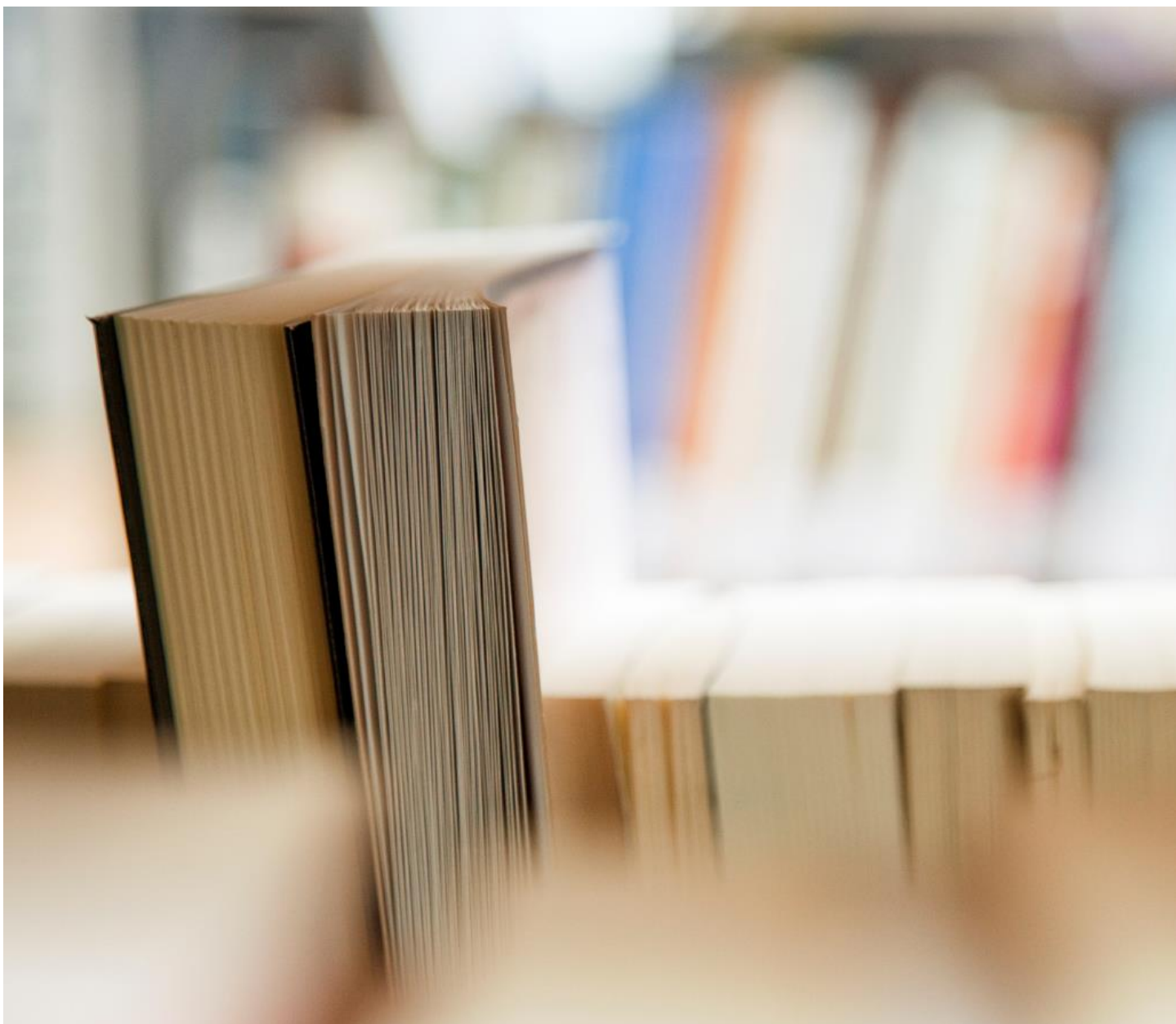




KENYA PLANT HEALTH AND
INSPECTORATE SERVICE (KEPHIS)
USABILITY AND ACCESSIBILITY
AUDIT REPORT FY 2022/23.
PREPARED BY NCPWD

ACKNOWLEDGMENT

First is to thank God Almighty, for His showers of blessings throughout the accessibility audit process to enable successful completion of the same.

Secondly, we extend our thanks to the KEPHIS Management and staff for the unwavering support that they accorded the audit team from National Council for Persons with Disabilities, HQ Nairobi.

Special thanks go to KEPHIS Disability Mainstreaming Committee members for their guidance before, during and after the conduct of the accessibility audit exercise. Many thanks to entire KEPHIS staff especially the Human Resource Management team during the exercise for their support.

To all the Staff, I wish you many bountiful blessings and commitment for advocacy on creating a barrier free environment.

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BACKGROUND

Accessibility of the built environment is a key factor in facilitating persons with disabilities to achieve greater independence, participation and social inclusion. An inaccessible environment affects all members of society. However, for people with disabilities, the barriers to equal participation in society due to an inaccessible environment are much greater. Accessibility audits have been developed by the **National Council for Persons with Disabilities** under the department of Disability Mainstreaming to address the need for accessibility and information about reality of Disability to the public.

An **accessibility audit** is an evaluation of how well your environment supports the needs of Persons with disabilities. Our awareness of the reality of Disability and making our environments accessible is limited because we live in society geared towards people whose bodies and minds are *fully* functioning. This may seem strange when one considers that '**Disability or illness can happen to anyone at any moment of their lives - it is an inevitable part of the human experience**'.

Everyone should be able to fully participate within society, and accessibility plays a crucial role in achieving this goal. An accessibility audit is one of the first of many steps that can help to improve accessibility of the built environment.

Nevertheless, society is organized in such a way as to treat Disability as an exceptional circumstance that requires special and, in the main, separate provision which is often inadequate and serves only to maintain the divisions and lack of understanding between able-bodied and Persons with Disabilities.

In recent years, however, many public and private sector bodies have gradually realized that their work environments, practices and policies fall far short of fulfilling the needs, rights and aspirations of Persons with Disabilities who are their clients, customers and co-workers and that, in order to change this situation, they need to turn to and be audited, trained and guided on Disability Mainstreaming issues.

The case for making our society more accessible is a compelling one on many fronts. It is not only an issue of justice but it makes good business and social sense. In addition to contributing to the development of a more inclusive and equal society, an accessible environment offers the following advantages:

- An accessible environment increases the pool of potential new workers that an employer can tap into.
- It helps organizations retain existing employees who may acquire a disability;

- An accessible building enables more people with disabilities to enter the premises and/or use the services;
- Accessibility improves overall safety of buildings, which has a direct impact on the number of accidents taking place and therefore the cost of insurance premiums;
- An accessible environment gives greater customer and staff satisfaction and can improve public perception and recognition of an organization.

From this realization has grown the demand by the **KENYA PLANT HEALTH AND INSPECTORATE SERVICE (KEPHIS)** for an Accessibility Audit, which aims to help them understand the meaning of having accessible work environment and information to the public and especially to Persons with Disabilities, strive to meet 5% constitutional requirement on employment of PWDs, identify changes in work practice, plan strategies to implement change and become an excellent Centre providing for the rights and rehabilitation of Persons with Disabilities in Kenya.

PURPOSE OF THE AUDIT

The purpose of an Access Audit is to establish how well a building performs in relation to access and ease of use by a wide range of potential users, including people with physical mobility and sensory impairments.

It is valuable:

- To identify necessary adjustments in the service provided to Persons with Disabilities to meet the requirements of current provisions of the PWDs Act together with other relevant legislation dependent on the service provider.
- As the first "reasonable step" to accessibility indicated in legislation, in recognizing the possible obstacles, and devising solutions, to avoid possible litigation by discriminating by way or a worse service to a Person with Disability
- To consider existing management and organization of a building and the service from it, to achieve maximum accessibility.
- As part of a future Accessibility Action Plan, enabling incorporation of reasonable adjustments on future refurbishment, regular maintenance and budget planning for substantial capital costs.
- To help gain consent for alterations, extensions and new builds in compliance with National Construction Authority Regulations.

- To assist application for National Heritage and other public funding.
- Most importantly, to anticipate and plan ahead of the next stage of the PWDs Bill 2015, requiring reasonable physical alterations, and claiming a part of the large, loyal Disability friendly market.

RATIONALE FOR THE ACCESSIBILITY AUDIT

An accessibility audit is one of the first of many steps that can help to improve accessibility and provides the basis for an access improvement plan or strategy. There are a number of reasons for carrying out an audit including:

- a) legislation; funding conditions (such as Government Departments/Offices funding through the Office of Public Works' etc);
- b) to gather data on buildings for comparison or analysis;
- c) to check compliance with certain standards and regulations;
- d) company policy on equal opportunities;
- e) public relations/company image;
- f) Pressure from lobby groups and awareness of particular problems.

Carrying out an accessibility audit identifies a number of features including:

- the current accessibility of the building/property/site;
- areas for improvement (e.g. no accessible parking spaces in the car park or the door in the accessible toilet on the ground floor is incorrectly located and therefore the WC is inaccessible);
- good/bad practice in relation to facilities management that an organization/institution has in place;
- positive accessibility features (e.g. counter loop at reception, good use of lighting and colour throughout building, signage);
- service information offered to clients with disabilities

AIM OF CARRYING OUT THE ACCESSIBILITY AUDIT

Through the Audits, they will find ways to challenge the organizational/institutional barrier and behavior which reinforces negative myths and values and which prevents Persons with Disabilities from gaining equality and achieving full participation in society.

The purpose of this accessibility audit was to assess the accessibility of the Authority's buildings, services and surroundings for all its users. We examined management issues, external environments, horizontal and vertical circulation, interior design, facilities, communication and services, and evacuation.

FINDINGS AND OBSERVATIONS

The audit was carried out in six (6) regional offices and the KEPHIS head office as follows;

1. Kitale
2. Kisumu
3. Nakuru
4. Naivasha
5. Embu
6. Mombasa
7. Nairobi – Head office.

GENERAL OBSERVATION

KEPHIS has done so much in their efforts to mainstream disability and ensure the built environment is accessible. However, there is some work to be done at the KEPHIS facilities to make it accessible to PWDs in line with the international accessibility standard on built environment.

Internal Offices

All the KEPHIS internal offices are accessible. The corridors and office space meet the international standard.

Suggestion boxes, Tender boxes, and Notice boards

All the suggestion boxes, tender boxes, and notice boards in all KEPHIS audited offices meet the international standard requirements. They are at the levels where all persons with disabilities can access.

Employment

KEPHIS should ensure reservation of 5% employment opportunities for persons with disabilities is met whether on internship, Contract, casuals or permanent basis. Currently the percentage is still low.

Employers hesitate to hire persons with disabilities for various reasons, including lack of knowledge about disability and reasonable accommodation issues, cost-related apprehensions, and legal obligations. Numerous persons with disabilities have perceived discriminatory attitudes from employers at the time of hiring or during employment. A minority of persons with disabilities perceptions are varied by age, sex and severity of the disability.

Even though there are a number of differences between persons with and without disability in terms of employment characteristics (occupation, industry and hours), these differences should not be a barrier to restrict employment.

Employers should embrace customized employment which is a "person-centered" approach. Employers begin with looking at the person's needs, aspirations, talents and skills, which serve as a basis for employment. Additionally, it emphasizes the person's strengths and abilities. Jobs are negotiated so that they best fit the individual, while individuals are placed in competitive settings and receive supports that match their individual needs. Employers should incorporate One-Stop Service Delivery Systems in which workforce investment, education, and other human service programs are collaborated to enhance access to services and long-term employment outcomes.

Seats, Table and Counter

The seats provided, tables are much accessible and usable. In any arrangement where clients/visitors are expected on frequent basis, there is need to have a space for one or two spaces for wheelchairs so that wheelchair users can have easy time in settling down in such places such as the library, reception or waiting bays.

In such areas, counters and tables available for use are supposed to be of measurements reachable to persons on wheel chairs or those of short stature. As already addressed in the main office findings, high counters need to be dropped on either side.

Floors

The KEPHIS Office has slightly slippery floors / slippery tiles. Floors with such tiles need not be polished as polishing makes them more slippery which impedes accessibility by persons with mobility challenge.

Recommendations

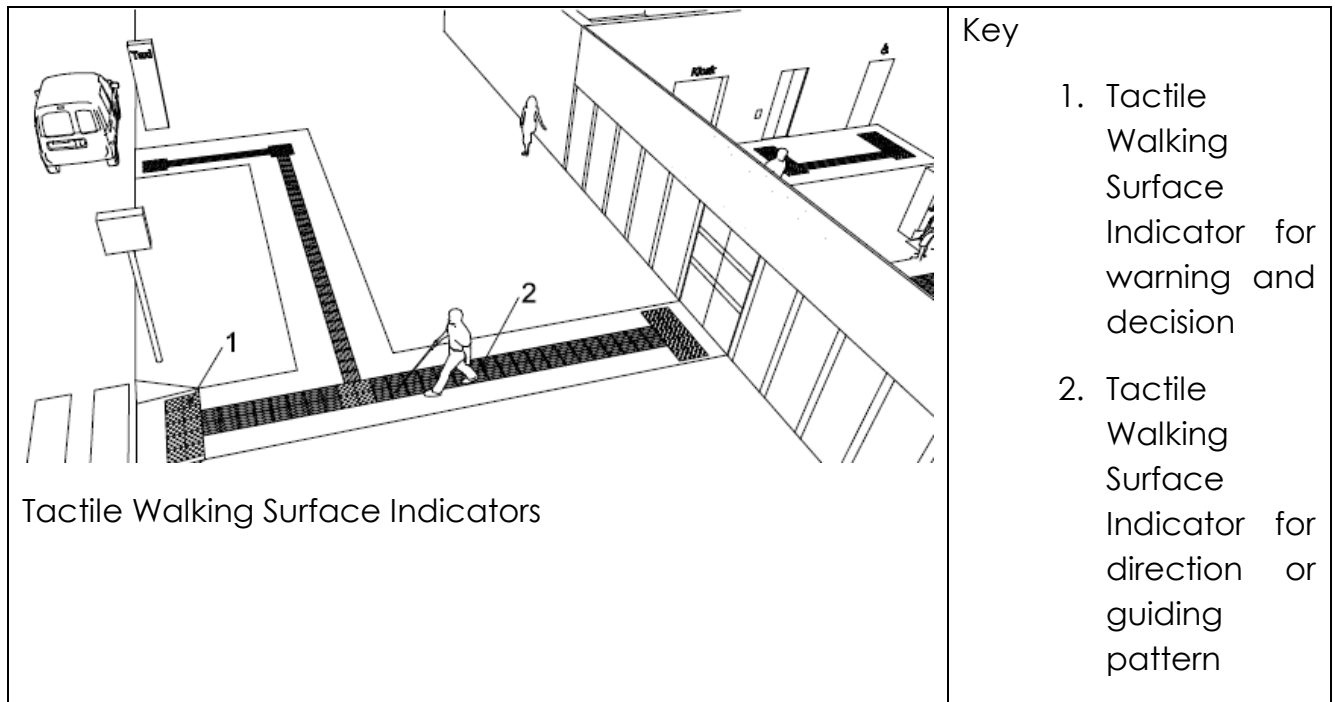
- Floor mat/fabric carpets are recommended; this will enhance grip on the floors so as to provide access to all areas of the office premises for persons with mobility challenged.
- The contractors who designed and constructed various structures for public use should have access to the **ISO 21542 standards on Building and Construction – Accessibility and Usability of the Built Environment** by KEBS to ensure new infrastructures/facilities and, renovations/improvements of building(s) in the hospital, road, pavements and other public facilities meet universal design and accessibility standards.

Drop Off Areas

Drop off Areas for taxis, public transports, private cars pulling ups should be at least 30m to main entrance, properly signed, visible and must be accessible to all user of the facilities.

- Where applicable, a drop off area should be provided and be visible from the main entrance.
- An access aisle at least 1500 mm wide and 6000 mm long shall be provided adjacent and parallel to the vehicle pull-up space.
- The route between the drop-off area and the main entrance shall have a surface as defined in the ground surfaces section of these guidelines.

- Where applicable drop down kerbs shall be provided at drop off areas.
- Provide Tactile Walking Surface Indicator should be provided to guide Blind and low vision users of the facility.



Fire Extinguishers

Fire extinguisher cylinders are placed right into the wall and are covered thus no protrusion on the walls. This is the best position as there is no danger posed by the same. This makes accessibility in the corridors and pavement easy for persons with visual impairments to whom such protrusion poses a hazard

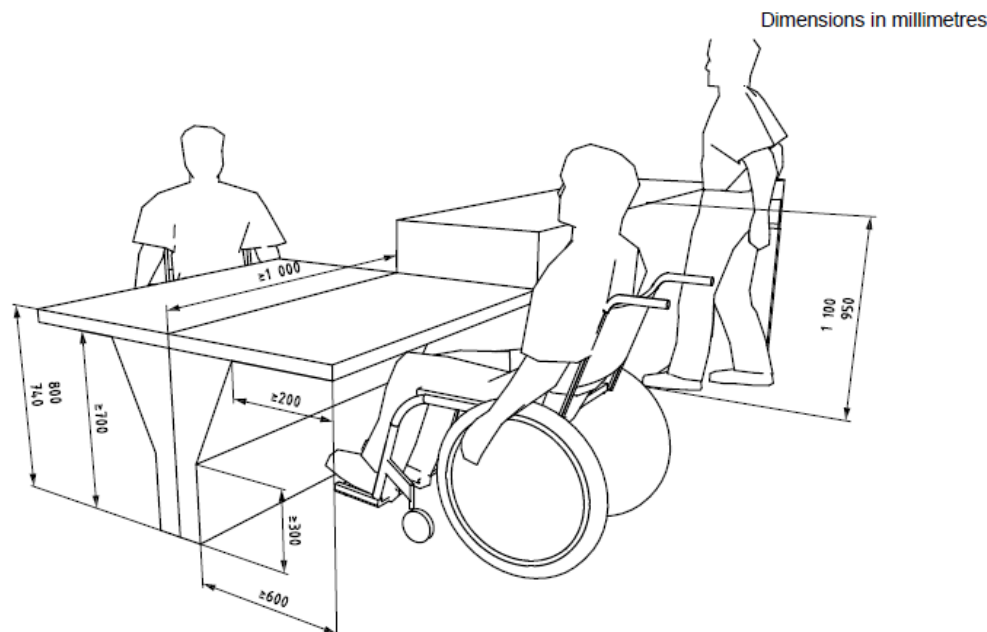
Fire Safety

- Wheelchairs are available in all audited offices and this is very commendable.
- All buildings should have emergency exit routes that are accessible to all. The level of provision of emergency egress features will depend on the size of the building and the number of floors as well as the proportion of persons with disabilities that may be reasonably expected to occupy the building.
- Emergency egress for persons with disabilities should form part of emergency egress management plans where they exist.

- Visual alarms (lights that flash in conjunction with the audible emergency alarms) should be provided throughout the primary circulation routes.
- Visual alarms should be installed in all locations served by audible alarms.
- Areas of refuge should be provided in all floors other than the floors that have a direct exit route to safe out door areas.
- Areas of refuge should be separated from the building floor by a fire separation having a fire-resistance rating of at least 60 minutes.
- Doors leading to refuge areas should be designed to resist the passage of smoke for the same period of time.
- Areas of refuge should be served by an exit via an emergency staircase or a fire-fighter lift.
- A refuge area should be located within an escape staircase or have direct access to it

Meeting Halls / Boardroom Facilities

The meeting rooms are accessible to all including Persons with Disabilities. Meeting rooms should have natural lightings, appropriate signage, tactile markings for the Blind should be considered in the design of these facilities.

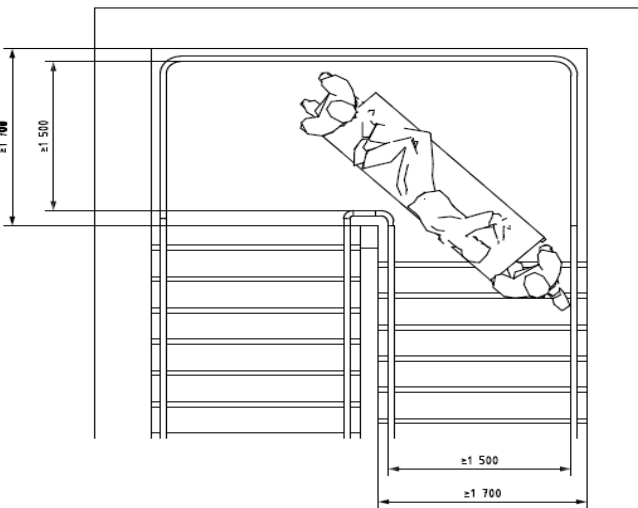
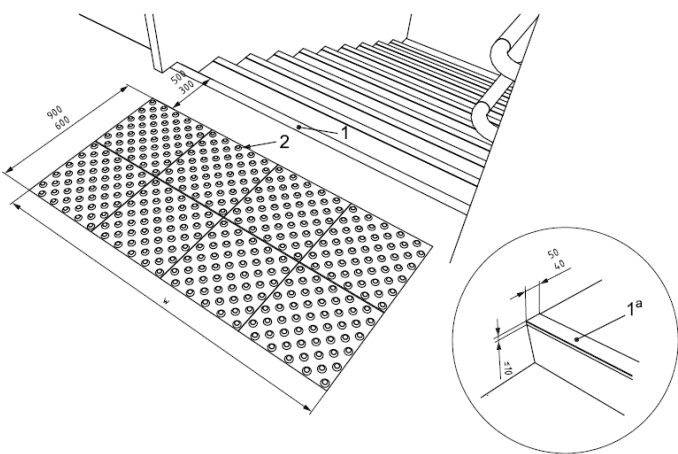


Boardroom/reception table accessible for wheelchair users

Stairs

- The stairs have good lighting and the floors are non-slip
- The stairs have only one sided continuous rail

Accessible stairs Stairs

Dimensions in millimetres 	Staircase and Landing • Stair landing area shall be clear of any obstructions • Accommodate turning stretcher at 180 degree turn • Landing area shall not be less than 1500mm by 1500mm • Width between rails shall not be less than 1500mm • Head clearance not less than 2100mm
	Stair and Railing Visual warning line Tactile warning surface indicators with height of pattern 5mm Full width stairs Rounded 35mm diameter Fixed at 40mm from adjacent wall Continue throughout the stair, between 850 – 1000mm above surface

	Rise and Going of Steps. • Uniform rise and tread of stairs • Rise height not greater than 150 - 180mm • Going of steps not less than 300mm • Flight of stairs should be between 16 but not more than 20 flights
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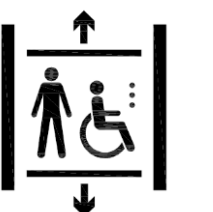
Washrooms

- The washrooms in all KEPHIS facilities are not accessible to PWDs. The offices that have installed the washrooms have done well, however, the washrooms do not meet the international standards of access.

Signage

KEPHIS has good signage system to guide the PWDs. The signage at the offices are not adequate signage for everyone. Below are all the recommended signage for all PWDs.

Accessible facility entrance	Slopped or	Unisex accessible toilet	Accessible to white cane users	Accessible elevator
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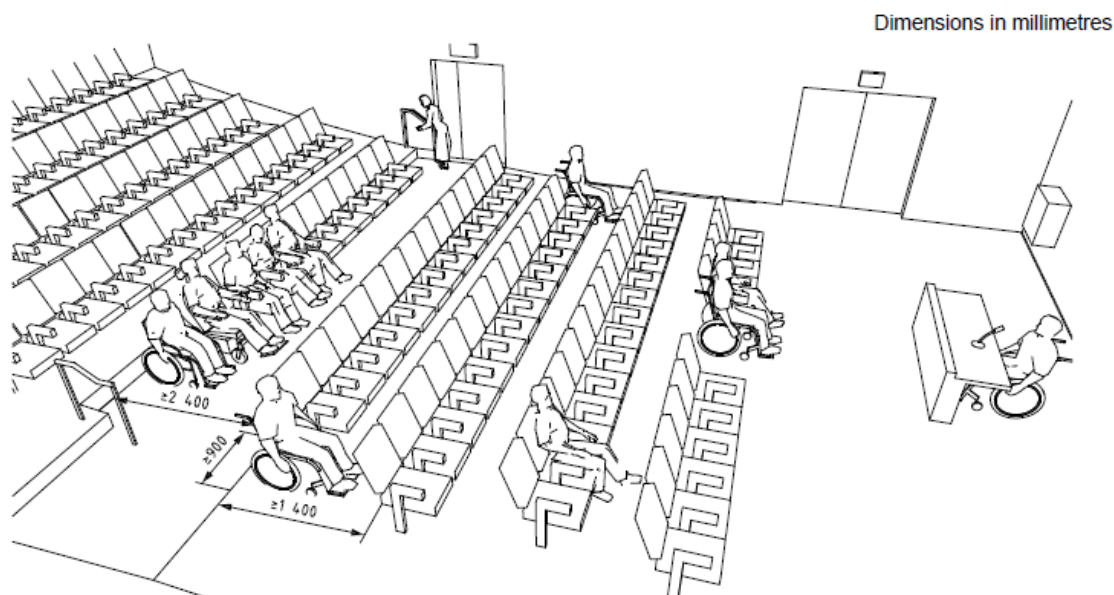
			
Accessible female toilet	Accessible Male toilet	Accessible lift	Accessible emergency exit

Some examples of ISO 21542 accessible signage symbols

Conference/Meeting Rooms wheelchair users and sign language interpretation considered

The meeting rooms are adequate for use by persons with disabilities.

- Provide adequate space for sign language interpretation services with Natural lighting is recommended
- Reserve or designate seating area for wheelchair users as follow
 - 51 to 100 seats, minimum of three designed seating space for wheelchair users
 - 101 to 200 seats, minimum of four seats for wheelchair users
 - One additional seating area should be provided for every 200 additional seats



1. Kitale

Main entrance

Entry to KEPHIS Regional office - Kitale is through two gates manned by contracted security personnel. Motorists and pedestrians enter the facilities through the main gate.



KEPHIS Sign at the main entrance



Main Entrance

- The gate is wide enough for vehicles and there is connectivity for pedestrians
- There is connectivity from the main road to the gate area and from gate area to the main entrance
- The floor texture has gravel and soil which hinders access by the PWDs.
- KEPHIS sign and sign for the building are clear and visible.
- The facility does not have tactile walking surface indicators (TWSI) to guide the blind and low vision staff and visitors.

Recommendations

- The path/road leading to the main offices and parking areas should be made accessible by either installing cabro, tarmacked or use other material that is rough and level for ease of access.
- Provide TWSI from drop of point through security gate to main entrance to from the drop of point through the security gate and the main entrance to guide the blind and low vision staff and visitors.

- KEPHIS should refer to KS ISO 21542 standards on Built environment by KEBS to come up with accessible facilities that meet universal accessibility designs recommended standards.

Gate area

- The security area is open and is accessible to persons with disabilities
- There is a pedestrian entrance at the gate for access to those on foot; however, the security office is inaccessible to wheelchair users and other PWDs will have difficulty accessing the office
- The security guards have little knowledge on how to handle persons with disabilities though they are friendly and hospitable.

Recommendations

- KEPHIS should sensitize security personnel on how to interact and assist persons with disabilities.

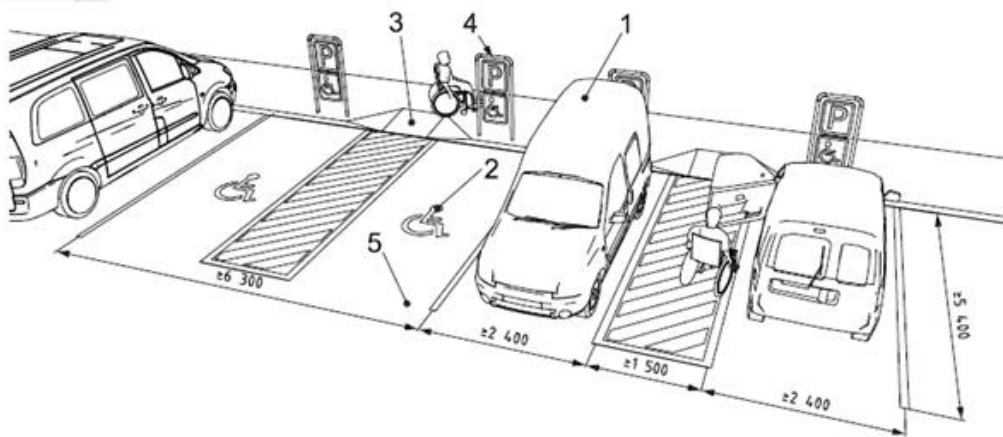
Parking

- The facility has reserved one parking space for PWDs.
- The parking space is signed, however, the signs do not meet universal design and accessibility standard for PWDs parking.
- The parking space surface is not level and has gravel rendering the parking space inaccessible to PWDs.



Recommendations

- KEPHIS should reserve one parking space for every 10 parking space for use by persons with disabilities. The parking spaces should be marked and a signage put at the main gate to direct PWDs to their designated parking spaces in line with KS ISO 21542 standards on Built environment by KEBS.
- Designated parking spaces should be located on firm and level ground, as close as is reasonable to the principal accessible entrance to the building with which the parking spaces are associated but no further than 50 m away from the entrance to the building.
- A parking space designated as one for persons with disability shall have a minimum width of 5,400mm and a minimum length of 6,300mm for perpendicular parking and a minimum length of 6.6 m for parallel parking.
- Parking spaces shall have an access aisle at least 1500 mm wide along the entire length of the parking space.



ISO 21542 recommended parking space design for PWDs

Key Accessible Elements

1. Minimum unobstructed height for vans 2600mm
2. Symbols of access
3. Kerb ramp
4. Signage, including universal symbol of access
5. Firm ground

Ramps

- The ramp leading to the main building and reception area is accessible.
- There is a ramp that does not meet the standard at the entry point from the parking.



Accessible ramp however, it has no handrails. Inaccessible ramp, it also has no handrails.

- There are other areas within the premises that have slopes and steps. The slopes do not meet universal design and accessibility standard required for ramps gradient ratio of 1:20



Inaccessible route

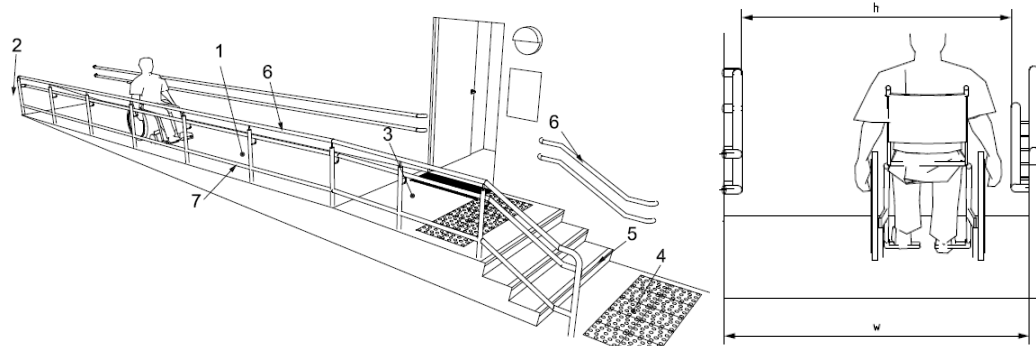


Slope

- The accessible ramp has no rails and is next to some stairs which can be hazardous to wheelchair users and other Persons with Disabilities using mobility devices.
- There are no warning and direction tactile walking surface indicators to guide the blind and those with low vision.

Recommendations

- The ramps should be of the design standards and have hand rails on both sides and in contrasting colours and cylindrical to be easier to grab by a PWD.
- The ramps should also be wide enough to accommodate a wheelchair user.
- Provide warning and directional tactile walking surface indicators to guide the blind and those with low vision.
- The main entrance is clearly visible from the drop off/ parking area.



Example of ISO 21452 accessible ramp design

Key Elements of universal accessible ramp

1. Ramp surface
2. Horizontal Landing
3. Horizontal Landing
4. Tactile Walking surface indicator in front of stairs
5. Complimentary stairs with marking
6. Standard ramp hand rails on both sides of ramp
7. Upstand, with 150mm
8. Width between handrails
9. Width of ramp surface

Main Door

- The main entry is of metal and has a firm grip door handle
- The door is wide enough for a wheelchair user to wheel in and out without difficulties.
- The door has access ramp.



Main Reception

Observation

- KEPHIS Kitale receptionist has acquired basic Kenyan Sign Language Skills.
- The reception personnel are friendly and courteous to visitors.
- Spacious and well accessible to all users.
- Waiting chairs and tables are well spaced, the tables are of good height. The waiting space is accessible.
- The counter/reception is accessible to all including wheelchair users and short stature persons.
- Quiet and peaceful environment.
- Good furniture accessible to persons with disabilities.
- Nice atmosphere / Pleasant ambience / Interior architecture / Clean.
- Natural air-conditioned environment / Pleasant indoor temperature.
- Good spaces for collaboration and maneuver.
- Good lighting and ventilation systems.
- Not overcrowded and supports visual privacy.
- Information is not available in Braille format.
- The floor is slippery.

Recommendations

- The KEPHIS management should put non-slippery mats along the walk-in areas to avoid slipping or tripping off.

- The clear maneuvering space in front of a counter or reception desk or similar fittings should accommodate a turning circle of 1500 mm diameter.
- A high seat or stool should be provided so that people with limited standing ability can use both hands for a transaction.
- The waiting area should have firm chairs for those who may not be able to sit on sofa sets.
- To facilitate lip reading, lighting design should ensure that a receptionist's face is evenly lit. Security screens should be so designed to ensure reflections are avoided.
- Signs associated with counters and reception desk should be large enough to be read at a distance and placed at a height that is convenient for wheelchair users to read.
- Avail the service charter in Braille format.
- Additional KEPHIS's front end staff and key officers need to acquire basic Sign Language Communication skills and knowledge and understanding of Disabilities and Disability Mainstreaming.

Pathways

- The pathways do not meet the international standards. They are narrow and have open drainage systems which is hazardous to the pedestrians and those using assistive mobility devices.
- The pathways need repair and some has some steps.



Recommendations

- The pathways need to be renovated according to the ISO standard.
- The drainage should be protected, either by installing a metal cover or installing handrails on along the pathway.

Accessible washrooms

Observations

The KEPHIS Kitale washrooms are not accessible to PWDs.



Example of accessible washrooms design and measurement:

1. Toilet room for ambulant Persons with Disabilities. Users of this toilet can be independent or require minimal support

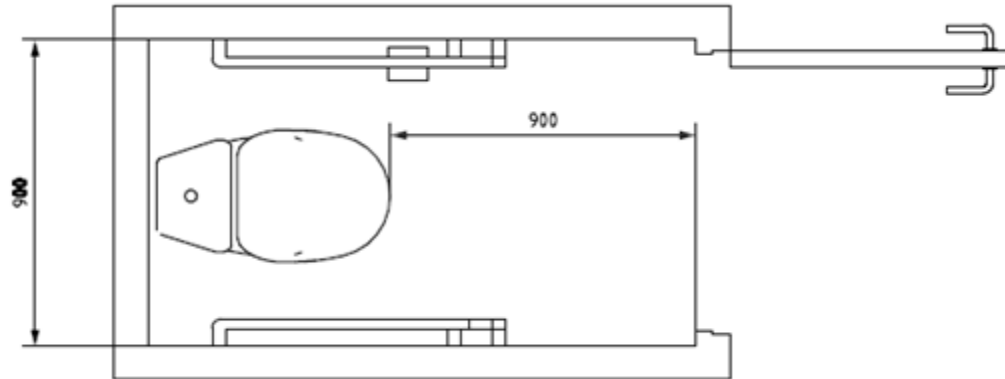
Toilet rooms accessible to all with none slippery floor and clearance space of at least 900mm by 900mm, hand rails on both sides with door opening on the outside.

Characteristics

- Clear maneuvering space in front of toilet bowl and should be of 900mm to 900mm in dimension
- The door opens outwards with a minimum unobstructed width that is not less than 800mm,
- Grab rails fixed on both walls,
- Independent water supply beside toilet seat,
- Hand washing basin provided on outside but not far from the toilet room.

This type of toilet is ideal for ambulant users who need little support.

Dimensions in millimeters



i. **Wheelchair user accessible toilet rooms**

“Type A” toilet rooms with Lateral Transfer from both sides. While this toilet is accessible to all, it is very ideal for wheelchair users who will require support for transfer from wheelchair to toilet and back.

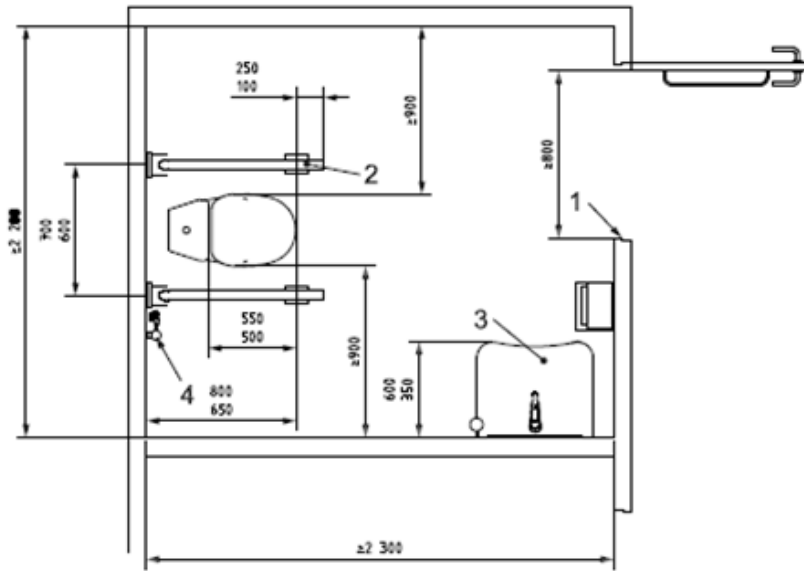
Characteristics

- Lateral transfer from both sides,
- Maneuvering space uninterrupted by washbasin and pad and other internal wall fixtures and furnishings
- Independent water supply beside toilet seat
- Horizontal grab rails at both sides
- Toilet paper dispenser on both folding grab rails

Dimensions in millimeters

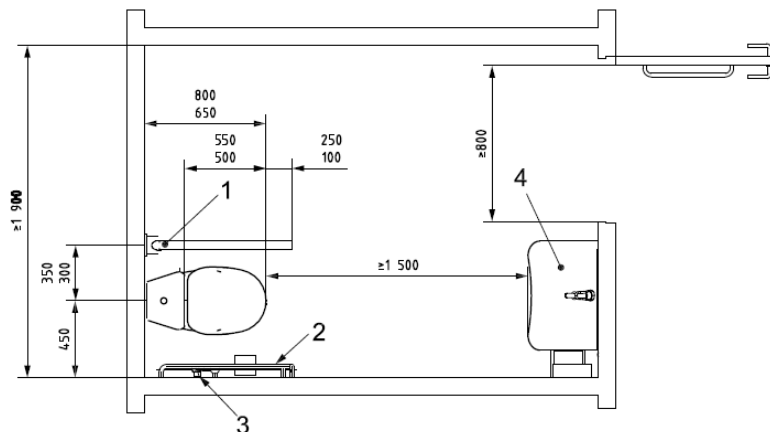
Key

1. Door width of minimum of 800 mm (900mm recommended)
2. Foldable grab bars/rails on both sides
3. Washbasin
4. Independent water supply



ii. "Type B" Toilet corner toilet

Dimension in millimeters



Key

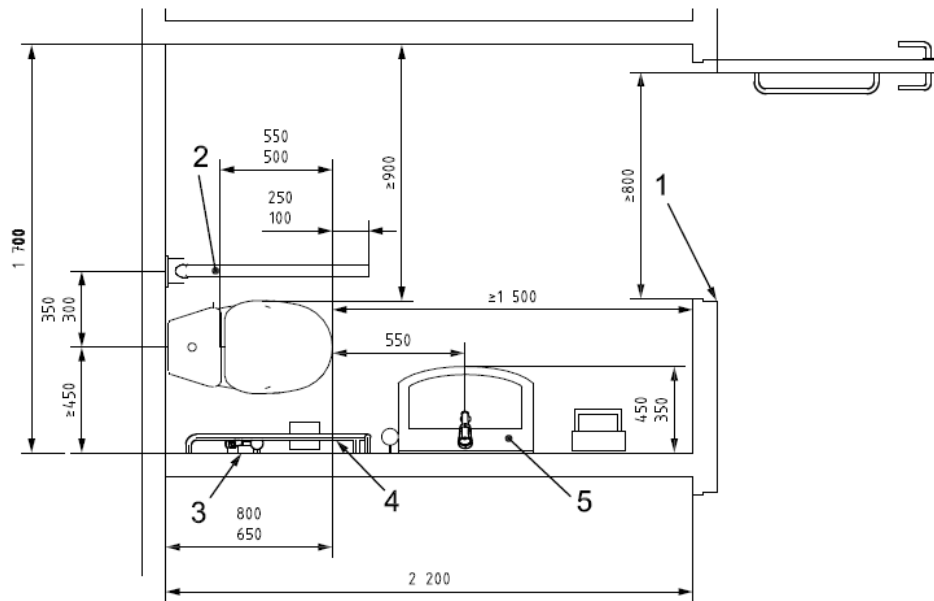
1. Foldable grab rail
2. Grab rail on wall
3. Independent water supply
4. Washbasin

Characteristics

- Lateral transfer from one side,
- Maneuvering space uninterrupted by washbasin and pad and other internal wall fixtures and furnishings,
- Independent water supply beside toilet seat,
- Vertical grab rail beside the toilet seat for getting up and,
- Toilet paper dispenser fixed on the wall beside the toilet seat,
- Foldable grab rail.

iii. Type "C" Toilet room

Dimensions in millimeters



Key

1. Minimum 800mm (900mm recommended)
2. Foldable grab rail
3. Independent water supply
4. Grab rail on wall
5. Washbasin

Characteristics

- Lateral transfer only on one side,
- Maneuvering space reduced by washbasin,
- Independent water supply beside toilet seat, with floor drain where necessary,
- Ability to reach rail on wall beside the toilet seat,
- Vertical grab rail on wall beside the toilet seat for getting up and sitting down (slanted grab bars are not preferred)
- Folding grab rail,
- Toilet paper dispenser fixed on the wall beside the toilet seat.

2. Kisumu

Main entrance

Entry to KEPHIS office in Kisumu is through two gates manned by contracted security personnel. Motorists and pedestrians enter the facilities through the main gate. The office is leased from Kenya Ports Authority.



KEPHIS Sign at the main entrance



Main Entrance

- The gate is wide enough for vehicles and there is connectivity for pedestrians
- There is connectivity from the main road to the gate area and from gate area to the main entrance
- KEPHIS sign and sign for the building are clear and visible.
- The facility does not have tactile walking surface indicators (TWSI) to guide the blind and low vision staff and visitors.

Recommendations

- Provide TWSI from drop of point through security gate to main entrance to from the drop of point through the security gate and the main entrance to guide the blind and low vision staff and visitors.

Gate area

- The security area is open and is accessible to persons with disabilities
- There is a pedestrian entrance at the gate for access to those on foot;

Parking

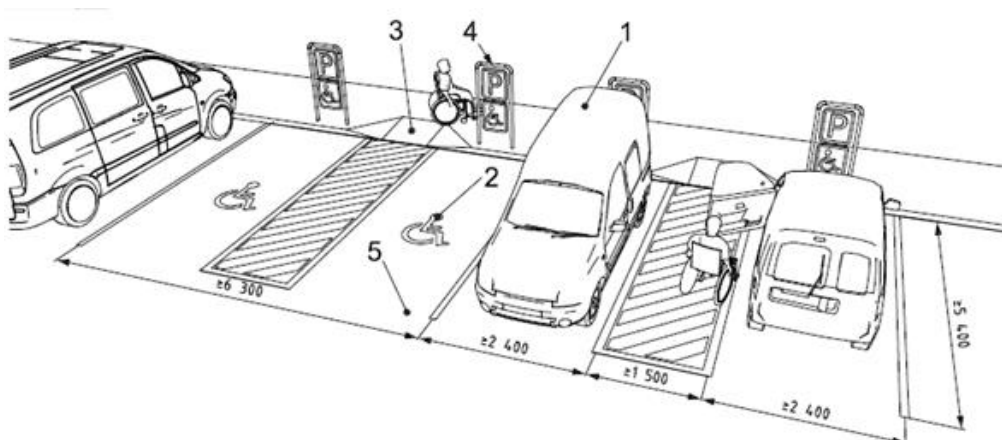
- The facility has reserved one parking space for PWDs.

- The parking space have proper signage.
- The parking space surface is level and is therefore accessible to PWDs.



Recommendations

- KEPHIS should reserve one parking space for every 10 parking space for use by persons with disabilities. The parking spaces should be marked and a signage put at the main gate to direct PWDs to their designated parking spaces in line with KS ISO 21542 standards on Built environment by KEBS.



ISO 21542 recommended parking space design for PWDs

Key Accessible Elements

6. Minimum unobstructed height for vans 2600mm
7. Symbols of access
8. Kerb ramp
9. Signage, including universal symbol of access
10. Firm ground

Ramps

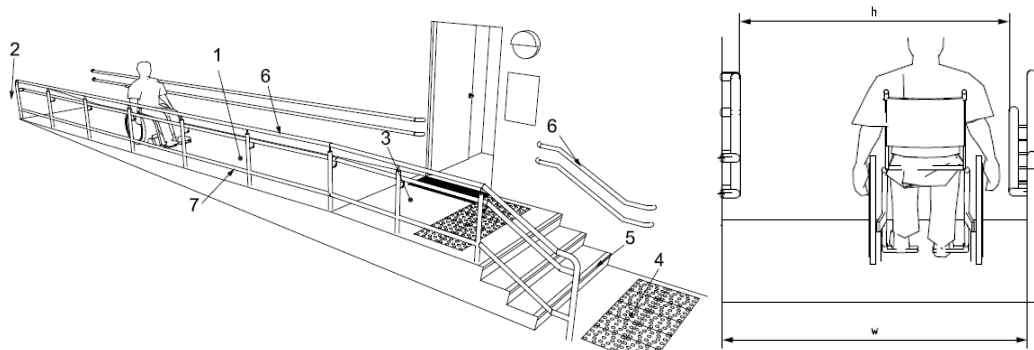
- The ramp leading to the main building and reception area is accessible.
- The ramps are well protected from the drainage system.



Accessible ramp however, it has no handrails.

Recommendations

- Install handrails.



Example of ISO 21452 accessible ramp design

Main Door

- The main entry is of glass and metal and has a firm grip door handle

- The door is wide enough for a wheelchair user to wheel in and out without difficulties.
- The door has access ramp.



Main Reception



Observation

- The receptionist has acquired basic Kenyan Sign Language Skills.

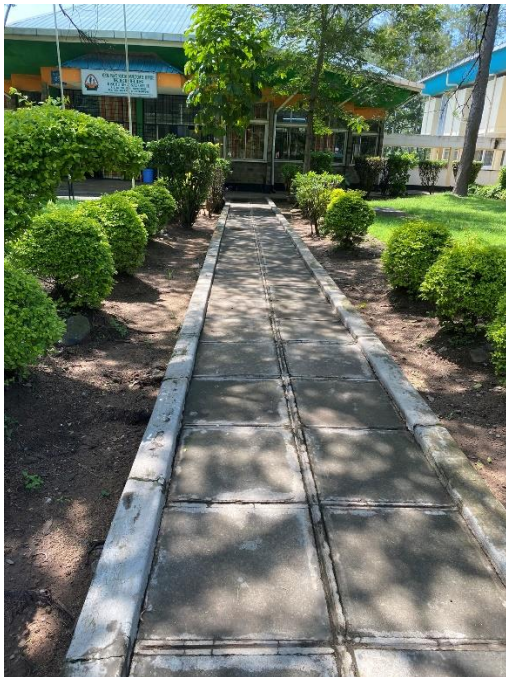
- The reception personnel is friendly and courteous to visitors.
- Spacious and well accessible to all users.
- Waiting chairs and tables are well spaced, the tables are of good height. The waiting space is accessible.
- The counter/reception is accessible to all including wheelchair users and short stature persons.
- Quiet and peaceful environment.
- Good furniture accessible to persons with disabilities.
- Nice atmosphere / Pleasant ambience / Interior architecture / Clean.
- Natural air-conditioned environment / Pleasant indoor temperature.
- Good spaces for collaboration and maneuver.
- Good lighting and ventilation systems.
- Not overcrowded and supports visual privacy.
- Information is available in Braille format.
- The floor is non slippery.

Recommendations

- The KEPHIS management should put non-slippery mats along the walk-in areas to avoid slipping or tripping off.

Pathways

- The pathways meet the international standards.
- The pathways need repair.



Recommendations

- The pathways need to be renovated according to the ISO standard.

Accessible washrooms

Observations

There is no accessible washroom for PWDs.



Recommendations

- KEPHIS should install/construct an accessible washroom for PWDs at the Regional office.

3. Nakuru

Main entrance

It was noted that the facility is situated far from the main road, however, there are modes of transport that can be accessed by the PWDs. Entry to KEPHIS office in Nakuru is through two gate. Motorists and pedestrians enter the facilities through the main gate. The office is owned by KEPHIS.

- The gate is wide enough for vehicles and there is connectivity for pedestrians
- There is connectivity from the main road to the gate area and from gate area to the main entrance
- KEPHIS sign and sign for the building are clear and visible.
- The facility does not have tactile walking surface indicators (TWSI) to guide the blind and low vision staff and visitors.

Recommendations

- Provide TWSI from drop of point through security gate to main entrance to from the drop of point through the security gate and the main entrance to guide the blind and low vision staff and visitors.

Gate area

- The security area is open and is accessible to persons with disabilities
- There is a pedestrian entrance at the gate for access to those on foot;

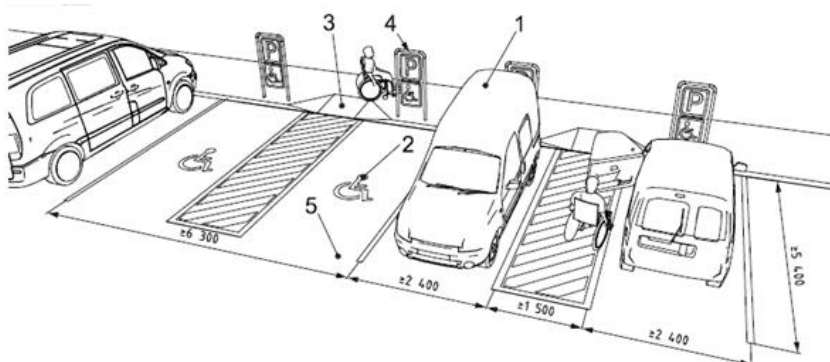
Parking



- The facility has reserved one parking space for PWDs.
- The parking space have proper signage.
- The parking space surface is has gravel and therefore not accessible to PWDs.

Recommendations

- KEPHIS should reserve one parking space for every 10 parking space for use by persons with disabilities. The parking spaces should be marked and a signage put at the main gate to direct PWDs to their designated parking spaces in line with KS ISO 21542 standards on Built environment by KEBS.
- The surface needs to be leveled and reconstructed using firm material like tarmac or cabro paving.



ISO 21542 recommended parking space design for PWDs

Key Accessible Elements

11. Minimum unobstructed height for vans 2600mm
12. Symbols of access
13. Kerb ramp
14. Signage, including universal symbol of access
15. Firm ground

Ramps

- The ramp leading to the main building and reception area is fairly accessible.
- The ramps do not have handrails.
- Some of the ramps in the facility are not accessible.
- The auxiliary door leading to the canteen has no ramp installed.



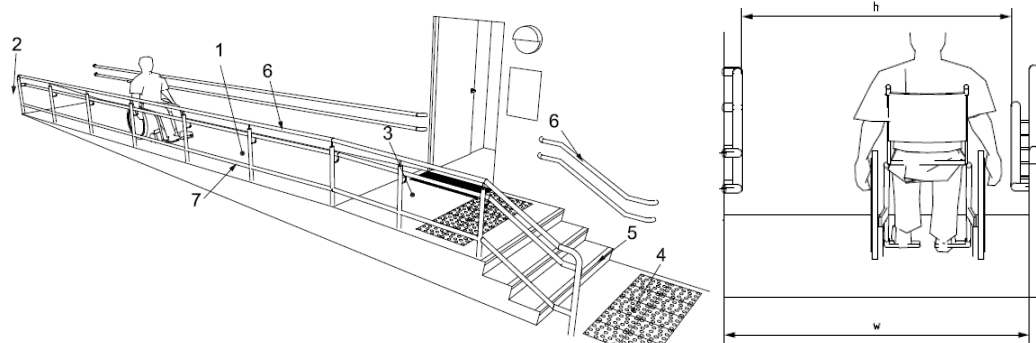
*Accessible ramp however,
it has no handrails.*



Proper ramp needs to be installed at the entrance

Recommendations

- Install standard ramp at the main entrance.
- Install handrails.
- Install a ramp at the auxiliary door leading to the canteen.



Example of ISO 21452 accessible ramp design

Main Door

- The main entry is of glass and metal and has a firm grip door handle
- The door is wide enough for a wheelchair user to wheel in and out without difficulties.



Recommendations

- Construct a ramp in line with ISO Standard on built environment at the entrance.

Main Reception

Observation

- The receptionist has no basic Kenyan Sign Language Skills.
- Spacious and well accessible to all users.
- Waiting chairs and tables are well spaced, the tables are of good height. The waiting space is accessible.
- The counter/reception is accessible to all including wheelchair users and short stature persons.
- Quiet and peaceful environment.
- Good furniture accessible to persons with disabilities.
- Good spaces for collaboration and maneuver.
- Good lighting and ventilation systems.
- Not overcrowded and supports visual privacy.
- Information is available in Braille format.
- The floor is non slippery.

Pathways

- The pathways meet the international standards.
- The pathways need to be repaired.



Recommendations

- The pathways need to be renovated according to the ISO standard. They pose a hazard.
- The drainage systems need to be protected by using metal covers.

Accessible washrooms

Observations

There is no accessible washroom for PWDs.

Recommendations

- KEPHIS should install/construct an accessible washroom for PWDs at the Regional office.

4. Naivasha

Main entrance

Entry to KEPHIS office is through two gates manned by contracted security personnel. Motorists and pedestrians enter the facilities through the main gate. The office is leased.



KEPHIS Sign at the main entrance

- The gate is wide enough for vehicles and there is connectivity for pedestrians
- There is connectivity from the main road to the gate area and from gate area to the main entrance
- KEPHIS sign and sign for the building are clear and visible.
- The facility does not have tactile walking surface indicators (TWSI) to guide the blind and low vision staff and visitors.

Recommendations

- Provide TWSI from drop of point through security gate to main entrance to from the drop of point through the security gate and the main entrance to guide the blind and low vision staff and visitors.

Gate area

- The security area is open and is accessible to persons with disabilities
- There is a pedestrian entrance at the gate for access to those on foot;

Parking

- The facility has reserved one parking space for PWDs.

- The parking space have proper signage.
- The parking space surface is level and is therefore accessible to PWDs.



Ramps

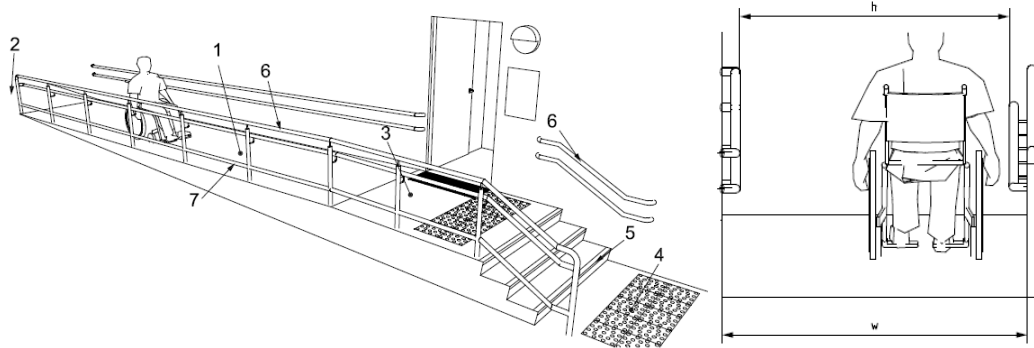
- The ramp leading to the main building and reception area is accessible.
- The ramps are well protected from the drainage system.



Accessible ramp however, it has no handrails.

Recommendations

- Install handrails.



Example of ISO 21452 accessible ramp design

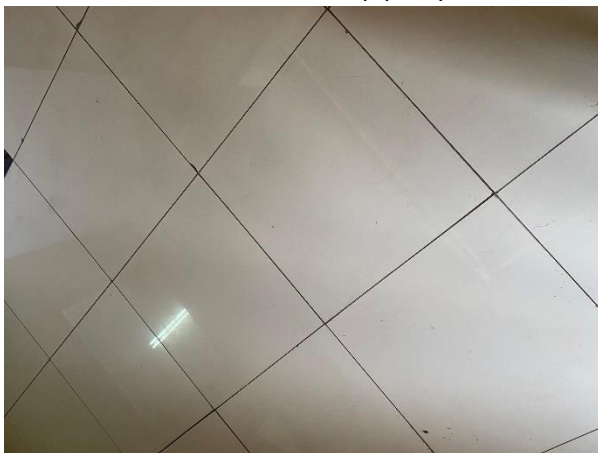
Main Door

- The main entry is of glass and metal and has a firm grip door handle
- The door is wide enough for a wheelchair user to wheel in and out without difficulties.
- The door has access ramp.

Main Reception

Observation

- The reception personnel is friendly and courteous to visitors.
- Spacious and well accessible to all users.
- Waiting chairs and tables are well spaced, the tables are of good height. The waiting space is accessible.
- The counter/reception is accessible to all including wheelchair users and short stature persons.
- Information is available in Braille format.
- The floor is non slippery.



Recommendations

- The KEPHIS management should put non-slippery mats along the walk-in areas to avoid slipping or tripping off.

Pathways

- The pathways meet the international standards.

Accessible washrooms

Observations

There is no accessible washroom for PWDs.



Recommendations

- KEPHIS should install/construct an accessible washroom for PWDs at the Regional office.

5. Embu

Main entrance

Entry to KEPHIS office through two gates manned by contracted security personnel. Motorists and pedestrians enter the facilities through the main gate. The office is KEPHIS own.



KEPHIS Sign at the main entrance



Main Entrance

- The gate is wide enough for vehicles and there is connectivity for pedestrians
- There is connectivity from the main road to the gate area and from gate area to the main entrance
- KEPHIS sign and sign for the building are clear and visible.
- The facility does not have tactile walking surface indicators (TWSI) to guide the blind and low vision staff and visitors.

Recommendations

- Provide TWSI from drop of point through security gate to main entrance to from the drop of point through the security gate and the main entrance to guide the blind and low vision staff and visitors.

Gate area

- The security area is open and is accessible to persons with disabilities
- There is a pedestrian entrance at the gate for access to those on foot;
- The surface is not level and firm.



Recommendations

- The surface should be level and firm. It should be reconstructed with tarmac or cabro paving or any other firm and level material.

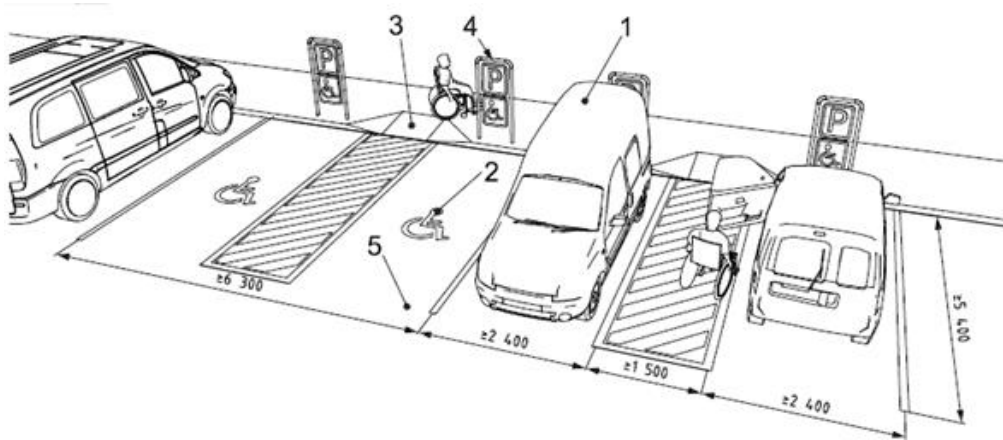
Parking

- The facility has reserved a parking space for PWDs.
- The parking space no proper signage.
- The parking space surface is not level and firm, therefore its inaccessible to PWDs.



Recommendations

- KEPHIS should reserve one parking space for every 10 parking space for use by persons with disabilities. The parking spaces should be marked and a signage put at the main gate to direct PWDs to their designated parking spaces in line with KS ISO 21542 standards on Built environment by KEBS.
- The parking surface should be made firm and level.
- The parking sign to be installed and should meet the international accessibility symbol of access standards.



ISO 21542 recommended parking space design for PWDs

Key Accessible Elements

16. Minimum unobstructed height for vans 2600mm
17. Symbols of access
18. Kerb ramp
19. Signage, including universal symbol of access
20. Firm ground

Ramps

- The ramp leading to the main building and reception area is accessible.
- The ramps are well protected from the drainage system.



Accessible ramp.

Main Door

- The main entry is of glass and metal and has a firm grip door handle
- The door is wide enough for a wheelchair user to wheel in and out without difficulties.
- The door has access ramp.



Main Reception



Observation

- The receptionist has acquired basic Kenyan Sign Language Skills.
- The reception personnel is friendly and courteous to visitors.
- Waiting chairs and tables are well spaced, the tables are of good height. The waiting space is accessible.
- The counter/reception is accessible to all including wheelchair users and short stature persons.
- Good furniture accessible to persons with disabilities.
- Good spaces for collaboration and maneuver.
- Good lighting and ventilation systems.
- Not overcrowded and supports visual privacy.
- Information is available in Braille format.
- The floor is slippery.

Recommendations

- The KEPHIS management should put non-slippery mats along the walk-in areas to avoid slipping or tripping off.

Pathways

- The pathways are firm and level.



Accessible washrooms

Observations

Although KEPHIS have installed washrooms for Persons with Disabilities, the installations of the washrooms do not meet universal design and accessibility to persons with Disabilities. In order to have washrooms that are accessible to all without any form of discrimination, KEPHIS should consult and extensively KEBS ISO 21542 Standards for Building and Construction – Accessibility and Usability of the Built Environment in future modification, office renovation, furniture arrangement and fixture installation to ensure that the improvements meets accessibility needs of persons with Disabilities.

Recommendations

- KEPHIS should install/construct an accessible washroom for PWDs at the Regional office.
- The dimension for wheelchair use accessible toilet rooms depends on the function that must be met. The international standard gives the characteristics and requirements for three types (A, B, C) of the toilets most commonly used in the world. National regulations shall decide on the priority of the functions to be met and recommend which type of toilet room is to apply for depending on space available to decide of washroom to install to meet accessibility needs for all.



Recommendations

- KEPHIS should install/construct/modify an accessible washroom for PWDs at the Regional office.

6. Mombasa

The office in Mombasa is situated at Kenya Ports Authority premises. The office is accessible via a manned gate by Kenya Ports Authority security personell. The office is totally inaccessible to PWDs, however, the Inspectorate has transferred its services to the public to Huduma Center at Posta Mombasa.



Main Entrance to the Mombasa Office

- The office at Huduma center is accessible to persons with disabilities. The ramps have been installed and its near to the drop off point.



KEPHIS desk at Huduma Center can be accessed by PWDs

- There are no accessible washrooms in the facility.
- There is no access to assign language interpreter or staff with Basic Kenyan Sign Language Skills.

Recommendations

- KEPHIS in partnership with the other stakeholders at Huduma center can find ways to install an accessible washroom.
- There is need for staff at the office to be trained in Basic Kenyan Sign Language Skills.

7. Head Office – Nairobi

Main entrance

Entry to KEPHIS Head office is through two gates manned by contracted security personnel. Motorists and pedestrians enter the facilities through the main gate.

- The gate is wide enough for vehicles and there is connectivity for pedestrians
- There is connectivity from the main road to the gate area and from gate area to the main entrance
- The surface is firm and level which accessible for PWDs.
- KEPHIS sign and sign for the building are clear and visible.
- The facility does not have tactile walking surface indicators (TWSI) to guide the blind and low vision staff and visitors.

Recommendations

- Provide TWSI from drop of point through security gate to main entrance to from the drop of point through the security gate and the main entrance to guide the blind and low vision staff and visitors.

Gate area

- The security area is open and is accessible to persons with disabilities
- The security guards have little knowledge on how to handle persons with disabilities though they are friendly and hospitable.

Recommendations

- KEPHIS should sensitize security personnel on how to interact and assist persons with disabilities.

Parking

- The facility has reserved parking spaces for PWDs.
- The parking space has proper signage.
- The parking space surface is level and firm.



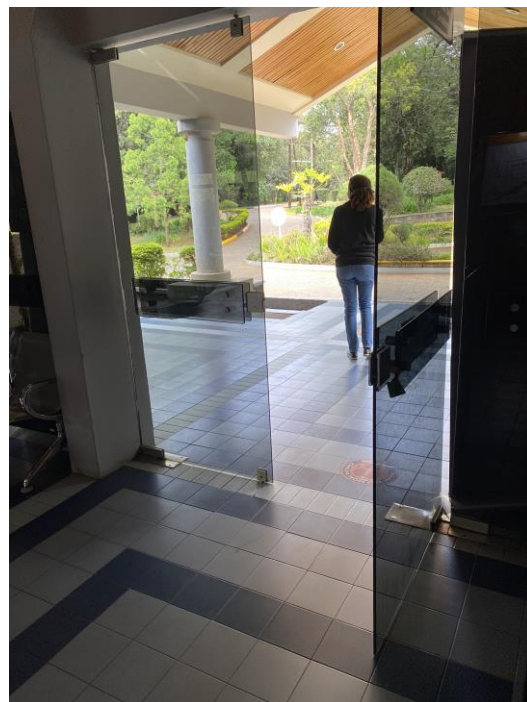
Ramps

- The ramp leading to the main building and reception area is accessible.
- The ramps in other parts of the premise are also accessible.



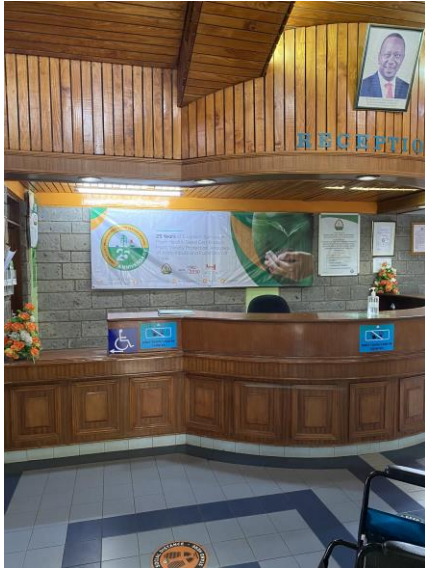
Main Door

- The main entry is of metal and glass and has a firm grip door handle
- The door is wide enough for a wheelchair user to wheel in and out without difficulties.
- The door has access ramp.



Reception area

- The receptionist has acquired basic Kenyan Sign Language Skills.
- The reception personnel are friendly and courteous to visitors.
- Spacious and well accessible to all users.
- Waiting chairs and tables are well spaced, the tables are of good height. The waiting space is accessible.



- The counter/reception is accessible to all including wheelchair users and short stature persons.
- Quiet and peaceful environment.
- Good furniture accessible to persons with disabilities.
- Nice atmosphere / Pleasant ambience / Interior architecture / Clean.
- Natural air-conditioned environment / Pleasant indoor temperature.
- Good spaces for collaboration and maneuver.
- Good lighting and ventilation systems.
- Not overcrowded and supports visual privacy.
- Information is not available in Braille format.
- The floor is slippery.

Recommendations

- The KEPHIS management should put non-slippery mats along the walk-in areas to avoid slipping or tripping off.
- To facilitate lip reading, lighting design should ensure that a receptionist's face is evenly lit. Security screens should be so designed to ensure reflections are avoided.
- Signs associated with counters and reception desk should be large enough to be read at a distance and placed at a height that is convenient for wheelchair users to read.
- Avail the service charter in Braille format.
- Additional KEPHIS's front end staff and key officers need to acquire basic Sign Language Communication skills and knowledge and understanding of Disabilities and Disability Mainstreaming.

- The pathways meet the international standards



Accessible washrooms

Observations

Although KEPHIS have installed washrooms for Persons with Disabilities, the installations of the washrooms do not meet universal design and accessibility to persons with Disabilities. In order to have washrooms that are accessible to all without any form of discrimination, KEPHIS should consult and extensively KEBS ISO 21542 Standards for Building and Construction – Accessibility and Usability of the Built Environment in future modification, office renovation, furniture arrangement and fixture installation to ensure that the improvements meets accessibility needs of persons with Disabilities.



Recommendations

- KEPHIS should modify/install/construct an accessible washroom for PWDs at the Head office.
- The dimension for wheelchair use accessible toilet rooms depends on the function that must be met. The international standard gives the characteristics and requirements for three types (A, B, C) of the toilets most commonly used in the world. National regulations shall decide on the priority of the functions to be met and recommend which type of toilet room is to apply for depending on space available to decide of washroom to install to meet accessibility needs for all.

CONCLUSION

The exercise was an eye opener to all parties, both the management and the auditors. KEPHIS needs to come up with a work plan on the implementation of the recommendations from the audit exercise. If all the recommendations are taken into consideration, then KEPHIS will be fully accessible to persons with disabilities.

Accessibility Audit National Council for Persons with Disabilities

	Areas	Y	N	Observation/ recommend ation
	A. Parking			
1.	2.Are there adequate numbers of accessible parking spaces available? (a minimum of 1 per 25 spaces)			
3.	4.Are accessible spaces marked with the International Symbol of Accessibility?			
5.	6.Measure at least 3 meters long and have (or share) an adjacent access aisle at least 3 meters wide?			
7.	8.Is there an enforcement procedure to ensure that only those who need it use accessible parking?			
9.	10. Is there an accessible route connecting accessible spaces to accessible buildings on the same site, that does not cross roads?			
	B. Dropped curbs / outside paths			
1.	2.Is there a dropped curb wherever an accessible route (connecting accessible facilities, accessible buildings, accessible elements and accessible spaces) crosses a curb?			
3.	4.Is the dropped kerb's width, not including the flared sides, a minimum of 1 metre?			
5.	6.Is its slope no steeper than 1:20 (one cm rise in 20 cm)?			
7.	8.Are outside paths of travel stable, firm, and slip-resistant?			
9.	10. Do all grills have a hole diameter no more than 0.8cm			
11.	12. Are there guide strips (of a different floor texture) for people using white canes?			
13.	14. Hazards for white cane users: Have hazards been removed which protrude into the walkway – e.g. overhanging signs, fire extinguishers, tree branches, that protrude more than 10cm at a height of between and 65 cm and 2m?			
	C. Ramps			
1.	2.Do all ramps higher than half a metre have railings on both sides?			

3.	4.Do all ramps have a slope no steeper than 1:12 (one cm rise in 12 cm)?			
5.	6.Are ramps non-slip?			
7.	8.Is there a clear width (between handrails) of at least 42 inches?			
9.	10. Is there a level landing (as wide as the ramp and at least 2 metres long) at the top and bottom of each ramp and each ramp run, and resting platform every 10 metres?			
11.	D. Entrance			
1.	2.If there are stairs at the main entrance, is there a ramp, lift, or alternative accessible entrance?			
3.	4.Do all inaccessible entrances have signs indicating the location of an accessible entrance?			
5.	6.Is the entire front desk or at least a section of the front desk at a height where customers in wheelchairs can see over the desk comfortably and have face-to-face conversation with staff?			
7.	8.Are the receptionists, security guards and other customer service officers trained in disability awareness?			
9.	10. Are sign language interpreters available on request?			
11.	12. Are personal assistants available on request?			
	E. Doors			
1.	2.Is the door handle no higher than 1.2 meters and operable with a closed fist?			
3.	4.Can doors be opened without too much force (maximum is 2kg)?			
5.	6.Do large, floor length windows and mirrors have stickers to prevent partially sighted people walking into them?			
	F. Horizontal circulation			
1.	2.Does the accessible entrance provide direct access to the main floor, lobby, or elevator?			
3.	4.Do signs designating permanent rooms and spaces, such as rest room signs, exit signs, and room numbers?			
5.	6.Do all floors have hard, slip resistant surfaces or tightly woven carpet?			
7.	8.Do floors have a non-glare finish?			

9.	10. Are all corridors at least 1.4m wide and free from obstacles and steps?			
11.	12. Hazards for white cane users: Are corridors free from hazards such signs and fire extinguishers that protrude more than 10cm from the wall at a height of between 65 cm and 2m from the ground?			
13.	G. Seats / Tables / Counters			
1.	2. Are the aisles between chairs or tables at least 1 meter wide?			
3.	4. Are the spaces for wheelchair seating distributed throughout?			
5.	6. Are knee spaces at accessible tables at least 0.7 meters high, 0.8 meters wide and 0.5 meters deep?			
	H. Vertical Circulation			
1.	2. Are there ramps or elevators to all levels?			
3.	4. On each level, if there are stairs between the entrance and/or elevator and essential public areas, is there an accessible alternative?			
	I. Stairs / Lifts			
1.	2. Do stairs have good lighting?			
3.	4. Are stairs level with a non-slip surface and a minimum width of 1.3 metres			
5.	6. Do stairs have continuous rails on both sides, with extensions beyond the top and bottom stairs?			
7.	8. Do lifts have visible and verbal or audible door opening/closing and floor indicators?			
9.	10. Do the controls outside and inside the lift have raised and Braille lettering?			
11.	12. Is there a sign at each floor identifying the floor in raised and Braille letters?			
13.	14. Is the lift emergency intercom usable without voice communication?			
15.	16. Are there Braille and raised-letter instructions for the emergency communication system?			
	J. Toilets			

1.	2. Is there at least one toilet (one for each sex) fully accessible?			
3.	4. Are there signs at inaccessible toilets that give directions to accessible ones?			
5.	6. Is there tactile signage identifying toilets?			
7.	8. Are doors equipped with accessible handles (operable with a closed fist), 1.2 meters high or less?			
9.	10. Does the entry configuration provide adequate maneuvering space for a person using a wheelchair?			
11.	12. Is there a 1 meter-wide path to all fixtures?			
13.	14. Are soap and other dispensers and hand dryer, sinks 1.2 meters high or less and usable with one closed fist?			
15.	16. Is the door handle no higher than 1.2 meters and operable with a closed fist?			
17.	18. Is the mirror mounted with the bottom edge of the reflecting surface 1 meter high or lower?			
19.	20. Is there Braille information available on condom dispensers?			
	K. Signage			
1.	2. Is all signage 1.5 meters above the ground?			
3.	4. Are signs on doors on the same side as the door knob?			
5.	6. Is signage well lit, using uniform lighting (e.g., not spotlights), with illumination coming from behind or beside the text or sign?			
7.	8. Is signage in clear contrasting colours (e.g., black and white)?			
9.	10. Is signage in Braille?			
	L. Conference / Meeting room			
1.	2. Are aisles, including side isles at least 1m wide?			
3.	4. Have special seating arrangements or paired wheelchair spaces totalling 2m in width 5. been provided (by means of the removal of 6. several chairs) that accommodate wheelchair users within the body of the audience and 7. still provide lines of sight (			

8.	9. Is there one such wheelchair location in area seating up to 25 persons (two in an area seating up to 50; four in an area up to 300 etc)?			
10.	11. Are raised platforms / stages accessible via a ramp			
12.	13. Is there an "induction loop" in the PA system for persons using hearing aids?			
14.	15. Are accessible toilets available close to meeting / conference rooms?			
	M. Emergency Preparation			
1.	2. Do you have a wheelchair available for use?			
3.	4. Do you have an emergency plan that includes persons with disabilities?			
5.	6. Do selected staff know how to handle an emergency – illness, power cut, fire etc. if persons with disabilities are involved or present			

PRIORITY ITEMS BASED UPON AUDIT RESULTS

Short Range Goals (within 3 months):	Long Range Goals (within 12 months)
1.	
2.	
3.	
4.	
5.	

List all deficiencies that will require a large financial layout (+KES 100,000).

1. _____
2. _____
3. _____
4. _____

Location:

Date:

Energy and Petroleum Regulatory Authority, Nairobi

REPORT BY: NATIONAL COUNCIL FOR PERSONS WITH DISABILITIES (NCPWD)