



Accessibility self-assessment for companies and other service providers

Accessibility is about taking into account the diversity of people, not only in the built environment, but also in services, communication, attitudes, and other areas.

This form will help you assess the accessibility of the services you provide. Fill in the form below to see where you might need improvement.

The form is divided into four sections: services, strategy, staff and facilities. Inspect your facilities and take measurements if necessary. For staff, services and strategy, assess accessibility both by talking to staff and by examining your operational goals and written documents.

Check the appropriate box on the form:

YES = This is true in our operations.

NO = This is not true in our operations.

CAN BE ARRANGED = This is not true at the moment, but it can be arranged.

SERVICES	YES	NO	CAN BE ARRANGED
When necessary, we make reasonable adjustments in accordance with the Non-discrimination Act to make our internal and external services equally accessible for all.			
We have defined what accessibility means in our operations.			
Our organisation has a person responsible for accessibility, who has an overview of what needs to be improved and ensures that possible accessibility concerns are addressed.			
We collect feedback on accessibility from our customers.			
We take into account the diversity of people in a positive manner in all our operations: instead of thinking about the average customer, we apply the principle of access for all and operate in a flexible manner.			
Our websites (intranet, extranet and public-facing website) comply with the Act on the Provision of Digital Services (this is also recommended for organisations that are not required by law to comply).			

STRATEGY	YES	NO	CAN BE ARRANGED
Accessibility is part of our strategy.			
We regularly assess the accessibility of our operations.			
Accessibility manifests itself as quality in our work.			

STAFF	YES	NO	CAN BE ARRANGED
Our staff view accessibility as something positive and are able to tell customers about the accessibility of our facilities and services.			
We collect feedback on accessibility from our staff.			
When necessary, we accommodate staff needs by making arrangements to ensure accessibility.			
We offer our staff training on accessibility.			
We take into account the diversity of people in a positive manner in all our operations: instead of thinking about the average employee, we apply the principle of access for all and operate in a flexible manner.			

FACILITIES	YES	NO	CAN BE ARRANGED
Signs are clear and easy to read.			
Passageway surfaces are even and not slippery.			
The entrance is covered and lighted.			
The entrance has no level differences, and the entrance landing is at least 1,500 mm x 1,500 mm in size.			
Any stairs in the passageways are accompanied by a ramp with a slope of no more than 5–8% and a width of at least 900 mm.			
The floor area of each of our elevators is at least 1,100 mm x 1,400 mm in size.			
Doors are easy to open.			
Doorways are at least 850 mm wide.			
Doorways have no thresholds, or the thresholds are no more than 20 mm high.			
Stairs and ramps are easy to access, and they have handrails on both sides.			
Lighting is sufficient and glare-free.			
The space is easy to understand.			
The space is calm and quiet.			
The space has an accessible toilet with barrier-free access.			
Assistance and guide dogs are welcome.			

Other things to consider:



The "Equal Service for All" label implies that a service provider is willing to improve the accessibility of their facilities, services and products.

Service providers who request the label must commit to the following principles of accessibility:

- Accessible facilities
- Accessible services
- Continuous development of accessibility
- Communicating about accessibility
- Appointing a person who is tasked with ensuring that the organisation meets the principles of the "Equal Service for All" label.

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Want to learn more about accessibility?

Contact the experts at the Finnish Association of People with Physical Disabilities
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+358 9 613 191 (the Finnish Association of People with Physical Disabilities switchboard)

www.esteeton.fi | www.invalidiliitto.fi