

How to Support Persons with Disabilities
Practical Guide on Universal Design for Catering Services

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(in alphabetical order)

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Equal Opportunities Commission

Tel.: (852) 2511 8211

Fax: (852) 2511 8142

Email: eoc@eoc.org.hk

Website: www.eoc.org.hk

Address: 16/F., 41 Heung Yip Road, Wong Chuk Hang, Hong Kong

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1. Introduction

An accessible dining environment would benefit diners with diverse needs, including but not limited to persons with reduced mobility (PRMs), persons with visual impairment (PVIs), persons with hearing impairment (PHIs), wheelchair users, elderly, pregnant women and families with baby pram. There are around 534,200 persons with disabilities (PWDs) (including persons with multiple disabilities)¹ and 1,451,500 elderly persons² in Hong Kong, constituting 7.1% and 20% of the total population respectively. Moreover, households with children aged under 10 constitutes 11.8% of the domestic households in Hong Kong.³ It is essential to ensure that everybody, especially PWDs, can enjoy equal access to goods, services and facilities in different areas of daily life.

However, little attention has been paid to the accessibility of goods, services and facilities provided by restaurants. Studies revealed that over 70% of the sampled restaurants failed to comply with accessibility requirements⁴. Common problems include wheelchair-inaccessible entrance, fixed seats that are unfriendly to wheelchair users, narrow aisles, and dark lighting for those with low vision. Besides, a study found that only 10% of the stores in an old district are equipped with barrier-free facilities.⁵

The Equal Opportunities Commission (EOC), as a statutory body tasked with promoting equal opportunities and eliminating discrimination, cares about the needs of PWDs in various aspects of their lives and strongly believes that PWDs should have equal access to different goods, services and facilities.

This toolkit aims to offer an easy-to-read practical guide for the catering industry to serve diners with different needs and points to note in providing accommodation. Although this toolkit is not a legally binding document, it serves as a starting point for good practices to enhance the quality of catering services for people with different needs. Universal accessibility is a determining factor for potential customers with diverse needs to decide where to dine. They will be attracted to restaurants that can accommodate their needs and allow them to navigate independently, whether in terms of facilities or services, hence,

¹ Census and Statistics Department (2021). *Special Topics Report No. 63: Persons with disabilities and chronic diseases*, p.28. Retrieved from

https://www.censtatd.gov.hk/en/data/stat_report/product/C0000055/att/B11301632021XXXXB0100.pdf

² Elderly persons refer to the population aging 65 or above according to the Population Census.

Census and Statistics Department (2022). *2021 Population Census Summary Result*, p.26. Retrieved from

<https://www.census2021.gov.hk/doc/pub/21c-summary-results.pdf>

³ Census and Statistics Department (2022). *2021 Population Census Main Result*, p.82. Retrieved from

https://www.censtatd.gov.hk/en/data/stat_report/product/B1120109/att/B11201092021XXXXB0100.pdf

⁴ Hong Kong Federation of Handicapped Youth (2011). *Survey on Barrier-free Restaurants in Hong Kong*. Retrieved from <https://e-cgo.org.hk/gourmet/en/plan>;

HK Red Cross John F. Kennedy Centre Alumni Association (2014). *Hong Kong Restaurant Mystery Shopping Accessibility Research*. Retrieved from <https://www.mansfieldhk.com/post/2014-2-6-hong-kong-barrier-free-dining-mystery-shopper-research-announcement>

⁵ HK01 (June 25, 2023). 逾半受訪輪椅人士指欠足夠無障礙設施 團體倡加強照顧提升幸福感.

Retrieved from https://www.hk01.com/article/912536?utm_source=01articlecopy&utm_medium=referral

enhancing their loyalty to these restaurants makes good business sense. The catering industry is encouraged to go beyond these recommendations to provide accessible catering services and share its best practices with its industry peers and stakeholders.

2. Right to Accessibility

2.1 Convention on the Rights of Persons with Disabilities

All persons with all types of disabilities should enjoy all human rights and fundamental freedoms as their counterparts. The United Nations Convention on the Rights of Persons with Disabilities (CRPD) recognises rights of PWDs and requires State Parties to take appropriate measures to ensure PWDs to live independently and participate fully in all aspects of life on an equal basis with others. Article 9(2)b of the CRPD states that:⁶

“State Parties shall also take appropriate measures to ensure that private entities that offer facilities and services which are open or provided to the public take into account all aspects of accessibility for persons with disabilities.”

2.2 Disability Discrimination Ordinance

In Hong Kong, the Disability Discrimination Ordinance (DDO) prohibits discrimination on the ground of disability. Under sections 6, 25 and 26 of the DDO, it is potentially unlawful for catering service providers to discriminate a person with a disability by refusing him or her access to the premises; in the terms or conditions or manner of provision of goods, services or facilities.

2.3 What is Barrier-free Design?

Barrier-free Design is a process of retrofitting by removing or replacing physical barriers for PWDs and accommodating their needs, so that they can navigate and use the physical environment and its facilities independently and safely. Barrier-free design mainly focuses on specialised features for providing an accessible environment for PWDs, such as removing a step to create a levelled entrance and replacing service counters with knee space designated for wheelchair users, etc. It is usually a fulfilment of a set of measurable requirements. In Hong Kong, the technical requirements are prescribed in the *Design Manual: Barrier Free Access 2008*. Currently, most new buildings or alterations and additions to existing buildings in Hong Kong comply with accessibility standards (see 2.5 for details). If we take an extra step to incorporate the concept of Universal Design in the design process, we can create an environment that is accessible to all.

2.4 What is Universal Design?

⁶ The United Nations (2006). Convention on the Rights of Persons with Disabilities. *Treaty Series*, 2515, 3

Universal Design goes beyond accommodation for PWDs. It is a user-centred design to meet the needs of the widest spectrum of users, regardless of age, ability and status in life. According to Article 2 of the CRPD,

“ ‘Universal design’ means the design of products, environments, programmes and services to be usable by all people, to the greatest extent possible, without the need for adaption or specialised design.”

Universal Design is a concept to be adopted from the earliest stages of a project, not just at the end stage. It aims to create products and environments that are accessible and usable by everyone. Ideally, the outcome of applying the principles of universal design would provide an entirely convenient environment for all users.

Seven Principles of Universal Design⁷

Principle 1: Equitable Use

Principle 2: Flexibility in Use

Principle 3: Simple and Intuitive Use

Principle 4: Perceptible Information

Principle 5: Tolerance for Error

Principle 6: Low Physical Effort

Principle 7: Size and Space for Approach and Use

Universal Design takes into account the changing needs that are experienced by everyone as we grow from infancy to old age. We may also experience different kinds of illness or disability, whether temporary or permanent, throughout our lives. Some families may experience parenthood. Universal Design offers a variety of design arrangements so that everyone can live safely and independently and lead a life of dignity.

The Universal Design Pyramid denotes the level of independency of a person, from fit and agile people to people who need caregiver(s) when they go out. Barrier-free design is incorporated in most buildings in Hong Kong, but it does not fully address the needs of different groups of people as portrayed in the Universal Design Pyramid. By using Universal Design, an appropriate balance can be found to meet the needs of all users.

Universal Design Pyramid⁸

In the Universal Design Pyramid, barrier-free design mostly caters to two groups of people. The first group is able-bodied people, depicted in row 1 and 2. The other group is independent wheelchair users, shown in row 6.

⁷ North Carolina State University (1997). *The Principles of Universal Design, Version 2.0*, Retrieved from <https://design.ncsu.edu/research/center-for-universal-design/>

⁸ Goldsmith Selwyn (2000). *Universal Design: A Manual of Practical Guidance for Architects*. Retrieved from https://archive.org/details/UNIVERSAL_DESIGN/page/n15/mode/2up

Groups that are often not catered by barrier-free design include row 3, 4, and 5, which are people with special needs. This group includes family with young children, elderly, family with pram, and PWDs such as persons with reduced mobility, persons with hearing impairment, and persons with visual impairment. Wheelchair users who need caregiver(s), as drawn in row 7 and 8, are also often not catered by barrier-free design.

With the application of Universal Design, users in the whole pyramid, from row 1 to 8, can all find it convenient to navigate in the built environment.

2.5 Existing guidelines in Hong Kong

In Hong Kong, several design guidelines were issued by government departments to build a more user-friendly living environment. Major design manuals and guidelines that are relevant to the operation of catering services, especially on the interior space of built environment, are outlined in the below for readers' quick reference.

The *Design Manual: Barrier Free Access 2008 (Design Manual 2008)* issued by the Buildings Department is one of the major guidelines promoting accessibility of the built environment of both public and private buildings. The *Design Manual 2008*, an updated version of the *Design Manual* issued in 1997, sets out design requirements of new buildings (i.e. constructed after 1997) or alterations and additions to existing buildings to provide proper access to and appropriate facilities in a building for PWDs and other sectors of the population such as elderly, pregnant women and families with young children.

As for universal accessibility, the Architectural Services Department (ArchSD) published the research report "Universal Accessibility Best Practices and Guidelines" in 2004 to assist practitioners to apply socially responsive building design in government premises. ArchSD also published the *ArchSD Standard on Universal Accessibility Provisions* in 2012 to set a higher standard in achieving a barrier-free environment beyond the minimum statutory requirement in ArchSD projects.

2.6 About the guide

Although there are existing guidelines on universal or barrier-free designs in Hong Kong which provide us with useful information to build an accessible physical environment, no holistic guideline is available. This toolkit mainly aims to offer a summary of all practical guides and tips for catering service providers to create a dining environment accommodating the needs of all diners.

Accessible designs do not necessarily mean complicated renovation. Ideally, advance planning and budgeting of accessible designs before renovation is much encouraged to achieve universal design. That said, simple no-cost or low-cost modifications can still quickly improve access. Moreover, the availability of accessible services can effectively improve the accessibility of the restaurant, for example, the adoption of technology or devices that

supports accessible design. We invite you to consider the tips and best practices offered in this toolkit.

Apart from local requirements, accessibility standards advocated by overseas jurisdictions, including Auckland, British Columbia, Ireland, Japan, Ontario, Ottawa, Singapore and United States, have also been taken into account in this toolkit as a demonstration of recommended practices. The structure of this toolkit is designed based on the food journey that will typically be experienced by diners, from entering the restaurant to placing order and dining. Catering service providers are encouraged to design the restaurants following the principles of universal design to serve the broadest range of customers.

3. Entering the Restaurant

Imagine you were a PRM, you will find that dining out is indeed much harder than you think. The first thing you have to consider is whether the restaurant provides an accessible environment, instead of what kind of cuisine you would like to try. Although some online restaurant platforms provide filters like “accessible environment”, only 6.9% of the restaurants covered by the platform fulfil this criteria.⁹ Sometimes even when you have phoned the restaurants to confirm the accessibility of the venue, steps or door threshold are still found at the entrance when you arrive. Wheelchair users often have no choice but to dine in open area.

For some PVIs who are led by guide dogs, the step at the entrance may not stop them from entering the restaurant, but the unfriendly attitude towards guide dogs may create an attitudinal barrier to them.

How would you feel if you face similar situation? What can we do to ensure a fair and accessible dining environment?

i. Restaurant Information

- Business information, such as address, telephone number, opening hours, types of accessible facilities (e.g., portable ramp), menus and way(s) to order takeout (e.g., instant messaging application) should be made available online or upon further enquiry
- Provide accessibility training for staff so that they can introduce accessibility facilities to those in need and serve them with appropriate attitude
- Provide different means of Reservation Service such as telephone, internet or instant messaging application (if applicable) to meet different needs of PWDs

ii. Step-free and Level Access

⁹ According to a local online restaurant platform, there are 2,325 restaurants which fulfil the criteria “accessible environment”, out of 33,836 restaurants in Hong Kong (accessed on 4 October 2023).

- Change in level may be difficult for many people to navigate, such as people with mobility aids and families with baby pram
- iii. Automatic Door**
- Sliding doors are preferred by most people including wheelchair users and PVI
 - Door frames should have a colour contrasting to the wall
 - Marking on glass doors would help PVI to identify obstacles and help avoid collision
 - The door openers should remain open for a minimum of 5 seconds, operated by motion sensor or manual large button control, to ensure that no one or their belongings are caught
- iv. Accessibility of Guide Dogs**
- Dogs serving as a guide for PVI or guide dogs in training should be allowed to enter the restaurant even if the restaurant has a no-pet policy
 - Restaurants are encouraged to display “Guide Dogs Welcome” stickers
 - Sufficient space should be reserved for guide dogs to rest adjacent to their users or trainers
- v. Carpet**
- Carpet can remove rainwater from the soles of shoes, and from the wheels of wheelchairs and prams
 - Securely fastened and firm surface to avoid tripping and reduce rolling resistance for wheelchairs and mobility scooters
 - Carpet should not cover the tactile guide path (if applicable)
- vi. Built-in Ramp (if space permits)**
- Before renovation is completed, a built-in ramp can be designed to facilitate access for electronic wheelchair users
 - The surface should be stable, firm, slip-resistant and durable
 - Provide colour contrasted strips where there is a change in level
 - The area connecting the ramp should have sufficient space for wheelchair to operate and turn
 - The ramp should be free from obstruction for those in need to use
- vii. Waiting Area**
- Provide an accessible self-service ticketing system that supports text-to-speech function
 - Seating for people with reduced strength or less stamina who may find it difficult to stand for a period of time

3.1 What is a preferred option for door?

- An **Automatically Operated Sliding Door** is a preferred solution for most people including wheelchair users and PVI.
- If **Manually Operated Door** is used,
 - The door should have a width of not less than 800mm, preferably not less than 850mm.
 - **Sufficient clearance** in front of both sides of the door shall be provided to enable a wheelchair user to reach and grip the door handle while opening the door without releasing hold on it.
 - **Door closer** should be designed to have a closing period of at least 3 seconds.
 - **Avoid installing heavy doors** which are hard for persons with limited strength to operate. For example, the door should be opened easily with one hand or elbow.
- **Door handles** should be usable with closed fist and operable with one hand. Lever-operated, push-type and U-shaped handles are also deemed acceptable. Handles should be installed at a height that is convenient for wheelchair users to manoeuvre.
- **Avoid using door threshold** to facilitate passage of wheelchairs and mobility aids.

3.2 What should I do if there is no space to build a ramp?

- In consideration of the limited space in the restaurant and in some cases, alteration would cause hardship to some restaurant tenants. A **portable ramp** (also known as threshold ramp) can be an alternative to the construction of a permanent ramp to facilitate the accessibility of PWDs.
- Portable ramp can be **in one piece or in foldable form**. When selecting a portable ramp, careful consideration should be given to the material used, durability and weight capacity of the device. Restaurant operators may consult relevant non-governmental organisations (NGOs) to obtain further information.
- If portable ramp is available, **assistance bell or contact information** can also be provided so that customers know they can ask for assistance.

3.3 How to identify a guide dog?

- Restaurant operators should approach NGOs which train guide dogs to seek information on how to identify guide dogs and provide such information to their staff. Usually, the puppies in training wear a vest while the trained guide dogs wear a harness.
(Photo courtesy of Hong Kong Guide Dogs Association and Hong Kong Seeing Eye Dog Services)

4. Placing Order

According to a survey conducted by a disability group, only 30% of the sampled fast food restaurants in an old district were equipped with step-free access or ramp.¹⁰ When you can finally find a restaurant with step-free entrance, you then realise other problems - the food ordering counter is too high and the aisle is too narrow for your wheelchair to squeeze in. You can only ask your friend to help or wait for staff assistance to order some food. However, when you take a closer look, only fixed seats are provided, giving you no space to park your wheelchair while dining. You have no alternative but to order takeaway.

Another type of obstacle is faced by PVIs in placing order. Not many restaurants in Hong Kong provide braille or large print menu or digital ordering option, PVIs may need the help from their friends or restaurant staff to read out the menu. Even though many restaurant staff are willing to read the menu aloud, many PVIs do not want to bother the staff if not necessary. Some of them would rather visit the restaurant before or after the rush hours or order the same thing every time to avoid inconvenience to themselves as well as to the restaurant operation. In some cases, digital ordering services are provided by the restaurant, but without a braille print indicating the position of the QR code. It is still difficult for PVIs to order.

i. Accessible Menu

- Physical menu should be designed with large font size and in adequate colour contrast
- Avoid italic, script and highly decorative font
- Clearly display the name and price of all items
- Use images to support your text
- If resources permit, placing order by digital means should be provided

ii. Food Ordering Counter

- At least one service counter should be set lower for wheelchair users
- Cash register should clearly display the bill amounts

iii. Self-service Kiosk

- Clear floor space for wheelchair users
- “Press for Assistance” button labelled in braille and “accessibility mode” should be equipped

iv. Service Lane and Tray Slide

- Width of the aisle should be sufficient for wheelchair users to pass through
- Height and depth of the tray slide should be convenient for wheelchair users to reach everything from a seated position

v. Cutlery and Seasoning Station

¹⁰Ming Pao Daily News (August 13, 2017). 團體查新界三區連鎖快餐店 揭六成不符屋宇署無障礙設施指引. Retrieved from

<https://news.mingpao.com/ins/%e6%b8%af%e8%81%9e/article/20170813/s00001/1502602465423>

- Height and depth of the station should be convenient for wheelchair users to use
 - Some people find it difficult to lift or hold glasses or cups, provide mugs with handle
 - Both straight and bendy straws should be provided upon request
 - Straight straws are preferred by those with dysphagia
- vi. Food Pick-up**
- Sliding doors for cooler are easier for wheelchair users to manoeuvre
 - Digital display board should show the order number with large font size and in adequate colour contrast, and be installed in both food pick-up and dining areas
 - Audible calling or wireless waiter caller with flash, buzz or vibration should be provided if possible
 - Offer food delivery to the table upon request

4.1 What are the benefits of providing digital menu?

- If resources permit, menu can be presented with the help of assistive or artificial intelligence technology.
- Provision of **mobile phone application or QR code** linking to digital menu allows diners with visual impairment to check the menu with assistive technology software installed in their smart phones. Diners with hearing impairment can also place order without verbal communication.
- If digital ordering devices (e.g., tablets) are provided, the systems should support **accessible design**.
- The **position of the QR code** should be indicated by a braille print, for example, a raised box design or with braille stickers.
- **Traditional food ordering options, such as physical menu, order forms and verbal ordering, should be retained** for customers who do not prefer to use digital devices.

4.2 Apart from hardware set-up, what further steps can be taken?

- Provide **accessibility training** for staff on sensitivity to the needs of PWDs. For example, how to assist PWDs to get to their seats and avoid asking customers to leave their mobility aids outside the restaurant.
- Staff should have **clear sight lines** between the entrance and the counter so that they can easily see when a customer needs assistance.
- Let customers know that they can ask for assistance, while not all PWDs want or need help. Talk to your customers before offering help.
- When serving guests with visual impairment, **speak directly** to him/her rather than his/her companions to show your respect.
- Prepare **pen and paper** as an alternative form of communication with PHIs or persons with speech and language impairment.
- **Answer questions from diners** about menu item ingredients, where the ingredients are known, to reduce the risk of food allergy.

- PWDs are encouraged to notify the cashier or staff about their special needs.
- Cashiers are encouraged to alert other staff about the needs of PVI or PHI in food pick-up.
- Provide various **ways for customers to give feedback**.

5. Dining Environment

On another day, you attend a family gathering at a restaurant that you usually visit. All relatives get together, from the elder members to the newborn member of the family. Although you have made reservation for a seating with more space to store the mobility aids of the elderly and the pram for the newborn, you still have to wait to be seated as there are very few seating with such arrangement.

After the dinner, you say goodbye to your family and rush to get back home as there are no accessible washroom inside or near the restaurant. A survey found that around 60% of the Chinese restaurants did not provide accessible washroom.¹¹

i. Acoustics

- Music should be played at acceptable volume to facilitate verbal communication for PVI and some PHI
- Some people with sensory disabilities are sensitive to noise

ii. Lighting

- Provide adequate illumination
- Fluorescent light fittings should be shaded and maintained to avoid flicker
- Shield bright and natural lighting sources

iii. Thermal Comfort

- Optimal room temperature (i.e. 20°C to 26°C)¹² should be maintained as elderly may have decreased ability in regulating body temperature

iv. Aisle

- Free from obstruction (e.g., food trolley, unpacked boxes, etc.), clean and dry to prevent tripping or falling
- Surface should be stable, firm, slip-resistant, durable and non-reflective

v. Seating Arrangement

- Place moveable tables and seats near the main passage
- Flexible arrangement of tables and seats can cater people with different needs and abilities (e.g., wheelchair users, families with baby)

¹¹ Oriental Daily (March 6, 2016). 新界西北六成酒樓無方便殘疾人士廁所. Retrieved from https://hk.on.cc/hk/bkn/cnt/news/20160306/bkn-20160306131136724-0306_00822_001.html

- Chairs with backrest is preferred, and they should be lightweight and easy to re-position
- Tables should be of wheelchair-friendly height and with clear knee space
- Some PWDs may leverage on tables and chairs in standing up, tables and seats that are sturdy and safe should be used

vi. Table Setting

- Cover sharp edges and corners of furniture to prevent injuries
- Keep dining table uncluttered for sign language and lip-reading across the table
- Table holes for holding mobility aids

vii. Storage Space

- For parking mobility devices or baby prams to keep the walkway clear

viii. Emergency

- Emergency exits should be kept clear at all times, with doors not overly heavy to open
- Fire alarm systems shall emit both audible and visible signals

ix. Inclusive Washroom

- At least one accessible washroom should be provided
- A unisex facility enables caregivers of either sex to assist the user
- Well-placed and clear signage
- Washroom should not be locked or used for storage

5.1 There is sufficient light in my restaurant, why does the lighting design matter?

- Fluorescent light fittings should be shaded and maintained to **avoid flicker**, as it may cause seizures in some individuals with epilepsy.
- Our eyes may require a few moments to adjust from a brighter exterior environment to a darker interior environment. PVI's may require longer time for adjustment. Brighter lighting installations near the entrance should be considered.
- Direct sunlight may cause glare and leave an after image to PVI's. Provide curtains or blinds to **shield bright and natural lighting sources** as they may cause glare, which reduce visibility of the environment.
- Good lighting is also essential for menu-reading by PVI's and lip-reading by PHI's.

5.2 Land is scarce in Hong Kong, why is it necessary to keep a wide and non-reflective aisle?

- An aisle of sufficient width allows a wheelchair to turn. In addition, it is especially difficult for PRMs and PVI's who may be using a white cane to navigate their way to the table if the passageway is too narrow.
- Reflective surface may cause visual discomfort and eye fatigue, especially for PVI's.

5.3 Why the fire alarm system shall emit visible signals?

- In case of fire, PHIs may not be able to hear the audible fire alarm. Once the fire alarm is triggered, visible fire alarm system will flash simultaneously to alert PHIs to the fire hazard.

5.4 What else can be provided to better support people with different needs?

- If space permits, priority seats should be set up near the entrance to facilitate customers with different needs to dine and it is easier for staff to be aware of their needs, including PWDs, elderly, pregnant women and families with young children.

5.5 What should be provided in an accessible washroom?

- For requirements of other facilities inside the washroom (e.g., grab rails, flushing control, water closets, wash basins, emergency bells, etc.), please refer to the *Design Manual 2008* issued by the Buildings Department.
- In certain situations, construction of an accessible washroom within the restaurant may pose difficulties for restaurant tenants. To assist elderly and PWDs to access necessary facilities, provision of location plan indicating the position of the nearby communal washroom is highly recommended.

6. Action Plan

1. Review and identify accessibility barriers in reference to Universal Design Principles and the needs of different users portrayed in the Universal Design Pyramid.
2. Take small and easy steps to implement changes that are relatively inexpensive.
3. Formulate a plan for transforming your restaurant's accessibility, including attitudinal barriers of frontline staff, to suit the needs of all customers.
 - Develop a plan to remove barriers in existing facilities.
 - Develop accessibility plan for future locations before renovation.
4. Let customers know what accommodation the restaurant can provide and that they can ask for assistance via online (e.g., restaurant guide website) or offline (e.g., notice, door signage and call or text assistance) means.
5. Get feedback from your customers for new suggestions and comments on the changes you have made.
6. Set aside budget for
 - Procurement of facilities that comply with Universal Design Principles.
 - Upgrade and maintenance of existing facilities.
 - Disability etiquette/ awareness training for staff to provide service in appropriate manner.

7. Way Forward

The provision of family-friendly facilities and features and culturally diverse menus in the restaurant can be considered to enhance the dining experience of families with young children and people with different cultural backgrounds. Restaurants can also consider raising the accessibility level of their delivery services to attract a wider range of customers.

- Food menu that cater for different racial groups should be explored (e.g., indication of halal or vegan food).
- A mix of tables and seats of regular height as well as those that are child-friendly. Height-adjustable tables can be provided to meet the needs of both children and PWDs.
- Adequate space should be provided between seats to accommodate a baby chair or baby carriage.
- Baby highchairs should have sides and backrests, along with either a safety belt or T-bar. It should be stable and easily portable.
- Family washroom with child-sized sanitary fittings and baby changing stations can be provided.
- Children's activity corner with play equipment can be designed if space permits.
- Create a breastfeeding-friendly environment by providing clean space or nursing covers, where appropriate, for breastfeeding mothers and train staff members to treat them in a supportive way.
- Many restaurants have partnered with food delivery platforms to provide delivery services. When choosing these partners, consideration should be given to the compliance with accessibility standards.

Accessibility Checklist

- **Customer Service**

- ❖ Staff assistance

	No Cost	Low Cost	Medium Cost
Post business information online, such as address, opening hours, types of accessible facilities (e.g., portable ramp), menus and way(s) to order takeout (if applicable)	✓		
Provide accessibility training for staff		✓	
Provide different means of reservation service such as telephone, internet or instant messaging application (if applicable)		✓	
Allow access of guide dogs	✓		
Display "Guide Dogs Welcome" stickers	✓		
Be aware of the needs of customers	✓		
Let customers know that they can ask for assistance	✓		
Alert other staff about the needs of PWDs in food pick-up	✓		
Speak directly to PVI's instead of their companions to show your respect	✓		
Prepare pen and paper for communication	✓		
Answer questions about menu item ingredients to reduce the risk of food allergy	✓		
Offer food delivery to the table upon request	✓		
Provide various ways for customers to give feedback	✓		

- ❖ Menus

	No Cost	Low Cost	Medium Cost
Large and clear font	✓		
Adequate colour contrast	✓		
Avoid italic, script and highly decorative font	✓		
Clearly display the name and price of all items	✓		
Use images to support your text	✓		
Accessible ordering services through tablet, mobile phone app or QR code			✓
Indicate position of QR Code by braille print		✓	

Retain physical menu, order form and verbal food ordering options		✓	
Food menu that cater for different racial groups		✓	
Simple version of the menu (e.g., with photos of food)		✓	

- **Built Environment**

- ❖ Access

	No Cost	Low Cost	Medium Cost
Step-free and level access			✓
Fastened carpet or floor mat	✓		
Carpet should not cover the tactile guide path (if applicable)	✓		
Waiting area with seats		✓	
Accessible self-service ticketing system			✓
Signage showing the location of the nearest lift (if applicable)	✓		
Door			
Entrance doorways of adequate width			✓
Sufficient clearance at doors	✓		
Colour contrast on door frame		✓	
Provide marking on glass doors		✓	
Automatic door operated by motion sensor or manual large button control			✓
Door handles shaped for easy grasping with one hand		✓	
Door handles installed at a height that is convenient for wheelchair users to manoeuvre		✓	
Avoid using door threshold		✓	
Doors are light to open	✓		
Door closer with an adequate closing period		✓	
Ramp			
Built-in Ramp			✓
Portable Ramp		✓	
With stable, firm, slip-resistant and durable surface		✓	
Warning strips at the ends of the ramp		✓	
Area connecting the ramp should have sufficient space for wheelchair to operate and turn			✓
Unobstructed	✓		
Provide assistance bell or contact information for customers to ask for assistance		✓	

❖ Passageway

	No Cost	Low Cost	Medium Cost
Unobstructed paths of travel	✓		
Warning stands should be placed in visible location without blocking the main passageway	✓		
Keep the passageway clean and dry	✓		
Passageway of adequate width			✓
Stable, firm, slip-resistant and durable surface of passageway		✓	

❖ Facilities

	No Cost	Low Cost	Medium Cost
Ordering			
At least one service counter should be set lower			✓
Cash registers displaying the bill amounts		✓	
Clear indication or instruction of payment methods and cashier location		✓	
Self-service kiosk with "accessibility mode", keypads, earphone jacks and "press for assistance" button and clear floor space			✓
Simple and easy-to-understand design with adequate colour contrast for self-service ordering system			✓
Avoid glare on the screen of self-service kiosk	✓		
Avoid using stanchions, replace them by floor markings		✓	
Food service counter, cutlery counter and seasoning counter to be reached from seated position			✓
Provide mugs with handle, straight and bendy straws to those who need them		✓	
Cooler with sliding door			✓
Digital display board with large order number in contrasted colour			✓
Audible calling for food pick-up			✓
Wireless waiter caller with flash, buzz and vibration		✓	
Provide order list for checking		✓	
Environment			
Music at acceptable level	✓		

Adequate illumination	✓		
Shaded fluorescent light fittings		✓	
Shield bright, natural lighting sources		✓	
Optimal room temperature (i.e. 20°C to 26°C))	✓		
Keep emergency exits clear	✓		
Audible and visual fire alarm			✓
Dining Area			
Set up priority seats			✓
Place moveable tables and seats near the main passage		✓	
Lightweight movable seats		✓	
Seats with suitable height and back support		✓	
Tables of wheelchair friendly height and with clear knee space			✓
Height-adjustable tables			✓
Cover sharp edges and corners of furniture		✓	
Keep dining tables uncluttered	✓		
Table hole for mobility aids		✓	
Storage space for mobility aids or baby prams	✓		
Sufficient space for guide dogs to rest	✓		
If carpet is used, use carpets with firm surface			✓
Provide baby chairs		✓	
Set up children's activity corner			✓
Provide space for breastfeeding or breastfeeding napkin			✓

❖ Washroom

Unisex accessible toilet	At least two grab rails on the wall next to the water closet
Well-placed and clear signage	One folding grab rail on the other side of the water closet
Avoid misuse of accessible toilet	Automatic or lever-type flushing
Accessible toilet with an adequate internal dimension	Wash basin with knee space
Door that opens outwards or sliding door	Automatic or lever-type tap
Doorway of adequate width	Mirror at an inclined angle
Grab rails on both inner and outer surfaces of the door	Emergency call bell
Push-type or lever-type door handle	Audible and visual fire alarm
Water closet with appropriate height	Location plan of nearby communal washroom (if applicable)

Detailed Measurement (Mandatory and Recommended Practices)

	Mandatory Practices in HK	Recommended Practices
Width of Door	DM p.56	DM p.61
Door threshold	DM p.58	DM p.61
Door handle	DM p.57	DM p.59; Arch Ch6A p.90
Duration for door closer/ automatic door opener	DM p.58	DM p.59; Ottawa p.88; US p.126
Width and gradient of ramp	DM p.28	DM p.31
Handrail and kerb of ramp	DM p.28, 29	/
Width of access route		DM p.23, 27
Height of service counter	/	DM p.93
Height of seat	/	Ottawa p.50
Height of table surface and depth of knee space	/	DM p.93
Height of tray slide	/	DM p.50

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For other references and useful resources, please refer to <https://www.eoc.org.hk/en/policy-advocacy-and-research/policy-frameworks-and-guidelines/UDGuide102023> .