

Equal Opportunities Commission

Points to Note: Observations from the Universal Design Award Scheme 2024/25

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1. Introduction

The Equal Opportunities Commission (EOC) has launched the inaugural Universal Design Award Scheme (UDAS) 2024/25 with aims to recognise companies and organisations that contribute to creating an accessible built environment, and provide a platform for sharing of good practices and innovative approaches in building an inclusive environment. The UDAS received enthusiastic submissions from 270 premises, including government departments, public bodies, private companies, and non-governmental organisations, representing a diverse array of facilities that serve the Hong Kong community.

To promote the good practices, including both physical design and thoughtful services, adopted by different awardees and highlight areas for improvement, the EOC has compiled this set of Points to Note designed to raise public awareness about the significance of an inclusive community.

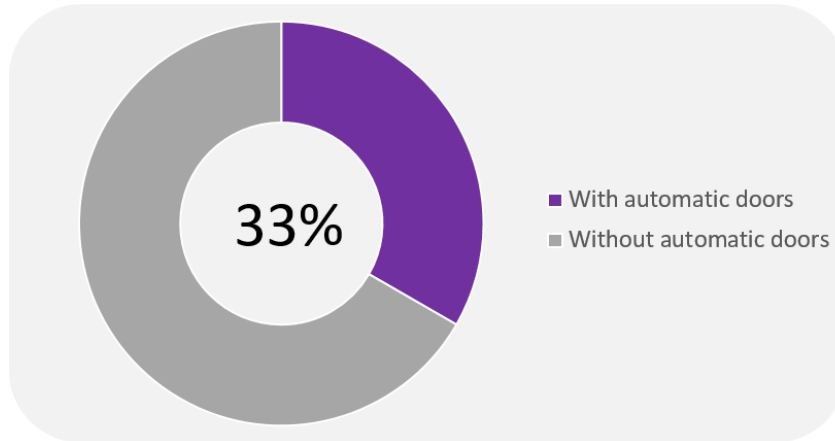
In the following sections, an overview of the provisions adopted by the awardees will be provided first. Next, observations across multiple application categories will be discussed. Following that, good examples implemented by Universal Accessibility Pledgees will be highlighted. Finally, innovative design elements that can be incorporated into future developments, renovation or retrofit will be explored.

By highlighting the achievements of awardees and encouraging the sharing of good practices, the EOC aims to inspire further innovation and continuous improvement across various sectors. Together, we can create a more inclusive community that values and accommodates the needs of all individuals.

2. Overview of key provisions adopted by awardees

2.1 Provisions for Users of Diverse Needs

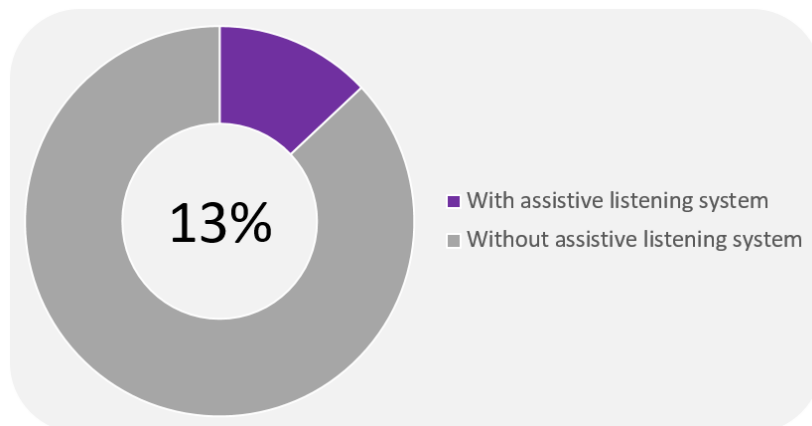
Premises with button-controlled or motion activated automatic door at the entrance/exit (out of 270 premises)



Among the 270 premises participating in the UDAS, 33% have installed button-controlled or motion activated automatic doors at the entrance/exit. It is highly recommended that those premises which have not yet installed automatic doors consider doing so, as this feature benefits all types of users, including but not limited to wheelchair users, families with prams and delivery people.

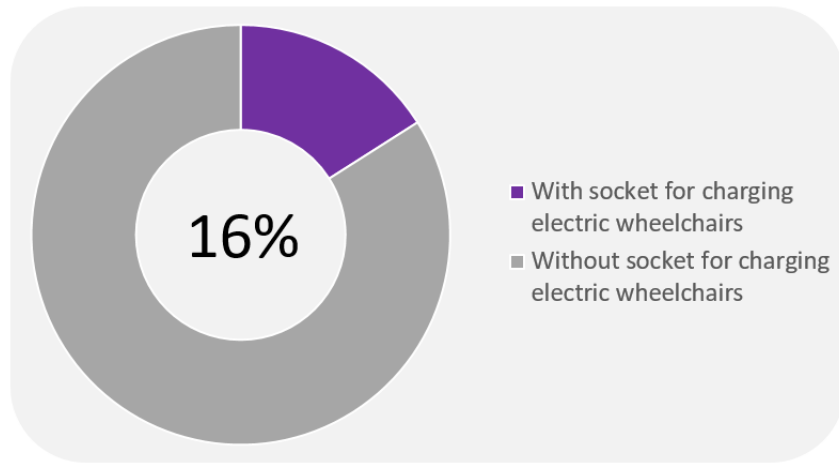
2.2 Provisions for Persons With Disabilities

Premises with assistive listening system for persons with hearing impairment (out of 270 premises)



Out of 270 premises, 13% provide assistive listening system for persons with hearing impairment. Accessible public information or service counter should be equipped with assistive listening system to enable sound signals to be transmitted to persons with hearing impairment without interference from background noise. The three assistive listening systems commonly used to provide this enhanced level of sound are induction loop, infrared and radio frequency systems. Choices between them depend on the size and use of the premises, and external interferences, etc.

**Premises with socket for charging electric wheelchairs
 (out of 270 premises)**



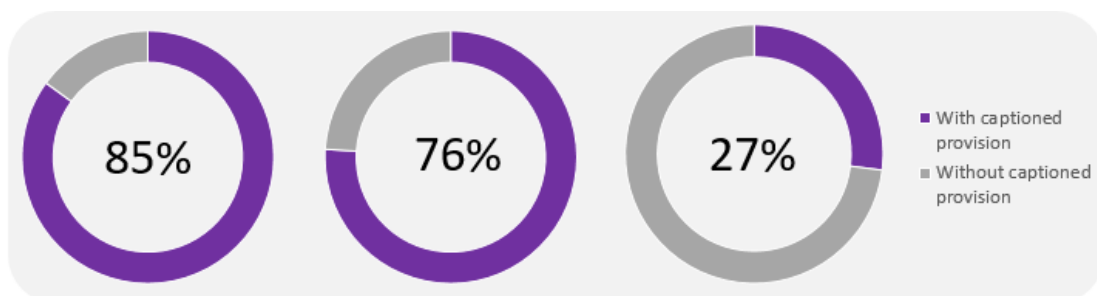
Out of 270 premises, 16% provide socket for charging electric wheelchairs. For premises that encourage or require longer stay e.g., museums, cinemas, shopping malls and office spaces, dedicating a socket for charging provides convenience to electric wheelchair users. Sockets for this purpose should be at a height and location that allows wheelchair users to plug in the charger without assistance. During design stage, avoid providing a socket on the floor that also requires lifting a lid. The dedicated charging space should have enough clearance space around for others to pass through, without creating blockage to the passageway. It is also recommended to provide signage indicating that the socket is specifically designated for charging electric wheelchair to avoid misuse.

**Premises with accessible toilets
 (out of 195 premises)**

Emergency alarm or call bell

Push-type or lever-type door handle

Button-controlled or motion activated automatic door



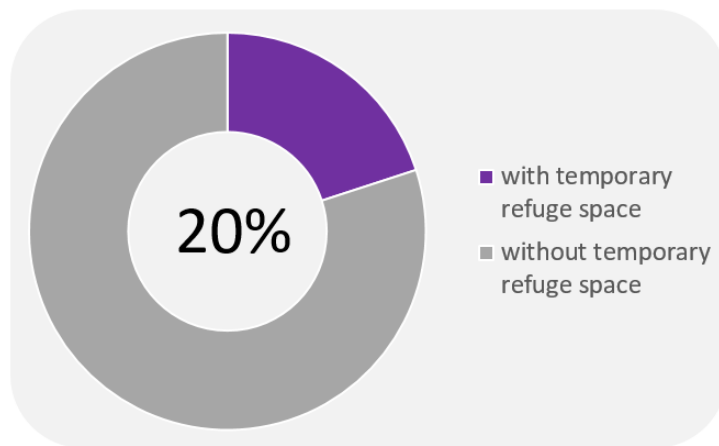
In cases of emergency inside accessible toilets, users may rely on emergency alarm or call bell to reach for help. Of the 195 premises that have accessible toilets, 85% are equipped with emergency alarm or call bell. While the requirement for having

emergency alarm or call bell may not be applicable to some premises because they were built before the *Design Manual: Barrier Free Access 1997* came into effect, it is highly recommended to have emergency alarm or call bell in all accessible toilets as a safety measures for all users in cases of emergency.

Out of 195 premises with accessible toilets, 76% have push-type or lever-type door handles, which are capable of being easily opened and closed by one hand and to eliminate the need for precise vision or fine motor skills.

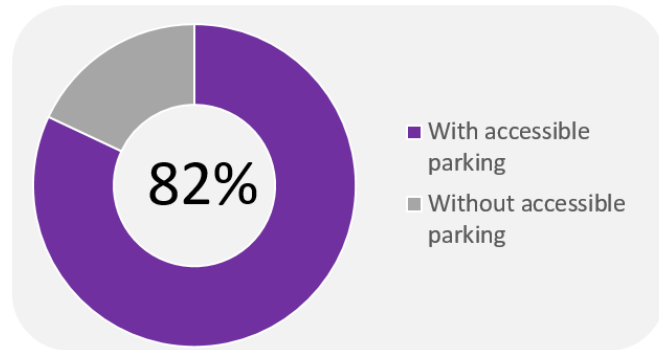
Besides door handles that provide convenience, 27% of 195 premises with accessible toilets have button-controlled or motion activated automatic door. Button-controlled or motion activated automatic door is recommended over manual door due to convenience for wheelchair users, carers pushing manual wheelchairs, and those with hands occupied. Coat hooks at two different heights in accessible toilet are also recommended as wheelchair users will find it more convenient to hold their personal belongings. Of these 27% (53 premises), 66% have audio signals on button-controlled or motion activated automatic doors. Audio signals can help persons with visual impairment (PVI) identify whether the door is opening, closing, locked, or unlocked.

**Premises with temporary refuge space
 (out of 270 premises)**



In cases of emergency, not everyone can evacuate quickly without assistance or the use of lift. Temporary refuge space becomes a life-saving provision for not only persons with disabilities but also for persons with reduced mobility, especially frail elderly, and those unable to use lift or stairs and need to wait for assistance in a safe environment in case of fire. However, only 20% of the 270 premises has temporary refuge space (TRS). TRS is a mandatory requirement that has been in effect since October 2014. It is essential for more premises to include TRS within the protected exit (e.g. a space being enclosed by fire barriers, that leads to an ultimate place of safety) or fireman’s lift lobby on every floor of a building as stipulated in *Code of Practice for Fire Safety in Buildings 2011 (2024 Edition)*.

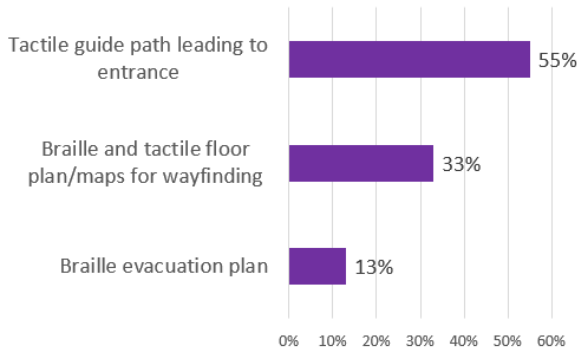
**Premises with parking and accessible parking space
 (out of 114 premises)**



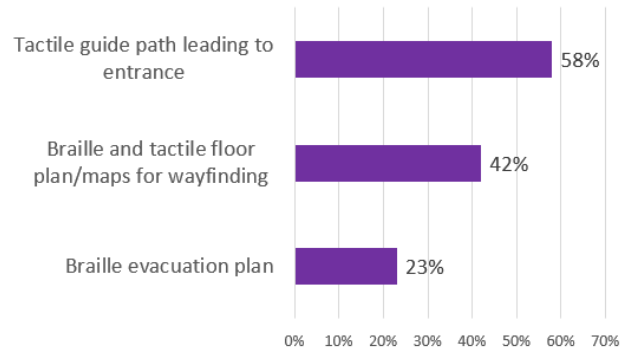
Out of 114 premises with parking, 82% provide accessible parking space for persons with disabilities. It is highly recommended to provide at least one accessible parking space.

Wayfinding provisions for persons with visual impairment (PVI)

**Shopping malls with wayfinding provisions for PVI
 (out of 69 premises)**



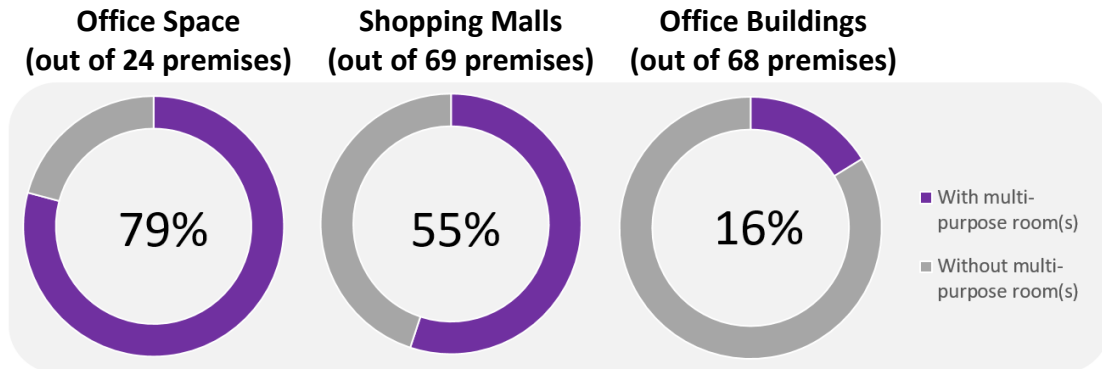
**Buildings and sites with recreational, sports or cultural purposes with wayfinding provisions for PVI
 (out of 31 premises)**



Of the 69 shopping malls, 55% have tactile guide path leading to their entrance, 33% provide braille and tactile floor plan/maps for wayfinding, and only 13% have braille evacuation plan for PVI to know the path to the nearest emergency exit. Of the 31 buildings and sites with recreational, sports or cultural purposes, 58% have tactile guide path leading to their entrance, 42% provide braille and tactile floor plan/maps for wayfinding, and 23% have braille evacuation plan. Premises with larger square footage and high volume of a diverse range of users should consider providing all three items.

2.3 Family-friendly provisions

Premises providing multi-purpose room(s) for uses including but not limited to breastfeeding, lactation, nursing, first-aid and praying

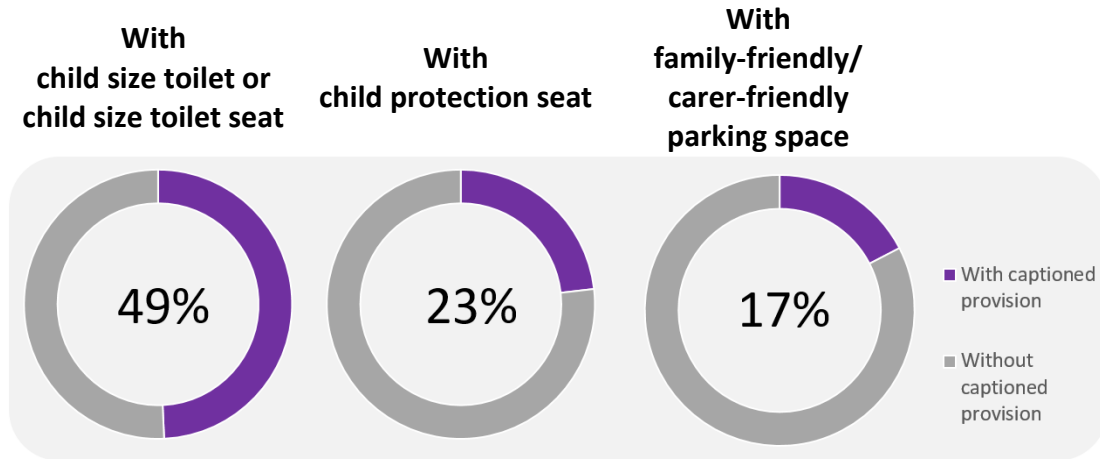


Out of 24 office spaces, 79% offer facilities for breastfeeding, lactation and nursing purposes for families with young children. Meanwhile, 55% of 69 shopping malls and 16% of 68 office buildings provide multi-purpose room that include breastfeeding or lactation as one of their functions for their employees, people working in the building and visitors.

According to EOC’s *Study on Breastfeeding at Publicly Accessible Premises in Hong Kong*¹, the top three locations of women who had directly breastfed or expressed milk at least once in past twelve months before enumeration are Babycare & Lactation Rooms (BLRs) of shopping malls, BLRs of Maternal and Child Health Centres, hospitals, health centres or clinics, as well as offices’ meeting rooms or storage rooms. Despite so, 81% of interviewed women suggested more breastfeeding or expressing facilities is needed in public spaces. More breastfeeding facilities should be provided to foster a supportive and inclusive breastfeeding environment.

¹ Equal Opportunities Commission. 2024. *Study on Breastfeeding at Publicly Accessible Premises in Hong Kong*. <https://www.eoc.org.hk/en/policy-advocacy-and-research/research-reports/2024-1>

Provisions in Shopping Malls (out of 69 premises)



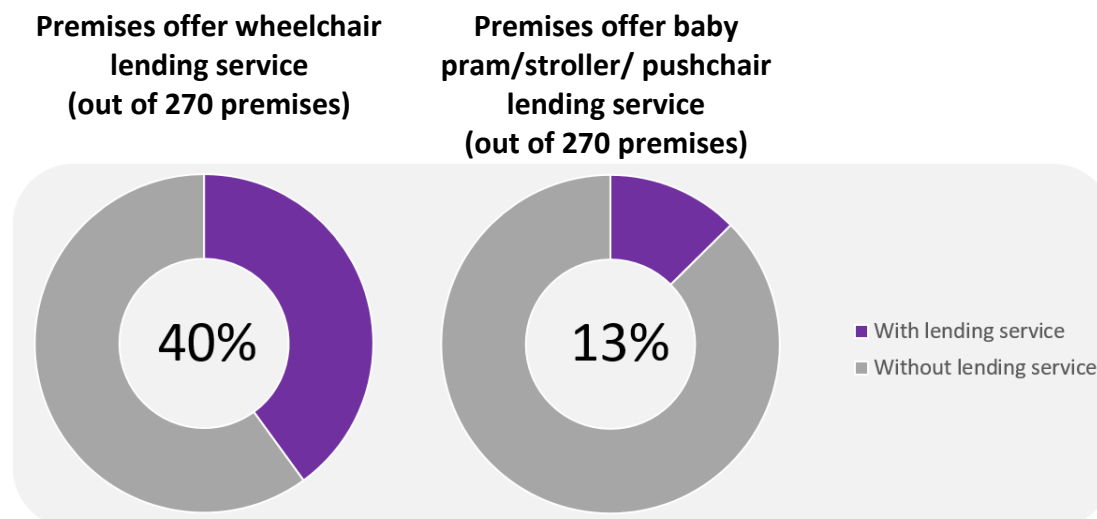
The proportion of shopping malls offering child size toilet facilities and child protection seat are at 49% and 23% respectively. The proportion of shopping malls providing family-friendly/carer-friendly parking space is relatively low at 17%. Although these features are not mandatory in Hong Kong, offering these facilities can significantly assist families and caregivers in taking care of their loved ones.

2.4 Elderly-friendly provisions



Out of 270 premises, only 13 provide adult-diaper changing facilities, 16 has perch seat or bench provided at lift lobby for those in need of rest while waiting for the lift, while 29 have additional handrails for individuals of varying heights. These handrails not only benefit the elderly, but also enhance safety of children on staircases. To cope with the rapid ageing population, there is a growing need for more elderly-friendly facilities in public spaces.

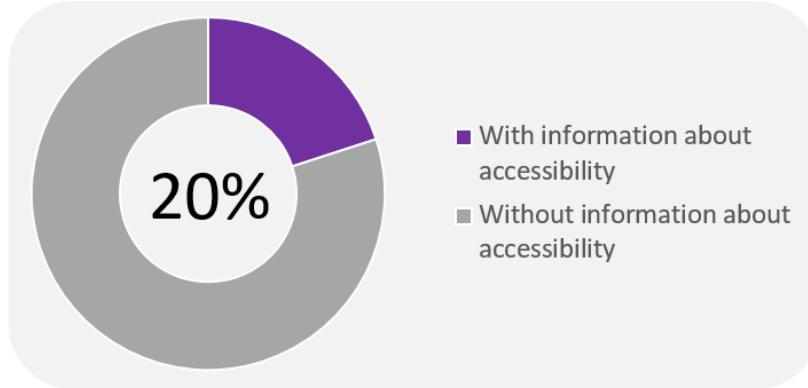
2.5 Supporting Carers



To care for young children, elderly, and family members with special needs, providing lending services for wheelchairs and prams is essential, especially in larger venues. This support is particularly important in locations that encourage longer duration of stay. Among 270 premises, 40% offer wheelchair lending and 13% provide pram lending. Expanding these lending options can further enhance accessibility and convenience for families and individuals with reduced mobility.

2.6 Route Planning

Premises with information about accessibility posted on website or social media channels (out of 270 premises)



It is common in this day and age to check online for ways to get there before going to a venue, restaurant, museum, park, etc. Of all 270 premises, only 20% have information about accessibility posted on website or social media channels for checking ahead of visit. By providing access information online, this type of low budget improvements can yield high impact for users with diverse needs to plan a route free of barriers or anticipate any route changes if needed.

2.7 Staff Training for Accessibility

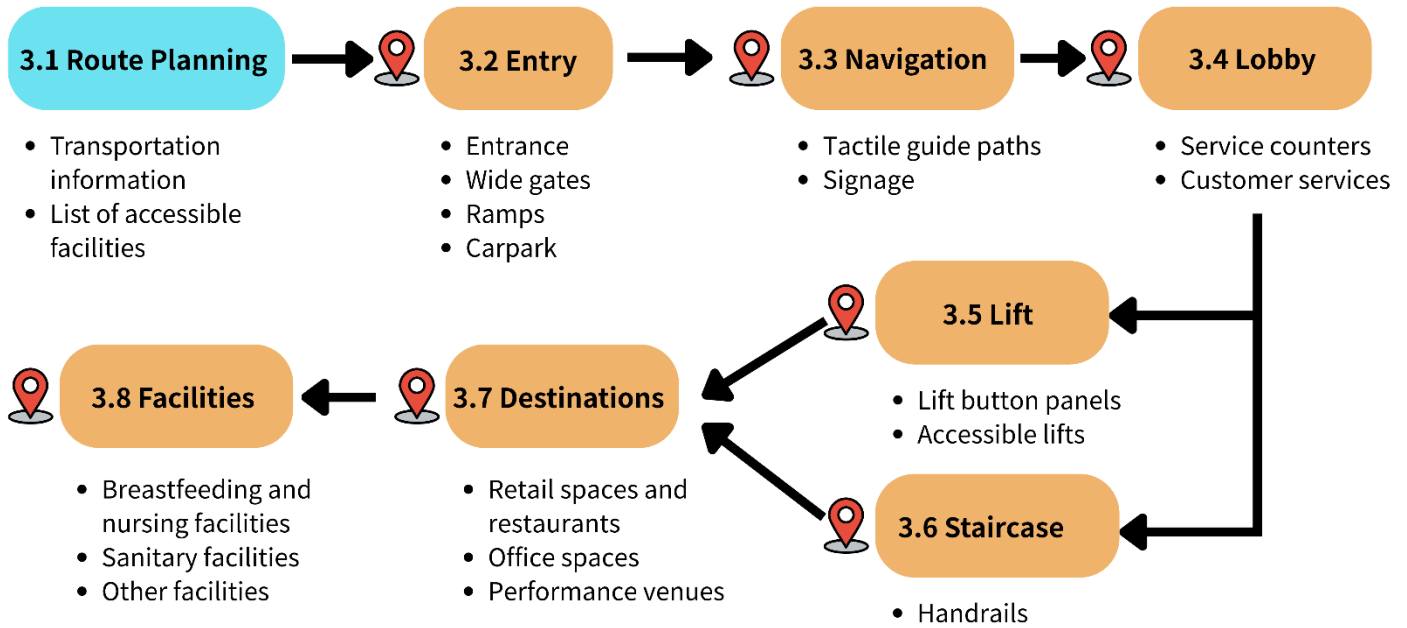
Premises provided accessibility training for staff (out of 270 premises)



Of all 270 premises, 60% have provided accessibility training for staff. Accessibility is applicable to both the built environment and services. It is vital for customer-facing and frontline staff, as well as site managers and office managers, to be aware of accessibility issues. This knowledge enables them to better assist people with diverse needs, ensuring a more inclusive experience for all visitors and staff. For further information on this topic, please refer to [Section 6 Useful Resources](#).

3. Observations across multiple UDAS application categories

The ultimate goal of Universal Design is to facilitate ease of movement and interconnectivity between spaces and levels for users with diverse abilities and needs. Creating an accessible environment requires meticulous planning and consideration at every stage of the design process, as well as effective management of facilities. The roadmap below outlines the essential components involved in ensuring that all individuals can navigate and utilize the space with convenience.



In this section, observations regarding good practices and areas for improvement, along with relevant recommendations, will be discussed to encourage stakeholders to create an accessible and inclusive environment.

3.1 Route Planning before Arrival at Premises

Provide real time information and facilities' services online or via mobile app

- Transportation information and directions are posted online.
- Provide a list of accessible facilities, including accessible parking, and their locations on websites or mobile apps to help route planning.
- Able to reserve prams and wheelchairs via the mobile app.
- Real time carpark vacancy shown in the mobile app.

3.2 Entry

3.2.1 Entrance Good Practices

Ease of entering the premises

Users can easily access the premises no matter how they arrive, whether on foot, by wheelchair, by vehicle or otherwise. The design should accommodate individuals of all ages and abilities, including those carrying items or pushing a pram.

Common examples include levelled entrances and automatic doors. These elements allow users with diverse needs to access different premises and enjoy the goods, services and facilities independently.



Avoid requiring ramp users to take a detour to access a specific entry point while the other entrances are inaccessible

- During the design phase of new premises, consider selecting a uniform entryway with levelled entrance, a mild slope or a ramp for all users.
- When planning for renovation of existing premises, consider demolishing steps if possible.
- If steps are necessary due to structural constraints, position the ramp adjacent to the steps to ensure that all types of users can access the same entryway without having to take a detour.
- For historic sites that wish to preserve the main entrance, which may have steps, consider providing an accessible means of entry as close to the main entrance as possible. If this is not feasible, the nearest side entrance should be an accessible entryway.



Signage indicating the location of the accessible entrance

In some premises, the accessible entrance is not located next to the main entrance. This can be difficult for visitors in need to enter without clear signage.

- Place signage at regular intervals and at corners to ensure that visitors can easily follow and anticipate the route.
- Install a call bell at the accessible entrance or provide contact information to ensure prompt assistance. Ensure that staff are prepared to offer prompt assistance upon notification.



Entrance to all street-level shops is accessible

Shops on the ground level often have raised floors that require a step up from the sidewalk. Some have chosen built-in ramps as a default method for access, while others have chosen to add a ramp to the side door.



3.2.2 Wide Gates

Good Practice

Wide gates

Wide gates or turnstiles allows access for wheelchairs users, visitors using walking frames, families with prams and individuals carrying larger items.



3.2.3 Ramps

Areas for Improvement and Recommendations

Gradient of the ramp is too steep and lacks a landing area

The EOC observed that the gradient of one of the ramps is 1:6, which is too steep and poses a danger to wheelchair users. Ramps without any landing at the top or bottom provide no space for wheelchair users to stop safely. In such cases, if there is a push-pull door at the end of the ramp, users have to stop on a slope to open the door, which can be very dangerous or even impossible for some users to manage. This type of ramp is unfriendly to wheelchair users and people with prams.

Recommendation

All ramps shall have a gradient not steeper than 1:12, except in cases for a minor rise. Ramp landings must be provided at the top and bottom ends of the ramp, with a minimum clearance space of not less than 1500 mm x 1500 mm, and without obstructions, e.g., trash cans and plants. All landings should be clear areas with sufficient space for wheelchair users to stop on a flat surface. Additionally, doors should not swing onto the landing. Please refer to [Section 6 Useful Resources](#) on more information about ramp facilities.

The colour and material of the ramp's floor surface are the same as those of the flat floor surface, making it difficult to identify the ramp and potentially creating tripping hazards.

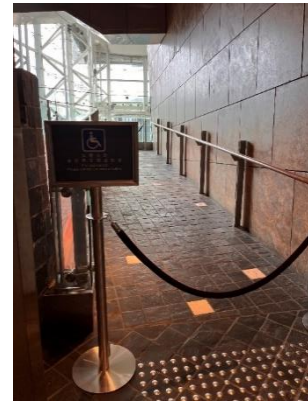


Recommendations

- Select floor surfaces that have sufficient contrast, either in colour or material, to indicate the ramp.
- Add warning strips at the ends of the ramp.
- Avoid using highly reflective materials for floor surfaces to avoid glare or slippery.



Blocking ramps, such as with a stantion, requires contacting property management for removal. This causes delays and prevents users from accessing the premises independently, unlike those who can bypass the blockage or choose an alternative path that is not obstructed.



Recommendations

- If possible, refrain from blocking ramps.
- If possible, avoid requiring users to contact property management in order to use the ramps.
- If ramps are blocked due to considered reasons, provide clear contact information near the ramp for prompt assistance.

3.2.4 Carpark

Good Practice

Accessible parking space availability and carpark vacancy

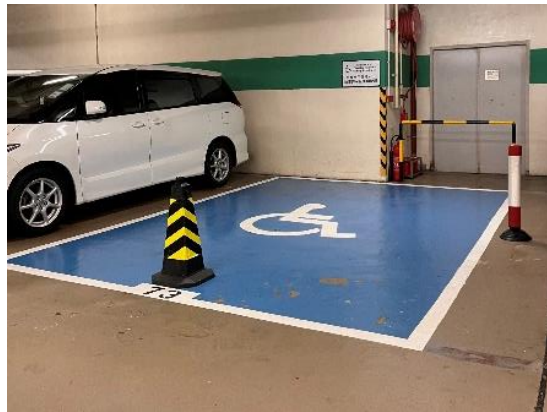
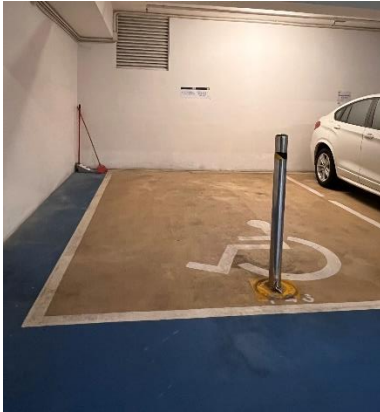
- Provide a signal light on the ceiling at the edge of the accessible parking space to indicate its location and availability.
- Provide additional parking information on website or mobile app to help visitors in planning their visit.



Areas for Improvement and Recommendations

Barricade or traffic cone blocking accessible parking space

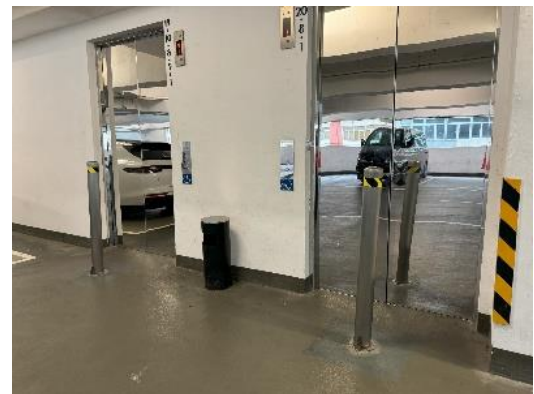
Some premises have blocked the accessible parking spaces to prevent misuse by other drivers. These obstacles bring inconvenience to drivers who use wheelchairs. They may be required to get out of the vehicle to remove the obstacle before parking.



Recommendations

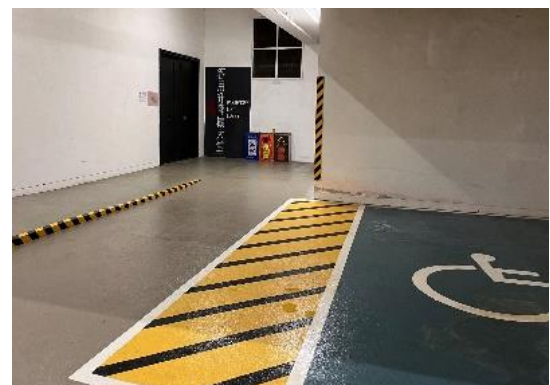
- Avoid placing any barricades or traffic cones on the ground that obstructs the accessible parking space or the loading/unloading area.
- When providing contact information to remove the barricade or traffic cone, ensure it is legible.

Obstacles along the route from the accessible parking space to the premises (e.g., a metal pole in front of the lift on the same floor as the accessible parking space) may hinder wheelchair users' access to various destinations.



Recommendations

- Ensure the continuity of the accessible route from the accessible parking space to the premises.
- Designate accessible parking spaces in locations that allow direct access to the premises without requiring passage over speed bumps.
- Step-free access between accessible parking space and the premises.
- Select automatic door or button-operated door instead of push-pull door to facilitate smooth access between accessible parking space and the premises.



3.3 Navigation

Good Practice

Tactile guide path throughout the premises or leading to reception desk and lift

Tactile guide paths are commonly found in many public premises such as shopping malls and recreational spaces. In addition to providing tactile guide paths at the entrance, it is recommended to extend them throughout the premises to facilitate navigation for persons with visual impairment (PVIs).



Areas for Improvement and Recommendations

Treatment of tactile guide paths

The following scenarios can make it difficult for PVIs to navigate using tactile guide path:

- Plants that block or are positioned too close to the tactile guide path
- Tactile guide path is positioned too close to the wall
- Tactile guide path is covered by carpet



Recommendations

- Keep the tactile guide path unobstructed.
- Modify the shape of the carpets to avoid covering the tactile guide path.



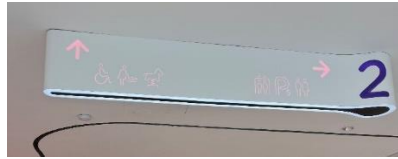
💡 Did you know?

Tactile guide path can be made of metal, which can be slippery when compared to rubber or concrete in wet condition. On rainy days, some premises may cover the tactile guide path with carpet to prevent slippery. However, it is difficult for people with visual impairment to use the paths as wayfinding.



Signage that is difficult to read

- Overly decorative fonts
- Small font size
- Low illumination
- Lack of colour contrast
- Signage with the same colour backlight



Recommendations

- Select sans serif fonts, e.g., Arial, Helvetica and 正黑體, that are easy to read.
- Enlarge font sizes, especially for signs that contain Traditional Chinese characters with many strokes.
- In places with low lighting, consider using backlit signs or spotlights to illuminate the signs, while being mindful of potential glare.



3.4 Lobby

3.4.1 Service Counter

Good Practices

Knee space at service counter

Knee space refers to the rectangular hollow space beneath the desk of the service counter. The space is designed for wheelchair users to approach the counter and interact with customer service staff without obstruction, thereby promoting a comfortable experience and facilitating ease of communications between wheelchair users and staff.

The knee space should be free of obstacles such as rubbish bins and electric cables.

The desk surface above the knee space is usually lower in height compared to the other areas of the same counter. To facilitate interactions between wheelchair users and staff, the counter should be kept free of clutter, e.g., AED equipment, first-aid box, marketing pamphlets, floral arrangements, battery recycling box, etc.






Provision of recess on the edge of the countertop at service counter

Recess on the edge of countertop at service counter can be used to temporarily store walking sticks, crutches, white canes for persons with visual impairment, and even umbrellas.



3.4.2 Customer Services

Good Practices

<p>Provision of lending services</p> <ul style="list-style-type: none"> • Prams and strollers • Wheelchairs • Babycare items • Umbrellas • Mobile chargers <p>Free supply</p> <ul style="list-style-type: none"> • Sanitary napkin • Face mask • First-aid supplies • Mosquito patch 	 <p>更多貼身服務請向顧客服務中心查詢 For more attentive services, please contact us at Customer Care Centre</p>
<p>Attentive customer service support</p> <ul style="list-style-type: none"> • Provide clear instructions and options for requesting assistance. • If queueing is needed, ensure that ticket machines can be reached by wheelchair users. 	
<p>Electric wheelchair charging socket</p> <p>As mentioned in Section 2.2, socket for charging electric wheelchairs offers convenience to their users. The height of the socket should be easily accessible to wheelchair users. Clear signage indicating the purpose of the socket can also help prevent misuse.</p>	

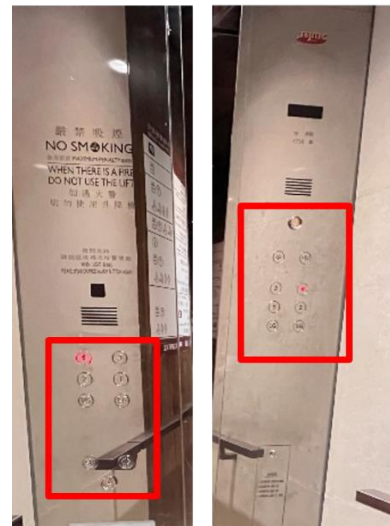
3.5 Lift

Good Practice

Lift button panel

Two styles of button arrangements are observed: one with buttons organised in ascending and descending order, and the other one with two lift button panels installed at different heights. These designs ensures that people of different heights can easily access all buttons, especially the emergency call bells and tap card locations.

In addition, if the premise has fewer floors, arranging buttons in a horizontal layout can also accommodate a diverse range of users.



Areas for Improvement and Recommendations

Location of Accessible Lifts

Some buildings only provide one accessible lift at the back of the building, or at a location that requires extensive effort to get to. This lift is often intended for transporting large items. Having accessible lifts in the main lobby, or in other easily accessible areas of the building could facilitate a smooth and accessible experience for people with mobility needs.

Recommendations

- Install accessible lifts in the main lobby.
- Signage and/or braille and tactile floor plan should be provided to indicate the location of accessible lift to direct users to the lift.

Barriers located in user facilities, such as items placed under lift call buttons

Rubbish bins, recycling bins, plants and festive decorations may block wheelchair users from pressing the lift call button.



Recommendations

- For lift lobbies with multiple wall surfaces, it is advisable to place call buttons, rubbish bins and other items on one side, and leaving at least one set of call buttons with enough clearance in front to accommodate wheelchair users.
- Place items in the corner of the lift lobby, away from the call buttons.

3.6 Staircase

Good Practice

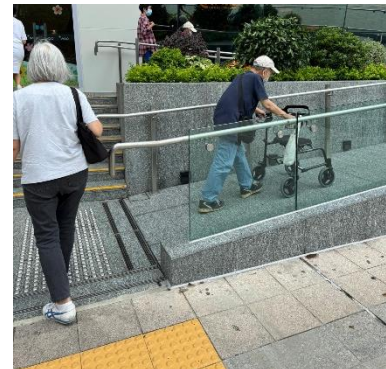
Dual-level handrail

Installation of dual-level handrail with a smaller diameter at the lower level to make it easier for the elderly and children to grip, thereby enhancing the safety when using the staircase.



Areas for Improvement and Recommendations

Ends of handrails that protrude outwards may pose a danger to persons with visual impairment and children who might bump into them



Recommendations

- Avoid over extending the handrail horizontally to a length that may cause danger of tripping.
- Ensure that the ends of handrails are curved inward to prevent injuries.



3.7 Destinations

3.7.1 Retail Spaces and Restaurants

Good Practices

Moveable furniture and displays

Provide flexibility to navigate the store by selecting moveable furniture and displays that can be rearranged when needed in small spaces, including widening the passageway upon request.



Offer tables and chairs in various sizes and heights

To accommodate individuals of varying sizes and needs, it is recommended to provide furniture with diverse dimensions and styles for easy rearrangement. Tables with different heights offer flexibility for wheelchair users, children, or those who prefer bar-style seating with stools.

Similarly, a range of seating options enhances comfort and functionality. These include chairs with armrests for those with reduced strength, high-back chairs for back support, and easily moveable backless stools.



Adequate space for parking baby prams and mobility devices

Some wheelchair users prefer to leave their wheelchairs while dining, so it is important to provide parking areas to accommodate them. The parking areas can also be used by users with mobility aids and families with baby prams, provided there is sufficient space.



Area for Improvement and Recommendations

Accessible entrance is obstructed by moveable items

Given the limited space in a retail store, some operators may place cartons and other items at the accessible entrance for storage. However, these items can block access for customers in need.

Recommendations

- Keep the accessible entrance and accessible route clear.
- Offer prompt assistance to remove the obstacles for customers when they enter the store.



3.7.2 Office Spaces

Good Practice

Tables with adjustable heights for all staff

A height-adjustable desk is not only convenient for wheelchair users, it also allows individuals to switch between standing and seated positions while working. This is beneficial for all people of various heights, as well as those with back problems and other related issues.



3.7.3 Performance Venues

Good Practices

Transfer seat for wheelchair users

Design seats equipped with moveable armrests to facilitate audience using manual wheelchairs who wish to transfer to the fixed seats.



(Photo courtesy of West Kowloon Cultural District Authority)

Service call bell

Provide wearable service call bells to assist audience in seeking help from staff at their seats after the theater lights are turned off. Staff can then attend to the needs of those requiring assistance.



(Photo courtesy of West Kowloon Cultural District Authority)

3.8 Facilities

3.8.1 Breastfeeding and Nursing Facilities Good Practices

Individual breastfeeding rooms with a separate diaper changing area

- Separating the breastfeeding room from diaper-changing area/room allows carers of either sex to use the facilities at the same time, thereby reducing the wait times.
- For breastfeeding room, increase privacy for breastfeeding mothers by providing enclosed space.
- Gender-neutral signage for diaper changing area/room to facilitate use by female and male carers.
- If space permits, provide more than one changing table and rubbish bin.
- Use automatic door or door with lever handle that can be operated without using fingers and much physical effort.
- Provide power socket for breast pump and bottle warmer in lactation room.



Dedicated parking area for prams

To avoid clutter and prevent danger of tripping over the prams.



Additional services in babycare room

Lending services or the complimentary provision of ancillary items such as baby diapers, breastfeeding scarves, UV sterilizers for baby bottles, bottle warmers, refrigerators, etc.



Compile information of the nearby babycare facilities

For those sites that may not be able to provide a dedicated space for babycare room or breastfeeding room within the premises, compile information about the nearest babycare facilities and share it with staff and users (e.g., list of public babycare facilities and accessible toilets nearby).

3.8.2 Sanitary Facilities

Good Practices

Family-friendly toilet

- Provide child size toilet or child size toilet seat.
- Child-protection seat in the cubicle provides a secure and safe place for young children to sit while their parent uses the toilet.
- Some premises offer both adult size toilet seat and child size toilet seat inside the toilet.
- Instead of providing a separate family-friendly toilet, some premises install the above facilities within a cubicle in the male or female toilets.



Adult diaper changing facilities

Adult diaper changing facilities make it easier for carers to provide care for the elderly or persons with disabilities, eliminating the need to return home for care and extending the time spent outside.



Gender-neutral toilet

Allow carers of either sex to assist the user, e.g., a son assisting his elderly parents or a mother caring for her young son.



Provide real-time information on toilet availability

In large premises like shopping malls, real-time vacancy information can help users in locating the nearest available washroom, thereby avoid unnecessary back-and-forth walking.



Grab rails and seat in shower compartment

Accessible showers are more convenient for wheelchair users and elderly.

Grab rails and seats, whether built-in or adjustable and wall-mounted, can enhance safety and provide support during use in the shower compartment.



Compile information of the nearby accessible toilet

For those organisations that may not be able to provide an accessible toilet within the premises, e.g. due to lack of sewage and water pipes, provide information about the location of the nearest accessible toilet and post signage to direct users.

Areas for Improvement and Recommendations

Obstacles inside accessible toilets

- Rubbish bins that require stepping on a pedal.
- Rubbish bins are placed in the wheelchair clearance space, blocking wheelchair users from transferring to toilet seat.
- Rubbish bins are placed under the wash basin, interfering with the knee space required for wheelchair users to get nearer to the faucet.

Recommendations

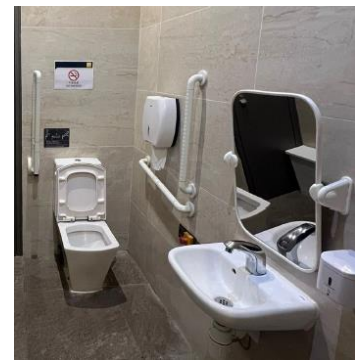
- Select rubbish bins equipped with motion sensors or those with swinging lids.
- Keep the wheelchair clearance space free of obstacles.
- Install hooks at the suitable height for wheelchair users.



Tilted mirror in accessible toilets

Cleaners often misunderstand that the tilted mirror should be pushed back against the wall. However, this action defeats the purpose of the tilted mirror, as some wheelchair users may not be able to adjust the angle of the mirror on their own.

It is recommended to keep the mirror as tilted at all times.



Route to the accessible toilets

While there are specific requirements for the door width of accessible toilet, it is important to ensure that the space leading up to the door is designed to facilitate quick and easy access. The following scenarios can hinder wheelchair users from accessing the toilet:

- Door to accessible toilet is positioned between two walls.
- Need to pass through multiple doors, including push-pull doors and fire doors, before reaching the accessible toilet.

Recommendations

- Minimise the number of doors required to be opened in order to reach accessible toilets from public area.
- Minimise the number of turns to reach accessible toilets.
- Sufficient manoeuvring space that is free of obstacles in front of the door of the accessible toilet.



3.8.3 Other Facilities
Good Practices

Self-service lockers of different sizes and at different heights

Lockers can be opened with a sensor bracelet, eliminating the need for precise vision or fine motor skills.



Drinking fountain at different heights

Allow various users, such as wheelchair users and children, to enjoy the environment independently.



Provide multi-purpose room(s) for diverse uses in office space

Having multi-purpose room(s) serves a diverse group of office space users with various needs. For example, a mother may use the room for lactation if necessary. An employee who is feeling unwell or requires first-aid could take rest. Employee with religious needs could utilize the space to pray. The use of the space is not limited to the above-mentioned examples, but it can accommodate and attract a wide range of employees to work in a more enjoyable environment.

The room should be hygienic and well-equipped, including but not limited to comfortable chairs, electrical outlets, refrigerators for storing breastmilk, first-aid kits, prayer rugs, etc.

4. Observations from Universal Accessibility Pledge

To encourage organisations that did not meet the eligibility to participate in the UDAS to showcase their good practices in promoting Universal Design, the EOC launched the Universal Accessibility Pledge. This initiative allows these premises to commit to creating an inclusive environment. Several inspiring examples have emerged from the facilities and services implemented by the pledgees, showcasing innovative solutions and thoughtful services designed to better meet the diverse needs of users.

4.1 Digital tools

- Install a digital notice board in residential estates that allows users to adjust text size, thereby enhancing access to information by persons with visual impairment and the elderly.
- Develop digital mapping technology that can be personalised to provide accessible route information to those who are in need, along with real-time information on accessible facilities and services.
- Provide experiential learning opportunities and testing of gerontechnology products for the public to raise awareness of the availability of advanced technology that assists carers and supports rehabilitation.

4.2 Attentive services

- In some residential estates, security staff provide timely and thoughtful assistance to residents of all ages. For example, staff will assist elderly by carrying heavy items for them and be attentive to children as they board or alight from school buses to ensure their safety.
- Engage residents to become Age-friendly Ambassadors to collect user feedback and co-create designs that suits elderly's needs.

5. Way Forward

Quiet room

- Some performances may include light and sound effects that can be overwhelming for individuals who are sensitive to environmental stimulations. A quiet room is recommended to offer a safe space for children or neuro-divergent users who need to relax and relieve their emotions.
- Examples of relevant provisions within a quiet room are 1) reading lamps and books, 2) fidget tools and 3) comfortable sofas and chairs.

Inclusive play equipment

- Create an inclusive experience in which wheelchair users and children with special education needs have the same opportunities to play.
- With more sensory elements that allows children with different abilities to use as well, e.g. water fountain at different heights.
- Encourage children with all abilities to play together.



Install grab rail in regular toilet cubicle

- Safer for elderly who have mobility difficulties.
- Not all persons with visual impairment require facilities in the accessible toilet.
- Reduce the demand for accessible toilet.
- Install different levels of hooks in toilet for users of all ages and heights.



Use of gerontechnology

- Install Angel Boxes at the entrances to help track persons with dementia who got lost in the community. When a person with dementia who carry the ibeacon passes by an Angel Box, the box will send out a signal to a mobile app, allowing caregivers to grasp the location of their family members and narrow down the search area.
- Provision of positioning and navigation services in indoor venues can also enhance the independence of persons with visual impairment and elderly.

Intelligent Motion Sensor and Alert System

Install sensors in accessible toilets to monitor user posture, enabling the detection of falls or instances when a user has become motionless. The system will send alerts to staff, ensuring prompt assistance in case of an emergency.

6. Useful resources

For those seeking additional resources and training, the EOC offers comprehensive courses on topics such as “Embracing Diversity, Equality and Inclusion in the Workplace” and “Access for All under the Anti-Discrimination Ordinances”. The EOC also offers tailor-made corporate training services. For enrolment and course details, please visit the EOC’s website at www.eoc.org.hk/training.html, or call 2106 2155.

Additional resources for information on creating accessible environment includes: Information Gateway for Carers (2025). *Caring Materials and Rehabilitation Equipment*. <https://www.carers.hk/en-us/articles/looking-for-tools>

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Published in April 2025

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