

ACCESSIBILITY FOR THE HEARING IMPAIRED AND THE DEAF

ADDITIONAL CRITERIA TO THE BASIC CRITERIA

SELF - ASSESSMENT WITH GUIDELINES

For Tourism Companies

First edition 2022

Good accessibility is a collaborative project

 

**The following criteria is an addition to the basic criteria for people with disabilities. The numbers of each of the following chapters refer to the basic criteria. Companies that consider themselves to meet all the minimum requirements in each chapter receive a logo that represents good accessibility for the hearing impaired and the deaf. It is important to read through the guidelines that follow the criteria.**

**Please save the document on your own computer before starting.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ***1.2 Operations and HR*** | ***Yes*** | ***No*** | ***N/A*** | ***Explanations*** |
| ***Minimum requirements*** |  |  |  |  |
| *1.2.1* | The main information for customers is available in print and/or on the company‘s website. |  |  |  |  |
| *1.2.2* | Staff receive training on the needs of the hearing-impaired and the deaf, i.a. simple communication tips:* Speaking slowly and clearly.
* Making sure that the customer can see the person who is speaking.
* Making sure that the lighting is sufficient for the customer to be able to lip read.
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| ***Recommended*** |  |  |  |  |
|  | No specific recommendations in addition to the basic criteria |  |  |  |  |

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| ***4.2 Reception Desk and Dining Tables*** | ***Yes*** | ***No*** | ***N/A*** | ***Explanations*** |
| ***Minimum requirements*** |  |  |  |  |
| *4.2.1* | A tele-loop (Telecoil/T-coil) for hearing-impaired or deaf people is available at the reception or information desk. Transmitter and/or signal is visible.*Guidelines/explanations:**Tele-loop: Transmitter connected to a microphone into which an employee speaks (can also be connected to other sound sources, computers, televisions, etc.). The transmitter must be visible so that the hearing impaired know that a tele-loop is present. It is important to mark the reception with the international mark for tele-loop. It is essential that a certain employee is responsible for ensuring that the equipment is always connected and that the staff knows how to use it. More information at hti.is* |  |  |  |  |
| ***Recommended*** |  |  |  |  |
| *4.2.2* | In hotels and other accommodation it is possible to borrow a special alarm clock, e.g. Travel Tim, which wakes people up with a loud sound or flashing bright light and/or vibration. |  |  |  |  |
| *4.2.3* | Hotels and other accommodations offer a safety equipment/devices (hotel kit) that hearing-impaired or deaf people can take with them into the room. The device works both as a doorbell and an alarm and is connected to a security system in case of fire. |  |  |  |  |

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| ***8.2 Escape Routes*** | ***Yes*** | ***No*** | ***N/A*** | ***Explanations*** |
| ***Minimum requirements*** |  |  |  |  |
| 8.2.1 | Fire alarms with flashing lights are located in key places and areas (cf. fire design and/or contingency plan).*Guidelines/explanations:**See chapter 9.4.2, section no.2*[*Instructions for building regulations 112/2012*](https://www.byggingarreglugerd.is/sidur/leidbeiningar-vid-byggingarreglugerd-112-2012) |  |  |  |  |
| ***Recommended*** |  |  |  |  |
|  | No specific recommendations in addition to the basic criteria |  |  |  |  |
| ***10.2 Elevators (where applicable)*** | ***Yes*** | ***No*** | ***N/A*** | ***Explanations*** |
| ***Minimum requirements*** |  |  |  |  |
| *10.2.1* | Light and sound signal that indicate the location of the elevator.*Guidelines/explanations:**See chapter 6.4.12, guideline no. 2.*[*Instructions for building regulations 112/2012*](https://www.byggingarreglugerd.is/sidur/leidbeiningar-vid-byggingarreglugerd-112-2012) |  |  |  |  |
| *10.2.2* | Light and sound signal that indicate if an emergency bell has been answered.*Guidelines/explanations:**See chapter*  [*6.4.12*](https://byggingarreglugerd.kreatives.is/wp-content/uploads/2022/04/622-adkomuleidir-og-umferdarsvaedi-innan-lodar-15.pdf) *, guideline no. 7.*[*Instructions for building regulations 112/2012*](https://www.byggingarreglugerd.is/sidur/leidbeiningar-vid-byggingarreglugerd-112-2012) |  |  |  |  |
| ***Recommended***  |  |  |  |  |
|  | No specific recommendations in addition to the basic criteria |  |  |  |  |