

25. Communication systems and acoustics

Telephones for public use

- 25.1** Are telephones located where there is minimal background noise? []
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- 25.2** Is at least one telephone accessible to wheelchair users? []
- Is clear space available for frontal and side approach?
 - Are keypads and other controls positioned at a suitable height?
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- 25.3** Are telephones available at a height to suit standing users? []
- Is an adjacent seat provided?
 - Are support rails adjacent to seating?
-
- 25.4** Are text and email payphones available in addition to standard telephones? []
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- 25.5** Are keypads well lit and visually contrasting? []
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- 25.6** Is an adjacent shelf available to all public telephones? []
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- 25.7** Is an inductive coupler and volume control available to all public telephones? []
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- 25.8** Is the telephone booth or room an adequate size? []
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- 25.9** Are clearly written instructions available? []
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- 25.10** Is there effective visual contrast between equipment and surfaces? []
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- 25.11** Do signs to accessible telephones incorporate the International Symbol of Access? []

Public address systems

- 25.12** Are spoken announcements clearly audible? []
- Are speakers located at intervals throughout the building?

25.13 Are announcements consistent with visual information? []

25.14 Are public address systems linked to induction loops? []

Hearing enhancement systems

25.15 Are hearing enhancement systems available in suitable locations? []

25.16 Is the type of system suitable for the location and expected use? []

- Can specialist support be obtained if needed?

25.17 Is more than one type of system available where appropriate? []

25.18 Are all hearing enhancement systems signed with the correct symbol? []

25.19 Are all systems regularly tested, including: []

- user trials?
- equipment trials?

25.20 Are input sockets for multimedia presentations positioned in accessible locations? []

25.21 Are microphone faults detectable using monitoring equipment? []

25.22 Are induction loops located where overspill will not compromise confidentiality? []

25.23 Are induction loops positioned away from sources of potential magnetic interference? []

- And away from significant amounts of metal within the building structure?

25.24 Are infrared systems provided in suitable locations? []

- Are a sufficient number of headsets and receivers available?
- Are procedures in place to store, issue, return and clean headsets and receivers?

25.25 Are radio systems used in suitable locations? []

- Are they located away from sources of potential magnetic interference?
- Are a sufficient number of headsets and receivers available?
- Are procedures in place to store, issue, return and clean headsets and receivers?

25.26 Are Soundfield systems installed in suitable locations? []

- Are they linked to other hearing enhancement systems to enable use of a single microphone?

Acoustics

25.27 Are areas such as reception and service desks located away from noise sources? []

25.28 Are reverberation times not excessive in rooms or areas where communication is essential? []

25.29 Is traffic noise minimised by the suitable placement of windows? []

25.30 Is the building structure adequately insulated against the passage of sound? []

25.31 Has acoustic dampening been designed and installed with specialist acoustics advice? []

25.32 Are quiet and noisy areas of the building separated by a buffer zone? []

25.33 Is there a balance of hard and soft surfaces within rooms and spaces? []

25.34 Does equipment such as electrical hand-dryers in washrooms, showers, toilets and changing rooms have relatively low sound pressure level output to minimise intrusive noise? []

25.35 Are air-conditioning, extractor fans or air-handling units non-intrusive in terms of noise generation? []
