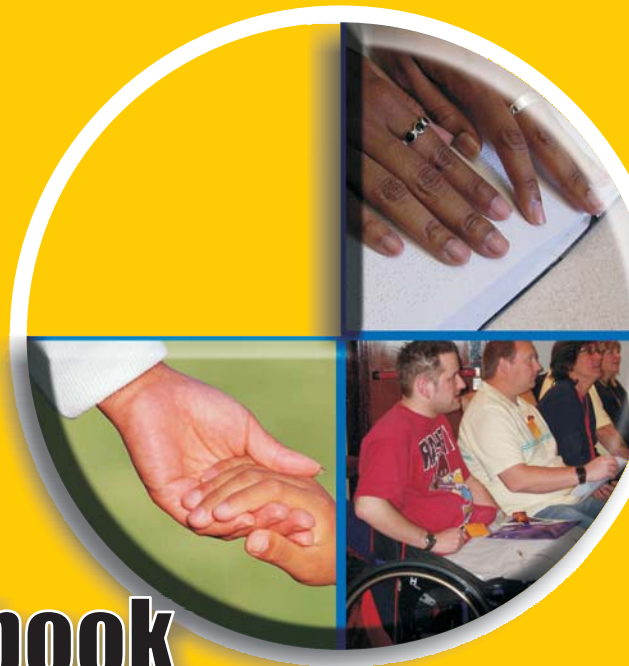


Handbook ON REASONABLE ACCOMMODATION FOR PEOPLE WITH DISABILITIES IN THE PUBLIC SERVICE



WE BELONG



WE CARE



WE SERVE

Issued by the dpsa: October 2007



the dpsa

Department:
Public Service and Administration
REPUBLIC OF SOUTH AFRICA

FOREWORD

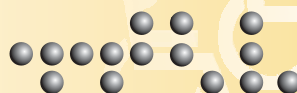


"I exhort all of you here today to see yourselves as pioneers who wear the cloak of audacity, not only to transform the Public Service, but to turn it into a powerful agent for development so that the people are able to access what is rightfully theirs and which for too long they were unjustly denied".

Ms. Geraldine Fraser-Moleketi
13 September 2007

The Public Service transformation process towards a non-racist, non-sexist and fully inclusive democratic workplace recognizes this constitutional imperative through ensuring that people with disabilities are integrated into the mainstream of the workforce and that their fundamental rights and freedoms are protected. In order to achieve this representivity and reflect the diverse nature of our country, this process is premised on the principles of human dignity, non-discrimination and equality. This therefore emphasizes the respect that the Public Service provides all employees including people with disabilities.

In advancing the creation of a better life for all, at a faster pace, barriers that persist in perpetuating prejudice, stereotyping, inaccessible and inadequate training and development must be eliminated and eradicated. Of paramount importance is a critical understanding of various types of disabilities and their specific needs that warrants reasonable accommodation.



This Handbook on Reasonable Accommodation for People with Disabilities is a Public Service innovative, creative and visionary tool to fast track the efforts of ensuring an all inclusive Public Service towards restoring human dignity, the inherent right to work and economic independence, and to social justice.

Geraldine Fraser-Moleketi

Ms. Geraldine Fraser-Moleketi
Minister for Public Service and Administration



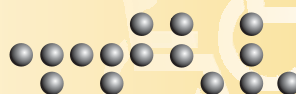
CONTENTS

SECTION A: Overview

1. Context	1
2. Legal Mandate and Definition of “People with Disabilities”	2
3. Purpose and Target Group	3
4. Format of the Handbook	3

SECTION B: Reasonable Accommodation

1. The Concept of Reasonable Accommodation	4
2. Forms of Reasonable Accommodation	5
3. Reasonable Accommodation Measures for:	5
3.1 Hearing Impaired	8
3.2 Visually Impaired	8
3.3 Mobility Impairments	8
3.4 Intellectual and Psychological Disabilities	10
4. A Case Management Approach to Managing Reasonable Accommodation	
4.1 Benefits of Case Management	11
4.2 Role of Case Management Officer	11
4.3 Case Management Officer	12
4.4 Reasonable Accommodation in terms of Sick Leave	13



SECTION C: Accessibility

1. Physical Environment	14
1.1 Car parking	14
1.2 Obstructions and Protrusions	15
1.3 Signage	15
1.4 Lighting	16
1.5 Textured Surfaces	17
1.6 Building Layout	17
1.7 Turnstiles	18
1.8. Offices	18
1.9. Operating	18
1.10 Security Barriers	18
1.11 Doorways and door Location	19
1.12 Handrails	20
1.13 Steps, stepped access and steep ramps	20
1.14 Lifts	20
1.15 Accessible Ablution Facilities	21
1.16 Induction Loops and Accoustics	22
1.17 Fire Alarms and emergency procedures	22
1.18 Kiosks	22
2. Communication	23
2.1 Forms	23
2.2 Media	23

3. Information



I. OVERVIEW

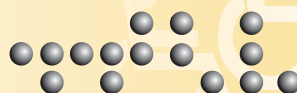
1. CONTEXT

In 2005, Cabinet reviewed and retained the minimum 2% employment equity target for persons with disabilities in the Public Service, to be achieved by 31 March 2010. In addition, Cabinet approved a 2% minimum target for Public Sector Education and Training Authority (PSETA) learnerships for unemployed persons with disabilities, to be achieved by 31 March 2008, in order to facilitate the attainment of set targets within the Public Service.

The current status of representation of people with disabilities in the Public Service stands at 0.17%¹. This indicates that significant strides need to be taken in order to achieve the set target within the given timeframe. In a report released by the Public Service Commission in February 2002, titled "Report on Disability Equity in the South African Public Service", key findings highlighted that some departments are not fully accessible to persons with disabilities. Furthermore, some departments do not make available a specific budget to address issues of reasonable accommodation, accessibility to built-environments, sign language, assistive devices as well as accessibility to information in Braille, audio tapes, etc. These physical barriers pose challenges for people with disabilities in accessing the workplace and are considered unfair discriminatory practices.

This Handbook on Reasonable Accommodation for Persons with Disabilities in the Public Service, which is an integral part of the JobACCESS *Resource Kit* for the recruitment, employment and retention of persons with disabilities in the Public Service, therefore serves as a tool that would enable government departments to create conducive environments for people with disabilities both as employees of the State and as clients of government's services.

¹PERSAL System, April 2007



When the measures that are outlined in this handbook are appropriately and adequately implemented in the workplace, a giant leap forward will have been taken towards addressing some of the challenges faced by people with disabilities, both as employees in the workplace, and as users of government amenities in general. This will capacitate and empower people with disabilities towards being independent and self reliant in the workplace, with minimal assistance or reliance on collegial support.

2. LEGAL MANDATE AND DEFINITION OF “PEOPLE WITH DISABILITIES”

The Constitution of the Republic of South Africa, 1996, the Employment Equity Act, 55 of 1998 and the Code of Good Practice on the Employment of People with Disabilities provides the legal mandate and basis on which this handbook is crafted. According to section 9(3) of the Constitution, “the State may not unfairly discriminate directly or indirectly against anyone on one or more grounds, including race, gender, sex, pregnancy, marital status, ethnic or social origin, colour, sexual orientation, age, disability, religion, conscience, belief, culture, language and birth.”

The Employment Equity Act seeks to ensure that the workplace is free of discrimination and to promote employment equity through advancement of designated groups in the workplace. People with disabilities constitute one of the designated groups. Section 1 of the Act defines people with disabilities as “people who have a long-term or recurring physical or mental impairment, which substantially limits their prospects of entry into, or advancement in employment.”

The JobACCESS Strategic Framework and its Implementation Guidelines further elaborates on the definition of “people with disabilities” and outlines the basic criteria for the definition. Furthermore, in determining whether a person has a disability, one



would have to read the definition as contained in the Employment Equity Act, in conjunction with the Cabinet adopted definition, and the definition as contained in the United Nations Convention on the Rights of Persons with Disabilities to which South Africa is signatory. Article 1 of this Convention defines people with disabilities to "...include those who have a long-term physical, mental, intellectual or sensory impairment which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others."

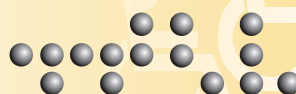
In 2006, Cabinet adopted the definition of disability as "the loss or elimination of opportunities to take part in the life of the community equitably with others that is encountered by persons having physical, sensory, psychological, developmental, learning, neurological, or other impairments, which may be permanent, temporary, or episodic in nature, thereby causing activity limitations and participation restriction with the mainstream society."

3. PURPOSE AND TARGET GROUP

This handbook is intended to be a source of easy reference for all Public Service officials, including Heads of Departments, Senior Managers, Disability Focal Persons, employees with disabilities, applicants, as well as consumers of government services. All departments must ensure that this handbook is made easily available, particularly in formats such as Braille, audio tapes, etc, that enable easy accessibility for people with different kinds of disabilities.

4. FORMAT OF THE HANDBOOK

The handbook is divided into three sections. Section A provides an overview while Section B focuses on reasonable accommodation. Section C pertains to issues of accessibility in the workplace. Where relevant, pictures have been used to further enhance the user-friendliness of this document.



SECTION B

REASONABLE ACCOMMODATION

1. THE CONCEPT OF REASONABLE ACCOMMODATION²

Reasonable accommodation refers to the reduction of the impact a disability has on a person's capacity to discharge the essential functions of a job. It can be defined as measures taken to ensure that a person with a disability is able to discharge his/her function with minimal assistance. This could be through the re-assigning of some non-essential functions of a particular job to another official; the provision of assistive devices; the reshuffling of working hours, and / or making premises physically accessible.

The United Nations Convention on the Rights of Persons with Disabilities links reasonable accommodation to the concept of “Universal design”. This concept refers to “the design of products, environments, programmes and services to be usable by all people, to the greatest extent possible, without the need for adaptation or specialized design. This Universal design shall not exclude assistive devices for particular groups of persons with disabilities where this is needed.” Assistive devices are those equipments required to meet the physical needs of a person with a disability.

Accommodation is always made according to the particular needs of the individual concerned and the nature of the essential requirements of the job. It is important to note that reasonable accommodation must be “reasonable” to both the employee and the employer, and can be interpreted in terms of the accommodation not creating or causing an unjustifiable hardship to either party.

²Dept of Labour, 2002, Technical Assistance, Guidelines for people with Disabilities Pretoria



The purpose for ensuring reasonable accommodation for people with disabilities is to remove barriers and promote equal access to opportunities. The employee has an obligation to indicate to the employer what his or her needs are; and the employer has an obligation to provide for these needs in a cost-effective manner. These specific needs must be discussed with the employee after the offer of employment has been made and accepted by the employee, but preferably before the commencement of duties.

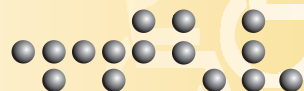
An employer is obligated to provide reasonable accommodation when an applicant or employee voluntarily discloses a disability related accommodation need or when such a need is reasonably self-evident to the employer. Reasonable accommodation **MUST** be budgeted for, and should be a cross-cutting issue i.e. so that the people with responsibility for the building, IT, HR, line functions and finances all buy into the process. Departments should develop, in consultation with all line function managers, a policy for budgeting, planning, and implementing reasonable accommodation measures in the workplace. This suggests that the provision of reasonable accommodation is best viewed as part of the organisation's operational requirements rather than as a special action.

Reasonable accommodation should be applied throughout the HR process from advertising to termination of employment.

2. FORMS OF REASONABLE ACCOMMODATION

There are several forms of accommodation needs that arise in the workplace. These are:

- Making the workplace physically accessible to people with different types of disabilities.



- Work station modifications - provision of assistive devices such as hand controlled vehicles for official duties, teletypewriters, head pointers, voice activated software, etc
- Work schedule adjustments - to allow for medical appointments or daily routines such as toileting or administration of medication
- Adjustment to nature and allocation of duties - e.g. moving office facilities
- Re-assigning non-essential tasks elsewhere e.g. photocopying or filing
- Assistance with a driver to enable an employee with a disability to perform official duties, including assistance with installation of adaptations to a vehicle.
- Departments are encouraged to consider providing reasonable accommodation in the form of transportation to and from work, within the limits of their available resources, for those employees with disabilities who cannot use public transport.
- People with certain disabilities may feel that they require assistance from another person (care attendant) or a specially trained assistance animal (such as guide dogs and monkeys) to accomplish tasks throughout the day. Care attendants and assistance animals can fulfill many roles e.g. assistance with eating, fetching and carrying objects, toileting, reading, moving around and many other functions. This assistance falls under reasonable accommodation.

CARE ATTENDANTS AND ASSISTANCE ANIMALS

- a. It is important to remember that an assistance animal is not a pet- it is a working animal and is essential to the person who is making use of it and should always be at their disposal at the workplace.



- b. A person with the disability has the right to decide whether or not he or she requires assistance from a care attendant or an assistance animal.
- C. In case of a care attendant, that person is employed by the person with the disability, and can be regarded as a domestic worker.
- d. The care attendant is NOT a spokesperson for the person they are assisting; nor are they there to assist anyone else in the workplace.
- e. During the recruitment process, the person with a disability should have the option to have their care attendant present or not.
- f. Arrangements should be made for the care attendant to be comfortable in the workplace; remember that having a care attendant is a - form of reasonable accommodation; therefore the onus is on the employer to ensure that the conditions to make the reasonable accommodation measure effective are met.
- g. Employers should include, in their travel & accommodation policies, that the care attendant will be budgeted for in all the disabled employee's travel arrangements, and that the employee should be consulted about these arrangements before they are finalized (e.g. sleeping arrangements - it should not be assumed that the employee and his/her care attendant are comfortable in sharing a room).
- h. Arrangements should also be made for an assistance animal to have a place to eat and to relieve itself, and to be accommodated in the employee's office.
- i. An employer can decide to employ care attendants on their staff to meet the needs of their employees, but this should be done in consultation with the people who will be making use of the care attendant.

3. REASONABLE ACCOMMODATION MEASURES FOR:

3.1 HEARING IMPAIRED

- Teletypewriters (including on the switchboard of any organisation)
- Sign language interpreters (colleagues can also be trained in sign language to provide easy communication within the workplace)
- Written communication (for example, at an interview where a sign language interpreter is not available),
- During an interview process, provision of the sign language interpreter of the personal choice of the person with a hearing impairment, or the department concerned must provide one.
- Visual prompts on displays
- Use of induction loops and other items to eliminate background noise
- Flexible working hours to attend to medical or personal needs
- Evacuation procedures which take special needs into account (Refer Section C , 1.17 for details on emergency procedures)

3.2 VISUALLY IMPAIRED

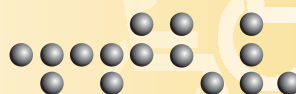
- Effective lighting
- Large screen computer displays
- “Talking”, voice activated and other specialized software
- Visual augmentation devices (to increase the size of visuals and print, etc)
- Braille machines to produce Braille documentation
- Tactile signage
- Large print and colour-contrasted written communication
- Colour contrasted operating devices
- Specially adapted hardware (such as keyboards and telephones)



- Light probes (when employee works with machinery but cannot see flashing lights, such as a switchboard)
- Measures to reduce glare or confusing silhouettes (e.g. glare-free floors, windows and screens; carpets and walls without confusing patterns)
- Controls which are not touch sensitive and have auditory prompts
- A stable and even floor surface
- Ensure that no obstructions on the accessible routes into and through the building
- Flexible working hours to attend to medical or personal needs
- Evacuation procedures which take special needs into account (Refer Section C, 1.17 for details on emergency procedures)
- Assistance dogs (employee with a visual impairment will most likely have their own assistance dog, but the building and the employee's colleagues must make provision for the dog; the employee's working day might have to be altered to allow the dog time to exercise, feed or eliminate). The assistance animal must always be at the disposal of the user.

Basic recommendations for Guide Dog Use in the Workplace:

- The dog must be in the same room/office as its owner and can't be left outside in a cage/kennel.
- The dog must have a dog bed/blanket or cushion to lie on of an appropriate size
- The office should not be too hot or cold (in winter)
- The office should not be too noisy
- The dog should have enough space to get up, turn around and lie down



- The dog should have fresh water available
- Colleagues should not tease or feed the dog
- The environment should be safe for the dog and owner
- The dog should be taken out to a grass or sand patch to relieve itself every 3 hours
- The Guide dog is the sole responsibility of the owner and no other person should be involved in the care of the dog
- The dog should not be wearing its harness while it is “off duty” in the office

3. MOBILITY IMPAIRMENTS

- Access such as ramps, gates (next to man-trap gates), doors next to turnstiles and automatic doors
- Voice activated software for people who cannot type
- Provision to allow for personal assistants (not employees of the State) to assist the employee with their personal comfort needs in the workplace. These assistants cannot be tasked with any official work.
- Accessible office furniture (e.g. desks at the correct height, tilted desks, adequate knee room, etc.)
- Accessible Lifts
- A stable and even floor surface
- No obstructions on the accessible routes into and through the building
- Suitable designated parking
- Operating controls which do not require fine finger; wrist movements or much pressure to activate
- Accessible official transport
- Flexible working hours to attend to their medical needs
- Evacuation procedures which take special needs into account



3.4 INTELLECTUAL AND PSYCHOLOGICAL DISABILITIES

- Job coaching
- Access to psychological counseling if required
- Allowing adequate timeframes for completion of tasks

4. A CASE MANAGEMENT APPROACH TO MANAGING REASONABLE ACCOMMODATION

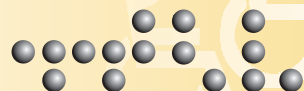
An employer is obligated to provide reasonable accommodation when an applicant or employee voluntarily discloses a disability-related accommodation-need or when such a need is reasonably self-evident to the employer. The department should include, as part of its mainstream HR policy, a policy on managing the needs of employees with disabilities on an individualized, case- management basis in line with best practice principles outlined below.

4.1 BENEFITS OF CASE MANAGEMENT

- An increased rate of successful return after a long absence which has either been caused, or is a result of an employee's disability;
- A reduction of costs associated with disability in the workplace;
- Improvements in employee morale;
- Increased productivity.

4.2 ROLE OF CASE MANAGEMENT OFFICER

The key to case management is the effective co-ordination of the many factors and staff who will be involved. The key figure is the disability co-ordinator whose role is to link opinions and expertise in assessment



operation and review. This person can be the human resources manager, an employment equity officer, or another staff member who has knowledge of disability in the workplace and HR practices. The functions include the following:

- Co-ordinate role players as a team (especially in policy issues), review cases and find resolutions to cases;
- Identify individuals who need disability management or support in return-to-work;
- Work with the person through assessment, planning, decision-making and review;
- Protect the individual's rights, assure confidentiality and explain these to the individual;
- Manage assessment and commission specialist advice where needed including medical opinion;
- Brief advisors thoroughly;
- Co-ordinate the functional needs assessment of individuals in particular jobs, including the job analysis, to include inherent requirements of the job;
- Gather reports for cross-disciplinary review to interpret assessment
- Arrange for reasonable accommodation, supported by appropriate staff training;
- Document the process in relation to each individual to include any justifications for less favourable treatment;
- Manage the termination of employment where necessary.

4.3 CASE MANAGEMENT TEAM

The employee with the disability is the central person in this process, and must be consulted wherever possible and has decision-making influence in the process. For reasonable accommodation to be effective, it should not be forced on but chosen by the employee.



Other key figures include:

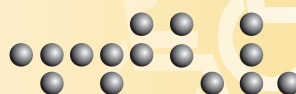
- The disability coordinator
- The employee's line manager
- The employee's job coach, if the employee is in supported employment

There are other personnel from within and outside the organisation who may need to be included in the case management and assist with reasonable accommodation arrangements as necessary. These include but not limited to:

- Occupational therapist
- Human resources manager (if this person is not the disability co-ordinator)
- Disabled people's organisation (for suggestions and expertise)
- Health and safety officer
- Health professional (GP, psychiatrist or other)
- Ergonomics expertise
- Trade union representative
- Other employee representatives.

4.4 REASONABLE ACCOMMODATION IN TERMS OF SICK LEAVE

Paragraph 16 of Part 2 of The Directive on Leave of Absence in the Public Service will inform the management of disability issues as these relate particularly to matters of reasonable accommodation and employee health and wellness.



SECTION C

ACCESSIBILITY

Physical barriers prevent people with mobility and sensory impairments from entering and / or working in some of the government departments. In this context, “accessibility” refers to any aspect of the physical / built environment which might present barriers to a person with a disability and it covers a broad range of aspects.

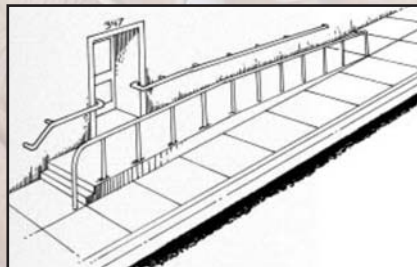
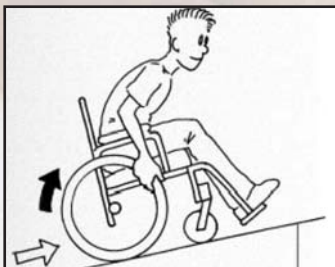
This handbook provides minimum standards for ensuring accessibility into the Public Service and looks at the following main aspects:-

- Physical environment
- Communication
- Information

1. PHYSICAL ENVIRONMENT

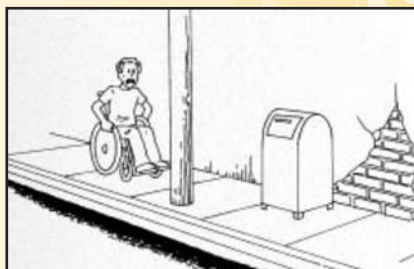
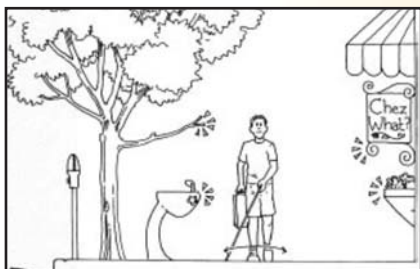
1.1 Car Parking

- Sufficient parking bays, 3.5m in width, to be provided close to entrances and with ramps to allow people using wheelchairs to transfer from the car to the chair and move to the building with ease.



- Parking bays must be clearly signposted and parking security must always ensure that bays are only used by people with mobility impairments.

1.2 Obstructions and Protrusions

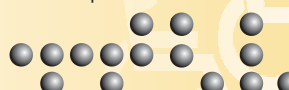


An obstruction or protrusion is any object that stands in the passage way to impede free movement, for example an external bollard³, or drinks machine incorrectly placed. Such obstructions and protrusions should be easily identifiable by a person with a visual impairment who uses a cane. They should also not in any way stand in the way of a person who uses a wheelchair. Objects that are likely to obstruct or protrude into passage ways should only be placed at certain designated points within the workplace, and people with disabilities, in particular, those with visual impairments ought to be notified of their location.

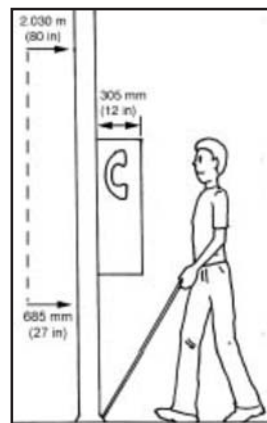
1.3 Signage

- Braille should always be used wherever possible (e.g. on doors to show the office numbers or names of the sections).
- Textured signage can also be helpful (e.g. the logo is raised from the background)

³Post for guiding - traffic - a small post marking the edge of an area that traffic must keep off.



- Colour contrast (e.g. not printed on transparent background)
- Surfaces used for signage should be glare free, and lighting on signage should aim to reduce glare.
- Signs should be at a suitable height for people of short stature, people using wheelchairs or people with limited mobility in their necks to easily see the sign
- Use of symbols is a good way of conveying information. Icons are ideal as they present a clear pattern and can be set against a contrasting background
- Use of readable font - i.e. a font with a clear shape and of a reasonable size.



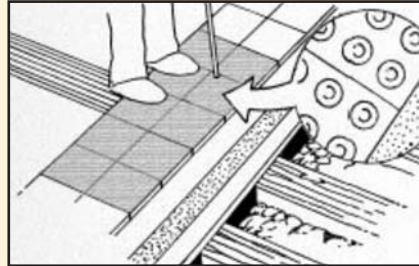
1.4 Lighting

- Should be adequate to facilitate lip reading if necessary and to ensure that shadows are not cast.
- Fluorescent lighting and other lighting that casts a glare should be avoided
- “Visual noise” such as bright advertisements should not be placed where the pattern of the picture will interfere with a person's vision (for example, customer services counter or reception desk)
- Individuals should be able to control their lighting needs. They should be able to increase or decrease the amount of lighting to suit the needs of the individual with a visual impairment.



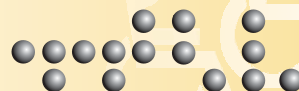
1.5 Textured Surfaces

- Textured surfaces provide assistance to people with visual impairments by providing information as to their whereabouts or to potential hazards (e.g. relatively thicker rugs or rough surfaces at the entrance and exit points of some workplaces)
- Floor surfaces should reduce glare and carpets should not be heavily patterned so as to avoid confusing shapes.
- Relief maps and 3D models can also be used by people with visual impairments
- Floor surfaces should be stable, firm and slip resistant.



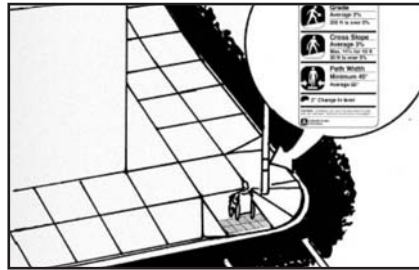
1.6 Building Layout

- Buildings of a similar type (e.g. MPCC's, Boardrooms at the workplaces) should have a uniform layout
- Waiting rooms and reception areas should have sufficient seating of different heights and with and without arm-rest.
- Reception desks should be low enough so that a person of short stature or a person using a wheelchair can comfortably see the receptionist.
- All floors / units should have a wheelchair accessible toilet
- All floors/ units should be reachable by lifts.
- "Accessible Routes" which cater for the needs of people with disabilities should be identified throughout the building (signs pointing to the accessible routes should be visible).



1.7 Turnstiles

Where turnstiles are used, there should be an alternative method of entry / exit for wheelchair users at the same location - NOT through a back or side door



1.8 Offices

- Offices should not be cramped - sufficient space should be allowed for wheelchair users to move through or to turn around; the passages and public spaces must not be obstructed in any way.
- Key office equipment such as photocopiers should be at the correct level and position that a person of short stature or a wheelchair user can make use of the machine, as well as be able to perform maintenance (e.g. replace paper).
- Office furniture such as desks should take into account the ergonomic and functional needs of the user; i.e., must be at the right height and angle and provide sufficient knee room.



1.9 Operating controls such as door handles, light switches, window handles

- Operating controls should require little, no force or grasping ability to operate with one hand.
- Doors and windows should be able to be opened with the minimum of force (e.g. a swing door)



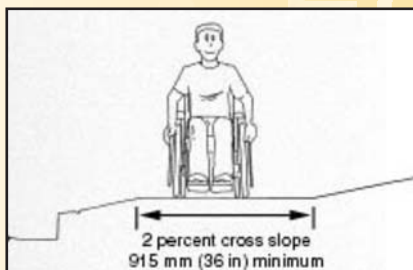
- Operating controls should be in a contrasting colour to the surroundings.
- Security door controls (e.g. with keypads) are difficult to use if the key pads are small, non-tactile, difficult to reach, and if a two handed action is required.
- Lever handles and push-pull mechanisms are recommended

1.10 Security Barriers

- Security barriers should be wide enough to accommodate wheelchairs
- Security cards should have a tactile graphical symbol to identify the card and a tactile symbol to indicate the direction of insertion
- Security gates and screens should have visual and auditory commands to “stop” and “go”
- Security staff should have instructions to allow assistant animals into the building.

1.11 Doorways and door location

- All doorways should be sufficiently wide enough to admit a person using a wheelchair.
- If a person is required to use a separate entrance (for example, cannot make use of a man-trap door), the separate entrance must be at within the same vicinity as the man-trap door and should be open at all times.



1.12 Handrails

- Handrails should be rounded and free of obstruction so that the user can easily slide their hand along the rail, and should be at a comfortable height for the user.
- The rail should be colour contrasted with the wall surface

1.13 Steps, stepped access and steep ramps

- Nosings (the edge of the steps) should be colour contrasted
- Treads should be of an even depth and not too deep
- Ramps should always be provided so that people who use wheelchairs and people with visual impairments can safely and easily gain access into a building.
- Ramps should not be too steep, and should not have sharp corners; there must be sufficient space for a wheelchair to turn safely to either side.
- Ramps should have a non-slip surface, even when wet.
- People who use wheelchairs generally prefer the ramp to be smooth; people with visual impairments generally prefer the ramp to be textured. To cater for both types of disabilities, it is suggested that the first 30 centimeters and the last 30 centimeters of the ramp could be textured to signal the beginning and end of the ramp for people with visual impairment. This should, however be communicated to people with visual impairment.

1.14 Lifts

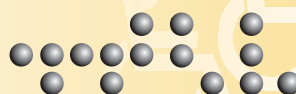
- Lifts are a necessity for people who use wheelchairs or who require assistance to walk.
- Lifts should have auditory and visual prompts. The auditory warnings should also advise when the lift opens or closes.



- Lift buttons should have a tactile surface and should only be activated by positive force (i.e. not heat sensitive)
- Lifts must stop level to the ground
- Lifts must be wide enough to safely accommodate a wheelchair user and his/her care attendant.

1.15 Accessible Ablution Facilities

- Accessible ablution facilities are toilets, washbasins and other equipment that are user friendly to a wheelchair user or any person with mobility impairment.
- The toilet must be of a similar height to a standard wheelchair to facilitate transfer from the wheelchair to the toilet seat.
- Grab rails must be provided and securely mounted to allow a person to grasp the rail to level him or herself onto the toilet seat.
- The flush mechanism should require only light downward pressure to activate.
- The area of the cubicle should be sufficient to ensure that a wheelchair can be turned around and be able to face the door.
- The area of the cubicle should allow for both the wheelchair user and care attendant.
- The floor and entrance to the cubicle should be free of any obstacles.
- The washbasin should be placed at a level which is comfortable for a seated person, with tap handles that are long, user-friendly for all types of disabilities, and requiring only light pressure to activate
- Any hand drying mechanisms should be placed within reach of a seated person
- For persons with visual impairments, symbols and contrasting colours should be used to indicate hot and cold taps.



1.16 Induction loops and Acoustics

- Induction loops eliminate background noise and should be used in all public places where a person with a hearing impairment may have to deal with background noise (e.g. boardrooms and common room or canteens)
- Acoustics may be affected by background music or televisions, which can make it very difficult for a person with a hearing impairment to decipher conversations or interaction
- All public facilities (and offices) should have a means of providing a sign-language interpreter immediately if the need arises.

1.17 Fire alarm and emergency procedures

- Fire alarms which rely on auditory warnings only are not suitable for persons with hearing impairments; alternatives are flashing lights (significantly brighter than the ambient lighting); personal vibrating alarms; and alarms that release a particular scent into the atmosphere.
- All emergency procedures should include evacuation plans and equipment for people with mobility impairments (such as an evacuation chair) and this equipment must be immediately accessible.
- All emergency procedures should take into account the role of assistance animals

1.18 Kiosks

- All work surfaces in a kiosk or cubicle should accommodate a person of short stature or a person using a wheelchair and should provide adequate “knee-room” for a seated person
- All equipment / forms in a kiosk should be easily accessible i.e. requiring no grasping or twisting action.



2. COMMUNICATION

2.1 Forms

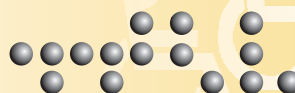
- Forms for a person with a visual impairment should be available in tactile format (Braille) and in high contrast and large print versions
- Icons can be a very effective way of identifying the information required

2.2 Media

- Many employers require employees to use the internet or intranet, and email systems. For a person with a visual impairment, auditory prompts should be provided.

3. INFORMATION

Employers should ensure that all information dispensed, or vacancies advertised, are in the form that people with hearing impairments or with visual impairments can use - e.g. Braille, Audio, Television or Sign Language.



DISABILITY SECTOR LIST

ORGANISATION	CONTACT DETAILS
NCPPDSA	011 726 8040
DEAFSA	011 482 1610
QASA	031 767 0352
DEAF-BLIND SA	023 347 7542
AUTISM SA	011 486 3696
SAFMH	011 781 1852
EPILEPSY SA	021 447 3014
DISABLED PEOPLE SA (DPSA)	021 422 0357





CONTACT DETAILS

Ms Rhulani Makhubela
Tel (012) 336 1108
e-mail: rhulanim@dpsa.gov.za