

At Public Facilities (At a Library)

Setacchi arrives at the library. A person is gesturing to say something to the person at the front desk. At some point, the person at the front desk starts to write something.



May I know what you are here for?

Curious **Setacchi** called from behind, but there was no answer. Huh?



He talks with a writing board to write what we have in mind and erase it.



Susumu notices, turns around, and shows a card to Setacchi...

"I cannot hear or talk. Please use signs so I can understand".

He is a hearing disabled person.

◆ Difficulties for hearing disabled people ◆

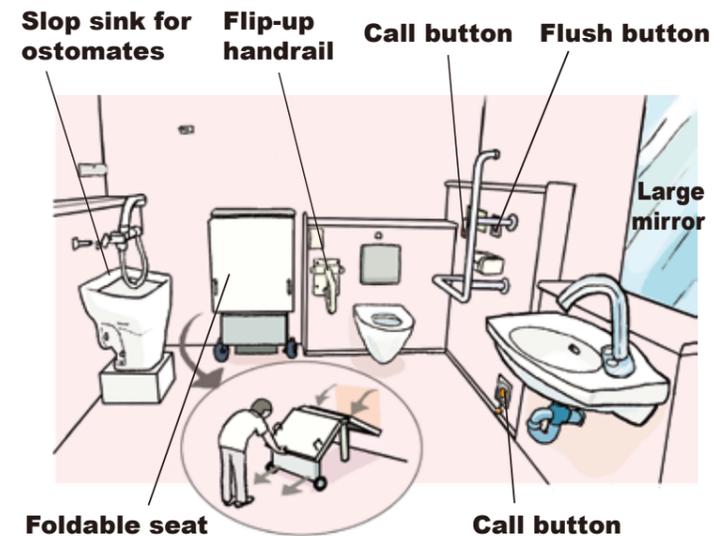
- They cannot hear when called by attendants or when emergency information are announced by voice.
- They cannot hear when called from behind. At one time, a hearing disabled person didn't notice a person riding on bicycle was approaching from behind. When he passed him, he understood the rider was complaining to him by reading his lips. He felt so sad.



Use of emergency buttons alone is of no help to them.

- Some hearing disabled people have difficulty in reading. It would be of great help to them if there is a person who can use sign language at places like the front desk of the city hall.
- They cannot converse through the intercom and the emergency button inside the elevators in times of emergencies. There are those who have decided not to ride elevators by themselves.

Good Ideas and Initiatives in Public Facilities



Ideal rest rooms for easy use by everyone, including persons on wheelchairs, ostomates (persons with artificial anus and artificial bladder) and persons accompanied by children are increasing.



Sign language interpreters and summary transcripts are provided during events so that even those with disabled hearing can participate.



Signs are made in such a way that partially-sighted people can see them easily. Foreign language translation is also provided for the signs.



Turns are indicated by numeric displays in addition to being called out at the front desk.

Susumu says before parting with **Setacchi**, "Universal Design is a way of thinking that aims to enable things to be used by everyone. By hearing disabled people, visually disabled people, people on wheelchairs, senior people, and people accompanying children. If you are interested, then try to do research on universal design."



Moving a hand as if to chop the other hand and then raising the hand means "thank you" in Japanese sign language.

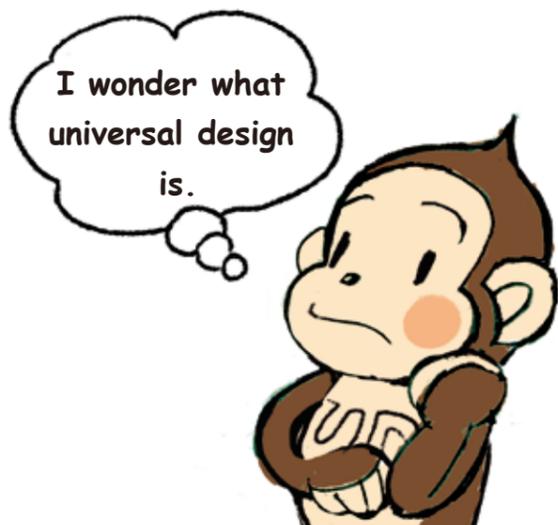
"I learned a simple sign language. Thank you very much."

What is Universal Design?

Setacchi has met various people since the morning.

He thinks to himself that there must be more people who have their own difficulties.

If I know these problems in advance, then I can surely pay attention, find ways to help, and give a helping hand. I didn't notice the presence of the people with difficulties before.



And **Setacchi** thinks to himself, "it would be wonderful if more people live safe and comfortable lives." He wants to know more about universal design.

What do you think after going out to town with **Setacchi**?



How Universal Design is implemented in Setagaya City

As **Setacchi** has noticed, there are various people in this city. We think it important to know mutually what difficulties these people meet. We have produced town and products so that anyone can go to town in the same way, behave normally, and participate in society as a matter of course.

The way of giving due respect to each and every member of the city, with each one supporting each other, and building a living environment that allows everyone to live their lives and use the town with ease...

This way is how the City of Setagaya thinks of Universal Design.

"Machidukuri"^{*1} in Setagaya City

For the interests of senior people and people with disabilities and in pursuit of the "barrier free" philosophy the City removes barriers that arise in the city.

The City promotes the building of a barrier free town from the very start by knowing what the many people in the city would need, and not only from a "barrier free" viewpoint of removing barriers when they arise.

We also think it important to continue the initiatives.

Setagaya City Universal Design Promotion Act

The act defines universal design as "ideas of creating a living environment so that as many people as possible can live easily regardless of age, gender, nationality, ability, and so on."

7 Principles of Universal Design

The seven principles of universal design were proposed by Ronaldo Mace and his group in North Carolina State University in the United States and clearly express its philosophy.

- | | |
|---|--------------------------|
| 1 Anyone can equally use the design | Equitable use |
| 2 The design can be used according to needs of users ... | Flexibility in use |
| 3 Use of the design is easy to understand | Simple and intuitive use |
| 4 No major problems result even when used wrongly | Tolerance for error |
| 5 Important information can be easily understood | Perceptible Information |
| 6 The design allows a user to maintain a neutral body position and can be used comfortably with low effort .. | Efficient use |
| 7 Appropriate size and space is provided for approach according to users | Comfort of Use |

*1 "Machidukuri" means urban and community development.

When Noticing Something Like These in Town

"I Can Do This" Help That We Can Offer

When noticing someone facing difficulty or is at a loss in town

Please don't think unilaterally that they need a helping hand but, in consideration of the other's feelings, say in politely "Can I do anything of help?"

When asked for help

Please ask the other person what and how help may be given.

When meeting a visually disabled person

Help in walking safely

Pedestrian crossings and station platforms are dangerous places. Let us explain the surrounding conditions.

At stores

Talk to a person in trouble, and shopping will be easier for the person.



When giving a helping hand

Ask the person what and how you can be of help. Do not pull the hand or push from behind, let the other person touch your shoulder or elbow slightly, and walk half a step ahead.



When meeting someone on a wheelchair

At toilet or elevators for disabled people

Someone may need to use the facility. Let the person use it before you.



At parking areas

Parking areas for people on wheelchairs are provided with spaces for getting on/off a car on a wheelchair. Let us not use it.

Hey, this is spacious. Let us park here. The next space is open, let us park there.



When giving a helping hand

Help might be needed in places like in streets with steep slopes and raised steps. Let us ask the person how we can be of help.

When meeting someone with disabled hearing

The person may be hard of hearing.

If someone does not notice that he is talked to from behind or a bicycles bell is ringing, the person may be hard of hearing. Let us pay attention to the person.

When giving a helping hand

A hearing disabled person cannot hear important announcements. Let us explain the information in writing or with gestures. Let us speak slowly to those who are hard of hearing.



Answers to questions on pages 2 and 3

A 1 Hearing disabled people use vibrating wristwatches and mobile phones.



A 4 Text-reading software is available for visually disabled people. Email function of mobile phones is useful to hearing disabled people.



A 2 By providing space for inserting knees under the washstand, people on wheelchairs can come close to the washstand.



A 3 A milk carton has a U-shaped cutout at the top.



A 5 Shoes with magic tapes are available for people with disabled hands.

Universal Design Anywhere



Touching a bottle with the sides feeling ragged tells you it is shampoo

Usual position of buttons

Coin slot with a tray



Retrieving tray placed at a convenient height for easy retrieval of items

Pictograms (picture symbols) easy to understand without letters



Vending machine with low placement of button so that children and persons on wheelchairs can reach easily

Lower buttons



Cards with numbers on the four corners for easy use by left-handed people

Regular cards



Scissors that can be gripped easily

Power outlet plug easy to pull out with one hand



Stapler that can be used by pressing with the palm



Large and easy-to-use switch

