

GOLD STAR DISABILITY INITIATIVE

INFORMATION BOOKLET
AND GOLDSTAR
APPLICATION FORM
AND GUIDELINES

How to set up a Gold Star
Initiative in your area

Step by step information
and guidelines

Access audit and
self assessment tool

Online Gold Star Disability
Awareness Training (GSDAT)

COMMUNITIES WORKING
TOGETHER TO:

-  Raise Disability Awareness
-  Ensure social participation
for all
-  Work towards achieving
Universal Access

ABOUT US

The Goldstar Disability project is a HSE led initiative, set up to enable communities to work together to improve disability awareness and the integration of people with disabilities in all social and cultural activities in local community.



Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive



Check out our website:
www.disabilityawareness.ie



INTRODUCTION

The original Gold Star universal access initiative commenced in Cashel, Co. Tipperary in 2006. Acknowledging the comprehensive framework of equality legislation in Ireland, the Gold Star Initiative working with the Cashel community chose a community development approach to facilitate effective action and acceptable standards in an effort to ensure people with disabilities would not be excluded from social, economic and political life.

The 'Gold-Star' standard award acknowledges agencies, businesses, organisations, community facilities and services that make adaptations and take measures to have their buildings, amenities and services made more welcoming and accessible to all people. The ultimate aim of the Gold Star project is to promote greater independence, integration and participation for all people in their local communities.

The following Booklet is offered as a generic step by step guide to assist groups achieve a Gold Star standard award:

I wish groups endeavouring to roll out a Gold Star initiative in their community every success and I look forward to seeing the initiative being established and set-up on a nationwide context into the future.

Anne Bradshaw

HSE, Disability Services,
On behalf of the HSE Gold-Star Initiative.



For further information:
www.disabilityawareness.ie



The booklet can be downloaded online at:
www.disabilityawareness.ie

Accessible versions of the booklet are available on request:
anne.bradshaw@hse.ie



Follow us on Facebook at: Tipperary Goldstar/Cashel Goldstar

NOTE:

The Booklet is offered as guideline only. Every effort has been taken to ensure accuracy but ultimate responsibility to ensure compliance with current legislation and general accessibility regulations continues to rest with the individual/organisation.

The Task Group recommends that applicants refer to the current planning legislation, Building regulations 2010, Technical Guidance Document Access and Use. These should be read in conjunction with The Building Regulations 1997-2010 and/or appropriate agencies prior to commencing adaptations, alterations or construction.

See referencing page 19



3 KEY STEP BY STEP GUIDELINES TOWARDS INITIATING A GOLD STAR STATUS PROJECT:

1. Consultation:

Lead person/agency on Gold Star Initiative undertakes an extensive consultative process with people with disabilities and the community, identifying needs to be addressed to achieve universal access.

(*Some* important key agencies to be engaged for professional advice and support include: NCBI, Working for People with Sight Loss in Ireland, DeafHear.ie, The Irish Wheelchair Association, (IWA), The Disability Federation of Ireland, (DFI), National Disability Authority (NDA) and HSE) This list is for guideline purpose and is not exhaustive.

2. Host an open public meeting

Host an open public meeting themed "Disability and your Community". Invite a local agency or business to offer use of meeting rooms for the meeting. Issue invite to appropriate agencies in local area to attend. Advertise the meeting in all local public outlets and with local media services.

2a. Facilitation:

Facilitate the meeting in a manner that will gather information on the issues that will need to be addressed on the Gold Star Project. Record all issues discussed at meeting, particularly those identifying barriers to universal access in the community. Write up a report outlining all of the issues raised.

2b. Gold Star Task Group

Invite people in attendance to volunteer to sit and represent



their agencies on a local Gold Star Task Group that will oversee the roll out of the Gold Star Initiative. Once a Gold Star Task Group is established – negotiate terms and conditions – agree on a timely initial meeting date and venue.

3. At 1st Task Group Meeting: Present Findings of the Report and agree on Action Plan

Agree a goal orientated action plan for roll out of Gold Star initiative, addressing the issues identified in the report. Agree regular meeting dates to coordinate the development of the Gold Star award. Establish working criteria that can be implemented by businesses and agencies in the area so they can apply for and work towards attaining the 'Gold Star' standard.

Engage with local community groups: For e.g. young people with disabilities and schools to develop a Gold Star Logo by adapting the generic Gold Star logo (page 8)

Available on www.disabilityawareness.ie

Incorporate a local feature that will easily identify your village, town or city.

Work with Local Authority to erect logo signs on all entrance route to village/town/city

Groups/agencies/businesses applying for Gold Star Awards must engage with three elements:

Element 1: Engage with the GSDAT (Gold Star Disability Awareness Training) – delivered free of charge over two half days, GSDAT consists of general disability awareness and customer service training. (See Below)



Element 2: Complete and submit the Registration Form:

Use the Gold Star Application Form and Guidelines Information Booklet available online. (A pre-assessment accessibility option is available online at www.disabilityawareness.ie)

Element 3: Award Ceremony: Each application will be evaluated, in conjunction with the access audits, premises will be awarded Bronze, Silver or Gold Star in accordance with their level of accessibility. Each applicant will have an opportunity to build on the level of the award received, drawing on advice and assistance from the Task Groups Audit committee. The ultimate aim will be towards achieving Gold Star status in the most cost effective manner possible.

1. Gold Star Disability Awareness Training (GSDAT)

Free of Charge disability awareness training to be offered to all businesses/services taking part. (Trainers should include a mix of people with disabilities and specialist agencies providing services such as HSE, NCBI Ireland, DeafHear.ie, DFI for examples)

GSDAT training DVD available on line
(www.disabilityawareness.ie)

General programme content available from Gold Star Project –
Contact Anne Bradshaw, HSE Disability Services,
Our Lady's Hospital, Cashel, Co. Tipperary,
Email: anne.bradshaw@hse.ie
Log on to www.disabilityawareness.ie



2. Registration for Accessibility Audit

A baseline assessment will be carried out by suitably qualified & experienced members of the Task Group. The Gold Star Task Group should set up a voluntary team of access auditors (comprised primarily of people with disabilities and reps from professional agencies providing services for people with disabilities). The Audit Team will provide a **Free of charge** voluntary access audit – resulting in/providing the applicant with a list of cost effective solutions and recommendations to help improve the level of accessibility of each premises. (Solutions are often simple and cost neutral – in some situations examples can include adapting existing layout on shop floors to include people with disabilities.).

3. Award Ceremony:

An award ceremony: Following participation on the GSDAT programme and evaluation/assessment of completed Gold Star Application form, applicants will be awarded with either a Bronze, Silver and Gold Star status. Where bronze or silver are awarded, it should be accompanied with a set of cost effective recommendations and solutions to enable an ultimate award of Gold Star Status. This process is a voluntary process where applicants will be given as much assistance, information and guidance as is practicably possible by the voluntary team in efforts to ensure villages, towns or cities are accessible and welcoming to all. However, it is imperative to remember it is a voluntary community based process where ultimate responsibility for full legislative compliance rests with the individual/organisation.





APPLICATION FORM

This is a community Initiative and there is no charge
I wish to apply to the Gold Star Task Group to audit my building
in pursuit of a Gold Star Accessibility Award:

Name:

Address:

.....

Contact Details:

Please complete and return this application request to:
.....

Or apply on line at www.disabilityawareness.ie

Logo Template...



For logo access contact: anne.bradshaw@hse.ie



Universal Access

Gold Star Status - Application Form

Applicant must fulfill their obligations under Part M of the Building Regulations 2010 Technical Guidance Document Access and Use - to be read in conjunction with the Building Regulations 1997-2010. At least 5% of total number of parking spaces should be accessible bays for buildings)

Further advise guidance can be found at www.universaldesign.ie



1. Approach and Entrance to Buildings

(a) Are clear markings and signage provided to identify the building from the public footpath?

Yes No N/A

(b) Are thresholds flush where possible?

Yes No N/A

(c) Where possible are ramps provided? (Desirable minimum width 1500mm, gradient 1:20 and marked accordingly?)

Yes No N/A

(d) Is street furniture limited outside shops/buildings, including sandwich boards or advertising stock; and placed beyond boundaries of the access route?

Yes No N/A



(e) Is signage placed at a height which will avoid creating hazard while taking into consideration view point and ease of reading? (use universally accepted symbols & pictogram)

Yes No N/A

(f) Are door widths at main entrance, internally and exists accessible? (Desirable 900mm).

Yes No N/A

(g) Are intercom systems accessible/visual?

Yes No N/A

(h) Are doorways and door handles easy to locate/identify?

Yes No N/A

(i) Are glass doors highly visible by bold bands of contrasting colour at two levels?

Yes No N/A

(j) Do doors that open outwards onto circulation paths avoid creating a hazard?

Yes No N/A

(k) Do internal doors open inwards from circulation paths?

Yes No N/A

(l) Is there tactile warning provided at approach to automatic doors?

Yes No N/A

(m) Is it ensured that doors are either fully open or fully closed?

Yes No N/A



(n) Do automatic swing/sliding doors have guard rails, push or kick plate, horizontal or vertical sensing device with clear signage and does the door remain fully open until area is cleared by user?

Yes No N/A

(o) Is the entrance well illuminated with even lighting between entrance and reception area?

Yes No N/A



See compliance requirements for stairs in parts B, K and M of building regulations

2. Steps, stairs and slopes/ramps

(a) Is an appropriate tactile warning surface provided in advance of stairs/steps to warn of the change of level?

Yes No N/A

(b) Are leading edges/nosings of all steps clearly marked in contrasting tone?

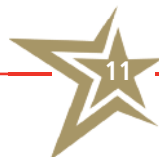
Yes No N/A

(c) Do stair markings run the entire width of the step and are they 50 to 75mm wide on both threads ('floor' of step) and risers (upright part of step)?

Yes No N/A

(d) Is headroom on the underside of stairs or escalators less than 2200mm, and if so, is this area guarded to eliminate hazard?

Yes No N/A



(e) Are single or isolated steps highlighted/photo luminescent?
(Single steps best avoided where possible)

Yes No N/A

(f) Where ramps are provided, (desirable minimum width 1500mm, gradient 1:20), are there associated stepped approaches with handrails?.

(Ref. Part M of the Building Regulations)

Yes No N/A

(g) Are handrails provided on both sides of the stairs or ramp?
(Handrails should extend beyond the first and last step to a minimum of 300mm).

Yes No N/A

(h) Do handrails follow the exact contour of the stairs in order to provide directional guidance?

Yes No N/A



3. Lifts

(a) Is the lift conveniently located in relation to the lobby with clear signage?

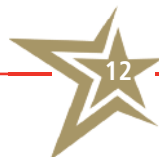
Yes No N/A

(b) Has the lift door a clear opening width of at least 800mm?

Yes No N/A

(c) Do lift buttons have Braille as well as raised tactile numbers or letters?

Yes No N/A



(d) Are audible announcements as well as visual signs used to identify which floor has been reached, if serving more than 3 floors?

Yes No N/A

(e) Are lift doors fitted with an adequate time delay mechanism?

Yes No N/A

(f) Is the lift car well illuminated with the lighting level constant with lobby area?

Yes No N/A

(g) Is there a mirror on the back wall of the lift to provide wheelchair users with a rear view to safety reverse out from the liftcar?

Yes No N/A

(h) Is there clear policy/guidelines for Health & Safety evacuation in the event of fire?

Yes No N/A



Corridors, passageways and internal lobbies should facilitate free flow and be at least 1200mm width

4. Premises and Circulation Areas

(a) Are reception or cash desks strategically placed and easily identifiable by their general surroundings with clear signage?

Yes No N/A

(b) Are mats and other loose floor coverings avoided?

Yes No N/A

(c) Are lighting levels throughout the building during the day and at night relatively constant?

Yes No N/A

(d) Are internal circulation ways in shops/building adequate for all people to access goods?

Yes No N/A

(e) Is there a loop system to facilitate people with hearing impairments with staff trained in using the system and is the correct signage in place?

Yes No N/A

(f) Are printed information materials user friendly for customers? (example large print, simple language and pictogram)

Yes No N/A

(g) Is there a split level counter to allow for universal access? (this can be a small section (Desirable Height 750-850mm)

Yes No N/A

(h) Do supermarkets provide a number of wheelchair accessible trolleys?

Yes No N/A

(i) Do shops provide staff assistance for people who require assistance when shopping?

Yes No N/A

(j) Is there matt-finished rather than shiny surfaces where possible to help to prevent glare?

Yes No N/A



(k) Are contrasting colours or tones used to highlight furniture, fixtures and hazards?

Yes No N/A

(l) Are glass panels, mirrors etc., clearly marked to avoid hazard, confusion or disorientation?

Yes No N/A

(m) Are staff aware that to get the attention of people who are deaf or hard of hearing they must: face the person, make eye contact, speak slowly using facial expression and gestures to help with communication?

Yes No N/A

(n) Are staff aware that literacy can sometimes be a problem for some people in the community and should use simple, concise writing style?

Yes No N/A

(o) Are staff aware they must avoid standing in front of a light source when communicating with people who are Deaf/hard of hearing?

Yes No N/A

(p) Is seating easily accessible, in a permanent position and not obstructing the main circulation area?

Yes No N/A



(q) Is the use of low level tables (below knee height) avoided?

Yes No N/A

(r) Does management ensure all staff are aware that Guide Dogs must be admitted to all venues with their owners?

Yes No N/A

(s) Is the carpet pile suitable for wheelchair users to push chairs independently?

Yes No N/A

(t) The development of a building evacuation plan is essential to the safe evacuation of all people in emergencies. Has management an Egress policy and an evacuation action plan developed?

Yes No N/A



5. Toilet Facilities

(a) Is size and literacy appropriate signage used to indicate location of toilets?

Yes No N/A

(b) Does the design of toilet facilities incorporate ease of use for all people?

Yes No N/A



(c) Are wheelchair accessible toilets compliant with Part M of Building Regulations 2000? (Accessible toilets, larger than the minimum size in Part M are desirable)

Yes No N/A

(d) Are hot and cold water taps identifiable by both colour and tactile markings?

Yes No N/A

(e) Does the sanitary ware contrast well with surrounding wall and floors?

Yes No N/A

(f) Where facilities are provided, such as buttons on the floor or taps which operate by use of sensors, is there accessible signage which explains this?

Yes No N/A



6. B&B, Guesthouses and Hotels

(a) Is there one guest bedroom out of every 20 suitable in size, layout and facilities for independent use by a wheelchair user?

Yes No N/A

(b) Does the entrance door to an accessible guest bedroom comply with Part M of the building regulations 2010?

Yes No N/A



(c) Is there ensuite accessible sanitary accommodation?

Yes No N/A



7. General

(a) Has the applicant nominated at least one member of staff to participate on the Gold Star Disability Awareness Training (GSDAT) programme?

Yes No N/A

(b) Has the applicant displayed a GSDAT certificate of attendance on their premises in a public area?

Yes No N/A

(c) Has management committed to staff attending on-going refresher disability awareness when necessary?

Yes No N/A

(d) Has Management invited customers with disabilities to make suggestions in terms of improving service provision?

Yes No N/A

(e) Has Management committed to reviewing work practices to ensure full inclusion of people with disabilities where possible?

Yes No N/A



(f) Has Management committed to encouraging people with disabilities to apply for jobs advertised?

Yes No N/A

(g) Where other barriers to participation exist during the access audit which have not been identified in the above list, will management commit to addressing them in consultation with professionals agencies and those conducting the audit?

Yes No N/A

References:

www.ncbi.ie

www.iwa.ie

www.DeafHear.ie

www.nda.ie

Building for everyone

- A universal design approach (2010 Edition),

National Disability Authority, 25 Clyde Road, Ballsbridge, D4

Legislation:

- Disability Act 2005,
- Equal Status Act 2000-2008,
- Employment Equality Acts 1988 and 2004
- Building Control Act, 2007
- Building Regulations 1997-2010
- Safety, Health & Welfare at Work (General Application)
- Building Regulations (2010), Technical Guidance Documents Part M, Dept of Environment, Heritage and Local Government.
- Best practice Guidelines Designing Accessible Environments, Irish Wheelchair Association, Áras Chúchulainn, Blackheath Drive, Clontarf D.3 www.iwa.ie



APPLICATION FOR GOLD STAR STATUS

(This is a community based initiative which is a free of charge process.)

Summary of Guidelines and Application Criteria:

All applicants must make their application to the Gold Star Task Group. A set of guidelines have been drawn up following extensive consultation with members of the local community, disability groups, private, public, voluntary and community agencies in the area.

1. All applicants make applications to Gold Star Task Group.
2. Task Group voluntary committee will evaluate and assess applications
3. A baseline assessment and audit will be carried out by suitably qualified and experienced members of the Task Group, where other appropriate bodies/agencies will be invited to participate in the assessment.
4. Award recommendations will be made, ranging from Bronze, Silver and Gold

Gold = 85% score or more **Silver** = 70 - 84%
Bronze = 60 - 69%



5. Task Group to decide on number of businesses/services/groups ratio necessary to achieve an overall village/town/city Gold Star Award.
6. The overall award for village/town/city should be made on a once off basis for a renewable period of time. (18 months)
7. Awards should be monitored by Task Group over time to ensure standard maintenance
8. At all times it must be noted that the Gold Star Award system is a community based initiative where levels of acceptable accessibility are agreed and set down by local community people. Ultimate responsibility for full compliance with legislative requirements rests with individual applicants at all times.

The process is a voluntary process where applicants will be given as much assistance, information and guidance as possible by the local Task group. Ultimate responsibility remains on the applicant to ensure full legal compliance with government policy and legislation. We accept no responsibility for individual/agencies service provision.

Online Disability Awareness Training
www.disabilityawareness.ie



Sample Action Plan: Relationship building & networking with client groups/key stakeholders

Sample Action Steps	Sample Methodology	Sample Timeline	Potential Outcomes	Barriers/Resistance
<p>What needs to be done?</p>	<p>How will it be done?</p>	<p>By what date will action be completed?</p>	<p>What are the possible outcomes?</p>	<p>What potential barriers/ resistance exists?</p>
<p>Step 1: Introduction & networking with key stakeholders in the chosen area, including service users, service providers and the broader community in general.</p>	<p>Formally write to heads of relevant agencies in the area introducing the HSE's Gold Star Project</p> <p>Work with groups to empower them to ensure they have the skills and resources to become actively involved in the identification of needs within their own communities and in defining appropriate responses.</p>	<p>Ongoing – (Identify a realistic project timeline with the Task Group)</p>	<p>Forging of new relationships and strengthening of existing relationships between the HSE and the Community and Voluntary Sector.</p>	<p>Community Development is process focused as opposed to task orientated; this may lead to tensions in terms of expectations for 'quick' outcomes. It is a time consuming process centered approach.</p>
<p>Step 2: Identify lead person/agency & undertake consultative process with community to identify needs/barriers to be addressed.</p>	<p>Make contact with people with disabilities and all interested in becoming involved in the project. Engage with key agencies working in the area including the HSE, Local Authorities, Wheelchair Association, NCBI working for People With Sight Loss, DeafHear.ie and national agencies including NDA and DFI.</p> <p>This list is not exhaustive.</p>	<p>First weeks when project commences</p>	<p>Solid foundations are built on good local relationships and awareness of the project objectives.</p>	<p>Failure to reach all key agencies Lack of commitment at the outset towards achieving ambitious goals of a Gold Star project Slow uptake</p>

<p>Step 3. Organise an Open Public Meeting themed “Disability & Your Community”</p>	<p>Issue open invitations to meeting. Invite agencies/organizations to send a rep to the meeting. Facilitate the meeting to gather information Invite volunteers to sit on a Gold Star Task Group</p> <p>Write up a Report to include all the issues raised.</p>	<p>Following open public meeting to identify access barriers & issues. (in first weeks after project commences) After open public meeting</p>	<p>Consultation with community will reveal all the real issues and barriers for access experienced on a daily basis.</p> <p>Report will be backdropped to the future work to be done</p> <p>Committed & Strong Gold Star Task Group established</p>	<p>Turn out at meeting may be small or very diverse.</p> <p>Difficult to prioritize the issues and agree on timeframe for working on them Little resources to address them.</p> <p>Time constraints and level of commitment able to be given to the project by volunteers and agencies</p> <p>Lack of resources</p> <p>Extent of individual pieces of work</p>
<p>Step 4: Set up Gold Star Task Group</p>	<p>Elect group members and identify areas of interest to each member. Agree a realistic timeframe for the project objectives</p> <p>Agree a workplan structure with timelines to enable the project to address the issues outlined in the Report.</p>	<p>At 1st official meeting of the Gold Star Task Group</p>	<p>Framework developed to address the barriers to access</p> <p>Individual agencies or people to take responsibility to follow up on tasks</p>	<p>Time constraints and level of commitment able to be given to the project by volunteers and agencies</p> <p>Lack of resources</p> <p>Extent of individual pieces of work</p>

DO'S AND DONT'S OF DISABILITY

The ^{Place your area name here} Gold Star initiative is about everybody working together in the Community to improve disability awareness and to make sure villages, towns and cities are accessible and welcoming to all.

1. When talking to a person using a wheelchair for more than a few minutes, it's good to use a chair to make sure you are at the same eye level as them.
2. Look and speak directly to a person with a disability-rather than looking at or speaking through a friend they may have with them.
3. It's okay to ask people with disabilities what you can do to help them.
4. Try to find a good way to communicate with a person who is deaf or has hearing loss - they may lip-read, sign or write down what they want.
5. Don't feel you should shout at or speak slower to a person with a disability.
6. When greeting a person who is blind or has visual impairments, always introduce yourself and if they have a guide dog with them, always ask if it's okay before you rub or touch him.
7. It's best to NEVER!! Park on footpaths...even if it's only for '2 minutes' and best to NEVER use accessible parking bays without having a parking permit displayed.

General programme content available from Gold Star Project

Contact Anne Bradshaw

HSE Disability Services, Our Lady's Hospital, Cashel, Co. Tipperary

Email: anne.bradshaw@hse.ie

Log on to www.disabilityawareness.ie