



tourism

Department:
Tourism

REPUBLIC OF SOUTH AFRICA

Awareness and Training Manual for Universal Accessibility in Tourism (South Africa)

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SUMMARY

The Awareness and Training for Universal Accessibility in Tourism (South Africa) Manual was created to sensitise and educate members of the Tourism Industry on Universal Accessibility and seeks to address the following:

- Raising Awareness of Accessible Tourism for all
- Make Accessible Tourism visible and valued within the tourism industry and amongst the public in general
- Raising awareness among stakeholders and economic operators in the tourism industry.
- Improving skills and competencies in the sector
- Increase industry awareness and understanding of accessibility needs of tourists
- Encourage new and existing products to capitalize on business benefits of providing Accessible Tourism products

By completing the training the learner should be able to demonstrate understanding of the following:

- ✓ Why should the Tourism Industry consider Universal Access
- ✓ Relevant legislation and policies
- ✓ The importance of Accessible Tourism services
- ✓ Background on Universal Design and Access
- ✓ Staff Training and Customer Service (Disability Sensitisation)
- ✓ Understanding barriers to access

Practical examples and interactive sessions will encourage participation during the training, and a vast list of additional information can be found at the end of the training manual.

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ABBREVIATIONS AND TERMINOLOGIES

ABBREVIATIONS

SABS	The South African Bureau of Standards is a South African statutory body that was established in terms of the standards Act, 1945 (Act No. 24 of 1945) and continues to operate in terms of the latest edition of the standards Act, 2008 (Act No. 29 of 2008) as the national institution for the promotion and maintenance of standardisation and quality in connection with commodities and the rendering of services. <i>Part S of SANS 10400 deals with facilities for persons with disabilities.</i>
SADA	<p>The South African Disability Alliance is a body that is representative of the organisations that represent disability in South Africa. This organisation was formerly known as the Federal Council on Disability and has now been reconstituted to be a body of consensus, and the voice of disability sector in South Africa.</p> <p>The members of SADA are viewed as broadly representative of the Disability Sector within South Africa.</p> <p>Current SADA members include (and not limited to)</p> <ul style="list-style-type: none">➤ Cheshire Homes➤ DeafBlind South Africa➤ The Deaf Federation of South Africa➤ Epilepsy South Africa➤ Muscular Dystrophy South Africa➤ The National Association for People with Cerebral Palsy➤ The National Council for People with Physical Disabilities in South Africa➤ The Quadpara Association of South Africa➤ The South African Federation for Mental Health➤ The South African National Council for the Blind➤ The South African National Deaf Association.
TGCSA	Operating as a business unit of South African Tourism (SAT), the TGCSA ensures the standard of quality of accommodation and conference venues, throughout South Africa through its vision: “To establish a recognisable and credible globally benchmarked system of

	<p>quality assurance for accommodation and MESE (Meetings Exhibitions and Special Events) experiences, which can be relied upon by visitors when making their choice of establishment”.</p> <p>The Tourism Act No.3 of 2014 makes provision for TGCSA to be responsible for the implementation of a grading system that will oversee the quality assurance of tourism product, services and facilities.</p>
SANParks	The South African National Parks is the body responsible for managing South Africa's national parks.
UNWTO	<p>The World Tourism Organization are the United Nations agency responsible for the promotion of responsible, sustainable and universally Accessible Tourism.</p> <p>As the leading international organization in the field of tourism, UNWTO promotes tourism as a driver of economic growth, inclusive development and sustainability and offers leadership and support to the sector in advancing knowledge and tourism policies worldwide</p>

TERMINOLOGIES

Accessible Tourism	Accessible Tourism refers to tourism that enables everyone, regardless of their functional limitations to participate in the tourism experience confidently, independently and with dignity, through the creation of universally Accessible Tourism products, services and environments, and to ensure that universal design is systemic throughout the tourism value chain.
Inclusive Tourism	Inclusive Tourism is an alternative term for Accessible Tourism but has been specifically defined as travel designed for the special needs of those with physical disabilities or other limitations. All guests are thus included in their ability to utilize facilities and activities regardless of their disability.
Disability	South Africa defines 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.

Persons with Disabilities	Persons with disabilities include those who have physical, psychosocial, intellectual, neurological and/or sensory impairments which, as a result of various attitudinal, communication, physical and information barriers, are hindered in participating fully and effectively in society on an equal basis with others.
Universal Design	<p>Universal design is the design of products, environments, programmes and services to be usable by all persons to the greatest extent possible without the need for adaptation or specialised design.</p> <p>Universal design is therefore the most important tool to achieve universal access.</p>
Universal Access	Universal access means the removal of cultural, physical, social and other barriers that prevent people with disabilities from entering, using or benefiting from the various systems of society that are available to other citizens and residents. The absence of accessibility or the denial of access is the loss of opportunities to take part in the community on an equal basis with others.
Accessible Tourism	This is a form of tourism that involves a collaborative process among stakeholders that enables persons with access requirements, including mobility, sensory and cognitive dimensions of access, to function independently and with equity and dignity through the delivery of universally designed tourism products, services and environments.
Reasonable accommodation	Reasonable Accommodation refers to necessary and appropriate modification and adjustments not imposing a disproportionate or undue burden, where needed in a particular case, to ensure persons with disabilities the enjoyment or exercise on an equal basis with others of all human rights and fundamental freedoms.

1. INTRODUCTION

Travel and tourism has become the world's largest and fastest growing industry, and its growth shows a consistent year to year increase. With 1 billion international travellers in 2012, countries are increasingly developing tourism as part of their national development strategies as an effective driver of economic growth and inclusive development, creating jobs and wellbeing for communities.

The provision of safe, convenient and economical transport and other tourism-related infrastructure is a key factor for the success of tourism. Infrastructure that does not cater adequately for the needs of persons with disabilities, including infants and the elderly, excludes many destinations from this promising market. However, due to the way our surroundings, transport systems and services are designed, persons with disabilities are often unable to enjoy the same freedom to travel as other citizens.

Accessible Tourism refers to tourism that enables everyone, regardless of their functional limitations to participate in the tourism experience confidently, independently and with dignity, through the creation of universally Accessible Tourism products, services and environments, and to ensure that universal design is systemic throughout the tourism value chain.

Universal Access in Tourism has been identified as an important component of the competitiveness of South Africa's international role in the Tourism market, and is a response to the United Nations World Tourism Organization's Global Code of Ethics for Tourism (Article 2.2).

As the demand for Accessible Tourism for all is growing, it is now seen as an opportunity rather than an obligation. If the tourism industry wants to maintain and develop quality, sustainability and competitiveness, it must support and develop tourism that is accessible for all. As more individuals enjoy the opportunity to travel, the tourism industry gets more visitors, longer seasons and new incomes. Society as a whole benefits from new job opportunities, more tax revenue and an accessible environment for both local and international and visitors.

In this context, Accessible Tourism for all is not only about providing access to persons with disabilities, but also addresses the creation of universally designed environments that can support people that may have temporary disabilities, families with young children, the ever increasing ageing population as well as creating a safer environment for employees to work in.

According to the World Health Organization (WHO) (2011) there are approximately 1 billion persons with disabilities in the world. This equates to approximately 15% of the world population having a physical, intellectual or sensory disability.

In addition to this data, a rapid ageing of the population is under way. In 2009 there were more than 730 million people over age 60, equivalent to 10% of the population, an increase of more than 20% since 2000. By the year 2050 the number of persons over age 60 will increase to account for 20% of the world population, with one-fifth of this group being over 80 years old.

Due to the ageing population in industrialized countries, the rate of disability among people with the capacity to travel is increasing, adding to the demand for an accessible environment, transport and services - which adds to the market value of the Accessible Tourism segment. Much of the senior population has significant income and the desire to travel, both in their home countries and abroad, and their expenditure tends to be higher than that of tourists in general.

Because many persons with disabilities and older people are no longer active in the workforce, they have the possibility of travelling throughout the year, which helps to reduce the seasonality of demand experienced by many destinations.

The attention being turned to the Accessible Tourism market presents a challenge to the global travel industry in terms of improving policies and mobilizing the investment to carry out the necessary improvements across the board in the short and long term.

However, with the right approach, the tourism sector also has a golden opportunity to serve an important and growing market, win new customers and increase revenue at a time when other segments of the market may be weakening.

2. BACKGROUND

The National Department of Tourism (NDT) derives its mandate from the 1996 White Paper on the Development and Promotion of Tourism in South Africa, which provides a framework and guidelines for tourism development. The National Tourism Sector Strategy (NTSS) provides a blueprint for the tourism sector in the pursuit of growth targets as contained in the New Growth Path.

Responsible Tourism remains a key pillar of NDT's strategy to improve the competitiveness and sustainability of the tourism sector which is one of the world's largest and fastest growing industries. According to UNWTO, 1,025 billion people travelled across the globe in 2012 which equates to an increase of 4% compared to 2011 arrivals. According to the United Nation's statistics, there is an estimated 650 million people living with some form of disability in the world. It is expected that by 2050, almost 1, 2 billion people will be living with a disability (World Health Organisation). In addition to the aforementioned statistics, senior citizens (over 60 years) in the world are reportedly 749, 36 million and this number is expected to double by 2025, according to the United Nations Economic and Social Commission for Asia and the Pacific (UNESCAP).

An increasing proportion of senior citizens has the necessary disposable income gained through their socio-economic status, it is therefore of imperative importance to understand the needs of these travellers in order to meet our arrival target as set out in the NTSS. Internationally, senior citizens in Europe account for 27% of tourist trips abroad, or 78 million holiday trips (World Travel Monitor: 2011). The afore-mentioned has a positive spin-off for South Africa bearing in mind that these markets have high levels of disposable income as well as sufficient time to travel. Europe is South Africa's key source market and therefore nurturing the Accessible Market needs will pay dividends.

A study on Accessible Tourism market was undertaken by the Department of Trade and Industry in 2011 with an objective of understanding the Accessible Tourism market, its value and its significance to South Africa. According to the study, Accessible Tourism is a relatively untapped tourism market segment that has not been capitalised on in South Africa. The above has been attributed to a variety of different factors, notably a lack of understanding about this market segment in terms of its size, socio-economic and travel-related attributes and factors constraining participation in tourism and travel activities experienced by domestic and international travellers.

The findings of the afore-mentioned Accessible Tourism Market Study highlights the impact Accessible Tourism had on the South African economy in 2010 and further recommends for the development and promotion of the Universal Accessible Products and destinations.

NDT identified Universal Access in Tourism (UAT) as an important initiative to enhance South Africa's competitiveness with the desire to be one of the Top 20 tourism destination by 2020. Universal Access in Tourism also responds to Article 2.2 of the UNWTO's Global Code of Ethics for Tourism which states that: "Tourism activities should respect the equality of men and

women in that they should promote equal rights and, more particularly, the individual rights of the most vulnerable groups, notably children, the elderly, persons with disabilities, ethnic minorities and indigenous people”.

A study was done in 2013 by the NDT to understand the state of UA in government owned parks. A draft implementation plan was compiled and the results shows that there is generally a lack of awareness on Universal Access.

3. PROBLEM STATEMENT

Skills training and education is one of the major challenges facing the tourism industry in relation to Accessible Tourism. Sensitive and willing staff with the right attitude and strong interpersonal skills can overcome many of the constraints that persons with functional limitations face and turn what may be perceived as an inaccessible experience into an accessible one.

It is also essential for the South African tourism industry to strengthen its customer service training in order to serve persons with disabilities. Regardless of how well an establishment has been designed to accommodate guests with disabilities, staff must have the knowledge and be willing to serve guests with disabilities.

4. OBJECTIVES OF THE UA TRAINING PROGRAMME

The development of a UA Training Programme seeks to address the following:

- Raising Awareness of Accessible Tourism for all
- Make Accessible Tourism visible – valued within tourism industry and among general public
- Raising awareness among stakeholders and economic operators in the tourism industry.
- Improving staff skills and competencies in the sector
- Increase industry awareness and understanding of accessibility needs of tourists
- Encourage new and existing products to capitalize on business benefits of providing Accessible Tourism produces
- To ensure that UA Training is delivered to key frontline staff (receptionists and waiters), managers/owners and their related roles working or supporting provincial parks to create awareness about universal accessibility and supporting the development of their competences to improve customer service and skills required to service customers with disabilities.

4.1 INTENDED TARGET AUDIENCE

- Managers and owners (They need to achieve knowledge and skills in relation to disability awareness)
- Sub – set of Managers and owners (Those who are more likely to come into contact with customers on a daily basis requires understanding of the business dimension of accessibility, and skills on how to overcome practical obstacles as well as professionalism in greeting all visitors in an appropriate manner.
- Specialists (Specialists need to understand the specific needs of different types of tourists with special needs in order to facilitate Accessible Tourism in practice. This is relevant for web designers and architects for example.)

5. SPECIFIC FOCUS AND NEED OF UA TRAINING IN THE TOURISM INDUSTRY

- Understanding of the importance of excellent customer service skills for customers with disabilities
- Understanding of the types of disabilities
- Demonstrate knowledge and understanding for the use of appropriate language when referring to customers with disabilities (e.g. using the correct terminology)
- How to communicate effectively with customers with disabilities (e.g. listening skills)
- Demonstrate awareness of own feelings, misconceptions and biases when serving customers with disabilities
- Knowledge of facilities in the local community that are accessible to persons with disabilities (including attractions, accommodation, restaurants and transport)
- Review and revise procedures to ensure disability awareness is incorporated into the business plan and practice:
 - Awareness of business benefits and planning for investment decision
 - Ability to prepare an access statement for business or team
 - Awareness of accessible website guidelines and current good practice
 - Awareness of marketing opportunities
 - Awareness of key skills as benchmarks to good training content
- Demonstrate knowledge of own facilities and equipment and where these could be improved to cater for the needs of persons with disabilities:
 - How facilities will be used by persons with disabilities
 - Awareness of possible difficulties and their corresponding solutions
- Explain how to monitor and evaluate customer service performance for persons with disabilities and take action to improve performance where necessary
- Understand barriers to accessibility
- Understand basic principles in welcoming, serving and assisting guests with disabilities
- Know how to deal with service animals and assistive technology
- Know about safety and evacuation procedures
- Understand access in strategic business development
- Understand policies and legal requirements

5.1 WHY SHOULD THE TOURISM INDUSTRY CONSIDER UNIVERSAL ACCESS?

Accessibility in tourism is important for a variety of reasons:

- Human rights

- Economic benefits
- Good access is good business!

5.1.1 Human Rights

Equitable participation in the life of the community, without restrictions or disadvantages is a human right that extends to all areas of society and social life, including tourism.

The Constitution of the Republic of South Africa entrenches in section 9(1) the right of equality. This section states “Everyone is equal before the law and has the right to equal protection of the law”. Implicit in this right is the understanding that neither the State nor any person may not discriminate, directly or indirectly, against anyone on various arbitrary grounds such as race, gender, religion, language, disability etc.

The introduction of human rights legislation has important implications for improving the tourism environment for persons with functional limitations. Such persons have a right to travel and failure to acknowledge this right may contribute to their marginalization. Consequently, it is important that Accessible Tourism is treated as an issue of justice.

5.1.2 Economic Benefits

The significance of Accessible Tourism will be enhanced as the number of older citizens in the population increases. Elderly travellers and those with functional limitations therefore represent strong demand and economic potential. In addition to the potential size of the market, the economic rationale for Accessible Tourism is supported by the following factors:

- The changing demographic structure and social pattern of the population in develop countries means that more elderly people have the time, inclination and income to travel.
- Additional demand potential results from the fact that persons with functional limitations frequently travel with relatives and friends.
- This market has been found to be less seasonal, thus easing the economic effects with the low season.
- Increasingly, conference organizers and those hosting international events will not book venues unless there is sufficient accessibility.
- Tourist facilities compete with each other on the basis of quality price and provision of services and attractions. An accessible infrastructure improves their competitive edge which may lead to increased demand.
- By offering accessible services and facilities, service providers can gain new guests who may otherwise have decided to travel elsewhere.
- The majority of people have some manifestations of accessibility needs. Accessible Tourism therefore makes an important contribution towards improving the quality of tourism and raising the level of satisfaction among all guests.

The costs of not incorporating Universal Access in the tourism sector can be significant particularly with regard to the high opportunity costs by excluding all travellers with specific access requirements (along with their families), who may otherwise visit a destination.

Inaccessible transportation, hotel accommodation and other facilities will prevent destinations from capturing a share of the growing international tourism market.

It is estimated that by not adapting inaccessible infrastructures the tourism industry fails to capture approximately 15-20% of the global market share (DTI Research Report).

The basis for lack of Universal Access may be attributed to:

- Misunderstood concept
- Limited education for professionals
- Confusion with ill-defined standards
- Perceived aesthetic impact
- Lack of integration within the regulatory framework

Particular misinterpretations of Universal Access include:

- There are only a small number of people who can benefit from universal design; thus we should not let their needs dictate.
- Universal Design only helps persons with disabilities and older people
- The Constitution, Employment Equity Act (EEA) and Promotion of Equality, National Building Regulations (NBR) and Prevention of Unfair Discrimination Act (PEPUDA) laws have created equality, so there is no need to do any more.
- Improved medical technology is reducing the incidence of functional limitations, thus the need for universal design is short-lived.
- Universal Design cannot sustain itself in the marketplace because the people who need it most cannot afford it.
- Universal Design is simply good ergonomic design.
- Universal Design costs even more than designing for persons with disabilities.

6. RELEVANT LEGISLATION AND POLICIES

The minimum requirements to ensure access are obtained in the SANS 10400 Part S.

Further to this, Universal Design and Access motivates best practice.

In planning a new building or facility it is then crucial to go a step forward to incorporate best practice.

Accessible Tourism is mainly related through the South African policy framework through the mechanisms of the Responsible Tourism policy framework and the National Department of Tourism Declaration on Accessible Tourism.



6.1 IMPLEMENTATION AND LEGAL BACKGROUND

The primary instruments that are applicable:

- The Promotion of Equality and Prevention of Unfair Discrimination Act 4 of 2000
- The United Nations Convention on the Rights of Persons with Disabilities (to which South Africa has been a signatory as of 2007)
- The SABS SANS 10400 Part S (2011)
- The South African Constitution and Bill of Rights, 1996 (Section 9)
- The White Paper on an Integrated National Disability Strategy, 1997
- The Employment Equity Act, 1998

6.1.1 THE PROMOTION OF EQUALITY AND PREVENTION OF UNFAIR DISCRIMINATION ACT 4 OF 2000

The Promotion of Equality and Prevention of Unfair Discrimination Act 4 of 2000 makes the following definitional requirements:

➤ **Discrimination**

The Act means the following definition in terms of what constitutes 'discrimination':

'Discrimination' makes any act or omission, including a policy, law, rule, practice, condition or situation which directly or indirectly –

- (a) Imposes burdens, obligations or disadvantages on;
- (b) Withholds benefits, opportunities or advantages from, any person on one or more of the prohibited grounds.

➤ **Prohibited Grounds**

The Act makes the following definition in terms of what constitutes 'prohibited grounds':

'Prohibited grounds' are –

- (a) Race, gender, sex, pregnancy, marital status, ethnic or social origin, colour, sexual orientation, age, disability, religion, conscience, belief, culture, language and birth;
- (b) Any other ground where discrimination based on that other ground:
 - Causes or perpetuates systemic disadvantage;
 - Undermines human dignity;
 - Adversely affects the equal enjoyment of a person's rights and freedoms in a serious manner that is comparable to discrimination on a ground in paragraph (a)

Specific prohibition regarding discrimination against persons with disabilities are contained in Section 9 of the Act, which specifically states:

No person may unfairly discriminate against any person on the grounds of disability, including:

- (a) Denying or removing from any person who has a disability, any supporting or enabling facility necessary for their functioning in society;
- (b) Contravening the code of practice or regulations of the South African Bureau of Standards that govern environmental accessibility;
- (c) Failing to eliminate obstacles that unfairly limit or restricts persons with disabilities from enjoying equal opportunities or failing to take steps to reasonably accommodate the needs of such persons.

The Act (Section 27) requires that both private and public parties adhere to the requirements of the Act.

6.1.2 THE UNITED NATIONS CONVENTION ON THE RIGHTS OF PERSONS WITH DISABILITIES of 2007

The United Nation Convention on the Rights of Persons with Disabilities, to which South Africa is a signatory places further obligations on State and Private parties. In particular Articles 9 and 30 place particular reference within the operational environment of the NDT.

Article 9: Accessibility - These resolutions were framed to enable persons with disabilities to live independently and participate fully in all aspects of life.

To enable persons with disabilities to live independently and participate fully in all aspects of life. States Parties shall take appropriate measures to ensure to persons with disabilities 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. These measures, which shall include the identification and elimination of obstacles and barriers to accessibility, shall apply to, inter alia:

- a) Buildings, roads, transportation and other indoor and outdoor facilities, including schools, housing, medical facilities and workplaces;
- b) Information, communications and other services, including electronic services and emergency services.

States Parties shall also take appropriate measures to:

- a) Develop, promulgate and monitor the implementation of minimum standards and guidelines for the accessibility of facilities and services open or provided to the public;
- b) Ensure that private entities that offer facilities and services which are open or provided to the public take into account all aspects of accessibility for persons with disabilities;
- c) Provide training for stakeholders on accessibility issues facing persons with disabilities;
- d) Provide in buildings and other facilities open to the public signage in Braille and in easy to read and understand forms;
- e) Provide forms of live assistance and intermediaries, including guides, readers and professional sign language interpreters, to facilitate accessibility to buildings and other facilities open to the public;
- f) Promote other appropriate forms of assistance and support to persons with disabilities to ensure their access to information;
- g) Promote access for persons with disabilities to new information and communications technologies and systems, including the Internet;

- h) Promote the design, development, production and distribution of accessible information and communications technologies and systems at an early stage, so that these technologies and systems become accessible at minimum cost.

Article 30: Participation in cultural life, recreation, leisure and sport – With a view to recognize the right of persons with disabilities to take part on an equal basis with others in cultural life, the convention stated the following guidelines:

States Parties recognize the right of persons with disabilities to take part on an equal basis with others in cultural life, and shall take all appropriate measures to ensure that persons with disabilities:

- a) Enjoy access to cultural materials in accessible formats;
- b) Enjoy access to television programmes, films, theatre and other cultural activities, in accessible formats;
- c) Enjoy access to places for cultural performances or services, such as theatres, museums, cinemas, libraries and tourism services, and, as far as possible, enjoy access to monuments and sites of national cultural importance.

States Parties shall take appropriate measures to enable persons with disabilities to have the opportunity to develop and utilize their creative, artistic and intellectual potential, not only for their own benefit, but also for the enrichment of society.

States Parties shall take all appropriate steps, in accordance with international law, to ensure that laws protecting intellectual property rights do not constitute an unreasonable or discriminatory barrier to access by persons with disabilities to cultural materials.

Persons with disabilities shall be entitled, on an equal basis with others, to recognition and support of their specific cultural and linguistic identity, including sign languages and deaf culture.

With a view to enabling persons with disabilities to participate on an equal basis with others in recreational, leisure and sporting activities, States Parties shall take appropriate measures:

- a) To encourage and promote the participation, to the fullest extent possible, of persons with disabilities in mainstream sporting activities at all levels;
- b) To ensure that persons with disabilities 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;
- c) To ensure that persons with disabilities have access to sporting, recreational and tourism venues;

- d) To ensure that children with disabilities have equal access with other children to participation in play, recreation and leisure and sporting activities, including those activities in the school system;
- e) To ensure that persons with disabilities have access to services from those involved in the organization of recreational, tourism, leisure and sporting activities.

Source: <http://www.un.org/esa/socdev/enable/rights/convtexte.htm>

6.1.3 THE NATIONAL BUILDING REGULATIONS AND BUILDING STANDARDS ACT (No 103 of 1977)

The National Building Regulations and Building Standards Act (No. 103 of 1977) forms the basis of how buildings in South Africa should be constructed and developed to suit human habitation. The legislation became enforceable as law in September 1985, and two years later were published by the SABS as part of the original Code of Practice for The application of the National Building Regulations, SABS 0400-1987.

The application of the Building Standards: SANS 10400-Part S of 2011:

This South African standard was approved by National Committee SABS SC 59Q, Construction standards – Facilities for persons with disabilities in buildings and the built environment, in accordance with procedures of the SABS Standards Division, in compliance with annex 3 of the WTO/TBT agreement.

This document was published in April 2011.

This document supersedes the corresponding parts of SABS 0400:1990 (first revision) and SABS 0246:1993 (edition 1).

Compliance with the requirements of this document will be deemed to be compliance with the requirements of part S of the National Building Regulations, issued in terms of the National Building Regulations and Building Standards Act, 1977 (Act No. 103 of 1977).

6.1.4 THE SOUTH AFRICAN CONSTITUTION AND BILL OF RIGHTS, 1996 (Section 9)

Chapter 2 of the 1996 Constitution guarantees fundamental rights to all citizens. It includes, in Section 9, the equality clause, and the right to freedom from discrimination based on a number of social criteria. Discrimination based on disability is specifically mentioned and people with disabilities are thus guaranteed the right to be treated equally and to enjoy the same rights as all other citizens.

6.1.5 THE WHITE PAPER ON AN INTEGRATED NATIONAL DISABILITY STRATEGY, 1997

The White Paper on an Integrated National Disability (INDS) was introduced in November 1997, after an extensive, consultative and participatory policy formulation process. This progressive and comprehensive document provides a

framework from which integrated and coherent policy can be developed across all spheres of government to address the social, economic and political inequalities that marginalize people with disabilities from mainstream society in South Africa.

The paper advocates a paradigm shift in the approach on issues of people with disabilities; from the medical and welfare model to a human rights and equitable development model. It envisions “a society for all”; one that encompasses human diversity and the development of all human potential.

The document also explains the ways in which people with disabilities have been marginalized and disempowered. If policy-makers and legislators understand how the needs and rights of persons with disabilities are systematically excluded from governance structures and processes, sustainable transformation can begin. The INDS outlines the following key concepts to guide government policy on persons with disabilities:

- a) Disability has generally been viewed in a medical or welfare framework that assumes that persons with disability are sick and in need of support and help. Instead, disability should be viewed as a human rights issue;
- b) Society must be altered so that it responds to the needs of persons with disabilities;
- c) Disability issues must therefore be integrated into all government departments, development plans and programmes.

6.1.6 THE EMPLOYMENT EQUITY ACT, 1998

In terms of the Employment Equity Act, persons with disabilities qualify for affirmative employment opportunities within the public and private sectors. The Act recognizes that, as a result of discriminatory laws and practices, there are inequalities in employment, occupation and income within the national labour market. These disparities create explicit disadvantages for certain groups of people that cannot be redressed simply by repealing discriminatory laws.

The Act therefore:

- a) Promotes the Constitutional Right of equality and exercise of true democracy;
- b) Eliminates unfair discrimination in employment;
- c) Ensures the implementation of employment equity to redress the effects of discrimination;
- d) Aims to achieve a diverse workforce broadly representative of South Africa;
- e) Promotes economic development and efficiency in the workforce;
- f) Gives effect to the obligations of South Africa as a member of the International Labour Organization

6.2 POLICIES, PRACTICES AND PROCEDURES

6.2.1 What are policies, practices and procedures?

The customer service standard in your organisation sets rules about policies, practices and procedures on providing goods or services to persons with disabilities. Policies, procedures and practices may be defined as follows:

- Policies - what you intend to do, including any rules for staff
- Procedures - how you will go about it or the steps staff are expected to take
- Practices - what you actually do on a day-to-day basis, including how your staff actually offer or deliver your services

Many providers of goods or services will already have a range of policies, practices and procedures on how they provide goods or services every day. Such policies, practices, and procedures include everything from how staff interact with customers to what an organization requires customers to do to receive service, to its strategies for advertising.

Policies, practices, and procedures may range from informal, verbal instructions by a business owner to a staff person, to a wide variety of formal, written corporate directives, policies and procedures that affect customer service in a large organization.

6.2.2 What policies, practices and procedures have to be established?

The customer service standard of your organisation requires that all providers of goods or services do the following:

- Establish policies, practices and procedures on how you will provide your goods or services to persons with disabilities
- Develop a policy on allowing people to use their own personal assistive devices to access your goods and services and on any situations where such use may not be permitted. Personal assistive devices are such things as walkers, white canes used by people who are blind or who have low vision, note-taking devices and personal oxygen tanks to assist breathing.

In addition, your policy should address any measures your organization offers to enable persons with disabilities to access your goods and use your services.

This may include assistive devices, services or methods you offer such as a scooter with a basket offered in some grocery stores, alternate formats of documents, or assistance of a staff person to complete a form.

The policies, practices and procedures on providing goods or services to persons with disabilities can be integrated into your current policies and procedures on providing goods or services or you can create separate policies, practices and procedures.

However, integrating accessibility into standard policies, practices and procedures often ensures that they are not overlooked or allowed to become out of date.

6.2.3 What are the principles of good policies, practices and procedures?

- Dignity – service is provided in a way that allows the person with a disability to maintain self-respect and the respect of other people. Persons with disabilities are not treated as an afterthought or forced to accept lesser service, quality or convenience
- Independence – allowing a person with a disability to do things on their own without unnecessary help, or interference from others
- Integration - Service is provided in a way that allows the person with a disability to benefit from the same services, in the same place, and in the same or similar way as other customers, unless an alternate measures is necessary to enable the person to access goods and services
- Equal opportunity – persons with disabilities have an opportunity equal to that given to others to access your goods or services

6.2.4 Disruptions in service

- Provide notice to the public when there is a temporary disruption to your facilities or services that are usually used by persons with disabilities to access your goods or services. This applies whether a temporary disruption is planned or unexpected
- In the notice, include information about the reason for the disruption, its expected duration and a description of alternate facilities or services, if available

6.2.5 Feedback Process

- Establish and implement a process for receiving and responding to feedback about the way you provide goods or services to persons with disabilities
- Ensure your feedback process allows people to provide feedback in person, by telephone, in writing, by email, or by any other method
- Ensure your feedback process specifies the action you or your staff will take if a complaint is received.
- Make information about the feedback process readily available to the public.

6.2.6 Reasonable Accommodation Measures

Reasonable accommodation ensures that persons with disabilities enjoy, on an equal basis with others, all human rights and fundamental freedoms. The PEPUA includes 'denial of reasonable accommodation' as a form of unfair discrimination.

Reasonable accommodation support tends to be individual and impairment specific, and includes measures to:

- Make the physical environment accessible;
- Provide persons with disabilities with access to information and communication;
- Redress stress factors in the environment;
- Improve independence and mobility of persons with disabilities;
- Guarantee participation and decision-making by persons with disabilities
- Provide access and participation to quality education and work

Reasonable accommodation measures are therefore inclusive of assistive devices, assistive technology, personal assistance, signage, good signage, loop systems, FM systems, alerting/alarm systems for evacuation procedures, dedicated sms lines to all emergency service call centres, adaptation of (for example) work arrangements and the implementation of flexibility within the workplace to accommodate persons with psychosocial disabilities.

8. THE IMPORTANCE OF ACCESSIBLE TOURISM AND SERVICES

Tourism today is an extremely important social phenomenon that mobilizes millions of people around the world, especially in South Africa, constituting not only a driver of economic development but also a critical element in improving knowledge, communication and the degree of relationship and respect between citizens of different countries.

One of the key areas where the tourism sector in South Africa can increase its offerings of sustainable and higher quality products and services, with greater value for customers, is by making tourism offers and services "accessible for all". This objective, when pursued effectively by destinations and businesses, can improve the South African tourism sector's competitiveness and lead to increased market share. In particular, the provision of Accessible Tourism services opens up the market to the growing numbers of older visitors, disabled persons, people with long-term health conditions and families.

Tourism training programmes can play a vital role in preparing managers and employees to deliver their services in appropriate ways, respecting not only the diversity of customers' access needs but also specific requirements related to disabilities or long-term health conditions. With suitable training, front-line staff can make persons with disabilities and senior guests feel welcome and, in some situations, even overcome some of the physical and functional barriers that are still present in older buildings and environments.

Accessible Tourism training can help to change attitudinal barriers that persons with disabilities are persistently facing from staff in the tourism sector. Such attitudes are largely due to lack of knowledge and consequent misunderstandings. When properly performed, accessibility training gives staff the necessary knowledge, competences and skills to cope with diverse situations and customer needs. With greater confidence, managers and front-line personnel are able to handle situations which could otherwise be seen as difficult or threatening.

Accessible Tourism incorporates the notion of Universal Accessibility to describe the range of services, facilities, products and destinations that provides access to all potential and current users, allowing any person, regardless of functional limitation, to enjoy a travel holiday and their leisure time confidently, independently and with no particular constraints.

The United Nations World Tourism Organization (UNWTO) created the first major public linkages between the concept of accessibility and tourism in the 1980s. Through the Manila Declaration (1980) tourist access was recognized as a right and member states were mandated to legislate tourism services. From 1990 onwards, there was growing impetus and momentum in the development of Accessible Tourism internationally. The accessibility movement was given significant impetus in its inclusion in the Cape Town Declaration on Responsible Tourism (2000) which explicitly demanded that Responsible Tourism had to include accessibility for 'physically challenged people' and set as a guiding principle the 'endeavour to make tourism an inclusive social experience and to ensure that there is access for all'.

Accessible Tourism then is required in all the elements of a traveller's journey. This includes:

- Accessible information
- Accessible transport
- Accessible accommodation
- Accessible facilities (swimming pools, shops, restaurants and other facilities)
- Accessible health and other services
- Accessible entertainment and leisure activities
- Accessible communication (including sign language)
- Appropriate attitude, understanding and service levels of all service providers

9. TARGETED AUDIENCE IN THE TOURISM SECTOR

The application of Universal Design and Universal Accessibility is an all-encompassing approach that includes everyone. The user groups that have been identified include, but are not limited to the following:

- Elderly travellers;

- Travellers with temporary and permanent physical, sensory and cognitive limitations;
- Obese travellers;
- Families with babies and small children;
- Travellers requiring luggage support services; and
- Travellers with language difficulties.

10. BACKGROUND ON UNIVERSAL DESIGN AND ACCESS

The application of Universal Design principles is a step forward in mitigating inadvertent prejudice against people irrespective of their race, gender, age, faith, political or other opinion and physical and mental limitations. Incorporation of Universal Design principles also helps in empowering individuals by conferring independence and mobility unto them. Accessible features are integrated into the overall design process, resulting in better design and avoiding the stigmatizing quality of accessible features that are added on late in the process or as modifications after completion. In other words, there is no compromise on aesthetics or usability.

Universal Design adheres to seven (7) principles, which are much broader than those of 'barrier free design' or 'accessible design' and are based upon accommodating the diversity of human characteristics within the population as a whole.



The following are examples of changes that were previously considered special accommodations for individuals with disabilities but now have broader usage:

- Curb cuts: While originally designed for ease of travel for individuals using wheelchairs, it is now estimated that only one out of a hundred people using curb cuts does so because of a disability. Individuals pushing strollers, riding bicycles,

rolling luggage, or rollerblading all take advantage of this now standard way to access the sidewalk.

- Closed captioned television: Studies of the use of closed captioning for television and video indicate that individuals who are Deaf or have a hearing impairment are not in the top five groups that use this technology. More frequently cited examples are people at gyms and sports bars who “hear” the television by reading text, and those at home when one partner wants to watch television and the other wants to sleep.
- Electronic door openers: Delivery people, individuals with strollers, and those whose hands are full carrying multiple bags all benefit from being able to push a button to open a door, rather than having to do it by hand.

10.1 THE SEVEN PRINCIPLES OF UNIVERSAL DESIGN

The principles of universal design are presented here, in the following format: name of the principle, intended to be a concise and easily remembered statement of the key concept embodied in the principle; definition of the principle, a brief description of the principle's primary directive for design; and guidelines, a list of the key elements that should be present in a design which adheres to the principle. (Note: all guidelines may not be relevant to all designs.)

PRINCIPLE ONE: EQUITABLE USE

The design is useful and marketable to people with diverse abilities.

Guidelines:

- 1a. Provide the same means of use for all users: identical whenever possible; equivalent when not.
- 1b. Avoid segregating or stigmatizing any users.
- 1c. Provisions for privacy, security, and safety should be equally available to all users.
- 1d. Make the design appealing to all users.



PRINCIPLE TWO: FLEXIBILITY IN USE

The design accommodates a wide range of individual preferences and abilities.

Guidelines:

- 2a. Provide choice in methods of use.
- 2b. Accommodate right- or left-handed access and use.
- 2c. Facilitate the user's accuracy and precision.
- 2d. Provide adaptability to the user's pace.



PRINCIPLE THREE: SIMPLE AND INTUITIVE USE

The use of the design is easy to understand, regardless of the user's experience, knowledge, language skills, or current concentration level.

Guidelines:

- 3a. Eliminate unnecessary complexity.
- 3b. Be consistent with user expectations and intuition.
- 3c. Accommodate a wide range of literacy and language skills.
- 3d. Arrange information consistent with its importance.
- 3e. Provide effective prompting and feedback during and after task completion.



PRINCIPLE FOUR: PERCEPTIBLE INFORMATION

The design communicates necessary information effectively to the user, regardless of ambient conditions or the user's sensory abilities.

Guidelines:

- 4a. Use different modes (pictorial, verbal, tactile) for redundant presentation of essential information.
- 4b. Provide adequate contrast between essential information and its surroundings.
- 4c. Maximize "legibility" of essential information.
- 4d. Differentiate elements in ways that can be described (i.e. make it easy to give instructions or directions).
- 4e. Provide compatibility with a variety of techniques or devices used by people with sensory limitations.



PRINCIPLE FIVE:

TOLERANCE FOR ERROR

The design minimizes hazards and the adverse consequences of accidental or unintended actions.

Guidelines:

- 5a. Arrange elements to minimize hazards and errors: most used elements, most accessible; hazardous elements eliminated, isolated, or shielded.
- 5b. Provide warnings of hazards and errors.
- 5c. Provide fail safe features.
- 5d. Discourage unconscious action in tasks that require vigilance.



Without a fence, low branches over footpaths can be hazardous.



PRINCIPLE SIX: LOW PHYSICAL EFFORT

The design can be used efficiently and comfortably and with a minimum of fatigue.

Guidelines:

- 6a. Allow user to maintain a neutral body position.
- 6b. Use reasonable operating forces.
- 6c. Minimize repetitive actions.
- 6d. Minimize sustained physical effort.



PRINCIPLE SEVEN: SIZE AND SPACE FOR APPROACH AND USE

Appropriate size and space is provided for approach, reach, manipulation, and use regardless of user's body size, posture, or mobility.

Guidelines:

- 7a. Provide a clear line of sight to important elements for any seated or standing user.
- 7b. Make reach to all components comfortable for any seated or standing user.
- 7c. Accommodate variations in hand and grip size.
- 7d. Provide adequate space for the use of assistive devices or personal assistance.

Please note that the Principles of Universal Design address only universally usable design, while the practice of design involves more than consideration for usability. Designers must also incorporate other considerations such as economic, engineering, cultural, gender, and concerns in their design processes. These Principles offer designers guidance to better integrate features that meet the needs of as many users as possible.

11. STAFF TRAINING AND CUSTOMER SERVICE

Staff in tourism venues play an important role in reducing potential deficiencies in access or in mitigating unforeseen difficulties. Training in disability awareness and customer care can minimize the barriers encountered by persons with disabilities.

The staff of tourism establishments and related services should be prepared to know, understand and address the needs of customers with disabilities.

Staff should be trained to treat persons with disabilities with courtesy and efficiency, provide complete information on services and facilities available, and facilitate access to non-accessible services. Staff should provide accessible information for persons with disabilities about mobility aids, technical devices and assistive technologies, including new technologies and other forms of assistance, support services and facilities available at the establishment. Human and animal assistance should be offered as well as specific and appropriate information about services available in the facility and external services including guides, readers and professional sign language interpreters in order to facilitate access to buildings and other facilities open to the public.

Safety & security officers or their counterparts in tourism establishments and vehicles that respectively accommodate and transport persons with disabilities should have at all times and as a general rule, a list of the rooms or compartment numbers occupied by persons with disabilities in case of emergency. Staff should be trained to evacuate persons with disabilities, in an emergency. Emergency drills should be performed routinely according to the laws and regulations.

11.1. SENSITISATION OF STAFF

Perhaps the greatest barrier to inclusion of persons with disabilities into society is attitude. Myths abound around disability and only effective awareness raising will dispel these myths, perceptions and stereotypes.



The social life of a person with a disability depends on factors like:

- When the disability was acquired.
- Their support structures.

For example, a person who was born and grew up with a disability and had a good social support structure would have a better social life than the person who grew up without that support. The social life of a person who acquired a disability later in life will depend more on the acceptance of their own disability and how they integrate themselves into society.

As we grow up and go through the stages of our lives our social status and interaction will change.

Experiencing life's challenges when growing up helps to build a person's emotional threshold. Growing up with a disability is no different. The values you are taught as a child will determine how you will cope in life as an adult.

For a person who acquired a disability later in life there are more emotional complications e.g.

- Unanswered questions.
- Changes in social status due to misperceptions.
- Acceptance of the disability.
- Support structures.

The community at large need to be sensitised in how to interact with persons with disabilities, either in the workplace or as clients obtaining a service/product.

Besides physical barriers, persons with disabilities needs to deal with attitudes on a daily basis.

In a sense a person with an impairment is only disabled by these barriers created by society.

11.2 BACKGROUND ON DISABILITY

Before attempts are made to define disability, disability must be conceptualized. This conceptualisation is dependent on the core assumptions made about the nature of disabilities and the obligations of both individuals and society. These core assumptions can be grouped into two major models: the medical and the social model.

Medical Model	Social Model
Disability is a deficiency or abnormality	Disability is a difference
Being disabled is negative	Being disabled, in itself, is neutral
Disability resides in the individual	Disability derives from interaction between the individual and society
The remedy for disability-related problems is cure or normalization of the individual	The remedy for disability-related problems is a change in the interaction between the individual and society
The agent of remedy is the professional	The agent of remedy can be the individual, an advocate, or anyone who affects the arrangements between the individual and society

Persons with disabilities include those who have long-term physical, 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.

Impairments are generally caused by three factors:

- (a) Congenital (genetic or birth-related);
- (b) Trauma (accidents, sports injuries, violence); and
- (c) Disease (medical conditions, illnesses, syndromes)

All persons have the right of privacy and, therefore, no person is obliged to disclose their disability.



11.3 AWARENESS OF VARIOUS DISABILITIES

There are four major categories of disability:

- Physical/ Mobility
- Cognitive/ Intellectual

- Hearing
- Visual

Category	Explanation
Physical Disability <i>Examples includes:</i> Paraplegia Quadriplegia Hemiplegia Cerebral Palsy Post-Polio Paralysis	Refers to conditions caused by damaged muscles, nerves, skin or bones that results in general weakness or long-lasting pain. Mobility or ability to perform daily activities such as dressing, eating and bathing is impeded. Substantial loss of function in the lower body Substantial loss of function in all four limbs Substantial loss of function on one side of the body (arm and leg) often due to a stroke Damage to the brain that causes muscular un-coordination Weakness in some muscles and under-development of some limbs resulting from an over exertion of muscles affected by Poliomyelitis
Hearing Disability	Refers to total or partial loss of hearing and can be mild, severe or total.
Visual Disability	Refers to total or partial loss of sight. Blind refers to total loss of sight.
Mental Disability <i>Forms of Mental Disabilities</i> <ul style="list-style-type: none"> • Intellectual Disability • Psychiatric Disability • Multiple Disability 	Refers to a range of conditions including cognitive, psychiatric and learning disabilities. An example of intellectual disability is Down's Syndrome. Means having two or more disabilities. For example having a physical and intellectual disability.

SELF-ASSESSMENT NO 1

Answer the following questions: Tick the Correct Answer	Answers	
1. Universal Access only caters for wheelchair users	TRUE	FALSE
2. There are 2 categories of disabilities	TRUE	FALSE
3. Accessible Tourism is not a legal requirement	TRUE	FALSE
4. Accessible Tourism will gain new guests	TRUE	FALSE
5. You will achieve Universal Access by building a wheelchair ramp	TRUE	FALSE
6. Sensitisation of staff is not necessary to interact with guests with disabilities	TRUE	FALSE

International symbol of access



Symbol for the Deaf and persons with hearing impairments



Sign for tele - coil function



Accessible parking



Accessible toilet facilities



Access to Low Vision



Audio Description for TV, Video and Film



Volume Control Telephone



Sign Language Interpretation



Live Audio Description



Assistive Listening Systems



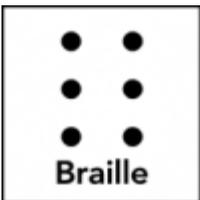
Accessible Print



Closed Captioning (CC)



Braille Symbol



11.5 COMMUNICATING WITH PERSONS WITH DISABILITIES – APPROPRIATE TERMINOLOGY

In referring to persons with disabilities, it is preferable to use language that focuses on their abilities rather than their disabilities. Therefore, the use of the terms "handicapped," "physically challenged," and "differently abled" is discouraged. It may also be helpful to keep the following points in mind when communicating with or about persons with disabilities:

- Never use the article "the" with a specific disability to describe people with that disability. The preferred term, "persons with disabilities," stresses the humanity of the individuals and avoids objectification. If it is appropriate to refer to a person's disability, be sure to use the correct terminology for the specific disability.
- Example: NOT "the blind"
- USE "people who are blind"
- Be wary of implying that persons with disabilities deserve to be pitied, feared, or ignored, or that they are somehow more heroic, courageous, patient, or "special" than others who do not have a disability.
- Never use the word "normal" to refer to people who do not have a disability in contrast to persons with disabilities. Use "abled bodied" instead.
Example: NOT "Jane did as well on the exam as the normal students."
USE "Jane did well on her exam."
- Avoid using terms that define a person's disability as a limitation.
Example: NOT "confined to a wheelchair" or "wheelchair bound"
USE "wheelchair user" or "uses a wheelchair"
- Terms such as "victim" or "sufferer" should not be used to refer to people who have a disability or disease as this is dehumanizing and implies powerlessness.
- Example: NOT "AIDS sufferer"
- USE "person with HIV/AIDS"

11.6 GENERAL TIPS ON HOW TO INTERACT AND COMMUNICATE WITH CUSTOMERS WITH DISABILITIES

Mobility/Physical Impairments

- ✓ Remember that a person who has a disability is a person like anyone else.
- ✓ Relax! If you don't know what to do or say, allow the person who has a disability to put you at ease.
- ✓ Speak directly to a person who has a disability. Don't direct the conversation to a companion.
- ✓ Don't be sensitive about using words like "walking" or "running". These are common expressions in our language and persons with disabilities use the same words.
- ✓ Treat a person with a disability as a healthy person. Because the person has a functional limitation, does not mean they are sick.
- ✓ If the conversation is lengthy, sit down, kneel or squat if convenient. It is uncomfortable for a seated person to look straight up for a long period of time.
- ✓ Accept the fact that a disability exists, but do not ask personal questions.
- ✓ If you wish to offer assistance, do so, but wait until your offer is accepted before you help. Ask the person with the disability to instruct you in exactly how to help them.
- ✓ Do not lean on a person's wheelchair. It is part of the person's body space and should be respected as such.
- ✓ Do recognize that persons aren't "confined to wheelchairs." Some persons who use a wheelchair can walk with the aid of a cane, braces, walker or crutches. Using a wheelchair may be a means of energy conservation.
- ✓ A person who uses a wheelchair may also transfer out of their wheelchair to a car, seat, toilet, etc., but do not move the wheelchair out of their reach. Likewise, do not move a person's cane, crutches, or walker out of their reach. The individual will feel more independent and secure if they can reach them.
- ✓ When giving directions to visitors with mobility impairments, consider the distance to the destination, along with the weather and architectural barriers such as steps, steep hills, inclines, curbs, heavy or narrow doors, high counters or displays, and bathrooms not equipped for universal design.
- ✓ Some persons with physical disabilities may have problems with speech. Give them your whole, unhurried attention. It may be necessary to ask them to repeat a word or phrase, but don't talk for them. Try to keep your manner encouraging rather than correcting. When necessary, ask questions that require short answers or a nod or

	<p>shake of the head. Do not assume that they have an intellectual impairment because they have difficulty with speech.</p> <ul style="list-style-type: none"> ✓ Be considerate of the extra time it may take for a person with a disability to get things said or done. Let the person set the pace for walking or talking. ✓ When park visitors are expected to be seated for a presentation/activity/program, accessible seating or wheelchair space should be available to those who need it. Seating should be integrated with the rest of the audience, not in a separate area, so that individuals with disabilities may sit with their families, friends, and other visitors.
<p>Visual/Sensory Impairments</p>	<ul style="list-style-type: none"> ✓ When approaching an individual with a visual impairment, introduce yourself and identify yourself as a park employee. Speak directly to them. This helps them to locate you. Speak with a normal speed and tone of voice unless you know there is a hearing loss. ✓ Offer assistance if it seems necessary, but don't insist if your offer is declined. If your offer is accepted, ask the person to explain how you should help. ✓ It may be appropriate to lightly touch the arm of a person who is blind after you speak so that person knows you are addressing them. ✓ When guiding someone who is blind, offer them your arm. Grabbing a person's arm to lead them when they are blind is dangerous as well as frightening. The person who is blind will walk about a half step behind you, following your motions. Be sure to identify steps, curbs, or obstacles which may be encountered. In narrow places (tell the person that you are entering a narrow space and that they should walk behind you), bring your arm back behind you and let the person follow you. ✓ When guiding a person who is blind to a chair, simply guide their hand to the back of the chair and tell them if the chair has arms. Tell the person which way the chair is facing. ✓ When you are leaving a person who is blind, let them know. No one wants to be left alone talking to themselves. If you get someone else to help them, introduce the helper. It is not advisable to leave a person who is blind (and who needs assistance) standing in open space. If the person has to wait for you it is better for them to wait against a wall. ✓ Don't avoid using words like "blind," "look," or "see." People with visual impairments use the same words.

- ✓ To orient the person with a visual impairment to new environments, describe the site, shapes, distances, boundaries, and any obstacles or potential hazards.
- ✓ When giving directions to a person who is blind or visually impaired, be as clear and specific as possible. Mention things that may be passed which may serve as orientation cues. Colours, textures, movements, and directional indicators in a description can make it more vivid for someone with a visual impairment. Be sure to also mention obstacles in the direct path of travel.
- ✓ Many individuals who are blind use guide dogs as a mobility aid. It is tempting to pet or attempt to play with a working guide dog. However, distracting a guide dog from its work can put its owner in danger. Under no circumstances should you pet or otherwise distract the dog without the owner's permission. However, the owner may appreciate the offer of water for the dog, but this also should only be done with the owner's permission.
- ✓ Guide dogs for persons with visual impairments are legally permitted to accompany the user anywhere they want to go. Caution must be taken when owners and their guide dogs visit a park environment without putting the owner or guide dog at risk.
- ✓ Guide dog owners will need to know where they should take their dog for toileting purposes. Generally the dog will need a patch of grass 1m by 1m (or larger) that is free from litter, food scraps, chicken bones.
- ✓ It will be useful for the guide dog owner to know what other animals are in the immediate area (other dogs, cats, chickens etc.). Guide dogs are very well trained but they will still be interested in other animals to a lesser or greater degree. This information can assist the guide dog owner in understanding why their dog may be distracted. *Refer to Annexure A: Regulations governing general hygiene requirements for food premises, No 10(l) (i)*
- ✓ Most people who are blind have no trouble with ordinary table skills, but they do need help ordering from most menus. Offer to read the menu to them including the price of each item. As each item is placed on the table, call their attention to it as in "here's your water."
- ✓ Ninety percent of people who are blind have some vision and can see a great deal if you help them locate the object you are discussing. They may need help with colour, lines, and details.

	<ul style="list-style-type: none"> ✓ During activities, orient the person with a visual impairment to the placement of objects around them that they will be using. The analogy of a clock face to explain positions is often used by people with severe visual impairments.
<p>Hearing/Sensory Impairments</p>	<ul style="list-style-type: none"> ✓ Get the person's attention before you start talking. You may have to touch the person lightly, wave, or use another visual sign to attract their attention. Face them directly while speaking. Stand close enough to them and so that they have an unobstructed view of your face to allow them to see your lips. Maintain eye contact. Even a slight turn of the head may make the person think the conversation is finished. ✓ When a person who is Deaf is accompanied by a companion or an interpreter, speak directly to the person who is Deaf. If you know some sign language, use it. Your attempts will usually be well received. ✓ Persons with hearing impairments cannot hear subtle changes in your tone of voice and they rely on the use of facial expressions, hand gestures, and body movements to aid in understanding you. ✓ Avoid background noises and prevent distractions and confusion as much as possible while communicating. ✓ Speak calmly and clearly. Speak in a natural way and at a moderate pace unless you are requested to slow down. Speak at a normal volume: Shouting often results in distortion of speech, especially for persons wearing hearing aids. It also displays a negative visual sign to your listener. Don't drop your voice at the end of a sentence. ✓ If you are aware that the person who has difficulty hearing has a better ear, stand or sit on that side. ✓ If the person with a hearing impairment doesn't seem to understand what you said, rephrase it or write notes. Clear communication is what's important, not how it's accomplished. Try to stay positive, relaxed, and be patient. ✓ Try to avoid eating, smoking, or chewing while you talk. It makes your speech harder to understand. ✓ Be sure the light, whether natural or artificial, falls on your face. (Don't stand with the sun to your back or in front of a window. Even at night, room lights will reflect into the pane, causing glare for the person who reads lips). Avoid shadows on your face like those cast by broad-brimmed hats or sunglasses.

	<ul style="list-style-type: none"> ✓ When changing the subject, make sure the person with a hearing impairment understood what was said before moving to the next point. Indicate the new subject with a phrase or perhaps gesture to it if the subject is within range of sight. ✓ Use visual aids such as diagrams, written instructions, pictures, maps, or other media in addition to verbal instructions to assist the person in comprehending directions and instructions. ✓ Speak in simple sentences and avoid abstract concepts. ✓ Programs can often be made more accessible by providing written information prior to the program which will convey the general content of the program. ✓ The use of captioning can help make slide presentations and video programs more accessible to persons with hearing impairments. This technique conveys the verbal information presented in a written form through a caption on the screen. ✓ For programs/presentations when seating is provided, persons with hearing impairments should have seating available to them with an unobstructed view of the presentation/program and speaker(s). In low lighting situations, adequate lighting should be positioned on the speakers face to facilitate lip-reading.
<p>Cognitive/Intellectual Impairments</p>	<ul style="list-style-type: none"> ✓ Again, don't underestimate an individual's abilities or interests and don't let your expectations and fears limit the opportunities you provide or encourage. ✓ Treat adults with intellectual disability as adults, not children. Don't "talk down" to an individual or group, but keep your conversation or talk on an understandable level. Programs and activities should be "age appropriate." ✓ You may notice that some persons may seem to be standing too close to you or staring at you as you talk. This is not an uncommon action for some persons with intellectual impairments as they attempt to block out competing noises or activities and concentrate on what you are saying. If possible, try to eliminate background noises or distractions. ✓ A person's ability to understand speech is often more developed than their own vocabulary. So, don't talk about that person in front of them. ✓ Speak directly to the person with the intellectual impairment rather than to a companion, regardless of the severity of the impairment. ✓ Break directions down into simple, concrete steps or basic concepts. Repeat and rephrase them as necessary to reinforce points.

- ✓ Written information, instructions, and directions, in particular, may present problems for some individuals. Therefore, alternative methods of conveying messages should be considered. For example, signs with pictures or well-known symbols can often more effectively convey messages than written words (i.e., pictures for women's and men's restrooms).
- ✓ A person with intellectual disability may have a short attention span. In programme content, be sensitive to interest or lack of it. Be creative and flexible enough to modify programs accordingly.
- ✓ Be aware that some persons with intellectual disability may not have good safety judgement in assessing dangerous situations.
- ✓ Be aware that persons with intellectual disability may have problems with fine motor skills, balance, agility, strength, or stamina.
- ✓ When organisations inquire about visiting your park with their clients, stress their responsibility for providing adequate staff supervision for their participants.

11.7 TIPS ON TALKING TO CUSTOMERS WITH DISABILITIES OVER THE PHONE

- Speak naturally, clearly and directly.
- Don't worry about how the person's voice sounds. Concentrate on what they are saying.
- Don't interrupt or finish your customer's sentences. Give your customer time to explain or respond.
- If you don't understand, simply ask again, or repeat or rephrase what you heard and ask if you have understood correctly.
- If telephone customer is using an interpreter or a Relay Service, speak naturally to the customer, not to the interpreter.
- If you encounter a situation where, after numerous attempts, you and your customer cannot communicate with each other due to the customer's disability, consider making alternate arrangements.

11.8 UNDERSTANDING DIFFERENT TYPES OF ASSISTIVE DEVICES

Assistive devices are tools, products or types of equipment used to maintain or promote function for persons with disabilities. They include:

- Mobility Aids such as wheelchairs, prostheses, crutches and walkers
- Communication aids such as hearing aids
- Sensory aids such as white canes

- Technology aids such as computers for alternate and augmentative communication. Alternative input devices allow individuals to control their computers through means other than a standard keyboard or pointing device.

Assistive technology refers to an umbrella term that includes assistive, adaptive, and rehabilitative devices and services for persons with disabilities, which enable persons with disabilities to attain independence. They include screen readers, magnifiers and alternative input for cognitive assistance and computer or electrical assistive devices.

Even in a very universal world, all need for purpose-built, custom and specialized features and devices would not disappear. Rather the idea is to improve the general environment in order to reduce the need for such settings and devices.

Assistive Devices for Persons with Visual Impairments

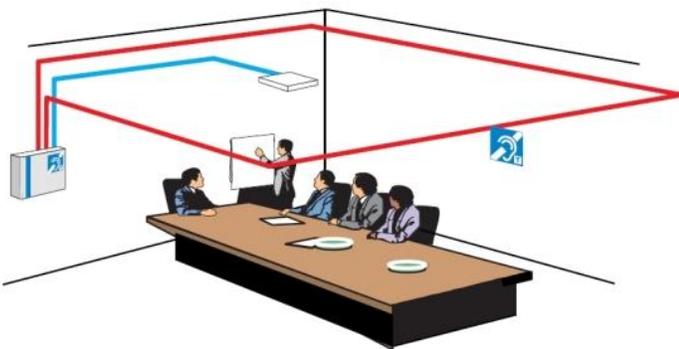


Includes products that are speech enabled e.g. talking watches, talking calculators, talking computers, talking scales, talking compasses, talking thermometers.

Includes products that have Braille feedback e.g. Braille watches and Braille writing devices.

Modifications to computers may include enlarged screens, screen-enlargement software, screen-reading software (Text-to-Speech programs).

Assistive Devices for Persons with Hearing Impairments



Technologies to assist users with functional hearing/auditory limitations include closed caption on television, SMS-based services etc. Blinking lights and vibration devices also help to enhance functionality.

Some technologies not initially designed to be assistive may be adapted for use by persons with functional hearing limitations e.g. text-messaging on cellular phones.

Assistive Technology may also include speech recognition software which converts spoken words into text which can either be read from a screen or converted into sign language/ Braille.

Assistive Devices for Persons with Speech Impairments



Assistive Technologies for persons with functional speech limitations include computers providing speech synthesis (text-to-speech programs), text-messaging on cellular technology; augmentative communicators giving people with non-verbal or functional speech limitations a “voice” enabling them to communicate through messages pre-recorded by others – digital audio player, magnifier, and white cane

Assistive Devices for Persons with Physical Impairments



Broadly assistive technologies here can be sub-divided into two types: technologies that assist with mobility, and technologies that provide secondary order assistance.

The first category includes technology such as crutches, scooters, wheelchairs etc.

The second category includes technology such as software allowing non-manual methods of computer usage e.g. eye-driven keyboarding or speech recognition software; assistive devices such as jelly buttons, head dobbbers, sip-and-puff devices etc. It is also includes adaptations to existing products such as modified potato peelers and the ilk (e.g. the Oxo range).

Other Types of Assistive Devices

Technologies here include those aimed at other functional limitations and includes technologies such as scan and read software; speech recognition software etc.

11.9 SERVICE ANIMALS

Service animals are animals that have been trained to perform tasks that assist persons with various impairments. Service animals may also be referred to as assistance animals, assist animals, support animals, or helper animals depending on the country and the animal's function.

Dogs are the most common service animals, assisting people in many different ways since at least 1927. Other animals such as monkeys, birds, and horses have also been documented.

The international assistance animal community has categorized three types of assistance animals:

- Guide animal—to guide the blind
- Hearing animal—to signal the hearing impaired
- Service animal—to do work for persons with disabilities other than blindness or deafness.



Tips on interacting with a customer who uses a service animal:

- Remember that a service animal is not a pet. It is a working animal.
- Avoid touching or addressing service animals – they are working and have to pay attention at all times.
- Avoid making assumptions about the animal. Not all service animals wear special collars or harnesses. If you're not sure if the animal is a pet or a service animal, ask our customer.

Remember that your customer is responsible for the care and supervision of their service animal. You are not expected to provide care or food for the animal. However, you could provide water for the animal if your customer requests it. Also remember that guide dogs are not aggressive. There is no reason to be afraid of any guide dog.

Guidelines for guide dogs entering park environments

Blind and severely visually impaired persons frequently rely intensively on guide dogs for companionship and independence of movement, and very strong bonds develop in this relationship. In order to accommodate and facilitate their visitation and enjoyment of any tourism attractions (For example parks), application for permission for guide dogs to accompany blind persons into park environments will be favourably considered. The entry and exit of the guide dog into / out of most parks will be covered by a permit issued by the relevant park management or Veterinary Wildlife Unit.

The safety of the person and his/her guide dog will also be considered when visiting a park environment.

In the interest of animal disease risk management, the following guidelines should be noted:

- The guide dogs must be vaccinated against all the major canine infectious diseases such as rabies, canine distemper, canine parvo-virus, canine hepatitis, canine para-influenza virus and leptospirosis. Vaccination boosters must be current and up to date, and the vaccination booklet with vaccination history must accompany the dog.
- The guide-dog must also have a regular deworming history, and must be dewormed within 30 days prior to entering a park environment.
- The guide dog must always be under the control of its handler or an accompanying person.
- The handler or accompanying persons must be equipped with a faecal removal device (poop scooper or plastic gloves / bags) to remove faecal contamination in rest camps or picnic sites.
- Timely application for permission to bring a guide dog into a park environment must be made in order to facilitate the issue of permits. Please note that access for guide dogs at Park entrance gates might be denied if there is no permit accompanying the dog.
- No guide dogs will be permitted at unfenced Wilderness Camps.

Reference: SANParks

Tel: 012 426 5000

<http://www.sanparks.co.za/>

http://www.sanparks.co.za/groups/disabilities/guide_dogs.php

Reference: South African Guide-Dog Association for the Blind: Refer to Annexure A at Page

Tel: 011 705 3512 / 0860 100 922

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The following chart lists some types of service animals, key tasks they perform and those who use service animals.

Service Animal	Key Tasks	Users
Autism assistance or service dog	<ul style="list-style-type: none">Keeps a child from running into danger and provides assistance when sensory stimulus is heightened. Dog is attached to the child's waist by a belt and a leash held by an adult	Persons with autism or other intellectual impairments
Guide dog, dog guide or seeing eye dog	<ul style="list-style-type: none">Follows directions of owner, alerts owner to changes in elevation (e.g., curbs, stairs) and obstacles	Persons with vision impairments
Hearing ear, hearing, sound alert or hearing alert dog, cat or animal	<ul style="list-style-type: none">Alerts owner to sounds often by a nudge or pawing and leads him/her to the source of the sound.May use a special signal to alert owner to fire alarm	Persons who are Deaf, or hearing impaired
Psychiatric service dog	<ul style="list-style-type: none">Retrieves and prompts the person to take medicine, retrieves or activates medical alert, leads person out of crowds, etc.	Persons with intellectual impairments
Service or mobility dog or animal, special skills dog or animal	<ul style="list-style-type: none">May pull wheelchairs, carry objects, pull items, and turn handles or push buttons such as door openers. Larger dogs may provide balance support.	Persons with physical impairments

(Small ponies or miniature horses are used but are not as common).		
Seizure, seizure alert, seizure assist or seizure response dog or animal	<ul style="list-style-type: none"> Steers owner from danger during a seizure, activates medical alert Can alert owner to an oncoming seizure 	Persons who have epilepsy or other seizure disorders

SELF-ASSESSMENT NO 1

Answer True or False to the following terminology:

	TRUE	FALSE
1. The disabled person is going shopping	TRUE	FALSE
2. Always ask if you can assist somebody before you help them	TRUE	FALSE
3. Peter is a person living with a disability	TRUE	FALSE
4. Susan is a wheelchair user	TRUE	FALSE
5. Speak directly to the sign language interpreter	TRUE	FALSE
6. Service animals are trained to assist persons with various disabilities	TRUE	FALSE

11.10 SUPPORT / CARE PERSONS

Who are support persons and how to interact with a customer who has a support person with them.

A support person is an individual hired or chosen to accompany a person with a disability to provide services or assistance with communication, mobility, personal care, medical needs or access to goods or services.

Personal care needs may include, but are not limited to, assistance with eating or using the washroom. Medical needs may include, but are not limited to, monitoring someone's health conditions, providing injections and providing support when someone has moderate to severe seizures.

The support person can be a paid personal support worker, volunteer, a friend or a family member. He or she does not necessarily need to have special training or qualifications.

Customers with disabilities must be allowed to use their support persons while accessing your organization's goods or services on the parts of the premises open to the public or third parties. If your organization charges for admission, you are required to have a policy regarding what amount, if any, is charged for support persons. Advance notification of a fee, if any, is required.

Functions of support persons

The following chart contains some examples of functions performed by support persons:

Person with a Disability	Support Person's Functions
Person who is deaf blind	To guide, to provide transportation and adaptive communication such as tactile or adapted Sign language, large print notes, print on palm or two-handed manual signing
Person who is Deaf	To provide sign language or oral interpretation services – to translate conversation, not to participate in it
Person with a learning disability	To help with complex communication or note-taking
Person with an intellectual/ developmental disability	To help with travel, daily activities, prompting medication, complex tasks, or to keep them from dangerous situations
Person with an intellectual health disability	To help with communication tasks such as completing complex forms. To help in environments such as crowded, noisy settings or high-stress situations such as interviews

Person with a physical disability	To provide services related to travelling, personal care such as toileting or eating, monitoring medical conditions
Person with a seizure disorder	To assist in the event of a seizure, e.g. to protect the individual from falls
Person with a speech impairment who uses an augmentative or alternative communication system (symbol board, electronic communication system)	To relay or interpret a person's communications
Person with vision loss	To read or to guide

Tips on interacting with a customer who has a support person

- A customer with a disability might not introduce their support person. If you are not sure which person is the customer, take your lead from the person using or requesting your goods or services or simply ask.
- Once you have determined who your customer is, speak directly to them, not to their support person.
- Be familiar with your organization's policies, practices and procedures about providing accessible customer service.

SELF - ASSESSMENT NO: 2

Which of the following should you not do when serving a customer who uses an assistive device, a service animal, or a support person?

- Speak directly to the customer.
- Pet a guide dog because he's so cute and you love animals.
- Request permission to move your customer's wheelchair.
- Be aware of how to use specific assistive devices offered by your organization.

12. UNDERSTANDING BARRIERS TO ACCESSIBILITY

Barriers are obstacles. Barriers to accessibility are obstacles that make it difficult — sometimes impossible — for persons with disabilities to do the things most of us take for granted — things like going shopping, working, or taking public transit.

When we think of barriers to accessibility, most of us think of physical barriers — like a person who uses a wheelchair not being able to enter a public building because there is no ramped access.

The fact is there are many kinds of barriers. Some are visible. Many are invisible.

Barriers to accessibility

Type of barriers	Examples
Attitudinal barriers are those that discriminate against persons with disabilities.	<ul style="list-style-type: none">• Thinking that persons with disabilities are inferior.• Assuming that a person who has a speech impairment can't understand you.
Information or communications barriers happen when a person can't easily understand information.	<ul style="list-style-type: none">• Print is too small to read.• Websites that can't be accessed by people who are not able to use a mouse.• Signs that are not clear or easily understood.
Technology barriers occur when a technology can't be modified to support various assistive devices.	<ul style="list-style-type: none">• A website that doesn't support screen-reading software.
Organizational barriers are an organization's policies, practices or procedures that discriminate against persons with disabilities.	<ul style="list-style-type: none">• A hiring process that is not open to persons with disabilities.
Architectural and physical barriers are features of buildings or spaces that cause problems for persons with disabilities.	<ul style="list-style-type: none">• Hallways and doorways that are too narrow for a person using a wheelchair, electric scooter or walker.• Counters that are too high for a person of short stature.<ul style="list-style-type: none">• Poor lighting for people with low vision• Doorknobs that are difficult for people with arthritis to grasp.• Parking spaces that are too narrow for a driver who uses a wheelchair.<ul style="list-style-type: none">• Telephones that are not equipped with telecommunications devices for people who are Deaf, or hearing impaired.

12.1 IMPROVEMENTS OF INFRASTRUCTURE AND SERVICES

The following appropriate measures must be in place to ensure that persons with disabilities have access, on an equal basis with others, to the physical environment, transportation, information and communications, including computer systems and information and communications technology, and other services and facilities open to the public or for public use, in urban areas as well as rural and coastal zones.

Tourism destination management

Tourism destination management bodies and administrations should carry out an accessible-tourism strategy that lays out a set of principles and reasons explaining why accessibility in tourism is necessary so as to make it possible to evaluate services and identify changes that may be needed. The concept of an Accessible Tourism destination of a locality, region or district must have the necessary accessible facilities, infrastructure and transport in order to create an environment that is varied, stimulating and easily accessible. Efforts shall be made to avoid promoting as being accessible those tourist attractions or accommodations in an inaccessible area without transport opportunities or connections with other tourist venues.

Tourism information and advertising (Preparation, information and booking)

Tourism literature and other promotional material used in tourism should include clear indications of accessible services and facilities, preferably making use of symbols that are easily understood. To the extent possible, information for tourists with disabilities should be included in the general tourist information. Promotional material should state, if possible, how to contact the establishment through accessible media (text telephone, fax or email), and if the information is available in alternative formats.

The areas receiving tourists (tourist destinations) should make available a list of all support services for tourists with disabilities. The listing of these services should include, as a general rule, facilities for the repair and replacement of prostheses and equipment, veterinary clinics for guide dogs and suppliers and distributors of specialized medical care. Reservation systems should have clear information on the level of accessibility of facilities and services advertised for tourists with disabilities in order to properly inform them and facilitate the appropriate booking procedures.

The entities responsible for receiving and handling consumer complaints should record and resolve, through a suitable procedure, all complaints relating to deficiencies in the provision of services and facilities whose accessibility was featured or advertised.

The following are the general requirements that tourism facilities and sites should comply with:

- **External Approach/Entrance**

There should be an unobstructed accessible route from the external areas to the entrance. The surface must be firm, slip resistant and not cobblestone type paving. There must be sufficient lighting.

There must be clear signage and way finding boards.

- **Parking areas**

There should be special parking spaces with proper identification for vehicles of persons with reduced mobility, as near as possible to the entry and exit points of buildings or tourist attractions. These parking spaces should be monitored to prevent their use by non-disabled people. There should be special loading and unloading points for travellers as close as possible to access points to buildings or tourist attractions to facilitate the arrival and departure of passengers with disabilities. These points should be monitored to ensure they are not blocked by other vehicles or objects.

Individual parking spaces should be wide enough for passengers with disabilities to manoeuvre comfortably between cars and wheelchairs, and shall be located so that persons using wheelchairs, crutches or prostheses are not obliged to go around cars. Where there are access roads to the building or site, these should be safe for all pedestrians.

- **Communication**

The use of sign language, Braille, and augmentative and alternative ways, means and modes of communication and all other ways, means and formats of communication chosen by persons with disabilities should be accepted and facilitated.

Telephones and other public communication systems (internet, fax) shall be designed and made available for public use so that they can be used by everyone regardless of their height, their mobility problems or sensory problems. To this end the height, approach space, sound amplification, the formats in which information is provided, and so on shall be taken into account.

- **Signage**

The information, check-in and ticket sales counters should be clearly marked and have an accessible area reserved for use by persons with reduced mobility located as close as possible to the entrance. Announcements should be both visual (characters on electronic boards or big screens) and audible (preceded by a tone).

Accessible services and facilities should be clearly marked with easily understandable symbols of an appropriate size and colour which contrasts with the background. Information for the general public should be provided in a timely manner and without additional cost in accessible formats and technologies appropriate for the different types of disabilities. Fire alarms should emit both visual and acoustic signals. The marking of emergency exits must be clear and well lit; it is recommended that facilities have maps clearly showing meeting points and, if any, refuges for evacuation procedures.

- **Horizontal movement**

Effective measures should be taken to ensure that persons with disabilities are able to move around the venue with the greatest possible independence. Main corridors and passageways should be free of physical and visual barriers and have a width to permit the passage of two wheelchairs side-by-side, such that they are not blocked in normal circulation, or otherwise provide passing points.

- **Vertical movement**

Elevators

Multi-storey structures should have an adequate number of elevators wide enough for a person using a wheelchair to enter and move easily. They should be specially designed and equipped for easy use by such persons and for the blind (i.e., location of the control buttons, Braille signage, information in both written and audio form). They should be equipped with emergency systems accessible to the hearing impaired.

Stairs and ramps

Whenever possible, the built environment should be at the same level or equipped with ramps where there is a change in floor levels. Where necessary, provisions should include access ramps, elevators or platform lifts. Colour contrast strips must be provided on the nosing of steps. Balustrades and hand rails must be fitted on both sides of a ramp, and at stairs.

• **Public hygiene facilities**

At the same place where toilets are located, accessible toilet stalls and washbasins should also be installed. In these stalls, the dimensional aspects and the necessary technical aids needed to transfer from a wheelchair.

• **Stations, passenger terminals, and related facilities**

Passengers with disabilities should have easy access to all transport services to and from all terminals, stations and other related facilities.

Whenever possible, terminals should be at the same level or equipped with ramps where there is a change in level. Where necessary, provisions should include access ramps, elevators or platform lifts. All information provided should take into account the needs of people with sensory impairments. Consequently, information shall be in visual and acoustic formats. Both types shall be made available to the public such that the information can be perceived in the best possible conditions, in terms of ambient noise and lighting and contrast between figure and background.

Information should be available in alternative channels of communication (websites or applications for mobile devices).

Pedestrian crossings should be provided with traffic lights with audible and visual signals so that people with visual or hearing impairments can cross them safely.

Access to transportation should be as simple as possible and assistance should be available when required. People in wheelchairs who have to use special boarding chairs (e.g., to board an aircraft cabin) should be able to do so as close as

possible to the conveyance, and wheelchairs should be handled, stored and transported such that they can be returned intact immediately upon arrival at the destination or transit point.

- **Major thoroughfares**

On main thoroughfares, and toll highways in particular, rest stops should be provided at regular intervals. These should be equipped with facilities and services, including toilets and emergency phones accessible for everyone and, in particular, travellers with disabilities.

- **Accommodation facilities**

Accommodation establishments should have a reasonable number of rooms that are fully accessible without the need for assistance. Where possible, adapted rooms should be located so as to facilitate evacuation measures and routes to emergency exits. These rooms should be designed so that users can move around, locate facilities and services and communicate in a comfortable and independent manner. This applies to the bathroom as well as the terrace or adjoining outdoor space, if any. To this end, spatial requirements and technical aids needed to perform any manoeuvre safely and comfortably should be taken into account. The design of all devices and actuators should take into account the principles of Universal Design.

Rooms and infrastructure of accommodation establishments should be equipped with alarm systems suitable for Deaf guests and communication systems between the reception and the room adapted to these persons. Such establishments should welcome guide dogs and provide the essential items to facilitate their stay. The above recommendations should apply equally to camping facilities, especially in regard to accessible bathrooms and toilets as well as alarm systems.

- **Food service establishments**

An adequate number of restaurants, coffee shops, cafés and bars in the area should be provided, with accessible facilities which take into account the ease of external access, furniture designed to be used by wheelchair users, counters at different heights, menus with easy-to-read text, in Braille or in alternative formats (web or applications for mobile computers), accessible toilets, etc. Menus should include additional options for people with different types of food intolerances. (For example: diabetics, persons with gluten intolerance, etc.) These facilities should be properly marked for easy location.

- **Conference facilities**

In addition to the above features applying to buildings used by tourists (entrances, toilets, telephones, signage, elevators, parking, etc.), conference facilities should be equipped with special seats or areas reserved for wheelchair users and special

headphones and/or audio induction loop facilities for persons with hearing impairments. Efforts should be made to ensure that audio-visual information is supplemented with audio description and subtitling and/or sign language, as required.

- **Cultural activities** (museums, theatres, cinemas, etc.)

Entities responsible for carrying out and promoting cultural activities in a region, destination or establishment should take all appropriate measures to ensure that persons with disabilities: Have access to materials and cultural activities in accessible formats. Can participate, develop and utilize their creative, artistic and intellectual potential, not only for their own benefit but also for the enrichment of society.

- **Museums and other buildings of tourism interest**

Owners or managers of museums and other buildings of historical, cultural and religious interest, that are open for visitors should solve problems of horizontal or vertical access by providing ramps or lifts as appropriate. The information provided should take into account the needs of visitors who are Deaf or blind. Therefore all information should be provided in both written and audio format. Customer service personnel shall have the necessary training required to welcome and serve visitors with disabilities. They shall also have the necessary training to communicate with Deaf people. Where appropriate, for example in larger venues, there should be a service for the loan of wheelchairs or other devices for visitors with reduced mobility.

- **Other tourism activities and events**

Entities responsible for recreational, leisure and sporting activities shall take appropriate measures to enable persons with disabilities to participate on an equal basis with others. It should be ensured that persons with disabilities have access to sporting, recreational and tourism facilities; in particular, for the activities listed below:

- **Excursions to surrounding areas**

Coaches used for excursions should be outfitted to accommodate tourists with physical disabilities and to provide both auditory and visual information and other types of aids for the blind and the Deaf. Whenever possible, companies organising excursions should hire sign language interpreters for Deaf tourists and/or provide printed descriptive material in all the places visited.

- **Sports**

Access for persons with disabilities to sports facilities (stadiums, race tracks, etc.), as well as their participation, as much as possible, in mainstream sporting activities at all levels should be encouraged and promoted. Sports facilities should be equipped to accommodate visitors with physical disabilities and provide information both acoustically and visually, as well as other communication services for the blind, hearing impaired and the Deaf.

- **Green spaces and natural environments**

There should be accessible routes that traverse the site, connecting areas of interest, toilets and other services and facilities. Long routes should be equipped with adapted fountains and benches, with suitable access to allow the approach of wheelchair users and those who use walking aids. Drain covers and grids around trees should be flush with the pavement and firmly fixed to the ground.

- **Beaches**

Beaches should be provided with accessible routes that allow access to the information points, spaces, facilities or services. Beaches should have access via walkways and ramps, enclosed areas of sun and shade, adapted changing stations and services, amphibious chairs and crutches to bathe in the sea, with the assistance of a team of professionals. Seaside promenades, if any, should include accessible routes.

Accessibility must be present throughout the tourism chain, the links between all sites, services and activities must be well planned and tested. Elements of the tourism chain include:

- ✓ Tourism destination management
- ✓ Tourism information and advertising (Preparation, information and booking)
- ✓ Urban and architectural environments
- ✓ Modes of transport and stations
- ✓ Accommodation, food service and conventions
- ✓ Cultural activities (museums, theatres, cinemas, and other)
- ✓ Other tourism activities and events

12.2 TECHNICAL SUMMARY OF ACCESSIBILITY REQUIREMENTS OF BUILDINGS AND SERVICES

THE TECHNICAL SUMMARY IS BASED ON THE SABS SANS 10400 PART S AND INTERNATIONAL BEST PRACTICE

1. EXTERNAL APPROACH

1.1 Number of designated 3 500 cm wide parking bays	There must be one clearly designated and signposted bay per 50 rooms minimum, or an efficient valet service.
1.2 Distance from designated parking bays to entrance	The parking bay cannot be further than 50 m from the entrance doors and ideally should be 20 m.
1.4 Gradient on-route to entrance from street or designated parking bay	At best the gradient should be 1:15 and at worst 1:12 to enable the wheelchair user to enter without too much difficulty.
1.5 No steps on-route to entrance from street or designated parking bay	The wheelchair user would be unable to access the building if there are steps present. A maximum of two risers can be accommodated with a temporary, portable ramp of approximately 1 700 mm.
1.6 Route surface firm and even slip resistance	The surface must be hard with no gravel or cobble type finish, which would make it extremely difficult for the wheelchair user to negotiate.
2. ENTRANCE AND DOORWAYS	
2.1 Fixed slip resistant floor surface	There should, for example, be wooden flooring, tiles or close pile carpet (no longer than 13 mm) to allow a wheelchair to proceed comfortably.
2.2 Threshold not to exceed	The threshold ideally should be flush, however at worst it should not exceed 50 mm.
2.3 Size of opening leaf of entrance door at least	At least the clear opening should measure 760 mm with the door in a 90-degree open position.
2.4 Size of unobstructed level space on either side	There should be 1 100 mm x 1 500 mm distance measure clear of the door swing.
2.5 Pull handle on door	This should measure at least 120 mm in length and be easy to grasp at 800 mm – 1200 mm in height.
3. RECEPTION	

3.1 Fixed slip resistant floor surface	There should, for example, be wooden flooring, tiles or close pile carpet (no longer than 13 mm) to allow a wheelchair to proceed comfortably.
3.2 Seating with seat height between 450 mm – 500 mm	This enables the person to transfer comfortably from their wheelchair into a seat and back.
4. ACCESSWAYS AND PASSAGES	
4.1 Fixed slip resistant floor surface	This is a precautionary measure, which applies to almost all people with mobility impairments. With or without a mobility device, there is a potential of being out balance as a result of physical functional limitations or the way that the physical environment is organized.
4.2 Unobstructed width of not less than	This allows for easy access for people using wheelchairs or walkers.
4.3 Size of opening leaf of all doors on-route at least	There must be a clear opening when the door is open at 90 degrees.
4.4 Pull handle on doors on-route	Handles must measure at least 120 mm in length and be easy to grasp.
4.5 Stairs to be fitted with handrails and non-slip treads	Often the force of gravity pulls people with mobility impairment forward and without anything they can hold onto to steady the walking, one can find himself/herself seriously injured.
4.6 Height of emergency equipment, switches and controls located between 800 mm and 1 200 mm	This is essential to enable the wheelchair user to reach the switches and controls from the wheelchair.
5. BEDROOMS	
5.1 Clear opening width of doors	The doors must be wide enough to allow a variety of different sizes and types of wheelchairs to enter.
5.2 Size of clear unobstructed space in front of doors	Lack of clear, unobstructed space can result in the person with a disability not being able to enter his room. Doors should also be distinguished by colour or other appropriate contrast.

5.3 Unobstructed access, widths between walls, features, furniture and fittings	It is essential that the room be free of any obstructions which might result in the person being unable to access certain provisions within the room e.g. switches
5.4 Unobstructed space to turn adjacent to bed	At least 1 200 mm width on one side of the bed to allow for the different ways people with mobility impairments transfer.
5.5 Size of access space to all furniture and fittings	Access space provides easy reach
5.6 Size of firm bed 450 mm to 500 mm in height	People with mobility impairments need a firm surface to help their arms to lift the lower body. The height of the bed is also crucial, as it needs to be in alignment with the wheelchair that will be used for transfers. With the appropriate height of the bed there is less effort and less energy used in getting out of the bed.
5.7 Height of light switch and controls	Light switches should be at a height of 800 – 1 200 mm to enable wheelchair users to comfortably reach them.
5.8 Bedside light controls	If there are no easily accessible controls, a person with mobility impairment consumes enormous energy switching lights on and off. To conserve energy and avoid injury, light controls should be reachable from the bed.
5.9 Desk and tables to have a clear space of 760 mm below the work surface	To provide easy access to a work surface, a wheelchair would be able to slide under the table.
5.10 Curtains fitted with pull rods or closing cords	This is for easy reach and conservation of energy.
5.11 Cupboard door handles height	This should measure at least 120 mm in length and be easy to grasp at a height that does not exceed 1 000 mm in height.
5.12 Cupboard hanging rail height 1 400 mm	The height of the cupboard door handles must be at 800 mm – 1200 mm so that they are within easy reach. This is important so that person in the wheelchair can easily reach their clothing.
5.13 Light switches and door handles located between 900 –1200 above floor surface	As a general rule the light switches and controls should be aligned with the door handle for easy access and reach

5.14 Power sockets located between 800 mm – 1000 mm above floor surface	This enables the wheelchair user to reach them with ease.
5.15 Fire extinguisher or fire blanket located between 800 –1200 above floor level	In this way the fire extinguisher or fire blanket is accessible.
5.16 Fixed slip resistant floor surface	Wooden, tiles or close pile carpet no longer than 13 mm.
6. BATHROOMS	
6.1 Fixed slip resistant floor surface	Wooden, tiles or close pile carpet no longer than 13 mm to ensure that the wheelchair user does not slip and injure himself on a wet and slippery floor.
6.2 Clear opening width of doors	There must be a clear opening of at least 760 with the door in the 90 degree open position
6.3 Size of clear unobstructed space in front of doors.	All bathrooms must have enough internal space measuring at least 900 mm x 1200 mm in front of the doors to allow for door closure without any obstacle for the wheelchair user.
6.4 Wash hand basin:	
6.4.1 Basin adjacent to WC set at 800 mm height with 720 mm clear space under basin. Trap to be covered with heat resistant lagging.	This is essential to enable the wheelchair user to comfortably manoeuvre under the basin to make proper use of it, and to avoid slow burns to legs lacking sensation, which might come into contact with the warm trap.
6.4.2 Lever action taps or mixer	It is easier for a person with a disability to use the taps if they are lever action rather than knobs which you have to grip and turn.
6.4.3 Mirror located between 75 mm and 1 500 mm above basin	This is to ensure that the wheelchair user is able to see his/her reflection at the basin while seated in the wheelchair and still make it possible for ambulatory users to see their reflections.

6.4.4 Towel rails set at a height between 900 mm –1000 mm	It must be possible for the wheelchair user to reach the towel rail comfortably
6.5 Roll in shower: Preferable	
6.5.1 400 mm x 400 mm fold down shower seat set at a height between 450 mm and 500 mm	There must be a 400 mm x400 mm fold down shower seat set at a height of between 450 mm and 500 mm. The centreline of the shower seat must be set at 480 mm from the adjacent wall opposite the transfer space.
6.5.2 Vertical and cranked grab bars on either side of shower seat.	600 mm long vertical grab bar and cranked grab bar set at 800mm to lowest.
6.5.3 Level action shower mixer and hand shower on adjustable rail	The wheelchair user must be able to transfer from his/her wheelchair to the shower seat with ease and it must therefore be at the appropriate height and must not obstruct the ability of the wheelchair to manoeuvre into the shower.
6.5.4 Tiled run-off which negates threshold	
6.6 Water Closet pan (toilet)	
6.6.1 800 mm wide transfer space to side of pan	A wheelchair user would need to be able to manoeuvre the wheelchair beside the WC pan in order to transfer from the wheelchair to the WC and back without any obstacles.
6.6.2 Front edge of pan to project at least 750 mm from rear wall	This allows for enough space for a wheelchair user to gain access to the WC pan.
6.6.3 Centre line of toilet not more than 480 mm from wall opposite transfer space	This is to ensure that the wheelchair user may use this space to ensure adequate transfer from the wheelchair to the water closet and back again.

6.6.4 WC seat height between 450 mm	The seat raiser can be removable. This is to enable the physically disabled person to comfortably transfer onto the seat and off again. The ill and the elderly may also be too weak to transfer to a seat which is too low or too high.
6.7.5 Extended flush handle located on side of transfer space of cistern.	This enables the disabled person to comfortably reach the flush handle and use it effectively from the position of the wheelchair or the water closet seat.
6.6.6 Cranked grab bar should be located 800 mm above floor finish	This must be measured to the centre line of the horizontal portion to enable the person with physical disability to use the bar to lift him/herself off the WC seat onto the wheelchair off into a standing position.
6.6.7 Horizontal grab bar located at 800 mm above the floor finish.	This must be measured to the centreline of the horizontal portion to enable the physically disabled person to use it to lift and support his/her weight to transfer.
6.6.8 Toilet paper holder within 760 mm of the seat	This ensures easy reach.
6.7 Bath	
6.7.1 Access space at the side of bath	This is essential so that the wheelchair user may transfer comfortably from the wheelchair to the bath without obstacles at the side of the bath.
6.7.2 Height of the edge of bath between 450 mm and 500 mm	This would enable the wheelchair user to transfer across from the wheelchair to the bath at the same height and back again. Varying heights can make it impossible for the person to transfer into or out of the bath.
6.7.3 300 broad seat at the end of the bath	This enables the person with a disability to have support of a suitable width to take a seated position at the height of the edge of the bath when transferring from the wheelchair onto the bath before getting into the bath.

6.7.4 Lever action bath mixer with hand shower	Someone with a physical disability will find it easier to use a hand shower with a lever action mixer rather than having to grasp and turn the different hot and cold knobs, which can often result in getting severe burns from hot water, which cannot be properly controlled.
6.7.5 "T" grab bar opposite transfer space	The horizontal bar must be 200 mm above the bath rim so that the person may lift himself from the bath onto the transfer space and across to the wheelchair.
6.5.6 Removable bath seat	People with certain physical disabilities might need to have a removable bath seat due to a physical inability to transfer in and out of the bath. Elderly people who are ill or too weak would also require this, as they do not have the strength to get in and out of a bath.
7. GENERAL TOILETS	
7.1 Clear opening width of doors	There must be a clear opening of at least 760 mm measured with the door in 90 degree open position. This enables the wheelchair user to gain access into the toilet.
7.2 Wash hand basin:	
7.3.1 Basin adjacent to water closet set at 800 mm height with 720 mm clear space under basin fitted with	Basin to be fitted to sidewall adjacent to water closet within reach of person seated on water closet pan, basin trap to be lagged or insulated.
7.3.2 Lever action taps or mixer	These are essential for the disabled person to enable easier use and prevent burning.
7.3.3 Mirror located between 75 mm and 1 500 mm above basin	To enable the person seated in a wheelchair to see themselves.
7.4 Towel rails set at a height between 900 -1000	This ensures that the wheelchair user may reach the towel on the rail.
7.5 Water closet pan	
7.5.1 800 mm wide transfer space to side of pan	The wheelchair user needs to have the space adjacent to the water closet pan to enable transferring directly from the wheelchair onto the water closet pan and back again with ease.

7.5.2 Front edge of pan to project at least 750 mm from rear wall	This provides the adequate space for the wheelchair alongside the water closet pan and the ability for the wheelchair user to transfer comfortably.
7.5.3 Centre line of toilet not more than 480 mm from wall opposite transfer space	
7.5.4 Water closet seat height between 450 mm and 500 mm	Seat raiser can be removable, but wheelchair user must be able to transfer from the wheelchair onto the water closet pan at a height, which is comfortable.
7.5.5 Extended flush handle located on side of transfer space of cistern.	This enables the wheelchair user to comfortably reach the flush handle from the wheelchair.
7.5.6 Cranked grab bar should be located 800 mm above floor finish	In order for the wheelchair user to reach the grab bar to assist in transferring, it is essential for it to be at this height.
7.5.7 Horizontal grab bar located at 800 mm above the floor	This is also to enable the wheelchair user to reach it comfortably to assist in transfer.
7.5.8 Toilet paper holder within 760 mm seat	This ensures that the person in the wheelchair can comfortably reach the toilet paper holder either from the wheelchair or from the water closet pan.
8. RESTAURANTS BARS AND FACILITIES	
8.1 Size of opening leaf of all doors	The clear opening measured with door in 90 degree open position must measure at least 760 mm to enable the wheelchair user to gain access.
8.2 Pull handle on doors	This handle must be at least 120 mm in length and easy to grasp so that the wheelchair user may easily open and doors.
8.3 Fixed slip resistant floor surface	There must be a wooden floor, tiles or close pile carpet no longer than 13 mm to ensure that the person with a disability does not injure themselves.
8.4 Unobstructed width of not less than between fittings and furniture	This ensures that the wheelchair user may pass through without obstruction.

8.5 800 high tables with 760 mm clear space below	This ensures that the wheelchair user may pass through without obstruction.
8.6 A lowered section of buffet/serving area and service available on request	The permanent lower section of a buffet or serving area must be at a height of 800 mm to enable the wheelchair user to comfortably reach whatever is being served without obstruction.
8.7 Staff available to offer assistance to guests	It is extremely important that staff is available to assist the person with a disability.
9. EXTERNAL AREAS	
9.1 Gradient on-route to facilities	The gradient must be at least 1:12 but should be 1:15 to enable the person with a disability to reach chalets or remote rooms.
9.2 There should be a landing at the top of the ramp if there is a door to the entrance	To enable the wheelchair user open the door without running back.
9.3 No steps on-route to facilities	Two risers may be at one point or located individually, however the person with a disability or wheelchair user cannot negotiate steps on-route to the facilities without assistance.
9.4 Route surface firm and even	The surface must be hard with no gravel or cobble type finish, which would make it difficult for the wheelchair user or person with a disability to negotiate.

10. KITCHENS	
10.1 Size of clear floor space of in front of cupboard units and work surfaces	This clear and unobstructed space should measure at least 900x900 to enable the wheelchair user to gain access to the cupboards and work surfaces without obstacles
10.2 One work surface or table should with a clear knee space of 760 mm	It is essential that the wheelchair user may have a table that he/she may be seated comfortably at with the appropriate height to accommodate knee space.
10.3 A hob not more than 800 mm high with large controls and 760 mm clear knee space below or alongside	This is to enable the wheelchair user to have clear knee space under the hob and the ability to reach across and use the controls.

10.4 Oven fitted with large controls located between 800 mm – 1200 mm above floor level	The wheelchair user must be able to reach and use the oven controls with ease.
10.5 Sink should have lever taps and clear knee space of 720	The wheelchair user must be able to have the knee space under the sink to gain access to it as well as the lever taps which would make usage easier lever action sink mixer
10.6 Wall cupboards and shelves should located between 800 mm – 1 400 mm above floor level	This ensures the easy access to cupboards and shelves for the wheelchair user.
10.7 Light switches and door handles located between 900 mm -1200 mm above floor level	The person in the wheelchair must be able to comfortably reach the light switches and door handles.
10.8 Power sockets located between 800 mm – 1 000 mm above floor surface level	This ensures that the wheelchair user can reach the power sockets easily.
11. ACCOUSTICS	
11.1 Acoustics of facilities must be considered to include the needs of persons with hearing impairments	Acoustics will always be a challenge in the built environment. Make sure that there are things in place such as curtains instead of blinds in halls. Floor covering should also be considered.
12. LIGHTING	
12.1 The minimum illumination levels of lighting shall comply with the requirements of SANS 10400-O and SANS 10389-1.	Many persons with disabilities, especially elderly persons and persons with visual impairments, require higher levels of artificial lighting and reduced glare. Persons with hearing impairments might also require a higher level of illumination to facilitate lip-reading or Sign Language Interpreters.

13. EMERGENCY EGRESS

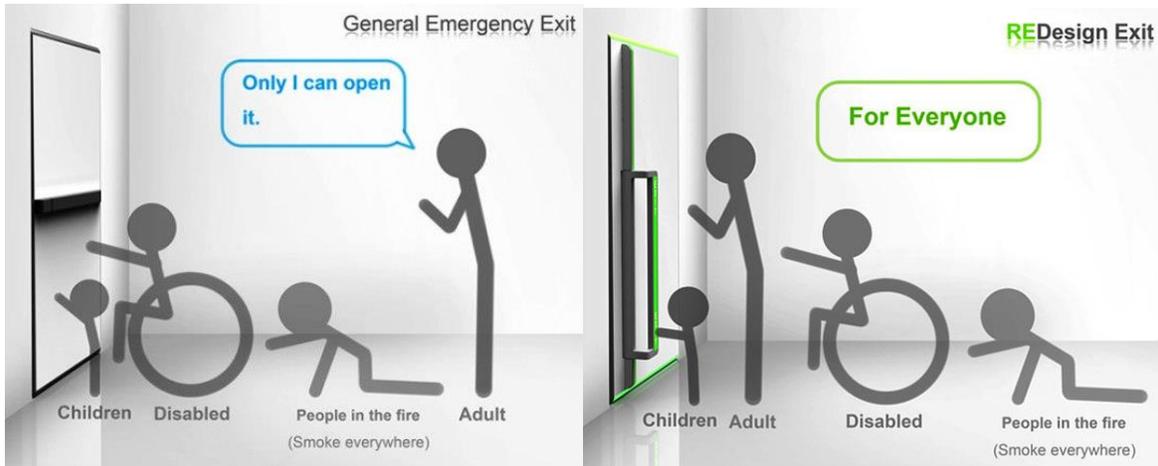
Emergency egress is key in any facility. There are different options to evacuate persons with disabilities during emergencies.

Points to consider:

- Persons with disabilities must evacuate to the nearest emergency exit
- A dedicated evacuation team member(s) must be allocated to assist persons with disabilities
- Prior planning and practicing of emergency evacuation, routes must be done on a regular basis
- When assisting a person with a disability in an emergency, always ask how you can help before attempting a rescue technique

Options in case of an emergency:

- a) Stairway evacuation
- b) Stay in one place option
- c) Area of refuge option
- d) Evac Chair option



a) Stairway evacuation.

Use the emergency stairway to reach the ground floor emergency exits.



Photos property of Clarion Safety Systems

b) Stay in one place option.

Unless the danger is imminent, try to stay in a room with an outside window, telephone and fire resistant door.

If the phone is not working, try to attract attention by waving a cloth or object at the window to draw attention.

c) Area of refuge option

With your evacuation team assistant, move to an area of refuge

Usually the safest areas of refuge are pressurised stair enclosures and open air balconies.



d) Evac Chair option





Emergency Egress – Mobility Impaired

- Stay in one place or move to area of refuge with their evacuation team assistant
- The assistant must notify the emergency team of the location of the person with a disability
- Evac Chair evacuation must only be done by trained personnel
- If there is an dedicated emergency lift, persons with disabilities must use it

Emergency Egress – Hearing Impaired

- Emergency evacuation systems must be both audible and visible
- The evacuation team assistant must give emergency instructions in the format preferred by the person that they are assisting



Emergency Egress – Vision Impaired

- Most people with vision impairments will be familiar with their surroundings
- This will include the emergency evacuation route
- It is recommended that the evacuation team assistant assist persons with vision impairments during emergencies
- Communication with the person assisted is important during the evacuation process

Emergency Egress – Intellectual Impaired

- The ability to recognise, understand, and respond appropriately to emergency alarms must be evaluated
- Plans for assistance must be in place with an evacuation team assistant allocated to the relevant person/s

14. ADDITIONAL INFORMATION

National Department of Tourism:

<http://www.tourism.gov.za/AboutNDT/Pages/MoreAboutNDT.aspx>

Information on the Responsible Tourism Programme

<http://www.tourism.gov.za/CurrentProjects/ResponsibleTourism/Pages/Information.aspx>

SANParks: <http://www.sanparks.co.za/>:

For reference, strategies and policy guidance on Universal Access in National Parks

Universal Design and Access best practice examples:

Open Directory Project: Accessible Tourism

<http://www.dmoz.org/search/?q=accessible+tourism>

Accessible Tourism in Ontario (Accessible Tourism in Canada)

<https://www.tiaontario.ca/accessibletourism>

Accessible Tourism in Spain

<http://www.spain.info/en/informacion-practica/turismo-accesible/>

Tourism for All website

<https://www.tourismforall.org.uk/news.htm>

The UK's leading directory of services for disabled people, seniors, and anyone whose life is made easier by better access to goods, services and amenities.

<http://www.goodaccessguide.co.uk/>

Here is a video demonstrating access to the Houses of Parliament in the UK.

<https://www.youtube.com/watch?v=6tIBM-77ctE>

Websites to key tourist destinations

Houses of Parliament

<http://www.parliament.uk/visiting/access/disabled-access/>

Guide to Tower of London

<http://www.hrp.org.uk/Resources/HRP%20TOL%20Access%20guide.pdf>

Video providing a 'virtual tour' of the Tower of London to those who cannot climb stairs

<https://www.youtube.com/watch?v=blt0XpfTels>

Blogs by travellers with disabilities:

<http://www.citymetric.com/transport/most-and-least-wheelchair-accessible-cities-quadruple-gs-guide-1166>

<http://www.citymetric.com/transport/what-paris-metro-map-looks-if-youre-wheelchair-1153>

<http://www.accessiblebarcelona.com/>

Travel blog by a US traveller

<http://www.rollinggrains.com/>

Rains's 'Travel with a disability' [photo sharing group](https://www.flickr.com/groups/rollinggrains/pool/) on Flickr "at <https://www.flickr.com/groups/rollinggrains/pool/>

<http://www.tyrol.com/barrier-free-tirol>

<http://www.telegraph.co.uk/travel/destinations/europe/uk/11214015/Britains-20-most-accessible-tourist-attractions.html>

<http://ablemagazine.co.uk/>

<http://www.sagetraveling.com/london-accessible-guided-tours>

<http://www.disabledaccessholidays.com/>

<http://www.openbritain.net/>

Please refer to the links below for training manuals on UD in Tourism:

<http://www.accessconsultancy.ie/Universal-Design-Tourism-Standard>

<http://www.accessconsultancy.ie/Case-Studies-Accessible-Tourism-Destinations-European-Commission>

<http://www.accessconsultancy.ie/Projects-Research-Standards-Case-studies-European-Commissions-Study-Mapping-Skills-TrainingRequirements-Accessible-Tourism>

Legislation:

The primary pieces of legislation that need to be considered here are the:

Section 9 of the Bill of Rights found in the Constitution of the Republic of South Africa

<http://www.justice.gov.za/legislation/constitution/SACConstitution-web-eng-02.pdf>

Section 9 c of The Promotion of Equality and Prevention of Unfair Discrimination Act

<http://www.justice.gov.za/legislation/acts/2000-004.pdf>

National Building Regulations Act Section S and the SANS 10400-S: 2011

Available from the South African Bureau of Standards: <https://www.sabs.co.za/>

Department of Public Works Consultant Manual for the Design of Facilities for Disabled Persons

http://www.publicworks.gov.za/PDFs/consultants_docs/DISABLED.PDF

Universal Accessibility in Tourism Declaration

<https://tkp.tourism.gov.za/Documents/UA%20DECLARATION.pdf>

United Nations Convention on the Rights of Persons with Disabilities

<http://www.un.org/disabilities/documents/convention/convoptprot-e.pdf>

GOVERNMENT NOTICE

DEPARTMENT OF HEALTH

No. R. 962

23 November 2012

FOODSTUFFS, COSMETICS AND DISINFECTANTS ACT, 1972 (ACT 54 OF 1972)

REGULATIONS GOVERNING GENERAL HYGIENE REQUIREMENTS FOR FOOD PREMISES AND THE TRANSPORT OF FOOD

The Minister of Health has in terms of section 15(1)(n), where applicable, read with section 15(7)(b), of the Foodstuffs, Cosmetics and Disinfectants Act, 1972 (Act No. 54 of 1972), made the regulations in the Schedule.

EXTRACT OF THE RELEVANT SECTION OF THE ABOVEMENTIONED GOVERNMENT NOTICE

10. (i) (i) refers

Duties of a person in charge of food premises

10. A person in charge of food premises shall ensure that -
- (a) effective measures are taken to eliminate flies, other insects, rodents or vermin on the food premises;
 - (b) any person working on the food premises is adequately trained in food hygiene by an inspector or any other suitable person;
 - (c) refuse is removed from the food premises or from any room or area in which food is handled as often as is necessary and whenever an inspector requires it to be done;
 - (d) refuse is stored or disposed of in such a manner that it does not create a nuisance; (e) refuse bins are -
 - (i) cleaned regularly; and
 - (ii) disinfected whenever necessary and whenever an inspector requires it to be done;
 - (f) waste water on the food premises is disposed of to the satisfaction of the local authority;
 - (g) the food premises and any land used in connection with the handling of food and all facilities, freight compartments of vehicles and containers are kept clean and free from any unnecessary materials, goods or items that do not form an integral part of the operation and that have a negative effect on the general hygiene of the food premises;
 - (h) no person handling non-prepacked food wears any jewellery or adornment that may come into contact with the food, unless it is suitably covered;
 - (i) no animal, subject to the provisions of any law, is kept or permitted in any room or area where food is handled, except that -
 - (i) a guide dog accompanying a blind person may be permitted in the sales or serving area of the food premises;
 - (ii) fish, molluscs or crustaceans may be kept alive until prepared for consumption;

ANSWERS TO ASSESSMENT QUESTIONS

Answers: Self-Assessment No: 1

1. False
2. False
3. False
4. True
5. False
6. False

Answers: Self-Assessment No: 2

1. False
2. True
3. False
4. True
5. False
6. True

Answers: Self Assessment No: 3

1. True
2. False
3. True
4. True