



Hi there...

Today we shall look at the **Do' and Dont's of creating an** environment that is accessible for all.

<b>Don'ts</b>	<b>Consequence</b>	<b>Do's</b>
Keeping floors Wet.	Someone using crutches or someone who is blind may slide and fall and the result may be fatal	Keep all floors dry
Obstacles along movement spaces	Someone who has low vision or is blind or who uses any other mobility assistive device may bump into the obstacle and fall or get injured.	Keep movement spaces free of obstacles
Placing objects behind doors and windows	Doors and windows will not fully open or close. People will bump into edges of doors and windows and get injured. Those with visual impairment are particularly at risk.	Keep all doors and windows fully opened or fully closed
Poor signage	People who have low vision cannot make out the directions on doors.	Always mark office doors using high contrast bold large print colors such as black and white and place the markings on eye level for easy identification and reading by persons with low vision.
Cramped spaces next to door ways and entrances	Inaccessible door ways and entrances to offices and buildings.	Ensure the area next to door ways and entrances has enough empty space to allow persons who use assistive devices such as crutches and wheelchairs easily access offices.
Poorly lit/aired offices and rooms	People with low vision cant make out objects and they may get injured when they bump into items. Those who have respiratory impairments such as asthma may get asthmatic attacks triggered by the poorly aired environment and this could be fatal.	Always keep rooms and offices well lit and aired.
No client seats in offices	Substantial disadvantage especially for clients who cannot stand for long when delays in service for one reason or the other occur. People using mobility devices like crutches are greatly inconvenienced.	Have enough client seats in all offices.

<b>Don'ts</b>	<b>Consequence</b>	<b>Do's</b>
Refuse to offer assistance to clients while filling out forms	People who are low vision or are unable to read due to a reading or learning disorder or because of any other reason will be unable to fill out forms completely or may fill out the forms in the wrong way	Always offer assistance in situations where forms need to be filled by clients who request assistance
Altering or making changes to the physical layouts and movement spaces and not alerting people who use that space	For example, when cleaning is being done, someone who is low vision or blind may bump into a cleaning bucket or trip on a mop or slide and fall on the wet floor	When physical layouts get altered kindly ensure that all people concerned are notified and also ensure proper marking is done well. As a rule of thumb lets be each other's keeper by being aware of our environment and always alert each other when we notice someone has not seen the signage.
Refuse to serve someone who is hearing impaired because you don't know sign language or refusing to serve someone based on disability	Service discrimination based on disability and it could have severe legal consequences	always keep a pen and paper at hand. You never know when it would come in handy. Always treat everyone with respect, and remember "do unto your customers as you want to be treated when you're a customer"
Do not lean on or pull someones assistive mobility device for example a white cane, a wheelchair etc.	Someone may get hurt in the process.	Assistive mobility devices are considered to be parts of someones body. Persons with disability are independent people and carry out daily activities on their own in an accessible environment with minimal or no help most of the time. As a rule of thumb, always ask someone before offering them any help; If they do, kindly ask how to help.



**Remember...**

an accessible environment is a result of all the individual things that we do within our own space to make our environment accessible for all

**Goodbye...**