<table>
<thead>
<tr>
<th>21. Sanitary facilities</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Overall provision</strong></td>
</tr>
<tr>
<td>21.1 Is at least one unisex accessible WC provided in each location where toilets are available?</td>
</tr>
<tr>
<td>• Is it close to the building entrance/waiting area?</td>
</tr>
<tr>
<td>21.2 Is an accessible WC provided in single-sex toilet areas?</td>
</tr>
<tr>
<td>21.3 Is a suitable accessible WC available to disabled employees?</td>
</tr>
<tr>
<td>• Is it within a reasonable distance?</td>
</tr>
<tr>
<td>21.4 Is an enlarged unisex accessible WC provided where there is only one toilet in the building?</td>
</tr>
<tr>
<td>• Does it include a corner-arrangement accessible WC?</td>
</tr>
<tr>
<td>• And standing-height washbasin?</td>
</tr>
<tr>
<td>21.5 Is there a cubicle for ambulant disabled people available in single-sex toilet areas?</td>
</tr>
<tr>
<td>• Is it of an adequate room size?</td>
</tr>
<tr>
<td>• Is there an outward-opening door with horizontal rail?</td>
</tr>
<tr>
<td>• Is there unobstructed activity space?</td>
</tr>
<tr>
<td>• Are there support rails?</td>
</tr>
<tr>
<td>21.6 Is there a unisex self-contained toilet facility available separate from the accessible WC?</td>
</tr>
<tr>
<td>21.7 Is a Changing Places toilet provided in larger public buildings?</td>
</tr>
<tr>
<td>(See also checklist items at 21.49 to 21.80)</td>
</tr>
<tr>
<td>21.8 Is there an accessible urinal in the male toilet area?</td>
</tr>
<tr>
<td>• Are there support rails?</td>
</tr>
<tr>
<td>21.9 Is a lower-height washbasin provided in a suite of washbasins?</td>
</tr>
<tr>
<td>21.10 Is the location of toilets clearly signed?</td>
</tr>
</tbody>
</table>
### Doors and locks

**21.11** Are doors to WC cubicles and accessible WCs outward opening?
- Are there horizontal rails to assist door closing?
- Are mechanical self-closing devices not used?

**21.12** Are doors capable of being opened in an emergency?

**21.13** Is a facility indicator easy to use?
- Does it include text and colour to indicate when in use?

**21.14** Are accessible WCs highlighted with the International Symbol of Access?

### Sanitaryware and accessories

**21.15** Are there slip-resistant floors throughout?
- Is slip resistance maintained when wet?

**21.16** Are shiny floor and wall surfaces avoided?

**21.17** Do surfaces and fixtures provide effective visual contrast?

**21.18** Is the WC seat height suitable?

**21.19** Are wall-mounted handrails a suitable diameter?
- Is there adequate clearance from the wall?
- Are they easy to grip?

**21.20** Are drop-down support rails provided?
- Are they firmly held when not in use?
- Are they easy to release when required?
- Are they sufficiently strong and securely fixed?

**21.21** Are coat hooks provided at two heights?
- Are they suitably positioned?
### Access Audit Checklists

#### 21.22 Are toilet paper and paper towel dispensers suitable?
- Are they designed for single-hand operation?
- If hand-dryers are provided, is the sound pressure level not intrusive or excessive?
- Can electric hand-dryers be avoided as the only method of drying hands?

#### 21.23 Are there privacy screens at the urinals?

### Heating, lighting and water supply

#### 21.24 Are washbasin taps easy to operate?
- Is the water temperature regulated?

#### 21.25 Are water supply and waste pipes boxed in?
- Are they positioned away from manoeuvring space?

#### 21.26 Are heat emitters limited to a safe temperature?
- Are they positioned away from manoeuvring space?

#### 21.27 Is a light switch or pull cord clearly visible?
- Is it visually contrasting?

#### 21.28 Is emergency lighting available?

### Alarms

#### 21.29 Is an emergency assistance alarm provided in appropriate facilities?
- Are alarm pull cords suitable and two red bangles positioned correctly?
- Are alarms linked to a staffed area?
- Are visual and audible indicators incorporated?

#### 21.30 Are fire alarms audible and visible within all toilet areas?

### Unisex accessible corner WC

#### 21.31 Are room dimensions adequate?
If more than one accessible WC is provided, are the layouts handed, with right hand transfer to WC and left hand transfer in the alternative WC?  
• Is the handing (direction of transfer to WC) indicated on signage?

Is overall provision of sanitaryware and accessories suitable?  
• Are they correctly positioned?

Is the manoeuvring area free from obstruction?

Is the toilet flush handle within reach and easy to operate?

Are hand-washing and drying facilities within easy reach of someone seated on the WC?  
• Are taps easy to operate?  
• Is the temperature controlled?

**Accessible baby-changing facilities**

Are accessible baby-changing facilities provided?  
• Are they located separately from single-sex toilet areas?

Are room dimensions adequate?

Is a baby-changing bench provided?  
• Is it a suitable height or height-adjustable?

Is a washbasin provided at suitable height?

Are there adequate disposal bins?  
• Are they positioned so as not to cause obstruction?

Is a nappy vending machine within reach?

**Prayer washing facilities**

Are male and female prayer washing facilities segregated?
21.44 Are accessible facilities provided in both male and female areas?
   - Is there a step-free floor surface to at least one washing position?
   - Is there unobstructed access?
   - Is there adequate manoeuvring space?
   - Are there support rails?

21.45 Is there a non-slip floor surface?
   - Is slip resistance maintained when wet?

21.46 Are seats provided at different heights or height-adjustable?

21.47 Are coat hooks and hand-dryers at a range of heights?

21.48 Is footwear storage at a range of heights?

**Changing Places toilets**

21.49 Is a Changing Places (CP) toilet provided?

21.50 Is the CP toilet clearly signed?
   - Does the signage incorporate the CP symbol?

21.51 Is there a convenient, unobstructed approach route?

21.52 Is the CP toilet located close to customer service staff?

21.53 Is signage indicating location of the nearest unisex accessible toilet and baby-changing facility clearly displayed?

**Room layout and equipment**

21.54 Is room size at least 3m x 4m?
   - And ceiling height a minimum of 2,400mm?

21.55 Is the door arrangement suitable?
   - Is it wide enough?
   - Are handles and grab rails suitable?
21.56 Is the overall provision of sanitaryware, equipment and accessories suitable?
   • Are they positioned to enable easy transfer?
   • Is there sufficient space for assistant(s)?

21.57 Is clear manoeuvring space available?

**WC fixtures**

21.58 Is it a peninsular toilet arrangement?

21.59 Does the WC incorporate a backrest and suitable seat?
   • Is it a robust installation?

21.60 Is a shelf for colostomy bags provided close to the WC?

21.61 Are support rails provided?
   • Would fold-down rails be suitable?

21.62 Is a height-adjustable washbasin provided?
   • Is there clear knee space below the bowl?
   • Are the taps easy to use?
   • Is water temperature limited to a safe level?

21.63 Are hand-drying facilities close to the washbasin?
   • If an electric hand-dryer is provided, is the sound pressure level not intrusive or excessive?
   • Is an electric hand-dryer not the only means of drying hands?
   • Is the paper towel dispenser easy to use with one hand?

21.64 Is a privacy screen available?

**Hoist equipment**

21.65 Is hoist equipment available?
   • Does it provide full-room cover?
   • Is the safe working load at least 200kg?
   • Is information about the range of sling types compatible with the hoist available?
   • Is information about sling compatibility available to users in advance of a visit?
21.66 Are handset controls easy to use?  
- Are auxiliary controls located on the motor unit?  
- Is there an emergency stopping and lowering facility?  
- Is the return-to-charge feature in a convenient location?

21.67 Are there clear instructions for use?

**Changing bench**

21.68 Is a height-adjustable changing bench available?  
- Is the height-adjustment range suitable?  
- Is it of an adequate size?  
- Is it either mains powered or battery powered?  
- Is there a safe working load of at least 200kg?  
- Is the surface suitable for changing and showering?  
- Is there an adjustable backrest?  
- Is a wide paper roll dispenser available?

**Shower facilities (if provided)**

21.69 If a shower is available, is it adjacent to a changing bench?

21.70 Is a shower seat available?

21.71 Has the wet room floor got suitable drainage?

21.72 Are shower controls mounted within reach of users?  
- Is the hose long enough to reach the full length of the changing bench?  
- Is the water temperature adjustable but limited to a safe level with thermostatic control?

**Alarms**

21.73 Is an assistance alarm provided?  
- Are there pull cords in two locations?  
- Is the alarm linked to a staffed area?  
- Does it incorporate visual and audible indicators?
<table>
<thead>
<tr>
<th>Section</th>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>21.74</td>
<td>Are alarm pull cords suitable?</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Are two red bangles positioned in the appropriate position?</td>
<td></td>
</tr>
<tr>
<td>21.75</td>
<td>Is the fire alarm audible and visible within the room?</td>
<td></td>
</tr>
<tr>
<td>Surfaces</td>
<td></td>
<td></td>
</tr>
<tr>
<td>21.76</td>
<td>Is there a suitable slip-resistant floor surface?</td>
<td></td>
</tr>
<tr>
<td>21.77</td>
<td>Is there effective visual contrast between surfaces and fixtures?</td>
<td></td>
</tr>
<tr>
<td>Accessories</td>
<td></td>
<td></td>
</tr>
<tr>
<td>21.78</td>
<td>Are separate disposal bins provided for general waste and personal care items?</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Are they positioned so as not to obstruct manoeuvring space?</td>
<td></td>
</tr>
<tr>
<td>21.79</td>
<td>Are coat hooks provided at two heights?</td>
<td></td>
</tr>
<tr>
<td>21.80</td>
<td>Is a long mirror provided?</td>
<td></td>
</tr>
<tr>
<td>21.81</td>
<td>Is the room kept clean and well ventilated?</td>
<td></td>
</tr>
</tbody>
</table>


**General observations:**