



# Directives and Recommendations for Creating Accessible and Inclusive Events in Gibraltar for Persons with Disabilities



The Supported Needs  
& Disability Office



MINISTRY OF EQUALITY  
HM Government of Gibraltar



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# Introductory Statement

HM Government of Gibraltar is working towards creating an environment where all persons with Disabilities are able to participate and enjoy all aspects of community life, with access to the same opportunities, in line with The Social Model of Disability that Disabilities are not a barrier, but the environment in which we live.

It is our collective responsibility as a community to make reasonable adjustments to our practices in order to make Gibraltar more accessible and inclusive. At present HM Government of Gibraltar is working towards implementing the provisions of the United Nations Convention of the Rights of Persons with Disabilities into local legislation.

This guide is designed to create awareness of the legal responsibilities which event organisers must adhere to, and provide practical guidance to align their policies and practices in line with the upcoming legislative changes, Disability Strategy, Disability Act (2017) and The United Nations Convention on the Rights of Persons with Disabilities. The following are recommendations/Directives of adjustments which will make events more accessible.

For the purpose of this guide, the following definitions, supported by legislation and policy encompass the following definitions.

An event includes but is not limited to; performances, conferences, seminars, public meetings, product launches, networking events, workshops and any other event which is open to the public on payment or otherwise.

A reasonable adjustment is the implementation of measures which address inaccessibilities affecting persons with Disabilities, allowing everyone to fully participate with equal opportunity in community life and exercise their human rights and fundamental freedoms on an equal basis with individuals who do not have a Disability. The following factors will determine whether an adjustment is 'reasonable':

- Is the measure effective? (likely to solve the issue)
- Is the measure practical? (likely to achieve the objective)
- Is the measure likely to cause a disruption?
- Will the measure contravene Health and Safety?

A person with a Disability in accordance with The Disability Act (2017, Schedule 3), is defined as a physical or mental impairment which has a substantial and long-term adverse effect on a person's ability to carry out day-to-day activities. This includes but is not limited to; physical, sensory, learning, non-visible Disabilities and long term mental-health conditions.







# Directives and Recommendations: Initial Arrangements

## Date Checking

Ensure that the proposed event date does not contradict with religious festivals or holidays/international or domestic celebrations/worship times/school term times/parental and guardian commitments etc...



## Power

The venue must have power points, that are accessible to access for equipment, batteries, feeding tubes etc...



## Clear Timelines

Set clear deadlines for accessibility arrangements/reasonable adjustment requests to be in place which are difficult to acquire at short notice, such as BSL interpreters, dietary requirements etc...



Pre-agree deadline dates that event materials are to be prepared and submitted well-in-advance to allow time for the production of alternative accessible formats.

Ensure that programme timings are inclusive, such as allowing for comfort breaks, transfer between rooms, interpreter changes, medication breaks, and interpretation of tactile materials.



## Regular Briefing Meetings

Schedule regular briefing meetings with necessary parties from the outset to ensure consistency of inclusivity such as online accessibility, language, physical accessibility, marketing, and facilities.

Draft in-depth briefing sheets to ensure succinct timekeeping and adherence to accessibility principles.

Ensure that all staff involved in organising the event are inclusive and accessible in their decision making.





## Directives and Recommendations: Initial Arrangements

## Encourage Feedback and Effective Consultation

Feedback from Disabled attendees in planning and post-event should always be sought so as to make accessibility improvements to subsequent events. This feedback system must be available in multiple accessible formats.

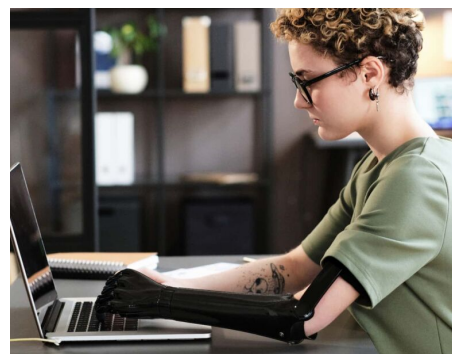
Where possible hold Disability consultation groups to seek advice and guidance from Disability experts, NGO's, persons with Disabilities, and those with lived experience. This will provide support, learning and awareness to organisers.



## Assigned Contacts

Appoint a managing point of contact for suppliers/attendees to manage and make arrangements, making inclusive decisions 'from the point of design'.

Ensure that all data and information is shared inline with data protection regulations, such as the sharing of personal information around Disability and identity.



## Disability Information Card

All organisers, participants and venue staff must be aware and fully understand the Disability Information Card. This is a useful tool for people who have a Disability to assist in requesting adjustments, communication and support on an individual basis relating to the personal nature of their Disability. The Disability Information Card uses symbols to explain the different types of Disability an individual may have. Staff must be familiar with the meaning of these symbols.



# Directives and Recommendations: Venue

## Parking

Ensure that all venues provide fully accessible parking within 50 metres, and that designated Blue Badge bays are available.

Ensure that vehicle drop-off points are available within 50 metres of an entrance to the venue.

Accessible parking bays are for the exclusive use of Blue Badge holders. Event organisers must ensure that these parking bays are available and are not being obstructed or misused.



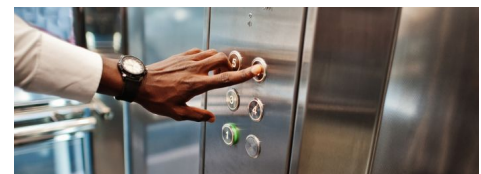
## Step-Free Access and Egress (level, ramped or lift access)

Ramps in and around the venue should be no steeper than 1:12.

Where a venue does not have permanent step-free access, alternative access must be provided.

Lifts must have an internal size of at least 1100x1400mm.

Ensure that all event attendees are able to access every component of the venue required for the event.



Event organisers have a duty to make reasonable adjustments, if an individual is unable to access the main entrance to the event, an alternative entry must always be provided.

Where possible, steps should be of equal height and have nosing to demarcate the edge. Open risers are dangerous for persons with visual and mobility Disabilities, risers must therefore be painted in a contrasting colour to the step.



## Location

Aim to choose a venue that is familiar or significant to attendees to reduce stress, minimise inconvenience and travel complications.

Ensure the venue is reachable via public transport, and that the local stations/drop-off areas/walking routes are also accessible (such as tactile paving, dropped kerbs etc...)





# Directives and Recommendations: Venue

## Space

Ensure that routes to, from and within the event space are wide enough. Main routes/aisles should be at least 1200mm wide, but preferably 1500mm wide. Aisles to tables should be at least 1m wide, but preferably 1200mm, there must also be sufficient space between seating rows.

If a 'standing' event, a designated area for seating must always be provided, and the event space must be able to accommodate this. Venues must also provide adjustments for queuing for individuals who are not able to stand own wait in a queue.

Event organisers must provide designated 'quiet spaces' for persons with sensory triggers and 'overwhelm' such as by noise, light, crowds or claustrophobia. These spaces must be safe, secure and easily accessible from the main event space. Where possible sensory toys and equipment such as headphones and earplugs should be provided.



## Publicising

Explain how to get to the venue, if you are walking, using the bus or care. A good technique is to upload videos on how to get to the venue. This not only serves to show the public how to get there, but it also serves as a social story for those that require it.



Publicise telephone numbers for taxis, ensuring that all offer accessible options.

Also provide a map of the area that includes parking locations, entrances, local drop-offs and notable markers around the venue for guidance on arrival.

A map should also be provided of the building layout where a large venue is being used.



# Directives and Recommendations: Venue

## Accessible Toilets

Accessible gender-neutral toilets must be available within the event space or within a 40 metre radius of the event space.

The toilet facility must meet universal and British legal Standards and should be monitored by staff throughout the course of the event. Toilets should also be fitted with a RADAR Key Lock to ensure that they are not misused and are accessed only by those who need them. Toilets and access routes must be kept clean and clear of obstructions at all times.

Refer to 'Directives & Standardisation - The Accessible Toilets of Gibraltar' Guide for further information.

Where possible, Changing Place facilities should be available, to provide people with a place to change their clothes, adult nappies, stoma bags, feeding tubes, catheters, for conservation of dignity and access to the necessary facilities.

Users must be able to locate, access and enter the toilet with ease. Ensure that the toilet is clearly sign-posted, displaying the international Disability symbol on the door, and in a convenient location. In addition to the display of the accessible toilet symbol, also ensure inclusive signage that represents inclusion for non-visible Disabilities such as 'not all Disabilities are visible'.

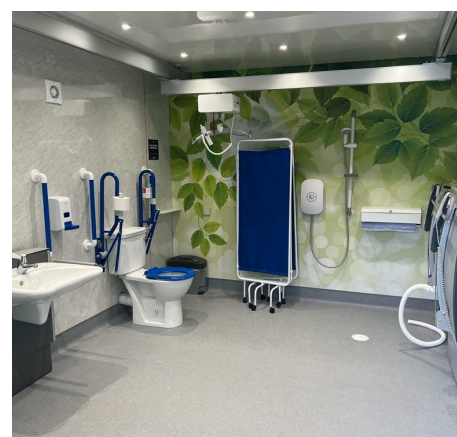


## Changing Places

It is beneficial for venues to have a Changing Places facility where possible and feasible.

A Changing Place facility provides additional equipment such as hoists, overhead tracks, peninsular toilet, more space, chairs, privacy screens and large changing beds in a convenient location for persons with Disabilities.

Refer to 'Directives & Standardisation - The Accessible Toilets of Gibraltar' Guide for further information.





# Directives and Recommendations: Venue

## Acoustics, Sound and Noise

Event spaces should consider the echo levels of larger rooms, which create a significant barrier to participation and enjoyment for d/Deaf people, due to excess noise disturbance and hearing aid equipment interference, particularly when a meeting or conference with speakers is taking place. If a more suitable location without significant echo cannot be found, designated areas closer to the presentation area must be reserved for those whom request.

There must be a distance of at least 3 meters between the audience and loudspeakers. This can be achieved by using safety barriers and dedicated stewards wearing appropriate hearing protection. Where this is not practical, sound levels must be lowered to ensure that individuals are not exposed to more than 107 decibels or sound pressure of more than 140 decibels. If sound is likely to exceed 96 decibels, the audience must be informed of this in advance.

Event organisers must provide designated 'quiet spaces' for persons with sensory triggers and 'overwhelm' such as by noise, light, crowds or claustrophobia. These spaces must be safe, secure and easily accessible from the main event space. Where possible sensory toys and equipment such as headphones and earplugs should be provided. Venues must ensure the provision of noise cancelling ear plugs or ear defenders upon request. These must be free of charge and in an easily accessible location.

All other forms of noise including pyrotechnics must be controlled. Advice from specialist pyrotechnic technicians should be sought before any event with regard to charge density and altitude of deployment which may need adjusting.

## Lighting

All event venue spaces should have even lighting (without flicker or 'dark patches') and with a minimum brightness of 350 lux, to ensure that individuals with sensory triggers, sight loss or interpreters are able to navigate and participate.

Where strobe lights are to be used, this must be communicated to attendees beforehand and a warning issued in event advertising.





# Directives and Recommendations: Venue

## Safe and Accessible Fluidity of Movement

Venues have a duty of care for the safety of individuals attending their events. Any items which could potentially be a trip hazard or cause an obstruction must be removed from pathways, corridors, and evacuation routes.

All surfaces should be level, firm and stable, avoiding using soft, thick pile carpeting or loose mats as these are common trip hazards. Ensure that electrical cables or cords that cross over aisles or pathways are covered so everyone can safely get across them. Flooring and walls should have a significant colour contrast so that they are more accessible to distinguish.

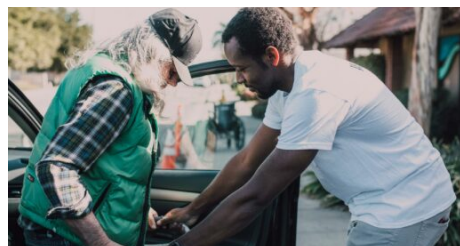
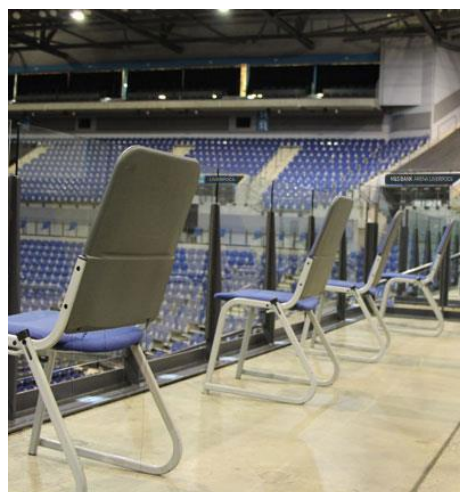
Sufficient emergency evacuation signage which are accessible, available in alternative formats and easily identifiable must be placed throughout the venue. Ensure that all evacuation procedures, such as fire, are inclusive of everyone. Where possible venues should select entrance floor rooms, when an upper floor has to be used, ensure that procedures are in place. All staff trained must also be trained in evacuation procedures for persons with Disabilities.

There must be at least a 1 meter width for wheelchair access across the venue, and ensure that there is sufficient space (at least a meter) around tables, for people using mobility aids e.g. wheelchairs or walkers to move freely.

Handrails must be placed on both sides of stairwells and ramps. The ends of the hand-rails should be rounded and continue to the floor. The gripping surface should be uninterrupted.

Where there are heavy doors which are inaccessible for wheelchair users, mobility aid users and dexterity Disabilities, or other unavoidable inaccessible features, staff members should be readily available to offer assistance. Ensure that adjustments made for persons with Disabilities do not however create other risks or breaches of fire and safety regulations.

Stalls and counters should either be at a low level to ensure that mobility aid users or persons with short stature are able to access the service provided; or a section with a lower counter added to the counter / stall.



# Directives and Recommendations: Venue

## Presentations and Staging

All presentation screens should be large enough for viewing across the venue room.

Roving microphones should be available where applicable.

Accessible viewing platforms or designated areas must be reserved for those who may have restricted viewing or need to be closer to the main presentation area. This ensures that wheelchair users, BSL users etc... are safe from movement and disruption of others around them. Gibraltar Cultural Services have an accessible platform that can be used to provide this space. Please email [info@culture.gi](mailto:info@culture.gi) for further information.

Venues must ensure that seating is provided for those who are unable to stand for long periods. If available, provide seating with and without armrests to cater for the needs of all individuals. Always reserve sections which are closer to speakers for individuals who rely on lip reading or have visual Disabilities or hearing loss.

## Signage

Individuals must be made aware of any alternative access/entry point. Signs indicating the location of the entrance, access and evacuation routes must be clearly displayed. A floor plan of the event should be posted at key locations highlighting how individuals can access different areas of the event.

Signage is vital for independent navigation, clear signage must be displayed in various accessible formats for key areas such as toilets, first aid, exit etc...

Clear signs must be displayed throughout the event such as locations of activities, and clearly provided within event brochures and information packs.





# Directives and Recommendations: Venue

## Hearing Enhancement

All hearing enhancement systems should be readily available and tested regularly to ensure they are working at full capacity.

Hearing loops must be placed to assist d/Deaf persons. The equipment required will vary depending on the size of the event. Portable hearing loops may be suitable for smaller gatherings whereas larger functions will require a larger area hearing loop.



## Trained Staff

All venue staff, presenters, reception staff and support staff must be fully aware and trained in accessibility, Disability equality, accessibility, The Disability Information Card and Sunflower Lanyard.

All staff should understand and be aware of the Disability logos/signs on the Disability information cards, so that they are best able to provide individualistic support, provide guidance, and make reasonable adjustments.



All venue staff should be friendly and approachable to create a safe, open and inclusive environment.


The following code of symbols can be found throughout The Disability Information Card to explain different types of Disability and the accessibility requirements they may need.





## WORKING TOGETHER FOR EQUALITY

### Welcoming Customers with Disabilities

Symbol and Meaning	How we may assist
 Mobility impairment.	Keep floor clear of obstacles offer a seat if possible / needed. If premises un-accessible offer to meet elsewhere.
 Intellectual impairment.	Be clear and unambiguous when giving information/instructions. Ask questions so as to obtain a short reply, nod/shake of head. Do not speak / finish a sentence for this person.
 Requires Assistance dog	An assistance dog is a working dog, not a pet. Allow assistance dog to accompany owner. Do not distract assistance dog by feeding or petting.
 Dexterity impairment.	Offer assistance to complete forms if required and if possible. Offer to open doors and pick up items.
 Visual Impairment.	Keep aisles / floor clear of obstacles. Identify yourself and introduce anyone else present. Offer literature electronically, large print, or braille.
 Requires support of another person/s.	Always include the person with disabilities in all conversations. Allow the personal assistant to accompany person.
 Hearing Impairment.	Offer use of Hearing Loop for hard of hearing. Speak slowly, clearly and directly to the person. Face the light and keep hands away from face. Offer to communicate via written format.
 Requires sign language.	Provide a Sign Language Interpreter if possible. If none available, offer Sign Video or communicate via written format or electronically.
 Speech Impairment.	May prefer to be asked questions where reply only requires a nod or shake of head or short sentence. Do not speak / finish a sentence for the person.
 Urgently requires a toilet.	Direct to the nearest toilet. Toilet required may be Accessible toilet or Changing Place toilet.
 Cannot stand for long periods.	Offer Seat if possible / avoid them standing in a queue. Offer to meet elsewhere where they can sit.
 Requires an Accessible Toilet.	Direct to the nearest Accessible toilet or Changing Place toilet.
 Mental Health.	Be clear and unambiguous when giving information/instructions. Do not speak / finish a sentence for this person.
 Miscellaneous.	This symbol is used when barrier is not any of the ones already shown above. Check inside Disability Information Card for more details.



# Directives and Recommendations: Marketing/Publicising

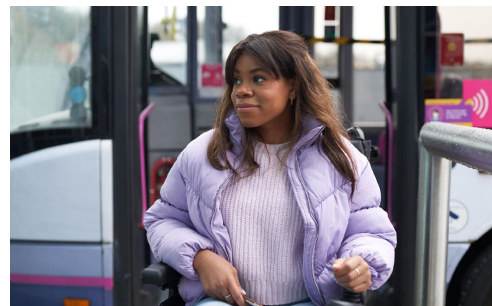
## Attendee Information

Provide with event invitations or attendee information packs, accessible travel routes in a variety of modes, such as train, bus or car.

Publicise telephone numbers for taxis, as well as public transport information for getting to the venue, ensuring that all offer accessible options.

Provide a map of the area that includes parking locations, entrances, local drop-offs and notable markers around the venue for guidance on arrival. A map should also be provided of the building layout where a large venue is being used.

Contact details of an event organiser, such as email or telephone should be provided to all attendees for guidance leading up to event and in case of difficulties on the day.



## Available Materials

All attendee materials (such as leaflets, posters, event guides and information packs) must be accessible (such as font, colour contracts, and spacing) and available in alternative formats such as easy-read and large print.

Refer to the SNDO accessibility guidelines for further details.

Event materials must be available on an accessible website with clear information on options and facilities at the event.



## User Groups

Where events relate to established user groups, direct invitations should be sent, such as charities, representative groups or field leaders.

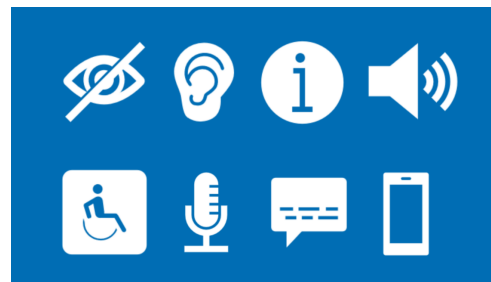


# Directives and Recommendations: Marketing/Publicising

## Advertising, Promotion and Social Media

All advertising and promotional materials must be accessible, such as the use of alt-text, captioning, language and formatting.

For further information, refer to The SNDO Accessible Social Media guide.



## Ticketing

Online ticket sites or locations of ticket purchases and acquisitions must be fully accessible to everyone, to allow equity of opportunity to be aware of the event and attend.

An accessibility statement and contact details for requesting adjustments should always be provided during ticketing, alongside a diversity and inclusion statement welcoming all people to join the event.

A discretionary price can be offered to Disabled attendees upon the receipt of a blue badge, DIC or other relevant document, to reflect the Disability Price Tag.

Carers tickets should be provided free of charge when requested. Individuals who have a Disability may require the support of an appropriate adult or carer. Individuals with more complex Disabilities may require the presence of 2 carers to accompany them. Reasonable adjustments must always be made to allow carers and appropriate adults to accompany the individual in question. If the individual has a Disability Information Card a +1 symbol will be displayed on the card indicating that the individual requires this type of assistance.



### What to include in an accessibility statement:

1 Measures to support accessibility

3 Date when they were created or updated

4 Compatibility with browsers and assistive technology

2 Conformance status

5 Feedback address





# Directives and Recommendations: Preparations

## Materials

All event and venue materials should be readily available at point of entry to the event, such as maps and information cards. Alternative formats such as easy-read and large print must also be provided for.



Where name badges are being used, ensure multiple options for display such as clips, pins or lanyards. Also ensure that name badges are accessible, such as fonts, colour contrasting and size.



Ensure all displays and drawings are accessible to all, such as large fonts, colour contrasting and design styles, provide tactile versions upon request.



## Catering

Where food and refreshments are being served. Notification of allergies and dietary requirements should be requested before the event and subsequently catered for.

Ensure that all food and beverages are clearly labelled, such as; allergy information, pork products, Halal, gluten free, vegan and segregating meat from vegetarian items. Also ensure that all staff assisting with catering are knowledgeable and aware of all allergy information. Where life-threatening allergies have been declared such as nuts, consider preparation and serving in a separate space and keep an individual portion covered until collected by the attendee.



Ensure that attendees have free access to water throughout the event, and that in case of emergencies such as a diabetic hypoglycaemia, refreshments can be provided without delay.



If the catering is buffet-style, ensure that the food, drinks and utensils are placed at an appropriate height and within easy reach of wheelchair users. Provide accessible utensils such as bendable straws and cups with handles, if possible.



Ensure the relevant staff or volunteers are trained to offer assistance to attendees upon request such as food collection and clearing.

# Directives and Recommendations: Preparations

## Equipment

Accessibility equipment should be available for attendees upon request, examples include; a handheld magnifier or smartphone app for dictation, a task light, tactile labelling 'Bumpons', and a portable hearing enhancement system.

Materials to make temporary and additional instructions and signs should be available, such as card, marker pens and blu-tack, plastic bollards for parking reservations, should instructions or locations change last minute, for example toilet closures or technical failures.

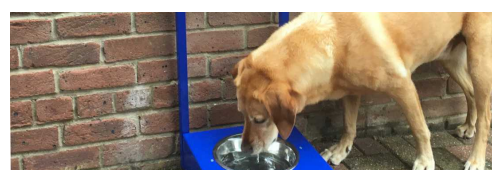
Well in advance of attendee arrival, basic checks of essentials should be undertaken such as lifts working properly, toilets and accessibility adjustments.

## Service Animals

Guest attendees with a service animal or assistance dog are not to be denied entrance to the event, even if an animal-free space. Service animals are not pets, they are highly-trained working animals, dedicated to assisting persons with Disabilities.

Reasonable adjustments must be made for service animals to accompany their respective owners. They can enter areas where food is served but not prepared. An area must be designated for service animals to relieve themselves. Owners must be informed where the area is located and how to access it.

Venues must provide refreshment areas for service animals such as water bowls, and make arrangements in advance for dog relief areas/spending facilities nearby.





# Directives and Recommendations: Preparations

## Staffing

All venue staff, presenters, reception staff and support staff must be fully aware and trained in accessibility, Disability equality. All venue staff should be friendly and approachable to create a safe, open and inclusive environment.

All staff should understand and be aware of the Disability logos/signs on the Disability information cards, so that they are best able to provide individualistic support, provide guidance, and make reasonable adjustments. Where 1 to 1 support has been requested, this staff member should be waiting and available well in advance of guest arrival.

All venue staff, presenters, reception staff and support staff should be familiar with the event schedule, locations of key areas and aware of requested adjustments.

All organisers and staff must arrive in good-time of the event commencement to check arrangements and finalise any last minute preparations.



## Physicalities

Furniture layouts should be checked, for example that there is a minimum of 1200mm in front of the table to allow wheelchair users to move around freely. Tables and chairs that are provided should also be checked to ensure there is a minimum of 700mm under table height recommended for wheelchair users, with at least one lap tray for a wheelchair user in case of any issues.



Seating styles should be mixed, with seat heights of above 450mm plus preferred, arm supported, back supported, adjustable, additional seating cushion pads, or operator chairs.



Ensure that seating and place reservations are clearly sign posted and not obstructed for BSL interpreters, lip-speakers, palantypists, and speech-to-text operators. Ensure adequate space for attendees, with larger spaces or wheelchair users, carers and assistance dogs. Also ensure that attendees are appropriately seated next to their carer or interpreter.



# Directives and Recommendations: Participants

## Communication Support

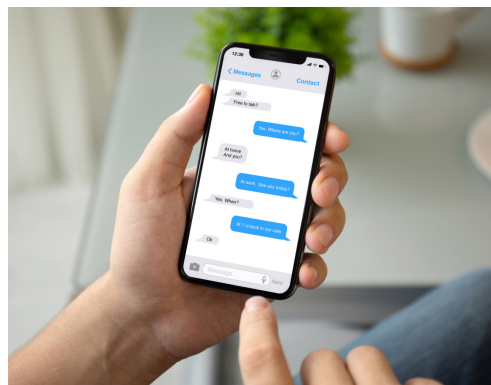
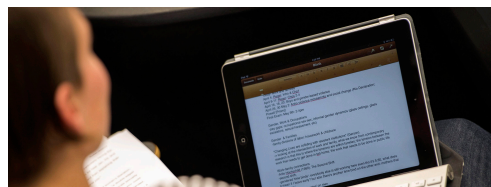
Upon request, ensure the presence of a note-taker. Information can also be disseminated by circulating the minutes of the meeting or by sharing a copy of the slides of the presentation.

BSL (British Sign Language) is recognised as a language in Gibraltar since the enactment of the British Sign Language Act 2022.

BSL interpreters, lip-speakers etc... require rests between sessions.

Event organisers must ensure that d/Deaf persons are able to enjoy the event on an equal basis. Alternative avenues of communication should be created to allow individuals with hearing issues to be able to communicate their needs to the event organisers and make reasonable adjustments. This could be done via email, social media, WhatsApp, telephone, or by using an automated service such as a tick box if the form is online.

Event organisers must be aware that Gibraltar has a limited number of BSL interpreters available. It is strongly recommended that arrangements are made with plenty of time in advance. HM Government of Gibraltar has established a link with a BSL Interpreter. The responsibility and cost for engaging the services of a BSL interpreter lies with the event organiser. For more information, please contact the Supported Needs & Disability Office Tel 200 46253 or via email [sndo@gibraltar.gov.gi](mailto:sndo@gibraltar.gov.gi) who can assist in making the necessary arrangements.





# Directives and Recommendations: Participants

## Chairpersons and Hosts

Event organisers must be conscious of persons that may rely on medication or comfort breaks at certain times and in regular stages. Ensure contingency arrangements, such as seating plans (close to the exit) and corrective actions for session extensions, and always ask permission from participants.

Introduce everyone verbally and with a visual description of themselves, with all participants wearing accessible badges with their name and profession.

Effectively consult with communication support, such as BSL interpreters beforehand, to allow time for rotation breaks and handovers.

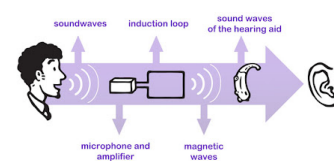
Ensure all speakers, performers and participants are confident in their inclusion of people with Disabilities throughout the event, such as providing visual descriptions, and repeating points or questions when asked.

Direct attendees to loop systems, interpreters, and support before the event begins. Also in the welcoming of attendees, clearly stipulate locations of key points such as toilets, and evacuation procedures.

At the end of each session, where applicable, chairs and hosts should provide a summary of the discussion for clarity of conversation.

Encourage all attendees to contribute equally to discussions and participation opportunities.

Always ensure the inclusivity of language and expression, making an active commitment to avoid discriminatory terms and messaging.



# Directives and Recommendations: Participants

## Presenters and Performers

To effectively facilitate lip-reading, participants should be asked to avoid large pieces of jewellery near their face or loud graphic prints, trim back facial hair, avoid reflective makeup, or communicate with their hands near their face.

Allow 20% contingency time for delivery within a set agenda, allowing extra time for questions for explanations so as not to disrupt event timings.

When delivering a speech, speak at a slower pace to allow a more inclusive delivery. Avoid raising the voice too loudly or too quietly, avoid over-enunciation or gesticulation.

Set a clear structure to allow interpreters to know when the subject matter is changing, and allow attendees to follow along more clearly, where possible use visual aids such as presentations to provide further structure.

Ensure all presentation and performance material is accessible, such as powerpoint and avoiding strobe lighting. Refer to SNDO Accessible Media Booklet.

Always ensure the inclusivity of language and expression, making an active commitment to avoid discriminatory terms and messaging.

Provide explanations for key terms or pieces of information such as laws, acronyms or charts. If visual aids are being used to display information, ensure that a verbal explanation is also given.

Be prepared to provide all relevant materials in alternative formats, such as easy-read, large print and tactile drawings if requested.

Ensure inclusive introductions with a verbal and visual description, all participants must be wearing accessible badges with their name and profession.



## Describe It!



# Directives and Recommendations: Participants

## Organisational Staff

All members of organisational staff, presenters, reception staff and support staff must be fully aware and trained in accessibility, Disability equality.

All staff should understand and be aware of the Disability logos/signs on the Disability information cards, so that they are best able to provide individualistic support, provide guidance, and make reasonable adjustments.


All staff should be friendly and approachable to create a safe, open and inclusive environment.


Ensure the availability of designated accessibility and trained Disability staffing to offer assistance of support throughout the event, such as comfort breaks, transfer into transport and during refreshments.



## Contact us

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# Checklist

This Check List has been put together based on the information provided in the "Directives and Recommendations for Creating Accessible and Inclusive Events in Gibraltar for Persons with Disabilities".

The following is only an indication of what you should consider. Some things may not be applicable to the type of event you are organising. If you find that it is applicable but it cannot be achieved, you must consider and implement reasonable adjustments. For support, please read the booklet or contact SNDO on [sndo@gibraltar.gov.gi](mailto:sndo@gibraltar.gov.gi)

## Check List: Initial Arrangements

- ☐ Event date is appropriate
- ☐ Clear deadlines are set
- ☐ Itinerary / Agenda is inclusive
- ☐ Inclusive feedback system
- ☐ Clear roles are set
- ☐ Data protection regulations are adhered to

## Check List: Venue

- ☐ Accessible parking bays available within 50 metres
- ☐ Drop off points available within 50 metres
- ☐ Ramped access where necessary
- ☐ Ramp gradients are no steeper than 1:12
- ☐ Lift access where necessary
- ☐ Lifts have an internal size of 1100 x 1400mm
- ☐ Attendees can access all components of events
- ☐ Steps have handrails
- ☐ Steps have nosing
- ☐ Corridors are 1200mm wide
- ☐ Sufficient space between rows of chairs
- ☐ Seating is available for "standing" events
- ☐ Alternate arrangements for queues
- ☐ Quiet space
- ☐ Useful telephone numbers
- ☐ Accessible map of venue location
- ☐ Accessible map of the inside of the venue
- ☐ Availability of Power Points for medical equipment
- ☐ Free from trip hazards
- ☐ Clear and accessible signage
- ☐ Inclusive evacuation procedures
- ☐ Doors are accessible
- ☐ Accessible stalls / counters
- ☐ Accessible viewing platform

## Check List: Toilets

- ☐ Please refer to the SNDO Toilet Information Booklet

## Check List: Sound and Lighting

- ☐ Consideration of echos
- ☐ Hearing loop area
- ☐ 3 meter distance between speakers and public
- ☐ Maximum 107 decibels / 140 decibels of sound pressure
- ☐ Advanced notice if sound is likely to exceed 96 decibels
- ☐ Minimum lightness of 350 lux
- ☐ No dark patches or flickering lights
- ☐ Advanced notice of strobe lighting

## Check List: Presentation

- ☐ Screens of appropriate size
- ☐ Roving microphones
- ☐ Inclusive introductions
- ☐ Inclusive language and expression being used
- ☐ Summaries at the end
- ☐ Clear structure
- ☐ 20% contingency time
- ☐ Explanation of acronyms
- ☐ Follow guidelines in SNDO's Accessible Media Booklet

## Check List: Staff

- ☐ Awareness of accessibility issues, Disability Information Card and Sunflower Lanyard

## Check List: Marketing / Publicising

- ☐ Accessible map of the area
- ☐ Parking information
- ☐ Posters, leaflets, programmes, etc should follow SNDO's Accessible Media Booklet
- ☐ Notice of strobe lighting
- ☐ Notice if sound is likely to exceed 96 decibels
- ☐ Notice of restricted access
- ☐ Advise public to inform you of the need of reasonable adjustments

## Check List: Catering

- ☐ Notification of allergies / dietary requirements
- ☐ Free water available
- ☐ Accessible if it is a buffet style service
- ☐ Accessible utensils

## Check List: Participants

- ☐ Availability of requested equipment / resources
- ☐ Arrangements for service animals
- ☐ Reservation of seats for wheelchair users, BSL users, etc
- ☐ Seating Plans
- ☐ Carers tickets



# Directives and Recommendations for Creating Accessible and Inclusive Events in Gibraltar for Persons with Disabilities



The Supported Needs  
& Disability Office



MINISTRY OF EQUALITY  
HM Government of Gibraltar