

**Minimum standards for physical accessibility non-residential service-facilities in Zaatari Camp  
Age & Disability Taskforce  
August 2015**

**Minimum Standards:  
Physical Accessibility of non-residential facilities**

**Introduction:**

These standards are meant as a guideline for humanitarian actors and private entities operating within Zaatari camp to be able to work towards the provision of more accessible services. When an organization attains the minimum standards for a facility in their property (such as a toilet or a reception area) then they are invited to place a sign on their front gate.

**For further information regarding this signage scheme and corresponding minimum standards**

And/or to request technical assistance for the implementation of these minimum standards, please contact the one of the co-chairs of the **Age and Disability Taskforce** of Zaatari camp who will endeavor to connect you with the relevant technical advice.

Handicap International: Atif Iqbal

Mobile: +962 (0)7 85 59 38 72

Email: fieldco.irbid.jd@hi-emergency.org

And

UNHCR (Community Services): Ihab Shaban

Mobile: +962 (0) 7 99 67 19 51

Email: shabanih@unhcr.org

**Wheelchair sign = accessible for people with mobility impairments**



The wheelchair symbol identifies accessible facilities for people with limited mobility including wheelchair users. In case of completely accessible buildings, only one explanatory sign at the principal entrance is needed.

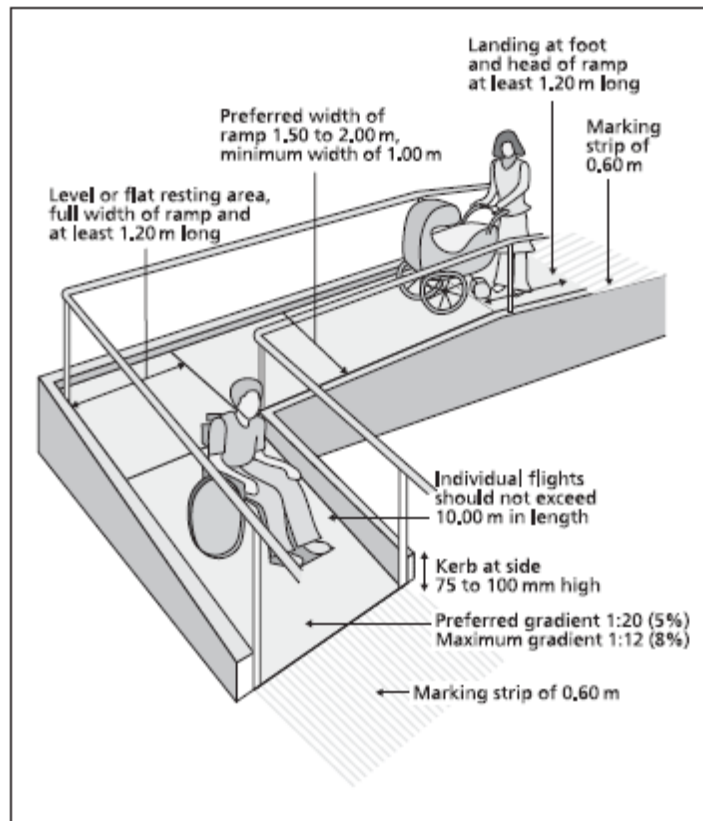
CBM, n.d. *Promoting Universal Access to the Built Environment: Guidelines*

### **Main entrance & grounds**

- Main gate: minimum width of 0.9 m
- An unobstructed, level pathway from the main gate to the main entrance of the facility
- Pathway: minimum width of 1.2 m (preferable 1.5 – 2.0m)
- Signage: Physically accessible toilets and entrances are indicated by the universal “wheelchair sign” printed in white on blue

### **Facility entrance**

- Any stairs and/or ramps include handrails that are placed at a *minimum* height of 1.0m
- The main entrance is a level entrance or it is equipped with a ramp of the following dimensions:



CBM, n.d. Promoting Universal Access to the Built Environment: Guidelines

**Fig. 16:** Layout and dimensions of a ramp

- Any stairs and/or ramps include handrails that are placed at a *minimum* height of 1.0m
- Stairs/steps: Are marked with a strip of bright, contrasting colour

#### Doors (entrance and inside, on ground floor of the facility)

- Minimum width of 0.9m
- No lip greater than 0.6cm
- Handle: maximum height of 1.20m
- Lever does not require grasping or twisting
- Door does not require excessive force to open

#### Front desk / reception

- The height of the front desk/reception/cash register does not exceed 1m in height
- Aisles:
  - The width of the aisles in a waiting area is a minimum of 0.9m
  - The width of aisles in a shopping area is a minimum of 1.2m
  - Public seating approx. 0.45m above the floor
  - Some chairs with backrests and arm rests are available

#### Toilet facilities

- A *minimum* of one accessible toilet for women and one accessible toilet for men.

## Minimum standards for physical accessibility non-residential service-facilities in Zaatari Camp Age & Disability Taskforce

August 2015

- Light switches are placed at a height of 0.8 – 1.2 m
- The door to the toilet a minimum of 0.9m wide with a handle placed between 0.8 – 1.2m above the floor
- The door latch does not require grasping or twisting
- No lip (on the floor) greater than 6mm (0.6cm)
- The door latch handle is placed inside the door at between 0.8m - 1.2m above the floor
- A toilet cubicle should be a minimum size of 1.5m x 1.7m (to accommodate a 180 degree turn in a wheelchair)
- The cistern flush knob can be used without grasping, twisting or turning (it passes the “closed-fist” test)? And at a height of between 0.8 – 1.2m.
- Minimum 0.9m space (for wheelchair ‘parking’) beside the toilet
- The toilet seat is between 0.45 – 0.5m above the floor
- Minimum of one grab bar beside the toilet (on the opposite side of the toilet as the ‘parking space’)
- Toilet paper is closeby at a height of 0.8 – 1.2m
- Accessible toilets are indicated by wheelchair sign (white on blue)
- Sink is at 0.8m from the floor with a depth and width not exceeding 0.5x0.5m (ideal clearance under the sink, 0.7m)
- Soap dispenser at a maximum height of 1.2m and usable with one closed fist
- Taps have levers which don’t require grasping or twisting

### White cane sign = accessible for people with seeing impairments



This symbol indicates accessible services and facilities for people who are blind or have low vision. This may include for instance a guided or tactile tour.

CBM, n.d. *Promoting Universal Access to the Built Environment: Guidelines*

- Signage: Signs are high contrast (e.g. black on white, white on blue) with a minimum letter sizes as indicated below:

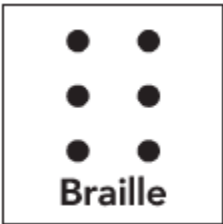
Maximum viewing distance	Letter size
30 m	52.0 cm - 104.0 cm
25 m	44.0 cm - 87.0 cm
20 m	35.0 cm - 70.0 cm
15 m	26.0 cm - 52.0 cm
10 m	17.0 cm - 35.0 cm
5 m	9.0 cm - 18.0 cm
2 m	3.5 cm - 7.0 cm
1 m	1.8 cm - 3.5 cm
30 cm	0.5 cm - 1.0 cm
25 cm	0.4 cm - 0.9 cm

**Table 2:** Recommended letter sizes for signage and visual information

- Overhanging signs have a clearance of a minimum of 2.1m
- Wall-mounted signs are consistently placed between 1.3m and 1.6m above floor level
- Signs are on non-reflective, glare-free surfaces
- Tactile warnings (raised height of 0.5mm) the top and bottom of stairs and ramps as well as being places around obstructions (min 0.6m outside of the hazard)
- Key information (main entrance, floor level at top of stairs, etc.) provided in tactile information
- Furnishings contrast with the floor and with the ground
- Low (below knee-height) furnishings (such as coffee tables) not used in public spaces

**Braille sign = accessible for people with seeing impairments who read Braille**

*To be used if an organization has materials or information available in Braille*



The Braille symbol indicates the use of Braille and the availability of printed information in Braille, including publications, labelling or signage.

**Sign Language Sign**

*To be placed in facilities where sign language interpretation is provided*

**Minimum standards for physical accessibility non-residential service-facilities in Zaatari Camp**  
**Age & Disability Taskforce**  
**August 2015**



This symbol indicates that Sign Language Interpretation is provided for people who are deaf or hard of hearing.

**Design Principles**

Colour contrast

Contrasts help people to differentiate their environment and provide important information for their orientation. Crucial to the perception of objects and situations is thereby the **level of contrast**. Often, colours that appear to be very different from each other are tonally very similar and therefore do not provide sufficient contrast (e.g. green and brown).

An easy method to determine whether a colour scheme provides high contrast or not is to take a black and white photocopy of it. High contrasts will show up as black/white whereas poor contrasts will show up as grey.

To ensure high contrasts, colour schemes should have at least one or more of the following characteristics:

- ▶ High luminance contrasts (e.g. black on white, black on green)
- ▶ An achromatic component (e.g. white on blue, green on black)
- ▶ Combination of complementary colours (e.g. yellow on blue)
- ▶ Utilisation of red only as a dark component (e.g. white on red)

According to these criteria, table 1 shows a range of effective colour schemes to be used. The combinations of red/green and yellow/blue should not be applied, as they will confuse colour-blind persons.

<b>Foreground</b>	<b>Background</b>
White	Achromatic
Black	Achromatic
Yellow	Achromatic
Green	Achromatic
Blue	Achromatic
Yellow	Purple
Yellow	Blue
White	Purple
White	Blue
Green	Blue
Yellow	Red

**Table 1:** Selection of recommended colour contrasts





