

# Physical Accessibility

## Webinar Series: Disability-Inclusive UN Business Operations

# Agenda

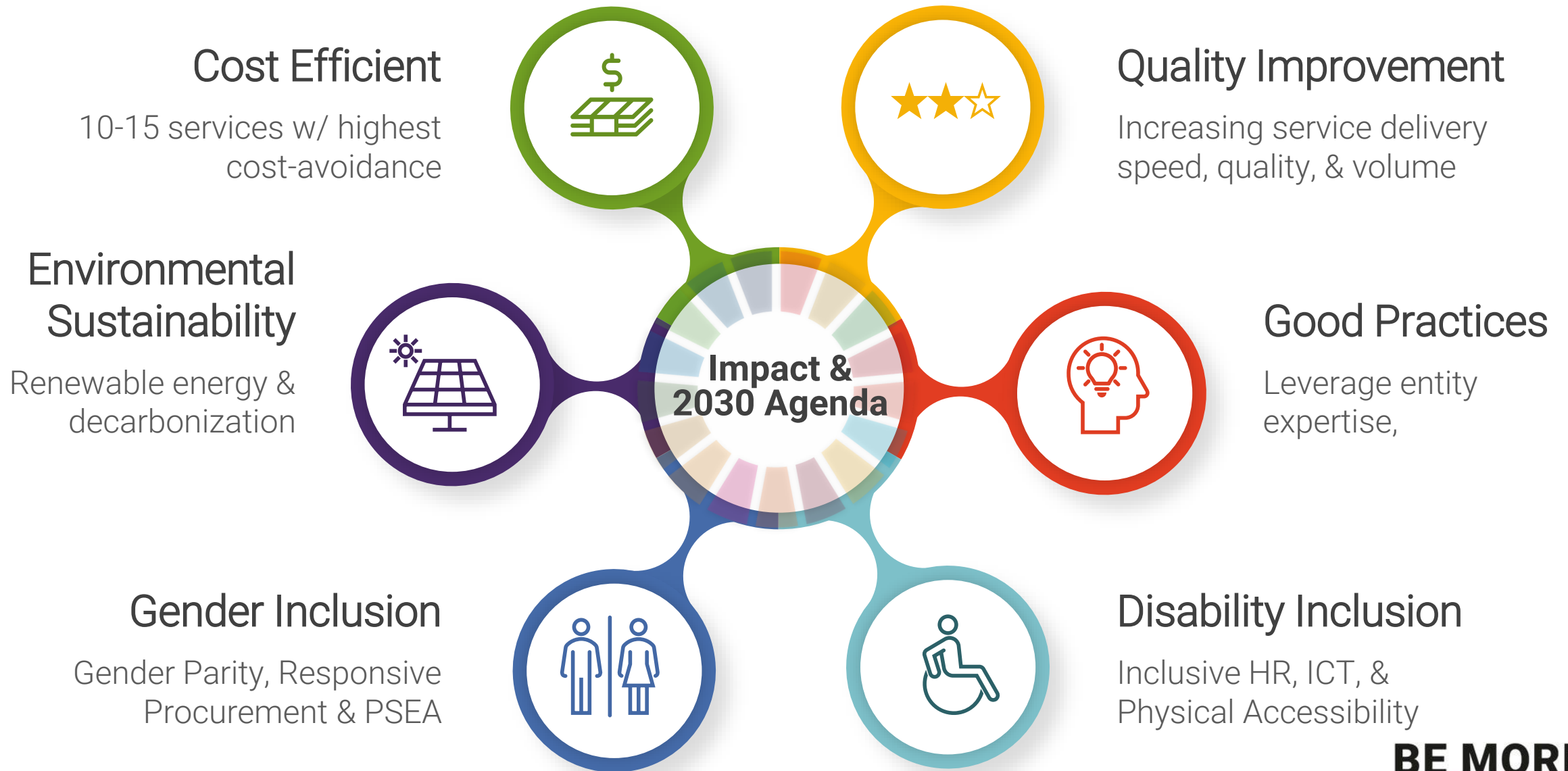
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- ▶ **Welcome & Intro** - Brianna Harrison (DCO)
- ▶ **BOS & High-impact services** - Luis Diego Cob (BOS)
- ▶ **UNDIS & Accountability Scorecard Overview** - Gopal Mitra (EOSG)
- ▶ **Physical accessibility** - Anna Burlyueva (Unicef)
- ▶ **Field experiences** - Afke Bootsman, Indonesia (RCO)
- ▶ **Personal experience** - Cara Elizabeth Yar Khan (Disability advocate)
- ▶ **Q&A**



# Disability Inclusion High-Impact Operations

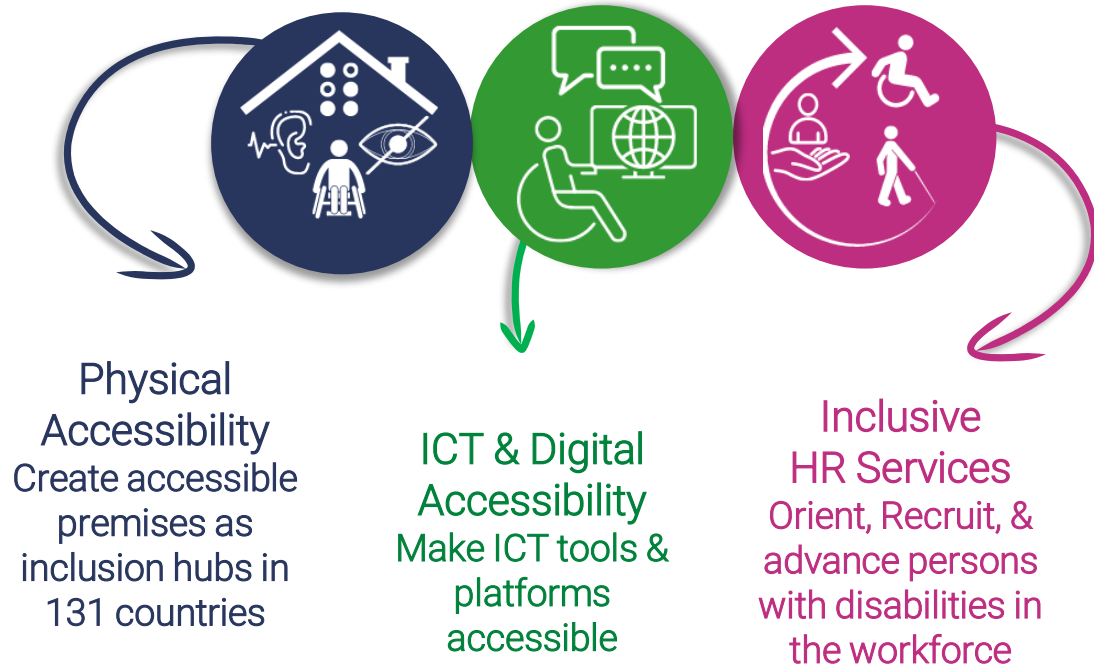
# High Impact Common Services





# Disability Inclusion

Completed initial work to identify improvements for UN operations in **three areas**:



\*Developed based on international standards (e.g., ISO, WCGA) & collaboration of disability inclusion specialists from Kessler Foundation, JP Morgan, UN ILO, UNICEF, ITU, UNHCR, DCO

**Piloting in few country offices**  
& funds to conduct a pilot

- 1 Albania
- 2 Lebanon
- 3 Lesotho
- 4 Montenegro
- 5 Namibia
- 6 Nepal
- 7 Costa Rica
- 8 Dominican Republic
- 9 Indonesia
- 10 Pacific Islands (Fiji)
- 11 Guatemala
- 12 Iran
- 13 Nigeria
- 14 Tajikistan
- 15 Uruguay
- 16 Sao Tome & Principe



## Standards: Physical Accessibility Levels \*



Accessible  
Entrance



Accessible  
Evacuation



Parking  
Space



Accessible  
Meeting Room



Accessible  
Toilet



Accessible  
Workstation



Common  
Areas

Level **1**

1

Yes

1

1

**1 unisex toilet**

1

N/A

Level **2**

1

Yes

1 with pathway

2

In more than 1 floor

>1

Easy circulation in  
most parts

Level **3**

1

Yes

4%≥ of parking

All

50% of toilets

At every level

All

\* Physical Accessibility Levels created by Unicef

# Overview

## UN Disability Inclusion Strategy



- Launched in June 2019 by the Secretary-General
- The Strategy includes a **policy** and an **accountability framework**, which has two aligned components:
  - An entity accountability framework
  - A **UN country team accountability scorecard on disability inclusion**
- Strategy covers both programmes and operations
- Aligned with other UN system priorities on inclusion: gender, youth, indigenous persons

# UNDIS Accountability Framework

## UNCT Accountability Scorecard on Disability Inclusion

- UNCTs report on implementation of the Strategy through the UNSDG Information Management System (IMS) by the end of each calendar year.
- Technical Guidance Notes and Reporting Template can be used to help facilitate UNCT self-assessment and reporting process and are available to download from UNSDG Knowledge Portal.

LEADERSHIP, STRATEGIC PLANNING AND MANAGEMENT	INCLUSIVENESS	PROGRAMMING	ORGANIZATIONAL CULTURE
1. Leadership	5. Consultation with Organizations of Persons with Disabilities	8. Joint Programmes	12. Employment
2. Strategic Planning	6. Accessibility of UN Premises and Accommodation	9. Data	13. Capacity Development for UN Staff
3. Cooperation Framework	7. Inclusive procurement of goods and services	10. Monitoring and Evaluation	14. Communication
4. UNCT Set-up and Coordination		11. Humanitarian	

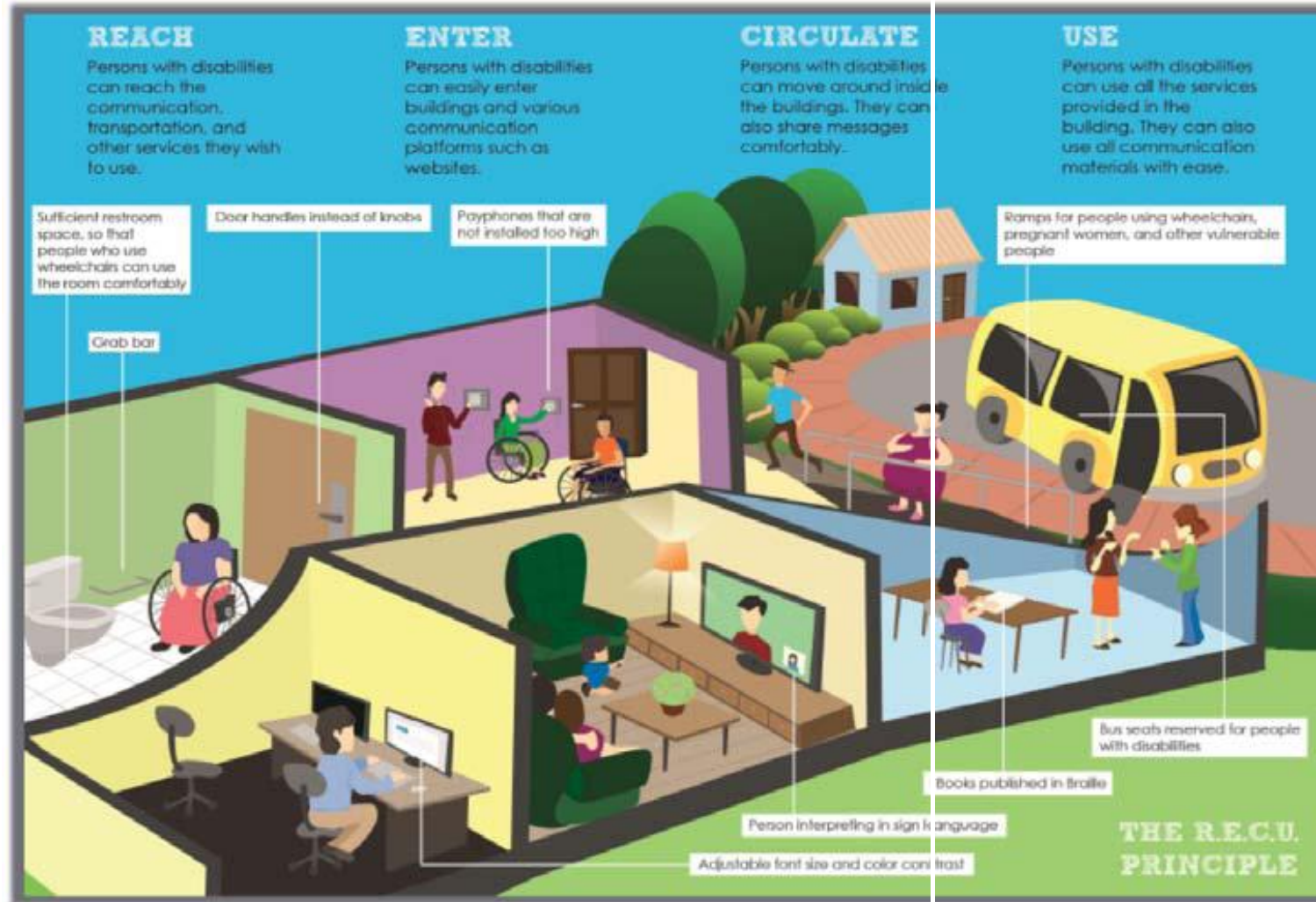


- The Strategy promotes the accessibility of UN premises and services for all UN staff and constituents with disabilities (indicator 6)
- Reasonable accommodation (indicator 6)
- Inclusive procurement (indicator 7)
- Employment of staff with disabilities (indicator 12)
- Consulting organizations of persons with disabilities (indicator 5)

Poll: is your office accessible?



# Key considerations for physical accessibility

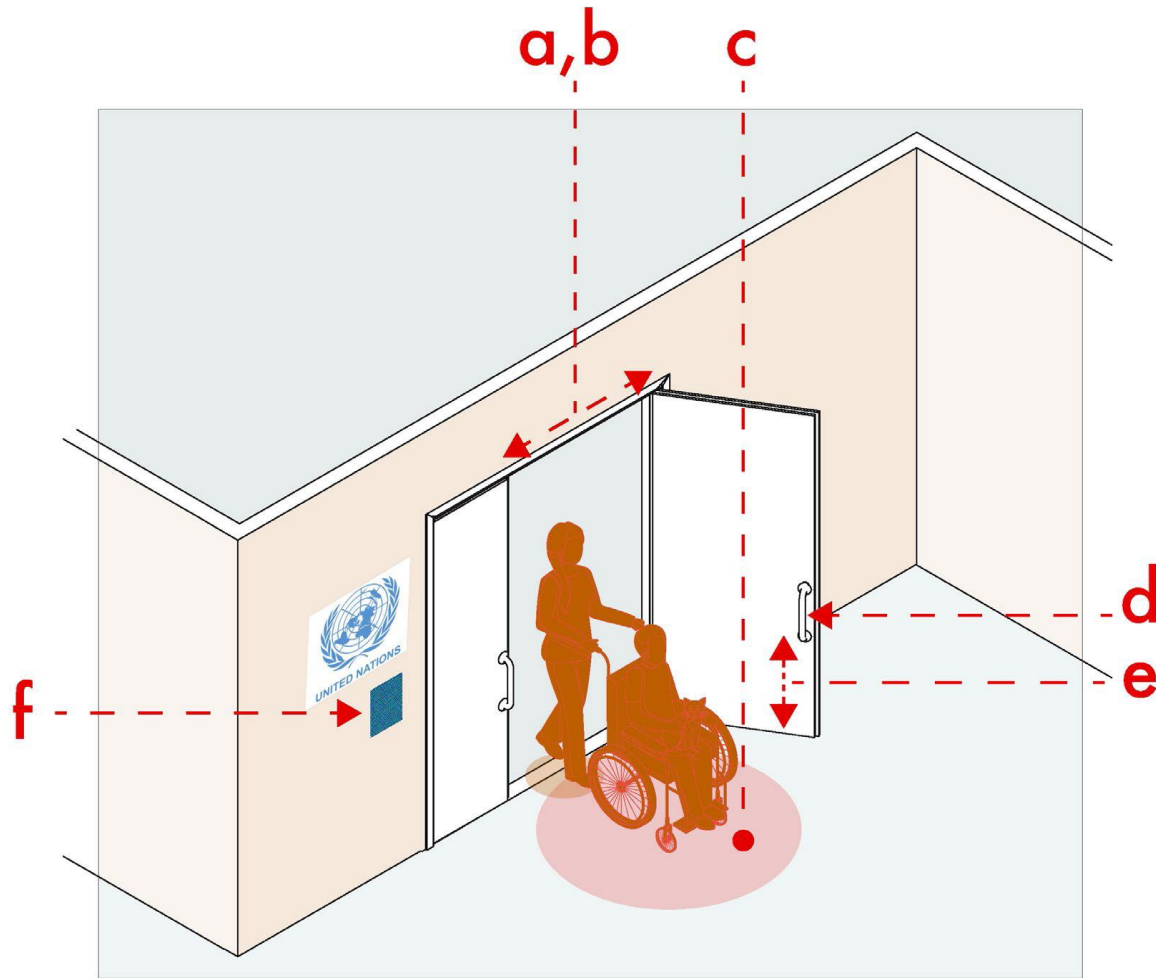


**R.E.C.U**

**Universal design**

*Image: Humanity for Inclusion*

# Where to start?



- Accessibility assessment of UN premises
- Engagement of local OPDs
- Assemble Accessibility task force
- Local policies and terms of use of the facilities

# UNICEF's Accessibility Toolkit:

<https://accessibilitytoolkit.unicef.org/>



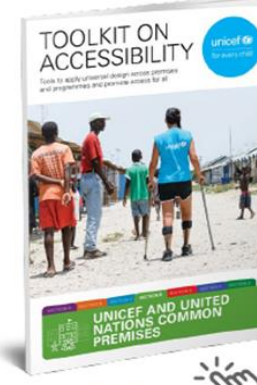
## SECTION A: ADVOCACY FOR ACCESSIBILITY:



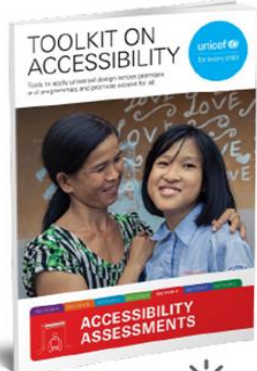
## SECTION B: PROGRAMME- RELATED BUILDINGS:



## SECTION C: ACCESSIBILITY IN EMERGENCIES:

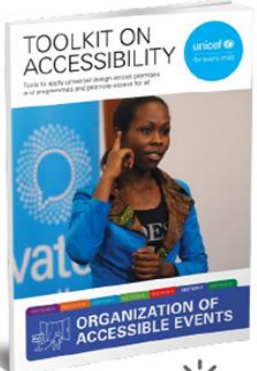


## SECTION D: UNICEF AND UNITED NATIONS COMMON PREMISES:



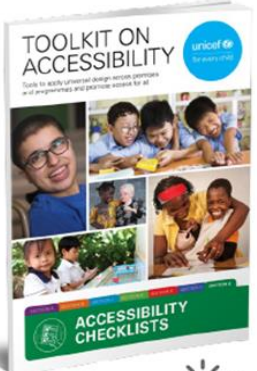
## SECTION E: ACCESSIBILITY ASSESSMENTS:

insight on how to  
conduct accessibility



## SECTION F: ORGANIZATION OF ACCESSIBLE EVENTS:

suggestions on how



## SECTION G: ACCESSIBILITY CHECKLISTS:

17 checklists to use  
during accessibility



**TOOLBOX:**  
a repository  
of useful tools,  
documents and  
examples for  
accessibility  
activities, such as  
terms of reference  
or samples of  
assessment reports



# Organizing accessible events: virtual and in-person

- Registration to identify accessibility needs (accessible platform)
- In-person meeting: venue, volunteers, transportation and hotels, chaperon, skillful facilitator and speakers, agenda adopted for all and shared in advance, accessibility services (CART, Sign Language),
- Virtual: platform, accessibility services, skillful facilitator and speakers, accessible resources







UNITED NATIONS  
INDONESIA



# UN Disability Inclusion

## Physical Assessment Overview

August 2022



- In line with the rights-based approach to disability, the UN are taking appropriate measures to ensure persons with disabilities have access, on an equal basis with others, to the UN premises to ensure their full and effective participation
- The UNCT in Indonesia is implementing a disability inclusion project which is being part of a global program that at this stage includes 10 countries from around the world.
- Currently, the accessibility assessment for the UN common premises is being implemented at the Menara Thamrin building in Jakarta as the UN house in Indonesia.
- The assessment has been ongoing in March and June 2022.



# The Methodology

- An accessibilities survey on the building facilities checklist has been used to assess the baseline.
- This checklist has been complemented by 5 experts that represent people with sensory (sight and hear), physical, mental, intellectual disabilities, and neurodivergent to assess the existing facilities.
- A walkthrough with the 5 experts has been done on 16 and 17 March 2022 while using the checklist as the base on the assessment, with interviews carried out throughout the activity.
- Technical requirements details in the checklist are based on the guidelines from Regulation Ministry of Public Work number 30/PRT/M2006, about technical guidelines for facilities and accessibilities in the technical planning for accessible and inclusive building and environment.
- This checklist has been adjusted based on the condition and requirements of Menara Thamrin.



# The Physical Assessment was done in:

1. Entrance
2. Elevators
3. UN Floor (Office & Reception)
4. Restrooms
5. Stairs
6. Emergency Exit
7. Parking lot
8. Canteen
9. Basement
10. Public Transportation





# Overall Findings (entrance)

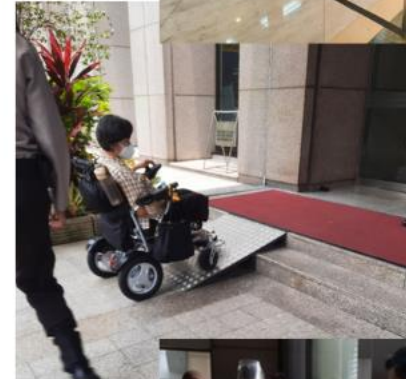


front entrance



back entrance

- Some reception staffs can communicate verbally and non-verbally, especially to deaf person.
- Directional signage around the office are not too visible.
- Building entrance needs to be enlarged to be accessible for wheelchair users.



- Ramps are available at the front and back of the building entrance, although it is too steep for wheelchair users



# Overall Findings (elevators)



- The control panel needs to have a braille marking or voice output to indicate the floor
- Though overall, the control panel is reachable in general for wheelchair users, some buttons are slightly higher to be reached.
- Railings at the side of elevators are available
- The control panel has been recently upgraded into touch sensor



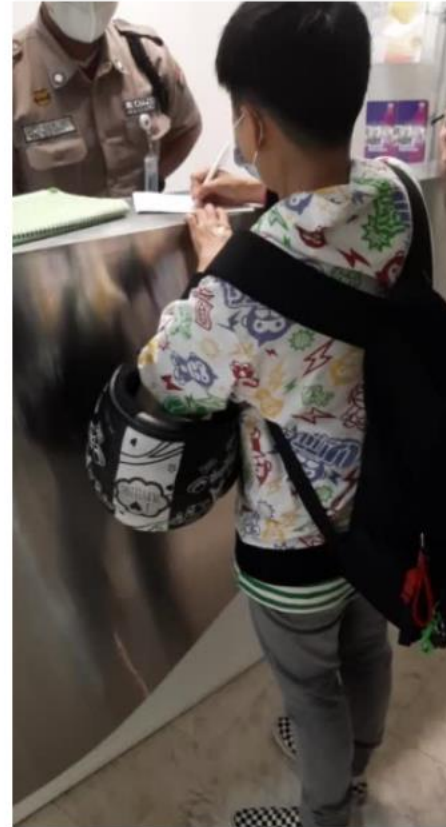


# Overall Findings (UN floor Office & Reception)



Interaction with blind person

- Some reception officers couldn't give a clear instruction when encountering a blind person and tends to be a bit permissive.
- In some cases, they would provide a pen and a note to communicate with deaf mute person.



Interaction with deaf person

# Specific features for meeting rooms:



- A few door handles have a pointy design model which could be hazardous.
- Glass doors that are installed in several areas can be difficult for wheelchair users and low vision people who might not realize there is a barrier.
- Door closer equipment can also be a barrier for wheelchair and low vision.

## Ongoing progress:

- A few doors in several offices will be replaced with sliding doors







# Specific features for corridors:



- Corridors should be connected to one another, especially for evacuation routes in case of emergency.
- The contrast color on the carpet can be a guiding path for people with low vision (example in UNDP office)
- Obstacles like printers, boxes, decorations should be moved away.



# Specific features for restroom:



- Overall, improvements for disability features is highly needed, directional signage is too small, no braille marking, no guiding path, too small for wheelchair to get in





# Specific features for stairs:



- Overall, improvements for disability features is highly needed, directional signage is too small, no braille marking, no guiding path, need to extend handrails and indicators for steps.

## Progress:



Improvements already made on 15 August 2022 by extending handrails



# Specific features for emergency exit:



- Overall signage for emergency direction are visible enough
- UN Office already equipped with evacuation chair to provide mobility for disabled persons to evacuate easily.
- Emergency stretcher can also be used in case of emergency to carry people





# Specific features for parking lot:



- Menara Thamrin has not yet provided disability parking for visitors, although there are 2 space that is reserved belong to UN office.
- The size is not enough and signage are not visible

## Progress:



UN has provided parking spaces for disabled group



## Specific features for basement:



- Ramps are already provided, but not including in the stairs near the elevator on the other side of the floor



# Specific features for canteen:



- Overall, improvements for disability features is highly needed, directional signage is too small, no braille marking, no guiding path
- Anti-slippery steps are already available





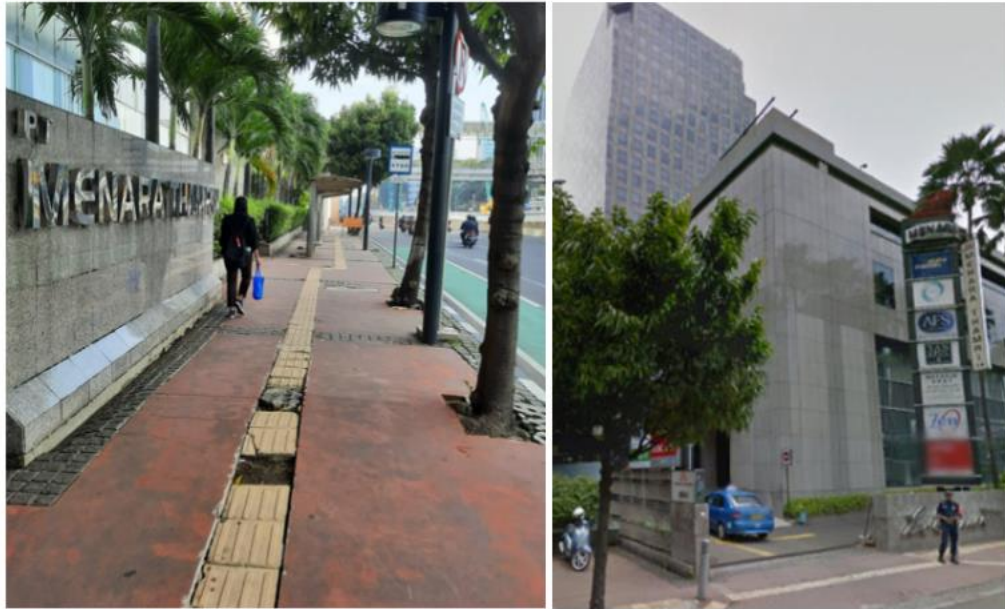
## Specific features for basement/prayer room:



- Overall, improvements for disability features is highly needed, directional signage is too small, no braille marking, no guiding path
- The overall size and room in general is not very convenient



# Specific features for public transportation:



- The guiding block or tactile paving on the sidewalks is not yet ideal. With the current construction happening in front of the building location, nearest public transportation is moved slightly furthest than before.



# Main priorities to be implemented:

## Physical

- Consistency in physical alteration facilities
- Signage accessibility
- Spatial planning for room structure and sizes in removing obstacles around working areas
- Adding ramp or transition strips in floorings
- Good lighting for better visibility

## Non-Physical

- Standard preparation when encountering disabled persons for working staffs and building staffs
- Using human centered-approach and mindfulness to people with disability
- Prioritize safety and clear instructions





# Physical Assessment with Office Workers:



- In June, the UN in Indonesia team organized a disability awareness training for front liners, targeting towards front liners, office support and other interested UN staffs in learning about disability awareness. The training was led by a group of persons with disability, moderated by one of the experts from previous assessment.



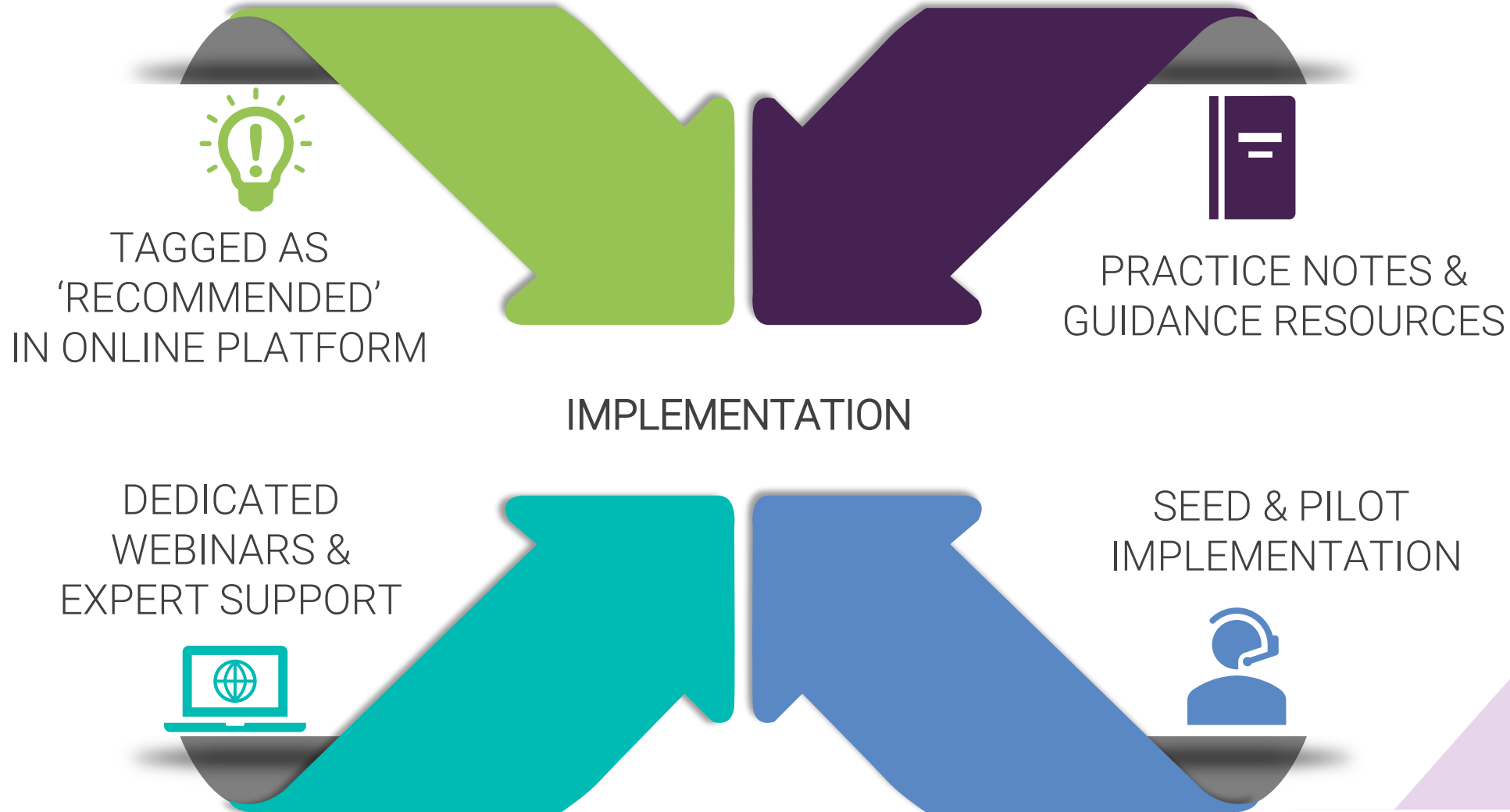
# Physical Assessment with Office Workers:



- Around 40 participants attended the session in learning about the basic knowledge of equality in the disability community, disability rights, types of disabilities, and how to interact with disabled groups.
- The training was done in an interactive manner where participants are engaged in a simulation when dealing with disabled groups and discussions with other participants.



# HICS - Roll-out & Implementation support



# Q&A

Use Q&A box,  
Chatbox, or  
Raise hand

# Thank You

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