Module 3

Video 2: How to make your health service physically accessible
Two key concepts in removing physical barriers

1. **Universal Design** – planning and designing for accessibility from the outset

2. **Reasonable Accommodation** – adjustments to existing facilities
The design of products, environments, programmes and services to be usable by people of all ages and abilities, without the need for adaptation.

Enables equal access for all people; benefits the whole community.

Buildings, transport, information, communications, indoor and outdoor public facilities

Includes health facilities!
Example of universal design
Reasonable Accommodation

**Modifications or adjustments** to equipment, facilities, tasks or environments

Do not impose *disproportionate burden* on those providing them

**Enable equal access** and participation— for example, in employment, education, health care

Are a requirement under the UNCRPD
Making health facilities accessible

- Clear hallways and clinic rooms of obstructions and excess furniture
- Provide accessible toilets with a wide doorway, outward opening door, and appropriately positioned grab rails
- Ensure reception desk height can be seen over if seated in a wheelchair
- Provide clear signage so that people know where to go
- Ensure drinking water and hand hygiene materials are placed at heights accessible to wheelchair users
- Designate accessible car parking spaces close to the facility entrance
Making health facilities accessible

- Make available an over toilet frame/seat if only squat toilets are available
- Have a foldable cot available in examination rooms, which can be set up quickly for patients who are unable to climb on to an examination table.
- Have a ramped entrance into the facility
- Ensure health education/prevention activities are held on the ground floor of buildings or in community spaces that are accessible
- Consider alternative models of service delivery:
  - Home visits
  - Telemedicine – for example, via Skype
  - Mobile health clinics
Accessibility audits

• Used to identify **physical barriers**
• Walk around all areas of your health facility
• Involve a **DPO member** or other people with disability
• Think about different types of impairment – **physical, vision, hearing, cognitive**
• Use a checklist or **audit tool** (see pages 47–49 of Disability-Inclusive Health Services Toolkit)
• Note areas for **improvement** – what can be easily improved at low cost? What needs to be included in future budgets?
Step 5: Activity: Exploring universal design and reasonable accommodation

Step 6: Activity: Assessing your own workplace for physical accessibility