

Universal Design Recommendations for Accessible Reception/Service Areas

Reception desks/Service Counters

- Highly visible and easy to locate reception area (e.g., on a direct, unobstructed route from the entrance). Directional signage provided if location is not obvious.
- Clear identification signage indicating the purpose or function of the desk or counter.
- Ensure the main service area of the desk/counter is at universally accessible height or provide desk/counter at variety of height for people in both seated and standing position.
- Ensure adequate knee clearance is provided underneath desk/counter at transaction point to allow front approach for both public and staff using mobility devices.
- Provision of assistive listening and communication enhancement technologies (e.g., hearing loop) to amplify sound for people who are hard or hearing, and text to text communication system for people who are deaf.
- Colour contrast between desk/counter and adjacent surfaces.
- Well-illuminated reception/service counters



Waiting Areas

- Offer a variety of seating options to suit different people (e.g., seats with and without armrests, different seat height and width, fixed and movable seats).
- Incorporate clear space for people using mobility devices, service dogs or strollers adjacent to seating.
- Provide both audible and visual announcements, especially if numbers/names are being called out.