

In buildings where telephones are provided for the public to use, at least one accessible telephone should be available.

- The telephone should be located where background noise levels are minimal.
- It should be fixed at a height that allows wheelchair users to read any visual display panels and to use the telephone with ease (Figure 39).
- If the telephone is fixed at a low height, a seat should be provided (Figure 39).
- Where several telephones are provided, a range of fixing heights to suit both seated and standing users should be adopted.
- A text telephone should be provided, clearly indicated by the standard symbol (Wayfinding, Information & Signs, Figure 42).
- An induction coupler fitted to a telephone enables it to be used by someone with a hearing aid. Such telephones should have variable volume controls and be identified by the standard symbol (Wayfinding, Information & Signs, Figure 42).

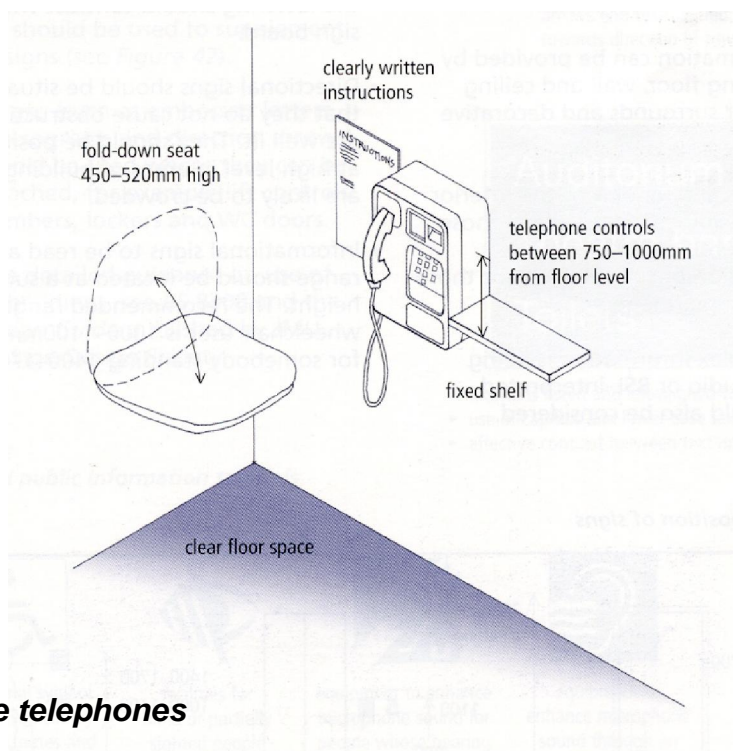


Figure 39
Accessible telephones