

Accessibility checklist for Waiting/Reception areas

Complete the following checklist to help identify how accessible your office is. This can be used as a guide when planning changes to your office or if you are moving to new premises.

Does your RECEPTION have?	YES	NO
Step-free access (level entry or ramp)		
Doors are easy to open (automatic or lightweight)		
Wide doorways for wheelchairs and mobility aids		
Clear emergency exits		
Entry paths are clear and uncluttered		

Does your SEATING have?	YES	NO
Space for a wheelchair beside seating		
Stable chairs, easy to get in and out of		

Does your LAYOUT have?	YES	NO
Clear pathways and enough room to move		
No trip hazards		
Furniture does not block doorways		
Reception counter is reachable from a seated person		



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Does your RECEPTION COUNTER have?	YES	NO
Lowered counter		
Clear way to ask for help (bell or staff nearby)		
Assistance animals welcome sign		
Clear line of sight between staff and visitors		
Easy-read or plain-language information available		
Various payment options		
Staff that communicate clearly and respectfully		
Clear signage with icons and symbols		

Is your environment SENSORY FRIENDLY?	YES	NO
Lighting is even (no flickering)		
Noise is kept to a minimum		
Quiet seating option available		

Is your environment SAFE and COMFORTABLE?	YES	NO
Accessible toilets nearby and signed		
Drinking water available		
Comfortable room temperature		

