Disability Inclusion
Additional Resources

Physical Accessibility

Making UN Premises & Facilities Accessible through the Business Operations Strategy (BOS)2.0

UNITED NATIONS
DEVELOPMENT
COORDINATION
OFFICE

DISABILITY
INCLUSION
STRATEGY

Table of Contents

1. Unicef's Technical cards and Guidelines documents

Refer to these documents in the BOS 2.0 Library to make UN premises Level 1 Accessible.

2. Additional[GU1] Resources[1]

Below are a few links to help your Country Team navigate the implementation of physical accessibility. Refer to local OPDs for other local resources and information:

Building for Everyone: A Universal Design Approach: provides guidance on how to design, build, and manage buildings and spaces to be accessed and used by everyone. The Building for Everyone series is available to download for free in accessible PDF format.

Evacuation of People with Disability and Emergent Limitations: Considerations for Safer Buildings and Efficient Evacuations, 2nd Edition: A technical resource from The Accessible Exit Sign Project. It shares ideas for inclusive and accessible evacuation, including templates for personal and group emergency evacuation plans.

Guidelines for access auditing of the built environment (NDA Ireland): provides best practice advice on how to carry out an access audit. The guidelines are important for anyone who deals with the construction and use of buildings.

Making ILO offices accessible to Persons with disabilities Access Handbook.
This Access Handbook from the International Labour Organization is intended to assist the efforts of ILO directors and staff in headquarters, field and project offices to make ILO premises and services throughout the world accessible to people with physical, sensory and learning disability. The Handbook can help renew ILO efforts to advance in promoting access of persons with disabilities.

International Association of Accessibility Professionals (IAAP): their mission is to define, promote, and improve the accessibility profession globally. It does this through networking, education, and certification. Their programs help create accessible products, content, and services. It shares information with its members about accessibility standards and laws around the world. Members get access to updated accessibility training.

International Organization for Standardization: is an independent, non-governmental international organization with a membership of 165 national standards bodies. Experts from all over the world work together to develop and publish International Standards—for example, ISO Standard 21542 on Accessibility and Usability of the Built Environment.

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[1] Accessibility GO! A Guide to Action, Delivering on 7 accessibility commitments, World Blind Union and CBM Global Disability Inclusion, K. Al Jubeh, B. Dard, Y. Zayed, November 2020.

National Federation of Disabled People--Nepal (NFDN): is an organization of persons with disabilities who have developed useful resources on accessibility, including examples of accessibility audit practices and accessibility audit checklist.

UNESCAP Disability at a Glance 2019: Investing in accessibility in Asia and the Pacific: outlines the tools and approaches for successful investment in accessibility. It provides recommendations to governments across key areas of focus to ensure that societies are built to be sustainable and inclusive. It contains a comprehensive list of ISO standards on accessibility.

3. Accessible Workplaces and Premises Self-Assessment Template[2][GU2]

Please use the comment section to note the reason for your rating. Please write your thoughts or ideas in the comment section. You might write down accessibility gaps or ideas on how to make changes.

Mark scheme:

0	No, not at all
1	Rarely/ad hoc
2	Sometimes/partially for some
3	Always/consistently for all

Specifications and standards	Mark 0 – 3	Comment

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[2] Accessibility GO! A Guide to Action, Delivering on 7 accessibility commitments, World Blind Union and CBM Global Disability Inclusion, K. Al Jubeh, B. Dard, Y. Zayed, November 2020.

1. Are staff knowledgeable and confident on national and international accessibility standards and requirements for buildings and premises?		
2. Is there already a training specific for disability inclusion so staff can be confident ?		
3. Is there a national standard in your country ? If not do you use a common standard ?		
4. Are workplaces and their locations chosen based on an accessibility audit which has been supported by persons with disabilities?		
5. Do your rental contracts for offices and premises allow you to make accessibility modifications?		
6. Are accessibility standards maintained and updated over time based on feedback from diverse staff and users?		
7. Do you have an allocated budget for regularly undertaking accessibility audits and		

maintaining accessibility features?		

Accessibility auditing	Mark 0 – 3	Comment
8. Have OPDs and accessibility professionals been consulted before doing accessibility audits or changes?		
9. Are accessibility audits undertaken to identify barriers, recommendations, and actions to improve accessibility and safety in the workplace?		

Accessibility auditing	Mark 0 – 3	Comment
10. Do audit teams made up of OPDs and accessibility professionals use accessible and participatory approaches that look at all disability requirements?		

11. Do the audit teams consult a wide range of users (e.g. staff, visitors, clients), including a diverse range of persons with disabilities?		
12. Are the audit findings and recommendations shared with partners and OPDs in local languages and accessible formats for feedback and validation prior to finalization?		
13. Are the findings and recommendations of audits consistently shared with staff and partners to inform future programs and strategies?		

4. Mapping out Accessibility of Physical Premises

The following are some suggested areas to begin thinking about mapping the physical accessibility of UN premises. These areas are not exhaustive and should be evaluated further within your country premises and common back-office context. It is recommended to consult with local Organizations of Persons with Disability and your local legislature to learn about the local requirements.

a. Signage
i. Are there International symbols of accessibility (ISA) placed throughout the interior and exterior of a building directing individuals to accessible entrances, facilities, restrooms, meeting rooms, and other public or work-related locations of the premise? Symbols on the building's exterior should denote the appropriate path of travel to and from parking or public transportation.

There may be differences by country in signage requirements; however, using international symbols for specific areas should cover most locations.

ii. Offering multiple visual and audio systems: multi-sensory alarms for navigating and evacuating the building and large-print instructions for procedures, especially operating emergency and safety equipment.

b. Building Access

i. Are all entrances accessible for a person with a mobility or visual disability to enter the building? This provision may require ensuring ramps are in place to allow wheelchair access to the door and a landing area in front of the door that is sufficiently sized to allow for a person in a wheelchair to maneuver and open a door and enter a building.

The technical specifications should focus on ramps, grades, landings, and hardware for the door and may use international specifications. Ideally, doors should have automatic operators where a person with disability can push a button, and the door opens automatically, yet UNCTs should prioritize according to their budget and assessment of premises.

iii. Do doors and entrances need to be modified, i.e., are there smaller doors that need enlarging, for a person with disability to enter the premises? Do dual doors need to be modified to operate as one to create an opening of sufficient size? This criterion should consider distinct disabilities like a person in a wheelchair or a visual or mobile impairment.

iv. Once in the building, are there any stairs, objects, obstacles, or unevenness that prevents a person from traversing to a reception desk? If stairs exist, could appropriate ramps be installed either as an alternative path of travel in addition to the stairs, if space is available, replace the stairs with an appropriate ramp, or modify the reception desk to allow persons with disabilities to be addressed on an equal basis?

c. Reception Areas

i. Are the reception areas designed with a large open space to allow persons with disabilities to approach and interact with the receptionist? Desks should ideally be constructed to allow for persons in wheelchairs to have direct eye contact with the receptionist and have the ability to utilize the desk for placement of any items, signing documents, and be addressed on an equal basis. The reception desk should not be designed to tower over those entering the building, specifically a person using a wheelchair. If there is a need for a higher desk for the receptionist, accommodation should be made at the desk for an accessible area, which would be at a lower height.

ii. Is the reception area appropriately signed with ISA signs to direct a person with disability to specific areas for assistance?

iii. Are further designs necessary, like the installation of an induction loop that can assist a person that is hard of hearing or those who have a cochlear implant? iv. Is there an additional seating area to accommodate a persons with disabilities or those in a wheelchair?

iv. Are aisles wider, and spaces are designated using the ISA symbol on special seating or wheelchair space areas.

v. Other areas may be ensuring Braille is included in any ISA sign or a system in reception, converting speech to text for an individual who may be deaf.

d. Restrooms/Bathrooms/WC

  i. Are the restrooms compliant and accessible to persons with disabilities?

  ii. Are the restrooms conveniently located close to the reception area with a clear and wide path of travel to the restroom/WC?

  iii. Are there minimum standards for a person in a wheelchair to gain entry and use the restroom facility without assistance? For example, are the doors and spaces at either side of the door large enough to allow a person to open and enter or exit the area?

  iv. Is there enough space for a person in a wheelchair to turn in a 360-degree circle, have ease of use of a sink, with insulated pipes, have the ability to reach soap in paper towel dispensers, and the ability to approach and utilize water closets (toilets) and urinals?

  v. Are there possibilities of creating single-use restrooms designed either for male or female that allows for full accessibility in place of retrofitting existing restrooms/WC (depending on existing conditions, this may not be accomplished without extensive and costly work)?

e. Meeting and Conference Rooms

  i. Do the buildings where meetings and conferences take place have vertical transportation installed that allows persons with disabilities to move between floors, or are they on the ground floor?

  ii. Is the path of travel from the entrance to the meeting room clear, unobstructed, and wide enough for a person in a wheelchair or using a mobility device to access the meeting room?

  iii. Are tables designed such that an individual in a wheelchair or mobility device can approach and participate in a meeting? High tables should be discouraged.

  iv. Create a communication channel where participants can communicate their accessibility and accommodation needs.

f. Accessible work areas

  i. Are the working areas accessible for persons with disabilities, is there vertical transportation among the floors, and can they move with ease among the different working areas?

  ii. Are there accessible chairs, desks, working stations, and desks for persons with disabilities? Are desks low enough or adjustable for a person in a wheelchair to work adequately? Are there specialized chairs for persons with disabilities to work for prolonged periods?

  iii. Is there digital equipment accessible by persons with disabilities, i.e., blind or deaf persons to work, like speech to text, or braille keyboard and printers?

  v. Investing in adjustable chairs and desks, filing and storage spaces in easy range of reach for all employees, and ergonomic keyboard and computer support.

vi.   Designing workplaces with simple layouts: having consistent signage and tactile indicators, neutral colors, good lighting, low noise, and easy to use lever handles of doorknobs.

vii. Create communication channels and procedures where participants can communicate their accessibility and accommodation needs.

g. Eating Areas

i.   Are the eating areas, breakrooms, or lunchrooms accessible?

ii. Are there tables low enough or designated within International Symbols of Accommodation (ISA) for a person in a wheelchair?

iii. If there is a cafeteria-style setting, is there the ability to assist persons with disabilities who may not grasp an item or reach an item?

iv. Are areas for self-service readily accessible to all individuals and at a height where a person in a wheelchair is afforded the same benefits as others?

v.   Just as the meeting room would be located on the 1st floor of a building that does not have vertical transportation, is the eating area, break room, or lunchroom should also be found on the 1st floor, or is there vertical transportation to access it?

vi. Is there a clear path of travel to the room and ease of access into and out of the eating room?

vii. Are tables and other furniture placed to allow for a person in a mobility device to move between tables easily?

viii. Are the drinking fountains, coffee machines, microwaves, and other electronic devices accessible for persons with disabilities, including but not limited to persons that are blind or in a wheelchair? Digital tools are often not accessible for persons with disabilities and become unusable or require assistance, reducing the equality and autonomy of persons with disabilities.

h. Transportation

i.   Is there convenient access to the premises by public transportation? If there is not, is there a protocol in place for transporting persons with disabilities to and from access to public transportation?

ii. Is there sufficient parking for persons with disabilities?

iii. Is there an accessible drop-off and pick-up point by accessible entrances for persons with disabilities?

iv. Promoting different forms of transportation: cycling to work and providing workplaces with bicycle storage, accessible showers, changing rooms, lockers, kitchen, and snack areas, green and quiet spaces.

5. Disability Glossary: Key concepts and definitions[3,4]

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[3] United Nations Disability Inclusion Strategy

[4] Accessibility GO! A Guide to Action, Delivering on 7 accessibility commitments,

ACCESSIBILITY	Ensuring that persons with disabilities have access, on an equal basis with others, to the physical environment, to transportation, to information and communications, including information and communications technologies and systems, and to other facilities and services open or provided to the public, both in urban and in rural areas (Convention, art. 9)
ACCESSIBILITY AUDIT	It means using a number of standardized tests and methods to establish what elements of an environment (physical or digital), a service or a facility, are accessible and which elements need to be modified and improved. It is a form of evaluation lead by accessibility professionals that can help organizations with assessing barriers, measuring compliance with accessibility standards and identifying solutions to improve accessibility and usability for all persons with disabilities.
ACCESSIBILITY FEATURE	Any accessible technology, assistive technology, and specialty hardware and software that are either built-in or added on to products. The purpose of these features is to make technology easier to use by meeting a user preference, a user need, or facilitating a user interaction with the technology.
ACCESSIBLE FORMAT	Information available in formats such as, but not limited to, Braille, tactile graphics, large print, text-to-speech, oral presentation, electronic files compatible with screen readers, captioned or signed video for persons with hearing impairments, icons, and animations, or 3D models for persons with psychosocial disabilities.

ACCESSIBLE POLICY	A living document which sets out the goals and the rules your organization will put in place to become more accessible. A policy should be reviewed and updated whenever your organization's practices or procedures change. For example, as you move forward with implementing your multi-year accessibility plan, you may need to update the policies you have written, or to draft new policies.
ACCESSIBILITY PROFESSIONALS	Individuals who have acquired interdisciplinary knowledge and skills, often using their lived experience, to promote inclusion and diversity through the implementation of accessibility standards, codes, legislation, and application of universal design principles to environments and communities. Accessibility professionals can be found in any field, across disciplines and with different levels of certification/qualifications.
ALTERNATIVE (ALT) TEXT	Alternative (or Alt) text: This is text to describe visual content that is non-text, such as photographs, graphics, images, graphs, tables, so that both their content and function can be read by people who use screen readers.
ASSISTIVE TECHNOLOGY	Any information and communications technology, product, device, equipment, and related service used to maintain, increase, or improve the functional capabilities of individuals with specific needs or disability.

BARRIERS	When discussed in relation to persons with disabilities, barriers can have a number of meanings. They can be structural barriers, such as physical barriers (e.g. stairs), but can also be structural in terms of how a society organizes itself in areas such as welfare and support services, such as opportunities to own or control resources and decision making. Barriers can also be attitudinal, for example, prejudice and negative perceptions of persons with disabilities can create barriers hindering their full and equal participation in society.
BUILD BACK BETTER	Build Back Better: is an approach associated with rebuilding following natural disasters in communities and countries with a vision of achieving resilience through stronger, faster and more inclusive post-disaster reconstruction.
CONVENTION ON THE RIGHTS OF PERSONS WITH DISABILITIES	The CRPD is an international human rights treaty, which protects the rights and dignity of persons with disabilities. Parties to the Convention (those who have ratified it) are required to promote, protect, and ensure the full enjoyment of human rights by persons with disabilities.
CONVENTION ON THE RIGHTS OF PERSONS WITH DISABILITIES-COMPLIANT	Policies and practices that follow the general principles and obligations underlined in the Convention, as well as the standards of the Committee on the Rights of Persons with Disabilities (CRPD) in their interpretation of the Convention

DIGITAL ACCESSIBILITY	The quality of a mainstream technology such as a computer, mobile phone, self-service kiosk, piece of software or any device that acts as a digital content holder, to be used by the widest range of users possible, regardless of their abilities or disabilities.
DISABILITY	According to the CRPD, Article 1 states that 'Persons with disabilities include those who have long-term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others'.
DISABILITY INCLUSION	The meaningful participation of persons with disabilities in all their diversity, the promotion of their rights and the consideration of disability-related perspectives, in compliance with the Convention on the Rights of Persons with Disabilities
DISCRIMINATION ON THE BASIS OF DISABILITY	Any distinction, exclusion or restriction on the basis of disability that has the purpose or effect of impairing or nullifying the recognition, enjoyment or exercise, on an equal basis with others, of all human rights and fundamental freedoms in the political, economic, social, cultural, civil or any other field. It includes all forms of discrimination, including denial of reasonable accommodation (Convention, art. 2)
DISSAGREGATED DATA	Data that has been broken down by detailed sub-categories, such as on the grounds of age, marginalized group, gender, region, level of education. Data disaggregation is key to reveal inequalities and monitor and support strategies for inclusion and equality that address discrimination. For data disaggregation that supports the rights of all persons with disabilities, the Washington Group Data Sets have been developed to more effectively ensure that national statistics, policies and programs are

	effectively accessible for all persons with disabilities in line with CRPD Article 31.
INDEPENDENT LIVING	Is a concept used to describe approaches that result in persons with disabilities to live in communities with independence, autonomy and dignity. Such approaches would enable or provide a range of support services for persons with disabilities, including, if necessary, services that will support in decision making.
MAINSTREAMING DISABILITY INCLUSION	A consistent and systematic approach to disability inclusion in all areas of operations and programming
ORGANIZATION OF PERSONS WITH DISABILITIES (OPD)	Organizations of Persons with Disabilities are led, directed and governed by of persons with disabilities who lobby and advocate for the rights of their members. Some OPDs are impairment focused, others such as national umbrella organizations, represent a diverse group of persons with disabilities. Some OPDs have a focus on specific issues such as women's OPDs. Others may focus on a particular interest such as sports. Some OPDs also focus on services or providing opportunities for employment and loans. A general definition of an OPD is a representative organization or group of persons with disabilities, where persons with disabilities make up the majority of the staff, management, board, and volunteers at all levels of the organization. OPDs are sometimes referred to as DPOs as well, or Disabled Peoples Organizations. For more guidance on what is an OPD refer to CRPD General Comment No.7 which is available in many languages and in Easy Read.

PERSONS WITH DISABILITY	Persons with disabilities include those who have long-term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others (Convention on the Rights of Persons with Disabilities, art. 1)
PERSON FIRST LANGUAGE	A way of communicating based on the importance to affirm and define the person first, before the impairment or disability.
REASONABLE ACCOMMODATION	Necessary and appropriate modification and adjustments not imposing a disproportionate or undue burden, where needed in a particular case, to ensure to persons with disabilities the enjoyment or exercise on an equal basis with others of all human rights and fundamental freedoms (Convention, art. 2)
TWIN-TRACK APPROACH	Integrating disability-sensitive measures into the design, implementation, monitoring, and evaluation of all policies and programs and providing disability-specific initiatives to support the empowerment of persons with disabilities. The balance between mainstreaming strategies and targeted support should be tailored to address the needs of specific communities, but the overall goal should always be to integrate and include persons with disabilities in all aspects of society and development (E/CN.5/2012/6, para. 12)

UNIVERSAL DESIGN	The design of products, environments, programs, and services to be usable by all people, to the greatest extent possible, without the need for adaptation or specialized design. "Universal design" shall not exclude assistive devices for particular groups of persons with disabilities where this is needed (Convention, art. 2)