

# UNIVERSAL AND INCLUSIVE DESIGN

## PRACTICAL GUIDELINES

1.



### Equitable Use

- The design should be useful, marketable and appealing to people with diverse abilities.
  - Provide the same means of use to all users
  - Avoid segregating or stigmatizing users
  - Make appropriate provisions for privacy, security and safety.
    - I.e. power doors with sensors or integrated seating in public spaces

2.

### Simple and Intuitive

- Use of the design is easy to understand, regardless of the user's experience, knowledge, language skills or current concentration level.
  - Eliminate unnecessary complexity
  - Arrange information by importance
  - Provide effective prompting and feedback while user performs task
    - I.e. an instruction manual with more pictures and less words)



3.

### Tolerance for Error

- The design minimizes hazards and the adverse consequences of unintended or accidental actions.
  - Arrange items so most used and accessible items are clear and riskier elements are hidden or minimized
  - Provide warnings of hazards and errors
  - Provide fail-safe features

4.

### Low Physical Effort

- The design can be used efficiently and comfortably with minimal fatigue.
  - Allows users to maintain a neutral body position
  - Minimizes repetitive actions and sustained physical effort
    - I.e. Touch lamps; levers or loop handles on doors and faucets

# UNIVERSAL and INCLUSIVE DESIGN

## PRACTICAL GUIDELINES

### 5.



#### Size and Space for Approach and Use

- The design is the appropriate size and space is adequate for approach, reach, manipulation and use regardless of the user's body size, posture, or mobility.
  - Provide a clear line of sight to important elements
  - Make reach to all components comfortable for all users whether they are seated or standing
  - Accommodate variations in hand and grip size
  - Provide adequate space for the use of assistive devices or personal assistance
    - I.e. controls at the front and clear floor space around appliances, mailboxes, dumpsters, etc.

### 6.

#### Visitability

- Emphasis is placed on three elements required for a person with a mobility disability to visit a home:
  - 1) an accessible, no-step entry on an accessible route
  - 2) an accessible travel path throughout the main level of the house
  - 3) a usable half or full bathroom on the main level (Source: Hansler & Glas 2011, p. 2).

## KEY BENEFITS

- **Inclusive and universal design allows people to remain in their homes for longer if they experience physical or mental changes, particularly those that are age-related. It also reduces the community's need for long-term care facilities and the associated costs of such facilities for impacted individuals.**
- **When universal and inclusive design elements are incorporated before construction begins, the overall cost is reduced, including potential retrofits. When done well, Universal Design features are almost unnoticeable, but their benefit is clear and overarching.**

*Adapted from various sources including the Center for Universal Design at North Carolina State University at Raleigh. For more information, contact the Fair Housing Center of Washington at [info@fhcwwashington.org](mailto:info@fhcwwashington.org)*