



Best Practices

Disability Competent Physical Access

1. Facilities that are within a quarter mile of public transit make it easier to access care.
2. Make sure the entry route to the building is barrier-free with curb cuts and ramps and a clear area for drop off and pick up. Maintain the entrance route so there are no obstacles such as buckling sidewalks, debris or snow.
3. Mark accessible parking spaces with a vertical sign posted with the International Symbol of Accessibility.
4. Post clear, legible signs to the accessible entrance.
5. Make sure interior hallways are wide enough; the path should free of any obstructions.
6. Provide handrails on both sides of stairs or steps of any kind. Provide elevator access for those who can't maneuver steps.
7. Elevators need to have control panels and labels that are within reach when sitting in a wheelchair and have visible and audible signals, and Braille indicators.
8. Doors need to be accessible with enough room for wheelchair passage, proper handles and require only 5lbs of force to open.
9. Interior signage should be low enough for all to see and have raised letters, Braille and highly legible text.
10. Reception and waiting areas need to feel safe and calm for individuals with cognitive or emotional disabilities.
11. Staff should be trained to always allow service animals and signage should clearly indicate they are allowed.
12. Provide an adjustable exam table, overhead lift and wheelchair accessible scale.
13. Place information about accessibility on your web site where it is easy to find.



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