

**EXPO2005 GUIDELINES
FOR
OFFICIAL PARTICIPANTS**

GL 4-8

**Guidelines for Barrier-free Event and
Food and Beverage Facilities**

(August 2004)



Japan Association for the 2005 World Exposition

Contents

. Introduction	1
. Events	1
1 . Information on events	1
2 . Entrance	2
3 . Spectator areas or seats.....	2
4 . Event content	3
5 . Staff training	4
. Food and Beverage Facilities	5
1 . Facility information	5
2 . Entrance	5
3 . Tables and seats.....	6
4 . Orders	7
5 . Staff training	7

. Introduction

The present Guidelines for Barrier-free Event and Food and Beverage Facilities (hereinafter referred to as the “Guidelines”) have been drawn up to encourage consideration of different aspects of the event, and of food and beverage facilities, on the site of the 2005 World Exposition, Aichi, Japan (hereinafter referred to as “EXPO 2005 Aichi”), in order that all visitors, including the handicapped and the elderly, may enjoy EXPO 2005 Aichi in comfort.

The contents of the Guidelines are intended to illustrate the general orientation; considerations requested of Official Participants and all parties concerned, are not limited to the examples indicated therein. Rather, we urge Official Participants and all parties concerned to devise original and creative measures, keeping in mind the present Guidelines and their objectives, to realize barrier-free events and food and beverage facilities.

For the design and preparation of events and food and beverage facilities, please refer to the Barrier-free Site Design Standards for Facilities (GL4-5).

We thank everyone for their understanding and cooperation.

. Events

1 . Information on events

In principle, all events should be accessible to all visitors, including the handicapped and the elderly. However, some of such visitors, depending on their impairment or condition, may find some events unsuitable, or practicable only if they have made necessary preparations. In view of this, it is essential that information on events be provided in advance to enable handicapped and elderly visitors to decide whether or not to attend a given event and, if attending, to make necessary preparations.

In specific terms, consideration in the following manners can be effective:

- 1) Advance public announcement of information on the availability of areas or seats for the handicapped and the elderly
- 2) Advance public announcement of information on the availability of services and equipment for the handicapped and the elderly, such as sign language interpretation, subtitles and special devices
- 3) Advance public announcement of information regarding restrictions on the admission of visitors, such as those with baby carriages
- 4) Advance public announcement of information on events involving strong lighting, sound, vibration and other effects
- 5) Advance public announcement of information on event duration, as well as on length and number of intermissions, etc.
- 6) Preparation of printed materials carrying event information in consideration of the visually impaired and the elderly; avoidance of the use of difficult wording, unusual or technical terms, jargon etc., and inclusion of information on event title, date and time, contact for information, venue (name of event facility) etc. printed in clear characters using at least 16 pt font

- Example announcements:

<Restrictions on attendance and use>

“For safety reasons, admission (or use) may be restricted on the basis of visitor age and handicap.”

“No admission for children below age X.”

“Areas/seats are provided for visitors in wheelchairs.”

“Reservations are required for attendance by visitors in wheelchairs.”

<Special services and equipment>

"Sign language interpretation, subtitles and guiding devices are available."

"Infrared subtitle readers are available for the hearing impaired (to read summaries in Japanese, English, ...)"

"Volunteer interpreters are available to provide summaries."

<Admission restrictions on visitors with baby carriages>

"Baby carriages will not be allowed inside when the hall is crowded."

"Baby carriages must be checked at the entrance."

<Flashing lights, fire, water, smoke and other special effects>

"This event features flashing lights, fire, water, smoke or other special effects."

"Sound volume increases considerably at some points during the performance/event."

2 . Entrance

It is essential that information addressed to visitors upon entry, such as rules and restrictions, be provided in such a way as to ensure its reception by all visitors. At the same time, areas and seats prepared in consideration of the handicapped and the elderly, if provided, should be appropriately marked so as to facilitate identification, or personal guidance should be provided.

In specific terms, consideration in the following manners can be effective:

- 1) Easy location of areas and seats for the handicapped and the elderly via clear indications and/or personal accompaniment
- 2) Same entry routes for visitors in wheelchairs and walking visitors, wherever possible
- 3) A checking service with storage place and staff in charge, to back up restrictions on entry by visitors with baby carriages, if applicable
- 4) Voice announcements accompanied by written information to entering visitors

- Example measures:

"We'll back up the information boards with staff personal guidance and support."

"We have to divide entrance routes for visitors in wheelchairs from those for walking visitors for unavoidable reasons; so we've decided to offer hall staff accompaniment to visitors in wheelchairs."

"We're setting up a special checking area for cameras and other apparatus that cannot be brought inside the hall."

"If a waiting line gets very long, our staff will provide information on estimated waiting time using information boards."

3 . Spectator areas or seats

It is preferable not to set up spectator areas and seats for handicapped or elderly visitors in a specific section marked off from the rest of the hall. If, however, such areas and seats must be provided separately, it is important to give special consideration to hall arrangement to ensure that such visitors' attendants or families can be nearby, enabling them to enjoy the event together.

It is also important to secure spectator areas or seats for the visually and hearing impaired in sections of the hall that ensure good reception of information specially provided for them. Due consideration should be given to ensuring safety on routes to such spectator areas or seats; clear indications or personal guidance should be provided.

In specific terms, consideration in the following manners can be effective:

- 1) Personal accompaniment to spectator areas or seats for the handicapped and the elderly, if provided
 - 2) Provision of attendants' areas or seats adjacent to those for visitors in wheelchairs, if provided
 - 3) Spectator seats and areas for visitors requiring sign language interpretation or subtitles, in sections of the hall that ensure good reception of such services, if provided
 - 4) Installation of fixed seats together with removable or foldable seats for visitors in wheelchairs
 - 5) Installation of fixed seats together with special measures accommodating (handicapped) visitors with portable medical devices such as oxygen suppliers, crutches, guide dogs etc.
 - 6) Consideration to seat codes and numbers inscribed on seat backs, in terms of character size, color scheme, Braille indications etc. for the visually impaired
 - 7) Indications and guidance to draw visitors' attention to uneven surfaces and steep inclines on routes to spectator areas or seats, where applicable
 - 8) Sufficient illumination on routes to spectator areas or seats, consideration to the visually impaired, in terms of floor surface material and color scheme
 - 9) Consideration to character size, placement, illumination etc. of information boards and indications showing routes to spectator areas or seats
- Example measures:
- "We'll arrange attendants' seats adjacent to seats for visitors in wheelchairs."
- "As we are providing sign language interpretation, magnetic loops and other services, we'll indicate seats reserved for visitors requiring these services."
- "We intend to designate seats located next to aisles and in the first and last rows for use by handicapped and elderly visitors."
- "In consideration of visually-impaired visitors, we are particularly careful about planning character-background contrast, reflections and spotlight angles."
- "We've made sure that on seat indications, characters and Braille do not overlap."
- "We're installing foot guidance panels and providing warnings, such as 'watch your step'; 'bump ahead', etc."
- "We're installing continuous footlights."
- "We avoid confusing floor color schemes and patterns, such as vertical stripes, which may be mistaken for an incline."
- "Information boards are placed at appropriate heights and appropriately lit; information on them is given in characters of appropriate size to facilitate reading by visitors walking by."

4 . Event content

It is essential that event content be of a nature comprehensible by all visitors, including the handicapped and elderly.

In specific terms, consideration in the following manners can be effective:

- 1) Provision of supplementary information to the hearing impaired when events feature orally delivered commentaries, lectures etc.
- 2) Provision of supplementary information to the visually impaired via special devices when events feature written commentaries, visual presentations, scenes requiring descriptions etc.
- 3) Provision of information in other languages via special devices when events feature monolingual commentaries, lectures etc.

- 4) Production of printed materials concerning event content in consideration of the visually impaired and the elderly; avoidance of the use of difficult wording, unusual or technical terms, jargon etc.
- Example events with special measures:
 - “We provide supplementary information by sign language and subtitles during the events.”
 - “We provide both text commentaries on screen and voice announcements for the visually impaired.”
 - “Since we can’t use special equipment to provide voice information, volunteer guides will be stationed to offer commentaries.”
 - “We provide voice information using special devices in languages other than that in which the event is presented.”
 - “Since it’s difficult to introduce foreign-language commentary devices, we are stationing volunteer guides who will provide commentaries.”
 - “Our subtitles provide summaries, instead of word-for-word transcriptions, and difficult words are explained.”
 - “We’ll give written commentaries in simple and short phrases, using simple words.”

5 . Staff training

Preparatory training should be conducted for event-related personnel, so that they can learn to offer natural and unobtrusive hospitality to all visitors, including the handicapped and the elderly.

In specific terms, training can be particularly effective by taking into consideration the following:

- 1) Training of staff engaged in event reception, information, proceeding, security etc. including training in receiving handicapped and elderly visitors
- 2) Appointment of handicapped and elderly persons as instructors for training in receiving handicapped and elderly visitors
- 3) Emergency exit guidance planning covering all visitors, and thorough relevant staff training

- Example training programs:

“We have included in our staff training program the reception of handicapped and elderly visitors.”

“We have carried out theoretical and practical training with skill acquisition and simulations.”

“We have drawn up a manual on the treatment of handicapped and elderly visitors, and have conducted simulated drills.”

“In emergency announcements we include appeals to visitors to help each other and elderly and handicapped persons nearby.”

. Food and Beverage Facilities

1 . Facility information

In principle, all food and beverage (F&B) facilities should be accessible to all visitors, including the handicapped and the elderly; however, some of such visitors, depending on their impairment or condition, may find some facilities unsuitable or practicable only if they have made preparations. In view of this, it is essential that information on F&B facilities be provided in advance, to enable handicapped and elderly visitors who may encounter difficulty in using the facilities to easily decide which facilities to use.

It is also important to provide the kind of information that may help determine what preparations to make in order to use the facilities.

In specific terms, consideration in the following manners can be effective:

- 1) Advance provision of information on F&B facilities, including information particularly pertinent to the handicapped and the elderly
- 2) Advance provision of information regarding restrictions on the admission of visitors, such as those with baby carriages, if applicable
- 3) Production of printed materials carrying information on F&B facilities in consideration of the visually impaired and the elderly; avoidance of the use of difficult wording, unusual or technical terms jargon etc.

- Example introductions of F&B facilities considerate of all visitors:

"Some restaurants offer reheating and mixing services for special-purpose meals."

"Visitors carrying their own special-purpose meals can enter with accompanying person(s) who will order in the restaurants."

"Contact the staff of respective restaurants to obtain information on food ingredients used there."

"Reheating service is available for retort-packed meals; please contact the staff."

"Mixers and food processors are available in this restaurant."

"Electric outlets may be used in this restaurant."

"Hot water is available for preparing formulas."

"Braille menu is available."

"Foreign-language menus (xxx, xxx) are available."

"Menus indicating allergenic food ingredients are available."

"Baby carriages are not allowed inside."

2 . Entrance

It is essential that information addressed to visitors upon entry, such as restrictions and announcements, be provided in such a way as to ensure its reception by all visitors.

In specific terms, consideration in the following manners can be effective:

- 1) Same entry routes for visitors in wheelchairs and ordinary visitors, wherever possible
- 2) A checking service with storage place and staff in charge, to back up restrictions on entry by visitors with baby carriages, if applicable
- 3) Accompaniment of voice announcements with written information for entering visitors

- Example measures:

"We have to divide entrance routes for visitors in wheelchairs from those for walking visitors for unavoidable reasons; so we've decided to offer hall staff accompaniment to visitors in wheelchairs."

“We’re setting up a special checking area for baby carriages, as we’ll restrict their entry.”

“If a waiting line gets very long, our staff will offer information on estimated waiting time, using information boards.”

3 . Tables and seats

It is preferable not to set up tables and seats for handicapped or elderly visitors in a specific section marked off from the rest of the restaurant. If such tables and seats must be provided separately, it is important to give special consideration to hall arrangement so that such visitors’ attendants or families can be seated at the same or nearby tables, enabling them to enjoy meals or drinks together.

It is also important to design self-service by customers, if necessitated by facility configuration, in such a way as to enable use by handicapped customers as well.

It is important to give due consideration to the provision of information specially addressed to visually and hearing impaired visitors by securing tables and seats in sections of the restaurant that ensure good reception of such information.

It is essential that tableware be adopted that is easy to use by all customers, including the handicapped and the elderly, and that lavatories be provided within or adjacent to the restaurant.

In specific terms, consideration in the following manners can be effective:

- 1) Personal accompaniment by staff to tables and seats for the handicapped and the elderly, if provided separately for unavoidable reasons
- 2) Observation of the Law for Guide Dogs Accompanying Physically Handicapped Persons effective October 1, 2003; in Japan, F&B facilities have no right to deny admission to a handicapped visitor with a guide dog.
- 3) Table/seat arrangement to enable handicapped or elderly visitors to dine with their attendants or families if tables and seats for the handicapped and the elderly are provided separately
- 4) Due consideration to counter height, handrails and other such installations
- 5) Personal assistance to handicapped or elderly customers having difficulty with self-service
- 6) Accompaniment of oral announcements within the facility by written announcements, in consideration of the hearing impaired
- 7) Written communication during payment, in consideration of the hearing impaired or non-Japanese customers etc.
- 8) Small plates of non-spill design and non-slip finish, for ease of use by small children and the handicapped; provision of spoons, forks and straws
- 9) Due consideration to lavatory use by customers in self-operated wheelchairs and by small children.

- Example F&B facility services and table/seat arrangements:

“Our staff is ready to help handicapped and elderly customers.”

“We’ve prepared prominent indications to be posted at the entrance, as we must impose some restrictions and conditions upon admission.”

“We’ll provide removable seats for visitors in wheelchairs.”

“We’ll have booths and screens ready to meet requests by customers with small children and mentally retarded persons.”

“We’ll provide child chairs to customers with small children.”

“We’ll call customers in the waiting room by voice announcement, but we can rent touch-sensitive pagers to customers who prefer them.”

“We’ll use cash registers with price indications on both sides, so that prices can be visually confirmed.”

“For small plates, we’ve chosen stable, non-spill designs.”

“We’ll make wet towels available; the lavatories are situated on the same floor as the dining hall.”

4 . Orders

It is essential that information on any menus be understandable by all customers, including the handicapped and the elderly. Particular consideration should be given to customers with communication handicaps.

In specific terms, consideration in the following manners can be effective:

- 1) Menu indication in consideration of visually impaired and non-Japanese customers
- 2) Confirmation of orders in an easy-to-understand manner
- 3) Production of printed materials such as menus in consideration of the visually impaired and the elderly; avoidance of the use of difficult wording, unusual or technical terms, jargon etc.

- Example measures:

“We’ve prepared Braille and foreign-language menus, as well as lists of allergenic food ingredients.”

“Menu items are designated by numbers, to facilitate ordering.”

“We’ve decided to confirm orders by writing, by reference to the menu and so on when customers have hearing problems.”

“Commentaries describing dishes are written in simple and short phrases, with simple words.”

5 . Staff training

It is desirable that preparatory training be conducted for F&B facility-related personnel so that they can learn to offer natural and unobtrusive hospitality to all visitors, including the handicapped and the elderly.

In specific terms, training can be particularly effective by taking into consideration the following:

- 1) Training of staff engaged in customer reception and information in F&B facilities, including training in receiving handicapped and elderly visitors
- 2) Appointment of handicapped and elderly persons as instructors for training in receiving handicapped and elderly visitors
- 3) Emergency exit guidance planning covering all visitors, and thorough relevant staff training

- Example training programs:

“We have included the reception of handicapped and elderly visitors in our staff training program.”

“We have provided theoretical and practical training with skill acquisition and simulations.”

“We have drawn up a manual on the treatment of handicapped and elderly visitors, and have conducted simulated drills.”

“In emergency announcements we include appeals to visitors to help each other and elderly and handicapped persons nearby.”