for every constituent group to effectively perform their role and/or enjoy the competition without obstacles. The design standards (specified in Chapter 4) applied in any competition venue shall make it suitable to host the Olympic and Paralympic Games competition of any sport.

The main venue areas described below follow the flow of the members of any constituent group through the Olympic/ Paralympic Venue. For each venue area the principles that apply for accessibility are provided.

Operational accessibility

Accessibility for the Olympic and Paralympic competition venues is not to be static but responding to the operational needs. For example, during the finals of the wheelchair basketball, additional spectating athlete accessible seating is required to allow all same sport (wheelchair basketball only) athletes to sit together. To use the seating in other areas of the stadium places too much reliance on lift capacity and removes seating from paying spectators and different sport spectating athletes.

Transport Drop-offs

Transport drop-offs for all constituents shall be located as close to seating areas as possible in order to minimise travelling distances. In the case that this distance is higher than 500m or the route has steep ramps, provisions need to be in place for people with mobility limitations for transfer to/from venue entry. Such provisions may be golf carts, low floor shuttle buses etc.

For people with visual impairments or blind a means of enabling independent travel shall be provided, connecting the main transport access points to at least one public entrance to each venue, preferably the principal entrance.

Parking & Loading Zones

Parking on site and/or loading and unloading zones are scoped to all competition venues according for every constituent group function.

Continued on next page

Competition Venues, Continued

Parking & Loading Zones (continued)

Typically, parking for spectators is not provided for spectators. However, for the Paralympic Games controlled parking for persons with a disability should be scoped. For this purpose, a booking system may be arranged.

Car Parking Areas

In car parking areas provided for each constituent group, adequate space should be reserved for accessible vehicles, according to the needs, fulfilling the respective design standards (see Chapter 4). As a general principle the standard parking space corresponding to an accessible parking space is 1.5 (i.e. 3 standard parking spaces provide for 2 accessible parking spaces).

In car parking areas for spectators, a minimum of 3% of car spaces should be provided for people with a disability. These spaces shall be located at the most convenient point for the users taking into account proximity to:

- pedestrian entries and exits;
- lifts and ramps;
- accessible toilets; and
- pay stations

Loading Zones

Loading and unloading zones should be in areas with zero or low inclination. If low-floor accessible buses are to be used, provisions for suitable pavements or temporary ramps and landings should be made.

Signage

Clear arrival, exit and directional signage legible in all light conditions shall be provided. The signage shall start outside the car park so that patrons are advised in good time which lane they should be in for accessible parking. Signage shall be provided at every internal change in direction.

All ground finishes, including painted signs, shall be slip resistant.

An international symbol of access shall be provided on both the ground (bench mark size **750X750mm**) and vertically in front of each car space, no lower than **1500mm** so that it can be seen over a car.

Access provisions for the car park exit shall be similar to, and consistent with, those for the car park entry.

Continued on next page

Competition Venues, Continued

Venue Entry

In the context of the Olympic and Paralympic Games, different entries are scoped for each constituent group. All these entries shall be accessible, taking into account the operational needs. Special consideration is required for athletes' entry as for the Paralympic Games the demand may be significantly high. In the venue planning process, suitable athletes' entry needs to provide for both Olympic and Paralympic Games.

Ticket Box Offices

At ticket box offices, provision should be made for people with limited reach and dexterity. The counters (or a part of them of at least 100cm length) should be a maximum of **850mm** high. No step or other obstacle should prevent a wheelchair user to approach the counter. An assistive hearing device should be installed at every group of ticket box offices, to assist people who are deaf or have limited hearing capacity.

Entrances

Controlled entries may include the following:

- Staff check-in and check-out points;
- Ticketed spectators entry points;
- Accreditation points (other constituent entry points);
- Exit points.

The route to and from the staff check in and checkout areas should be accessible. The configuration of the staff check in and checkout areas should allow for a staff member, who uses a wheelchair to enter, manoeuvre and exit the area.

All controlled spectator entries and exits should be accessible. In all spectator entry points at least one gate should be at least 100 cm wide and without a magnetometer device. Security check in this gate will be performed via a portable magnetometer. In the case that not all entries and exits are accessible, those that are should be clearly indicated with the international symbol for access and be visible from a distance.

Circulation Areas

All principal footpaths and circulation paths, and those that are expected to cater for a large number of people, should be a minimum of **1800 mm** wide (to allow two wheelchairs to pass) and have a maximum of **5%** inclination (i.e. 120m path including landings to get 5m higher).

Continued on next page

Competition Venues, Continued

Circulation

Areas

(continued)

Any obstructions such as waste bins and telephones shall have a maximum ground clearance of **400mm** at the front edge, to allow them to be detected by a person using a long cane. Where this is not possible, hazard indicators shall be provided to allow detection.

Surfaces should be even and slip resistant and not reflective.

Ramps

Ramps shall have a maximum length of 60m, with a maximum of **5% (1:20)** inclination and should be no longer than **9 metres** without a landing for resting. Walkways may be longer if necessary. All ramps and walkways shall have a minimum width between handrails of **1500mm as this will allow a wheelchair and a non disabled pedestrian to pass**. However, In areas catering large number of pedestrian traffic, width must be at least **1800mm** to allow at least two wheelchairs to pass when crossing.

When it is not possible to provide a ramp or lift, step ramps or kerb ramps can be provided at a maximum inclination **1:12**, under the condition that the vertical rise to be covered is no more than **500mm**.

Where ramps are provided, adjacent stairs should also be provided for those who have difficulty walking up or down ramps.

Stairways

Steps should not be higher than **180 mm** neither less than **125mm**, while best practice is **150 mm**. Where there are two or more steps, a single handrail shall be provided on both sides at **865-900mm** height. A second lower rail is optional.

Function & Service Areas

Each constituent group has a wide range of functions to perform within a competition venue. While these function differ among the groups, several or all of the following functions are performed by all groups: work, officiate, relax, warm up, compete, change clothes, have a shower, watch the competition, buy products, access services (food, medical, information, toilets) and more. In order to be able to use all these, there needs to be provisions that allow access to the respective areas and services. These are:

Continued on next page

Competition Venues, Continued

Function & Service Areas (continued)

Doorways and Doors

The clear width of doors should be at least **850mm**, to allow access from people using a wheelchair (measure from inside the door frame). For certain competition venues, door width of athletes' areas needs to increase at **1000mm** in order to allow trespass for athletes in competition wheelchairs (please refer to the Technical Manual on Venue Design Standards).

All doors shall be capable of independent operation except where this conflicts with building codes or fire regulations. Push plates shall be provided on push open doors.

Door leaves shall have a minimum **30%** luminance contrast with the frame or adjacent wall. This includes glass doors in glass walls.

Elevators & Lifts

Lifts are required to access venue areas the vertical differences of which cannot be addressed with ramps. These lifts need to fulfill the minimum criteria but also respond to the needs of the facility. Therefore, while minimum clear floor area required is **900 x 1200 mm** for a lift of occasional use, the best practice for elevators is **1700mm x 1500mm**, while for facilities with high public use such as sporting venues it must be even higher..

Other accessibility criteria (regarding controls, operation of doors, audible indicator etc.) see Chapter 4.

Toilets

At least one accessible toilet shall be provided in every bank of toilets and be unisex. If this provision is met, any toilets in excess of this number can be in gender specific areas. All such toilets shall fulfill certain minimum criteria (see Chapter 4).

Service Counters

Preferably all counters should be accessible. If this not possible or practical, at least **1000mm** of counter shall be accessible. Accessible counters shall be at **800mm, ± 50mm**, above the floor.

Continued on next page

Competition Venues, Continued

Function & Service Areas (continued)

Signage

All accessibility related signage should be clear and legible and incorporate the appropriate international symbol and pictograms, in addition to words. This signage shall be provided at regular intervals but at least at every major change of direction and have a minimum 30% luminance contrast

Telephones

In order that public telephones are accessible by all members of the public, a standard accessible height for all users should be identified i.e. **1200mm** to the key pad and telephone handset or in every bank of telephones at least one telephone should be wheelchair accessible, clearly identified by the international symbol.

Emergency Provisions

Either accessible emergency egress or a fire evacuation area shall be provided in every area of the venue.

Fire evacuation areas shall be either:

- located within an exit;
- adjacent to a path of travel to an exit;
- external to a building; or
- open space on the roof of a building.

The members of the Venue Team in charge for emergency evacuation should become aware of such provisions. Accessible emergency egress or a fire evacuation should be specifically planned and tested prior the events.

A suitable visual system shall be provided in principal areas to allow people who are deaf/hearing impaired to respond to emergencies. This shall include the use of scoreboards or video screens where provided.

Continued on next page

Competition Venues, Continued

Seating & Standing Areas

Provision for wheelchair accessible seating should be made at an overall rate of not less than 1% of venue's gross capacity and in all different categories of tickets' prices, to allow for free and wide choice. In certain competition venues, that will host Paralympic sports with athletes who use a wheelchair, this rates increases to 1.5% of venues' gross capacity.

Companion seating should be provided next or immediately adjacent to the accessible seating positions in the same rate.

Enhanced Amenity Seating (EAS) is seating that allows greater width in front of the seat to allow people who use guide dogs or have crutches or walking frames. An amount of EAS should be provided in addition to wheelchair positions. These should be equitably distributed and located at the ends of rows and up or down as few steps as possible. These can also be used as contingency for pregnant woman of people with medical conditions or unusual body size, where their ticket seating is not appropriate due to safety reasons

Comparable sightlines shall generally be provided to all wheelchair positions¹.

Event Experience & Communication

A hearing augmentation system, catering for seats in all ticket price categories, shall be provided in public areas so that people who are deaf or have a hearing impairment be able to equally enjoy the event and its presentation and participate in all activities.

Any scoreboard or video screen capable of displaying public announcements must be capable of supplementing the public address system.

People with a disability should have equal access to publications addressed to the public, such daily programs etc. Alternative formats of such publications (example: Braille, audio) should be available upon request at the Venue's Spectators' Information Points.

¹ Comparable sightlines provide the same sightline for a person seated in a wheelchair when a person in front stands up, as the person in front has when standing. However, where the likelihood of the audience standing up during the event is low and the impact on the remainder of the seating is high, an exemption may be considered. In this case the sightline for the wheelchair accessible position should be the same as the person in front has when seated.

Olympic & Paralympic Villages

Introduction

An accessible Olympic and Paralympic village allows the athletes and other residents to prepare for the Games, without any limitation or impediment.

In addition, it creates an opportunity and a real life example of a type of community that can be inclusive for all its members.

Main Principles

The development of the Olympic and Paralympic Village needs to deliver an accessible site without excessive cost and without compromising its appeal to potential investors following the conclusion of the Games.

In order for the Village to achieve the aforementioned goal it should contain both accessible and adaptable components of accessibility:

- Accessible features are included in the base building works and generally cannot or do not need to be changed during the Games.
- Adaptable features allow additional elements such as handrails, shower seats, visual alarms and communications to be installed "as required" during the Transition period. These elements may be removed following the conclusion of the Games, but they can be re-installed should future residents require them.

The requirement then is to seek to maximize accessible features for all types of residents as well as to minimize short- and long-term costs.

Universal Design and Life Time Design

A solution to this challenge can be the adoption of a planning strategy called "life-time design".

"Life Time Design" refers to a concept for designing long-term infrastructure (such as residences) whose key planning parameter is to be able to meet the needs of its users throughout their life cycle (from infants to the elderly).

When to Install Accessibility Features

Best practice has established that the vast majority of accessibility features required for the Paralympic Games should be already installed prior to the Olympic Games to minimize transitional operations.

It should also be noted that other villages applicable in the Games context, such as villages for remote sports (e.g. sailing, equestrian), the technical officials village and the media village should consider accessible and adaptable elements of village design to ensure all people can use and enjoy the facilities appropriately.

Continued on next page

Olympic & Paralympic Villages, Continued

Beneficiaries

The types of people who will benefit from accessibility at the village will include but not be limited to

- Athletes
- Officials
- VIPs (international zone)
- Sponsors (international zone)
- Media (international zone)
- Games Workforce

Accessible villages must be able to accommodate

- People in wheelchairs (manual or electric) or scooters
- People who use guide dogs or canes
- People who can't stand or sit or walk long distances and may use crutches or walking sticks
- People who use a hearing aid or listening device
- People who travel with a companion

Paralympic Village Capacity

Although all villages should be accessible, athletes' village planning should be based in the needs of the Paralympic Village, as the demand for accessibility provisions and operations is high. The expected breakdown of Paralympic Village's residents (which is to host over 4000 athletes and 2500 team officials) is as below:

- 400 athletes using an electric wheelchair (generally high needs)
- 1500 athletes using a manual operated wheelchair for daily living
- 500 blind / vision impaired athletes
- 1200 athletes with other mobility impairments.

Principles of an Accessible Village

An accessible village should provide :

- Pathways and circulation spaces of appropriate width to allow wheelchairs to pass
- Adequate street lighting to allow people with vision impairments to move with safety
- All building and housing main entrances that are accessible to wheelchair users
- Roadway crossings and kerb ramps that allow wheelchair users to transverse street crossings to key facilities and internal transport
- Accessible Internal transport stops with appropriate pathways to housing
- Housing and accommodation that allows wheelchair users with and without carers to have fully functional and independent access
- Lift access with appropriate capacity to ensure wheelchair users can efficiently move into and out of the accommodation at peak periods
- Kitchens that allow wheelchair users to access hot and cold water, refrigeration and access to a snack / meal preparation area
- For every location of stairs ensure an alternative ramped option is available
- Accessible transport links to external transport

Continued on next page

Olympic & Paralympic Villages, Continued

Principles of an Accessible Village (continued)

- Accessible transport links with the sites
- Staff and volunteers that are aware of the accessible operations and infrastructure

Housing and Accommodation

There are three types of accommodation at the Paralympic village. Accessible housing – as built housing that allows all differing disabilities to fully access the house with little adaptation required

Adaptable housing – housing that with minor modification can be created as accessible

General housing – In most cases this housing has an up stairs component with no accessible or adaptable bathrooms, however they do have appropriate handrails and step heights on the stairways

The key elements of Adaptable Housing are

- Limited or no threshold steps at the entry door
- Appropriately graded pathway from the street
- Door ways of enhanced width with enhanced latch side clearance for exiting
- Bathrooms that have studs in the walls, where if needed, a grabrail could be installed. Basins and vanities that can have the cupboards underneath to allow appropriate knee clearances.
- All rooms on the ground floor are visitable
- Open plan circulation to the kitchen and lounge area
- No threshold steps leading to the outside entertainment area.
- Access to the clothes line

The key elements of Accessible Housing include the above and

- Doorways with enhanced latch side clearance for exiting
- Open plan bathrooms that have the toilet pan, step-less shower and basin in one room on the ground floor – the studs are pre-placed in the walls
- The kitchen benches are at the appropriate height and could have the doors removed to allow for circulation underneath it by a wheelchair
- Power points are raised above the floor level to allow enhanced reach by the mobility impaired

Additional aids that can be employed on 'as needs basis' include

- Commodes (wheelchair seats on wheels)
- Raised toilet seats
- Grabrails that connect to the toilet pan for bathrooms without knoggings.

Continued on next page

Olympic & Paralympic Villages, Continued

Village's Service Areas Accessibility provisions for some of the main service areas of the Village are:

Main Dining

- Main and secondary entries that are accessible including emergency evacuation routes
- Staff assistance for bag storage
- Storage for sporting wheelchairs and equipment
- Appropriate servery and food display heights (850mm)
- Volunteer assistance with carrying food and drinks
- Provision of accessible toilets (1 to 25 ratio)
- Tables that are of appropriate height (750 – 850mm)

Cinemas

- Ramped or lift access to the foyer
- Wheelchair seating spaces with an adjoining companion seating place as near to the middle of the cinema as possible
- Hearing augmentation system to enhance the soundtrack

Wheelchair, Prosthetic and Orthotic Repair Shop

- Rest seating for wheelchair users who have to transfer from their chairs
- Shade and shelter

Welcome Areas

- Lower counter at welcome desk for administration purposes by people who use wheelchairs
- Rest seating within the foyer for waiting visitors for the mobility impaired
- Wheelchair seating spaces within the auditorium
- Hearing augmentation system to enhance public announcements
- Ramped access to stage areas and flag raising areas
- Ramped access to performance stages for performers with disabilities
- A reasonable amount of shelter at the welcome stage

Shopping area

- Accessible alternative to turnstiles at the entry
- Appropriate width shopping aisles
- Staff assistance for high sections of food or goods displays
- A wider check out aisle for wheelchair users

Internet cafes / recreation centers

- Appropriate circulation spaces and pathways
- Desks with height adjustable
- Computers with accessibility characteristics e.g. large font, screen readers

Continued on next page

Olympic & Paralympic Villages, Continued

Other Accessible Operations

The following highlights a number of key operational considerations for the accessible components of the Olympic and Paralympic village. The majority relate to how people with disabilities are able to perform basic living tasks with ease and independence.

The key tasks to be performed include

- Preparing mentally and physically for competition i.e. weight training, team meetings, equipment maintenance and repair
- Dining
- Washing clothes
- Socializing
- Transport
- Interaction with friends, family or others
- Sleeping and resting

Staff Assistance

An integral element of the village is the assistance of staff and volunteers. Services range from

- Set up of accessible housing to ensure residents are comfortable
- Security scanning at main transport mall entry and the international zone
- Assistance at main and casual dining with food service, delivery to tables
- Assistance with storage for equipment and bags
- Within residence centre to assist with washing, drying
- Within the international zone such as internet café

Communication Means

Develop communication mediums e.g. websites and telephone hotlines that are accessible. Websites need to be assessed to ensure they are compliant to W3C guidelines and telephone operators need to be able to accept calls from people with a hearing impairment e.g. availability of a TTY

Information Provision

Develop a Paralympic village manual for all residents to ensure they are aware of the infrastructure provided within the village.

Non-competition Venues

Introduction

In a similar way as the competition venues and the villages, the non-competition venues need to allow their users to fully perform their duties at the Games, regardless of physical or sensory limitations.

The design standards for accessibility for public areas and buildings, presented before for the competition venues and the Villages apply for the non-competition venues as well. These standards are described in detail in Chapter.

Non- competition venues are the life-blood of the games and critical to a successful Games and host city legacy. Good access to these facilities will benefit the whole community and in many cases become a lasting legacy.

Presentation

The presentation of the accessible design of the non-competition venues is based on the various functions and services that they offer to the various client groups.

The non-competition venues presented are:

- The Main Press Center (MPC)
- The International Broadcasting Center (IBC)
- The Accreditation Centers
- The Official Hotels
- The Official Airport

Non-competition Venues, Continued

Main Press Center (MPC)

This is the main workplace for the accredited press and photographers covering the Olympic Games and is seen by them as their “home away from home”. The basic services, facilities and telecommunications needed to cover the Games are located within the MPC.

The main services provided in the MPC for the media are:

- Working space and telecommunications, including workstations, INFO system terminals, results distribution,
- Separate workstations for photographers, including film and digital disks services laboratory
- Help Desk, providing information, providing transport schedules, handling accreditation issues etc.
- Press Conference Rooms
- Other services, such as a bank, travel agent, general store, technology store, pharmacy, post office, newsagent with foreign papers, coffee bars and a catering area with both fast food and restaurant services

Characteristics of an accessible MPC

An accessible MPC should provide:

For the Workstations

- Pathways and circulation areas of appropriate width to allow wheelchairs to pass
- Adequate internal and external lighting to allow people with vision impairments to move with safety
- Main entrances that are accessible to wheelchair users
- For every location of stairs ensure an alternative ramped option or a lift is available
- Staff and volunteers that are aware of the accessible operations and infrastructure
- Accessible furniture and equipment throughout the workplace(s).
- Visual fire/emergency alarms in public areas, washrooms and in front of elevators.
- Evacuation planning and equipment that includes people with disabilities.
- Temporary drop off parking spaces designated for people with disabilities
- Telephones with adjustable volume control and has a flux coil to assist hearing aid users.
- Telephones equipped with TTY devices located in the workplace seated configurations. Directional signage indicating the presence of TTY (TDD) equipped phones utilizing the international symbols for identification
- One printer able to print in Braille linked to one INFO terminal

For the Help Desk

- Service Areas, for each individual service, with lower part of the counter for at least **1000mm** and at a height of **800mm, ± 50mm**, above the floor.

Non-competition Venues, Continued

Characteristics of an accessible MPC (continued)

- Availability of standard information elements (such transport schedules) in alternative formats (e.g. Braille, audio), upon request.

For the Press Conference Areas

- Accessible ramp leading to the elevated press conference table
- Hearing augmentation system, for press who have hearing difficulties

For other services and areas

- Shops should fulfill accessibility standards for entrances, corridors, service counters, displays
- At least one unisex accessible toilet in every bank of toilets, with appropriate signage
- Loading and unloading zones should be in areas with zero or low inclination. Reserved parking area for customers with a disability, at a minimum of 3% of total car spaces.
- Clear arrival, exit and directional signage legible in all light conditions shall be provided.

International Broadcasting Center (IBC)

The International Broadcasting Center is the hub of the Games image to the world. The international and/or multilateral signal generated at each venue is produced by the host broadcaster and transmitted from the venues back to the International Broadcast Center. From there it is transmitted to the world via optical fibers or satellite earth stations. With this signal, radio and television Rights Holding Broadcasters (RHBs) can tailor the picture and sound to fit their requirements and spread the message and images of the Games to the global audience.

Further than the technical installations, necessary for the production and transmission, services of the IBC include:

- Unilateral studios, bookable by RHBs
- Bookable announce positions
- Daily Briefing Room
- Broadcast Services office
- Guest Pass and Information Offices
- Support services, such as food court, restaurant, ATM, courier services, medical centre, language services

Continued on next page

Non-competition Venues, Continued

Characteristics of an accessible IBC

- Pathways and circulation areas of appropriate width to allow wheelchairs to pass
- Adequate internal and external lighting to allow people with vision impairments to move with safety
- Main entrances that are accessible to wheelchair users
- For every location of stairs ensure an alternative ramped option or a lift is available
- Staff and volunteers that are aware of the accessible operations and infrastructure
- Visual fire/emergency alarms in public areas, washrooms and in front of elevators.
- Evacuation planning and equipment that includes people with disabilities.
- Temporary drop off parking spaces designated for people with disabilities
- Telephones with and has a flux coil to assist hearing aid users.
- Telephones equipped with TTY and adjustable volume control devices located in the workplace seated configurations.
- One printer able to print in Braille linked to one INFO terminal

For the Broadcast, Guest Pass and Information Service Offices

- Service Areas, for each individual service, with lower part of the counter for at least **1000mm** and at a height of **800mm, ± 50mm**, above the floor.
- Availability of standard information elements (such transport schedules) in alternative formats (e.g. Braille, audio), upon request.

For the Daily Briefing Area

- Hearing augmentation system, for broadcasters' staff who have hearing difficulties

For the support services and other areas

- Shops should fulfill accessibility standards for entrances, corridors, service counters, displays
- At least one unisex accessible toilet in every bank of toilets, with appropriate signage
- Loading and unloading zones should be in areas with zero or low inclination. Reserved parking area for customers with a disability, at a minimum of 3% of total car spaces.
- Clear arrival, exit and directional signage legible in all light conditions shall be provided.
- Accessible pathway to the medical areas

Continued on next page

Non-competition Venues, Continued

Accreditation Centers

The entire Olympic and Paralympic Families as well as the Games Workforce (which constitutes 75% of the total accredited people of the Games) will need to go through the various accreditation centers in order to receive their credentials that will allow them access to the appropriate venues and areas to perform their roles.

This operation occurs at the various accreditation centers, which are:

- Main Accreditation Center may also be referred to as Uniform Distribution & Accreditation Center (known as UDAC). The workforce accreditation and the distribution of the uniforms to workforce and Technical Officials occur there.
- The Village(s) Accreditation Centers, for delegations registration and credentials validation
- The Airport Accreditation Center, for validation of the pre-issued accreditation cards.
- The Media Accreditation Center, for press and broadcasters, typically located close to the MPC
- The Olympic/Paralympic Family Accreditation Center usually located within or next to the IOC/IPC HQ hotel(s).

Characteristics of an accessible Accreditation Center

- Car parking area reserved for people with a disability, fulfilling accessibility standards.
- An accessible pathway link from surrounding pedestrian pathways, including appropriate signage
- Entry and exit points wide enough to allow two wheelchair pass while crossing each other
- Pathways and circulation areas of appropriate width, including the internal routes leading to the various service stations
- Configuration in a the ground level, for all clients
- Service Areas at a height of **800mm, ± 50mm**, above the floor, for each individual service, or at least with a lower part of each counter for at least **1000mm**
- Availability of standard information elements (such staff guide) in alternative formats (e.g. Braille, audio), upon request
- Tactile Ground Surface Indicators marking the route to the service counters
- At least one unisex accessible toilet in every bank of toilets, with appropriate signage
- Clear arrival, exit and directional signage legible in all light conditions

Continued on next page

Non-competition Venues, Continued

Considerations for specific Accreditation Centers

For the Main Accreditation Center (or UDAC)

- Accessible uniform testing rooms, self-handled
- Staff assistance for uniform items collection when required
- Low counter throughout the uniform pick-up areas
- At least one unisex accessible toilet at the waiting area

For the Airport Accreditation Center

- Accessible route from the baggage claim area
- Pathway in front of the service counters of at least **1800mm**, to allow easy passage of wheelchair users
- Staff assistance for handling baggage while being served

For the Village(s) Accreditation Center

- Wide waiting area to accommodate enhanced space demand (for Paralympic Village period)
- Accessible Doors and doorways allowing access to NPC Officials for the delegation registration meetings
- Staff assistance for baggage security screening and loading/unloading to buses

Official Hotels

The senior officials of the Olympic and the Paralympic Family are accommodated in the official hotels. Further than serving as accommodation sites, there is one hotel that serves as the IOC HQs and/or the IPC HQs hotel, for the Olympic and the Paralympic Games respectively.

The Official Hotels need to fully comply with the accessibility and inclusiveness standards set in this Manual, as several IOC members and Olympic Family as well as many Paralympic Family members use a wheelchair for daily living, or have other physical or sensory limitations (see Chapter 2 "Tourism – Accommodation" and Chapter 4 for technical specifications).

IOC/IPC Headquarters Hotels

The IOC/IPC HQs hotel(s), further to providing accommodation for the Olympic and Paralympic Family, are the hub of the IOC/IPC operations at Games-time and host various events and meetings in the context of Games coordination. In addition to the standard hotel services, there are numerous other functions, such as:

- Accreditation Center
- Information Desk
- Transport Desk
- T1,T3 load zones and shuttle buses
- Meeting Facilities (for the IOC Session, IOC EB, the IPC Governing Board, Daily Coordination meetings, daily meetings for the IOC Medical Commission)
- Working Offices for the IOC and the IPC staff

Continued on next page

Non-competition Venues, Continued

Additional Accessibility Needs for IOC/IPC HQs

In addition to the accessibility features specified for the Official Hotels (and hotels in general), the IOC/IPC HQs Hotel(s) require the following additional provisions:

- Accessible pathways linking hotel's main lobby and other areas to the services desks (accreditation, transport, information), the transport loading zones, the meeting rooms and the IOC/IPC offices
- Service counters at the information desks fulfilling accessibility standards
- Publications (such as Olympic/Paralympic Family Guides, Transport schedules etc.) available in alternative formats
- Meeting Rooms' configuration allowing unobstructed access to all
- One printer able to print in Braille may be linked to one INFO terminal located in the main lobby or other prominent area of the hotel in order to be used upon request from people who are blind

Airport

The principal airport of the host city, although being already an existing operational facility, is considered a non-competition venue because of the increased demand put on its operations because of the organization of the Olympic and Paralympic Games.

For the Olympic Games

- Significant increase in arrivals prior and during the event
- Mass arrivals and departures of NOC delegations and Olympic Family members
- Additional operations (Accreditation, Olympic Protocol, dedicated transportation
- Massive departures after the closing ceremony

For the Paralympic Games

- Mass arrivals and departures of people with a disability (scope much higher than for any airport)
- Additional operations, same as for the Olympic Games

Principles for inclusive airport operations

The design model used for modern terminal design must be expanded to include the facilities required for mass use for people with disabilities.

Accessible airport terminals require operators to challenge their assumptions about the range of motion and sensory capabilities of their customers. Signage and wayfinding are critical because they have the ability to shorten distances travelled in large facilities by directing users along direct routes with fewer wrong turns.

Characteristics of accessible terminal facilities

- Disability awareness training for all front line employees.
- Access to staff areas as well as public areas to encourage employment opportunities for people with disabilities.
- Paths of travel serving the terminal including connecting pathways to all parking that is accessible, safe and well signed.
- Pathways and parking areas which are well lit.

Continued on next page

Non-competition Venues, Continued

**Characteristics
of accessible
terminal
facilities**
(continued)

- Reduction of background noise for the benefit of people who are hard of hearing.
- Accessible furniture and equipment throughout the terminal(s).
- Visual fire/emergency alarms in public areas, washrooms and in front of elevators.
- Evacuation planning and equipment that includes people with disabilities.
- Dog relief station for use by certified service dogs, guide dogs for the blind.
- Tenant's that are leasing space within terminal facilities must maintain minimum access requirements as a condition of the lease.
- Temporary drop off parking spaces designated for people with disabilities on each level of the terminal buildings adjacent to the main doors. These 15 minute zones are intended to allow wheelchair users and other people with mobility impairments time to more easily check-in or pick up their baggage without trekking to/from the longer term parking.
- The use of 'visual pagers' -- essentially dedicated video monitors, that will carry written messages to notify people who are deaf, or persons with hearing difficulties of important information and audible pages.
- The development of a video override system that, in the event of an emergency, can display a bold type message to all entertainment television/video screens/data monitors and visual paging monitors in the terminal buildings, indicating the type of emergency and a course of action to be carried out by the public. This message must be delivered in both audio and video modes in appropriate languages.
- The inclusion of closed captioning on all entertainment televisions in the facility.
- Each pay telephone in the terminal provides adjustable volume control and has a flux coil to assist hearing aid users.
- TTY (TDD) telephone equipment and dedicated number for TTY calls incoming to terminal operations.
- Low volume public address system utilizing speakers placed approximately 6 meters apart throughout the terminal. This reduces the noise pollution and encourages hearing aid use.
- Braille and/or tactile lettering on service rooms (washrooms, holding rooms, etc.) and elevator signage.
- Audible, bilingual synthesized voice 'floor callers' in elevators -- not just tones.
- Tactile maps of terminal area (available at Customer Services or through local organizations)
- High contrast, tactile hazard warnings on all stairs and drop offs.
- High contrast/tactile floor wayfinding to assist users navigate through key areas

Continued on next page

Non-competition Venues, Continued

Characteristics of accessible terminal facilities (continued)

- Distinct and consistent floor treatments to assist users identify their location within the terminal by flooring material (E.G. carpet = gate, tile/terrazzo = exit, other surfaces = retail)
- Low mounted information displays throughout the terminals.
- Low mounted, prominently located courtesy phones that connect directly to operations for detailed information.
- Use of screen walls and the elimination of entrance doors on all common washrooms.
- Accessible check in and service counters with writing surfaces and toe clearances for persons using wheelchairs.
- Lowered fire alarm call buttons so that wheelchair users, little people and those with poor range of motion or balance can trigger an alarm.
- Special consideration in the elevators such as:
 - front and rear doors in elevators (allows flow through instead of having to turn around to exit)
 - handrails for stability
 - side wall mounted operating panels, and
 - accessible emergency communications in elevator cabs.
- The use of carpet in the terminal needs to be minimized. Where it is used, it is to be a low pile style that is glued down directly without underlay, to reduce resistance for wheelchairs.
- Terminal seating that provides arm and back rests with appropriate kickspace underneath. Space must be provided for a wheelchair to park in these rest areas.
- Minimum aisle widths are maintained at **1000 mm** with **1500mm** turnaround in foods & beverage outlets.
- Bars in lounges and VIP areas that have lowered sections for wheelchair users and/or people unable to use high stools.
- Restaurant and food court seating provides chairs with arms, and chairs without arms.
- Faucets and paper towel dispensers in the terminals are equipped with hands free operators.
- At least one urinal in each washroom is being installed with a lowered rim height of **500mm** AFF to accommodate little people and children and is equipped with vertical grab bars.
- Most banks of pay telephone units include a unit equipped with a seat for persons unable to stand for long periods, or persons using the TTY (TDD) features.
- All accessible toilet stalls have an emergency call button in case of falls or other problems.

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Non-competition Venues, Continued

Sponsors' Hospitality Center

The OCOG sets up for Games' sponsors a sponsors showcase/hospitality area within the public domain adjacent to venues. Most of these areas are temporary overlay. The requirements of access are generally the same for permanent venues.

Indicatively, infrastructure required are:

- Where turnstiles are provided, an alternative accessible entry should also be provided
- Appropriate internal aisle widths and reach ranges for merchandise
- Ramped access to display, tasting or interactive equipment
- Ramped access to stage and interview areas
- Wheelchair accessible servery counters
- Clear lighting
- Unisex change rooms for trying of clothing etc
- Unisex accessible toilet facilities located adjacent to all gender toilets

Functional Areas Considerations on Operations

Overview

Introduction

This section includes a detailed presentation of all OCOG's Functional Areas (FAs) aspects of planning and operations that have considerations related to accessibility. When applicable, liaison with related public authorities is mentioned

For each FA three aspects are presented:

1. A functional area overview, so that the reader becomes familiar with its role and responsibilities
2. The Accessibility Provisions required by the FA, in a Games-wide basis
3. The Paralympic-specific considerations, based on the excessive scope of Paralympic constituents who have a disability

Contents

This section contains the following topics:

Topic	See Page
Accommodation	
Accreditation	
Airport Operations	
Broadcasting	
Opening & Closing Ceremony	
City Operations	
Classification	
Cleaning & Waste	
Communications	
Catering	
Human Resources	
Image and Identity	
Doping Control	
Event Services	
Medical Services	

Continued on next page

Overview, Continued

Contents (continued)

Topic	See Page
Medal Ceremonies & Sport Presentation	
Licensing - Merchandising - Retail Operations	
NOC/ NPC Relations	
Olympic and Paralympic Family Services	
Overlays & Site Management	
Press Operations	
Rate Card	
Risk Management	
Security	
Sport	
Technology	
Ticketing	
Transport	
Venue Operations	
Village Operations	
Torch Relay	
Mobility Services (Games Mobility)	

Accommodation

Functional Area Overview Accommodation is responsible for the development and execution of accommodation planning for certain categories of clients, prior to and during the Olympic and Paralympic Games. The department focuses on the procurement, contracting and distribution of hotels and rooms to various constituent groups.

The Accommodation FA in an OCOG ensures the provision of accommodation services articulated within the Host City Contract for various categories of the Olympic Family and other clients and is responsible:

- a) for the planning and administration elements (contracts, guides .etc.)
- b) to manage the demand of the individual clients (contractual obligations) and the supply within the given environment, including managing the reservations
- c) to facilitate the accommodation of certain visitors/spectators during the Games period.
- d) to resolve issues of accommodation during the Games period.

Accessibility Provisions Accommodation needs to supply rooms to various Games constituents: Olympic & Paralympic Family, Broadcasters, Press, Sponsors, NOC/NPC Officials, International Federations, Technical Officials and Workforce. The main categories of such sites are:

- The Olympic & Paralympic Family Hotel(s)
- The Media Accommodation
- The Supplementary Accommodation (for Technical Officials, Broadcasters, Workforce)

Each one of these sites needs to fulfill the accessibility criteria for Hotels, as specified in Chapter 4. In this regard, not only the rooms but also the services and entertainment areas of the hotels need to be accessible to all potential users. The arrangements need to take into account the access needs for the residents to perform their duties (meeting rooms, communication devices, information materials etc.)

The Accommodation Department shall include in the specifications for acquiring the hotel rooms all necessary provisions specified in this manual regarding accessibility in hotels. It is an expectation that all hotels in the Olympic and Paralympic network are to have a capacity of 1% accessible accommodation. This does not include rooms that can be adaptable.

Continued on next page

Accommodation, Continued

Paralympic Considerations

The demand in fully accessible and/or adaptable rooms in the Paralympic Family Hotel(s) is high. The selected hotel needs to provide this number or commit to this during the tender phase.

Through the accreditation process, accurate data regarding demand in accessible rooms need to be captured for all constituent groups for which the OCOG needs to provide (or arrange for) accommodation. These data shall form the basis for allocation of available rooms to the clients that need them.

Among other tasks accommodation needs to undertake the following tasks related to accessibility:

- Seek and book accessible accommodation for Pre Games visits when required (CoComs, NOC/NPC visits etc.)
- Seek information and contribute to the development of the Pre Games Training Guide, as regards to accessible accommodation linked to training sites.

Provisionally, the number of clients requiring accessible rooms from the Accommodation Department is as in the following table:

Table: Accessible accommodation needs (in client numbers)

	Olympic Games		Paralympic Games	
	Summer	Winter	Summer	Winter
Olympic & Paralympic Family Hotels	50	30	100	60
Media Hotels	20	10	20	10
Technical Officials Accommodation sites	2	2	40	6
Workforce accommodation	N/A	5	N/A	5

Half of the needs specified in the table above may be accommodated by wheelchair-friendly hotel rooms (see Chapter 4 for definition).

Accreditation

Functional Area Overview The Accreditation department is responsible for identifying and registering in the accreditation system all individuals involved in the staging of the Olympic Games and the Paralympic Games. It must then produce, validate and deliver appropriate accreditation cards to all eligible participants, displaying their Olympic function and the venue access rights required for the performance of such function.

Accreditation works in the closest cooperation with the Security Functional Area, especially in regard to card security components, clearances and access points. Overall accreditation policy is determined by the IOC and the IPC (i.e. which applicants and participants are eligible, what access rights their function requires, and is applied by the OCOG. Workforce policy is generally established by the OCOG, based on recurring need for access, dependent on function and job type.

At Games-time Accreditation operates all facilities necessary to ensure the registration of all participants and the production, validation and delivery of accreditation cards. For this purpose, a Main Accreditation Center is established (usually also acting as the Uniform Distribution Center) plus Accreditation sub-centers (for media center, at the airport, at the Olympic & Paralympic Family hotels) and also at venue-based accreditation offices.

Accessibility Provisions In all Accreditation Centers accessibility is essential so that workforce members and the Olympic and Paralympic Families' members who have mobility or sensory limitations can be fully served. Elements of such an environment include:

- Signage with big letters and strong contrast in colors.
- The path leading the clients towards the various stations needs to be wide enough to accommodate the flow of a person who uses a wheelchair.
- Entry points should be at the ground level and/or having adequate provisions (ramps etc.) to facilitate independent access.
- Service counters should be according to accessible standards.
- Parking on-site in a pre-booking basis may be provided for members of the workforce who have a disability, as the Main Accreditation Center may not be very close to transport means.

Paralympic Considerations The Athletes Accreditation Centers, at the Airport and at the Paralympic Village(s) need to have wider passageways and low service counters throughout, in order to serve the peak demand of the arrivals' days.

The Accreditation Application Form shall have specific fields for applicants to indicate whether they are users of a wheelchair for daily living purposes. This information is essential for many other functions (Accommodation, Airport Operations, Village Operations, Transportation, Sports and others).

Airport Operations

Functional Area Overview	<p>The host city airport is the main gateway to the Games and the start of the Games experience. This will bring a considerable inflow of Games-related air passengers in addition to normal tourists or other passengers. Optimal airport operations are aimed at providing a seamless flow from airside through the terminal buildings, with accreditation, customs, luggage recovery and transfer to appropriate Games' transport services on the landside.</p> <p>A critical component of Airport operation is the communication with various Airline carriers to ensure the airport is aware of the numbers and types of passengers they should expect at various times in peak operations</p> <p>The Airport operations function in the OCOG will work with the management of the airport and the Arrivals and Departures function of the OCOG to exemplify the demand and facilitate the Games related operations.</p>
Accessibility Provisions	<p>As described above in the Games Infrastructure section of this Chapter), the flow of the members of the Olympic and Paralympic Family through the airport in its Games time operation need to allow unobstructed, independent access for all. For this purpose a "constituent flows" planning exercise needs to take place to ensure that all pathways are according to the standards.</p>
Paralympic Considerations	<p>The demand in accessible operations during the arrivals and departures days of the Paralympic Games are far beyond the usual scope of any airport in the world. In just two or three days more than 1800 passengers who use a wheelchair will go through the airport. This fact presents a significant challenge for the airport in terms of resources and scheduling.</p> <p>The Airport Operations function is responsible to provide constantly up-to-date information (after liaising with the suitable Functional Areas within the OCOG, such as Arrivals & Departures and NPC Services and Protocol) regarding numbers of wheelchair and mobility aid users, arrivals and departures of NPC delegations and Paralympic Family members.</p> <p>Also, it needs to interact adequately with Transport Operations so that the type of vehicles and the transport schedule reflect the anticipated needs.</p>

Broadcasting

Functional Area Overview

The Host Broadcaster is responsible for producing and distributing comprehensive and unbiased radio and television coverage of the Olympic Games and of the Paralympic Games. The coverage is provided as a service to Broadcasters who have purchased the Broadcast Rights from the International Olympic Committee and the OCOG to broadcast the Games in their respective countries. The International Signal produced by the Host Broadcaster includes the camera, audio signals and graphics generated at each venue.

This international, or multilateral, signal is transmitted from the venues back to the International Broadcast Centre (IBC) and from there to the world via optical fibres or satellite earth stations.

Accessibility Provisions

The IBC needs to fulfill accessibility criteria, as specified above in the Games Infrastructure section of this Chapter. Access is required to the various services and amenities of the venue.

The Host Broadcaster needs to make every effort so that the graphics are readable by people with visual impairments.

The commentators part of the media stand should have unobstructed access to media areas. Also, at least two spots in the commentators' positions should be scoped in the venue planning process ("accredited seating planning cycle") as being required to be accessible and kept reserved for broadcasters in every competition venue. This number may reach four for the opening and closing ceremony. The actual allocation of these spots will finally be made upon actual requests.

Paralympic Considerations

In venues where athletes compete in a wheelchair, the mixed zone needs to be modified for the Paralympic Games in order to allow cameramen to shoot the athletes in optimum conditions. This may be facilitated with lower barricades (up to 60cm) or a different setting of the mixed zone area.

The Host Broadcaster needs to make a conscious effort to educate the production crews about the differences of the Paralympic sports so that they can produce excellent footage, capturing the unique spirit of excitement and inspiration of the Paralympic Games.

Opening & Closing Ceremony

Functional Area Overview The importance of an Opening Ceremony is paramount in defining and building the image of each Olympic Games and Paralympic Games, the host city and the people of that region.

The Closing Ceremony is the celebration of successful Games. Far more celebratory and less formal than the Opening Ceremony, it is a festive event to herald the Olympians and Paralympians, thank the host city and its people, and symbolically link the Olympic and Paralympic Movements to the next Games.

The task of the Opening & Closing Ceremony unit is to manage the balancing, creative, budgetary and spatial considerations in planning, in close cooperation with the management of the Olympic Stadium or other ceremonies' venues.

Accessibility Provisions All elements of accessibility for the competition venues, as specified above in the Games Infrastructure section of this Chapter apply for the site of the opening and closing ceremony. All participants, especially spectators and TV audience, members of the Olympic and Paralympic Families and the athletes should fully enjoy the experience of the ceremonies.

Adequate accessible seating is needed for the Olympic and Paralympic Family. At least 1% of the net capacity of the site needs to be accessible seating, with 1% more reserved as companion seating.

Concurrent translation in the sign language and/or text on the scoreboards is needed during the protocol part and other artistic elements for people with hearing difficulties or deaf) in the language of the host nation.

The official program should be made available in alternative formats (audio and/or Braille at the Spectators Info Points.

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Opening & Closing Ceremony, Continued

Paralympic Considerations

The Paralympic Opening and Closing ceremonies present many challenges, as the scope of participants with a disability is huge. The main areas include: transfer of the athletes to/from the Village to the stadium, the scope of Paralympic Family members with a disability, the athletes parade, the athletes' holding areas and the participation of performers with a disability.

Transfer of Athletes & Team Officials

All the athletes entered to compete in the Paralympic Games and all the Team Officials have the right to participate in the Opening and the Closing Ceremonies of the Paralympic Games. The OCOG needs to allocate adequate resources (suitable types and adequate number of accessible vehicles – preferably low floor buses) for the transfer of approximately 1900 athletes who use a wheelchair for the Summer Games and of approximately 400 athletes for the Winter Games.

The drop off and pick up zones in the Paralympic Village(s) and the Olympic Stadium (or other ceremonies' sites) must be suitable for independent, safe and quick loading and unloading of the athletes. This may require the use of temporary kerbs for the low floor buses to allow efficient and effective egress.

The flow from the drop off zone to the holding areas as well as the flow from the Stadium to the pickup zone must be accessible according to the standards specified in this manual (see Chapter 4) and also be wide and long enough to accommodate the scope of the athletes with a disability.

The provisions in vehicles, loading zones and paths should allow all athletes to depart for the Paralympic Village(s) within 75min (Summer Games) or 45 min (Winter Games) after the end of the Closing Ceremony.

Scope of Paralympic Family members with a disability

Adequate number of accessible seating needs to be secured in the accredited seating area for the Paralympic Family. Although the exact need will only be determined after accreditation applications processing, the OCOG should plan for 200 spots (Summer Games) or 100 spots (Winter Games).

There must be independent, safe and quick flow between the Paralympic Family Lounge (and the IPC Reception Area, if existing) and the Paralympic Family seating. A key consideration is that for no reason a segregation exists among members of the same subgroup of the Paralympic Family in the basis of their physical condition e.g. whether they use a wheelchair or not.

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Opening & Closing Ceremony, Continued

Paralympic Considerations (continued)

Athletes' parade

The flow from the holding area to the main stadium, the ingress and egress from the Field of Play or the Stage must be accessible according to standards and operational needs.

All the athletes of the NPC delegation must parade in one group. After the end of the parade, the NPC delegation members should remain together. In case that a separation between ambulant and wheelchair users is required, this needs to be kept in minimum.

Additional temporary accessible toilets should be provided at the transport drop off / waiting area and also close to the field of play to allow athletes to use a toilet close to the field of play during the ceremonies.

Performers with a disability

It is desired (and common practice) that performers with a disability are included in the artistic groups participating in the Opening and/or Closing Ceremony. Therefore accessible flows are needed for at least a part of the performers holding areas and to/from the necessary stages and settings.

City Operations

Functional Area Overview City Operations is about the City working as a pleasant and enjoyable place, as successful Games is measured not only by the performance of venues and events but also by the qualities of the broader urban domain, including atmosphere, ambience, access and easy movement, security and amenity.

Effective City Operations enable Olympic and Paralympic stakeholders and the public to move around reasonably freely, including traveling to and from the venues. It seeks to involve the general public, beyond those attending the events, in the spirit and excitement generated by the Games.

Integrated operations of accommodation sites, vehicle movements, pedestrian movements and gathering places and car parking/deliveries are fundamental.

The City Operations function of the OCOG has the task to work together with City and other public authorities, make them aware of the Games-related requirements that fall under the responsibility of the OCOG and transfer the plans of these authorities to the suitable OCOG functions.

Accessibility Provisions The notion of universal design should be implemented from the very early stages of the bid process and OCOG's creation to the last-moment fitting of overlays as regards to host city's preparation for the Games. This way the widest range of host city residents' and visitors will be able to fully engage in the context of Games activities and enjoy the Games.

The city should consider creating a network of accessible routes to key city attractions. In Chapter 2 of this Manual all elements of an accessible and inclusive host city are presented in detail.

In the section regarding "Coordination structures for accessibility" in chapter 1 there is further reference to the coordination between the OCOG and city/public authorities for accessible and inclusive city operations.

Paralympic Considerations Accessibility provisions for the host city equally apply for the Olympic and Paralympic Games. Additional aspects for the operations for the Paralympic Games-time are:

- Enhanced accessible transport means (e.g. low floor buses) from the main competition venues and the Paralympic Village to the city center, due to the increased demand of participating athletes
- Adequate signage and assistance for access to dedicated parking spaces for person with a disability next to the venues
- Accessible pathways from the drop-off/pick up points for "other sports' spectating athletes" at the competition venues
- Enhanced accessible spots in city entertainment and/or live sites set up for the Paralympic Games, because of expected attendance of high numbers of athletes and Paralympic Family members, who have a disability.

Classification

Functional Area Overview	<p>Classification is a Paralympic-specific function. It is an integral component of the Paralympic Games and is conducted by authorized Technical Officials called classifiers. Classification is an ongoing process which takes place at all major competitions, including the Paralympic Games, prior to and during competition.</p> <p>Classification takes place prior competition commences, soon after the beginning of the arrivals of the delegations until two days prior to the opening ceremony. It takes place in a Classification Coordination Center (located within the Paralympic Village) and at Classification sub-centers in various competition venues</p>
Accessibility Provisions X	<p>All areas in the Classification Coordination Center (located within the Paralympic Village) and at the Classification sub-centers of the competition or training venues need to fulfil accessibility criteria. The waiting area, the width of the doors, the width of the corridors, need to allow athletes with any kind and level of functional ability to move freely.</p> <p>The Classification Assessment room in the Polyclinic (for the assessment of athletes with a visual impairment) should have signage strictly fulfilling respective criteria for visibility.</p> <p>The Classification Manual and the Classification Evaluation Schedule of an NPC delegation should available upon request in alternative formats (e.g. large print, Braille etc.).</p> <p>Exact design standards for the classification areas per sport may be found in the Technical Manual on Venue Design Standards.</p>

Cleaning & Waste

Functional Area Overview Cleaning and Waste is responsible for the collection, removal and disposal of all waste types generated from all areas throughout all Olympic and Paralympic competition and non-competition venues during the Games, as well as the ultimate clean presentation of the assets under OCOG's control.

Accessibility Provisions The tenders for appointment of the contractors, should contain strict requirements about elements such as size, color and signage of the waste bins so that they:

- Are visible by those with visual limitations
- Do not obstruct or limit pathways to less than accessible standards
- Are detectable by people using sticks

The height of the waste bins should be at a max. **1200mm**, to allow people using a wheelchair to put their disposals.

The OCOG FA venue manager should ensure that the above are set up and positioned correctly prior the Games and stay like that during the Games.

Additional accessible toilets will be used and it is critical to ensure they have an appropriate level of cleaning to ensure hygiene levels are maintained

Special consideration is to ensure that accessible toilets are used for no other purpose than the original.

Paralympic Considerations The OCOG FA venue manager should reassess the position and look of waste bins, especially in areas for athletes and Paralympic Family, in view of the enhanced use from people with a disability.

Communications

Functional Area Overview

Communications addresses the content of the media (from newspaper reporting to spectator publications or the web site) as the majority of people do not experience the Olympic and the Paralympic Games in a physical sense but rather they perceive them as consumers of various forms of media.

Through Communications the OCOG actively attempts to communicate institutional values, in a consistent manner, throughout the event, thus enhancing awareness for and branding of the Games. Also, it aims to address any adverse publicity, occurring from preconceptions, expectations or incidents before, during and after the Games.

A key task of the communications function is to assist media representatives in their efforts to run the stories behind and around the performances, in a way that reflects the values of the OCOG, the IOC and the IPC.

Accessibility Provisions

As the messages of the OCOG strive to reach the broadest audiences, it is a must that media representatives or interested individuals who have sensory limitations have access to these messages, in all forms they may take.

Communications should also take into consideration the changing nature of technology as its communication means. All must consider accessibility as an integral component. Therefore, for the various means of communication, solution as in the list below should be implemented:

- Publications (in alternative formats),
- Press conferences (with interpretation in sign language),
- Media workshops (alternative formats of material, sign language interpretation, subtitles in video commenting etc)
- Web-site (with built-in accessibility provisions)
- ONS/PNS (availability in alternative formats)
- INFO system (with built-in accessibility provisions)

More detailed specifications for each one of the solutions listed above may be found in Chapter 4 "Technical Specifications" of this Manual

Paralympic Considerations

Although same principles as above apply for the Paralympic Games, there are two elements that present a difference in the scope of accessible means of communications:

- As the local and global audiences identify the Paralympic Games as the elite competition for athletes with a disability, it becomes an expectation that any means of communication will fulfill the strictest accessibility standards. Adherence to this expectation becomes essential for the OCOG.
- The percentage of direct or indirect media people with a disability will be higher than during the Olympics; the same applies for the general public. As a result OCOG needs to proactively plan for increased availability of resources able to produce publications and other data in alternative formats to the expected demand.

Catering

Functional Area Overview

Catering (or Food Services) is responsible for:

- The main (and secondary if existing) dining area(s) in the Olympic & Paralympic Villages
- The provision of food & beverages in the lounges of the competition venues (for athletes, officials, Olympic/Paralympic Family, media)
- The operation of Food Concessions for spectators at the competition venues
- The provision of snacks, refreshments etc at the training sites, for athletes use
- The provision of meals, water etc for the workforce of the Games.

The majority of those services are provided via contractors. The management of the functional area is responsible to set the requirements and conduct the respective tenders and then oversee the operations at Games time.

Accessibility Provisions

Catering needs to ensure that all necessary accessibility provisions are clearly included and specified in the tender documents. Compliance to these specifications needs to be part of the assessment criteria of the various tenders; non-compliance should be a factor for rejection.

The accessibility standards and specifications for dining areas must apply in all dining areas for the Olympic and Paralympic Family, media, workforce and spectators.

- The corridors among tables need to be at least **1500mm** wide.
- Allocation of the various beverages, deserts etc. in vertical (rather than horizontal) configuration
- Clearance **800mm ± 50mm** underneath tables
- Cutlery items located at a height up to **1200mm**
- Signage and menus are displayed by signs with high-contrast colors
- Serving Counters should have at least a part of min. **1000mm** width up to **850mm** high.
- No step or other obstacle should prevent access in front of or in queuing area of the serving area

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Catering, Continued

Paralympic Considerations

All dining areas should have accessibility features already installed prior the Olympic Games. However, the scope of accessibility needs for the Paralympic Games (especially for the athletes) require additional consideration and provisions. These are the following:

In the Village(s) Dining Areas the width of doors for the athletes and the workforce need to be at a minimum **1800mm**, allowing for the flow of wheelchair users crossing.

- The corridors among tables need to be at least **1800mm** wide.
- All Serving Counters should not be greater than **900mm** high.
- Clearance of **800mm** underneath all counters
- 50% of each group of chairs are removed, to allow seating for wheelchair users
- In the lounges at the venues the provisions specified above apply. Further to those, it is required that both low and high tables are provided.

Human Resources

Functional Area Overview Human Resources (or Games Workforce) is responsible for the planning, delivery, retention and care of the paid staff, volunteers, and contractors necessary to stage the Games.

The scope of the human resources requirements are huge, as years of efforts are needed in quantifying, identifying, recruiting, training, scheduling, accrediting, uniforming, integrating, managing, and sustaining a workforce of over 175,000 people.

Games-time responsibilities of Games Workforce include:

- Uniform Distribution (centralized)
- Training Support (general and venue training)
- Workforce Check-In
- Break/M meal Management
- Scheduling Support
- Workforce Relations and Recognition
- Workforce Communications
- Incident Reporting

Accessibility Provisions The OCOG needs to ensure that people with a disability have equitable access to work as paid and/or volunteer staff at the Games as any other member of the local or international workforce. In order to achieve that, the OCOG needs to:

Workforce Recruitment

- Undertake initiatives in order to encourage and attract applications to work from persons who have a disability.
- Ensure that recruitment policies and practices do not discriminate against applicants with a disability
- Identify the few job positions (especially at Games-time) for which a job offer for a person with limitations in mobility or sensory capacity is not recommended and make clear that ALL other job positions are equally available to all people with the necessary skills, regardless of disability.

Workforce Policies

Establish policies that enable easier access to work for persons with higher support needs. Such policies may be:

Human Resources, Continued

Accessibility Provisions (continued)

- Secure 3-4 parking spots in the operational parking of each venue for members of the workforce with a disability, no matter of their job title and function.
- Establish flexible and/or suitable working hours, check-in and check-out processes, in cases where public transport or venue configuration limitations prevent access (or make it extremely difficult) to the venue on early or late hours or in certain areas of the venues

Workforce Areas

During operational planning the OCOG needs to ensure that all workforce areas of all venues are accessible according to the standards of this Manual. These areas include:

- Staff Check-In and Check-out
- Staff Break Area
- Staff Meeting Room(s)
- Staff toilets including unisex accessible toilets

The Uniform Distribution Center should fulfill all accessibility criteria as described in this Manual. Essential aspects of such provisions include entry and exit, waiting areas width of corridors, service counters, dressing rooms,

Workforce Training

Equitable access to training material needs to be available for persons with a disability who are members of the workforce. For this reason OCOG should make available the generic training material upon request in alternative formats (Braille, audio etc.) to those members of the workforce that express such need.

In addition to that, Human Resources need to have a process in place for the other Functional Areas or Venue Teams to produce job specific and/or training material in alternative formats.

All workforce members must receive disability and accessibility awareness training. The content, modules and delivery methods of such training may be found in Chapter 5 of this Manual.

Paralympic Considerations

As the Games Workforce is considered as one for both Olympic and Paralympic Games, all the above guidelines equally apply for the Paralympic Games. However, it is expected that higher numbers of volunteer workforce will prefer to offer the services for the Paralympics. In this view some more provisions may be made, such as:

- Allocate more parking spots for workforce members with mobility impairments at the venues
- Schedule a more focused disability awareness training that includes the operational parameters of the Paralympic competition in the given venue.
- Targeted recruitment of former Paralympians for job positions related to their profile and experience has successfully been used in past Games.

Image & Identity

Functional Area Overview	<p>Image & Identity is responsible for the visual and thematic representation of the Games, the Host City and the Country. It is an integrated communication platform that start with Games emblems (Olympic and Paralympic) and related secondary emblems (for the Torch Relays, Cultural, Environmental and Volunteer programs etc.), the Mascots, themes or slogans etc.</p> <p>The Look of the Games supports and extends the Host City identity and Olympic and Paralympic image. The Look of the Games design responsibilities include: tickets, medal stands, banners, field-of-play graphics and sport pictograms. It lifts the presentation of the Olympic and the Paralympic Games in the competition venues, the common domain, non-competition venues and throughout the Host City for the global broadcast audience, the spectators, the athletes, visitors, and the general community.</p>
Accessibility Provisions	<p>Image & Identity should always consider that all elements of the Look of the Games should be as visible as possible from people with visual impairments. Therefore, accessibility standards included in this Manual regarding signage (color contrast, size of letters, position of signs and posters etc.) should be taken into account upon designing graphic elements.</p> <p>It is recommended that during the creation of the primary and secondary graphics manual, Functional Areas management and staff should consult and interact with the accessibility audit structures and/or experts of the OCOG in order to ensure that graphics suggested fulfill accessibility standards.</p>
Paralympic Considerations	<p>The Look of the Games changeover from the Olympic to the Paralympic Games during the transition period is a demanding and big scale task. Paralympic look elements and additional signage should be of same standards as the existing ones, with no compromises in terms of accessibility.</p> <p>Especially for the design and graphic elements for the Paralympic Games (tickets, uniforms, banners, backdrops etc.) the factor of optimum visibility should be considered as even more important at the creative phase.</p>

Doping Control

Functional Area Overview Doping Control plans and manages the infrastructure to implement a comprehensive doping control program under the jurisdiction of the IOC and the IPC (respectively for the Olympic and the Paralympic Games) and in accordance with the Anti-Doping Rules and in conformity with the World Anti-Doping Code and its accompanying International Standards.

Doping Control is responsible for developing a Test Distribution plan, outlining the number, selection methodology, and timing (in competition; out-of-competition (OOC) and type of sample required for each sport, e.g., urine, blood, breath. This plan determines the location and size of each Doping Control Station and the workforce required to be recruited and trained.

The planning and delivery of the OOC program is done in conjunction with the World Anti-Doping Agency (WADA).

Accessibility Provisions Accessibility provisions are required in the Olympic/Paralympic Village doping control station as well as to the doping control stations of the venues that host a Paralympic sport in which athletes who use a wheelchair for competition or for daily living may compete.

In those venues access to the area must be accessible with a door width of min. **1000mm**. Using an accessible toilet for all doping control stations in the Olympic and Paralympic venues will allow easier access by supervisory staff and a carer or companion if the athlete is less than 18 years of age, as well as assisting accessibility for athletes who use wheelchairs.

At least one fully accessible toilet needs to be provided in the station fulfilling accessible design standards as described in Chapter 4, of this Manual.

Paralympic Considerations It is recommended that doping control stations of the competition venues are already accessible prior the Olympic Games. However, if for any reason this is not feasible, necessary adaptations and overlays need to be installed during transition, based on a tight schedule, as the stations need to be ready as soon as the opening of the Paralympic Village and the start of training in a competition venue.

Event Services

Functional Area Overview Event (or Spectator) Services provides crowd management, customer service and overall venue operational support at all competition and selected non-competition venues. It is the largest and most visible workforces of the Games. It is operational at all competition and selected non-competition venues, such as the Main Press Centre, IBC and Sponsor Hospitality.

Operational activities of Spectator Services include:

- Pedestrian Flow and Crowd Management — assist spectators to and from transportation terminals, on approaches to venue entrances, security screening areas, queuing areas, venue concourses, seating and standing areas
- Ticket Taking — collecting, reading, recognizing, validating and ripping different tickets for each session.
- Ushering — providing assistance to spectators in the seating and viewing areas of the venue.
- Access Monitoring — implementing the accreditation scheme during “on” hours.
- Public Information and Olympic Experience — enhances the Games Experience by ensuring that spectators are properly informed before and during their visit to the venues. Tasks include Spectator Guide, on-venue public address announcements and video-board messaging, Public Information Booth operations and Spectator Lost & Found operations.

Accessibility Provisions Accessible Operations Support is a fundamental task for Event Services. It provides assistance to persons with a disability, e.g., mobility, sight, hearing, etc., as part of OCOG’s overall accessibility plan. Typically, the Event Services role is restricted to pedestrian movement and seating assistance within the venue perimeter.

In order to perform this task, training about servicing customers with a disability is required, in an enhanced level than the typical disability awareness training for the rest of the workforce. This training may involve experts, lectures and on-hands experience, especially for the team leaders.

As the largest part of the workforce, Event Services provides opportunity for active participation of persons with a disability, as volunteers. In each venue all suitable service provision spots should be identified, allowing for an enjoyable and equitable experience for staff with a disability as for the rest of the staff of Event Services.

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Event Services, Continued

Paralympic Considerations

All provisions described above equally apply for the Paralympic Games.

When a “Day Ticket” scheme applies for the Summer Paralympic Games (as it is typically the case), Event Services need to ensure an accessible path of travel between the various individual venues within a complex. In this regard, the design standards specified in Chapter 4 about accessible pathways, ramps etc, as well as the provisions of this chapter about competition venues should be taken into account and/or implemented

Medical Services

Functional Area Overview Medical Services is responsible for coordinating all aspects of medical/health services measures to athletes, team and technical officials, Olympic/Paralympic Families, and other accredited persons for all medical conditions occurring during their stay in the Games.

The service is designed to provide first aid and an advanced first response in all competition and training sites and the majority of non-competition venues. In addition a comprehensive range of medical specialties are provided within the Polyclinic of the Olympic/Paralympic Village. This service is linked to a designated Olympic hospital network by a dedicated ambulance transport service that supports the venue-based medical teams.

Accessibility Provisions All venue based medical facilities (one dedicated to athletes and one for Olympic/Paralympic Family and spectators) need to fulfill accessibility criteria specified in this Manual (see Chapter 4). Special consideration is required for the existence of an accessible pathway for the respective constituent groups. At least one fully accessible toilet should be provided in each medical station of a venue.

Village Polyclinic needs to be fully accessible. All elements of an accessible indoor facility should be implemented (entry and exit, pathways and corridors, door widths, lifts (if existing), service counters etc. Accessible toilets, in every bank per gender, should be in place.

It is recommended that all service areas of the Village Polyclinic are in the level floor, to facilitate easy access for all.

OCOG may issue and distribute to the Olympic hospital network, guidelines on accessibility provisions in view of the upcoming Games.

Paralympic Considerations Athletes Medical Areas in competition and training venues that host Paralympic sports with athletes who use a wheelchair for competition or daily living need to fully comply with accessibility provisions. Doors should have a min. width of **1000mm**.

At least one medical bench in those areas should be adjustable in height, in order to allow for athletes with a more severe disability to access it.

A Wheelchair & Prosthesis Repair Service will operate in the Paralympic Village and in several competition venues. Access to those areas need to be unobstructed by any physical barrier, including ground configuration. In the Paralympic Village, the internal transport system needs to serve this facility. In the competition venues the service should be positioned within the Athletes' Preparation area.

Medal Ceremonies & Sport Presentation

Functional Area Overview Medal Ceremonies are a core element of Olympic and Paralympic tradition and protocol. The ceremonies teams of an OCOG are responsible for creating Olympic and Paralympic Medal Ceremonies that celebrate the greatest athletic achievements.

Sports Presentation creates the atmospherics for sports competitions. By providing the announcers, music, videos, and live cultural performances, it enlivens the venues and competition, and educates spectators. Operationally, Sports Presentation also manages the flow of sports competition sessions. Under the direction of International Federations and the OCOG Sport Functional Area, Sports Presentation scripts, produces and directs the competition and spectator experience.

Accessibility Provisions In order for the spectators to enjoy the experience of the Games, it is important to have access to what sport presentation has to offer. The OCOG needs to provide a hearing augmentation system in public areas of the competition venues so that people who are deaf or have a hearing impairment be able to equally enjoy the event and its presentation and participate in all activities.

The system should cater for seats in all ticket price categories.

Any scoreboard or video screen capable of displaying public announcements must be capable of supplementing the public address system.

Paralympic Considerations The design of the podiums for the Paralympic Medal Ceremonies needs have a ramp of no more than 5% gradient for all Paralympic sports with athletes who use a wheelchair for competition or daily living.

Athletes' staging area should be located in an area within the venue that allows access for both athletes and medal presenters of any functional ability.

The route from athletes' staging area to the podium needs to be accessible. This is particularly important for the skiing sports of Winter Paralympic Games, where ground gradient may be a challenge.

Licensing - Merchandising – Retail Operations

Functional Area Overview Licensing oversees the Games-time merchandise sales and operations at retail points of sales which are located within competition venues, the Villages, the Olympic Superstore(s), selected airports and e-commerce web sites. The outlets are typically managed by the concessionaires appointed by the OCOG.

Accessibility Provisions As specified previously merchandising outlets service counters should be shall be at **800mm, ± 50mm**, above the floor. If this not possible or practical, at least **1000mm** of counter shall be accessible.

No step or other obstacle should prevent access in front of or in queuing area of the merchandising outlets.

In self-service outlets or stores, items should be allocated vertically rather than horizontally, in order to allow pick-up from both seating and standing customers. Other provisions

It is recommended that licensees are encouraged to create a range of products for minority user groups, such as the left-handed. Whenever possible, items should be able to be used by persons who use only one hand.

Paralympic Considerations Merchandise items with the Paralympic trademarks should be usable by the widest range of users.

All accessibility provisions as above for the retail stores equally apply for the Paralympic Games.

NOC/NPC Relations

Functional Area Overview The function is the official channel of communication between the OCOG and the National Olympic Committees (NOCs) and the National Paralympic Committees (NPCs) for the Olympic and Paralympic Games respectively.

It aims to create a positive and professional communication platform for the NOCs/NPCs and the OCOG in order to facilitate a consistent and correct level of service to all. Among other tasks, NOC/NOPC Relations is responsible for:

- Issues resolution in the pre-Games period
- Organization of the Chefs Seminars and production of the Chefs de Mission Guides.
- Management of NOC/NPC visits to the host country and the OCOG
- Delegation Registration Meetings
- Allocation and management of NOC/NPC Assistants
- Management of the NOC/NPC Services Center(s) in the Olympic/Paralympic Village(s)
- Management and follow up of the NOC/NPC Chefs de Mission meetings

Accessibility Provisions It is recommended that all areas of Games-time operations are designed and built as accessible or adaptable, in order to serve the needs of the NPCs (see below).

Paralympic Considerations The Chefs de Mission Guides and other publications addressed to the NPCs should be made available in alternative formats for those with a visual impairment upon request.

The location and the reference material of the Chefs de Mission Seminar should be made available in alternative formats for participants with a visual impairment upon request.

Delegation Registration Meetings should be conducted in areas which fulfil accessibility standards.

All areas of the NPC Services Center and the Chefs Meeting Hall should fulfil accessibility standards as specified in this Manual.

In order to perform their role, NPC Assistants should receive training about servicing customers with a disability, in an enhanced level than the typical disability awareness training for the rest of the workforce. This training may involve experts, lectures and on-hands experience.

Olympic & Paralympic Family Services

Functional Area Overview	<p>Olympic & Paralympic Family Services Functional Area is responsible for the development and execution of protocol and other services for the Olympic and Paralympic Family, and for the management of the Dignitary programs and the Observers programs.</p> <p>Among other tasks, the FA is responsible for:</p> <ul style="list-style-type: none">• The Venue Protocol, including airport protocol; Protocol Assistants Program; Meetings and Guest programs and Olympic/Paralympic Family Hotels management• The protocol policy and implementation elements, including flag and anthem program; Olympic/Paralympic Village protocol; Dignitary program (Sovereigns, Heads of State and Government and Ministers responsible for Sport) and the Observers Program
Accessibility Provisions	<p>During the operational planning process, the FA represents the entire Olympic and Paralympic Families. In this planning process, an accessible pathway needs to ensure connecting the following venue areas: T1/T2/T3 drop off, Olympic/Paralympic Family Lounge and Accredited Seating. Pathways, lifts, staircases etc. need to fulfill accessibility standards.</p> <p>The Olympic/Paralympic Family Lounge should have accessible entry; the service counters at 800mm, ± 50mm, above the floor for at least 1000mm and accessible toilets according to standards (see Chapter 4).</p> <p>At least one accessible toilet should exist in each Lounge.</p> <p>There needs to be adequate accessible seating, at least at a rate 1% of the total seats allocated for the Olympic Family.</p> <p>OCOG should seek to be informed if any of the participants in the Observers program uses wheelchair and, if so, plan for suitable transport means.</p> <p>The Olympic/Paralympic Family Hotel(s) should be accessible according to the provisions of this Manual (see Chapters 2 and 4, for design standards). Accessibility compliance must be a critical factor for candidate hotels evaluation in the tender phase. Exactly as in the venue areas, the FA needs to ensure that accessibility is observed in the operational planning of the hotel(s).</p>
Paralympic Considerations	<p>The scope of members of the Paralympic Family who require accessible amenities and services is significantly higher than during the Olympic Games. Additional requirements compared to those recorded above are:</p>

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Olympic & Paralympic Family Services, Continued

Paralympic Considerations (continued)

- In the accredited seating area for the Paralympic Family much more accessible spots need to be provided. The number of required spots varies from venue to venue, depending on the sport. The exact min. requirements per sport can be found in the "Technical Manual on Venue Design Standards",
- Both low and high tables should be provided in the Paralympic Family Lounge
- Accessible pathways must be identified from the Seating area and the Lounge to the staging area for the Medal Ceremonies
- At least two accessible toilets should exist in the Paralympic Family Lounge for Athletics, Wheelchair Basketball and Swimming.
- The Paralympic Family Guide should be made available in alternative formats, upon request.
- In order to perform their role, Protocol Assistants assigned to members of the Paralympic Family who have a disability should receive training about servicing customers with the particular disability, in an enhanced level than the typical disability awareness training for the rest of the workforce. This training may involve experts, lectures and on-hands experience.

Overall, when considering adequacy of provisions for the Paralympic Family, realistic estimation is required, as there is often an over allocation of seating and accessible toilets in one instance and in other instances not enough capacity of lifts to ensure efficient vertical movement. Communication with the IPC and the NPCs should assist the planning process

Overlays & Site Management

Functional Area Overview

Overlays is responsible for the temporary installations at competition and non-competition venues for the Games, as all venues require some level of additional temporary development to meet the unique requirements of the Olympic Games.

The extent of overlay at each venue varies depending whether the venue is a) an existing permanent structure requiring permanent and/or temporary modification for Games use b) a permanent structure purpose-built for the Games or c) a temporary structure purpose-built for the Games.

At Games-time Overlays turn into Site Management, which is responsible in the venue level for the installment of the overlay elements, venue maintenance and technical issues resolution, in cooperation with potential venue owners, state agencies, etc.

Accessibility Provisions

The role of Overlays FA on accessibility is absolutely critical, as it is this FA which needs to lead the recording and planning of the additional overlays features that are required in order for the venues to be accessible for all constituent groups.

In order to fulfill this role, Overlays need sufficient expertise (either within the FA or via external consultants) with experience in accessibility planning.

The Site Managers at Games-time need to ensure proper installment of accessibility features. A thorough assessment of accessibility compliance needs to take place in every venue, in cooperation with the venue management and the FAs that represent the various client groups, in order to verify adequacy of provisions.

Paralympic Considerations

The person of the Overlays, who is in charge for accessibility, should be part of an audit team, which will oversee the Paralympic operational planning, in the pre-Games period.

The assessment of accessibility compliance needs to be repeated during the transition period, in view of the enhanced expected demand and the profile of the various client groups for the Paralympic Games.

At Games-time the accessibility experts or other resources, should have a central role for accessibility issues resolution. Such resources may have a role in an "Accessibility Call Center Service" that should operate throughout the Games period.

Press Operations

Functional Area Overview Press Operations coordinates the facilities and services needed by the written and photographic press accredited to cover the Games. Among other tasks the FA is responsible for:

- Planning, staffing and operating the Main Press Centre
- Operate the Venue Media Centres in the competition venues.
- Set up the Olympic and the Paralympic News Service (ONS and PNS) to provide the editorial content of INFO 2006.
- Plan and over-see key media services such as accreditation, accommodation, press rate card and transport.

Accessibility Provisions There are persons with a disability among the written and photographic press who cover the Olympic and Paralympic Games. Therefore a) press facilities need to comply with accessibility standards and b) equitable media services are needed for media representatives who have a disability.

During the operational planning process, the FA represents media. In this planning process, an accessible pathway needs to ensure connecting the following venue areas: Media Drop Off, Media Work Areas, Media Lounge, Media Seating, Press Conference Room, Mixed Zone and Photo Positions. Pathways, lifts, staircases etc. need to fulfill accessibility standards.

The Main Press Center must be an accessible facility according to the provisions of this Manual (see also the Non-competition section of this chapter plus Chapter 4 for design standards).

The Venue Media Areas should have accessible entries. The height of some (if not all) of the tables in the working stations should have clearance 800-850mm underneath; the service counters at 800mm, \pm 50mm, above the floor for at least 1000mm; accessible toilet needs to exist next to the lounge according to standards (see Chapter 4).

There need to be 3-5 accessible spots in the press tribunes, with full service provision.

OCOG should identify via the media accreditation process journalists and photographers with accessibility. For those individual it is recommended that OCOG plans for suitable services, such as:

- Accessible transport in a customized basis
- Accessible accommodation, in selected accommodation sites, which offer a variety of price selection.

The INFO system should comply with accessibility standards for web based applications.

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Press Operations, Continued

Paralympic Considerations

For the Paralympic Games the number of accredited media who have a disability may increase compared to the Olympic Games. Therefore, the resources and bookings may be adjusted to this fact.

In venues where there is a Paralympic sports with athletes who use a wheelchair for competition or daily living, the Mixed Zone should be adapted as follows:

- The width of route should be at least **2200mm** to allow move of athletes while a fellow athlete is being interviewed
- The barricades for separation between media and athletes must be up to 60cmm high, to allow for interviewing at same level

The exact min. requirements of accessible press tribune spots per Paralympic sport can be found in the "Technical Manual on Venue Design Standards.

Rate Card

Functional Area Overview Rate Card works closely with Accounting, Material Planning, Procurement and Logistics to establish a solid Rate Card that will meet the needs of its key customers. These customers include the Olympic/Paralympic Family, NOC/NPC Delegations, Press Agencies, Broadcasters and other Olympic/Paralympic Partners.

The Rate Card team must begin as early as Games - 2 years to establish the needs of its customers, sourcing of rate card items and market rates, a user friendly ordering system and an integrated delivery and recovery system with Logistics to all Competition and Non-Competition venues.

Accessibility Provisions Rate Card should be made available in alternative formats, upon request from a customer. If Rate Card is in a web based application, this should fulfill the respective accessibility requirements.

Paralympic Considerations Rate Card should investigate for potential specific needs related to accessibility, especially for the Paralympic Games. In past Games, items such as electric scooters and mobility aids were requested and used.

Risk Management

Functional Area Overview	<p>Risk Management Functional Area has two core responsibilities:</p> <ul style="list-style-type: none">• To identify and address potential risks, to ensure that the highest standards of safety are maintained at all times for all those involved in the Games including spectators, Olympic/Paralympic Family, broadcasters, contractors, volunteers and staff;• To manage the insurance aspects of any incidents including injury, death, property loss or damage as well as other insurable events such as interruptions to competition or other causes of lost revenue.
Accessibility Provisions	<p>Risk management in every venue needs to ensure that all areas to be used (even potentially) by people using a wheelchair should have immediate pathway to a secure assembly area.</p> <p>Evacuation plans need to be developed having in mind this parameter.</p> <p>In the case of already existing facilities that do not provide such solution:</p> <ul style="list-style-type: none">a) usage should be avoided if adequate alternative existb) suitable area needs to be identified, providing the maximum duration of safety, where people with mobility impairments may stay until help is provided. <p>Visual emergency signal should be available in spectators' area and sport presentation texts, for people with hearing limitations.</p> <p>Staff assigned with evacuation responsibility need to be fully aware of this area and direct people accordingly.</p> <p>Evacuation for people with mobility and sensory impairments need to be tested by the venue team in the pre-Games phase.</p>
Paralympic Considerations	<p>The fact of the high number of people with mobility impairments in the athletes' area as well as the Paralympic Family areas, require special attention. In these cases, provisions that are considered adequate in other circumstances are not enough. A dedicated planning exercise is required in the detailed operational planning phase, in order to identify optimum solutions.</p>

Security

Functional Area Overview

Security's role is to ensure that the Games can be conducted in an atmosphere of safety, free from the risk of disruption by hostile elements. Security forces must be able to counter the threat or consequences of terrorist or anarchist acts of violence; deal with outbreaks of public disorder and other crimes intended to disrupt the Games and manage the consequences of any natural disaster threatening the population as a whole.

One of the most visible activities of security at Games-time is the control of every individual and item carried in a venue via magnetometers and visual checking, without exceptions.

Accessibility Provisions

Persons who have a disability are equally subject to security control as any other constituents of the Games.

As measures that apply to other populations are not effective in cases such as wheelchair users or people who use a prosthetic limb, an adapted control protocol is required. For this reason, special training needs to be provided to security personnel (police, volunteers) in order to perform this task with both dignity (for the customer) and efficiency (for security).

Immediately adjacent in every venue entry where there are magnetometers, an operational gate should exist, without a magnetometer with a width of 1000mm, for entry of wheelchair users. Security control in these gates should be performed by portable magnetometers.

The protocols for vehicles carrying people with disabilities going through a vehicle check point can allow a wheelchair user to stay in the car, and be scanned with a hand held magnetometer. Other occupants of the vehicle will be scanned as per standard operation

If scanning ports for accreditation cards exist, they should be lowered to allow wheelchair users who have it hanging around their neck to easily scan as would anyone one else

Paralympic Considerations

The level of security for the Paralympic Games is determined after a threat assessment study made from the security forces of the Host Country. The provisions specified above apply for the Paralympic Games.

Due to the composition of the residents of the Paralympic Games (up to 1900 may use a wheelchair), the operational gates in every village entry should be doubled, compared to those existing for the Olympic Games.

Sport

Functional Area Overview	<p>Sport is the central focus of the Games. The priority for all Functional Areas is to provide the necessary support for the Athletes and the Sports Competitions at the Olympic and the Paralympic Games. Sport is a key function within the venue team. Sport embraces competition for all sports in cooperation with the IFs plus training and other support services, e.g., ORIS/PRIS, Sports Equipment, Sports Publications, Competition Schedule, Technical Officials and Sport Volunteers.</p>
Accessibility Provisions	<p>It is recommended that Sport should make every effort that planning for sport areas takes into account Paralympic competition requirements from the early phases, in order to minimize or even eliminate transition needs.</p>
Paralympic Considerations	<p>During the entire operational planning process, Sport represents key client groups of the Paralympic Games, such as the Athletes, Team Officials, Technical Officials, and the IPSFs.</p> <p>In the competition venues, an accessible pathway needs to ensure connecting the following venue areas: Athletes drop off, Locker Rooms, Warm-Up Areas, Field of Play, Mixed Zone, Doping Control, Press Conference, Athletes Lounge and Athletes Seating. Pathways, lifts, staircases etc. need to fulfill accessibility standards.</p> <p>Other requirements include:</p> <ul style="list-style-type: none">• The accredited seating area dedicated to Athletes and Team Officials is a significant challenge, as enough accessible spots need to be provided. The number of required spots varies from venue to venue, depending on the sport. The exact min. requirements per sport can be found in the “Technical Manual on Venue Design Standards”. In the same manual, alternative solutions are also presented for athletes seating.• Both low and high tables should be provided in the Athletes’ Lounge in venues with sports that include athletes who use a wheelchair for competition or daily living• Accessible pathways must be identified from the Seating area and the Lounge to the Athletes’ staging area for the Medal Ceremonies• Sport publications addressed to the NPCs and the IPSFs should be made available in alternative formats, upon request.

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Sport, Continued

Paralympic Considerations (continued)

Detailed Design Standards and provisions for the sport areas of the Paralympic competition venues can be found in the "[Technical Manual on Venue Design Standards](#)". These include provisions for accessible toilets, lounges, seating, dressing & locker rooms, Field of Play, Warm Up Areas, Training Sites, IPSF and Games Officials work areas.

Sport is responsible, in cooperation with the IPC, to provide information to the other OCOG Functional Areas regarding estimated numbers of athletes with a disability per sport and per type of disability as of the qualification systems that apply for the Paralympic Games.

Technology

Functional Area Overview	<p>Technology is typically composed of four functions:</p> <ul style="list-style-type: none">• Information Technology (IT) It includes: Timing, scoring and results systems for each sport competition, gathering and distribution of information to the media, the broadcasters and the Olympic/Paralympic Family, specialized software programs and/or interfaces to support the Games, computer infrastructure and support, reprographic services.• Telecommunications (TELE) Its role is to provide wire line and wireless telecommunication systems to support the organization and operation of the Games.• Energy Its role is to provide energy (power, gas) to support the operation and includes evaluation of the energy required, and provision of backup generators and UPS• Venue Technology Its role is to prepare and manage the deployment of technology on all venues It includes building the concept of operations for technology on the venues and planning per venue
Accessibility Provisions	<p>Technology needs to provide the solutions that will enable access to the information, the event experience and communication means. In cooperation with the appropriate OCOG FAs, Technology should cater or assist for:</p> <ul style="list-style-type: none">• Production of publications in alternative formats (audio, large print etc.),• Accessible telephone booths and telephones with typing capability• Web sites and web applications fulfilling accessibility standards (INFO System, OCOG web site,• Hearing augmentation systems• Audio information at Spectators Info Points• Availability of printing in Braille language (upon request)• Facilitation of software or hardware needs to allow effective work for OCOG staff with mobility or sensory limitations.
Paralympic Considerations	<p>Implementation of all the above accessibility provisions at the Paralympic Village, as the scope of accessible technology needs there are significantly higher than during the operation of the Olympic Village.</p> <p>It is strongly recommended that the basic infrastructure for these provisions is already installed prior the opening of the Olympic Village, in order to minimize the scope of transition.</p>

Ticketing

Functional Area Overview

Ticketing is responsible for the sale and distribution of all tickets to Olympic and Paralympic events. Ticketing will affect the overall image of the Games as it is the most tangible link between the Games and the public at large. Ticketing is one of the main outlets for the general public to obtain an Olympic and Paralympic Experience. It is therefore essential that this functional area has a client service orientation.

Accessibility Provisions

Access to the Games and an equitable event experience must be available for every individual that wishes to attend the Games. Ticketing to plan processes and procedures so that this principle is observed for all.

Therefore, Ticketing needs to implement inclusive policies and practices that will allow this access. These are:

- In the pre-Games period ensure that ticket applicants who have a disability can indicate the exact and accurate needs via the ticket application documents and processes, in all phases
- Ticket Guides should be made available upon request in alternative formats, for people with visual impairments. A ticketing web site needs to fulfill the respective accessibility standards
- It is recommended that printed tickets have the data about session, venue etc in tactile format, to allow identification of data by people who are blind or have visual impairments.
- Ticket Box Offices should have at least one service counters at 800mm, \pm 50mm, above the floor, for at least 500mm of counter. No step or other obstacle should prevent access in front of or in queuing area of the merchandising outlets
- In cooperation with other OCOG FAs (Overlays, Venue Operations etc.) Ticketing needs to secure wheelchair accessible seating at an overall rate of not less than 1% of venue's gross capacity and in all different categories of tickets' prices, to allow for free and wide choice. Companion seating should be provided next or immediately adjacent to the accessible seating positions in the same rate.
- Venue Ticketing Management needs to identify a number of enhanced amenity seats in addition to wheelchair positions. These should be equitably distributed and located at the ends of rows and up or down as few steps as possible. These seats may be used for the needs of people with temporary disabilities, elderly, pregnant women or other beneficiaries of an accessible environment. Such seats should be kept out of the sales system.
- Venue Ticketing Management needs to be aware of the seats where a hearing augmentation system operates, in order to properly direct who are deaf or have a hearing impairment.

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Ticketing, Continued

Accessibility Provisions (continued)

As the FA which has a leading role in the planning for Accredited Seating, Ticketing needs to coordinate related FAs in accessible seating allocation for each accredited group.

Ticketing needs to take adequate measures in order to ensure that there is no discrimination among ticket holders based on disability. In past Games complaints that attracted adverse Media and compensation included

- Lack of a ticket booklet produced in alternative format
- Accessible seating not provided across the whole range of ticket categories
- Lack of a free ticket to a companion who was there to assist the essential care of a person with a disability who paid full price

Paralympic Considerations

The wheelchair accessible seating needs to rise in a rate of up to 1.5% of venue's gross capacity in competition venues for Paralympic sports with athletes who use a wheelchair for competition or daily living.

The demand in accessible seating in the Accredited Seating areas is much higher than in the Olympic Games, especially for the Athletes/Team Official, Games Officials and Paralympic Family.

For both the sport-by-sport definition of spectators' accessible seating rate for the Paralympic Games and the demand for accessible seating for each constituent group please refer to the [Technical Manual on Venue Design Standards](#).

The Paralympic Opening Ceremony must be considered as a high demand event for accessible seating. For this event, accessible seating needs to be maximized.

Transport

Functional Area Overview

Transport is responsible for land transport planning and operations for the Olympic and the Paralympic Games. Its primary mission is to provide safe, efficient, reliable and on-time movement of all members of the Olympic and Paralympic Family (athletes, media, IOC/IPC, NOC/NPC, IF officials, sponsors, invited guests, staff, workforce and volunteers) during the Games period. This responsibility includes the transport of all these user groups to and from all competition and non-competition venues.

Typically a different transport system is used for various client groups:

- Athletes and Team Officials (buses)
- Technical Officials (vans and buses)
- Olympic/Paralympic Family (cars and vans – usually called T1 and T3)
- Media (buses)
- Workforce (dedicated buses and public transport)

Transport of spectators to and from Olympic and Paralympic competition venues is an additional operation, as hundreds of thousands of spectators and accredited persons have to be transported every day of the Games, generating huge concentrations of traffic.

Accessibility Provisions

With the exception of the athletes all other constituent groups of the Olympic Games include people with a disability. For this reason accessible transport must be offered in all the “systems” mentioned above.

However, as the demand for accessible transport is expected to be higher in all categories at the Paralympic Games it is recommended that Transportation procures resources and plans according to the higher demand of the Paralympic Games (see below).

Accessible transport for spectators is mainly a responsibility of the respective public authorities. For such provisions please refer to Chapter 2 of this Manual (transportation in the host city) and Chapter 4 (design standards for transport means). However, OCOG Transportation should liaise closely with public authorities in terms of accessible public transport and transfer information related to Games constituents.

It should be noted that low floor buses should be the main type of bus considered for both Olympic and Paralympic Games as these type of buses are not only universally accessible, but also allow large amount of passengers to get onto and off of the bus efficiently and safely without negotiating steps.

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Transport, Continued

Paralympic Considerations

The OCOG needs to procure and organize adequate resources in order to provide effective accessible transportation to the constituent groups. For each one of these group that means:

Athletes and Team Officials (buses)

For individual sports where athletes who use a wheelchair for competition or daily living may compete, all vehicles should be accessible. From past Games experiences it is recognized that the use of low floor buses is an excellent solution that allows flexibility and adequate capacity for Games time operation. The number of buses required depends on the capacity for passengers in a wheelchair and the profile of the sport.

For team sports where athletes who use a wheelchair for competition or daily living may compete, accessible dedicated buses should be allocated in each team. The number of buses allocated per team may be more than one, depending on bus' capacity for passengers in a wheelchair.

In both cases, cooperation between Transport and Sport is required in order to determine the actual demand, according to factors such as the training and competition schedules, the profile of the sport, data on participating athletes etc.

Games Officials (vans and buses)

Transport, in cooperation with Sport, should determine the number of Games Officials that use a wheelchair and allocate adequate resources. Although it is preferred that all system is accessible, OCOG may decide to allocate customized resources according to needs, subject to approval by the respective IPSF and the IPC.

Olympic/Paralympic Family (cars and vans – usually called T1, T2 and T3)

For accredited individuals with T1 and T2 entitlements, a survey is required to determine whether an accessible car needs to be allocated.

For accredited individuals with T3 entitlements a pool of accessible cars/vans is required, in a ratio 1 for every four individuals. Data for number of this category should be captured via the accreditation system.

Media (buses)

A car/van pool of dedicated accessible vehicles should be arranged for those media representatives that use a wheelchair. Their transport entitlement could be customized, advancing to a service similar to T3, as above.

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Transport, Continued

Paralympic

Considerations

(continued)

Workforce (dedicated buses and public transport)

3-4 parking spots should become available in the operational parking of each venue for members of the workforce with a disability, no matter of their job title and function. In case of venues not being adequately served by public transport and OCOG sets in place a workforce transport system, part of the resources needs to be accessible.

In the venue level, in all transport stations, and load zones, parking areas, signage etc. must be for easy loading and unloading of passengers who use a wheelchair. Such standards may be found in Chapter 4 of this Manual plus in the "[Technical Manual on Venue Design Standards](#)" about transportation in a competition venue.

Venue Operations

Functional Area Overview Venue Operations manages the venue-level integration of internal OCOG functions and all external party involvement at all competition and key non-competition venues.

Venue Operations leads the planning process and the implementation of the plans and policies, ensuring quality and consistency in line with the OCOG's policies and requirements.

The venues are ultimately managed by the venue-specific Venue Managers who is accountable for coordinating the overall operation of the venue.

Accessibility Provisions Planning for accessibility is not identical to planning for the Paralympic Games. Effective planning to accommodate the needs of persons with a disability is an Olympic issue as much as a Paralympic issue. Thus, accessibility planning should be addressed in all phases of venue design, development and operational planning.

The role of Venue Operations in planning for and finally implementing accessibility is critical, as they lead the operational planning and all the resources of the venues. A key consideration is to ensure in the planning phase that CAD drawings adequately depict accessibility elements. This will allow operational planning to monitor the constituent flows and ensure that access for people with a disability is efficient throughout the venue and also assist in identifying the accessibility overlay requirements as highlighted in this manual

The Venue Managers at Games-time need to ensure that plans are properly implemented. Under their leadership a thorough assessment of accessibility compliance needs to take place with the FAs that represent the various client groups, in order to verify adequacy of provisions.

Paralympic Considerations Although as said before, accessibility is a Games-wide issue, the organization of the Paralympic Games presents unique challenges because of the scope of constituents with a disability that participate, especially athletes and Paralympic Family members.

For this reason, an effective operational planning process for the Paralympic Games includes a thorough evaluation of the adequacy of the accessible infrastructures. For this task OCOG may seek sufficient expertise (either within the FA or via external consultants) with experience in Paralympic integration and accessibility planning.

It is recommended that Venue Operations lead an audit team, which will oversee the Paralympic operational planning, in the pre-Games period, with operational accessibility according to real demands as a primary focus.

Village Operations

Functional Area Overview Villages Operations is responsible for planning and operating the housing of athletes and team officials in the Olympic and Paralympic Village (providing accommodation, catering and leisure facilities). Other villages may be established if needed to accommodate other constituent groups, which typically might include media villages, technical official villages and/or a grooms' village.

Villages Operations ensures that the athletes and team officials have a great Village experience and live in safe, well protected, comfortable residential accommodation, with excellent services, so that they have every chance of giving their best in competition.

Accessibility Provisions Accessibility planning should be addressed in all phases of Village design, development and operational planning. Village Operations will lead the operational planning and all the resources of the venues, thus its role is critical for first plan for and finally implement all necessary accessibility features in the Village.

Although the accessibility in the Village is mainly needed for the Paralympic period, it is important that the vast majority of infrastructures and overlays are already installed prior the opening of the Olympic Village, in order to minimize transition changes.

Paralympic Considerations Planning for accessibility for the Paralympic Village presents unique challenges because of the scope of constituents with a disability that will be accommodated there, namely Athletes, Team Officials and potentially Games Officials.

Effective operational planning process for the Paralympic Village requires sufficient expertise (either within the FA or via external consultants) with experience in Paralympic residents' needs.

In the section for the Olympic and Paralympic Village of the current chapter, there is detailed information about accessibility provisions for the Village(s).

Torch Relay

Functional Area Overview Torch Relay is responsible for the planning and implementation of the Olympic Torch Relay (domestic part) and for the Paralympic Torch Relay.

It aims to make the torch relay a tool that will enhance awareness and excitement about the Games, promote the Olympic values and engage the whole of the Host Country to the Games.

Accessibility Provisions Torch Relay needs to ensure that persons with a disability of any kind and level are equally eligible to participate in the torch relay as torch bearers. In order to do that, provisions need to be made in both the application/selection process and the operational period.

For the application and selection process, applications must be open to all citizens without discrimination of any kind. During selection and nomination citizens with disability should be selected as torch bearers, to demonstrate equal rights and integration in local societies.

Among the factors for selecting the portion of the route for torchbearers with a disability is ground gradient, which should allow a person in a wheelchair or other mobility difficulty to perform their duty and privilege.

For torchbearers in a wheelchair, a number of special holding devices need to be produced, so that the torch bearer is able to independently push the wheelchair, while carrying the torch.

An accessible van should be available throughout the journey of the Flame, to facilitate distribution of torchbearers with a disability in the right spot, especially in areas with non adequate public transport system.

Paralympic Considerations The above provisions equally apply for the Paralympic Torch Relay. As the percentage of persons with a disability among the total of torchbearers will increase, adequate resources (e.g. holding devices, accessible vans) should become available.

Mobility Services (Games Mobility)

Mission To deliver a high quality access and mobility service for spectators with permanent or temporary mobility impairments to use in the Common Domain and selected venues at Games-time enabling them to have full independent access to the Olympic and Paralympic Games experience.

Objective To provide a bridging service designed to provide assistance with the movement of disabled spectators from transport drop off points, through the large public circulation areas and around Olympic and Paralympic venues.

Potential Service Users Games Mobility provides services to a wide range of people with a disability, including people who use wheelchairs, people who are visually impaired, people who are hearing impaired and people who have a mobility impairment

Games Mobility also provides this service to other groups, in particular people with a temporary injury, (sprained ankle, and fractures) pregnant women, people with unusual body size and older people.

So as not to exclude certain spectators from using this service, it may be useful to describe the whole customer group as mobility impaired people.

It should be noted that Games Mobility will not be used by all spectators who have a disability (e.g. it is likely that the majority of spectators that have booked wheelchair spaces and bring their own wheelchairs will not require the service).

Recommendations

- OCOGs must provide this service to all mobility impaired people.
- OCOGs must promote the use of the service by all mobility impaired people not just those who consider themselves to have a disability.

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Mobility Services (Games Mobility), Continued

Scope of Services

Clearly, the service is most needed where there are most spectators and so as a minimum Games Mobility must serve the main stadium, the common domain and adjacent sporting venues. It is for individual OCOG's to determine whether additional mobility services are to be provided at other or all venues. It is therefore essential to carry out research and consultation to determine whether other additional services are required to make both the Olympic and Paralympic Games truly inclusive.

It is important to offer a range of mobility services to mobility impaired customers. The following services are the core services which are integral to a successful Games Mobility service.

Loan of manual wheelchairs

This service provides for the short-term loan of manual wheelchairs on the day of event only, to enable ticketed spectators to move around the Common Domain and to get to their seats more easily. It is presumed that spectators will self propel or be assisted by friends or family members. Where necessary, volunteer staff can assist.

Loan of power wheelchairs or powered scooters

This service provides for the short-term loan of power wheelchairs or scooters on the day of event only, to enable ticketed spectators to move around the Common Domain and get to their seats more easily. Volunteer staff may provide training in the safe use of the equipment.

Guide for visually impaired spectators

This service provides volunteer staff, trained in guiding techniques and disability awareness, who can guide ticketed spectators with visual impairments to their seats.

Guide for people loaning manual wheelchairs

This service provides volunteer staff, trained in guiding techniques and disability awareness, who can guide ticketed spectators using wheelchairs to their seating positions.

Golf buggy transfer

This service provides all potential customer groups with easy transfer from the "Games Mobility Centre" to venue entrances and return by golf cart. Trained volunteers drive the golf buggies.

Continued on next page

Mobility Services (Games Mobility), Continued

Scope of Services (continued)

Recommendations

- OCOG's must ensure a Games Mobility service is provided to serve the main stadium, the common domain and adjacent sporting venues.
- OCOG's must ensure Games Mobility provides the five core services to enable an inclusive Games experience for all mobility impaired spectators.
- OCOG's must carry out research and consultation to determine whether any additional services are required.
- OCOG's must carry out research and consultation to determine whether a mobility service is required at other sporting venues.

Staff

Games Mobility staffing levels must reflect the number of services provided and the size of the geographical area covered but should include Games Mobility Assistants, Games Mobility Team Leaders and Games Mobility Managers

Recommendations

- OCOG's must ensure Games Mobility is provided with sufficient staff numbers and an appropriate reporting and management structure

Equipment

It is vital to ensure that there is a variety of mobility equipment for customers to use. This should include a variety of powered units (scooters and powered wheelchairs) and also self-propelled manual wheelchairs.

Golf buggies, driven by trained Games Mobility staff, are an essential tool for this service. A dedicated fleet of golf buggies enable the speedy transportation of large numbers of mobility impaired spectators and are preferred by many customers who are uncomfortable with the idea of using a wheelchair.

Recommendations

- OCOG's must carry out research to determine appropriate service equipment is procured for the personal hire/loan service.
- OCOG's must also ensure Games Mobility has its own dedicated fleet of golf buggies.

Continued on next page

Mobility Services (Games Mobility), Continued

Staff Training

- Equipment Training – The different types of equipment provided & how to operate; Showing customers how to operate; Health and Safety of equipment use; Physical practice session.
- Escorting Visually Impaired People – How to provide a guide service for visually impaired people.
- Escorting People Using Wheelchairs – How to provide a manual wheelchair escort service.
- Games Mobility Procedures Familiarisation – How the booking system works; Checking in; Service Procedures and process; Communications; Unloading / storage of kit.
- Games Mobility Terminology and Etiquette – Disability Awareness; Appropriate terminology; guidance on accessible facilities etc.
- Generic Training – Introduction to Event Services; Health & Safety; Accreditation; Customer Care; Radios; Golf Carts.

Recommendations

- OCOG's must ensure Games Mobility establishes a comprehensive training package for all staff.
- OCOG's must ensure all Games Mobility training is set within the context of other Games wide training modules.

Exclusions

Games Mobility equipment is not for use for any activity other than those related to a spectator visit to the Games. Therefore the service must operate within a clearly identified secure geographical area.

Games Mobility staff does not physically lift spectators who have a disability into or out of wheelchairs or seats for insurance and health and safety reasons.

Games Mobility is not a personal care service and cannot provide assistance with spectators' personal hygiene, feeding or medication.

Games Mobility is not a substitute for functional areas implementing inclusive operational procedures. Rather, this service complements the operational procedures that Event Services put in place to assist people with a disability.

Continued on next page

Mobility Services (Games Mobility), Continued

Exclusions (continued)

Games Mobility is not a service for medical emergencies.

Recommendations

- OCOG's must be clear about those areas where Games Mobility cannot offer a service and this must be conveyed to all potential service users as well as to all other functional areas.

Location and Parking

The Games Mobility Centre must be located close to the main spectator transport hub to enable smooth easy transition from public transport to Games Mobility services. Integrating Games Mobility into mainstream transport planning ensures a seamless service for spectators and is the hallmark of an inclusive approach.

This will ensure that potential customers don't have to travel far from transport drop to the Games Mobility Centre and that Games Mobility Assistants can be prompt in providing a temporary transfer service through Mag & Bag.

It is important to ensure that Games Mobility has its own dedicated parking close by. Parking can be pre booked along with equipment or assistance and allows for a complete, seamless service to operate enabling mobility impaired spectators to arrive comfortably and without travelling excessive distances.

It is essential for the Games Mobility service to be located within the Common Domain inside the secure zone of the area it serves. This ensures:

1. That the equipment is not used for any activity other than those related to a spectator visit to the Games.
2. Security of expensive equipment during and outside event times
3. Security of management staff when in the office during early and late hours.
4. Proximity to mains electricity, which is needed for re-charging equipment and lighting storage container.
5. A reduction in trips times, as equipment and Games Mobility Assistants providing escorts, do not need to continually pass through Mag & Bag.
6. Proximity to potential Games Mobility customers who have already entered the Common Domain and have realised that they need some assistance.

Continued on next page

Mobility Services (Games Mobility), Continued

Location and Parking (continued)

7. A fixed Games Mobility Centre removes the need to pack and un-pack the office and reception area each day, which would lengthen shift times and put more physical exertion demands on an already physically demanding service.

Recommendations

- OCOG's must ensure that Games Mobility has permanent, readily identifiable location, within the secure perimeter.
- OCOG's must ensure that Games Mobility has its own dedicated parking for its customers.
- OCOG's must ensure that Games Mobility parking is within 50m of its location.

Accreditation

Although based in the Common Domain, Games Mobility services also operate inside venues, taking customers to their seat where necessary. Therefore, it is essential that all Games Mobility workforce are provided with appropriate accreditation (with multi-venue access or infinity).

While the main operation of the Games Mobility service will be in public areas, there will be occasions where back of house access and access into other accredited areas will be needed for the rapid transfer of equipment / staff or to accompany spectators in wheelchairs through areas when access via the official spectator channels is unavailable for any un-scheduled reason.

Recommendations

- OCOG's must provide Games Mobility staff with adequate number of upgrade passes to allow for flexible, fast and efficient service.

Coordination Structures and Timeline for Accessibility

Overview

Introduction

The work of an OCOG towards the organization and hosting of the Olympic and Paralympic Games is not simply a matter of following guidelines or precedents from previous Games; rather, it is long learning curve, with knowledge and awareness gained through time and transferred to the workforce that delivers the Games.

In a similar way, ensuring accessibility is not simply a matter of following guidelines and tick boxes in checklists. For having really accessible and inclusive Games a continuous process of extensive consultation and multiple reviews is needed.

This process needs to take place in one hand within the OCOG throughout the Games planning process, and on the other hand between the OCOG and the related city and public authorities and other agencies.

This process includes:

- Expert review in venue development process as well as during operational planning and implementation by knowledgeable resources (such as establishment of a dedicated resource team within OCOG with potential involvement of external experts)
- Community a user groups' consultation (such as an access committee)
- Independent approval by accessibility experts

Contents

This section contains the following topics:

Topic	See Page
Consultation for Accessible Venues' Construction	
Consultation for Accessible Operations	
Coordination with Public Agencies for Accessibility	

Consultation for Accessible Venues' Construction

Presentation	<p>The accessibility assurance process starts already from the conceptual phase for the Games' infrastructures. The OCOG and the city authorities should seek and acquire adequate resources and expert advice on accessibility and utilize these resources throughout the venue development stages.</p>
Inclusion in the Tender Process	<p>The OCOG and/or the responsible city/public authorities must include those provisions in the tenders for venue constructing or renovating agencies. In order to do this, they should seek for:</p> <ul style="list-style-type: none">• Internationally best practice examples for accessibility in sporting venues• Venue designs from previous Games• Expert advice from knowledgeable sources• Manuals and publications about accessibility (such as the current manual). <p>The specifications identified in these sources should be part of the quality criteria for the assessment of various bids.</p>
Concept and Draft Designs Review	<p>Upon creation of the concept designs for the construction and/or renovation of the various venues, and before construction and renovations starts, the review process should involve accessibility consultants and experts to ensure and enhance accessibility compliance of the various projects.</p> <p>This review process is not to be one-off; contrary, revision from an accessibility compliance stand-point should be a paramount aspect of every revision stage. Any amendments to a venue design should be signed-off from the accessibility compliance perspective, in order to be considered as "approved".</p> <p>Preceding the development of the concept designs, consideration should also be given to developing a kind of "model venue on accessibility" that highlights the venue accessibility component that are common across all venues</p>
Project Implementation Monitoring	<p>During venue construction, and in accordance to the operational planning process that is ongoing in an OCOG, the implementation of the approved designs in construction should be closely monitored frequently. In many cases, implementation of accessibility provisions has not been followed as in the plans, especially in contexts with poor legislation about accessibility.</p> <p>For this reason, OCOG should hire or acquire the services of experienced experts or activate an Accessibility Working Group (see next paragraph), with the task that, among other duties, perform on-site visits at the venues under construction or renovation.</p>

Continued on next page

Consultation for Accessible Venues' Construction, Continued

User-groups Walk-through and Testing

It is important that testing for adequacy of accessibility provisions, able to accommodate users of any kind and level of physical, sensory and intellectual condition is conducted via walkthroughs by real users, representatives of different categories of people with a disability.

This testing should be conducted in a way that simulates the flow of the various constituent groups acting in a venue.

Final approval for accessibility

Following the testing and after implementation of any corrective actions deemed necessary, final sign-off of venue's suitability in terms of accessibility and inclusiveness should be done from independent accessibility experts.

Consultation for Accessible Operations

Presentation

The operational planning process is a lasting process, as it starts three years before the Games, which transforms the OCOG from the function-based structure to a venue-based one, ensuring organization's readiness for effective delivery of the Games.

Paralympic Planning Vs. Accessibility Planning

Paralympic operational planning is not only accessibility planning. Planning to accommodate the needs of persons with disabilities is an Olympic issue as much as a Paralympic issue. Thus, accessibility planning must be addressed in all phases of operational planning. However, accessibility needs for the Paralympic Games are significantly higher than for the Olympic Games. So, effective planning for accessibility should predominantly be based on the needs of the Paralympic Games' constituents, as it there where the peak demand exists.

Accessibility Working Group

Throughout this process a dedicated resource team within OCOG with potential involvement of external experts, called for the purpose of this Manual as "Accessibility Working Group" (AWG), should be established and involved in the operational planning process, ensuring accessibility provisions are observed in emerging plans. The AWG should be led by accessibility expert(s) and involve representatives of Overlays/Site Management, Venue Operations, Event/Spectator Services, Sports and Paralympic functions.

Role during Operational Planning

The AWG's task is to ensure operational accessibility of Olympic and Paralympic Venues. It's role may include to:

- Evaluate emerging designs and plans of venues regarding access of "customer groups" with disabilities
- Develop and suggest specific guidelines, solutions and considerations to the Venue Planning Teams

Promote the implementation of all necessary changes and overlays identified in the operational planning process for both Olympic and Paralympic Games.

Paralympic Operations Working Group

For Paralympic Games operational planning, a Resource Group should be formed, called for the purpose of this Manual as "Paralympic Operations Working Group (POWG)". It should involve knowledgeable resources on Paralympic operations and accessibility and representatives of Venue Operations, Overlays/Site Management, Protocol Services, Sports, Press Operations, and Event/Spectator Services.

Continued on next page

Consultation for Accessible Operations, Continued

Integration within operational planning process

The expert resources for Accessibility and Paralympic Operations may lead the AWG and POWG respectively, and be members in both groups. The same applies for FA representatives of function that participate in the two groups.

The AWG and the POWG (or the respective hired or contracted experts, in case those groups are not formed) should have a distinct role during the various operational planning cycles, such as: model venue exercise, resources' planning, detailed venue planning, contingency planning, transition planning, operational readiness exercises etc.

Coordination with Public Agencies for Accessibility

Presentation

Accessibility and inclusiveness at the Olympic and Paralympic Games are not only about venues; a complete network of interrelated services and infrastructures in the host city need to fulfill the criteria and standards set in this manual. This way, all participants of any function (including spectators, visitors and host city residents) can freely participate in and enjoy the events, the festive atmosphere, the friendliness and hospitality of the host city.

Therefore, ensuring accessibility is not a task solely for the OCOG. Extensive cooperation is needed with the entire related city and public authorities and the OCOG, in order activities and tasks to have consistency and continuity and sustainability.

Structure of coordination

Planning and implementation of accessibility works and policies requires a structure of responsible bodies, with clear tasks and decision making authority. For each host city, as different public administration structures apply, the composition of these bodies will vary. However, regardless of the exact situation in a host city, there are three kinds of bodies that are needed:

Control Group for accessibility compliance

This group is responsible for key decisions and sign-off of deliverables. It consists of senior officers from the government, host city and the OCOG and performs this role for all critical aspects of the Games.

Working Group for accessibility compliance

This group consists of the people in charge to plan, coordinate and monitor the implementation of accessibility works. It may include accessibility experts and consultants of the OCOG, the appropriate city authority and the governmental agencies responsible for accessibility in the urban domain.

Reference Group for accessibility compliance

This group will provide consumer/user advice and feedback. It should consist of users of any disability group and meet at key points within the implementation of the plans, in order to review progress and advice accordingly.

Accessibility Committee

An accessibility advisory group may be created, in order to engage all agencies and authorities and OCOG's key functions to the scope and needs of accessibility compliance of the host city.

Continued on next page

Coordination with Public Agencies for Accessibility, Continued

Accessibility Committee (continued)

Members of this committee should be the appropriate executives of the stakeholders who are able and authorized to exemplify the plans of the Working Group (see above) to specific activities for each single agency.

Such committee may involve representatives of:

- OCOG Departments and functions: Paralympic, Overlays, Sports, Transport, Villages
- City Authorities: Welfare, City Transport, Local Councils,
- Government agencies: Transport, Public Works, Health, Welfare, Security, Sport, Culture, Development, etc.
- Unions representing people with a disability
- The National Paralympic Committee

The role of the Accessibility Committee should be:

- To identify and recode all sectors where intervention is required, in order to ensure a chain of accessible infrastructures and services.
- Evaluate progress of interventions and suggest priority areas, linked with staging of the Olympic and Paralympic Games.
- Allocate tasks and actions to the various agencies and suggest interactions, so that activities are well defined.

Chapter 4: Technical Specifications

Overview

Introduction

In this chapter the internationally accepted design standards are listed in detail for the most important or most used facilities, amenities and services. References to the standards listed in this chapter exist throughout the manual.

The presentation is classified according to the various main elements of the built environment. When applicable, there is reference to variations applying for the specific topic in different settings (such as outdoor, indoor etc.).

Contents

This chapter contains the following topics:

Topic	See Page
Access and Circulation	
Amenities	
Hotel & other Accommodations	
Transportation Means	
Publications and Communications	

Access and Circulation

Overview

Principles

All users, whether they are people with disabilities or not, rely on pedestrian routes for safe, practical linkage to the venues and transport hubs. If barriers to people with disabilities are not minimized here, then improvements made in the other areas lose their significance.

Contents

This section contains the following topics:

Topic	See Page
Pathways and Circulation Areas	
Ramps	
Stairways	
Surfaces, Paving and Finishes	
Furniture and other Services	
Entrances and Exits	
Doors and Doorways	
Lifts and Elevators	
Emergency Provisions	

Pathways and Circulation Areas

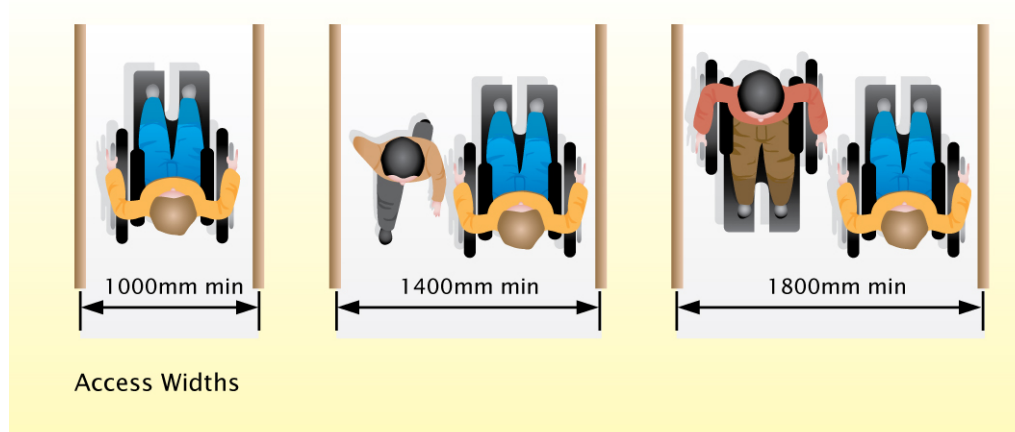
Pedestrian Routes Standards

Pathways

It is essential to maintain a clear route of travel through a facility which provides a suitable clear width, for persons using wheelchairs or scooters, those in strollers or those traveling in pairs.

Therefore, a pedestrian pathway surface must have a minimum of **1000mm width**.

In high traffic areas, areas which include turns or are longer than 30m, consideration is needed for maneuverability and for enough space for crossing. In this case, the minimum width is increased to **1800mm**. In a sporting venue all areas potentially used by spectators should abide to this standard.



WE HAVE A PATHWAY WITH AN ABLE BODIED PERSON AND A WHEELCHAIR HIGHLIGHTED AS 1500MM THROUGHOUT THE MANUAL. We should change the above

In any case of an accessible route which is less than 1800mm there needs to be an area of at least 1800mm width and 1800mm length,

The gradients are to be at a maximum of **1:20 (5%)**.

In exceptional conditions that this is not possible, they should **never exceed a 1:12 (8.33%)** grade. Where grades exceed 9 meters in length, level landings / rest areas are required.

For gradients **between 1:12 - 1:16 (6.25-8.33%)** a handrail is needed, regardless of the length of the surface.

When a U-turn around an obstacle is required, the min. width in this point shall be **1200mm**.

At least one accessible route complying with the above shall be provided within the boundary of the site from accessible transport load zones to the main entrance to the accessible facility they serve. The accessible route shall, to the maximum extent feasible, coincide with the route for the general population.

There must be at least one accessible route connecting buildings, facilities and spaces that belong to the same site. Best practice is to have all routes accessible.

Pathways and Circulation Areas, Continued

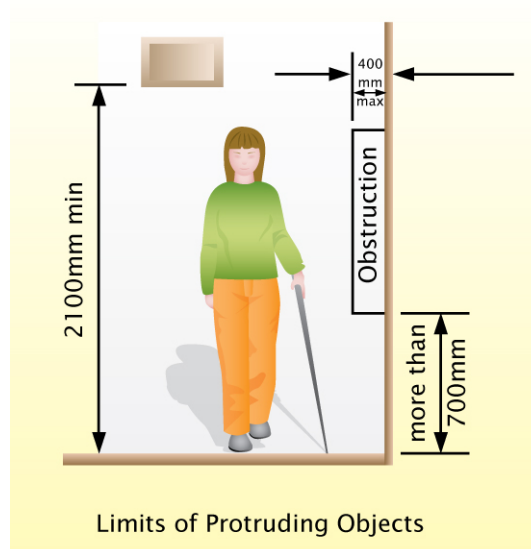
Pedestrian Routes Standards (continued)

Elimination of Tripping Hazards

Pathways and circulation areas free from tripping hazards, such as protruding objects, are important to all facility users. Objects that cannot be detected by a cane can be hazardous for people with a visual as well as to any other individual whose attention is distracted.

Objects protruding into accessible routes with their leading edges between **700 mm and 2100 mm** from the floor shall not extend beyond **400 mm** into pedestrian pathways, including corridors, passageways or aisles.

Clear headroom space of **2100mm** is required across the entire width and length of the pathway for the safety of people with vision difficulties.



Landscaping materials must provide a flush transition to the pathway along its entire length. Bollards, drinking fountains, and/or other fixed items located on the pathway surface must be in a contrasting colour and be cane detectable.

Light poles, signs, newspaper boxes, garbage containers, etc. must be kept off the path or at least, clearly marked with high contrast colour. Portable signage such as sandwich boards are not permitted on pathways

Continued on next page

Pathways and Circulation Areas, Continued

Pedestrian Routes Standards (continued)

Regular Rest Areas

Rest stops are extremely important for people using canes or crutches. Seating with a back rest and side arms set off the main pathway and marked with a change in surface materials needs to be provided at **30-metre intervals** along all exterior routes. Minimum kick space equal to 1/3 of the seat depth is also required in all bench seating.

Open, Well Lit Pathways

Where possible, fixtures mounted below eye level are to be used in addition to standard lighting approaches to provide better definition of ground surfaces. Steps and stairs need to be lit by low fixtures to highlight the stair tread and riser surface.

Consistent Exterior Stair Treatments

From the perspective of people with a disability, exterior stairs need to be treated the same as interior installations. High contrast, none slip nosing; tactile warning strips; and conforming handrails are required on all exterior stair designs.

Pedestrian and Intersection Crossings

Crossings must be marked on both sides on the roadway and be a minimum of **1500mm wide**.

A maximum cross slope of **2%**, which is slip resistant applies

The maximum cross slope permitted is **1:50 (2%)**. The maximum allowed is **1:12.50 (8%)**, however best practice is **1:20 (5%)**.

Kerb ramps must be installed on both sides of crossings to create an accessible path of travel. Kerb ramps are to provide a flush transition between ramp surface and sidewalk/roadway

Controlled crossings must include visual and audible crossing indicators separate from vehicle signalling.

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Pathways and Circulation Areas, Continued

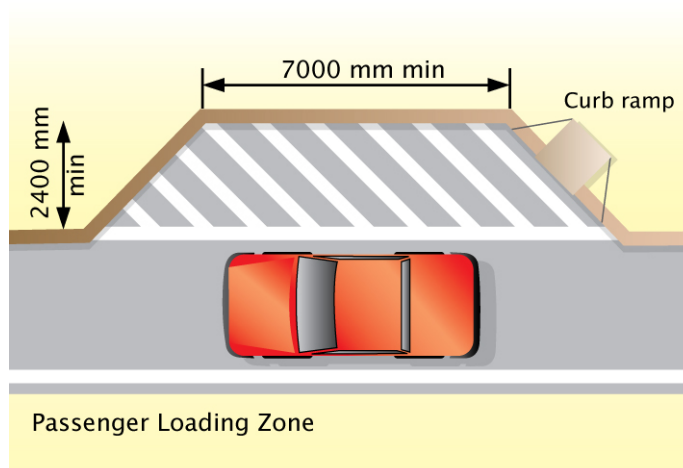
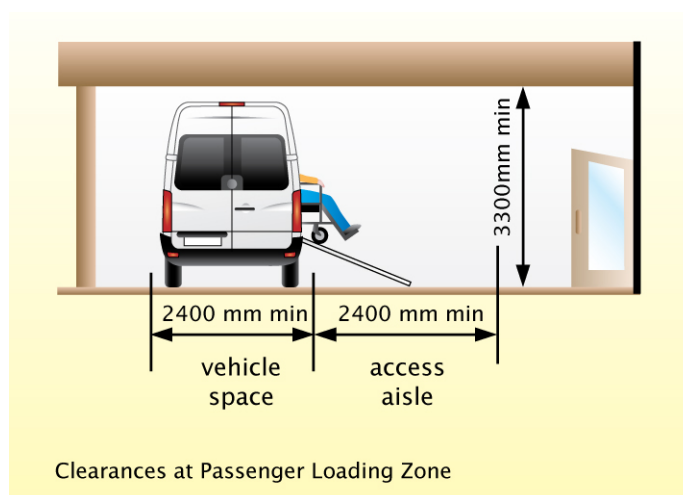
Transport Load Zones

Transport load zones must be wide enough to accommodate wheelchair users transferring out of the car into their wheelchairs without placing the wheelchair on the sidewalk. Transfers into a wheelchair raised up on the sidewalk are extremely difficult and hazardous for many people with mobility impairments. Transport load zones also need to accommodate rear lift-equipped vans as well as side mounted lifts.

Therefore they need to provide an aisle of at least **2400 mm** wide and **7000 mm** long, adjacent and parallel to the vehicle pull-up space.

The minimum light level required for safe vehicle transfers by people with mobility impairments is **60 lx**.

Transport load zones must be equipped with at least one Kerb ramp.



Ramps

Definition For a path with a slope steeper than **1:25** to be considered part of an accessible route a ramp is required.

For the purposes of this manual, a ramp is an inclined plane installed in addition to or instead of stairs to allow easy access in a building or raised area.

Ramps permit wheelchair users, as well as people pushing strollers, carts, or other wheeled objects, to move. Ramps come as permanent, semi-permanent and portable devices. An inclined plane less than 600mm in total length – for example in a dropped Kerb application – is not considered a ramp. Standards for short inclined plane connection may be relaxed after review by a qualified access consultant.

Background information Contrary to the common perception that a ramp is the most profound solution for wheelchair accessibility, a ramp is on fact the last choice to address a vertical height difference, which already exists or is unavoidable because of landscape characteristics or even poor design. When needed, a ramp is the way to provide access to space and/or facility for people using a wheelchair, pushing strollers, moving heavy items etc.

Design Requirements The slope of a ramp shall be between **1:20 and 1:24.9 (4-5%)**.
Following standards for accessible pathways specified before in this chapter, the maximum cross slope of ramp surfaces shall be **1:50 (2%)** and the minimum width of a ramp between handrails shall be **1000 mm**.

Landings If a ramp is longer than 9000mm, a landing is required. The maximum horizontal length between landings shall not exceed **9000mm**.
The landing of a straight ramp shall be at least **1200mm** long. For areas of excessive use landing shall be at least **1500mm** long
Ramps shall have level landings at their top and bottom, of a min. size **1500mm X 1500mm**. For areas of excessive use landing at the top and bottom shall be at least **2100X2100mm long**. A landing shall exist to any point a ramp changes direction.
In case of multiple ramps leading to a landing, this must at least as wide as the widest ramp run leading to it.

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Ramps, Continued

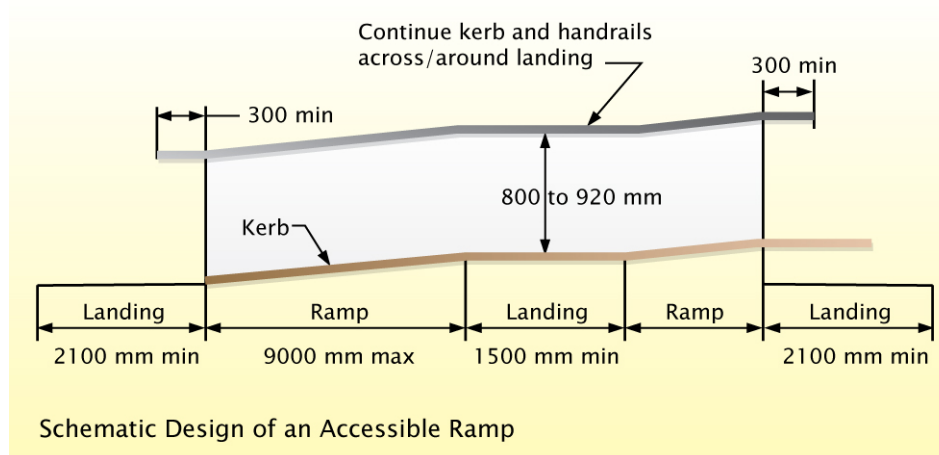
Handrails

Handrails are required for ramps covering a vertical height of more than **150mm**. In such case these handrails must:

- Be at both sides
- Be continuous on the inside of switchback or dogleg ramps, or when not continuous extend horizontally at least **300 mm** beyond the top & bottom of the ramp and return to the wall, floor or post.
- Handrails should be mounted with their tops **800 -- 920mm** from ramp surface.
- Have a distance between them of **950 mm to 1000 mm**

Handrails should have a circular gripping surface of **35 – 50mm** in diameter, have a continuous gripping surface (not interrupted by construction elements) and have a clear space of **35 – 45mm** from smooth wall surfaces or **60mm** from rough wall surfaces. All handrails should be designed so that they do not form a hazard.

Example: Schematic Design of an Accessible Ramp (excessive use - not in scale)



Other requirements

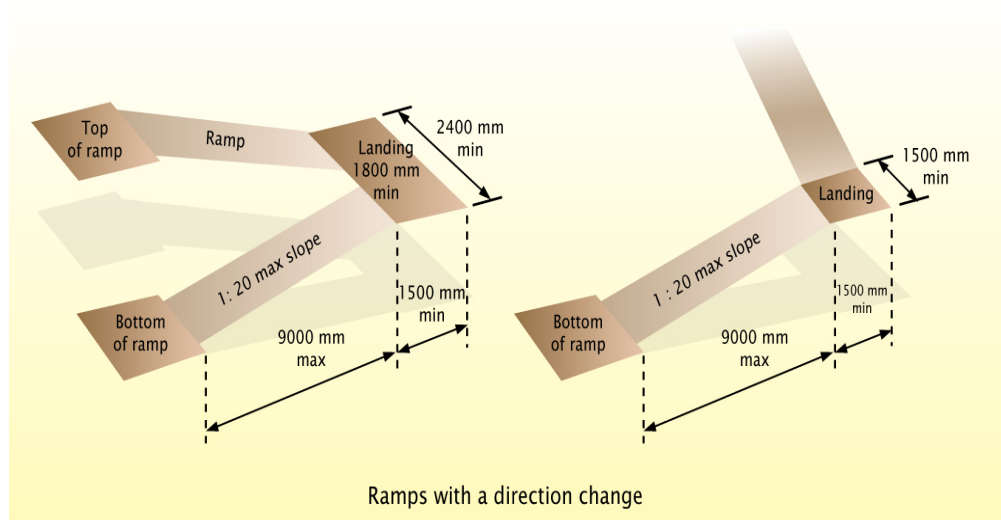
- In principle, a ramp should be the first type of entrance method considered, as it provides for universal access and emergency exit. In any case, where steps or stairs are provided, a ramp or lift shall also be provided as an accessible alternative.
- Ramp floor surfaces must be slip resistance and should have a detectable warning surface that is colour and texture contrasted to adjacent surfaces.
- Ramps greater than 60 metres in length should be replaced with a lift arrangement if possible. That means that for a vertical height difference of more than 3m, solutions other than ramps are preferred.
- The length of the landing may be reduced to 1000mm for private use (e.g. in a house) while length more than 2000mm may be required in areas with increased public circulation.

Continued on next page

Ramps, Continued

Exceptions

- In temporary facilities or overlay equipment, a max. slope of **1:12** is acceptable, given that the vertical rise between landings is not more than **500mm** and the length of the ramp between landings is no more than **6000mm**.
- Handrails are not required for a ramp serving as an aisle for fixed seating



Kerb ramps

Definition

A Kerb ramp is a means for transferring safely and efficiently from a roadway. The design of a Kerb ramp must provide for a smooth and with-no-gaps transition between the road surface and Kerb ramp.

Design requirements

The maximum slope of a Kerb ramp depends on the vertical height this covers. This is presented in the following table:

Maximum vertical rise between landings	Slope
150 mm	1:10.1 to 1:12
75 mm	1:8 to 1:10

The horizontal length of a Kerb ramp shall not exceed **2000 mm**

The max. slope of the routes immediately adjacent to the Kerb ramp shall be **1:20 (5%)**. The minimum width of a Kerb ramp shall be **1000mm**

The surfaces of a Kerb ramp must be slip-resistant and have a detectable warning surface that is color and texture contrasted with the adjacent area;

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Ramps, Continued

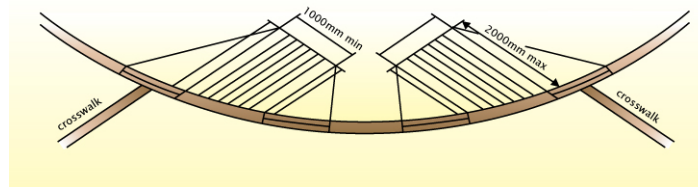
Kerb ramps (continued)

Kerb ramps shall have flare sides, as these eliminate the hazard of pedestrians stepping off an edge.

The smooth transition and minimal slope of a Kerb ramp could go unnoticed by someone with a visual impairment; therefore, textured surfaces are needed.

The maximum slope of flared sides shall be **1:10**.

Kerb ramps at pedestrian cross walks shall be wholly contained within the area designated for pedestrian use.



Stairways

Introduction

While stairs and stairways are not considered parts of an accessible route, proper design will enable people of small stature, elderly people, children and others to use them in a safe and efficient way, thus contributing to an inclusive facility.

Design Elements

Treads and Risers

Stairs need to provide uniform riser heights and tread depths. Riser heights should be no more than **180mm** and not less than **125 mm** high. Treads should run no less than **280 mm** and not more than **350mm** deep, measured from riser to riser. Closed risers are essential; open risers are not permitted.

Nosings

Nosings may not project more than **38mm**. They must be high contrast to the tread and of a non slip material. They need to be illuminated to a minimum level light level of **100 lux** and have no abrupt undersides.

When projecting, nosings must be sloped to the riser less at less than **60 degrees** angle to the horizontal.

Detectable Warnings

Detectable warnings must be provided at the top of each set of stairs; they should extend to the full width of the stairs for a depth of **600mm** and commence at one (1) tread depth back from the top stair.

The warnings must be of a contrasting colour to the surrounding floor surfaces and Be detectable by a cane.

Handrails

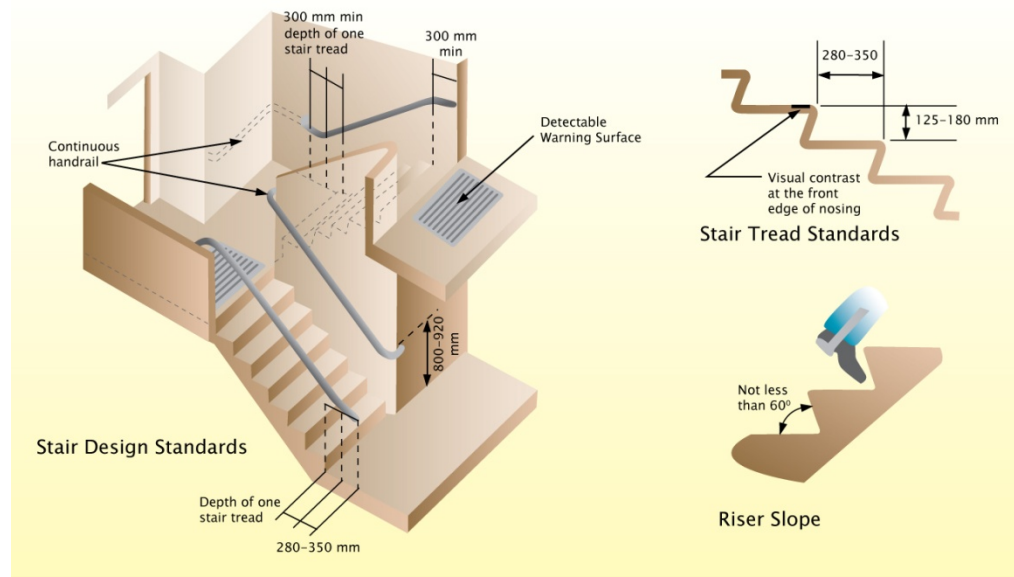
Handrails must be installed on both sides of the stairway. They need to:

- Provide a graspable surface **40 to 50mm** in diameter
- Have contrasting colour to their adjoining structure.
- Have a continuous gripping surface without interruptions for posts or other construction elements.
- Have a clear space between the handrail and the wall of **45-60mm**.
- Be mounted between **820 – 920mm** above the stair nosing
- Have a continuous inside handrail or if not continuous extend at the top of the stairs parallel with the floor surface to a distance of **300mm** or if at the bottom of the stairs continue at slope for a distance equal to one tread and then extend parallel to the floor surface not less than **300mm**.and return to wall floor or post.
- Have a tactile message strip on Exit levels of each handrail.

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Stairways, Continued

Design Elements (continued)



Surfaces, Paving and Finishes

Introduction

Like pathways themselves, surfaces and finishes must accommodate people with mobility or sensory impairments. This requires designers to extend the considerations given as regards to the creation of accessible pathways to the detail surface, paving and finishing treatments of the pathways.

Pathway surfaces need to eliminate tripping hazards and obstacles; provide safe, intuitive wayfinding and offer reliable directional indicators that accommodate all users.

Characteristics of accessible surfaces, paving and finishes

Tree planters and/or grates in the path of travel, including sewer/drainage covers etc. must be a high contrast colour to the surrounding surfaces. Openings are to be a maximum of **20mm** in width and must be aligned in vertical way to the path of travel.

Solid, continuous surfaces such as compressed aggregate, asphalt paving or concrete are the most appropriate surface composition that avoid maintenance

Effective drainage utilizing a 2% cross-slope is needed to prevent pooling water/mud.

Where an accessible surface has adjacent landscaping or other drop-off, either a flush transition needs to be created by adding landscaping material to the level of the accessible surface or a Kerb edge is required to prevent wheelchairs or walking aids from slipping off the pathway.

Tactile surface walking indicators are important wayfinding tools for people with vision impairments. Two of the most important elements are:

- All hazards on an accessible surface must be indicated using the accepted tactile symbol indicating immediate hazards – a strip of raised, truncated domes placed across the entire length of the hazard and a minimum of **300mm** in width.
- At major decision points along a pedestrian route to help direct people with vision impairments safely toward their destination, tactile direction indicators should be used. These are strips raised a minimum of **3mm** and **200 – 300mm** in length placed along the intended direction of travel to direct the user along a route.

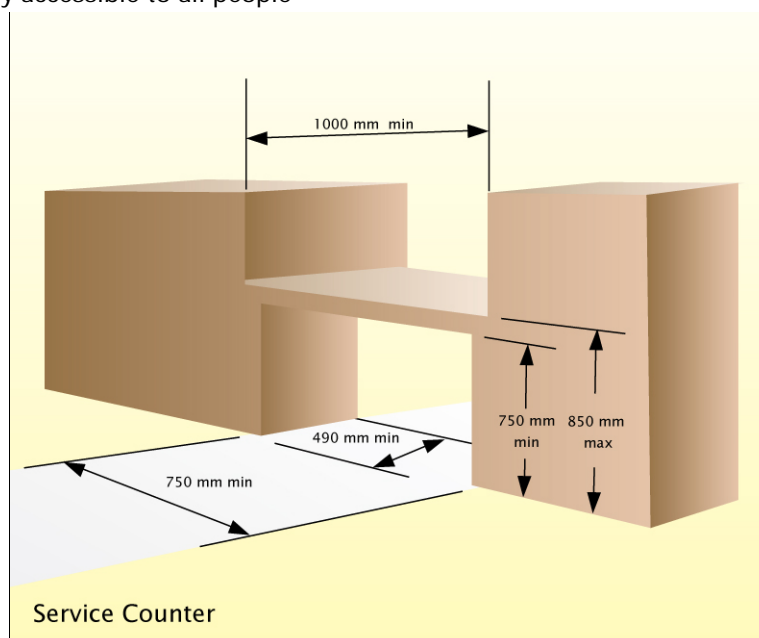
Furniture, Counters and Service Areas

Reception and Service Areas

Reception and Information Desks

Reception desks, registration counters, and other common counters must provide a maximum counter height of **850mm**, knee clearance of **750mm(h) x 750mm(w) x 490mm(d)** in the main service area. Segregated cut-outs/service areas for wheelchair users are not permitted. A high service area for standing users may also be provided however; the main service area must be accessible.

Where possible reception and service counters should be one height that is universally accessible to all people



Waiting and Queuing Areas

Queuing areas for any purpose should allow all people to move safely and conveniently. Barriers at queuing areas need to allow a clear width of **1200mm** for each line. The slope of the waiting area should not exceed **1:25 (4%)**.

Provision of handrails in queuing lines is useful for individuals with a visual impairment. When the distance is anticipated to be longer than **30m** or the waiting time is expected to exceed a certain limit provision of benches is important for individuals who may have difficulty with standing for extended periods.

There should be prominent colour contrast between ropes, bars or barriers to define the queuing areas and the surrounding environment.

Continued on next page

Furniture, Counters and Service Areas, Continued

Food and Beverage Outlets

Retail, F&B & Service Counters

These areas must provide:

- An integrated counter design that incorporates a lowered counter surface as the main service area that is **850mm** from finished floor to accommodate all users and has a minimum **600mm** clear space at point of sale area as a pass-through area to serve wheelchair users and people with reduced reach/arm strength.
- Knee space under cash/service counters that permits wheelchair users to face the clerk and complete transactions (minimum **750mm wide x 490mm deep** with clearance under counter of **750mm** from the finished floor).

Minimum aisle widths of **1000mm** and aisles kept clear of displays and clutter.

Cafeteria Style Services

Requirements include:

- A tray rail that is a maximum of **850mm** from the floor, is at least **250mm** deep, provides **750mm** clearance under the tray rail and is continuous from tray pick up to cashier.
- Cooler and/or shelf doors must slide, rather than swing open.
- Cash areas must provide a maximum counter height of **850mm**, knee clearance of **750mm (h) x 750mm (w) x 490mm (d)** at each checkout.
- A clear space of at least **600mm** at the cashier/POS is required to provide a pass-through area to serve wheelchair users and people with reduced reach/arm strength.

Condiment Counters

Requirements include:

- A surface height of **850mm** and a maximum reach requirement of **600mm** from the front edge.
- A minimum clear space of **300mm (w) x 200mm (d)** to provide a work surface for food preparation. Such clear space can be created with the addition of a shelf providing an **850mm** surface height with **750mm** of underside clearance. The addition of a shelf must not interfere with the maximum **600mm** reach requirement.

Continued on next page

Furniture, Counters and Service Areas, Continued

Restaurants/ Lounges/Food Court Seating

Introduction

Specific recommendations will depend on the exact nature of the restaurant and its decor however, what follows are basic guidelines for restaurant design as it relates to accessibility requirements.

Design Requirements

Fixed seating such as booths are generally difficult for people with mobility impairments and older adults, as well as being inaccessible for wheelchair users. If booths are used, alternative seating at accessible, conventional tables must also be available.

Aisles need to provide at least **1000mm** of clear width (best practice is **1200mm**), with a **1500mm** space to turn a wheelchair around at key points in the facility.

Accessible seating needs to be dispersed throughout the restaurant. Chairs need to be light and easy to re-position.

Corner legs on tables are preferred, however if round tables with centre posts are used for dining, the minimum required distance from the table edge to the outer edge of the pedestal base is **490mm**.

Where bar seating is provided, each bar needs to have a lowered section suitable for a minimum of 2 wheelchair users and/or people unable to use high stools. This requires an **850mm** surface with **750mm** of knee clearance along a minimum width of **1600mm**.

Small tables used in lounge applications require a minimum diameter of 610mm. Knee clearance minimums is not applicable.

A mixture of chairs with arms and chairs without arms should be available in each setting - minimum 1 chair with arms per 5 chairs without arms (20%) to assist people with mobility impairments.

Bench seating should provide good back support and have a minimum kick space underneath is at least one third of the seat depth.

All seating must provide kickspace of at least one third of the seat depth. Supports or cross bracing of chairs must not interfere with the kickspace.

Entrances and Exits

Introduction

Highlighted below are the key elements of accessibility related to entrances and exits that need to be considered to ensure they everybody can safely and appropriately enter and exit a site, building or venue.

Entrance Design

All entrances should allow independent and safe entry points. This will require the following

- Access to shade / shelter and water
- A clear pathway without threshold steps at the doorway, of min. **1200mm** width
- Clear signage indicating the accessible route
- Entry mats that are recessed to limit tripping by people yet still allow minimal water or dirty transfer internally
- Easy to operate doors with appropriate door closers (up to **19.5 Nm**)
- Automated door closers that use a sensor to open/close the door
- Provision of an automated swing or sliding door where there is a revolving door

Entrance Operations

During an event, such as the Olympics or Paralympic Games, the structural elements of the venue entrances are:

- Waiting area prior to gates being open
- Line up or corralling where tickets or accreditation are checked
- A ticket scanning area
- A security area of tent where bags and bodies are security cleared
- An informal waiting area within the venue perimeter where people re-meet after being cleared into the venue

In each of these areas it is essential that appropriate accessible widths, designs and spaces are provided.

Considerations for Accessible Entrances

Spectators Entrances

During the Games, entering a venue and being seated for the start of a session may take upwards of 2 – 3 hours depending on the event. For people with accessibility needs this may require lining up in the same line as everyone else or in a dedicated accessible line.

Elements to be considered include:

Continued on next page

Entrances and Exits, Continued

Considerations for Accessible Entrances (continued)

- Accessible transport drops should be placed as close as possible to venue entrances
- Pathways to the entrances should have shade and shelter provided within close proximity of the accessible entrance and rest seating at **30m** intervals.
- All pathways to the venue entrance shall be suitable for any kind of weather conditions. They shall have a color contrasting composition and be a minimum of **1500mm** width
- Line up arrangements shall ensure that at least one line up allows a minimum of **1200mm** in width
- Signage including the international logo for access should clearly identify the accessible entrance among others and accessible line up
- Exit routes must allow for emergency evacuation and ensure efficient movement to evacuation points for all users

Doors and Doorways

Introduction

Suitably designed doors constitute an essential part of an accessible route, allowing people using a wheelchair, pushing items like strollers or carrying stuff easy access to an area.

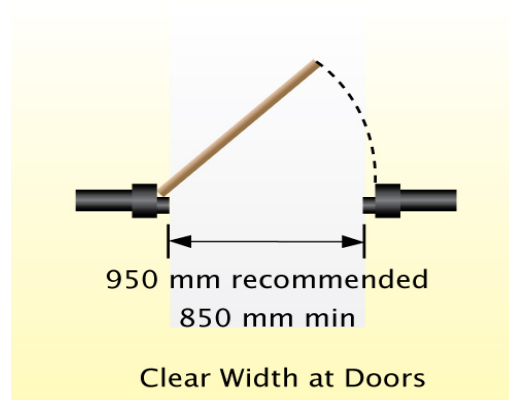
Sometimes elements such as a raised threshold at the base of the door, an excessively heavy door or wrong opening swing prevent access through a door with suitable width or present significant challenges as both an obstacle and a personal hazard.

Design Requirements

Clear Width

The minimum clear opening of doorways shall be at min. **850mm** while best practice is considered to be **950 mm** measured when the door open 90 degrees. In existing facilities, where it is technically infeasible to provide this clearance, the minimum clear opening of doorways may be **810mm**. Below this figure a door is not considered part of an accessible route neither provides access to an area.

If doorways have two independently operated door leaves, at least one active leaf shall comply with the minimum clear opening width requirements specified above.



Other requirements

Main entrances need to be equipped with power operated doors. Power operated doors require:

- The swing path of the power door marked on the ground
- Hands-free operators
- A force of no more than **66 N** to stop door movement
- If on a fire exit route remain operable in emergency conditions
- Take at least 3 seconds to go to a fully open position

Continued on next page

Doors and Doorways, Continued

Design Requirements (continued)

Non-power doors require:

- U-shaped levered handles or D handles providing a minimum inside dimension of **150mm**. These shall be operable by one hand and not require fine control capabilities, while they should be mounted between 900 mm and 1100 mm from the floor surface.
- Operating hardware on sliding doors shall be exposed and usable from both sides when sliding doors are fully open
- Low resistance delayed action automatic door closers (less than 33N) which shall provide for at least 3 seconds to go to a fully open or closed position
- A 600mm clear space on the pull side of the door on the latch side.

Signage/notices should never be posted on doors such that readers would be placed in the swing path of the doors.

Emergency/Fire exits must be accessible to people with mobility impairments. This requires level exits and accessible connecting pathways.

Construction techniques that eliminate thresholds should be applied. Where thresholds are installed this must be adequately justified and be somehow unavoidable. In those cases the maximum threshold height permitted is **13mm** in height.

In case of hinged or pivoted doors in series the minimum space between them shall be 1400 mm in addition to the width of any of the doors; swinging into the space.

Manoeuvring Space at Doors

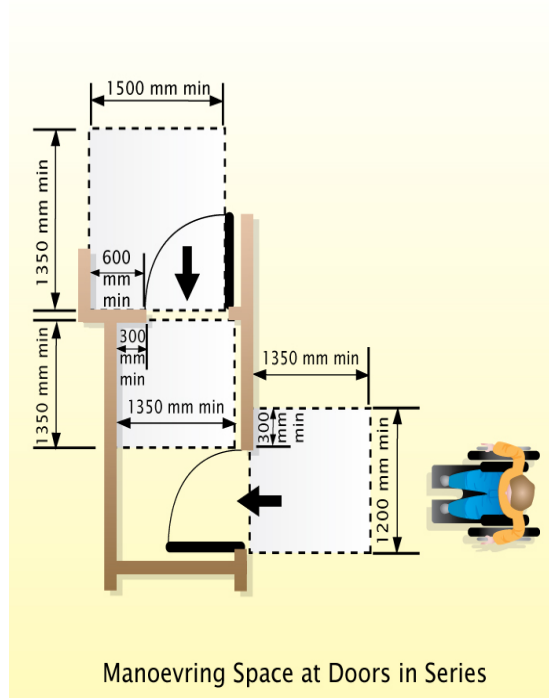
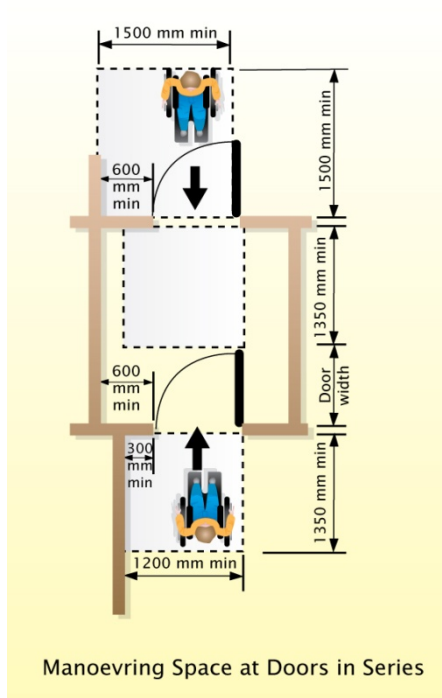
Doorways require maneuvering space to accommodate people with mobility impairments on both sides of the door and a clear space beside the latch. This space is presented in the table below:

Continued on next page

Doors and Doorways, Continued

Design Requirements (continued)

Context	Depth (mm)	Width (mm)	Clear Space Beside Latch (mm)
Side-hinged door			
Front Approach			
Pull Side	1500	1500	600
Push Side	1200	1200	300
Latch side approach			
Pull side	1200	1500	600
Push side	1050	1500	600
Hinge side approach			
Pull Side	1500	1500	600
Push Side	1050	1350	450
Sliding Doors			
Front approach	1200	900	50
Side approach	1050	1350	540



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Doors and Doorways, Continued

Design Requirements (continued)

Considerations for different types of doors

Sliding doors are easier for some individuals to operate and can also require less wheelchair manoeuvring space.

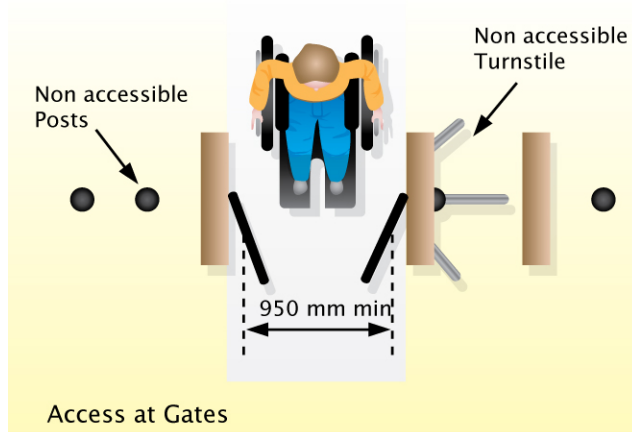
In general revolving doors are not suitable for persons with mobility impairments, children, people with a visual disability etc. When a revolving door is provided an adjacent opening of an appropriate width is essential.

Glazed doors need to include colour-contrast strips or other indicators to become detectable from people with visual impairments.

Gates and Turnstiles

When Gates or other openings exist leading to public areas beyond them, they need to comply with the accessibility provisions presented in section ___ of this chapter about Pedestrian Routes Standards.

Where turnstiles or other ticketing control devices are provided (which are typically not wheelchair accessible) then a gate or opening which is accessible shall also be provided in immediate proximity.



Elevators and Escalators

Elevators

Introduction

Elevators are essential to cover vertical differences in a building or a facility, when not mechanical means are not sufficient or appropriate. Elevators that fulfil accessibility standards shall be identified with appropriate signage. An accessible elevator shall be automatic.

Doors

The doors shall be power operated and horizontally sliding. They shall be provided with a door re-opening device that will function to stop and reopen in case the door is obstructed while closing.

A min. 4 seconds is needed for doors to remain open at any call, except of when users use the door open-close buttons in the car.

The car shall be provided with a two-story automatic maintaining levelling device to maintain the floor level to $\pm 13 \text{ mm}$.

The clear width for elevator doors shall be at least **950 mm**

Car

The clear size of the car shall not be less than **1700mm x 1500mm**. In facilities with high public use such as sporting venues or entertainment facilities, the size of the car shall not be less than **2100mm x 1500 mm**.

Lighting levels inside the car must be maintained at ambient hallway light levels of even, flicker-free light and shall be not less than **100 lux**.

Handrails that provide a round graspable surface **40 to 54mm** in diameter on all walls and at **1000mm** above floor surface are required.

Floors inside elevators need to be easily recognizable (not a solid dark surface) for the benefit of people with visual impairments.

In elevators serving only two floors, flow through design using two doors (one front – one back) is recommended, as this eliminates the need for users to turn around to exit. This is particularly helpful during crowded conditions for wheelchair users, people who have vision impairments and people using walking aids.

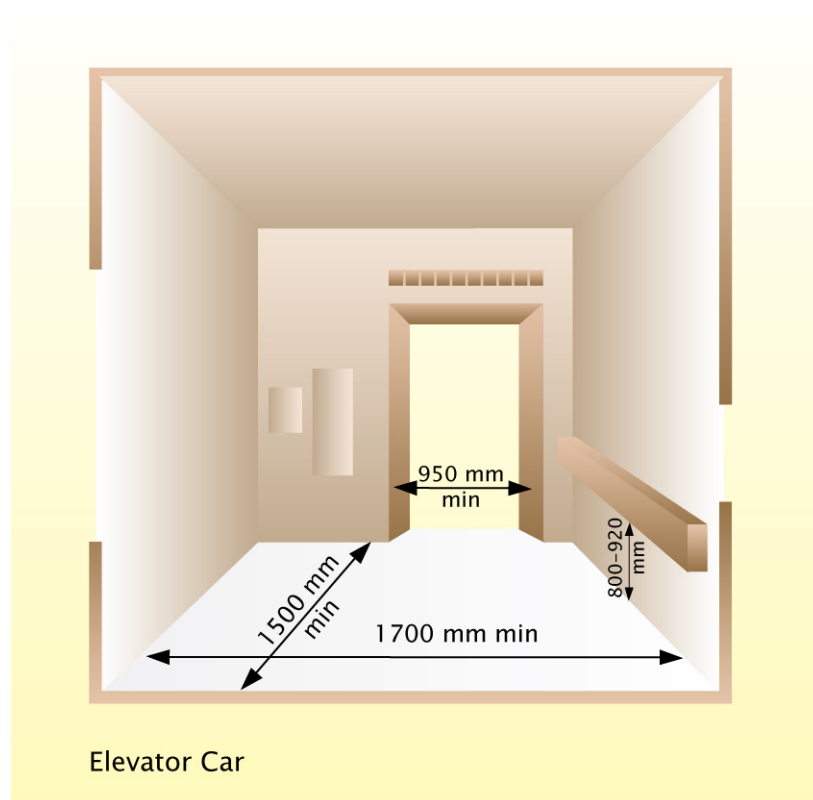
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Elevators and Escalators, Continued

Elevators (continued)

Where flow through designs are not appropriate, a mirror is required on the back wall of elevators to assist people with mobility impairments exit the car in crowded conditions. The bottom edge of this mirror must be no higher than **1000mm** from the finished floor and extend across the width of the elevator.

Floors need to have a slip-resistant surface. Handrails shall be installed at a height of **800 to 950 mm**.



An indicator showing the position of the car as it moves or stops in different floors shall be provided.

Controls

Controls are to be located on the side wall, approx. **250mm** from the front return panel. This makes it possible for wheelchair users to access the controls without leaning forward or twisting around backwards and risking a fall. Where two control panels are installed, one on the side wall, the other one the front return panel on the opposite side is most appropriate.

Car controls shall be readily accessible from a wheelchair upon entering an elevator.

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Elevators and Escalators, Continued

Elevators

(continued)

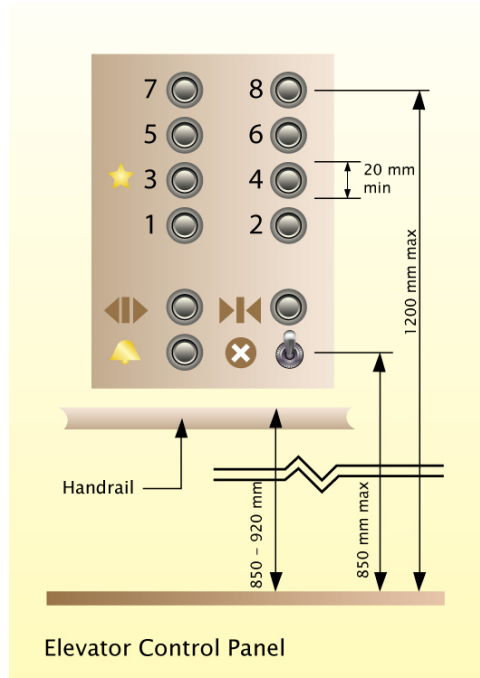
In the control panel the emergency/alarm and door operating buttons shall be located at the bottom of the control panel, at no less than **850mm** from the floor. The highest floor button shall be no higher than **1200mm** from the floor.

Floor buttons in elevator cabs shall have at least **20mm** diameter and be raised or tactile. They shall be provided with visual and momentary audible indicators to show when each call is registered.

All car control buttons shall have raised characters for letters and numbers placed immediately to the left of the buttons to which they apply or on the buttons.

Emergency communications using hands-free, intercom systems are required in place of the use of a typical telephone style handset.

Synthesized voice floor callers are required in elevators serving more than 2 floors, announcing the direction and destination of the elevator. These are extremely useful to all users – in particular seniors and people with vision impairments.



Continued on next page

Elevators and Escalators, Continued

ElevatorsElevators (continued)

Other requirements

An audio announcement shall be provided indicating the current floor when the elevator stops at the landing as well as when the doors open or close and for the direction of travel up or down.

In the hall leading to the elevator, the control panel shall have the same specifications as the control panel inside the car.

Each elevator shall be equipped with a 2-way communication system which will be linked to an emergency response system. The highest part of this system shall be at a maximum of **1200 mm** above the floor and shall be identified by raised symbol or lettering. The emergency intercommunication system may allow but not require voice communication to operate.

Escalators

Escalators are not considered a part of an accessible route. People using service animals cannot normally use escalators. Similarly, some people with mobility or balance difficulties may not be comfortable using an escalator.

However, as escalators may be used by people with mobility or sensory impairments they need to comply with basic safety needs such as:

- Include tactile warnings at the top and high contrast markings (preferably signal yellow) on all nosings and side edges.
- Lighting over escalators shall be a minimum of **200 lux**

Nearby elevator a stair access is also needed as an alternative to escalator service.

Emergency Provisions

Introduction

In general emergency response plans need to particularly consider potential users who have mobility, sensory or mental limitations and provide adequate solutions for them.

In the event of fire when elevators cannot be used, areas of rescue assistance must be available to anyone who would have difficulty traversing sets of stairs.

Emergency Evacuation

Routes acting as “emergency evacuation routes” need to comply with accessibility standards described before in this chapter.

Routes acting as immediate egress to an open and safe area must encompass a barrier-free path of travel to an exit.

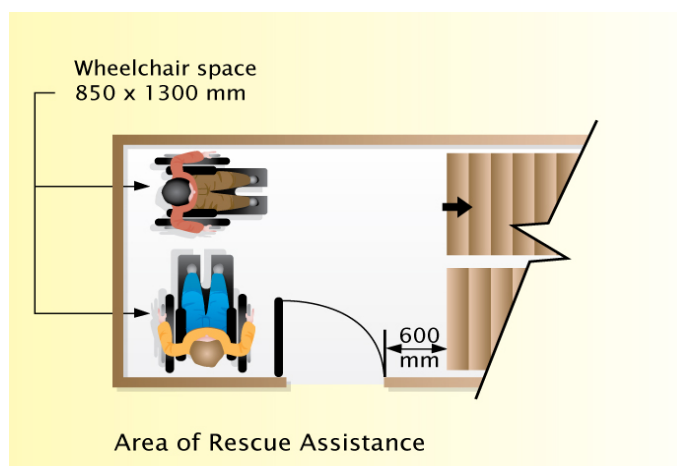
Areas of Rescue Assistance

Areas of Rescue Assistance shall be provided in all cases where immediate egress to an open and safe area is not possible without using mechanical means. These areas should be located on an accessible route and have a minimum size of 850mm X1300 mm per anticipated potential user, with no fewer than 2 such spaces

The Areas for Rescue Assistance must be designated as such in the facility designs and with emergency response plans. These shall be smoke protected in facilities of more than three.

Other provisions that are essential:

- Develop signage for these areas as well as emergency instructions that are low mounted, and high contrast with tactile lettering.
- Entry doors must be of a contrasting colour to the surrounding surfaces.
- Provide a hands-free intercom or other communications device in each rescue assistance area.
- Provide proper awareness training to staff on the appropriate use of this area.
- Exit stairs must be equipped with glow in the dark, stair nosings or handrails.



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Emergency Provisions, Continued

Alarms

The needs of people who are deaf or hard of hearing are among the most often overlooked when installing alarm systems. Conventional emergency warning systems rely on an audible signal to alert occupants to a problem. For those who cannot hear, this system is of little use. While it is commonly thought that someone who is hearing would inform the individual of such an alarm, this assumes that the Deaf individual is never alone. This would also assume that an employee with hearing difficulties would never be working in isolation.

- a) A visual fire alarm/strobe warning system is required to operate in conjunction with audible signals and be generally visible in public gathering areas, in all washrooms throughout the facility and in front of elevators. The maximum allowable strobe flash rate is 1-3 Hz.
- b) Emergency call buttons (along with proper staff training) should be considered in washrooms that provide facilities for wheelchair users. These devices allow people that may have fallen while making a transfer to or from the toilet to call for assistance (see Washrooms). These systems need to be monitored whenever the facility is in use. Where monitoring is not available, an alarm with both audible and visual signals that are noticeable in an adjacent hallway will suffice.
- c) Fire alarm pulls and fire extinguishers must be installed at an accessible height to permit wheelchair users and others to signal trouble or utilize the safety equipment. These devices are to be mounted at a maximum operating height of 1200mm and be placed on an open wall free of obstructions. The same standard applies for fire and emergency alarms in button panels.

First Aid Rooms

All first aid facilities must accommodate people with disabilities as well as non-disabled clients. This requires tactile/high contrast signage and connecting paths accessible to wheelchair users and people using walking aids. In addition, the typical cot used in most first aid facilities must be replaced with a variable height gurney or change bench. An accessible unisex washroom should also be located in the immediate vicinity of the first aid room

Building Evacuation Instructions

Easily readable emergency procedures and exit route maps are important components for everyone in the building. To ensure that people with visual impairments and others have access to this critical information, the evacuation instructions for the building need to appear in large print (minimum of 14 point) and in high contrast (red on white or vice versa preferred) and include a floor plan diagram with clearly marked exit points. These signs are to be mounted at a maximum of 1350mm from the finished floor and also need to highlight the accessible route to the closer exit and/or rescue assistance area.

Emergency Provisions, Continued

Other requirements

Other accessibility conditions to improve emergency provisions are:

- a) Power operated door openers must continue to operate in an alarm condition.
- b) In an alarm condition, lighting must assist people to way-find out of an alarm zone. Low mounted (480mm above finished floor - AFF) exit signage would assist all users along exit routes – particularly people who have vision impairments.
- c) Video/data monitors used in the facility should also communicate emergency messages to patrons.

Event considerations

While all above requirements apply generically in usual sporting or social events and settings, a particular situation exists in the case of sporting events for athletes with a disability, such as the Paralympic Games.

In those cases, the scope of facility users who may have difficulty traversing sets of stairs or have limitation to anticipate emergency signals can be very high. As a consequence event planners and operators need to develop customized emergency response plans for the particular event, taking into account the existing facts.

Amenities

Overview

Principles

Contents This section contains the following topics:

Topic	See Page
Venue Seating	
Washrooms	
Baths, Showers and Change Rooms	

Venue Seating

Accessible Seating

The minimum requirement for wheelchair accessible seating is **0.75 %** of the total seating.

Especially for the Paralympic Games, the minimum requirement for wheelchair accessible seating starts from 1% and maybe as high as **1.5%** of the net capacity of the venue (wheelchair sports events in particular), plus a specific number of wheelchair accessible seats per accredited group. This percentage is then further adjusted by venue for the Paralympic Games to take into account sport-specific needs. Detailed requirements for each sport are included in the **Technical Manual on Venue Design Standards for Competition Venues**.

Accessible seating should be integrated into each of the different areas of the theatre, arena or venue. Further to auditoria seating, this includes retail, restaurants, suites and support facilities. Therefore, grouping all the wheelchair users into one area is not appropriate. People with mobility impairments should have a choice of sitting in different areas, as do other spectators.

The designated space for people with mobility impairments needs to be level (max 2%) slope and have:

- For **Side** Access spaces – a minimum of **520mm x 830mm**
- For **Front** or **Rear** Entry spaces – a minimum of **1220mm x 830mm**

Companion Seating

Companion seating must at a ratio equal to wheelchair accessible seating and be to the side – not behind the designated space. Easily moveable chairs permit companions to sit together and can be quickly removed to allow two or more wheelchair users to sit beside one another.

Enhanced Amenity Seating

Enhanced Amenity Seats have additional space in front of and to one side to provide greater room for those with mobility impairments who are not in wheelchairs.

An amount of Enhanced Amenity Seats should be provided in addition to wheelchair positions. These should be equitably distributed and located at the ends of rows and up or down as few steps as possible.

Where sufficient accessible seating cannot be provided e.g. when the venue is a heritage structure with little access, operational solutions may be considered. For example lack of access to concessions could be overcome by providing waiter service for the affected patrons.

Continued on next page

Venue Seating, Continued

Comparable Sightlines

Planners must remember that they must develop accessible seating that can maintain appropriate sightlines for wheelchair users if/when the crowd stands. Similarly, railings and other obstacles cannot be allowed block the lowered sightlines of people with mobility impairments.

Hearing Augmentation

Large buildings need to ensure that their public address systems are designed to accommodate an aging population with progressive hearing loss. One of the most effective ways of doing this is to increase the number of speakers in each area. Because the consumer is physically closer to any given speaker, the volume can be reduced and the clarity increased,

Anywhere that there is a group of spectators or other audience, there is a need for assistive hearing devices. Hearing loss is the most common disability and because it is progressive over a long period, often the consumer is unaware of the extent that it affects them.

Details for the various Assistive Hearing Devices can be found in the communications section of this chapter.

Stage Preparation

Areas for presentations and/or press conferences must be able to provide:

- Wheelchair access to stage
- Accessible podium – preferably a variable height unit
- Lapel microphone
- Area on stage or nearby for visual language interpretation

Washrooms

Main principles Any kind of facility where people are expected to stay even for a short period of time cannot be considered accessible if there is no provision of an accessible washroom.

If only one accessible washroom is provided this must be unisex and not be within a gender-specific washroom area, to allow assistance from a person of a different gender. If this condition is met, additional accessible washrooms may be in gender-specific areas.

If an individual accessible washroom is not visible from the common or public use washrooms, suitable directional signage is required to exist.

Ratios Every bank of gender toilets should also have a unisex accessible facility located adjacent.

In general the ratio of unisex accessible toilets to anticipated number of constituents who need them ranges from 1:15 to 1:25 depending on duration of stay, distance from other amenities and use by other constituents.

Especially for the Paralympic Games, accessible toilets should be provided in a ratio of 1:15 (1 accessible toilet for every 15 clients who need such toilet).

For spectators, that means a ratio 0.66-1.00‰ of venue's net capacity, depending of the accessible seating ratio of the respective sport (see **Technical Manual on Venue Design Standards for Competition Venues** for each sport).

Entrances Where doors are used, the automatic door closer on the entry door needs to be adjusted to the minimum resistance setting. Door closer units installed on washrooms intended for use by people reduced mobility must be a low-resistance, delayed action closer and be set to at least a 3 second minimum delay setting. Screen walls, instead of doors, may be an acceptable solution for accessible washrooms within a gender-specific area.

Signage Standardized symbols should be used and have raised lettering or symbols within the sign. The raised lettering should be **1mm** in height. The sign should be mounted **1350mm** from the floor, on the wall - on the latch side of the door where doors are present - not on the door itself. This is intended to reduce the collision hazard for people with vision impairments using the signage. Where there is no entry door, signs should be located on the left as the user enters the washroom.

In order to further facilitate easiness of use by people with visual impairments, colour-contrasting door frames and door hardware may be used.

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Washrooms, Continued

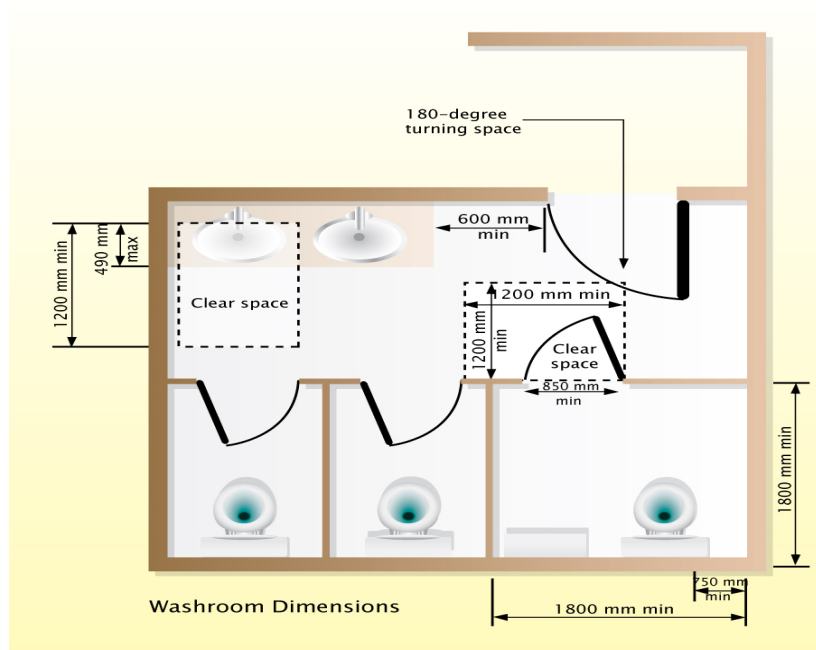
Doors & Spaces All doors to accessible toilet and bathing rooms shall be of a minimum **850mm** while best practice is considered to be **900 mm** measured when the door open 90 degrees. In existing facilities, where it is technically infeasible to provide this clearance, the minimum clear opening of doors may be **810mm**.

Washrooms shall incorporate a clear floor space to allow a person in a wheelchair to make a 180 degree turn. This circulation space shall have an area of **1200 mm x 1200 mm** (or diameter 1200mm). Best practice is **1500 mm x 1500 mm** (or diameter 1800mm). The washroom should provide a transfer space of at least **750 mm** next to toilet lid. Best practice is **900 mm** or wider.

Doors shall not swing into the clear floor space required for any fixture. In unisex facilities automatic closers should be completely eliminated and replaced with a 100mm 'd' handle mounted on the pull side of the door – 500mm from the hinge side of the door and 1000mm from the floor to assist wheelchair users to close the door behind them.

Doors must be fitted with light action privacy bolts so that they can be operated by people with limited dexterity and, if required to self-close, can be opened using a force no greater than 20N. All door opening furniture must contrast visually with the surface of the door.

Rotary locks on stall doors are not appropriate to be used since they require good dexterity to operate unless modified to include flanged handles. A sliding style of dead bolt lock is accessible to all users.



Washrooms, Continued

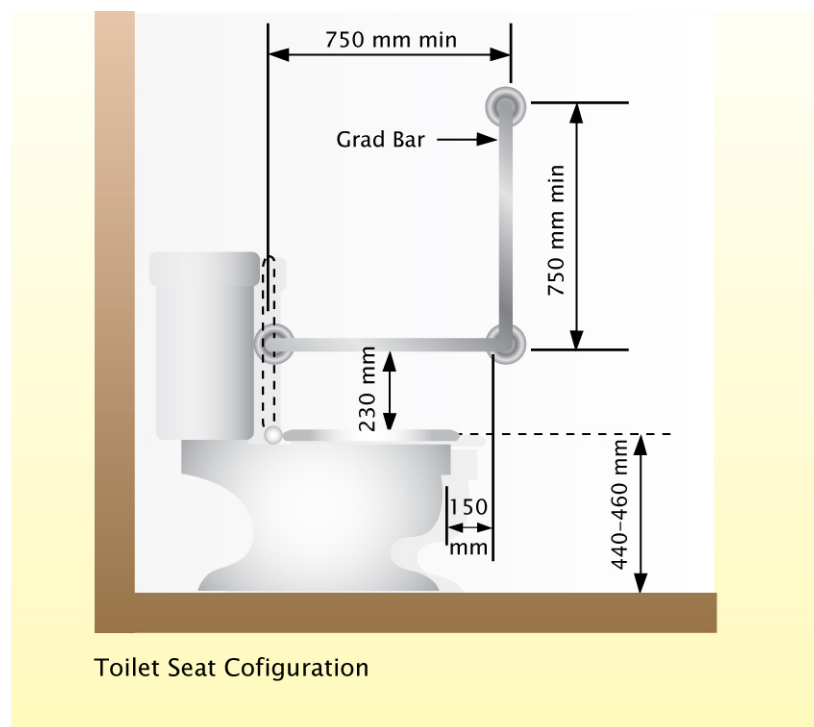
Toilets Stalls

Design specifications for accessible toilet stalls are:

- the height of the toilet seat should be at 450mm +/- 10mm height AFF.
- toilet lids must be fitted, and be supported between 10° and 15° beyond vertical, to act as a backrest. A back support must exist where there is no seat lid or tank
- the tank top securely attached.

Toilet flush controls shall be electronically automatically controlled or be hand-operated on the transfer side of the toilet. Toilet flush handles must be located on the transfer side of the toilet – the side opposite to the wall. This eliminates the need to reach over the toilet to flush, which may be an unnecessary falling hazard.

Toilets shall be equipped with grab bars that shall be L-shaped with 750 mm long horizontal and vertical components mounted with the horizontal component 230 mm above the toilet seat and the vertical component 150 mm in front of the toilet seat; In the following design main design requirements are specified:



Continued on next page

Washrooms, Continued

Toilets Stalls (continued)

Toilet paper dispensers must be within easy reach from the sitting position. An ideal location is approx. **50 - 100mm** below the mid-point of the side grab bar, not less than **600 mm** above the floor and contrasting in colour to the wall.

Further, conventional open roll dispensers are required in areas designed for use by people with disabilities since they require only minimal dexterity to operate

Sink Area

In the sink area accessories must be located with easy reach of the accessible sink. That is an operating height of between **920 – 1200mm** AAF and approximately **750mm** from the centre of the sink. This is best achieved on sinks closest to the corner wall. This technique is known as 'clustering'.

Garbage cans or other obstacles must not block access to the paper towel dispensers, or the required 600mm pull space beside the exit door.

Washroom sinks intended for use by people with disabilities must include a counter or adjacent shelf.

The paper towel dispensers must be easy to operate. Many designs require users to reach up – often with both hands, grasp firmly and pull down. For a large part of the community, this is just not possible. Dispensers should be a lever operated type or be a hands free design and be mounted within easy reach of the sink, not on an opposite wall..

While tilt equipped mirrors meet minimum requirements, fixed full height mirrors with their base **1000mm** from the finished floor are preferred, since tilt mirrors are too often left in the 'up' position.

A hands-free automatic faucet is preferred – particularly in unisex facilities. The minimum requirement is for a single, thermostatically controlled and lever operated faucet. Separate controls for hot water and cold water are not permitted.

An AC outlet should be located in close proximity to the toilet to accommodate adaptive devices.

All taps shall be lever action to allow use by people with limited dexterity

Other requirements

Where baby change facilities are provided, they should be mounted at **850mm** and provide a minimum of **750mm** of clearance and **500mm** depth underneath.

All unisex washrooms should have feminine napkin disposals located on the side wall under the grab bar and near the front edge for the toilet.

Each type of washroom accessory provided shall have operable controls mounted **900 mm - 1200 mm** from the floor.

Showers, Baths and Changing Rooms

Introduction

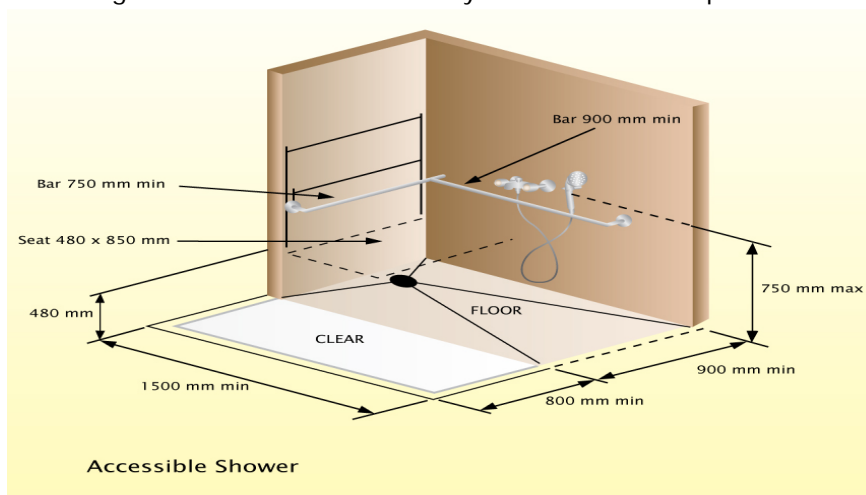
When shower facilities are provided, in order to enable people with reduced agility, balance, stamina and/or mobility to use them, at least one shower in each area must be made accessible.

Accessible

Shower Features

Accessible showers must

- Have an area to accommodate people unable to stand while getting dressed. This means the addition of an accessible change bench. This bench would permit users to lie down to pull on their clothing. The bench is higher than standard (**450mm-500mm**) to make transfers from wheelchairs and rising with reduced leg strength, easier.
- Have a lever operated faucet with a maximum operating force of **13N** and is operable with a closed fist; from the seated position,
- Have the water control mounted on the wall a maximum of **750 mm** from the floor and **750 mm** from the end wall.
- Have a portable or wall mounted folding seat that is located a maximum of **480 mm** from the finished shower floor and centred at **500mm** from the adjacent wall. This seat should be a minimum of **480 mm** deep and **850mm** long (+/- 10mm per illustration); be capable of supporting a minimum load of **1.33 kN** and be waterproof, padded and easily cleaned.
- Have a hand-held shower with mounting points located so that it is within easy reach of the seated position. The hose on this shower head needs to be at least **1,500 mm** in length.
- Have recessed soap holders or shelves located within easy reach from the seated position.
- Have conforming grab bars that are not less than **750 mm by 900 mm** set horizontally with the centre line of the grab bar **850 mm** above the shower floor with the **750 mm** length located on the same wall as the shower seat.
- Have a scald guard or other thermostatically controlled valve to protect users



Continued on next page

Showers, Baths and Changing Rooms, Continued

Changing Rooms

There are many configurations of changing rooms. Some facilities are open plan without much personal privacy while most changing rooms allow for toilets and showers in individual cubicles

Regardless of the type of changing room, there are a number of key considerations of accessible changing rooms which include:-

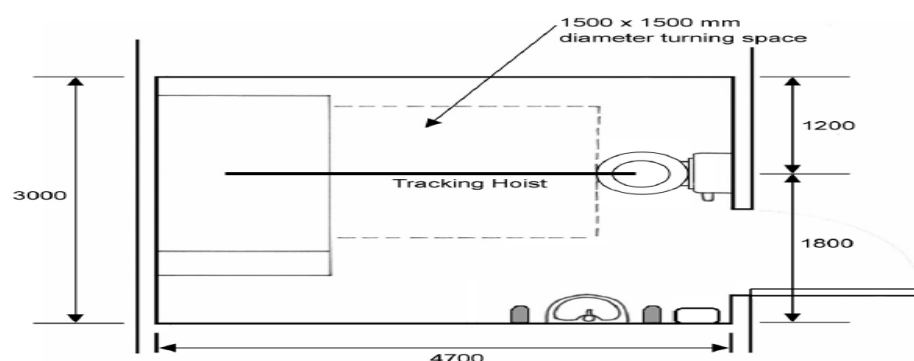
- Easy entry with minimal airlock type arrangements as these create difficult use by people who use mobility aids
- Provision for easy to reach locker and storage areas that have a space for a wheelchair to sit while preparing for or after exercising
- Provision of change tables or benches for people who cannot stand or have injuries
- Provision of accessible toilet within each gender changing room
- Provision of accessible shower adjacent to the gender showers.
- Ensure treatment / first aid, coaches, referees, officials rooms also consider provision of accessible changing rooms. For these areas a combined unisex accessible changing room with toilet can be provided rather than providing one unit for each area

For teams sports such as wheelchair basketball a shower and toilet combined unit provides the preferred solution as it allows use by any athlete without significantly impacting on changing room space.

Many showers provide open plan layouts. For people with a disability this is the least preferred as it is difficult to transfer onto a shower seat and have their mobility aids far enough away so as to not get wet.

Adult Changing Facility

This is a unisex accessible peninsular toilet for assisted use and changing facilities. It is used by people who require assistance to reach a changing bed. The room should be 3000mm x 4700mm and requires a ceiling mounted hoist and a changing bed.



Hotels and Other Accommodations

Overview

Principles

Providing accessible accommodation is not merely an act of political correctness. Today, in every big city of the world tourist accommodation facilities compete with each other on quality, price and the provision of services and attractions. However, a big market segment, represented by the beneficiaries of an accessible and inclusive environment and their friends and families, is currently excluded by the majority of tourist accommodation facilities due to existing variations in access levels and not adequate information provision.

Accessibility in hotels, not only responds to the needs of an expanding market share, as the average age of the population increases but also other potential clients, for example parents with pushchairs, people with injuries, and tourists with heavy luggage.

Contents

This section contains the following topics:

Topic	See Page
Accessible Guest Rooms	
Wheelchair "Friendly" Guest Room	
Other Services within Accommodation Sites	

Accessible Guest Rooms

Introduction

Instead of designating accessible guest rooms, taking a universal design approach guest rooms' design and layout in all rooms means that the standard rooms and suites will be able to accommodate guests of a broader range of physical and sensory abilities.

This in turn would reduce the demand for the designated accessible guest rooms. It is therefore recommended new facilities to apply the same basic access to standard room features.

Responding to individual guest's needs

Description & Considerations

The height of thresholds (F), door widths (J), and clear circulation space (N) are essential for wheelchair users. Equipment, such as cupboards, switches, etc. should be within reach from a wheelchair (M).

The requirements of customers with hearing impairments should be discussed on their arrival and they should be informed of any procedures that may impact on their privacy/safety e.g. housekeeping, room service, fire drills, etc. A TV with teletext will be of benefit to people with hearing impairments, to provide subtitles, and an induction loop connected to the TV output will help hearing-aid users.

If a person with visual impairments is occupying a room alone, staff should offer to orientate the guest on the position of furniture and facilities in the accommodation.

Entry Door

The door shall provide a minimum clear width of **800mm**, while best practice is **850mm** and should be equipped with 'U' shaped levered handsets.

Automatic door closers must be adjusted to provide a **MAXIMUM of 19.5 Nt** force. Where possible, conventional closers should be replaced with delayed action, low resistance closers.

Safety chains, locks and other hardware must be operable by one hand, not require good dexterity to operate and be mounted a maximum of **1200mm AFF**.

Security viewers in door should be mounted at **1000mm - 1400mm AFF**. The outside area must have at least **10 lux** of flat, even light for the benefit of people who have vision impairments and people who are hard of hearing or deaf (to facilitate visual languages and/or lip reading).

The door must have low mounted, large format/high contrast evacuation information/route signage.

Continued on next page

Accessible Guest Rooms, Continued

Circulation & Transfer Space

The room needs to provide at least one space for circulation and change of direction. This space must be at minimum **1200 mm x 1200 mm** (or diameter 1200 mm) with best practice being at **1500 mm x 1500 mm** (or diameter 1500 mm).

Transfer Space of minimum **750mm** must be provided in all areas where the guest who uses a wheelchair is expected to move from it for example toilets, beds, desk seating, etc.). Best Practice is **900 mm** or wider.

Existing paths and passageways should be at least **900 mm** wide with best practice being **1200 mm**.

Switches and Controls

Controls, switches, including those for heating/air conditioning should be within the range of **850 mm to 1200 mm** from the floor

Electrical outlets and data connections are to be located at 450mm AFF.

Lamp switches need to be easy to locate and operate by people with minimum dexterity. Wall switches for general light and touch switches on bedside lamps are recommended.

Beds

Bed top height shall be **450 – 500 mm**.

An aisle of at least **915mm** along at least one side of the bed is required.

The bed frame needs to permit a minimum 100mm x 100mm kick-space between the floor and the bottom edge of the bed.

Beds that are on fixed pedestals prevent users from utilizing common lift equipment and therefore are not recommended in accessible rooms.

Continued on next page

Accessible Guest Rooms, Continued

Closets

A manoeuvring space of **1500mm** should be provided in front of closets.

Closets shall have a low mounted hanger rod at 1200mm AFF. Split closets with both high a low mounted hanger rods is recommended.

Closets must be equipped with hangers that can be easily removed and re-hung. Closet interiors need to be well lit.

Hangers attached to fixed rings are very difficult for many people with mobility impairments to use and are not appropriate in an accessible room.

Preferably, doors should be equipped with 'U' shaped levered or other accessible handle

Furniture and finishes

Furniture needs be easy to access and operate. Hardware should be capable of being 'hooked' with a finger rather than grasped to operate.

If the access aisle to the bed is less than 1200mm, then the bedside tables need to provide a minimum toe space of **225mm high x 300mm deep**. Other tables should provide a minimum knee clearance of **700mm** underneath to a depth of **450mm**.

Carpeting needs to be low-pile, high density closed loop glued directly to the floor.

Thresholds should be totally avoided or be flush (0mm). If unavoidable, then they should not be higher than **25mm**.

Window and Patio Doors

Patio doors (if existing) need to meet requirements for Doorways (above) for clear width, threshold, and hardware.

Furniture arrangement must allow wheelchair users access to window/curtains, the operators of which must extend to at least 1200mm AFF.

Other equipment

At least one telephone needs to be located within easy reach of the bed. Telephones need to be compatible with hearing aids (contain a flux coil) and have a message-flash light.

A telephone in the bathroom with a 600mm cord is recommended as a safety measure.

Televisions need to be equipped with remote controls and with closed caption decoders.

Clock radio should have large, high contrast displays.

Continued on next page

Accessible Guest Rooms, Continued

Bathroom elements

Overall, the provisions about Washrooms described in the previous section apply for individual bathrooms at hotel accommodations

Sinks must be equipped with levered or automatic faucets and scald guard technology as well as with offset traps or have insulated drains

A minimum knee clearance under the counter is **700mm** to a depth of **450mm**. The top height of the counter should be no more than **850mm**.

Mirrors are to be mounted with the bottom edge mounted a maximum of **1000mm**

A telephone or other communication device or alarm needs to be located within easy reach of the toilet in case assistance is required after a fall or other emergency. Where handsets are used a 1500mm cord is required.

Showers/ Tubs elements

While a shower is considered a more accessible solution, people of different mobility or sensory capacity prefer bathtubs as well. An equal number of rooms with roll-in showers and accessible bathtubs are recommended. However, rooms considered accessible must be equipped with a shower.

All tubs and showers need to be equipped with an offset, single lever-mixing valve, and a hand-held shower held on a minimum 1500mm hose.

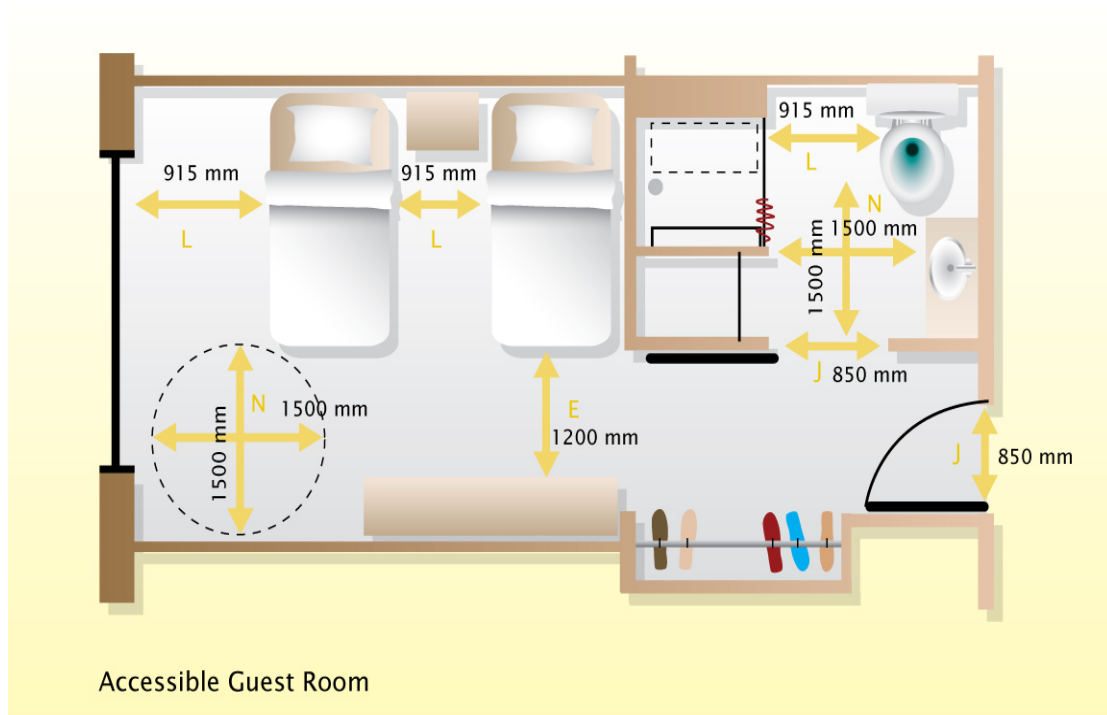
Accessible showers must be equipped with curtains, rather than doors.

Overall lighting should be maintained at a minimum of 30 lux. Lighting at the counter/sink should be a minimum of 70 lux.

Continued on next page

Accessible Guest Rooms, Continued

In the following diagram, the main features of an accessible guest room are displayed:



Wheelchair “Friendly” Guest Room

Rational

In the previous sections, the conditions for creating accessible guest rooms and bathrooms were specified.

However, limitations especially in older establishments may have as a result several of those provisions not to be technically feasible.

On the other hand, many times easy-to-make provisions can make a guest room usable by a person with certain mobility or sensory limitations, even if not being accessible according to the standards.

In order to provide guidance to hotel owners and other accommodation providers, IPC has introduced the notion of “wheelchair friendly” room, that may allow providers to serve more customer or allocated limited available accessible rooms in the most appropriate way, especially when accommodating groups.

Definition

For a Hotel Room to be considered wheelchair friendly, some of the most essential provision of a “fully accessible” need to apply, in combination with the existence of simple features and amenities that will allow the guest to use the room. Such provisions are:

- Door widths minimum **800mm**, for both entry to room and entry to bathroom
- At least one spot within the room with a diameter of **1200mm x 1200mm** (to allow for a change of direction)
- Transfer space of min. **750mm** in at least one of the sides of the bed
- Toilet seat of min. **450mm** height with transfer space in one side. A handrail should exist or other suitable solid item for a person to lean on.
- Height of controls lower than **1400mm** or provision a suitable “handling stick” for those above this height.
- Provision of a long stick, with suitable edge, to allow mounting and demounting of hangers in cupboards. Hangers attached to fixed rings are not appropriate in an accessible room.
- Portable bath amenities (shampoo, shower gel etc.)
- Shower chair with back. If a shower is not available and bath tube exists, handrails should exist in the bath tube to allow entry and exit, as well as a bath chair.

Other Services within Accommodation Sites

Rational	While essential, access to a bed and a bathroom is not the only service accommodation sites offer to their guests. Providing functional and dignified access to all other services available to other guests is a condition for an inclusive accommodation site.
Parking	<p>Accessible car parking spaces need to be larger than other parking spaces, so that people have enough space to allow transfer between a wheelchair and the car. These larger parking spaces should be indicated by a wheelchair symbol. The width of each designated parking spot is 3.3 metres.</p> <p>The distance between the parking and accommodation site entrance be at max. 100 metres.</p>
Reception	<p>An accessible path should exist between parking, site entry and the reception, according to the provisions of previous sections of this manual.</p> <p>If the facility has more than one entrance, information should be given on the most accessible entrance, which should be easy to find. Pathways should be wide enough to let people pass easily and should be kept free of obstacles.</p> <p>The reception counter should be accessible or must have an accessible segment according to the standards.</p> <p>Main information about the hotel should be readily available in alternative formats, for guests with sensory limitations.</p>
Restaurants, cafés and bars	<p>In restaurants, cafés and bars, the aisles should be wide enough to allow visitors to move around easily when the tables and chairs are in use, according to the standards described in section_ about Furniture, Counters and Service Areas.</p> <p>Service dogs should be allowed into catering facilities. Menus should be available in alternative formats.</p>
Shops	<p>The ability of visitors with mobility impairments (such as limited reach) to access goods on shelves and display racks should be considered. A good practice is to distribute goods vertically instead of horizontally.</p> <p>Space between the aisles should abide to the provisions about circulation areas and be no less than 1000mm.</p>

Continued on next page

Other Services within Accommodation Sites, Continued

Temporary Solutions

Several temporary solutions may be employed in order to provide a better service to guests of any level of mobility, sensory or mental capacity. Few examples:

- installation of a low curtain rod
- reversing swing of bathroom door to increase useable space inside
- removing bathroom door (with guest permission)
- lift bed or replace pedestal with finished landscaping ties or blocks to accommodate bed lifts
- provide cordless telephone in rooms where telephones are not beside the bed
- provide valet parking service for over height vehicles

Support Services and Equipment

Several support services and/or equipment can be used to further enhance the experience of all guests of an accommodation site. Few examples:

- Braille and large print versions of restaurant menu's
- audio tape and Braille versions of hotel services information
- raised toilet seats, upon request
- shower bench seats
- provide or be able to access a portable personal lift to assist guests transfer to bed
- TTY (TDD) machines for the telephones of guests who are deaf
- telephones with volume controls and/or oversized buttons
- vibrating or talking devices such as alarm clock, door signallers, and telephone signallers.

Publications and Communications

Overview

Principles Access to information available publicly as well as efficient and easy communications constitute fundamental human rights.
Accessible publications and communications allow for sufficient and unobstructed participation in social and professional life.

Contents This section contains the following topics:

Topic	See Page
Publications	
Web Sites Standards	
Telecommunications	
Signage	
Assistive Hearing Devices	

Publications

Introduction

Readability should not be an afterthought when producing materials. It should be the first step in making an event, service, location or information accessible to everyone.

All documents intended for public use need to be produced in either large print or audio formats.

Clear Print Guidelines

In order to reach a wider audience, publishers of any kind of documents should consider the “Clear Print Guidelines” as they design their publications. These are:

Contrast

Use high contrast colours for text and background. Good examples are black or dark blue text on a white or yellow background, or white/yellow text on a black/dark blue background.

Type Colour

Printed material is most readable in black and white. If using coloured text, restrict it to things like titles, headlines or highlighted material.

Point Size

Bigger is better. Keep your text large, preferably between 12 and 18 points, depending on the font (point size varies between fonts). Consider your audience when choosing point size. Where 12 point fonts and smaller are used, alternate format versions of the document using 14 or larger point sizes must be made available.

Leading

Leading is the space between lines of text and should be at least 25 to 30 per cent of the point size. This lets readers move more easily to the next line of text. Heavier typefaces will require slightly more leading.

Font Family & Font Style

Avoid complicated or decorative fonts. Choose standard, sans-serif fonts with easily-recognizable upper and lower-case characters. Arial and Verdana are good choices.

Font Heaviness

Select fonts with medium heaviness and avoid light type with thin strokes. When emphasizing a word or passage, use a bold or heavy font. Italics or upper-case letters are not recommended.

Continued on next page

Publications, Continued

Clear Print Guidelines (continued)

Letter Spacing

Don't crowd your text: keep a wide space between letters. Choose a mono-spaced font rather than one that is proportionally spaced.

Margins & Columns

Separate text into columns to make it easier to read, as it requires less eye movement and less peripheral vision. Use wide binding margins or spiral bindings if possible. Flat pages work best for vision aids such as magnifiers.

Paper Finish

Use a matte or non-glossy finish to cut down on glare. Reduce distractions by not using watermarks or complicated background designs.

Clean Design & Simplicity

Use distinctive colours, sizes and shapes on the covers of materials to make them easier to tell apart.

Braille

Some people with vision impairment receive training to read Braille language. For these people, Braille versions of documents which are unlikely to change (e.g. mission statements) should be made available upon request. However, since most people with vision impairments do not read Braille, it should not be the only format targeting people with vision loss. Both audio and large format documents are good alternatives. Braille provided needs to be produced at Level 2 or higher.

In the case of events where a lot of people who are blind or have a vision impairment are expected to attend (such as the Paralympic Games), informative material could be pre-printed in a limited number of copies and/or be available for printing using a suitable printer that can print a document written in a word processor to Braille format.

Audio Recordings

Audio versions of publications can be simple recordings done in-house and released via W3C compatible websites, Podcasts or distributed as MP3 files.

Electronic Documents

Documents released in .PDF formats are NOT readable by most computer screen reader software used by people with vision impairments. Electronic documents need to be text, rich text or Word documents with a minimum of formatting and graphics.

Video/DVD/CD Releases

All of these formats need to contain captioning for people who are hard of hearing. Where possible, Descriptive Video Service (DVS) should also be supplied.

Web Sites Standards

Introduction

Internet forms a fundamental element of search and dissemination of information as well as an effective means for daily life transactions and service acquisition.

Internet is a privileged means of communication and work for people with sensory or mobility limitations. However, in order to be usable, internet need to comply with web content accessibility guidelines that enable all potential users to benefit.

In the Olympic and Paralympic Games context, for many athletes, visitors and family, the internet plays a key role in ensuring people are able to communicate about their training, results, safety, family happiness / sadness or simply just keeping in touch. The role of internet cafes within venues, athletes' villages, common domains and shopping precincts is crucial to the planning of any Games.

Guidelines

All web sites must be developed to include all users and therefore all web sites must meet W3C Accessibility Guidelines. These can be found at <http://www.w3.org/TR/WAI-WEBCONTENT/#Conformance> -

Main elements of these guidelines are:

1. Provide equivalent alternatives to auditory and visual content.
2. Don't rely on colour alone.
3. Use mark-up and style sheets and do so properly.
4. Clarify natural language usage
5. Create tables that transform gracefully.
6. Ensure that pages featuring new technologies transform gracefully.
7. Ensure user control of time-sensitive content changes.
8. Ensure direct accessibility of embedded user interfaces.
9. Design for device-independence.
10. Use interim solutions.
11. Use W3C technologies and guidelines.
12. Provide context and orientation information.
13. Provide clear navigation mechanisms.
14. Ensure that documents are clear and simple.

Telecommunications

Telephones

In every bank of public telephones at least one telephone should be wheelchair accessible, clearly identified by the international symbol.

To allow a person using a wheelchair to be located side on to the accessible telephone, this shall be no closer than **300mm** to an obstruction at the sides.

Accessible public telephones shall be mounted at a maximum operating height of **1200mm** AFF. They need to be equipped with a volume control and have at least **600mm** cord on the handset.

At least one telephone in each bank of pay/public telephones needs to be equipped with a TTY (TDD) for the benefit of people who are deaf or hard of hearing.

Internet Cafes

Internet cafes are considered to be the equivalent of the equivalent to a telephone as regards to communication through internet for the public. It is therefore important for the internet cafes to be physically accessible and offer computer features that allow appropriate use to all people.

The key physical requirements include:

- Wide and easy access entrances – at least **1200mm** wide
- Lower height information and cashiers counters – **850mm** in height and 1000mm in width
- Lower level lockers for bags – not lower than 450mm nor higher than 1200mm to the operable point
- Pathway widths around seating and tables – 1000mm
- Height of computer tables – 750mm with a height not greater than 850mm. It should be noted that a number of computer desks should be height adjustable
- Computer seating – 450 – 500mm with height and lumbar adjustability
- Circulation space beneath the table for guide dogs or mobility aids to be placed so as to not cause an obstruction

In addition to the above, there are of technology provisions that are essential and need to be provided to an adequate percentage. These are:

- **Screen readers** : This technology allows text on the screen to be read to a person who is blind using the computer
- **Magnifying windows**: Allows any area of text or images to be magnified for easier reading

Continued on next page

Telecommunications, Continued

Internet Cafes (continued)

Finally, in the market there are more technological solutions which are strongly recommended, such as:

- **Spoken word interpreters** e.g. Dragon "Easy speak": These programs allow directly spoken words to be translated into text without typing on a keyboard
- **Adaptive keyboards** e.g. Short cut keys: Alternative keyboards that allow minimal keystrokes to effective programs or actions

Adaptive mice and keyboards: There are alternatively shaped keyboards and mouse that allow people with minimal dexterity to be able to effectively type or operate a keyboard.

Signage

Introduction

The use of Wayfinding, descriptive and task specific signage that uses pictograms, directional arrows and written terms, allows people of any nationality and of any level of physical capacity to move with freedom, predictability and most importantly safely.

For many people with a disability seeing the international logo for access on signage boards and directional boards, provides confidence that they heading in the right direction to facilities that are accessible

Accessible signage becomes more critical when the accessible pathway is different from that which the majority of spectators or visitors are using.

Main elements

The key principles of signage include:

- The use of international symbols is encouraged in all signage. As regards to people with a disability the respective international symbol, a directional arrow and a written explanation as to the feature it highlights are required.
- Signage highlighting specific areas e.g. toilets (male / Female / Accessible) shall be installed on the entry door at a height of 2500mm to alleviate visual sight lines above a crowd of people
- All toilet door signage shall include Braille and raised lettering
- Directory and information boards shall include identification of accessible features highlighted by the international logo for access.
- Use only Arabic numerals and sans-serif lettering. Serif lettering styles such as Times Roman are difficult to read because the thin portion of the letter often disappears to people with vision impairments.
- Have a glare free surface. Signs mounted on reflective backgrounds or Plexiglas are ineffective for people with vision impairments.
- Overhead signage is also ineffective for most people who have vision impairments. Signs need to be mounted so that a person using a wheelchair as well as people with vision impairments can see them more easily.
- Signs have characters and symbols in colors that highly contrast with the background of the sign. Single color backgrounds are preferred.
- Signs must have characters with a stroke width-to-height ratio of from 1:6 to 1:10 and a character width-to-height ratio of 3:5 to 1:1.
- Wayfinding markers along pathways should combine color, texture and common mounting/location along the route to direct users.
- Networked or active signage is highly desirable because they offer complete control of the sign's font, point size, color and contrast, as well as easily controlling sign content as required.

Continued on next page

Signage, Continued

Locations of accessible signage

Appropriate external locations for accessible signage include:

- Accessible transport stops for buses
- Accessible car parking (if provided)
- Accessible pathways to accessible venue entries
- Accessible pathways to accessible seating in the venue
- Accessible path to accessible toilets
- Major crossover areas

Symbol Sizes

Symbol size shall be the following according to viewing distance:

Distance	Symbol Size (mm)
< 7 metres	60X 60
> 7 < 18 metres	110 X 110
> 18 metres	200 X 200

Letter Sizes

Letter size shall be the following according to viewing distance:

Distance	Letter Size	Distance	Letter Size
2 metres	6mm	15 metres	50mm
4 metres	12mm	25 metres	80mm
6 metres	20mm	35 metres	100mm
8 metres	25mm	40 metres	130mm
12 metres	40mm	50 metres	150mm

Examples

In the photos below, there are few examples of appropriate signage:



Assistive Hearing Devices

Introduction

Hearing loss is by far the largest single disability group and the often overlooked when designing facilities to accommodate people with disabilities. Organizers staging major events need to provide assistive hearing devices for people who are hard of hearing in addition to sign language interpreters for people who are deaf.

Types of Assistive Hearing Devices

Providing appropriate service to people who are hard of hearing is simple if organizers remember that like deafness, this is just a language barrier that can be overcome using similar approaches to overcoming any language barrier, such as translating in a foreign language. Assisting Hearing Devices are required at all major ceremonies, awards presentations, community activities and/or other official events.

The most common and easily utilized assistive hearing devices are:

FM Loops

Used in both large venues and in one on one service counter applications. Literally a low output FM radio signal broadcast through a specific area. The voice/signal is picked up through a conventional microphone and transmitted through the FM loop. Users can access the signal via a special receiver, FM radio or via the 'T' switch available on most modern hearing aids. Since these are RF units, line of sight to the FM Loop device is not required by the user.

Note: FM Loops are radio frequency signals and therefore are affected by other RF and atmospheric conditions. In addition, since these signals are available through the public FM radio band, they do not provide a secure communication to people who are hard of hearing.

Passive Infrared Emitters

Best used indoors since they can be affected by direct sunlight. These are placed strategically around the room to provide line of sight service to the user. Any line level signal can be distributed via this system. Users typically need to pick up a receiver for this device for an event service counter to access the signal.

Note: These units are commonly used in the delivery of simultaneous language translation in other spoken languages. For the purposes of people who are hard of hearing, providing a receiver in the appropriate language is all that is required to accommodate users with hearing loss.

Captioning

Text versions of all spoken words/audible content displayed on the main video displays or via dedicated screens located throughout the audience.

Note: Closed captioning refers to a captioned signal that requires a decoder to view E.G. a television or video screen. Open captioning is simply text displayed on screen for all to see. Open captioning is recommended for most IPC event requirements.

Transportation Means

Overview

Principles Accessible transport is the single most important aspect for creating an inclusive urban environment. While every type of transport is examined individually in this section, all of these types together form a interconnected network which links the various accessible facilities and creates what we call a “seamless chain of accessible facilities” or a “Universal Accessible Transport System”, where accessibility is inbuilt in the system rather accessible solutions are provided as a solution or an aftermath.

Contents This section contains the following topics:

Topic	See Page
Road Transportation Means	
Rail Transportation Means	
Air Transportation Means	
Maritime Transportation Means	

Road Transportation Means

Cars & taxis

In order to be accessible a car/ mini van or taxi, needs to fulfill certain conditions to allow easy access and use by people with mobility impairments. These are:

- Have side or rear access to allow a wheelchair user to remain in their mobility aid while being transported
- Have a front passenger seat which swings out towards the user to ease entering the vehicle
- Have enough height clearance to allow a tall person seating in own wheelchair to be safely and conveniently transferred
- Have a balance between space available for wheelchair users' and standard seating, so that escorts, colleagues and companions can sit together.

Infrastructure required

- A Kerb linking to an accessible pathway
- Adjacent kerb ramp access when unloading onto the roadway
- Clear lighting
- Rest seating

Types of loading mechanisms

- An external hydraulic hoist – this is the most used mechanism for smaller vehicles for wheelchair access. Often they are installed at the back of the Van or bus and the raise and lower a height of approximately 1000mm
- A rear loading ramp – it allows direct access for a wheelchair (sometimes two) into the rear of the vehicle. The rear ramp lowers between the wheel arches hydraulically. Unfortunately due to the ramp gradient, driver must often assist a person who uses a wheelchair into the vehicle
- A side loading ramp – A number of taxis and small commercial vehicles now have a side loading mechanism. This type of vehicle has had its chassis lowered which allows a ramp to automatically or manually link to the pathway

Coaches

In order to be considered accessible, coaches need to have a loading ramp that allows entry of a person in the vehicle without having to move out of their wheelchair.

The internal hydraulic hoist is most often used for motor coaches. They are often positioned in the mid section of the bus and they raise up heights of at least 2000mm. Due to the size and shape these type of mechanisms do necessitate a loss of seating in the bus

Continued on next page

Road Transportation Means, Continued

Public Buses

In order to be considered accessible, public buses need to fulfill certain conditions. These are:

- Have a low floor chassis and lowering mechanism that allows them to link with a pedestrian kerb without steps being negotiated.
- Have suspension lower on one or all sides to allow the bus to lower to the same height as the kerb.
- Have at least one door accessible. Two accessible doors are best practice, provided that the internal corridor linking the two doors has min. width of 800mm.
- Have a small ramp either automatically placed on the kerb or a manual ramp is folded out from the bus, to provide the link. This type of mechanisms allows direct access through the front door of the bus

Infrastructure required:

- A set down area with a kerb linking to an accessible pathway
- Adjacent kerb ramp access when unloading onto the roadway
- Accessible pathway to the loading / unloading area
- Clear lighting
- Rest seating

Accessible Vehicles technical specifications

The main technical specifications of any accessible vehicle are as follows:

- Door clearance height shall be at minimum 1400mm
- Internal clearance height shall be at minimum 1500mm
- Doorway width shall be at minimum 800mm
- Loading platform shall be at minimum length of 1300mm
- Loading platform shall be at minimum width of 800mm
- Weight operation shall be at minimum of 200kgs
- Loading time is recommended to be less than one minute
- Use of active and passive restraint systems is recommended

Load zones and Public Bus Stations

- All accessible public transport stops should provide lighting, shade / shelter and rest seating with side arms and backrests.
- All set-down and pick up areas shall have a kerb height that appropriately interfaces with an Ultra Low Floor Bus – typically 150mm in height
- The minimum width at a transport set-down or pick up is 1800mm. This will allow two wheelchairs to pass
- All transport set-downs and pick ups have kerb ramp access to the adjacent pathway from the roadway to allow direct access by people who use wheelchairs – 1 in 8 maximum with a length of 1520 maximum
- Rubbish bins, seating, lighting, timetables and similar should be placed away from the pathway so as to not cause an obstruction to pedestrians
- Place tactile hazard indicators the length of the set down area, 300mm from the kerb edge with an overall width of not less than 300mm (600mm preferred)
- Where tactile hazard indicators are installed, the colour of the tactile should be a minimum of 50% contrast with the adjoining surface

Parking Areas Requirements

In car parking areas, a minimum of 2% (best practices is 3%) of car spaces should be provided for people with a disability. These spaces shall be located at the most convenient point for the users taking into account proximity to:

- pedestrian entries and exits;
- lifts and ramps;
- accessible toilets; and
- pay stations.

As a general principle the parking space for an accessible vehicle corresponds to 1.5 times the size of a parking space for a standard vehicle (i.e. 3 standard parking spaces provide for 2 accessible parking spaces). Parking spaces should be at least 3.20 metres wide. Best practice is 3.60 metres.

Other requirements are:

- Parking bays to be of a gradient not greater than 1 in 40
- Underground parking station should provide a minimum of 2300mm clearance (best practice is 2500mm) throughout, to ensure wheelchair roof mounted vehicles can operate

Continued on next page

Road Transportation Means, Continued

Signage for accessible parking

Clear arrival, exit and directional signage legible in all light conditions should be provided. The signage shall start outside the car park so that constituents are advised in good time which lane they should be in for accessible parking. Signage shall be provided at every internal change in direction.

All ground surfaces, including painted signs, shall be slip resistant.

An international symbol of access shall be provided on both the ground (bench mark size 750mm²) and vertically in front of each car space, no lower than 1500mm so that it can be seen over a car.

Access provisions for the car park exit shall be similar to, and consistent with, those for the car park entry.

Rail Transportation Means

Introduction

Means of standard route, such metro lines, light rail and trains are critical for effective transport in a host city.

In order to provide high level services to all potential passengers, railways authorities need to work with transport operators to create the widest possible number of journey opportunities for all sections of the community visiting the Games, by enhancing and improving access to information, infrastructure, carriages and staff training. Especially for the Olympic and Paralympic Games, transport planning and design must examine the question of the impact on access for all sections of the community.

The key objective is to develop an Accessible Transport Strategy which will address the needs of Games Family and encompass spectator and workforce travel from home all the way to venue and return.

Accessible Stations

Railway stations must include infrastructures and services that are accessible to the widest range of potential users. Main elements are:

- Step free access to platforms from surrounding roads, parking lots etc.
- low counters with induction loop facility and alternative formats of printed information
- accessible toilets
- textured paving on platform edges
- portable ramps for access onto trains
- Have a platform that allows the train to directly link to it with out the need to negotiate steps (an addition ramp to bridge the gap between the train and the platform maybe required) or/and
- Have a wheelchair platform lift that raises to the floor level of the train(an additional ramp to bridge the gap between the train and the platform may be required)
- Have a permanent or temporary ramp that links directly to the floor level of the train

Continued on next page

Rail Transportation Means, Continued

Accessible Carriages

Train carriages must include features that make them accessible to the widest range of potential users. Main elements are:

- Have entry door to the train of an appropriate width to allow a wheelchair to enter
- Provide at least one wheelchair space per carriage or at least two wheelchair spaces per train (1400mm x 900mm)
- Provide an accessible pathway within the train that links to an area where a person who uses a wheelchair can remain in their wheelchair, with adjacent space for a companion to sit in a passenger seat
- Have wheelchair spaces that are located or have access to food and beverage
- Provide information in both audio and text format about next stations, journey information etc.
- Interstate, country or out of metro area trains need to ensure there is an unisex accessible toilet available
- Have contrasting colours on all handrails
- Have automated doors

Light rail and tram

Provisions for light train, tram or metro stations and carriages are in general the same as for the trains.

Exceptions to these are the toilets (typically not provided for passengers in such means), access to food and beverage, adjacent companion seat.

Other provisions

Availability of a sophisticated web based solution for transport information, on line booking etc. will help a lot passengers of any kind of ability, but it is critical for a passenger who needs to ensure an accessible chain of transport.

Existence of well trained staff is fundamental.

Air Transportation Means

Introduction

Ability to travel by air is a key parameter for equal opportunities and inclusion in professional and social activities. People with a disability and other individuals with accessibility needs, very often experience challenges when they try to travel by air.

For an airport to be accessible it needs that all passengers going through the departure and arrivals procedures receive an equivalent level of service and are able to proceed to the aircraft door or leave the airport in an independent way. For this to be realized a number of provisions need to apply as regards to the pathway of a passenger in and around the airport.

Other than physical barriers, frequently existing, passengers who declare their special needs may have to address extra costs, availability of seats etc. from some airlines. It is important for the airlines to understand that ingress and egress on and off airplanes is problematic for many users. As the population continues to age and people with mobility impairments are increasingly common, this will become an even greater challenge.

Accessible Airports

Parking areas

Designated parking spaces must be a minimum of **3200mm wide while best practice is 3600**. Two spaces can share the transfer zone to help minimize the space requirements for designated parking. Such parking spaces shall be level – have a maximum cross-slope of 2% in any direction – and have a firm, slip resistant surface and be located as close as possible to an accessible entrance. 1 in 8 designated spaces need to accommodate side lift vans. Van parking requires a total width of **4600mm** (expanding the transfer area by 700mm to accommodate the lift).

Wheelchair users are at risk in parking lots because they travel in the seated position, making them more difficult to see when wheeling behind vehicles. Also, people with reduced agility are unable to react as quickly to danger and get out of the way of traffic. Therefore, exit routes must be located in front of the parked cars.

Where designated parking is not directly connected to the sidewalk, it is important to minimize the need for people with mobility impairments to travel behind parked cars. Where travel behind cars is unavoidable, a marked pedestrian route must be provided to the closest exit or accessible sidewalk.

Exit doors serving designated parking areas must be accessible to people with mobility impairments. This requires 'U' Shaped levered handsets or 'panic bar' hardware. Automatic door closers must be low resistance, delayed action closers.

Continued on next page

Air Transportation Means, Continued

Accessible Airports (continued)

Designated parking spaces for people with disabilities must be clearly marked with the international symbol in a high contrast colour on the pavement – either signal yellow or white against a blue background and on a vertical sign mounted at the front of the space. This also helps to discourage unauthorized use.

Parking Ticket Vending Machines

All ticket machines should be located on a firm, flat surface that is directly connected to the vehicle path of travel without a level change (e.g. Kerbs) and machines must require only a minimum amount of dexterity to operate.

Drop Off Zones

The provisions described before about road transportation means load zones apply. The minimum light level required for safe vehicle transfers by people with mobility impairments is **60 lux**.

Also train/metro stations serving the airport need to comply with the accessibility standards described before.

Ticket/Check-in Counters

Service counters need to provide universal access to all users (see service counters section of this manual). Where automated kiosks are used to generate tickets or boarding cards, these units must provide basic access in terms of an operating height of **900 - 1200mm** and be on an accessible route.

Special check-in and boarding assistance needs to be provided for all people with disabilities that request it.

Terminal Amenities

Terminal facilities including washrooms, retail, service counters, kiosks, restaurants, lounges, etc must meet the same requirements for similar facilities and services as described earlier in this document.

Hold rooms require clear space to allow wheelchair users an area to park out of the flow of traffic and designated seating reserved for use by people with disabilities.

Information/Communications

Ensure Flight Information Display, Gate Information Displays and Baggage Information Displays are mounted at heights accessible to wheelchair users and seniors.

Provide large print and audio versions of schedule and route information.

Provide TDD telephone service for the benefit people who are hard of hearing or deaf.

Ensure web sites are W3C Compliant for accessibility.

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Air Transportation Means, Continued

Accessible Airports (continued)

Security Screening

For persons using a wheelchair common practice is the use of portable magnetometer devices, exactly as it happens when any other passenger goes through the magnetometer and this “beeps”. Touching the person is OK, given that the screening is performed by a person of same gender and preserves dignity (as for every other person).

The fact alone that a person uses an artificial limb is not enough for the person to be asked to remove the limb, in order that this goes through magnetometer. There must be additional conditions (i.e. the person to be considered suspicious) for such request to be made. In such case, removal of a prosthetic device must be done in the privacy of an accessible change area. It must be stressed that this should be a rare exception since to remove and replace a device can be arduous and time consuming.

Overall, security screening should be performed in a way that maintains a person’s dignity at all times.

Accessible Aircrafts

For an aircraft to be accessible – and for an airline to provide good services – the following conditions must apply:

Embarkation/ Disembarkation

Best practice is that persons with a disability embark the aircraft first – before the other passengers and disembark last – after all other passengers have left the aircraft.

Aircraft gates

Gate ramps gradient should not exceed 8%.

Aisle chairs

An aisle chair needs to be available on board in every aircraft, able to move passengers up and down the corridor(s) as needed. These chairs should have well padded seats with arm rests and seat belts supporting both the upper and lower body.

Staff awareness

All crew members need to have the disability awareness training, experience and willingness to assist passengers that request assistance. This includes physically lifting people into aisle chairs and airline seats.

Continued on next page

Air Transportation Means, Continued

Accessible Aircrafts (continued)

Storage of walking aids

An important part of aircraft access is appropriate storage of wheelchairs and walking aids. Whenever possible, assistive devices such as these should be stored in the cabin. Where space is not available inside, wheelchairs must ride in the 'belly' of the aircraft as the last item in – first item off. Wheelchairs and walking aids must NEVER be sent through as stowed baggage items.

Seating

It needs to be recognized that people with mobility impairments have difficulty in seating with cramped legroom. Even more importantly, there is a need to reduce the potential for blood clots and cramping (unlike other individuals who can stand, stretch or even go for a walk).

Therefore, people with mobility impairment shall be allocated an aisle seat – the only practical seat for a people with mobility impairments. Preferably, they should be placed in the bulkhead seats whenever possible. Upgrading to business class seating is also very helpful to their physically well-being.

Access of guide dogs

Guide dogs assisting people who are blind or have mobility impairment with more support needs should be allowed in the aircraft. The best practice for the staff on how to handle them is just to do nothing! It is better to leave the guide dog alone; they know what to do.

Portable hoist

Some airlines use a portable hoist that allows those people unable to transfer without assistance onto and off the aircraft e.g. quadriplegics.

Safety and Other Provisions

Alternate Formats for Printed On Board Safety Material

Operators need to offer alternate formats of materials generated for passenger use on-board the aircraft. Alternate formats may include:

- Large print (minimum 14pt sans serif with dark characters on a light background), non-formatted text and electronic versions of all materials intended for public consumption.
- Audio recording of material.
- Grade Two Braille of all materials intended for public consumption

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Air Transportation Means, Continued

Safety and Other Provisions (continued)

Passenger briefing cards

A disability specific passenger briefing card intended to inform passengers to self-identify important safety features, procedures and aircraft announcements affecting them should be provided. The card should include a recommendation that passengers make sure they receive a personal briefing from a Flight Crew member covering procedures and aircraft layout as they affect the 3 main disability groups (from an operators point of view): Mobility; Vision Loss and Hearing Loss. Cards should carry the accepted international symbol of the disability group, set in a broad field of colour. For example:



Consistent colour coding of these user groups on all ticketing and dash board displays could support operations, evacuation and loading efforts later.

An additional passenger briefing card addressing for seniors is also advised.

Maritime Transportation Means

Introduction

In order to be considered accessible Ports and Terminals as well as the vessels and ferries need to provide a seamless series of amenities and services that enable every individual regardless of sensory, mobility or mental difficulty to embark, disembark and use the services provided to the public.

Main elements of such series are the following:

Port Services

Parking

Provisions for accessible parking specified before in the manual apply also for parking at ports and terminals

Ticket Sales

Ticket booths need to provide universal access to all users (see service counters). Drive through sales booths should not require a side reach in excess of 450mm for service.

Terminal Amenities

Terminal/Port facilities including washrooms, retail, service counters, kiosks, etc must meet the same requirements for similar facilities and services as described earlier in this document.

Information/Communications

Provide large print and audio versions of schedule and route information.
Provide TDD telephone service for the benefit people who are hard of hearing or deaf.
Ensure web sites are W3C Compliant for accessibility.

Infrastructure required

Provide a wharf or pier that allows the vessel to directly link to it without the need to negotiate steps (an additional ramp to bridge the gap between the vessel and the wharf or pier may be required)
Have a permanent or temporary ramp that links directly to the floor (and additional ramp to bridge the gap between the wharf or pier and the vessel) of the vessel

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Maritime Transportation Means, Continued

Vessel Services Access to Vessel

Ingress and egress on and off vessels can be problematic for many users. As the population continues to age and people with mobility impairments are increasingly common, this problem will become an even greater challenge.

Conditions that affect independent ingress/ egress – particularly on smaller vessels where passengers enter and exit off car decks need special attention. The crew and maritime company need to minimize tripping hazards, reduce gradient and cross-slope and provide better marked pedestrian routes on and off vessels.

All crew members working in these areas of a vessel need to have the disability awareness training, experience and willingness to assist passengers that requests assistance on and off the vessel.

Alternate Formats for Printed Material

Operators need to offer alternate formats of materials generated for passenger use on-board the vessels. Alternate formats to include:

- Large print, non-formatted text and electronic versions of all materials intended for public consumption.
- Audio recording of material.

Vessel Amenities

All on-board facilities including common and unisex washrooms, retail, service counters, kiosks, restaurants, lounges, etc must meet the same requirements for similar facilities and services found elsewhere as described earlier in this document.

Passenger Seating

Universal design principals need to apply to the fullest extent possible. All seating on board needs to accommodate a broad range of individuals. Vessels should not offer high stools with no back; or bench seating with no armrests or kickspace, etc.

Accessible seating needs to be integrated into different areas of the vessel. Grouping all the wheelchair users into one area is not appropriate. People with mobility impairments should have a choice of seating in different areas, as do other passengers therefore seating areas need to integrate open spaces that can be used by wheelchair and scooter users. Further, 5% of the total designated accessible seating must accommodate guide and service dogs – extra floor space of 500mm x 1200mm per seat will need to be allotted.

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Maritime Transportation Means, Continued

Vessel Services (continued)

Where there are passenger lounges on a ferry, at least 5% of the seating in each lounge must have a design and an adjacent clear floor space that permit easy transfer of a person to and from a wheelchair. The floor space should be large enough for a service animal to lie down. This seating should be designated by signage for use by persons with disabilities.

Seat height should be a maximum of 485mm from floor, approximately 420mm deep & 420mm wide.

Safety Provisions on board

A specific passenger briefing card intended to inform passengers with a disability about important safety features, procedures and vessel accessories affecting them should be provided. The card should include provisions for persons with mobility, vision and hearing impairments; it shall also recommend that passengers may receive a personal briefing from a Crew member covering procedures and vessel layout. Cards should carry the accepted international symbol of the disability group, set in a broad field of colour. For example:



Consistent colour coding of these user groups on all ticketing and dash board displays could support operations, evacuation and loading efforts later.

An additional passenger briefing card addressing for seniors is also advised.

Chapter 5: Training for Accessibility

Overview

Introduction

This chapter describes the character, content and delivery process of accessibility and disability awareness training, which constitutes a fundamental factor for successful service provision, as it is recognized that attitudinal and communication barriers, as well as misconceptions and stereotypes may form barriers and obstacles even more difficult than architectural ones.

The main recipients of such training are OCOG's staff members and Games volunteers. The delivery of the training involves three main phases:

1. General disability etiquette training
2. Games/ job specific accessibility training
3. Venue-specific accessibility training

For each of these phases there is a description of the content items, the organization of the training program and of the delivery process.

Aim of training

The aim of accessibility and disability awareness training is to enhance the understanding of all Games workforce to the implications of this area of work and to demystify the issue of disability for all customer-facing staff.

Training should be set within the context of other mainstream customer care training and must furnish participants with the tools and confidence to transfer basic Disability Awareness and Etiquette knowledge to their roles.

Training must be effective, culturally appropriate and focus on practical improvements which can ensure a high quality Games experience for all persons with a disability.

Contents

This chapter contains the following topics:

Topic	See Page
Disability etiquette / Awareness Training	
Games/Job-specific Training on Accessibility and Inclusion	
Venue-specific Training on Accessibility and Inclusion	

Disability Etiquette/ Awareness Training

Presentation	<p>The OCOG needs to organize and deliver high quality, well delivered training to all Games workforce which ensures that stereotypes and misconceptions do not create attitudinal and communication obstacles which in turn form barriers to access and inclusion.</p>
Scope of the training	<p>All staff has contact with either members of the public and colleagues with disabilities or elite athletes with a disability. Therefore all of the Games workforce (paid and volunteer) should have some disability etiquette training, regardless of their post.</p> <p>If staff has previous experience of similar training, they should still attend as a refresher course.</p>
Content of the Training	<p>People with a disability require the same customer services as people without a disability. Disability etiquette training is about good customer service and delivering what you've been asked for. Understanding exactly what your customer wants requires you to concentrate on the person rather than their impairment.</p>
Training themes	<p>The main themes of an effective training are:</p> <p>Concentrate on the <i>person</i> rather than his or her disability.</p> <p>People are people who have a disability are foremost people, then anything else. The emphasis should always be about the person rather than their disability.</p> <p>See the person first and foremost</p> <p>Be aware in your Games environment that you may encounter people with a disability as athletes, spectators, paid staff, other volunteers or members of the public. Their needs may be different, your approach should not!</p> <p>Do not feel sorry for people with a disability.</p> <p>The people with a disability you meet are either colleagues here to work, spectators here to have a great time or athletes here to compete. They are not people worried about their disability who require your pity.</p>

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Disability Etiquette/ Awareness Training, Continued

Training themes (continued)

Remember that not all people with a disability are wheelchair users.

Although 10% of the population has a disability, only about 4% are permanent wheelchair users. People with a disability could have any one of a range of other impairments. For example, there will be people with visual impairments, people with mobility impairments who may use a walking frame or crutches, or people with learning disabilities. In addition, there are many more people with 'invisible' impairments, such as arthritis or hearing impairments.

Communicating

Good communication is important when assisting any customer. However, this is particularly important for some people with a disability, such as those with visual or hearing impairments.

When you meet a person with a disability:

- Always address the person directly
- Do not speak to somebody accompanying a person with a disability about an issue concerning the disabled person
- Ensure that the manner in which you address a people with a disability is respectful

When you are listening:

- If the person with a disability has a learning disability or speech impairment, be aware that it may be necessary to wait longer than you are used to for them to get their point across
- Never finish someone's sentences for them, even if they have a speech impairment or learning disability
- Take a step back, so that a person in a wheelchair doesn't strain their neck when they are looking up at you.
- Always listen carefully and patiently to what the person is saying.
- If you haven't understood them the first time, don't be afraid to ask them to repeat themselves for you. Alternatively, repeat back to them what you think they have said, to make sure that you've heard them correctly

When you are talking:

- People with a hearing impairment, they may need to lip read. If so, face the customer directly and do not conceal your face when you speak (i.e. keep your hand away from your mouth)
- Be aware that bright sunlight or shadow can obscure expressions, making lip-reading difficult
- Speak clearly at your normal speed and tone of voice, unless the person specifically asks you to speak louder or slower. Move to a quieter location – or shut the doors – if necessary

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Disability Etiquette/ Awareness Training, Continued

Training themes (continued)

- Use straightforward, short sentences
- If the person has not understood you, do not be afraid to repeat what you have said. Try re-phrasing and check if the customer understands you
- It particularly helps some hearing impaired people, and people with learning difficulties, to use hand gestures to clarify your message. Using a map to show directions also helps
- If you haven't been understood, offer to communicate with a pen and paper instead
- Use positive sentence construction, such as "Are you looking for the seating area?" rather than "You're not looking for the seating area are you?"

Assisting a person who has a disability

- There are few instances where this will be necessary but it is vital to understand what to do and what not to do when called upon.
- Do not assume that a person with a disability needs assistance because they have a disability.
- What looks like a struggle to you, may simply be someone managing perfectly adequately at their own pace, in their own way. Always ask first, and if help is not required then simply accept the response. Do not impose your assistance and do not take offence if your offer is refused.
- Never touch a disabled person, or their mobility aid, without their permission. It is impolite and may affect their balance.
- Be proactive and offer assistance if you think it is required
If someone needs assistance to the seating area or other facilities in the venue you can call on your Team Leader for assistance if you are unable to leave your position.

Assisting wheelchair users

- If a wheelchair user requests assistance ask where the person wants to go, then inform the person that you are about to push them.

Assisting people with a visual impairment

- When escorting somebody with a visual impairment, allow them to grip your elbow & walk beside you. (If they have a guide dog they may prefer to walk free from contact).
- Always describe where you are walking, e.g. "Another few feet and we will be walking down a ramp", "We are approaching some stairs".
- When you reach your destination, let the person know where they are. You may need to ask another staff member to take over.
- If the person has a guide dog, do not pat it as this distracts from its work.

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Disability Etiquette/ Awareness Training, Continued

Terminology

It is important to give clear guidance and information regarding terminology. The aim should be to have a “corporate” approach where ALL staff uses the same terminology which is modern and respectful.

In conjunction with experienced equality trainers develop a Games wide approach to this subject.

Training Delivery Method

It may be difficult to train tens of thousands of people with seminars and lectures. Therefore in addition to a “train the trainers” programme, remote individual training packages must be devised. This should devise training which can be accessed by individuals in their own time, such as web based training or DVD and could include training via a website or utilizing DVDs which can be watched at home. Such initiatives should be supplemented by written handouts or other material for all staff.

Games/Job-specific Training on Accessibility and Inclusion

Presentation

This session should be for all staff that has direct and frequent contact with either members of the public who have a disability, disabled colleagues, or elite athletes with a disability.

If staff has previous experience of similar training, they should still attend as a refresher course.

Content of the Training

This session should continue the themes found in the general disability etiquette training. However, this session should encourage interaction and question sessions on key themes.

This interaction could take the form of role play, quizzes or question and answer sessions which address key themes with a relevance to the Games. Particularly encourage managers and team leaders to ask questions relating the Games time service delivery.

Organization of Training Program

Attendance in organized sessions with physical presentations and demos is an optimal method.

For this experienced "equality trainers" should devise a "Training the Trainers" session for FA managers and Team Leaders. This session can then be cascaded down to staff via team leaders and managers using DVD and handouts.

This way the training will get a consistent and reliable message across to all Games workforce.

Venue-specific Training on Accessibility and Inclusion

Presentation	<p>This session should be for all venue based staff regardless of whether they have direct contact with either members of the public who have a disability, disabled colleagues, or elite athletes with a disability.</p> <p>If staff has previous experience of similar training, they should still attend as a refresher course.</p>
Content of the Training	<p>This session should continue the themes found in the general disability etiquette training. However, this session should cover in detail accessibility to mainstream facilities and also the additional venue facilities and services for people with a disability.</p> <p>This session should incorporate a tour of accessible features and services; advice on protocols for using services; evacuation of people with a disability in emergency situations; likely venue specific scenarios.</p>
Organization of Training Program	<p>FA managers and Team Leaders should work alongside experienced access and inclusion auditors to assess venue services and facilities. Then a short session regarding accessible facilities and services should be provided by FA managers and Team Leaders to all relevant staff.</p>