



DISABILITY ACCESSIBILITY AUDIT AND ENHANCING THE CAPACITY OF TECHNICAL OFFICERS IN THE LOCAL GOVERNMENT STRUCTURE

ACCESSIBILITY AUDIT REPORT



This report is part of an initiative supported under the Capacity Development of Local Governments (CDLG) project implemented by the United Nations Development Programme (UNDP) in Sri Lanka with the financial assistance of the European Union (EU).

CDLG is a five-year project (2020-2024) targeting the Eastern, Northern, North-Central and Uva Provinces of Sri Lanka. It is part of the European Union's STRIDE (Strengthening Transformation, Reconciliation, and Inclusive Democratic Engagement) programme focused on strengthening the capacities of local government authorities to be inclusive, responsive, and accountable, and improve service delivery.



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STRIDE | **CDLG**
Capacity Development
of Local Governments

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INTRODUCTION

The Capacity Development for Local Governments (CDLG) Project, implemented by the United Nations Development Programme (UNDP) Sri Lanka, is part of a broader effort to strengthen local governance across the North, East, Uva, and North Central provinces, covering 134 Local Authorities. Supported by the European Union and the World Bank, the CDLG project focuses on enhancing the capacities of Local Authorities to be inclusive, responsive, and accountable, enabling them to plan effectively, increase resilience, and deliver improved services.

A key aspect of this initiative is promoting disability inclusion, which aligns with UNDP's global commitment to leave no one behind. Recognizing that disability is a crosscutting issue, the CDLG project emphasizes the vital role Local Governments play in creating accessible environments. Unlike many state institutions, Local Governments have a broad mandate, encompassing responsibilities and activities across property, community, and human service areas, with the capacity to make policy-level decisions that directly impact the lives of people with disabilities.

As part of this effort, the CDLG project completed 134 disability accessibility audits for Local Authorities across the four provinces. These audits aimed to provide feedback on creating barrier-free environments for employees, customers, and other individuals with disabilities to access resources within Local Government authorities. To support the implementation of audit recommendations, 134 small consultative meetings were organized, involving councilors, Local Government authorities, and other stakeholders, who were sensitized to the importance of these changes. Additionally, these meetings included persons with diverse disabilities to form advocacy groups working towards the implementation of the audit findings.

To further support this initiative, the CDLG project conducted 24 training workshops for technical officers, Local Government councilors, engineers, architects, construction companies, and policymakers. These workshops focused on accessibility regulations, technical specifications, universal design considerations, and the specific accessibility needs of various disabilities. Awareness materials, including leaflets, were also developed and distributed to promote accessibility among persons with disabilities and civil society.

The CDLG project provided financial support to Local Authorities to implement at least one recommendation from the disability audits. Encouragingly, many Local Authorities have also utilized their own funds to implement additional recommendations, demonstrating a strong commitment to enhancing accessibility within their jurisdictions.

This initiative, championed by UNDP, is expected to significantly improve accessibility for persons with disabilities in local governance, ensuring that Local Authorities are better equipped to meet the needs of all community members.

United Nations Development Programme (UNDP) selected The Employers' Federation of Ceylon as the implementing partner for the project.

Established in 1929, the Employers' Federation of Ceylon (EFC) is the national employers' organization in Sri Lanka. Over the years, we have committed ourselves to adapt to the requirements of a dynamic membership to promote productive employment and social harmony.

The Employers network on Disability was formed by the EFC with the objective of facilitating employment and training opportunities for persons with disabilities in the private sector. Officially launched in 1999, the initiative was supported by the International Labour Organization. Since then, the network is actively serving its purpose by strengthening the link between organizations dealing with disability related issues, business community and persons with disabilities.

The Specialized Training & Disability Resource Centre was established in 2009 with the objective of training persons with diverse disabilities and enhancing their employability skills. We play a key role in advocacy and lobbying for the rights of persons with diverse disabilities. Our aim is to promote inclusive economic development in all parts of the country thus creating long term sustainable employment and livelihoods for persons with disabilities.

Promoting Diversity

We promote equal opportunity employment by helping organizations to create equal space to employ persons with disabilities and to ensure inclusivity by offering a variety of disability sensitization programmes. Our efforts include but not limited to following:

- **Company-based Training** – training on disability etiquettes, basic sign language and disability related sensitization programmes for companies.
- **Accessible Formats** – preparation of communication materials such as Leaflets, Brochures, Flyers, Notices in Braille, Large print, Audio, Accessible e-copies in Sinhala, Tamil and English and provide sign language interpretation in video format.
- **Accessibility Audits** – undertake disability accessibility audits to give recommendations on how to create a barrier free environment to enable access for all.
- **Web Accessibility Audits** – consultancy on how to make your website accessible to make the concept 'Internet for All' a reality.

- **Consultancy on Reasonable Accommodation** – advise on important areas that should be considered when employing persons with disabilities.
- **Software and Assistive Devices Unit** – Advise and support projects related to mobile apps and assistive devices that improve quality of life of persons with disabilities.

The courses are accredited by the **Tertiary Vocational Education Commission (TVEC)** and we are the only **accredited CISCO Academy for persons with disability in Sri Lanka.**

SUMMARY OF THE PROJECT

Period of Service:

08th October 2021 – February 2023

Objective:

The technical aim of the 134 audits is to provide feedback on arranging barrier free environment for employees, customers, and other persons with disabilities to access resources of the local government authorities. Through 134 small consultative meetings with the local government authorities, councillors and other relevant stakeholders were sensitised to enable and implement the recommendations given by the disability access audits. 134 small consultative meetings are organized with persons with diverse disabilities and to work as an advocacy group and to implement the recommendations given by the disability access audits. Through 24 training workshops for the technical officers, local government councillors, engineers, architects, construction companies and policymakers have been trained on the accessibility regulation, technical specifications, universal design considerations and on accessibility requirements for each disability. Leaflets and materials were developed and distributed to make awareness on accessibility among persons with disabilities and civil society.

Provinces	Districts	No. Of Lga	No Of Audits
NP	Jaffna	17	17
	Kilinochchi	3	3
	Mannar	5	5
	Mullaitivu	4	4
	Vavuniya	5	5
		34	34
NCP	Anuradhapura	19	19
	Polonnaruwa	8	8
		27	27
EP	Trincomalee	13	13
	Batticaloa	12	12
	Ampara	20	20
		45	45
UVAP	Badulla	18	18
	Monaragala	10	10
		28	28
	Total	134	134

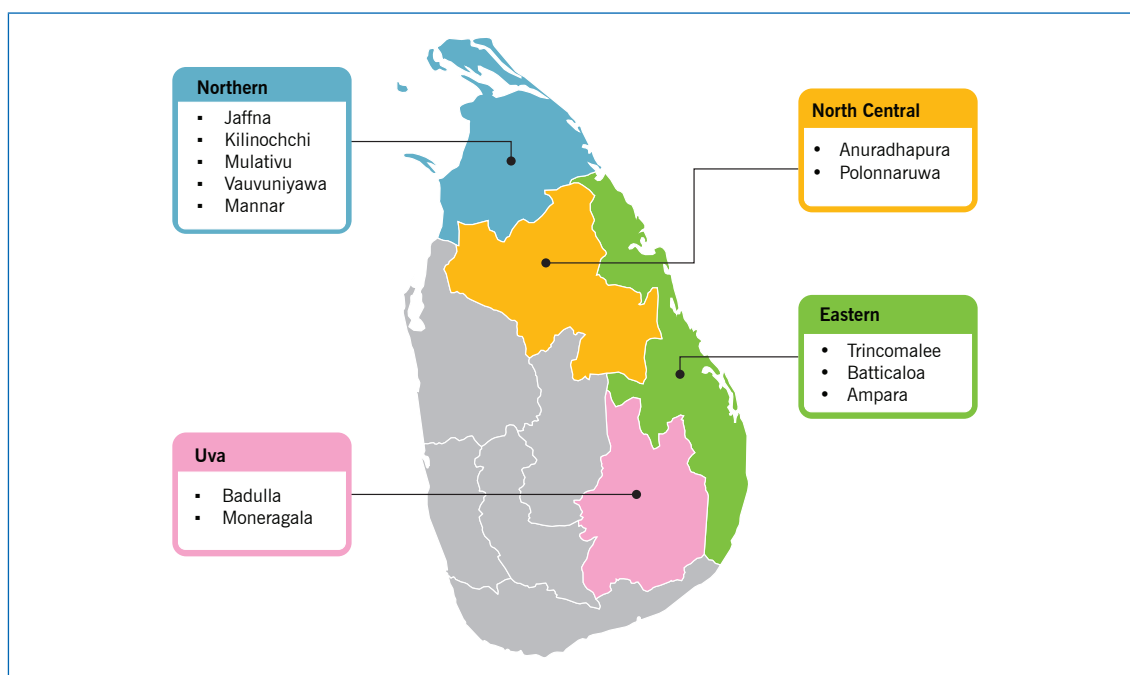
PROVINCE	DISTRICT	LOCAL GOVERNMENT AUTHORITY	DATE OF THE AUDIT
NORTH CENTRAL PROVINCE	ANURADHAPURA	Anuradhapura MC	22 November 2021 (Morning)
		Nuwaragampalatha Central PS	23 November 2021 (Morning)
		Nuwaragampalatha East PS	23 November 2021 (Afternoon)
		Rambewa PS	24 November 2021 (Morning)
		Mihintale PS	24 November 2021 (Afternoon)
		Medawachchiya PS	25 November 2021 (Morning)
		Kebithigollawa PS	25 November 2021 (Afternoon)
		Kahatagasdigiliya PS	26 November 2021 (Morning)
		Horowpathana PS	26 November 2021 (Afternoon)
		Thalawa PS	27 November 2021 (Morning)
		Galenbidunuwewa PS	06 December 2021 (Morning)
		Thirippane PS	06 December 2021 (Afternoon)
		Epologama PS	07 December 2021 (Morning)
		Ganlewa PS	07 December 2021 (Afternoon)
		Nochchiyagama PS	08 December 2021 (Morning)
		Rajanganaya PS	08 December 2021 (Afternoon)
		Kakirawa PS	09 December 2021 (Morning)
		Palagala PS	09 December 2021 (Afternoon)
		Padaviya PS	10 December 2021 (Morning)
		POLONNARUWA	Polonnaruwa PS
	Lankapura PS		10th January 2021 Afternoon
	Higurakgoda PS		11th January 2021 (Morning)
	Madarigiriya PS		11th January 2021 (Afternoon)
	Polonnaruwa MC		12th January 2021 (Morning)
	Elehera PS		12th January 2021 (Afternoon)
	Dibulagala PS		13th January 2021 (Morning)
	Welikanda PS		13th January 2021 (Afternoon)
	NORTHERN PROVINCE	VAVUNIYA	Vavuniya South (Sinhala) PS
Vavuniya Urban Council			2nd March 2022 (Afternoon)
Venkalachettikulam PS			3rd March 2022 (Morning)
Vavuniya South (Tamil) PS			3rd March 2022 (Afternoon)

PROVINCE	DISTRICT	LOCAL GOVERNMENT AUTHORITY	DATE OF THE AUDIT
NORTHERN PROVINCE		Vavuniya North PS	4th March 2022 (Morning)
	MANNAR	Mannar PS	4th April 2022 (Afternoon)
		Musali PS	5th April 2022 (Morning)
		Nanattan PS	5th April 2022 (Afternoon)
		Mannar UC	6th April 2022 (Morning)
		Manthai West PS	6th April 2022 (Afternoon)
	MULLAITIVU	Puthukudiyiruppu PS	7th April 2022 (Morning)
		Marithimpattu PS	7th April 2022 (Afternoon)
	MULLAITIVU	Thunukkai PS	8th April 2022 (Morning)
		Manthai East PS	8th April 2022 (Afternoon)
	KILINOCHCHI	Karaichchi PS	25th April 2022 (Morning)
		Pachchilaipalli PS	25th April 2022 (Afternoon)
		Poonakari PS	26th April 2022 (Morning)
	JAFFNA	Chavakachcheri UC	26th April 2022 (Afternoon)
		Point Pedro UC	27th April 2022 (Morning)
		Point Pedro PS	27th April 2022 (Afternoon)
		Nallur PS	28th April 2022 (Morning)
		Walikamam Southwest PS	28th April 2022 (Afternoon)
		Walikamam East PS	29th April 2022 (Morning)
		Vadamarachchi Southwest PS	29th April 2022 (Afternoon)
		Jaffna MC	9th May 2022 (Morning)
		Chavakachcheri PS	9th May 2022 (Afternoon)
		Kayts PS	12th May 2022 (Morning)
		Karainagar PS	12th May 2022 (Afternoon)
		Velanay PS	13th May 2022 (Morning)
		Valvettithurai UC	13th May 2022 (Afternoon)
		Valikamam North PS	13th June 2022 (Morning)
		Valikamam South PS	13th June 2022 (Afternoon)
		JAFFNA	Delf PS
Valikamam West PS			16th June 2022 (Morning)

PROVINCE	DISTRICT	LOCAL GOVERNMENT AUTHORITY	DATE OF THE AUDIT
UVA PROVINCE	BADULLA	Ridimaliyadda PS	15th August 2022 (Morning)
		Mahiyanganaya PS	15th August 2022 (Afternoon)
		Kandakatiya PS	16th August 2022 (Morning)
		Meegahakivula PS	16th August 2022 (Afternoon)
		Lunugala PS	17th August 2022 (Morning)
		Passara PS	17th August 2022 (Afternoon)
		Soranathota PS	18th August 2022 (Morning)
		Haliyalla PS	18th August 2022 (Afternoon)
		Badulla PS	19th August 2022 (Morning)
		Badulla MC	19th August 2022 (Afternoon)
		Uva Paranagama PS	29th August 2022 (Morning)
		Walimada PS	29th August 2022 (Afternoon)
		Bbandarawela PS	30th August 2022 (Morning)
		Ella PS	30th August 2022 (Afternoon)
		Haputhale PS	31st August 2022 (Morning)
		Bandarawela MC	31st August 2022 (Afternoon)
		Haputhale UC	1st September 2022 (Morning)
		Haldemulla PS	1st September 2022 (Afternoon)
UVA PROVINCE	MONARAGALA	Kataragama PS	19th September 2022 (Morning)
		Thanamalvila PS	19th September 2022 (Afternoon)
		Buttala PS	20th September 2022 (Morning)
		Vallavaya PS	20th September 2022 (Afternoon)
		Monaragala PS	21st September 2022 (Morning)
		Badalkumbura PS	21st September 2022 (Afternoon)
		Madagama PS	22nd September 2022 (Morning)
		Bibila PS	22nd September 2022 (Afternoon)
		Madulla PS	23rd September 2022 (Morning)
		Siyambalanduwa PS	23rd September 2022 (Afternoon)
EASTERN PROVINCE	AMPARA	Ampara UC	17th October 2022 (Morning)
		Lahugala PS	17th October 2022 (Afternoon)
		Damana PS	18th October 2022 (Morning)
		Namaloya PS	18th October 2022 (Afternoon)
		Irakkaman PS	19th October 2022 (Morning)

PROVINCE	DISTRICT	LOCAL GOVERNMENT AUTHORITY	DATE OF THE AUDIT
EASTERN PROVINCE PROVINCE	AMPARA	Samanthurai PS	19th October 2022 (Afternoon)
		Uhana PS	20th October 2022 (Morning)
		Mahaoya PS	20th October 2022 (Afternoon)
		Dehiaththakandiya PS	21st October 2022 (Morning)
		Padiyathalawa PS	21st October 2022 (Afternoon)
		Thirukkovil PS	31st October 2022 (Morning)
		Pottuvil PS	31st October 2022 (Afternoon)
		Alayadiwembu PS	1st November 2022 (Morning)
		Akkaraipattu PS	1st November 2022 (Afternoon)
		Akkaraipattu MC	2nd November 2022 (Morning)
		Karaitheevu PS	2nd November 2022 (Afternoon)
		Ninthavur PS	3rd November 2022 (Morning)
		Addalaichenai PS	3rd November 2022 (Afternoon)
		Navithanveli PS	4th November 2022 (Morning)
		Kalmunai MCI	4th November 2022 (Afternoon)
		BATTICALOA	Manmunai South and Eruveel Pattu PS (Kaluthavalai PS)
	Poratheevu Pattu Ps		14th November 2022 (Afternoon)
	Kaththankudy UC		15th November 2022 (Morning)
	Manmunai Pattu PS		15th November 2022 (Afternoon)
	Eravur Pattu PS, Chenkallady PS		16th November 2022 (Morning)
	Koralai Pattu PS, Valaichenai PS		16th November 2022 (Afternoon)
	Eravur UC		17th November 2022 (Morning)
	Batticaloa MC		17th November 2022 (Afternoon)
	Manmunai Southwest PS, Kokadicholai PS		18th November 2022 (Morning)
	Manmunai West PS, Vavunathevu PS		18th November 2022 (Afternoon)
	Koralaipattu West PS, Oddamavady PS		28th November 2022 (Morning)
	Koralaipattu North PS, Vaharai PS		28th November 2022 (Afternoon)
	TRINCOMALEE	Trincomalee UC	29th November 2022 (Morning)
		Trincomalee Town & Gravets PS	29th November 2022 (Afternoon)

PROVINCE	DISTRICT	LOCAL GOVERNMENT AUTHORITY	DATE OF THE AUDIT
EASTERN PROVINCE	TRINCOMALEE	Kinniya Urban Council	30th November 2022 (Morning)
		Kinniya PS	30th November 2022 (Afternoon)
		Verugal PS	1st December 2022 (Morning)
		Muthur PS	1st December 2022 (Afternoon)
		Seruwila PS	2nd December 2022 (Morning)
		Kantale PS	2nd December 2022 (Afternoon)
		Gomarankadawala PS	20th December 2022 (Morning)
		Padavi Sri Pura PS	20th December 2022 (Afternoon)
		Morawewa Pradeshiya Sabha	21st December 2022 (Morning)
		Kuchchaveli PS	21st December 2022 (Afternoon)
		Thambalakamam PS	22nd December 2022 (Morning)



Note: Provinces & its Districts where the audits were conducted

Team Members:

The access audit team was led by Ms Manique Gunaratne (vision-impaired), who is a qualified disability access auditor trained by “Samathiyam”, in India. In addition, the team consists of individuals from the following disability categories; vision-impaired, partial-sighted, hearing-impaired & physical disabilities. These team members have experience in accessibility audits conducted by the EFC specialised training and disability resource centre for various institutions in Sri Lanka. The team had a sign language interpreter, a member having adequate exposure to gender and women & girls’ issues and a linguistic interpreter.

SUMMARY OF THE AUDITS

03.1 OBJECTIVE AND SCOPE OF THE AUDIT

People with disabilities are more likely to experience anxiety, discomfort, and hostility than the general population. To a large extent, such attitude stems from ignorance about disability and what it's like living in a world with people who do not share that same experience.

The audit's technical objective was to provide feedback and recommendations to the Local Government Authorities on how to provide a barrier-free, safe environment for people with disabilities to access PS services. This audit was undertaken because the local government authorities involve delivering services to service users with disabilities.

The requirement for the Accessibility Audit was to make the local government authorities make their premises accessible to include persons with disabilities in all their agendas and create an inclusive workplace.

03.2 METHODOLOGY

The audit was carried out based on a checklist on accessibility for people with disabilities. The measurements and standards were based on internationally accepted standards.

The audit was carried out by including persons with disabilities because persons with disabilities should confirm accessibility. A wheelchair was used to verify wheelchair access; a white cane was used to verify the access of vision-impaired individuals, partially sighted individuals to verify access of partially sighted individuals and the hearing impairment access verified by a hearing-impaired individual.

Photographs were taken to make recommendations. The recommendations were given with reference to the Protection of the Rights of Persons with Disabilities Act, No. 28 Of 1996, Sri Lanka.

03.3 FOCUSED AREAS OF THE AUDIT

The following accessibility audits incorporated a 'universal access' approach to evaluating accessibility levels and how people with disabilities, both staff and public, interact with and use existing elements of the exterior and interior environment. Universal access recognizes the needs of people of all ages and abilities through different life stages, including permanent, temporary, and invisible disabilities. The broad scope of disabilities considered includes physical, auditory, visual, intellectual, learning, emotional, as well as recognition of "universal abilities". A checklist was utilized to measure the findings and gaps in accessibility requirements. The particular checklist is created based on international standards and measures. Whereas it is divided into two components internal and external environment.

EXTERNAL ENVIRONMENT

As per the accessibility audits conducted at the Local Government Authorities (Pradeshiya Sabha, Municipal Councils & Urban Councils), the access initial focus was given to the external environment. Which included checking and giving recommendations for the components of the external environment such as parking, pathway, pedestrian crossings, taxi stands, and curb ramps.

4.1 PARKING

According to the accessibility audits conducted by the Sri Lankan local government authorities, there is a general parking space or area allocated for the staff and public. However, the common problem identified is no accessible car parking spaces provided close to the local government authority on behalf of people with disabilities.

Through the audits conducted, a suitable location or area was identified & measured, and the necessary recommendations were given to the local government authority officials.

The principle of accessible parking is to ensure people with disabilities passengers and drivers can get as close to the building or space they are visiting from the roadside safely and with as little difficulty as possible.

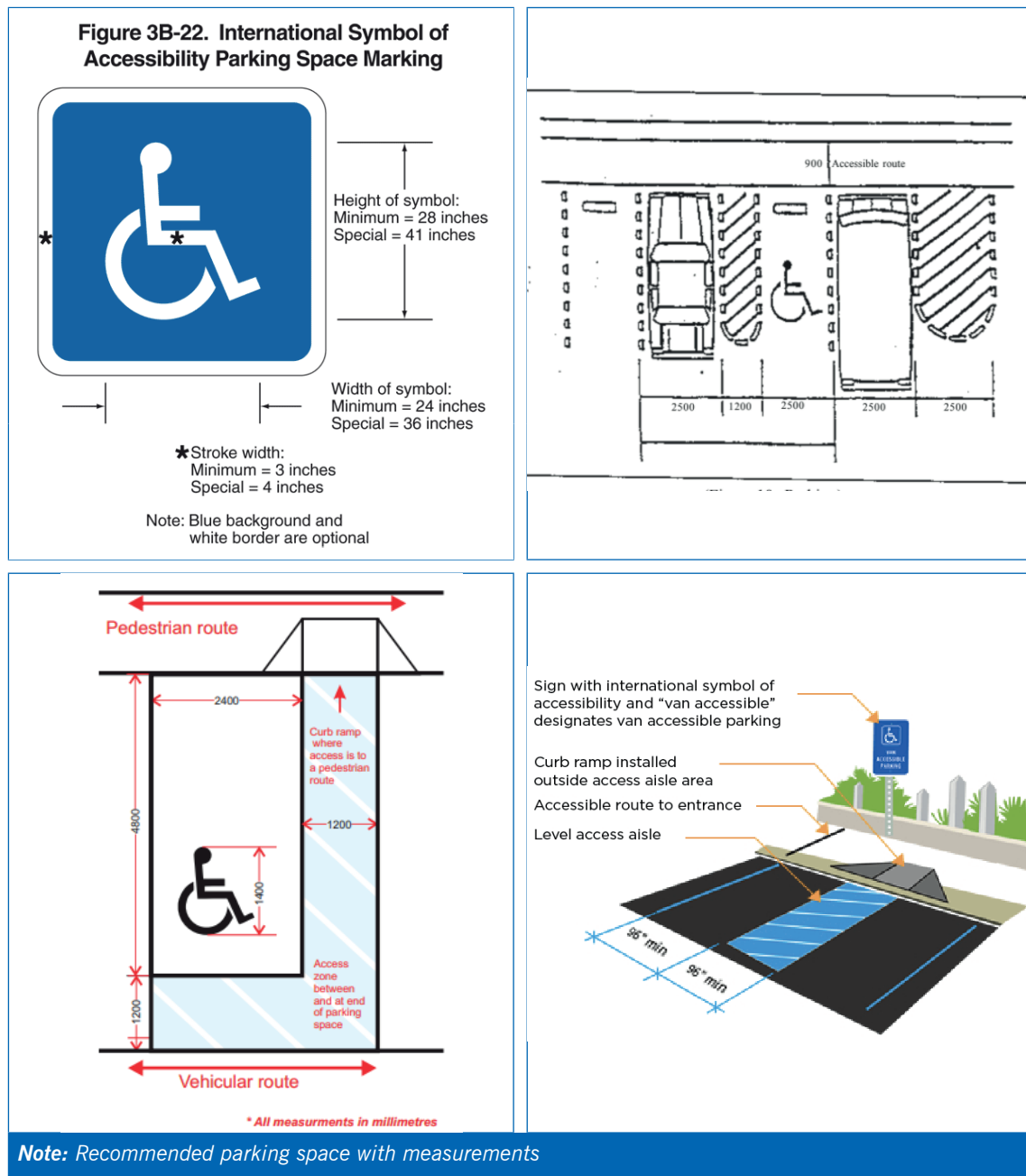
Accessible car parking spaces are slightly larger than other car parking spaces. This is to allow for space to manoeuvre aids and equipment (such as wheelchairs, crutches, and walking frames), and for a person to help persons with disabilities if required. The extra space surrounding the vehicle is essential; without it, the person with disabilities may not be able to get in or out of the vehicle.

Most of the Local Government Authorities had the space to be allocated as an accessible car park for persons with disabilities.

The general recommendations for accessible parking are as follows:

1. Recommends allocating the area close to the main entrance as an accessible parking slot for persons with disabilities as it is within 30 meters from the main entrance.
2. Recommends a parking area close to the PS office or main gate entrance.
3. Avoid positioning the long edge of accessible bay next to a wall where possible. If this is necessary, add 300mm width to the transfer zone.
4. The recommends parking area is within 3600mm x 4800mm. This includes a transfer zone of 1200mm wide between spaces and a safety zone of 1200mm long on the vehicular route.

5. Install a warning sign at the drop-off area with guiding and warning tactile.
6. Suggests a separate pathway from the left/right side starting from the main gate to the main entrance of the building with warning and guiding tactile.
7. Recommends having the international symbol of access for identification in the separated parking slot and pre-cast wheel stoppers to separate the travelling pathway from the parking.
8. Disabled parking bays should lead to an accessible route (e.g., an accessible curb ramp, accessible pathway, accessible building entrance etc.).



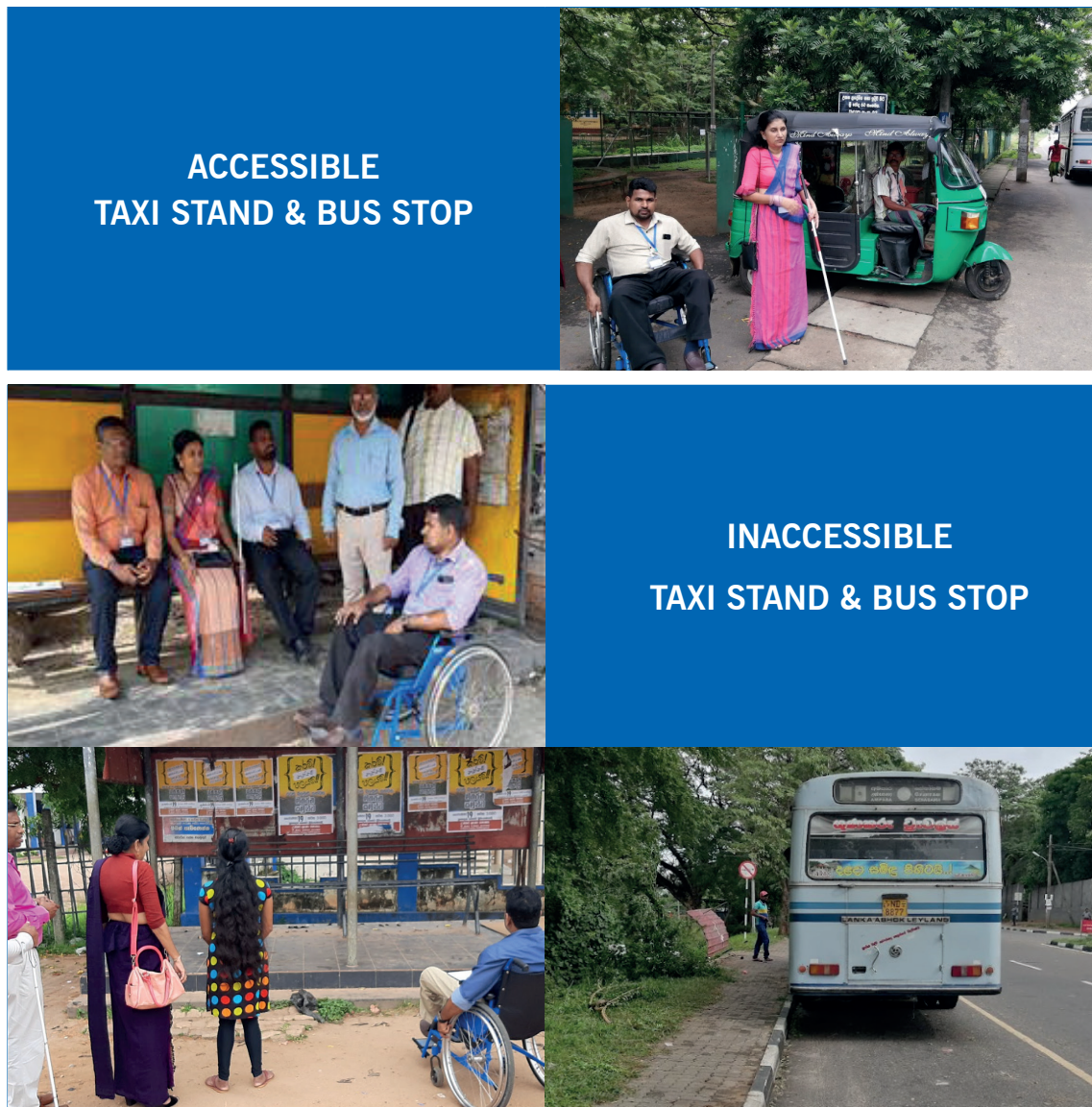
4.2 TAXI-STAND & BUS STOP

Within the proximity of the local government authorities, a taxi stand (three-wheeler stand) is established. In addition, there are bus stands/hauls close to the local government authorities which allows the public to easily access public transportation. Mainly, the signage and directions from the local government authority are necessary for people with disabilities to identify the location of the taxi stand. Especially, a separate tactile pathway is suitable from the local government authority entrance to the relevant taxi stand or bus stand. Which would be accessible for vision-impaired individuals.

Most of the bus stops had a big step which a wheel chair user cannot access. Recommends having curb ramps for all steps. The seats at the bus stop were not properly maintained.

Recommends having seats with back rest and not benches.

Both bus stops on either sides should be in the same model with good standards.



4.3 PATHWAY

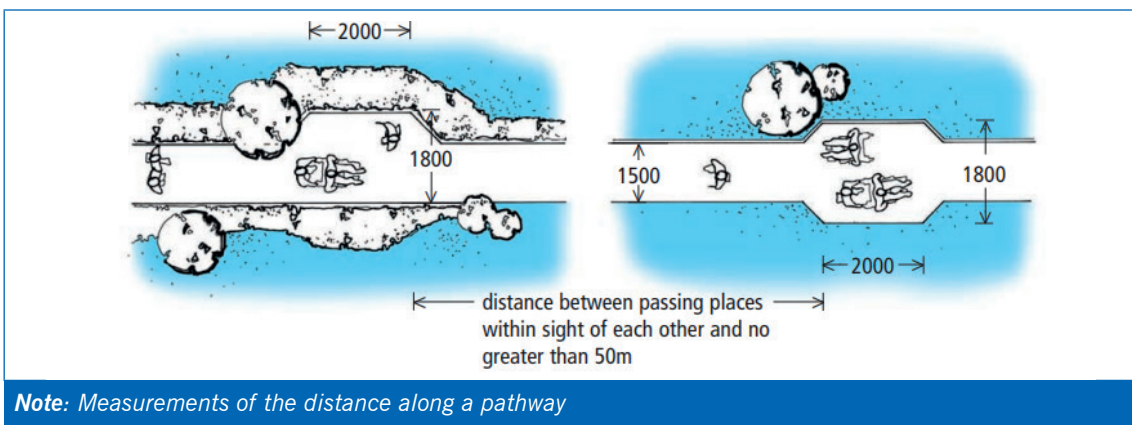
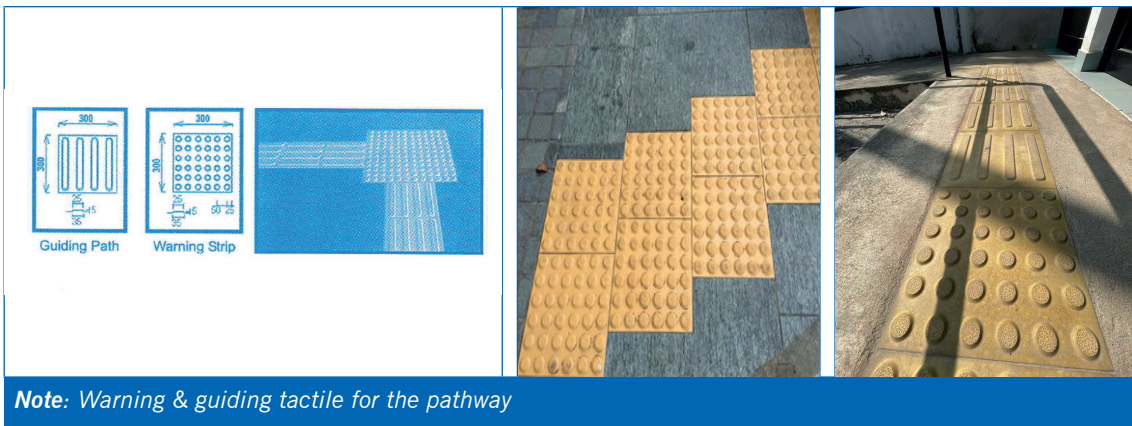
The pathway of the local government authorities was measured from the main gate entrance up to the building's main entrance. The main problems identified about pathways are is that uneven, not smooth, holes, have obstacles or obstructions interrupting free movement and got open drains across them.

The principle of an accessible pathway is to provide a pathway that is level, free of obstructions and hazards, and that is wide enough for users of all abilities to move along. Some local government authorities have pathway surfaces such as tar, concrete-paver blocks, or sand. It is less complicated to access tar or concrete-paver block surfaces for persons with disabilities, but it is difficult with sand texture. The wide pathways of all local government authorities are sufficient.

Most of the pathways were blocked with parked vehicles, flower pots, flag poles, statues etc.

The general recommendations for an accessible pathway are as follows:

1. The pathway should be minimum 900mm unobstructed clear space, or 1500mm for heavily used pathways.
2. Surface should be smooth, levelled, and non-slippery.
3. obstructions should not be present in the path of travel, i.e., not within the width of the



ACCESSIBLE TAXI STAND & BUS STOP



INACCESSIBLE TAXI STAND & BUS STOP



pathway and not present below a height of 2000mm (watch out for low branches or signs).

4. Tactile pathway is necessary along the pathway for vision-impaired individuals with colour contrast.
5. Concerning drainage across the pathway, grating should lie flush with the surrounding ground & the grates should lie perpendicular to the path of travel.
6. There should be sufficient space for people, including wheelchair users, to approach the building and pass others.
7. travelling in the opposite direction.
8. Where sections of the route have a gradient of 1:20 or steeper, design guidance on external ramps applies.
9. Routes should be clearly signed and may include landmarks for orientation. As well as

providing visual clues they can also incorporate audible clues such as fountains and fragrant planting.

10. Drainage channels should be flush with paving and designed to avoid trapping walking aids and wheels.
11. Surfaces such as sand, loose gravel, cobbles, and terrazzo should be avoided.
12. Signs should be carefully located, clear, on-reflective, and logical.
13. All manholes should place outside the pedestrian path of travel and the grating openings narrow, not more than 12 mm.
14. The edge protection along the pathway should be 13mm minimum.

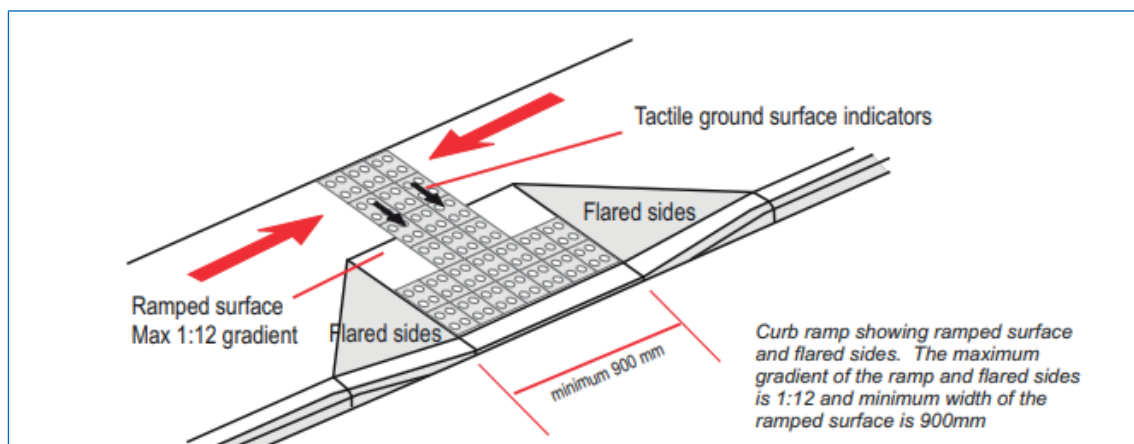
4.4 CURB CUTS/RAMP

The principle of curb ramps is to ensure a safe path of travel when there is a change in the level of two surfaces, especially between a road and a pathway. According to the local government authorities, there was a limited number of curb ramps installed and the majority of curb ramps were not provided. However, curb ramps were not necessary for all locations/pathways. For such an instance, the audit provides recommendations to install a curb ramp if a slope of no less than 1:12 if the surface-level changes at any point.

Ramps are available only at the entrance of the building. Recommends having at least a curb ramp at exits.

General recommendations for a Curb Ramp:

1. The curb ramp should be situated at each quadrant of a street intersection, at either side of every pedestrian crossing, at 'drop-off' zones near building entrances or between accessible parking areas and the nearest pathway.
2. Colour of ramp and flared sides should contrast with the surrounding path and roadway to make



Note: Measurements of a Curb Ramp

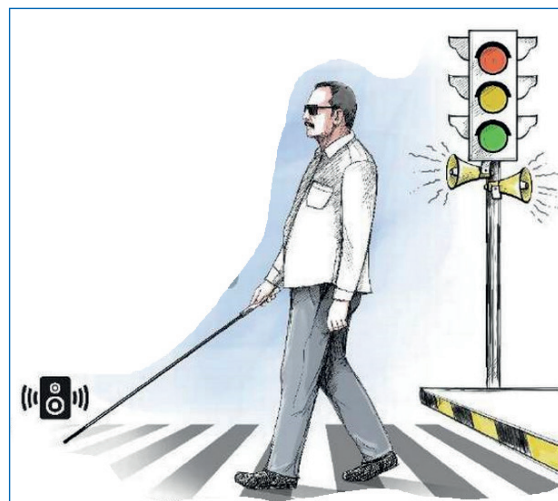
them more visible.

3. Curb ramps should have adequate drainage and should not be located where water pools or accumulates on a road/path surface especially at the bottom of the ramp surface.
4. Curb ramps should not obstruct the minimum width of the pathway.

4.5 PEDESTRIAN CROSSING

Commonly, near the local government authorities, a pedestrian crossing is located. Regardless, it is difficult to identify due to the lack of signage. It is necessary for to have an accessible pathway from the main entrance towards the pedestrian crossing for most local government authorities. In addition, some of the local government authorities have no pedestrian crossing close by and there are some other local government authorities located on a by-road therefore, there is no pedestrian crossing available.

Either side of most of the pedestrian crossings ends with a drainage or a big step in



ACCESSIBLE TAXI STAND & BUS STOP



INACCESSIBLE TAXI STAND & BUS STOP



the payment. Recommends making accessibility facilities near pedestrian crossings.

The island at the middle of the crossing should be sloped for wheelchair users to cross the road.

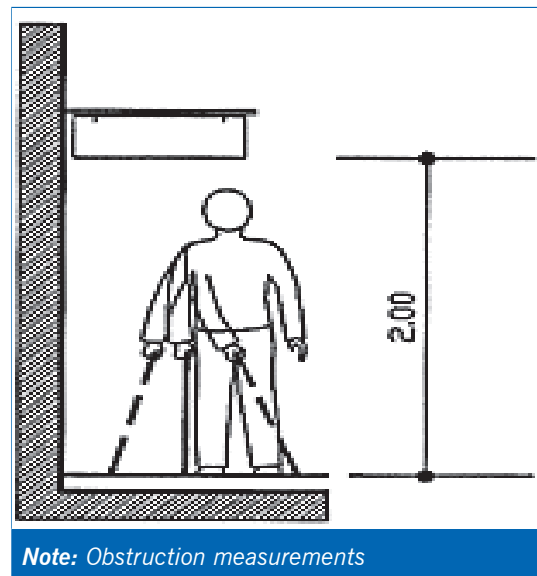
All payments should be sloped near pedestrian crossings.

Following recommendations are suggested for an accessible pedestrian crossing:

1. Must be installed within 1,500 mm of the edge of the curb.
2. Suitable to install a pushbutton system for the pedestrian crossing with sound and signage.
3. Must include tactile arrow symbols aligned with the direction of crossing.
4. Including countdown signals on visual crossing indicators may help users understand how long they have to cross.
5. The traffic islands (zebra crossings) should have street-level pathways cut through them with a minimum width of 1500 mm.
6. The pedestrian crossing must be within 200 meters of the building.

4.6 GENERAL OBSTRUCTIONS

At certain locations, protruding objects within the path of travel are not detectable by a vision-impaired person with a white cane and some pathways have overhanging obstructions (e.g., tree branches). Recommends such as careful positioning of street furniture provides easier access and reduces potential hazards, particularly for people with visual impairments and consider use of tonal contrast and/or textural changes in paving, logical grouping of street furniture, and effective lighting to define routes were suggested via the access audit.



4.7 TRAILING BARS FOR VISION IMPAIRED PERSONS

According to the audit findings, there was no local government authority with trailing bars built within the external environment. After all, it is quite difficult to build trailing bars in most of the Local Government Authorities as it becomes an obstruction for parking and passing vehicles. Thus, it was recommended to install tactile or have an accessible pathway for persons with disabilities to access.

The general recommendations for trailing bars are as follows:

1. Trailing bars mounted at a height between 800 mm-900 mm.
2. The end of the trailing bars should be turned downwards to identify the change in directions.
3. Avoid small changes of level and angles or curves at tread edges.

If necessary, incorporate ramps or stairs with handrails and/or tactile markers.



Note: Images of Indoor & Outdoor trailing bars

INTERNAL ENVIRONMENT

As per the access audit, the internal environment of the local government authorities was checked. The internal environment consists of the entrance, doors, corridors, stairway, elevator, ramp access, handrails, washroom/toilet, lunchroom/restroom, waiting area, public telephone, reception area and signage.

5.1 MAIN ENTRANCE

Concerning the main entrance, the accessibility audit focused on whether the office building/main building of the local government authority is accessible to persons with disabilities. Some local government authorities have traditional main entrances for offices which includes steps at the entrance. But there were other local government authorities which included steps and a ramp or a slope at the entrance to make wheelchair users accessible. Without a ramp or a slope with a gradient of no more than 1:2, it is difficult for wheelchair users to access the entrance. For instance, a separate accessible entrance for persons with disabilities was recommended which includes a ramp with railing and tactile stickers along the ramp. There were main entrances with inaccessible ramps (e.g., the ramp gradient is high). In some offices although ramps were built, the ramp leading to the door was locked, some doorways were obstructed with cupboards and photo-copy machines.

There were a few LGA's where we had to break the lock to open the accessible door because the keys were lost. Some hand railings of the ramps were rustic and full of dust and dirt. Therefore, we would like to recommend that a ramp is built to make sure that it is available for persons with disabilities at all times. There were few LGA's where the ramp was built on the previous day or on the same day that we informed of the audit dates. Most of these permanent and temporary ramps were not according to the standards. Therefore, we recommend that all ramps are built according to the standards we have given in the audit reports.

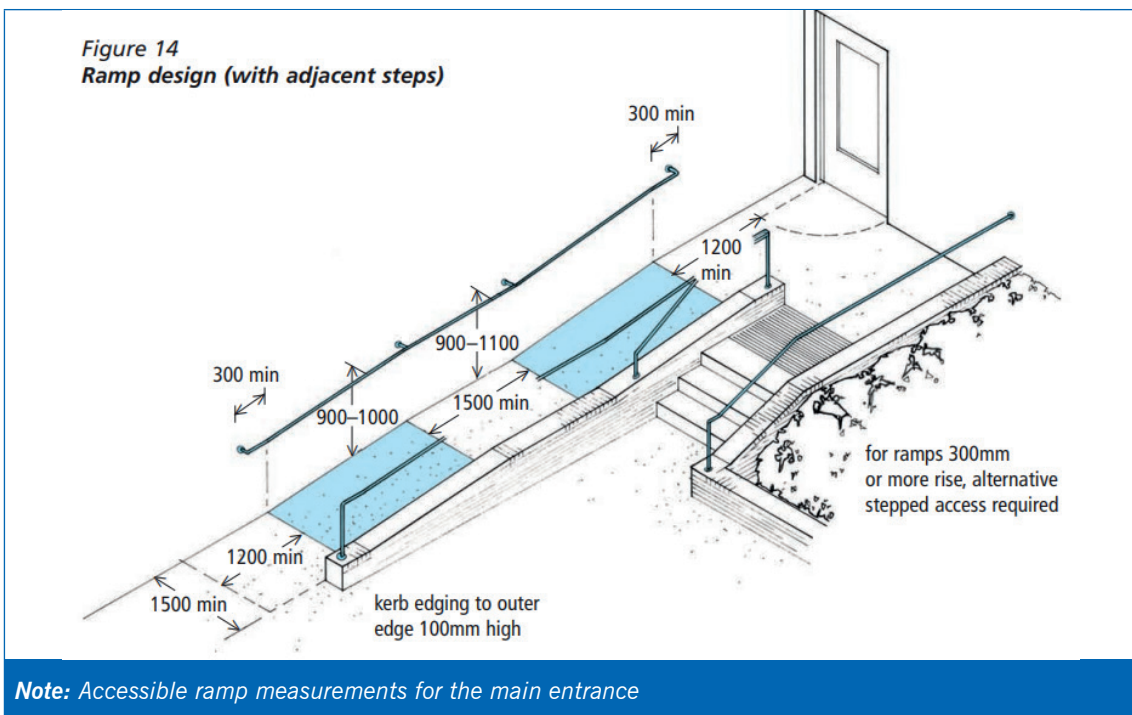
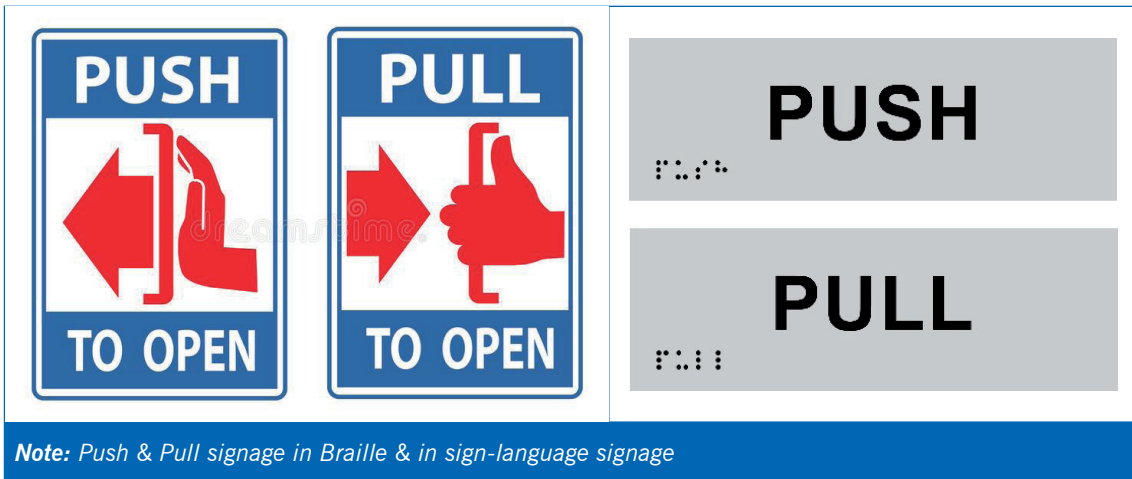
Additionally, some of the name boards of the local government authorities are not accessible for low-vision impaired individuals due to a lack of contrasting colours. The name boards must be in an accessible format (large font size) and with contrasting colours (white colour font on black background) and in sign language. Similarly, the notices on the noticeboard were recommended to be posted in large font sizes.

Most of the accessible entrances did not have proper signage to identify the ramp. Therefore, proper signage to give directions and tactile should be installed giving directions.

Some ramp railings does not give proper directions and they are not continuous which is dangerous for vision impaired persons.

General recommendations for the main entrance as follows:

1. At the main entrance it is suitable to install an alternative doorway with accessible ramp access for persons with disabilities.
2. The ramp should be 900mm in width, gentle gradient; preferably 1:20, but no steeper than 1:12.
3. Landing of at least 1200 mm of length, at 10,000 mm intervals. Double handrails on both sides at 700mm to 850mm.
4. Raised curbs on open edges (75mm). Handrails extend horizontally 300mm beyond the top and bottom. Surface of the ramp should be non-slip. Edge protection on both sides of the ramp is essential.
5. Tactile is necessary along the ramp.
6. Surface materials should be slip-resistant when wet, firmly fixed and easy to maintain. The colour of the ramp surface should contrast visually with the landing surface. The frictional characteristics of the landing and ramp surfaces should be similar.
7. Recommends tactile pathway and increasing lighting facilities & nameboards in sign-language.
8. Recommends the notices in the main entrance to be in large font size for the access of a low-vision individuals, in Braille and in sign language.
9. Recommends sufficient lighting at the entrance.
10. Recommends signage and a push & pull sign in Braille/Sign-language at the main entrance door.
11. Any signage in Tamil language should be in Sinhala/English language for proper identification.
12. A door kick plate is also necessary for the front main door entrance and other doors.
13. A clear space on both sides of the door that allows a wheelchair to approach the door and open is necessary.
14. Recommends a color band at the eye level for the doors.
15. Have no doormat or, if required, a door mat that is sunken into the floor to create a level surface and that is fixed firmly with no loose edges.
16. The available signage should be large in size for identification and at accessible height.
17. The clear door width must be at least 900 mm.
18. The entrance door should be able to be operated independently.



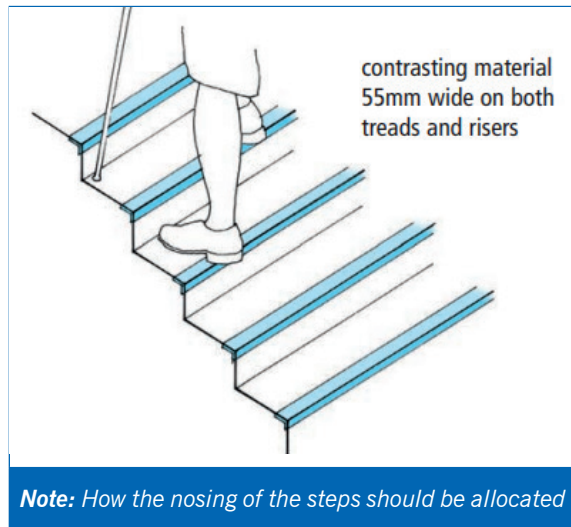
19. Recommends installing an alternative nameboard with the white font colour on a black background but with large font size for proper identifications and directions with sign language.

20. The height of the door handle between 900 mm and 1100 mm.

21. The accessible entrance must be clearly identifiable.

For the entrances with steps the following recommendations were allocated:

1. Straight flights are easier to negotiate than curved or dogleg flights.
2. The unobstructed width of flights should be at least 1200mm.
3. Handrails should be provided.
4. Surfaces should be slip-resistant.
5. The rise and going of each step should be consistent in a flight, between 150 and 170mm (with possible exceptions where adjacent to an existing building the riser may be greater than 170mm).
6. Open risers should not be used.
7. Nosing should be used on the front face as



ACCESSIBLE ENTRANCE



well as on the top of each step so that they are visible when ascending and descending.

8. Nosing should be integral with the step and distinguishable in colour and tone.
9. Suitable to have step edge stickers as well (yellow & black color)

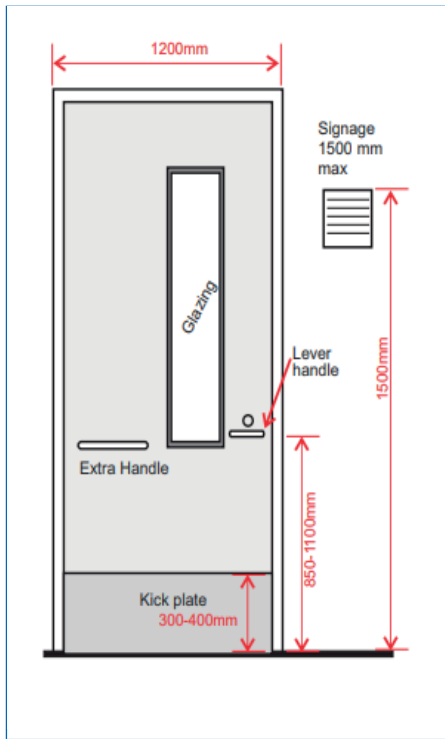
5.2 DOORS

The main concerns identified related to the doorways were that doorways have steps at the threshold, doors had handles that are difficult to grasp and use or are in a position that is difficult to reach, doors did not have enough space in front of them for a wheelchair user to position themselves. The main requirement pointed out by persons with disabilities was the necessity of a colour band (specifically for glass doors) and a kickplate for the doors. For a step at the doorway, recommended a small ramp at the threshold to help overcome a step for a wheelchair user.

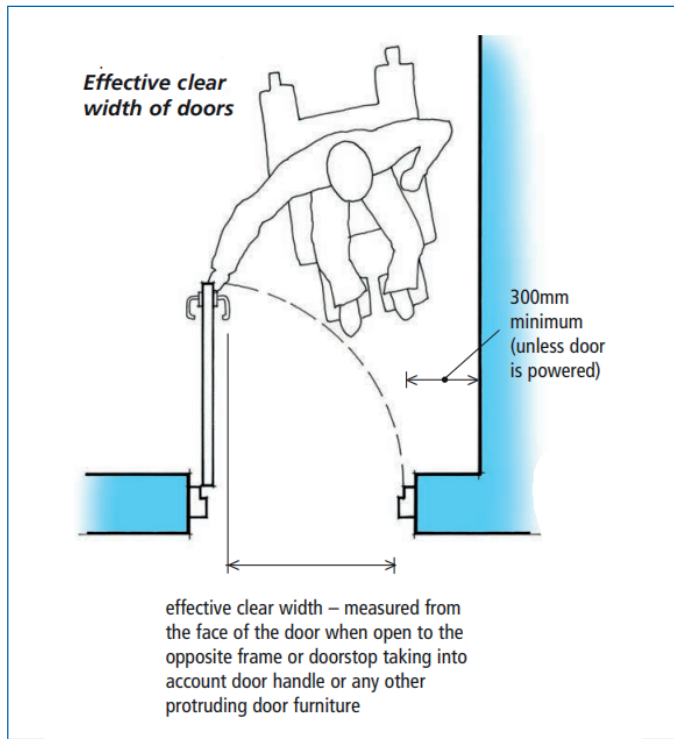
Recommends fixing a kick peddle to open the door which will be easy for a person without both hands.

Recommends having all name boards on the doors such as the name boards of the “Chairman”, “Secretary” etc. in large font with black background and white letters, in Braille and in sign language and at eye level.

1. The doors must be able to operate without much effort.
2. Automatic doors must have sufficiently long opening intervals.
3. Push buttons for automatic doors located at a maximum height of 1200 mm.
4. There should be sufficient space beside the latch side of the doors (400-450 mm).
5. In double-leaf doors, the width of one of the leaves must be at least 900 mm.
6. Doors fitted with spring closers must have an extra pull handle.
7. Manual door accessories/hardware (handles, locks, pull etc.,) located no higher than 1200 mm – 1300 mm.



Note: Accessible door measurements



Note: Effective clear with of the doors for wheelchair users

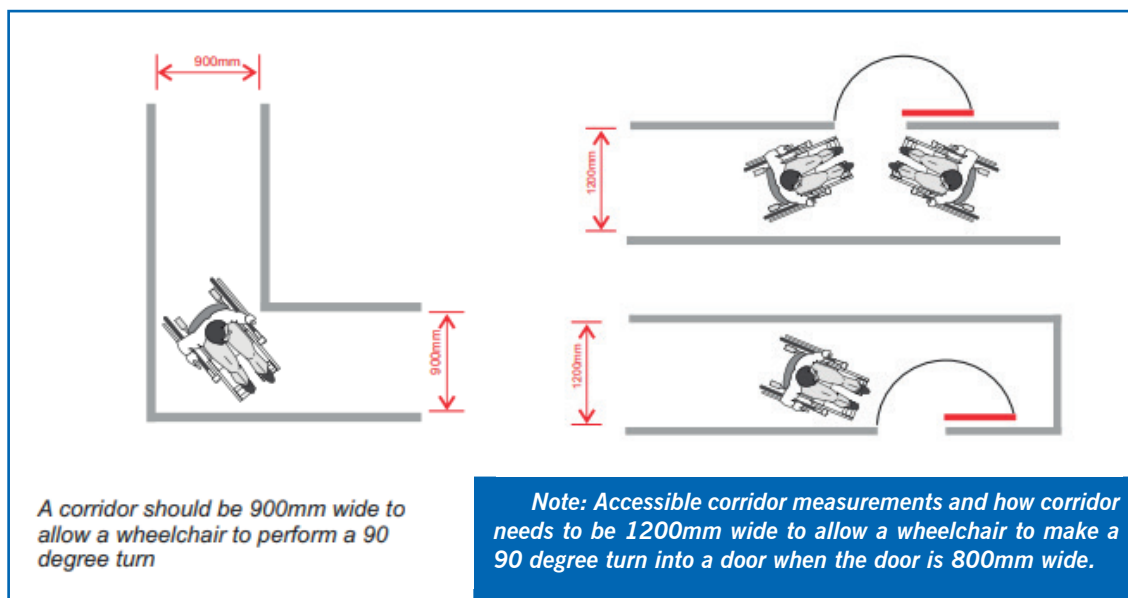


Note: Accessible door

5.3 CORRIDORS

The overall principle of the corridors was to provide clear passages through buildings that are free from obstructions, well-lit, and wide enough for all people to use and pass one another if necessary. The main problems identified through the audits are where corridors are too narrow and the corridors lack lighting facilities and obstructions along corridors (e.g., cupboards, tables, or chairs).

Some corridors were obstructed with dustbins, brooms etc.



The general recommendations given for the corridors are such as:

1. Overhanging signs and obstacles should not hang below 2000mm from the floor level, while obstacles should also not protrude from the side into the minimum clear width.
2. Ground surface should be level, even, and non-slip. If carpets are used, they should be securely fastened and short pile to reduce trip hazards and allow easy passage for wheelchairs.
3. Lighting should be provided along the length of the corridor so there are no spaces of darkness or shadows cast.
4. Guiding and warning tactile stickers should be pasted in all corridors.
5. The minimum unobstructed width of corridors at least 900 mm.
6. Differences in level bridged with by ramps or lifts.

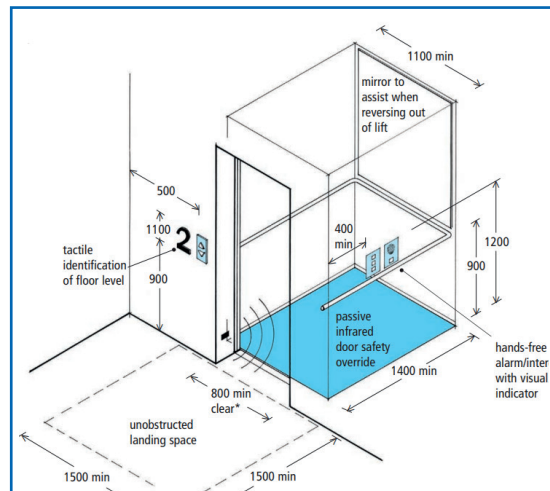
Note: Accessible corridor measurements and how corridor needs to be 1200mm wide to allow a wheelchair to make a 90 degree turn into a door when the door is 800mm wide.

5.4 ELEVATORS/LIFTS

The majority of the local government authorities did not have elevator facilities. Although the few local government authorities that had elevator facilities were accessible for persons with disabilities.

The general elevator/lift recommendations are as follows:

1. Larger-size lifts are preferred where possible and may in fact be required depending on the building type and use. For example, a lift compartment 2000mm wide by 1400mm deep will accommodate most types of wheelchair together with several other standing passengers.
2. Fold-down or perch seats in larger lifts could be considered.
3. Lifts should be served by landings large enough for wheelchair users to turn to reverse into the lift.
4. The call panel should be easily distinguishable from its background.
5. Provide visual and tactile indication of floor level adjacent to call buttons and opposite lift doors.
6. An embossed sign indicating the number of the floor should be provided on each lift landing on the wall opposite the lift. The sign should be visually contrasting with its background.
7. Audible announcements and visual displays are recommended internally and externally on all lifts to indicate the floor reached or inform that the doors are open.
8. Emergency telephones in lifts should be easy to use (for example, intercom and push-button activation rather than hand-held) and contain inductive couplers so that hearing aid users can make use of them.
9. Alarm buttons in lifts should be fitted with a visual acknowledgement that the alarm bell has sounded for lift users unable to hear it.



Note: Accessible door measurements



Note: Accessible Elevator

10. There should be an accessible path leading to the elevator.
11. The clear door opening width 900 mm or more.
12. The minimum internal dimensions of the elevator are 1400 mm x 1400 mm.
13. Height of the call button (outside the lift) between 900 mm – 1200 mm, from the floor level.
14. Braille/raised numbers on the control panel.
15. The elevator should be provided with a handrail on the three sides.
16. Handrails mounted at a height between 800 mm and 900 mm.
17. The elevator door should be easy to identify.
18. Tactile or Braille instructions for the communication system.
19. The emergency intercom should be usable without voice communication.
20. The door opening/closing interval long enough.
21. Finish of the elevator floor skid resistant.
22. The lift car should be well illuminated.

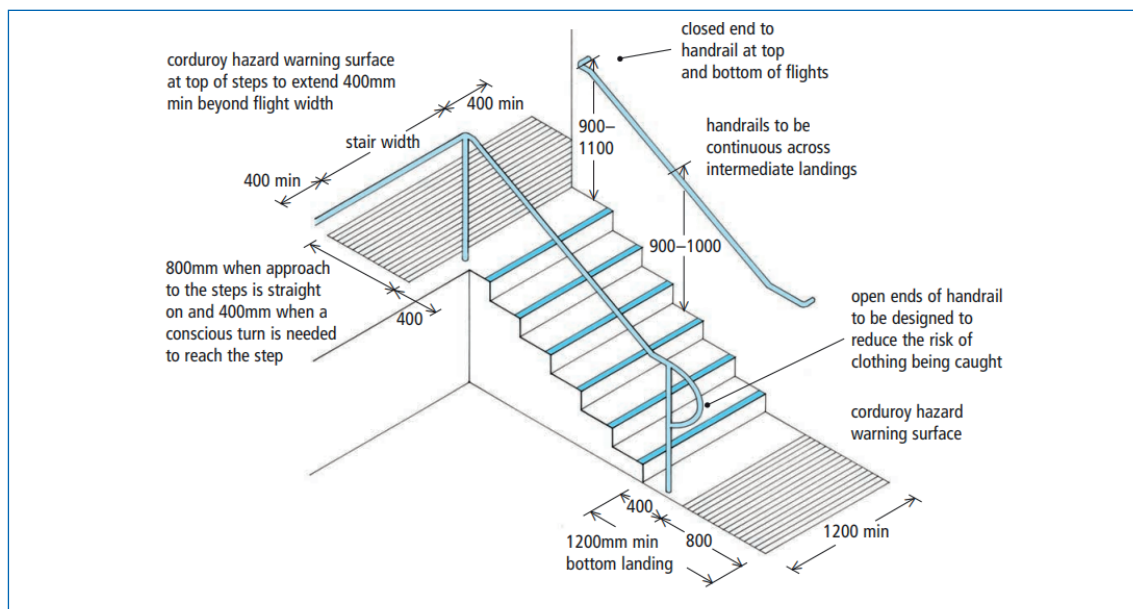
5.5 STAIRWAY/STAIRCASE

The principle of accessible stairways/staircases is to provide safe stairways for the comfort of all people to use, especially those with mobility problems. The common problems identified by the audit related to the staircase are steps that are too high, stairways without suitable railing, and steps without a colour contrast strip along the nosing.

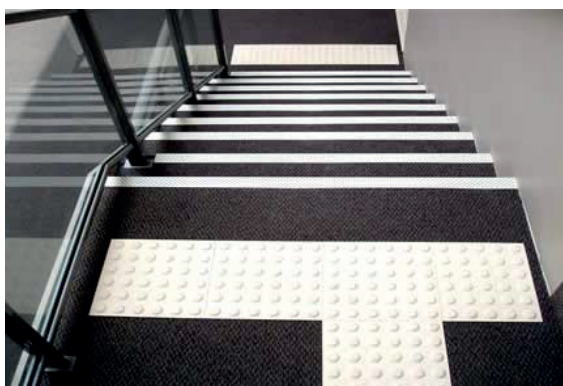
The main recommendations given for the stairway/staircase are the step edges should be in a different colour or texture easily identifiable by low-vision & vision impaired persons. And warning tactile stickers installed at the beginning and end of all flights are essential. Through the recommendations, it was pointed out that stairways are a major barrier for wheelchair users. The provision of ramps or lift access must always be considered to enable wheelchair users' access to other levels of a building. In addition, services available upstairs should not be limited to upstairs but have similar services on the ground floor thus, the wheelchair can access those services. We also recommend that if such services are not possible to be relocated to the ground floor, the officers to come down and provide the services to persons with disabilities.

General Guidelines for stairway:

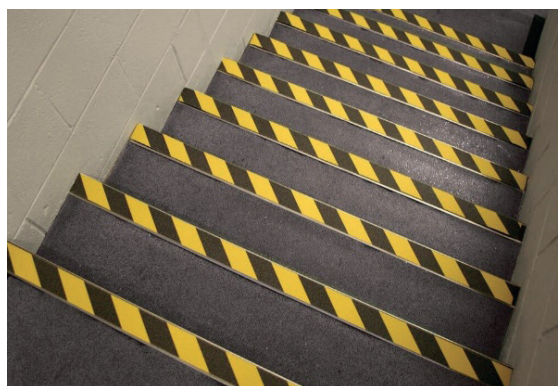
1. The minimum width of the stairs is 900 mm.
2. Continuous handrails, on both sides, at a height between 800 mm – 900 mm.
3. The handrail installed in the center of the stair width more than 3000 mm.



Note: Standard measurements for an accessible stairway



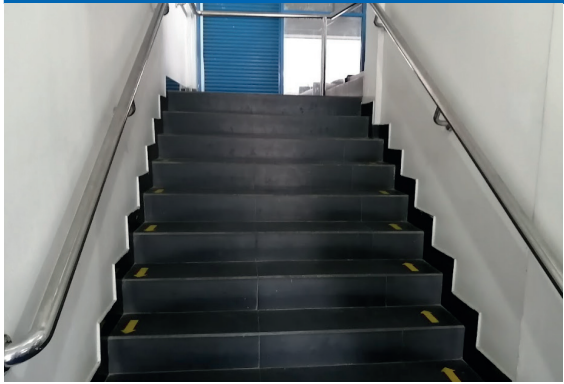
Note: Accessible stairway with tactile



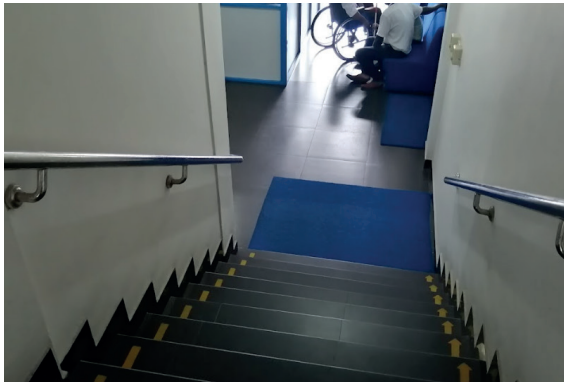
Note: step edge stickers

4. Suitable colour contrast in the handrail with the wall.
5. A landing located after the stairs, covering a level difference of more than 2500 mm.
6. The landing length is not less than 1200 mm.
7. The stairs must have a nosing.
8. The location of the emergency (fire escape) stairs is clearly identifiable.
9. Treads must have a non-slip surface.
10. The risers having open gaps in the steps are not suitable.
11. Isolated steps should be avoided.
12. Avoid spiral or curved staircases.

ACCESSIBLE STAIRWAY/STAIRCASE

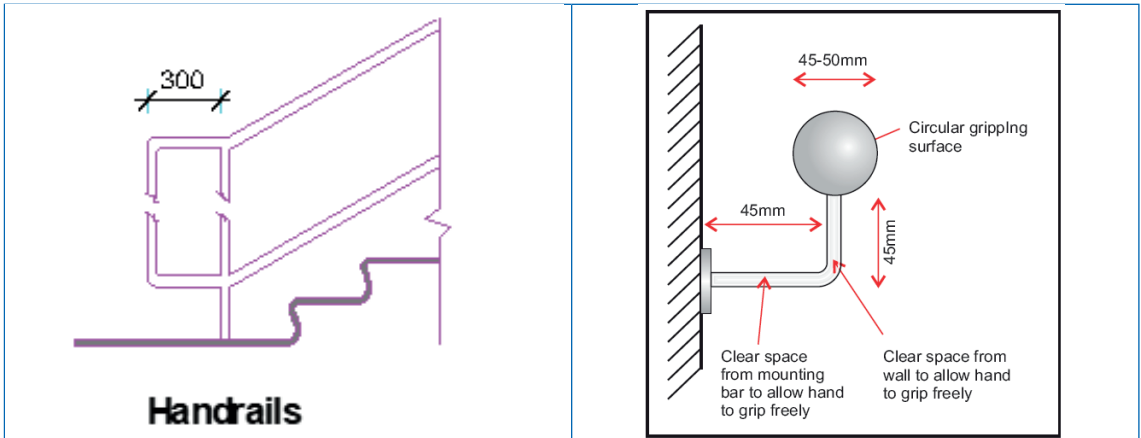


INACCESSIBLE STAIRWAY/STAIRCASE



5.6 STEPS HANDRAILS

The common problems identified via the access audits were where the handrails were too close to the wall, handrails not provided, and handrails provided on one side only. The main principle of the handrail of the steps is to provide support for people with difficulty walking or guidance for people's vision-impairments, especially when walking up/down the steps. Most of the handrails were not continuous. Which is difficult for vision impaired people to get guidance. Some LGA's had unprotected stairs that were dangerous for vision impaired persons.



Note: Accessible measurements for handrails

It is recommended that all railings which were full of dust be cleaned. In addition, there were corroded handrails which are difficult to grip.

The majority of the nosing of the railing were not according to the standards. They were fixed only for decorative purposes.

General recommendations given were as follows:

1. The handrail should continue for the full length of steps. It should not stop and start. It should continue around the landings on both the inner and outer sides.
2. The person must be able to move their fingers/hands continuously along the rail so there should be no obstructions from rail supports that would mean a person has to remove their hand from the rail.
3. Colour of handrails must contrast with the background to make them easier to see/locate.



5.7 RAMP

Ramps were an essential component of the access audit. However, the majority of the local government authorities had ramps/slopes at the main entrance of the building but not inside the building. Thus, when there are steps inside the building, it is difficult for wheelchair users to access them. Mainly recommended that the local government authorities have a portable adjustable ramp for access. In addition, some local government authorities have built slopes instead of ramps which are not accessible standards. Railing for the ramp is an essential part but commonly it is identifiable that the ramps built by local government authorities do not provide them or are not at the accessible standard.

Most of the ramp railings did not give proper directions.

5.8 WASHROOM/TOILET

The principle of the accessible washroom/toilet is to provide a restroom with sufficient space that will accommodate the needs of people with various needs, ensuring facilities and fixtures are within easy reach. A limited number of local government authorities had an accessible washroom/toilet. The other local government authorities have washrooms/toilets which are not even accessible to people with non-disabilities. The lack of a proper toilet is a notable problem but similar to not having a clean washroom/toilet is a significant aspect which was noted by the access audit.

There were other issues related to the washrooms/toilets such as the doorway being too narrow or step at the doorway, the door that opens into the bathroom, reducing space available inside the room, not enough space inside the toilet to turn around or approach the toilet, especially in a wheelchair toilet height too low to transfer on/off Water/handwashing facilities, inadequate drainage causing pooling of water and slip hazards, taps that are difficult to grip, lack of supports available to assist people to transfer (e.g., grab bars).

An accessible toilet is a necessary feature for all buildings and spaces where toilets are provided.

Few LGA's which had accessible washrooms did not have an accessible pathway to reach the washroom.

Some accessible washrooms were locked, and keys were lost. One or two washrooms had to be opened by breaking the door. It is recommended that all accessible washrooms should be available at all times because a person with a disability can visit the premises at any given time.

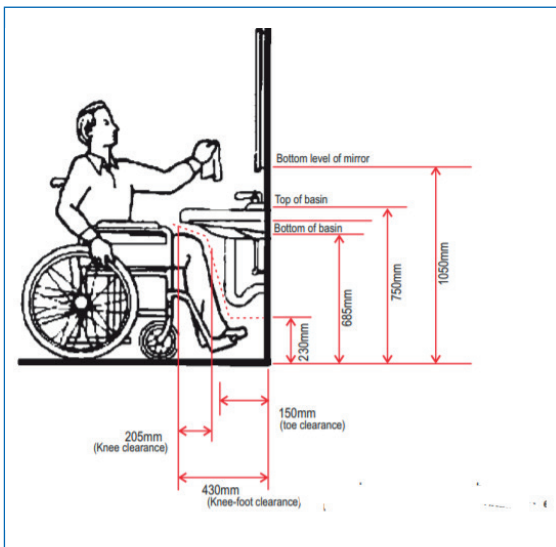
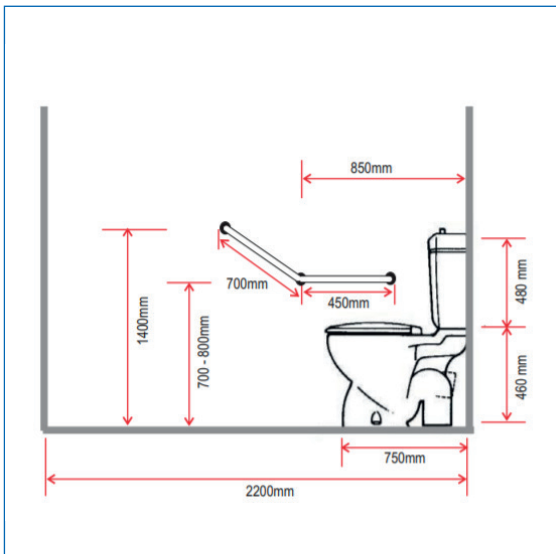
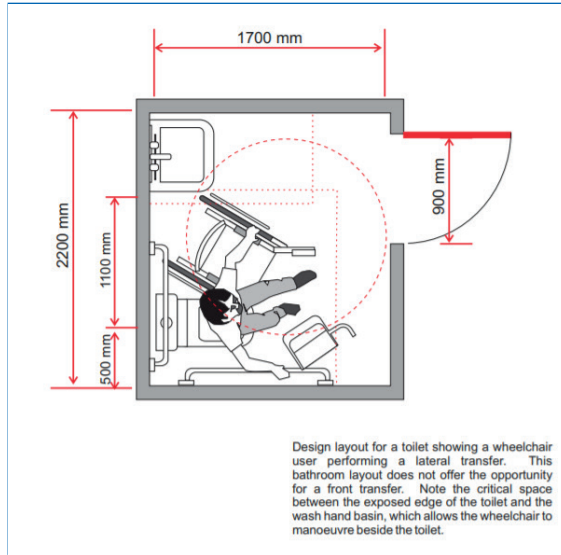
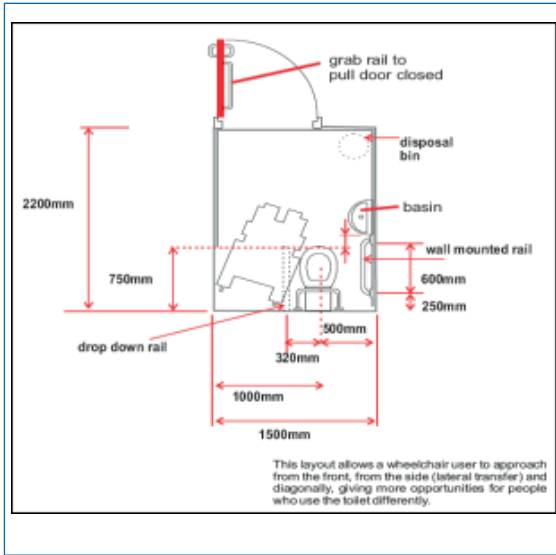
We recommend that all accessible washrooms which are built by spending a lot of money should be maintained regularly by removing all cobwebs, dust, and dirt.

Some accessible washrooms were used as storerooms to store all garbage. It is important that all staff members are sensitized about the importance of maintaining an accessible washroom.

In some accessible washrooms, the grab bars were fixed in the wrong positions.

General Guidelines for an accessible washroom:

1. A Separate toilets for persons with disability
2. If there is a separate toilet for persons with disability, the universal symbol should be marked.
3. If there is a separate toilet for persons with disability, it should be marked with Braille or tactile.
4. The toilets should be easily identifiable.
5. The ladies & gents' washrooms should be marked in Braille or tactile.
6. There should be sufficient space inside the toilets to maneuver a wheelchair.
7. Individual washrooms must have clear dimensions between opposite walls, of not less than 1750 mm.
8. Water closets (WC) and bidets mounted at a height between 490 mm-500 mm.
9. The space between the WC and the closest adjacent wall, fitted with a grab bar should be between 450 mm-500 mm.
10. The accessible washbasin is mounted at a height between 800 mm-850 mm.
11. Lever-type taps installed to washbasins.
12. The soap dispensers and hand towels or driers are identifiable.
13. The lower edge of the mirror is positioned at a height not exceeding 1000 mm.
14. The placements of the mirrors and lights should not be dazzling.
15. The accessible showers should be provided with folding seats.
16. All the grab bars should be installed near WC and showers at a height between 850 mm-900 mm.
17. Grab bars should have a diameter of 40 mm.
18. Wall-mounted grab bars must have knuckle space of 40 mm.
19. Grab bars should be non-slippery.
20. The grab bars should withstand the load.
21. Faucets are easy to grip and operate with one hand.
22. Shower fixtures should be with at least 1500 mm long hoses.
23. Water pipes should be insulated or covered.
24. The toilet must be equipped with an emergency alarm system.
25. Doors should be locked from inside and releasable from outside under emergency situations.
26. Flushing arrangements, dispensers and toilet paper mounted between 500 mm-1200 mm.
27. Flushing equipment's should be easy to operate.
28. The floor material must be skidding proof, well-drained and waterproof.
29. Pivot doors must open outwards.
30. The edges of the vanity units and hand basins should be rounded.
31. Hot & cold-water taps are identifiable by colour or tactile markings.



Note: Accessible measurements for handrails





ACCESSIBLE TOILET

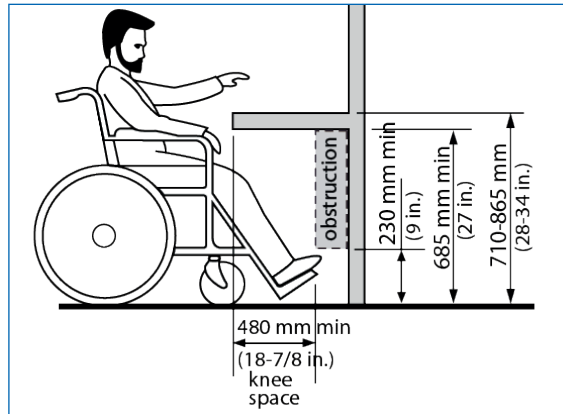


INACCESSIBLE TOILET



5.9 LUNCHROOM/STAFF ROOM

Some of the local government authorities did not have any specific location for the staff to have their lunch or a particular restroom. As for the local government authorities with lunchrooms/staff rooms, the entrance was somewhat inaccessible for wheelchair users and vision-impaired individuals. Specifically, such rooms lack proper directions given for persons with disabilities to locate the room independently. Thus, large signage and a tactile pathway are necessary. There needed to be a separate rest area for wheelchair users with a



Note: Accessible table measurements for wheelchair users.

ACCESSIBLE LUNCHROOM



INACCESSIBLE LUNCHROOM



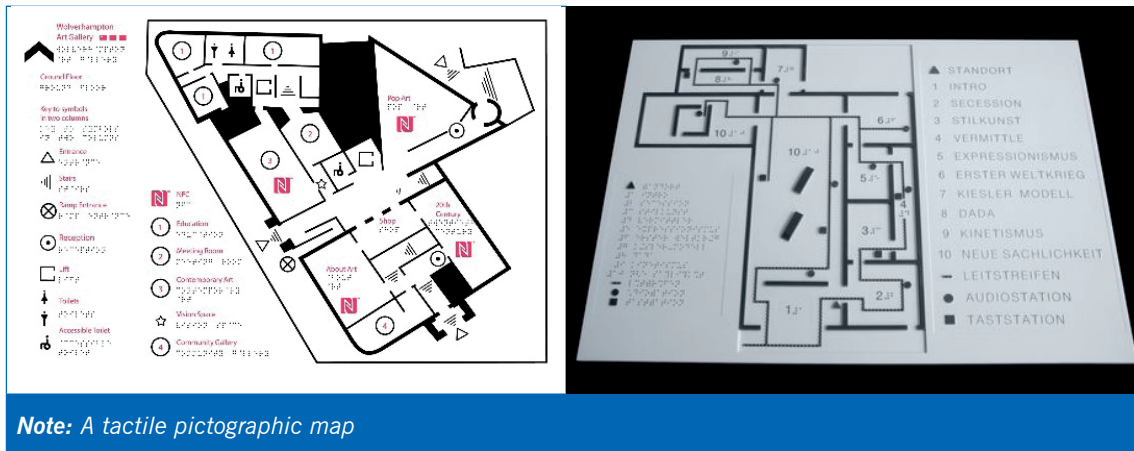


table at an accessible height. Most of the sinks located in these lunchrooms were not at an accessible height for wheelchair users and it was challenging to use them due to the lack of lever type of taps. To ensure that the lunchroom/staff room is accessible for people with disabilities it is important to follow the mentioned access guidelines.

An accessible toilet is a necessary feature for all buildings and spaces where toilets are provided.

General Guidelines for an Accessible Eating Outlet:

1. A circulation path of at least 900 mm.
2. A table accessible with a height of 750 mm to 850 mm and knee space of 750 mm wide and 480 mm deep.
3. The sink height below 850mm.

5.10 WAITING AREA/RESTING AREA OR LOBBY AREA

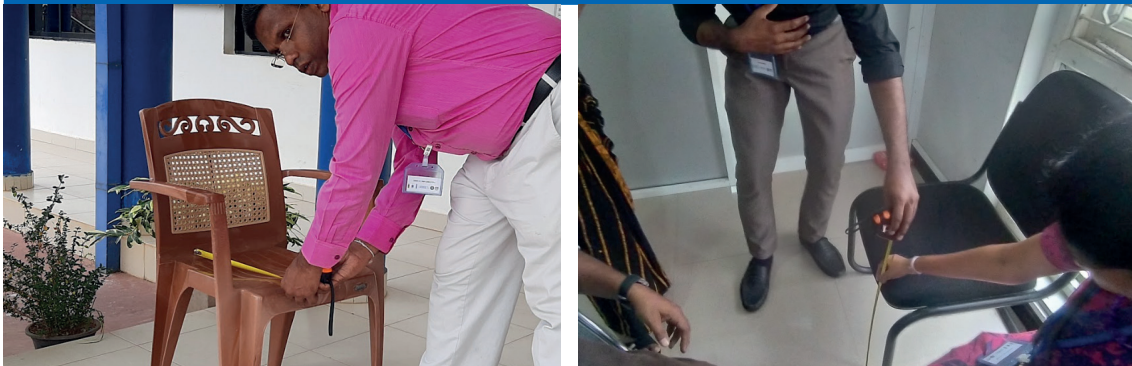
Generally, a waiting area/resting area is necessary for a local government authority as the public needs to wait until their turn to get a particular task done by the officials. While some of the local government authorities had a separate waiting area close to the reception, some local government authorities did not have such an area due to a lack of space and the structure of the building. However, through the access audit, it was pointed out the necessity of having a waiting area specifically for persons with disabilities. It was recommended that at least the proper signage have a small space located outside of the building as a waiting area. Also suggested having a separating area and allocating space for the wheelchair user with signage & universal symbol. Allocate a space within the width of 780mm near the lobby area.

One of the main recommendations for the waiting area is to install a tactile pictographic map of the building which is considered to be helpful for vision-impaired individuals to identify and navigate inside the building without difficult.

ACCESSIBLE WAITING AREA



INACCESSIBLE WAITING AREA

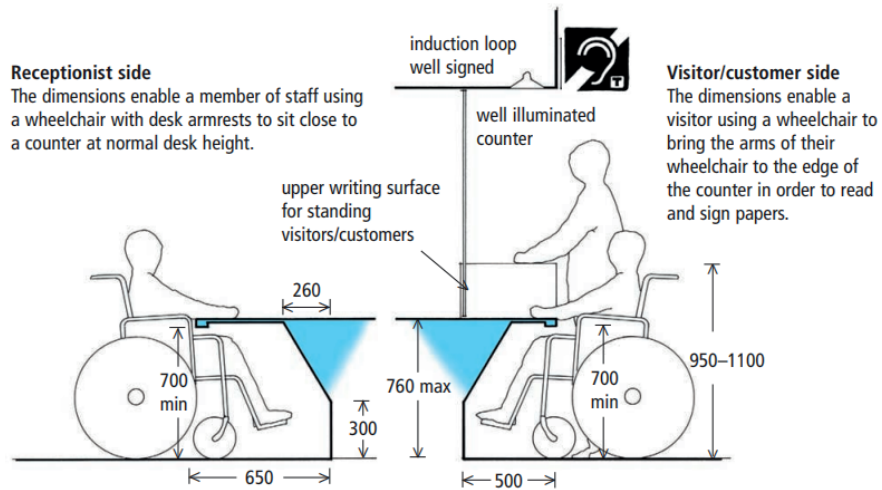


5.11 RECEPTION/INFORMATION COUNTERS

Reception or information counters of the local government authorities had different characteristics. The local government authorities belonging to the Northern Province had main signages such as the reception stated in Tamil & English Language only. Thus, it was recommended to always have signage or name boards in a trilingual structure (Sinhala, Tamil & English).

For vision-impaired & hearing-impaired individuals Braille and Sign-language signage are necessary. Some of the reception counter heights were accessible for wheelchair users while others were not. In addition, the counters needed contrasting colour bands for identification and increased lighting facilities. Good lighting is essential for everyone for visibility and safety. Lighting systems can be used to accentuate interior colour, tone and texture scheme. Specific recommendation was given to have a keep separate desk at an accessible height for wheelchair clients to do documentation work such as filling forms etc. It was essential to decrease the staff fingerprint machine height to make it accessible for wheelchair users. A pictographic representation should be included for a hearing-impaired person to identify the reception counter.

Counters/service desks



Reception



RECEPTION
Both open hands with palms facing signer bend at knuckles in short repeated movements.

Note: Accessible counter measurement for wheelchair users & Reception in Braille & Sign-language signage

Recommends to paste tactile stickers from the main entrance to the reception for easy access for vision impaired persons.



General Recommendations for the Reception/Service Counters are as follows:

1. The accessible counter between 750 mm and 900 mm in height. In addition, a part of the counter lowered to accessible height.
2. Contrast between objects and surface is helpful. Top of counter should contrast with edge.
3. All exposed edges and corners should be well rounded.
4. Avoid positioning service desks in front of windows where bright sunshine will cause the user's face to be silhouetted and hence difficult to lip-read or follow sign language. Similarly, avoid confusing backgrounds such as strong patterns.
5. Counters and service desks should be designed so that they can be accessed and used – on both staff and customer sides – by as wide range of people as possible.
6. There should be sufficient counter space to allow people to write or sign documents.

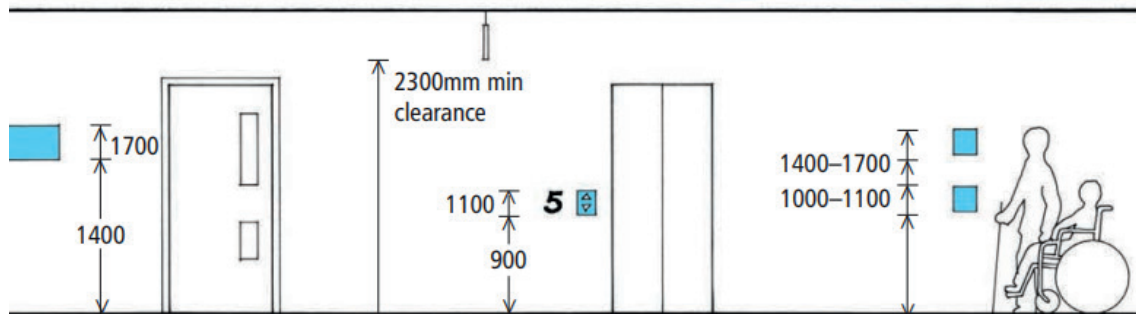
5.12 PUBLIC TELEPHONES

None of the local government authorities had public telephone facilities and it was not recommended due to the lack of significant importance of it for persons with disabilities for common services.

5.13 SIGNAGE & UNIVERSAL SYMBOLS

Some of the local government authorities had signage and universal symbols but some of them were not accessible due to the signage size, font, or colour. It is very important to have relevant signage for identification purposes. And universal symbols for any place accessible within the local government authority. Specifically, the universal symbol was necessary for the accessible entrance, reception, washroom/toilet, and parking area for persons with disabilities. It was also essential to have signage in Braille & Sign-language. The information boards need to make easily readable by using sufficiently large text size, distinct contrast, and illumination (white font in black background). And have explicit instructions or signage boards leading to the building's entrance. Factors which determine the legibility of signs include the contrast between the text colour and the background colour, the contrast between the sign itself and the background surfaces, and lighting conditions.

Mainly, it is important to have two staff members from each local government authority to provide reasonable accommodation and assist persons with disabilities whenever necessary.



Note: Height and Position of Signage



Accessible entrance	Ramp	Accessible parking	Accessible lift	Accessible toilet	Accessible restaurant
Accessible telephone	Accessible to spectacle	Accessible taxi	Accessible bus stop	Information	Other facilities
Facility for vision impaired	Access to low vision	Braille symbol	Working dog welcome	Staff trained to help	Audio description
Assistive hearing system	Induction loops used	Sign interpretation	Telephone typewriter	Volume control telephone	Closed captioning

Note: Standard Public Information Symbols

It was recommended that informational signs are read at close range and should be located at a suitable height.

5.14 LIBRARY

The majority of the libraries which belongs to local government authorities did not have access for persons with disabilities. In addition, some libraries were built on different floor levels (upstairs) which were inaccessible for wheelchair users. Municipal Councils & Urban Councils had separate libraries for children but were not specifically accessible for children with disabilities.

Some of the libraries lack space thus, it is quite challenging to make the premise accessible. For such situations, a limited number of recommendations were suggested such as having tactile, signage and a separate reading area for persons with disabilities.

For all libraries where the access audit was conducted, accessible recommendations were given. Specifically, suggested having an accessible computer for persons with disabilities in the libraries which provide computer facilities.

It was recommended that informational signs are read at close range and should be located at a suitable height.

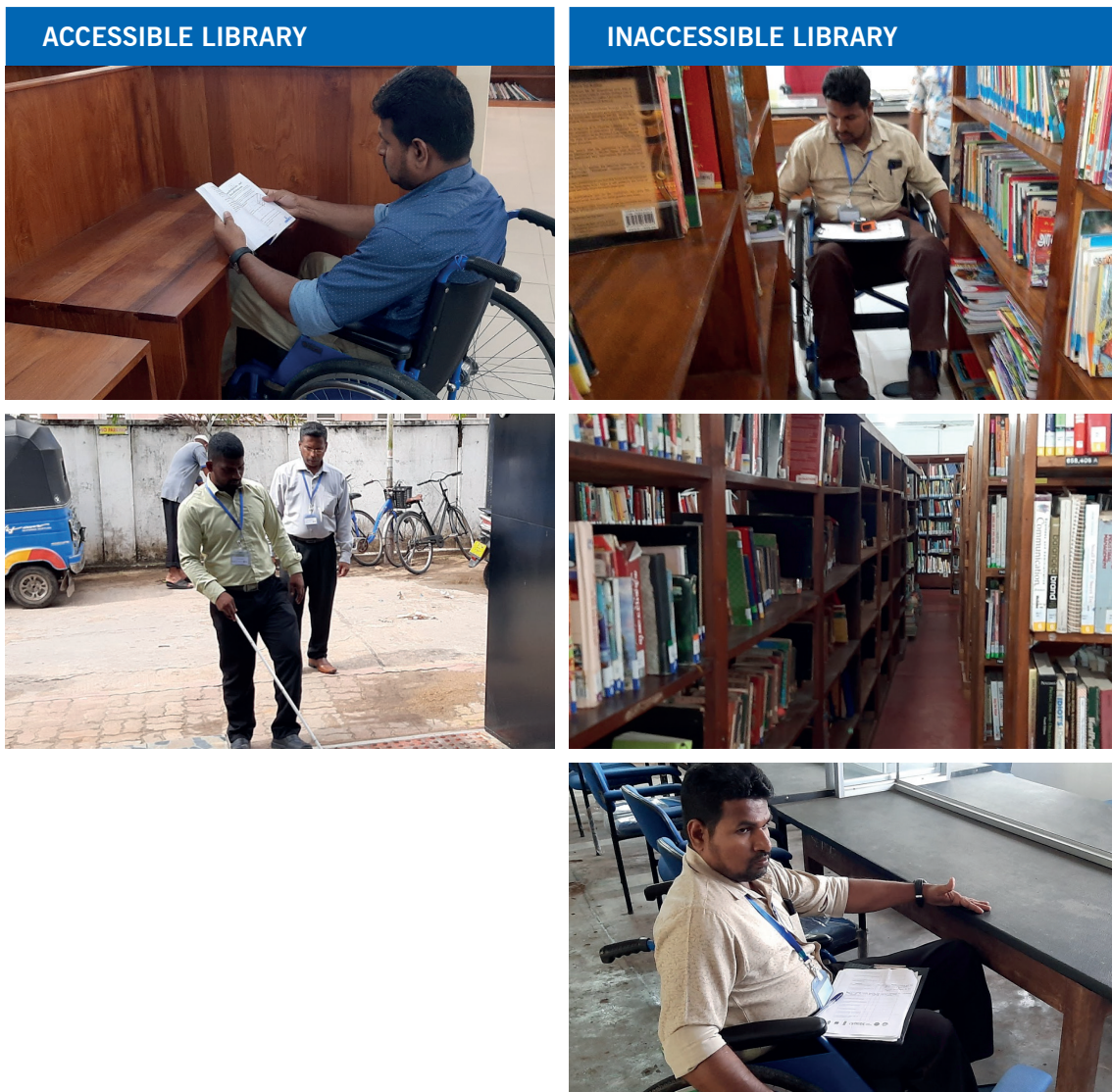
The Employers' Federation of Ceylon, Specialised Training & Disability Resource Centre can provide the screen reading software, audio books and e-books free of cost. For some libraries these were provided.

Specific recommendations for the libraries are as follows:

1. Recommends having a concrete pathway (paver-blocks) up to the library entrance.
2. An accessible entrance is necessary for the library with the ramp & tactile on the ramp.
3. Doors should have a color band at eye level & a kickplate.
4. Recommends the door handles to be in different contrasting colours.
5. Nameboards should be in large font size, in Braille & Sign-language.
6. Recommends an alternative nameboard for the library with the white font colour on a black background but with large font size for proper identifications and directions.
7. Lighting inside the library should be sufficient.
8. The front doormats should be flushed to the surface.
9. Recommends installing signage with clear font and colour contrast to identify the library entrance.
10. Recommends a separate reading area at the ground floor for persons with disabilities with signage.

Recommends the table at the height of 750mm with knee space of 750mm & wide 480 deep.

11. For the book cupboards, the labels should be in large font size and in white font & black background.
12. Recommends placing some Braille books in the library and a computer with the accessible screen reader software. EFC can provide the screen reading software free of cost.
13. Separate sections allocated for audio books, Braille books, sign language books and e-books. EFC can provide audio and e-books free of cost.
14. Tactile stickers are necessary for the floor surface inside the library.
15. Rearrange the chairs and the tables & create a pathway for the wheelchair users to travel inside.
16. Additionally, suggests separate lighting system for the shelves for a low-vision individuals and place a table lamp in reading areas.



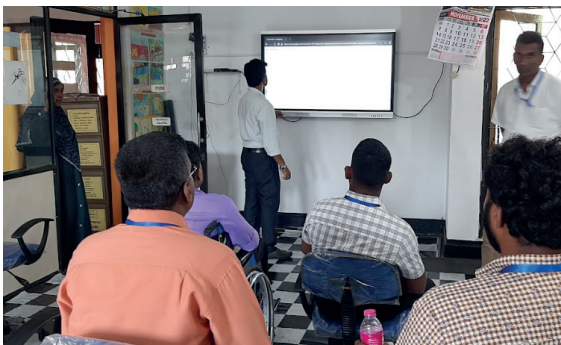
17. Notices should be in large print and in contrasting colours.
18. Recommend to placing a map with signage, sign language boards, tactile Braille, and labels in black background and white font indicating library entrance/exit, toilet, reception counter, reading areas, referencing areas.
19. Internet facilities to search for books.
20. 20 Assistant to find books for vision impaired persons and to get books which are not reachable from the wheelchair.
21. Place nameboards wherever possible.
22. Adequate space between bookshelves for wheelchair to move around.
23. Authority to record reference materials with the assistance of a staff member for vision impaired persons.
24. Library index in a computer with a screen reader.
25. Access to WhatsApp groups, Facebook groups and through mobile contacts for persons with disabilities to check whether a certain book is available. It will reduce th difficulties of coming to the Library unnecessarily.
26. Provide mobile services for persons with disability.
27. Accessible web site and accessible platform to upload the Library index.
28. Availability of a Braille slate, Braille writer, video magnifier, Dragan software and a Daisy player.
29. Train two staff members in sign language and on operating computer with the screen reader. EFC can provide the training.
30. Facility to prepare materials in accessible formats such as Braille, large print, daisy format, accessible e-copy, sign language in simple text on request. EFC can provide the technical support.

5.15 NENASALA / ICT TRAINING CENTRE / E-LEARNING CENTRE

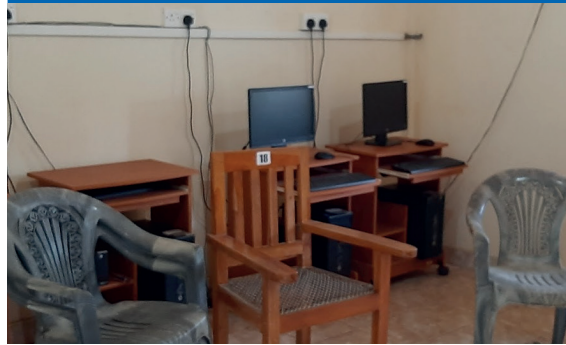
The Nenasala / ICT Training Centre / E-learning Centre was not a specific establishment for all local government authorities. While Nenasala was established under the North Central Province local government authorities, none of the local government authorities of the Northern Province had the centre. Local Government Authorities in other provinces had a similar concept such as the e-learning centres or the ICT training centres.

It was highly recommended to have an accessible computer with the necessary software and equipment for the persons with disabilities to access in the training centre. The Employers' Federation of Ceylon can provide the screen reading software free of cost if required.

ACCESSIBLE NENASALA



INACCESSIBLE NENASALA



General Guidelines for an ICT Training Centre:

1. The entrance should be accessible.
2. The Push and Pull boards must be in Braille, large print and in sign language.
3. There must be enough space between computer chairs.
4. Allocate at least one computer with wheelchair access.
5. Plugs and switches should be accessible.
6. Enough space for others to move when a wheelchair is stationed.
7. The computer table height, width and the knee space accessible for a wheelchair user.
8. Wires on the floor should not obstruct a wheelchair user.

5.16 AUDITORIUM/CONFERENCE ROOM/MEETING ROOM

Some local government authorities had an auditorium, and conference room while others had only one of those. Most of the auditoriums and conference rooms were located on different floors which are not accessible for wheelchair users. In such situations, the access audit recommended allocating a meeting room on the ground floor for wheelchair users to access. A tactile pathway was recommended for vision-impaired individuals to identify the chair & table separate for them in the meeting room.

General recommendations for a meeting room as follows:

1. Recommends allocating a meeting room at the ground floor for wheelchair users to access.
2. Recommends placing the nameboard in contrasting colours & in large size and in sign language for identification.
3. Accessible seating should be made available throughout the meeting room to ensure participants with disabilities can select a location of their choice, just like other attendees or reach to the relevant accessible seating area.
4. Passageways should be at least 900 mm wide to accommodate the movement of wheelchair users. Both vertical and horizontal aisles should be provided as far as possible to increase access.
5. Recommends placing the nameboard in contrasting colours & in large size and in sign language for identification.
6. The door handle color should be in a contrasting color.
7. The door handle must have the push and pull boards in Braille, large print, and in sign language.
8. The door and the door handle easily identifiable for a person with low vision.
9. Enough lighting at the entrance.
10. No obstacles from the door to the stage.
11. The stage must have wheelchair access.
12. An accessible washroom.



SUMMARY

Since inclusive design concentrates on the environment's design rather than a person's disability, it is based on the social model of disability. To encourage social inclusion and combat inequality and poverty in Sri Lankan society, it is critical to creating an inclusive environment. Therefore, it is believed that inclusive design is essential to attaining the goal of promoting social inclusion. Supporting the guidelines for inclusive and accessible design is one step to persuading local government authorities to support and respect all members of the general public appropriately.

While not attempting to satisfy every demand, an inclusive environment can reduce unnecessary obstacles and exclusion and frequently find better solutions by taking into account people's diversity. People with physical, hearing, vision, or learning disabilities, senior citizens, kids, parents of young children, those with temporary disabilities, and those without disabilities all benefit from inclusive and accessible design. Inclusive design benefits all of us.

Thus, when implementing accessible design, consider implications for all people who use the building or space – persons with disabilities & persons with non-disabilities. Consult disabled people's organisations, technical officers, or architects with experience in accessible design for guidance to make the premises accessible for all. This rights-based model will assist to make disability inclusion, leave no one behind, nothing about us and without us to make the right real.

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