

- This pamphlet was compiled with ideas that have come out in workshops by the residents of the city.



What is Universal Design?

I am *Setacchi*,
a Universal Monkey.
Various people
live in my city.



Beautiful Setagaya, Where Living Is Easy for Anyone, Anywhere



Megumi

Ichiro

Susumu

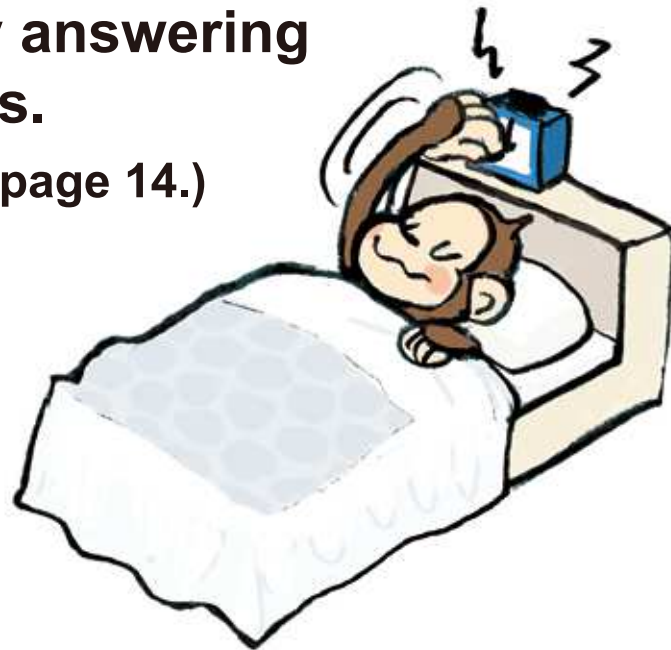
Day with Universal Design

What does "anyone can use easily" mean? Try to think about it by answering the following questions.

(The answers are found on page 14.)

Q1

What kind of alarm clocks do hearing disabled people use?



Q2

When a person on a wheelchair wishes to wash his or her face, how should he or she come closer to the washstand?



Q3

How would a visually disabled person know a carton of orange juice from a carton of milk?



Q4

Computers and mobile phones are useful tools even for visually disabled people and hearing disabled people. How do these tools make life easier for them?



Oops! I almost forgot to bring this.

Q5

There are some ways shoes and clothes can be used by people who don't have the full use of their hands and senior people. What are these ways?

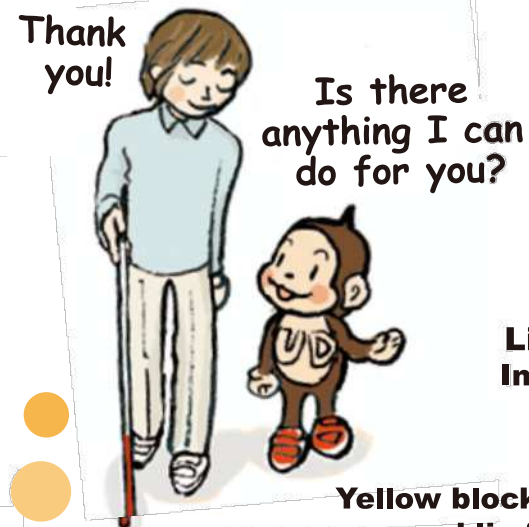


At the start of day, one would find many things related to universal design just by looking around. Let us set off to the town to find out examples of universal design.

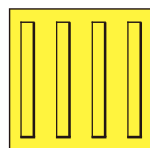
In Shopping Areas and on Streets

Setacchi sees a woman with a white cane in town. The woman is about to bump into a bicycle. Without thinking, Setacchi cries out.

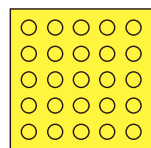
Setacchi goes on to guide Megumi, who is visually disabled, to the station.



If you see a visually disabled person in town, please ask in a gentle voice, "Is there anything I can do for you?" Don't tap him on the shoulder suddenly because the person will surely be surprised.



Lined block: Indicates the walking direction



Dotted block: Indicates the places where caution is needed



Please do not park bicycles or place signboard over these blocks.

Yellow blocks are provided on sidewalks near public facilities in town. They are for guiding visually disabled people.

◆ These things make moving around difficult to visually disabled people ◆

- When no raised step separates the sidewalk from the street, visually disabled people might go out into the roadway without knowing.
- There are things that visually disabled people cannot check with their white cane, for example, branches that stick out from hedges into the sidewalk, flip-up rear doors of parked cars.
- Sound of chime ringing at building entrances and stairs can be an alert. However, it doesn't fit the purpose if the sound differs at different places and cannot be identified.
- It is difficult for visually disabled people to start conversations because they cannot know who is around them.



About Steps



The step that a sidewalk makes with the street is an important guiding marker for visually disabled people and a challenging obstacle to people on wheelchairs. So, with these in mind, the City of Setagaya designed this step to be 2 cm or less in consideration of both parties.

Good Ideas and Initiatives in Town



Welcome markers are pasted on stores to welcome those who are assisted by helping dogs (for example seeing-eye dogs, hearing-ear dogs, partner dogs).

With the assistance of store clerks, visually disabled people can do shopping by themselves.



There are shopping areas with no raised step from the street provided to make it easy for anyone using baby strollers and wheel chairs to get into the shops.

(Shoin jinja street shopping area)



(Gotokuji shopping area)



Facilities for taking a rest like benches help those who get tired easily, senior people, and those who accompany babies.

(Meiyaku street)



I see...

Arriving at the station safely. Thank you very much. You were a great help.



At Train Stations

Setacchi is about to get on the train and sees a person on a wheelchair. He passes through the entrance gate and gets on the elevator by himself smoothly. But it's different on the platform...



A station attendant lays a board between the platform and the train to help the man on the wheelchair get on the train.

Setacchi gathers some courage and talks to him. Ichiro says he can go anywhere on the wheelchair and talks about difficulties he faces in town.

◆ Difficulties for people on wheelchairs ◆

- With no elevators, persons on wheelchairs cannot go up or down on their own.
- Even if there are elevators, they need to contact station attendants beforehand to get on a train.
- Crossing raised steps is challenging to them. And they cannot go up very steep slopes by themselves.
- They cannot run straight on slanted roads.
- They have trouble in finding rest rooms where wheelchairs can be used.
- They cannot get into stores with narrow doors.
- When they are in stores, they cannot reach goods that are placed on high shelves.



They have to wait to use a stair lift until a station attendant comes. Some says that they hate being stared with great curiosity. Recently elevators that can be used by people on wheelchairs and people with no disabilities have been installed.



(Meidai-mae station)



On board buses, positions for persons on wheelchairs are provided. It would be of much help to make those positions open when you see such persons on board.

Good Ideas and Initiatives at Train Stations



Touch-type cards make stations easy to use for visually disabled people.



Platform barriers can prevent falling from platforms.



The Setagaya line has become easier for people on wheelchairs to ride. Train attendants are very helpful to them.



On-board electronic displays enable those who cannot hear announcements to access information.

Hand straps of different lengths make it easier to use for everyone.



Changing the colors of walls near priority seats on trains makes it easy for the seats to be easily noticed. Let us offer our seats to senior people and expectant mothers, not to mention priority seats.



If persons on wheelchairs can go somewhere, it means that those who push baby strollers or uses canes can go there easily too.