

Universal Design Facilities/Services in EAAA

Universal Design facilities/services available at the airport, as of August 2007

Facilities and Services	Original Items	Probable Users						China				Japan				Korea	
		Visually Impaired	Hearing Impaired	Wheelchair Users	Elderly	Pregnant Mothers	Infants with other	Beijing	Hong Kong	Macau	Shanghai	Centrair	Haneda	Kansai	Narita	Incheon	Gimpo Gimhae Jeju Busan etc
1. Car Parks	1. Sections for sole use of disabled			•				✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	2. Intercoms			•						✓	✓	✓	✓	✓	✓	✓	✓
	3. Discounts for disabled	•	•	•					✓		✓	✓	✓	✓	✓	✓	✓
2. Entrances & Exits	1. Braille and tactile information panels	•							✓		✓	✓	✓	✓	✓	✓	✓
	2. Intercoms		•	•	•			✓	✓		✓	✓	✓	✓	✓	✓	✓
	3. Anti-collision safety strips on glass doors	•						✓	✓		✓	✓	✓	✓	✓	✓	✓
	4. Sound signals	•											✓			✓	
3. Signs and Information Displays	1. Tactile floor blocks	•						✓	✓		✓	✓	✓	✓	✓	✓	✓
	2. Pictograms		•				foreign citizen	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	3. Displays in four languages						foreign citizen	✓		✓	✓	✓	✓	✓	✓	✓	✓
	4. Directions by floor patterns and lighting	•						✓	✓		✓	✓					
	5. Braille information panels	•							✓				✓	✓			
4. Information Counters	1. Low-set counters			•				✓	✓		✓	✓	✓	✓	✓	✓	✓
	2. Solution for communicating in writing		•				foreign citizen	✓	✓		✓	✓	✓	✓	✓	✓	✓
	3. Sign language		•					✓			✓	✓	✓	✓	✓	✓	✓
	4. Solution for foreign citizen						foreign citizen	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	5. Braille information panels	•									✓	✓					
	6. Tactile guide paths	•						✓	✓		✓	✓	✓	✓	✓	✓	✓
5. Elevators	1. Verbal information (inside elevators)	•						✓	✓		✓	✓	✓	✓	✓	✓	✓
	2. Verbal information (at waiting space)	•							✓		✓		✓		✓	✓	✓
	3. Braille control panels	•						✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	4. Low set control panel			•				✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	5. Handrails				•	•	cane users	✓	✓	✓		✓	✓	✓	✓	✓	✓
	6. Doors with windows	•	•	•	•	•	•		✓			✓	✓	✓	✓	✓	✓
	7. Directions by tactile floor blocks	•						✓	✓		✓	✓	✓	✓	✓	✓	✓
	8. Walk-through elevator			•					✓			✓	✓				
6. Moving Sidewalks	1. Verbal instructions at entry / exit	•							✓		✓	✓	✓		✓	✓	✓
	2. Flashing light warnings at entry / exit		•						✓		✓	✓	✓		✓	✓	✓
	3. Signs indicating entry / exit		•					✓	✓		✓	✓	✓	✓	✓	✓	✓
	4. Fixed handrails at entry / exit				•			✓	✓		✓	✓	✓	✓	✓	✓	✓
	5. Palette colors	•		•	•				✓		✓	✓	✓				
	6. In-line lighting	•	•		•	•	•		✓		✓	✓	✓	✓	✓	✓	✓
	7. Tactile floor blocks	•						✓	✓		✓	✓	✓	✓	✓	✓	✓
7. Escalator	1. Verbal instructions at entry / exit	•							✓		✓	✓	✓		✓	✓	✓
	2. Flashing light warnings at entry / exit		•						✓						✓		
	3. Signs indicating at entry / exit		•					✓	✓		✓	✓	✓	✓	✓	✓	✓
	4. Fixed handrails at entry / exit				•			✓	✓		✓	✓	✓	✓	✓	✓	✓
	5. Palette colors	•		•	•				✓		✓	✓	✓				
	6. In-line lighting	•	•		•	•	•		✓		✓	✓	✓	✓	✓	✓	✓
	7. Tactile floor blocks	•						✓	✓		✓	✓	✓	✓	✓	✓	✓
8. Gates	1. Goods Elevating for wheelchairs			•				✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	2. Priority Seats			•	•	•	•	✓	✓	✓	✓	✓	✓	✓			
	3. Handrails inside boarding bridges				•	•		✓	✓	✓	✓	✓	✓	✓			
	4. Induction loops for hearing aides		•						✓								
9. Toilets	1. Directions for visually impaired	•									✓	✓	✓				✓
	2. Braille and tactile information panels	•							✓		✓	✓	✓	✓			✓
	3. Low-lip urinals with handrails			•	•		cane users	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	4. Toilet bowls with handrails				•		cane users	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	5. Hooks for putting canes and umbrellas						cane users etc.	✓	✓		✓	✓	✓	✓	✓	✓	✓
	6. Space for putting belongings							✓	✓		✓	✓	✓	✓	✓	✓	✓
	7. Lowered washbasins			•			children	✓	✓		✓	✓	✓	✓	✓	✓	✓
	8. Changing space							✓	✓		✓	✓	✓	✓	✓	✓	✓
	9. Children's toilet facilities					•		✓	✓		✓	✓	✓	✓	✓	✓	✓

Original Items		Probable Users							China				Japan				Korea		
Facilities and Services	Item	Visually Impaired	Hearing Impaired	Wheelchair Users	Elderly	Pregnant Mothers	with Infants	other	Beijing	Hong Kong	Macau	Shanghai	Centrair	Haneda	Kansai	Narita	Incheon	Gimpo Gimhae Jeju Busan etc	
10. Multiple Toilets	1. Wheelchair compatible toilets			•					✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
	2. Emergency alarms			•	•	•			✓	✓	✓		✓	✓	✓	✓	✓	✓	
	3. Ostmate Facilities							Ostmate				✓	✓	✓	✓	✓			
	4. Beds			•				developmentally-disabled					✓	✓		✓	✓	✓	
	5. Changing space								✓	✓		✓	✓	✓		✓	✓	✓	
	6. Handrails / Grab bars								✓	✓	✓		✓	✓	✓	✓	✓		
	7. Children's toilet facilities						•	children	✓	✓						✓	✓		
11. Facilities for Pregnants and Nursing people	1. Nursing rooms						•		✓	✓		✓	✓	✓	✓	✓	✓	✓	
	2. Space for diaper changing						•		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
	3. Children's toilet facilities						•	children	✓	✓	✓	✓	✓		✓	✓	✓	✓	
	4. Children's toilet seats						•	children		✓		✓	✓	✓			✓	✓	
	5. Stroller rental						•		✓	✓		✓	✓	✓	✓	✓	✓	✓	
	6. Hot water for baby milk						•		✓	✓				✓	✓	✓	✓	✓	
	7. Seats for baby ("Baby-keep")						•		✓	✓			✓	✓	✓	✓	✓		
12. Other Facilities and Services	1. Electric carts			•	•	•			✓	✓			✓	✓		✓	✓	✓	
	2. Passenger Assistance	•	•	•	•				✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
	3. Wheelchair loan			•						✓		✓	✓	✓	✓	✓	✓	✓	
	4. Non-step buses			•	•	•		wheelchair users	✓	✓			✓	✓	✓	✓	✓		
	5. Clinic							emergency or injured case	✓	✓	✓		✓	✓	✓	✓	✓	✓	
	6. Automated External Defibrillator (AED)							heart disease	✓	✓	✓		✓	✓	✓	✓	✓	✓	
	7. Public phones			•	•	•			✓	✓	✓		✓	✓	✓	✓	✓	✓	
	8. Water fountains			•					✓	✓			✓	✓	✓	✓	✓	✓	
	9. Vending Machine			•				children	✓	✓			✓	✓	✓	✓	✓	✓	
	10. Volunteer staff	•	•	•	•	•	•	foreign citizen	✓	✓			✓				✓	✓	
	11. Unaccompanied minors services							children	✓	✓	✓						✓	✓	
	12. Porter services				•				✓	✓	✓						✓	✓	
	13. Customer Feedback Boxes (Suggestion Boxes)								✓	✓	✓		✓	✓	✓	✓	✓	✓	
	14. Handrail for stairs.				•				✓	✓	✓		✓	✓	✓	✓	✓	✓	
	15. Internet Service			•					✓	✓	✓		✓	✓	✓	✓	✓	✓	
	16. Play area for children						•	children	✓	✓			✓	✓	✓	✓	✓	✓	
	17. Smoking room								✓	✓	✓		✓	✓	✓	✓	✓	✓	
	18. Praying room									✓					✓	✓	✓	✓	
	19. Website/Homepage	•	•		•				✓	✓	✓		✓	✓	✓	✓	✓	✓	✓
	20. 24hrs. Information Service								✓	✓	✓			✓	✓		✓		