

Column

Introduction on Wheelchairs

Upon making this guide, the restaurants were visited using the following three types of wheelchairs.

Manual Wheelchair (Custom)



Features

This type of wheelchair is operated by the user pushing themselves along using the handrims. Their maneuverability makes it possible to navigate narrow spaces. Some models are extremely light and compact. For those who have difficulty walking due to illness or an accident but can use their upper body freely. An adult can assist with maneuvering this type of wheelchair if familiar with how to handle it.

Specifications

- Weight: approx. 9-20 kg
- Width: approx. 58-68 cm
- Length: approx. 90-120 cm

Simplified Electric Wheelchair



Features

This type of wheelchair is equipped with a battery and tires, and is operated using a joystick controller. Some models can be operated both electronically and manually. For those who have some difficulty using both their upper and lower body. As it is heavier than a manual wheelchair, it is recommended that 3-4 adults lift this type of wheelchair up steps to ensure safety.

Specifications

- Weight: approx. 23-38 kg
- Width: approx. 59-70 cm
- Length: approx. 100-120 cm

Electric Wheelchair



Features

This type of wheelchair is equipped with a battery and operated with a joystick controller. Some models have functions for reclining or standing etc. For users who are severely handicapped. As some models weigh over 100 kg, they are dangerous to lift. A slope is necessary to get to the top of steps.

Specifications

- Weight: approx. 30-120 kg
- Width: approx. 58-69 cm
- Length: approx. 100-120 cm

Other types of wheelchairs

Manual Wheelchair (Commercially available)



Features

This type of wheelchair is operable by both a user themselves and a caregiver and available at mass retailers. For the elderly or those who are temporary injured.

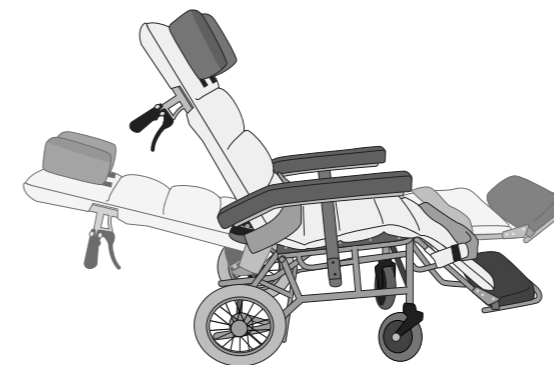
Manual Attendant-controlled Wheelchair



Features

This type of wheelchair is not operable by the user themselves but by a caregiver. For the elderly or those who are temporary injured.

Reclining Wheelchair



Features

This type of wheelchair is not operable by the user themselves but by a caregiver. With the ability to recline and have the footrest raised, a user can lie down on it as if it were a bed. For those who have difficulty sitting.

Wheelchair for Children (Stroller)



Features

A stroller-type wheelchair. As it is stable and heavy, it is difficult to fold. For children with a handicap before using a wheelchair.

Restaurant accessibility

There are other meanings for so-called accessibility besides the accessibility of establishments. There are various ways to be an accessible establishment. For example, having a mindset to help with accessibility such as offering help when you see someone having trouble with stairs or providing information about the availability of restrooms in the nearby area when there are none on said premises etc.

We will introduce some ways that accessibility can be implemented right away by both restaurant customers and management/owners.

As a customer

1. Inform others around you about accessibility and what assistance is required.

Tell restaurant staff what you need help with and in what way. If you ask, "Could you please help me? I cannot enter because of the steps at the entrance?" or "Could you lift me up here?", then the staff can accommodate your needs a lot easier and offer help in future similar situations as well.

2. Show appreciation after you have received assistance.

Show your appreciation when you have received assistance such as with going up steps in a wheelchair or having chairs moved to make room for your wheelchair etc.

You should also realize that restaurant cannot accept or deal with all your request at all time.

Understand that restaurants cannot always accept or accommodate your request all the time.

While Chapter 3, Article 8-2 of the Disability Discrimination Act states that businesses should work toward giving reasonable consideration to implementing facilities to eliminate social barriers, restaurants may be unable to fulfill all requests.

As management or an owner

1. Accessibility of information

Publicize accessibility information on your restaurant's website etc. Customers can then use this information to judge themselves whether they can visit the restaurant depending on the degree of their disability.

[Specific examples]

- Display numerically the height of any steps and the width of the entrance and accompany photos.

2. Considering the accessibility of customers

If you encounter an elderly or disabled person who appears to be in trouble, ask them if they need any help. Elderly and disabled people can feel at ease with an accessibility-oriented mindset even there are no physical accessibility facilities.

Even if you cannot accommodate the customer's request, you may be able to offer other solutions. Kindly explain the reason why you cannot accommodate their request and offer an alternative.

If you are unsure about what to do in a particular situation, then ask a disabled person. You may be able to find a hint as to how to deal with accessibility in better ways.

[Specific examples]

- Have information in advance about the location of nearby multipurpose restrooms in case they are not available at the premises and exits at nearby stations with elevators.
- Communicate in writing with a hearing impaired person, read out menus for a visually impaired person and assist a wheelchair user to go over any steps.



3. Accessibility at facilities

Eliminate obstacles at restaurants. (The Ministry of Land, Infrastructure, Transport and Tourism provides subsidies for accessibility implementation)

[Specific examples]

- Install slopes where there are steps at the entrance and inside the premises.
- Make the width of the front entrance and hallways more than 80cm.
- Change fixed chairs to movable chairs.
- Install supports for the body such as handrails and back supports in the restroom.



The laws regarding accessibility for disabled people such as "Barrier-free Shinpou" and the "Disability Discrimination Elimination Act" may be difficult to understand but there are various ways to accommodate for accessibility as mentioned above. Implementing these can increase the opportunities disabled and elderly people have to visit various restaurants. Let's aim for a society where all citizens can have mutual respect for each other's personality and live together in peace.

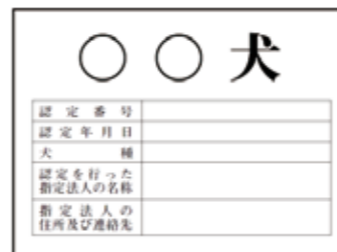
Assistance dogs (guide dogs, service dogs, hearing dogs) for disabled persons

The Act on Assistance Dogs for Physically Disabled Persons (Executed: October 1, 2002)

● Assistance dog is the general name for three kinds of dogs: guide dogs, service dogs and hearing dogs.

● The Act on Assistance Dogs for Physically Disabled Persons outlines the duty that not only public entities and transportation systems but also independent shops and private facilities have to accept the accompaniment of assistance dogs.

● The user is required to have with them their assistance dog's identification certificate and any personal health record certification. Therefore, if you have any doubts, ask the person in question to present these certificates.



▲ Legal Certification Display

Type of Assistance Dog

Guide Dog



Helps visually impaired persons to walk safely and comfortably. These dogs wear white or yellow harnesses.

Service Dog



Helps physically disabled persons in their day-to-day activities. These dogs wear a "Service Dog" tag.

Hearing Dog



Leads hearing impaired persons to the source of a sound when necessary. These dogs wear a "Hearing Dog" tag. (Many types of dogs work to assist people)

When letting in an assistance dog

● An assistance dog is a very close partner to the user that supports them every day. It is important to have a proper understanding about the dog and accept it onto your premises in an appropriate manner.

* According to the Disability Discrimination Elimination Act, refusing to allow the accompaniment of an assistance dog is considered to be discrimination.

● The owner manages the health, sanitary condition and behavior of the dog and it will not interfere with or bother other people.

● Ask and confirm if the customer needs help even if he/she is accompanied by an assistance dog.

● When outside, the assistance dog is always working. Please do not touch it and just observe quietly from a distance.

* Ask the surrounding customers to discretely be mindful of the dog.

● Inform the dog owner if the dog is bothering other people around him because of its sitting position etc..

● Check with the person/people sitting near you in case someone is allergic to or afraid of the dog.

● If you are asked where there is a place for the dog to go to the toilet, make sure you know where one is and show them the way.

For example, a mud covered place, shrubbery, asphalt or a concrete surface.

(Source: Tourism Agency March 2018, "Manual to welcome those such as the disabled and elderly.")

Braille menu

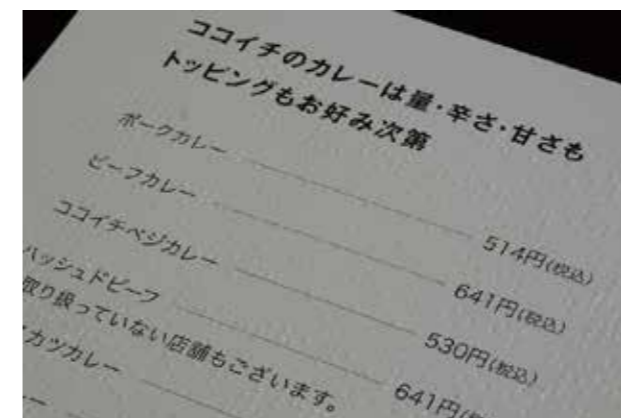
● A Braille menu is a menu that describes the name of dishes etc. in Braille lettering. Visually impaired people can read menus that are written in Braille.

● Even at restaurants that do not provide a Braille menu, it is possible to have the menu read out and use a voice processing application when ordering.

For example, the following restaurant chain has a Braille menu at every one of their locations.

"CoCo Ichiban"

※ Prices may differ at some stores.



※ There was not one restaurant out of 105 in this investigation that provides a menu in Braille.

About food placement for visually impaired persons

When food arrives for a visually impaired person, staff will guide the person's hand to each dish.

● Staff will explain the contents of each dish in detail.

* It is important to lead the hand and confirm everything with a customer when the meal is served, especially when hot food such as soups and hot drinks and/or food that can be spilled.

● Try to explain in an easily understandable way, such as using clock directions (pay attention not to make mistakes)

Example) Bread is at one o'clock

Hot soup is at nine o'clock

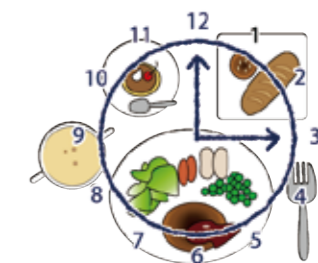


Image of clock directions

(Source: Tourism Agency, March 2018: "Manual for Accommodating the Elderly and Those with Disabilities")

