

>>> TABLE OF CONTENTS

- 1. PART ONE: PRELIMINARIES
- 1.1. List of Figures
- 1.2. List of Tables
- 1.3. List of Acronyms
- 1.4. Acknowledgement
- 1.5. Executive Summary
- 2. PART TWO: INTRODUCTION TO THE STUDY
- 2.1. Background
- 2.2. Scope of the Research/Audit
- 2.3. Objectives of the Research/Audit
- 2.4. Methodolog y
- 2.5. Data Quality Control and Assurance
- 2.6. Audit Team
- 3. PART THREE: STATE OF PWD EMPLOYMENT IN GOVERNMENT MDAs
- 3.1. Compliance with the 5% Employment Quota for PWDs/Disaggr egated Data of PW Employment
- 3.2. Engagement of PWD Employees
- 3.2.1. Assignment of Roles
- 3.2.2. Involvement in Decision-Making
- 3.3. Access to Promotion
- 3.4. Attitude of Staff to PWD Employees
- 3.5. Disabilit y-Inclusive Language Within Government MDAs
- 3.6. Challenges and Barriers to Accessible Employment in MDAs
- 3.7. Strategies Adopted by MDAs to Improve Accessibility in the Workplace
- 3.8. Perspective of PWD Employees in Government MDAs
- 3.9. Opportunities for Collaboration
- 3.10. Summary of Recommendations
- 4. PART FOUR: STATE OF PHYSICAL ACCESSIBILITY OF GOVERNMENT MDAs TO PWDs
- 4.1. Accessibility Audit of Government MDAs: General Context
- 4.1.1. Access to the building
- 4.1.2. Entrance, Reception, and Waiting Area
- 4.1.3. Rooms/Offices
- 4.1.4. Circulation Paths and Internal Wayfinding
- 4.1.5. General Toilets
- 64.16. Accessible Toilets
- 4.1.7. Lifts and Wheelchair Stairlifts
- 4.1.8. Recommendations

 4.1.9. Conclusion 4.1.10. Challenges 4.2. Accessibility Audit of Government MDAs: 4.2.1. Federal Civil Service Commission 4.2.2. Federal Ministry of Education 4.2.3. Federal Ministry of Transportation 4.2.4. Independent National Electoral Commitation 4.2.5. National Press Centre 4.3. Total Estimation Cost 		
REFERENCE		
PART ONE: PRELIMINARIES		
1.1. List of Figures 1.2. Figure 1. A short steep and slippery ramp at the Figure 2. A high threshold at the entrance of the Figure 3. Pathway with a high threshold outside Figure 4. An international symbol of accessible Figure 5. A short steep ramp at the entrance of Figure 6. Objects in a room obstruct movement Figure 7. Signage indicating accessible escape Figure 8. A high threshold at main toilet door at Figure 9. A wheelchair user unable to enter the Figure 10. Male toilet in disuse/out of bound Figure 11A very long steep ramp at FMT Figure 12. A relatively small door at FMT Figure 13. Signage on the main door of the fer Figure 14. A wheelchair user unable to enter the Figure 14. A wheelchair user unable to enter the Figure 14. A wheelchair user unable to enter the Figure 14. A wheelchair user unable to enter the Figure 14. A wheelchair user unable to enter the Figure 15.	ne main door of the toilets de FME pility at FME pit at FME nt at FME pe routes/refuge points at FME pe female toilet	
Figure 15. An accessible external lift control by Figure 16. A high threshold at the entrance at Figure 17. A road with speed bump leading to Figure 18. A short steep ramp at NPC Figure 19. A stage with steps and no ramp at I	utton INEC the NPC building	
1.2. List of Tables		
Table 1: Estimated distribution of PWD emplo	yees in MDAs (Headquar	~9)

Table 2: Estimat ed distribution of PWD directors in MDAs

Table 3: Perspective of PWD employees in government MDAS

Table 4: Physical accessibility audit scores

Table 5: Summary of physical accessibility audit based on selected criteria

1.3. List of Acronyms

CRPD United Nations Convention on the Rights of Persons with Disabilities

CSR Civil Service Rules

MDAs Ministries, Departments, and Agencies

INEC Independen t National Electoral Commission

FCSC Federal Civil Service Commission

FGD Focus Group Discussion

FME Federal Ministry of Education

FMT Federal Ministry of Transportation, Marine, and Blue Economy

ILO International Labour Organisation

KII Key Informant Interview

NASR National Accessibility Standards Regulation

NPC National Press Centre

OPD Organisations of Persons with Disabilities

PWDs Persons with Disabilities

SAS Sightsavers Accessibility Standards for Buildings in Low and Middle-

Income

Settings

WHO World Health Organisation



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Executive Summary



To domesticat e the United Nations Convention on the Rights of Persons with Disabilities (CRPD), Nigeria enacted the Discrimination Against Persons with Disabilities (Prohibition) Act, 2018 (the "Disability Act"). Section 29 of the Act provides for a 5% employment quota for persons with disabilities in all public institutions. Disability employment in Nigeria has been poor over the years due to various factors, including and inaccessible workplaces. This prompts the question; to what extent are government MDAs

complying with the 5% employment quota under the law?

One of the important revelations of our interaction with five government MDAs is that there are areas of disparit y and convergence in respect of access to employment for persons with disabilities between managemen t and employees in the five MDAs. Contrary to the position of managemen t that the MDAs are devoid of workplace 72.7% of PWD employees revealed that they have been victims of workplace discrimination by management and/or non-management staff. Also, Most PWD employees do not report incidents of discrimination. While 40.9% responded that they did not report the discrimination against them. 36.4% responded that they did either formally (31.8%) or informally (4.6%). While 22.7% responded that disciplinary action was taken, 18.2% responded that no disciplinar y action was taken

Also, this study finds that MDAs' compliance with the 5% employment quota for persons with disabilities is some what negligible. To a very large extent, there has not been any systematic employment or recruitmen t into the civil service since 2017 due to a government embargo. There is a need to lift the embargo towards recruiting more qualified PWD employees into the civil service to ensure compliance with the law. Another fundamen tal issue identified was the lack of comprehensive nationwide disaggregated data on PWD employees in the civil service. Hence, it was difficult to ascertain the number of PWD employees, including those in the managerial cadr e, in the MDAs assessed. There is a need for an audit in this respect.

This study further finds that, in terms of access to disabilit y employment, the five MDAs assessed seem to be dominat ed by two disabilit y clusters, that is, physical disabilit y and sensory disabilit This imbalance is further demonstrated by the accessible facilities available in the five MDAs with the two disability clusters dominating, even though all the MDAs tend to be more accessible to physical disabilities than persons persons with with sensory disabilities given the absence of tactile paving, tactile warning blocks, and auditory loops in all the five MDAs. Thus, there is a need for equal attention to be given to all disabilit clusters in terms of access to employment for PWDs and the provision of accessibilit y measures

within MDAs

Also, there is the problem of disabilit y disclosure in the MDAs assessed as some PWD employees are always wary of disclosing their disabilities because of ableist victimisation There is a need to put an effective disclosure mechanism in place and train/retrain staff on effective skills to identify possible cases of non-disclosure towards respectful engagement with the individual(s) concerned to plot necessary interventions or provide required reasonable accommodation.

This study also finds that PWD employees within the MDAs assessed are engaged in decision-making at their level and most are engaged in roles that match their skills/qualifications and are satisfied with their jobs. While 86.4% of PWD employees believe that their roles match their skills/qualifications, 13.6% responded otherwise. Although 54.5% responded that the y are satisfied with their roles, 45.5%, quite a good number of PWD employees, do not find job satisfaction.

Furthermore, this study finds that the use of disability-inclusive language is considerably lacking in the five MDAs assessed. While 45.5% of PWD employees believe that certain jokes in the workplace are discriminat ory. 54.5% responded otherwise. It is imperative to raise more awareness in this regard and train/retrain all employees in all government MDAs on the use of disabilit y-inclusive language

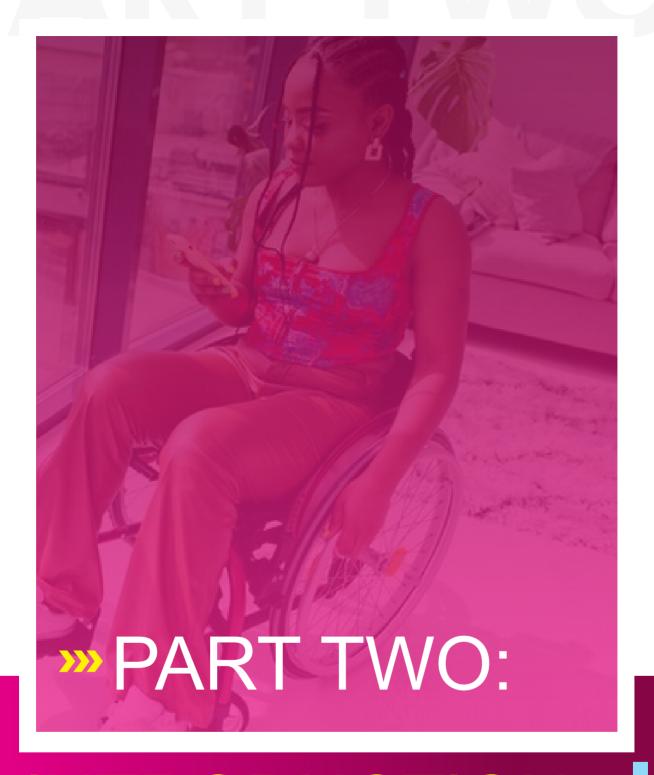
This study also finds that, in terms of reasonable accommodation for day-to-day work within the five MDAs assessed, there appear s to be an over-reliance on person-to-person assistance (which is not always available) with less effort made to leverage technological assistive devices.

Also, after a thorough accessibilit y audit of five MDAs and with an average score of 51, this study finds that government MDAs somewhat lack critical physical accessibilit y features. In some of the MDAs with multiple storeys, PWD employees are restricted to the ground floor as there are no lifts/stairlifts in the buildings, and none of the MDAs has an accessible toilet, even though the general toilets are somewhat inaccessible . While 18.1% of PWDs believe that the MDAs are not accessible to persons with disabilities, 36.4% believe they are largely accessible and 45.5% believe they are somewhat accessible. It is recommended that MDAs develop

implemen tation policies and strategies to ensure continuous and incremental implemen tation of the Disability Act, especially the provisions on physical accessibility and the 5% employment quota for PWDs.

This study also finds that, to a large extent, the five MDAs assessed understand the barriers to effective access to employment for persons with disabilities and have been working to overcome them, including for instance, the digitalization of the workplace through the deployment of the "Filetra" system in FMT, which ensures that all employees, particularly PWD employees (especially persons with visual impairmen ts) can file and receive work instructions online and attend to them. Also, in FME there is the Inclusive Award to incentivise PWD teachers in the "special needs schools". It is recommended that all government MDAs should adopt the Filetra system or a similar system to make the workplace more inclusive and accessible to PWD employees, and introduce a system that rewards all staff, especially staff with disabilities, for good performance .

Finally, in their quest to make the workplace more accessible to persons with disabilities, the government MDAs assessed have collabor ated with numerous stakeholders. These collabor ative partnerships have resulted in many projects that have improved accessibility for persons with disabilities. Nevertheless, the MDAs recognised the need for more collabor ative partnerships to consolidat e the gains already made and address lingering challenges. This study finds an abundance of opportunities for collaborative partnerships towards eliminating accessibility challenges and improving access to employment for PWDs in all the areas covered by the general and specific recommendations made in this report.



INTRODUCTION TO THE STUDY

2 1 Background



The Discrimination Against Persons with
Disabilities (Prohibition) Act, 2018 (the "Disabilit y
Act") aims to promote the inclusion and rights of
Persons with Disabilities (PWDs) in public and
private life. While Section 29 of the Act provides
for access to employment for PWDs, Sections 3–5
ensure that PWDs have access to public physical
structures/buildings. The Act provides a
moratorium of 5 years within which all public
buildings and structures that are inaccessible to
PWDs shall be modified to become accessible to
and usable by PWDs (Section 6).

However, despite the existence of the Act for over four years and as the twilight of the transition period approaches, there has been slow implemen tation of its provisions, especially enforcement of the 5% employment quota for PWDs and the requisite modifications of public buildings to make them accessible to PWDs. For employment to be disability-inclusive and accessible, the environment where PWDs work must also be accessible. Hence, accessible employment cannot be achieved without an accessible workplace .

The importance of accessible structures within society cannot be overemphasised. Regrettably, most public buildings in Nigeria still lack universal accessibility design. While this is a general perception, there remains a lack of adequat e data to comprehensively understand the extent of the problem and spotlight the inclusion gaps and/or challenges towards targeted advocacy and measures to address them. Herein lies the essence of an accessible audit. which seeks to ensure that every building is accessible to all users irrespective of their status. Accessibilit y audit also seeks to identify accessibilit y gaps and measure compliance with extant laws and universal best practices.

This research and the concomit ant accessibilit y audit, therefore, seek to understand the dynamics and/or extent to which government Ministries, Departments, and Agencies (MDA) are accessible to PWDs, to measure the level of compliance with the 5% employment quota for PWDs under the Disability Act, and identify

accessibility and inclusion gaps and/or challenges to proffer targeted and workable recommendations towards bridging the gaps and/or eliminating the challenges.

SCOPE OF THE Research/Audit



This research/audit assessed the state of accessibility, including access to employment for persons with disabilities (PWDs), in five government Ministries, Departments, and Agencies (MDAs), that is, two ministries, two agencies, and one division/department. The MDAs assessed are the Federal Civil Service Commission (FCSC), Federal Ministry of Education (FME), Federal Ministry of Transportation, Marine, and Blue Economy (FMT), National Press Centre (NPC) – a division under the Department of Public Communication and National Orientation of the Federal Ministry of Information - and the Independent National Electoral Commission (INEC). The Accessibility Audit particularly covered diff erent aspec ts of the buildings using 7 parameters as contained in the "Sightsavers Accessibility Standards for Buildings in Low and Middle-Income Settings" (SAS). These parameters are access to the building, entrance, reception, and waiting area, rooms/offices, circulation paths and internal wayfinding, general toilets, accessible toilets, and lifts/stairlifts. The SAS is perhaps the forerunner of the National Accessibility Standards Regulation that would soon be launched by the National Commission for Persons with Disabilities (NCPWD) in collabor ation with Sightsavers.

OBJECTIVES OF THE Research/Audit



The general objective of this audit is to identify the accessibility and inclusion gaps in government MDAs and measure the level of compliance with the 5% employment quota as provided under the Disability Act.

In particular, the objectives of the research/audit are:

* To conduct a purposive survey of 5 sample MDAs to identify accessible and inclusion gaps of persons with disabilities.

- * To establish a report set that would inform a national accessibility standard in Nigeria.
- * To determine the current implemen tation status, gains, and gaps and ho w it aff ects accessibility for PWDs, especially as it concerns their participation in the workplace.
- * To ascertain the extent of orientation within the target MDAs about their responsibilities in implementing the Disability Act.
- * To uncover opportunities for collabor ation between Organisations of Persons with Disabilities (OPDs) and all relevant MDAs.

2.4. Methodolog y

The study employed a mixed methodology, combining qualitative research and desk research to maximum e ffect. It made use o f Key Informant interviews (KII) and Focus Group Discussions (FGD) to extract critical information/data from stakeholders and PWD employees in the relevant MDAs. The research also leveraged technolog collect data from FGD participan ts through an online survey on Google Form. Finally, the study made use of onsite or physical visits to relevant MDAs to observe the state of physical accessibility thereof and record findings. Integrative data analysis was then used to render a compr ehensive analysis of all dat a collected to draw meaningful conclusions and proffer workable recommendations.

2.5. Data Quality Control and Assurance

This research was validated by participants, including representatives of the Permanent Secretaries/Chairman from the MDAs assessed. Representatives of the National Commission for Persons with Disabilities were also present in the validation meeting. Data and information contained in this research were thoroughly discussed and they represent the true state of affairs in the MDAs assessed.

2.6. Audit Team Research Consultant:

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» PART THREE STATE OF PWD EMPLOYMENT IN GOVERNMENT MDAS

3.1. Compliance with the 5 % Employment Quota/Disaggr egated Data of PWD Employees

Section 29 of the Disability Act provides that "[a]II employers of labour in public organisations shall, as much as possible, have persons with disabilities constituting at least 5% of their employment". As is the case globally degrees, disability employment in Nigeria has been poor over the years due to various factors. including ableism and inaccessible workplaces. 2 The situation has been worsened by the considerable data blind spot on disability employment, which hinders an elaborate understanding of the quagmire and prevents targeted and sustainable solutions. Hence, the import of this provision is to improve access to job opportunities for qualified PWDs, particularly public institutions such as government MDAs.

Notwithstanding the dearth of comprehensive data on PWDs in Nigeria, ³ using the World Health Organisation 's parameter, which is to the effect that PWDs constitute at least 15% of any given population, ⁴ there are over 30 million PWDs in Nigeria. Regrettably, the state of their gainful employment is in dire straits and requires urgent

attention. According to the World Bank, of the 18 million persons with disabilities within working age in Nigeria, only 0.3% are gainfully employed, ⁵ most of whom are within the public sector. Nevertheless, this prompts the question; to what extent are MDAs complying with the 5% employment quota for PWDs under the law?

One of the important revelations of our interaction with five government MDAs is that it is difficult to ascertain the level of compliance of MDAs with the 5% employment quota. Perhaps it could be plausibly argued that any question of compliance with the 5% employment quota for PWDs by MDAs is misplaced/premature and should not even arise in the first place. This is because since 2018 when the Disability Act was signed into law, there has not been any systematic recruitmen t into the civil service due to a stay or embargo on civil service recruitment by the government. Thus, apart from reposting of already recruited employees from one MDA to another, almost all the PWDs now working in government MDAs were recruited before the enactment of the Disability Act in 2018.

This was a recurrent position in all the five MDAs assessed. When asked about the state of PWD employment in the civil service, the Federal Civil Service Commission (FCSC), which is the national body responsible for the recruitment of civil service employees stated thus:

"Before 2018, yes [PWDs were recruited]. From 2018 we have not been able to recruit because the Commission has not been able to receive any vacancy to recruit. I think the last recruitment we did was in 2017. Except for special recruitment, very few, from different MDAs, no massive recruitment yet."

Perhaps it could be said that some of the "very view" PWDs who were recruited into the civil service after the enactment of the Disability Act in 2018 were recruited through somewhat "personalised" recruitmen t by the heads of the different MDAs concerned. One in terviewee gave a vivid example of such "personalised" recruitmen t thus;

"I remember our former Chairman. One of the days she closed from work and she was about to go home. And then she saw somebody with a disabilit y by the entrance door. She was shocked. What are you doing here? [She asked]'. And the person said 'I am looking for a job'. Immediat ely, she called her assistant, 'Take this person to the Commissioner and ensure a job is given' and it was done."

Further buttressing this "personalised" recruitmen t system the interviewee said; "We work with the Civil Service Rule whether you are a PWD or not. The Civil Service Rule is like the Bible of the civil service. That is what everybody follows. So, there is nothing outside, except your direct boss, depending on the way he or she chooses to deal with the person outside the CSR."

It is important to note that although the FCSC has the sole power under the law to recruit civil service employees, government MDAs can, howeve r, recruit lower-level staff. But similarly, systematic lower-level recruitments have not been done since the enactment of the Disability Act in 2018. One of the interviewees said; "For this ministry [FMT], you know we do not recruit. We only recruit for the lower levels and we haven't done that forever."

Since 2018, of the five MDAs assessed, perhaps only the Independent National Electoral Commission (INEC) has been somewhat systematically recruiting staff, including PWDs, during elections. Nevertheless, such INEC staff are usually non-permanen t staff who are contracted only for the elections and laid off afterward. Confirming this, one of the interviewees said;

"As I told you, this embargo [on recruitmen t] was not on INEC alone. It was nationwide. And INEC has not employed permanent employees. No.

They have not [been] employed. But for ad hoc staff that we work with from time to time, as long as they [persons with disabilities] indicate their interest, they would be taken as every other person."

Research shows that these non-permanen t staff rarely get adequat e social protection. In any case, due to the dearth of data, it may be difficult to conclude that the "very few" recruitments of persons with disabilities into the civil service since 2018 comply with the 5% employment quota under the Disability Act. Needless to say, all recruitmen ts into the civil service before 2018 did not take into account the 5% employment quota for PWDs since no such law existed at the time.

However, one looks at it, the ultimat e question is, does the civil service, a fortiori MDAs, as presently constituted have 5% of PWD employees constituting its workforce? The answer is no. This is imperative as the law does not necessarily say 5% of every recruitmen t or hiring (employment as an act or process). No. That is not necessarily what

the law says. The law is or should be to the effect that all public institutions, including government MDAs, shall have PWD employees constituting 5% of their workforce (employment as a state of being). Both meanings are capable under the law. This expansive and progressive interpretation should be preferred given that the Disability Act is silent on the meaning of the word "employment". In any case, the latter cannot manifest withou the former.

Notwithstanding the narrow interpretation that Section 29 is about "five percent of every recruitmen t." proceeding from our expansive and progressive interpretation, it should be expected that the civil service should (at some point) have 5% of PWD employees, recruited and distributed. constituting its workforce. If this were to be the case (and it should be), then the public institutions would be far behind the requirements of the law. This would be evident when the available distribution of PWD employees across government MDAs is juxtaposed with that of their counterparts withou t disabilities, given that the civil service is estimat ed to have a total workforce of 93,744 employees as of 2016. There is, therefore, a need for affirmativ e action, equitable equalit or positive discrimination towards recruiting more qualified PWD employees into government MDAs to ensure compliance with the law.

Another fundamental issue identified was the lack of comprehensive nationwide disaggregated data on PWD employees in public and civil service. Hence, it is difficult to ascertain the number of PWD employees in the MDAs accessed. Nevertheless, with 29 PWD employees at its Headquar ters alone, it appear s the FME has the greatest number of PWD employees within government ministries assessed. INEC has about 30 PWD employees across the country. The Ministry of Transportation, Marine and Blue Economy has 7. While the FCSC has just one PWD employee, the NPC has none. INEC is currently on the verge of gathering data on all PWD employees across the country. This is commendable would enhance disability accountability within the Commission.

Note that the above somewhat reflects the distribution of PWD employees among the MDAs. It may not necessarily give an accurate account of what subsists nationwide since data is not readily available. Suffice it to say it is representative of the situation at the Headquar ters of the MDAs (and INEC Annex) assessed to the extent of the

information pr ovided and no mor e. In any case, it gives a microscopic understanding of the state of affairs.

MDAs	FCSC	FME	FMT	INEC	NPC
Distribution of PWD emplo yees	1	29	7	30	0

It is imperative to state that it seems, in terms of access to disabilit y employment, the civil service is dominat ed by two disabilit y clusters (at least in the five MDAs assessed), that is, physical disabilit y and sensory disabilit y. For instance, of the 29 PWD employees in FME, 13 are persons with physical disabilities, including one person with albinism, and 16 are persons with sensory disabilities. This imbalance is further demonstrated by the accessible facilities available in the five MDAs with the two disabilit y clusters dominating , even though all the MDAs tend to be more accessible to persons with physical disabilities than persons with sensory disabilities with the absolute absence of tactile paving, tactile warning blocks, and auditory loops recorded in all five MDAs. Thus, there is a need for equal attention to be given to all disability clusters in terms of access to employment for PWDs in the civil service.

Also, there is the problem of disclosure even on the part of civil service employees. Some PWD employees are always wary of disclosing their disabilities because of ableist victimisation. However, these suspicions could be justified as some employers/employees may still harbour private biases against PWDs, which border on discrimination. Speaking on this issue, one interviewee said:

"In fact, right now we are gathering statistics. When I came to this office, I saw there was a list of persons with disabilities, about thirty-something but I am not sure. But what I understood at the time when they asked them to gather information about persons with disabilities across the country. some people might not want to identify as persons with disabilities because they were thinking that it would affect their employment." It is important that PWD employees can freely disclose their disabilities, trusting that the system would protect them and that society would accept them as they are and treat them on an equal basis with others. It is often the fear that this would not be the case that makes some PWDs prefer not to disclose their disabilities, in addition to the fact that the concerned PWDs may not have come to the level of acceptance themselv es Recognising this problem, one of the interviewees said:

"So, the person who has a hearing disabilit y if you don't disclose, what now happens is that people will be wondering I am t alking, I am shouting, he is not responding . So, it's also important that people living with disabilities should also disclose, particularly for things [disabilities] that are not so obvious. Because once we realise that that is a challenge, the other thing is do you have access to a hearing aid? Is it something that the ministry/service can assist you? Because at times with the hearing aid, you are just like every other person. But when you don't even disclose, nobody understands what is going on. Then it becomes challenge. So, while you would expect the population to do something, it is also important that PWDs disclose the not-so-obvious disabilities so that people know how to come in to help."

There is a need. therefore, to put an effective disclosure mechanism in place and train/retrain staff, particularly the Human Resources personnel and inclusivity desk officers, to equip them with effective skills to identify possible cases of nondisclosure toward respectful engagemen t with the individual(s) concerned to plot necessary interventions or provide required reasonable accommodation. This is imperative because it seems government MDAs work towards PWD employees adjusting to the workplace instead of adjusting the workplace to the peculiar accessible needs of PWD employees.

Hence, one interviewee said thus;

"We are having training for people with disabilities on how to stay in the office area. We had training last year for persons with disabilities. We had it in Nasarawa. All of them in the Ministry. How to adjust in the working place."

An accessible workplace has a universal design or adjusts and responds to the peculiar needs of the individuals in need and not the other way around. Otherwise, it becomes discriminat ory. Also, PWD employees should endeavour to always utilise disclosure mechanisms to put employers on notice of the reasonable accommodation they would require to function effectively and on an equal basis with other employees withou t disabilities in the workplace . Thus, it is only fitting that all the five MDAs audited are aware of the existence of the Disability Act and the provisions of 5% employment quota and physical accessibility

for/to PWDs therein.

3.2. Engagement of PWD Employees3.2.1. Assignment of Roles

Often, PWDs may be employed without being effectively engaged, which negatively affects job satisfaction. 8 In this instance, disability employment becomes a mere formalit v or boxticking exercise whereby PWD employees are assigned placat ory or conciliat ory roles, which may not necessarily match their skills and qualifications. 9 Usually, these roles may consist of file carrying, arrangemen t, or managemen t. Often, PWD employees tend to be denied job satisfaction as they are assigned roles that do no t necessarily match their skills and qualifications usually on the erroneous assumption that they are incapable performing more "daunting" tasks, and sometimes upon genuine and altruistic intention not to overburden them and/or to help them manage stress.

PWD Employees in the MDAs assessed largely agree with the above assertion as 86.4% believe that their roles within the MDAs correspond to their skills and/or qualifications and 54.5% responded that they find job satisfaction in their work. This notwithstanding, greater efforts should be made not to infantilise PWD employees in a bid to give them light schedules or sideline them altogether, especially in group work. Such exclusion usually stems from the erroneous notion that PWD employees do not have much to contribut e. This was the feeling of some of the focus group participan ts.

"When it comes to official assignments that bring everybody together, they discriminat e. When you try to react, some people will say you are aggressive. They don't let me know about certain work. They would even prefer to hold work meetings in my absence."

Emphasising that this robs PWD employees of a healthy work environment, another focus group participant outlined three important factors which to him are necessary to ensure a non-discriminatory workplace and engender job satisfaction for PWD employees. He said thus;

"To me, there are three things which are necessary for job satisfaction. One is autonomy, which brings creativit y. Two is complexity. There must be some level of challenge in the work. Satisfaction comes from solving problems. And the last one is a good reward system."

But here comes the fundamen tal question, how was it that there was less productivity when all PWD employees in FME were posted to the "special needs schools" irrespective of their skills and qualifications? Perhaps there are two possible explanations for this. The first one obvious. Assigning (PWD) employees to roles that were unsuited to their skills/qualifications bound to negatively affect their productivity. Secondly, and perhaps more importantly, the lack of adequate technological assistive devices meant that PWD employees were not able to work to their maximum level of productivity.

This was likely given that one of the important findings from our interaction with government MDAs is that assistance to PWD employees within the workplaces is still largely based on person-toperson, which is not always available. Stating this fact, one of the interviewees said; "In my department, most of them [PWD] employees] have support staff that help them t 0 make their work easier. Some of them, the blind. we still assist them. When they are raising a one to read memo, you are the the memo for them before they can type. We have an interpreter too that helps us to communicat e with them."

It is important to note that personal aides and interpreters are a good support system that helps PWDs navigate the work environment and daily living. However, personal aides may not always carry out the specific instructions of PWDs. Sometimes, instructions may be misunderstood, misinterpreted, misconstrued, or diluted altogether. Worst still, productivity in the workplace diminishes when the support staff of PWD employees are not always available.

Also, most of the PWD employees in the MDAs assessed are assigned or posted to the Administration Section. This is particularly the case with FME where PWD employees who are not posted to "special needs schools" mostly work in the Administration Section where they normally work on files. Speaking on this issue, one interviewee said:

"[A]dministratively, they [PWD employees] are carried along. We have them at the director cadre and they are working. Very active too. We normally ask them to work on files."

Perhaps this policy of assigning PWD employees to "normally work on files" stems from the need to improve performance through a routine of light schedules as some of the MDAs such as FMT have a policy of retraining or assigning employees who do not meet up with their jobs to a lighter schedule.

3.2.2

Involvement in Decision-making

Within the global disabilit y communit y, the phrase "nothing about us withou t us" accentuates the need for persons with disabilities to participat e in decision-making, particularly in issues that ¹⁰ One underpinning directly affect them. manifestation of ableism throughout history is the patent exclusion of persons with disabilities from decision-making both in private and public life even in issues that concern them. ¹¹Often, persons with disabilities are seen as incapable of independent, meaningful, and productive thinking. This deprivation of the agency and act independen tly results in the exclusion of persons with disabilities from leadership positions 12 Our in all spheres of life, even in workplaces. interaction with government MDAs revealed that employees with disabilities are involved in decision-making at their levels. However, due to the hierarchical nature of the public civil service like most organisations, important decisions that affect the workings of MDAs are the exclusive preserve of managemen t staff. PWD employees have very limited influence on decisions that affect government MDAs as they are mostly lower-level staff. This is because such decisions are reserved for managemen t staff and there are not many PWD employees in management positions across government MDAs.

3.3. Access to Promotion

In all the MDAs audited, it seems no employee with a disabilit y has been denied promotion only on account of their disabilities. In fact, none has been denied promotion at all. On the contrary, they seem to always pass their promotional examinations and get promoted whenever they sit for the exams. Buttressing this point, one of the interviewees said thus;

"This is my 32nd year in service. I have not had cause to see somebody who was denied promotion because of their disabilit y or don't get to get it."

However, reasonable accommodation during promotional examinations is largely based on person-to-person assistance and there are little to no technological assistive devices provided during the examinations. One of the fundamen tals of the rights-based approach to disabilit y inclusion is that persons with disabilities have the right of agency and independen t living on an equal basis with others.

¹³ Assistive devices make independen t living for PWDs achievable to a very large extent. In any case, achieving independen t living for PWDs may not require assistive devices per force in all cases. For instance, for a PWD employee with limited manual dexterity in writing, wouldn't it be plausible to administer an oral examination to him? This would have given him more agency and independence.

There is also the question of administering exams in sign language. In any case, PWDs largely bear the cost of reasonable accommodation during promotional examinations since there is no "disabilit y allowance". Thus, it is recommended that all government MDAs should leverage technology and introduce a more flexible alternativ e and inclusive mode of administering promotional examinations that would guarantee more agency and independence to PWD employees. In the meantime, MDAs should make provisions for an allowance to help PWDs offset accommodation, the cost of reasonable during promotional examinations.

3.4. Attitude of Staff to PWD Employees

Our interaction with government MDAs showed that while management believes there is no systemic discrimination in the relationship between employees with disabilities and those withou t disabilities, the reality is different for PWD employees. In the course of our interaction with the management of government MDAs, the underlying rhetoric was that of nondiscrimination and that there has not been any reported incident of discrimination against PWD employees. The relationship between employees without disabilities and employees with disabilities was said to be respectful, cordial, and non-discriminat ory. More so, some of the MDAs such as INEC continually train their staff on issues of disabilities to ensure a healthy and disabilit inclusive workplace .

However, interacting with PWD employees from the MDAs assessed, 72.7% said they have experienced workplace ableism by managemen t and/or non-management staff. While 40.9% responded that they did not report the discrimination against them, 36.4% responded that they did either formally (31.8%) or informally (4.6%). While 22.7% responded that disciplinar y action was taken, 18.2% responded that no disciplinar y action was taken.

The relationship between employees with disabilities and those without disabilities in government MDAs seems to also manifest in friendly jokes and banter. While 45.5% of PWD employees we interacted with in the course of this research believe that certain jokes within the five MDAs assessed are discriminatory (including "mimicking" PWD employees), 54.5% responded otherwise. Jokes and friendly banters can be very good ways of manifesting friendly relationships. But certain jokes or banters could amount to subtle disability discrimination or borderline ableism. 14 Such jokes and/or banter should be avoided in the workplace as they could be damaging to the mental health of PWD employees, including a third party who may not be the subject of the jokes/banter, who survive traumatising and re-traumatising discriminat ory practices against them every day.

3.5. Disabilit y-Inclusive Language Within MDAs

Fundamen tal to the rights-based approach to disability discourse is the use of disability-¹⁵ While dictions may vary inclusive language. according to culture and place, there are universally acceptable disability-inclusive languages adopted by the comity of nations through the instrumentality of the United Nations. This is imperative because ableism is usually embedded in languages, which are often to generation. 16 Our cascaded from generation interaction with go vernment MDAs revealed that the use of disability-inclusive language is substantially lacking within MDAs, even among PWD employees. Employees in MDAs still make use of derogatory words when referring to persons with disabilities or discussing issues concerning persons with disabilities vis-à-vis those withou t disabilities.

In four of the five MDAs audited, derogatory,

diminishing, and discriminatory words were widely used by employees. Such derogatory words included "people living with disability," "disabled persons," 'people who have challenge "people with challenge," "people living with disabilities," "the disabled," "physically challenged, " "people with abilities," "teacher with special need," "able-bodied people," "other normal human beings," "normal people," and "abnormal people". It is important to note that it appear s this was/is more as a result of ignorance. There is, therefore, a need for a safeguarding policy to ensure a peoplefirst language within MDAs and to train and/or retrain employees in all government MDAs on the use of disabilityinclusive language.

3.6. Challenges and Barriers to Accessible Employment in MDAs

One of the fundamental challenges inhibiting access to employment for persons with disabilities in government MDAs is the stay or embargo on civil service recruitmen timposed by the government. ¹⁷ The embargo was first placed in 2017, a year before the enactment of the Disability Act, in a bid to reduce cost of governance and later reinforced in 2020 during the height of the COVID-19 pandemic due to shortfalls in revenue projection. This has clogged compliance with the 5% employment quota for PWDs in all public institutions as provided under the law. Hence, it is recommended that the government should the embargo and recruit qualified persons with disabilities into the civil service in compliance the law.

Another challenge aff ecting PWD employment in government MDAs is the physical inaccessibility of the facilities to persons with disabilities. Generally, all the five MDAs audited are somewhat inaccessible to persons with disabilities in varying degrees with an average score of 51. In some of the MDAs, PWD employees are confined to the ground floor as there are no lifts or stairlifts in the multiple storeys. In FCSC, a PWD employee who uses clutches and office is located upstairs climbs stairs every day to his office as there are no lifts/stairlifts. The FCSC finds this quite accessible since the employee could get to his office.

One of the interviewees said thus;
"If you are talking about people with disabilities working here, we have some of them working here. One of them is in the ICT and the ICT unit is

upstairs and he climbs upstairs with his clutches. But it is good. So, at least if they cannot carry things upstairs, people carry for them."

As much as possible, accessibilit y should come with the barest difficult y for PWDs, and where such difficulties are avoidable, they should be avoided. It is recommended that all government MDAs should be made accessible to persons with disabilities as provided under the law.

Inadequat e technological assistive devices are another challenge affecting effective access to PWD employment in government MDAs. Although there are assistive devices in all the five MDAs audited, most of the reasonable accommodations that directly affect the work of PWD employees are largely in the form of personto-person assistance with support staff allocat ed to PWD employees to assist them. However, these support staff are not always available and this of PWD diminishes the agency and independence employees, thereby reducing their productivity in the workplace .

One of the focus group participan ts emphasised thus;

"We have been writing . Working tools are a major challenge. They provide working tools for themselv es, but for us, they don't. They just keep us there."

It is recommended that the government should leverage technological assistive devices to improve access to PWD employees in government MDAs. Also, the government should review its procurement and logistics policies to streamline and make them more disability-inclusive and more considerate to the peculiar needs of persons with disabilities towards eliminating unnecessary bureaucratic bottlenecks and ensure PWDs have the tools they need to be meaningfully engaged and productive in the workplace .

3.7. Strategies Adopted by MDAs to Improve Accessibility in the Workplace

To a very large extent, government MDAs understand the barriers to effective access to employment for persons with disabilities and have been working to overcome them. One of the strategies employed by FMT is the digitalisation of the workplace (all works and filings) from 2022. Using the "Filetra" system, FMT works 100% online. This is good for persons with disabilities,

particularly persons with sensory impairmen ts who can receive work instructions online and attend to them. Regrettably, however, not all MDAs have this system. Of the five MDAs assessed, only FMT has this system. It is recommended that all government MDAs should adopt the Filetra system or a similar system to make the workplace more inclusive and accessible to PWD employees.

Another strategy adopted by MDAs, particularly FME, to improve the workplace for PWD ensure high productivity is the employees and introduction of an inclusive award to incentivise PWD teachers. This "special need" award is a merit award that is given to the best-performing teacher in the "special needs schools". FME ensures that only teachers with disabilities "special needs schools" across the country are qualified for the award. By recognising their performance, they are motivated to do their best on the job, which leads to high productivity. Also, this reward system gives them the feeling of belonging and keeps them happy to be part of the system with the knowledge that their efforts will be rewarded. It is recommended that all government MDAs should introduce a system that rewards all staff, especially staff with disabilities, for good performance . Such a reward system should have a general category and specific category for staff with disabilities.

It is imperative to state that the MDAs assessed seem to emphasise on "general measures or strategies" to address access to employment for PWDs. Words such as "we do not discriminat e" and "all-inclusiv e" were common denominat ors in all five MDAs. The MDAs seem to think that "favouring" employees with disabilities may have the effect of giving them undue advantages over and above their counterparts without disabilities. One of the interviewees further stated thus;

This seems to undermine positive discrimination. Indeed, it is discriminat ory to label "somebody and put them in the corner" especially where the purpose is to deprive them of equal status with others, and opportunities for meaningful livelihoods. However, "labeling" persons with disabilities as such in order to understand their unique challenges and work towards equalising their status and restoring their dignity in society by eliminating barriers to their full and effective participation in all aspects of private and public life is positive discrimination, which is just,

equitable, and desirable. This is because only affirmative action can accelerate equitable equality in society, prioritising the needs of marginalised groups, such as persons with disabilities, and providing targeted measures to overcome their participation restrictions.

While the workplace should consider the needs of all persons and be accessible to all persons. particular attention must be given to marginalised groups, such as persons with disabilities, to improve access to opportunities for them. By positive discrimination, mean PWD employees should be assigned roles based on their disabilities, or that they should not be appraised in the workplace . No. Far from it. What positive discrimination seeks to achieve is equitable equality, to ensure access to technological assistive devices, and to ensure barriers to effective and full participation of PWDs in society on an equal basis with others are removed towards equalising their existence, empowering them, and improving their livelihoods in all aspects of private and public life.

3.8. Perspectiv e of PWD Employees in Government MDAs

Our interaction with five government MDAs shows that, to some degree, there is a disparit the perception of management and PWD employees in terms of the state of accessibilit MDAs to persons with disabilities. Data from a Focus Group Discussion involving 22 PWD employees in the MDAs assessed shows that 72.7 percent of the responden ts have been victims of workplace discrimination by management and/or non-management staff, while 27.3 percent responded that they have not suffered any discrimination in the workplace . 40.9 percent of the employees responded that they did not report the discriminat ory incidents against them, while 36.4 percent responded that they reported the incidents either formally (31.8 percent) or informally (4.6 percent). Of those who reported incidents of discrimination, 22.7 percent responded that disciplinar y action was taken, while 18.2 percent responded that no disciplinar y action was taken.

While 45.5 percent of the employees responded that they perceive certain jokes made in the workplace to be discriminatory, 54.5 percent responded that they do not. There are, however, areas of convergence. 81.5 percent of the employees believe that the workplaces (MDAs) are accessible to persons with disabilities, while

18.1 percent responded that the MDAs are inaccessible to persons with disabilities. While 86.4 percent of the PWD employees believe that their roles within the MDAs correspond to their skills and/or qualifications, 13.6 percent responded otherwise. While 54.5 percent of the employees responded that they find their roles satisfying, 45.5 percent responded that they do not find job satisfaction in their work.

SITUATIONAL CONTEXT	RESPONSE (%)		
	Yes	No	N/A
Role/work corresponds with skills and qualifications	86.4	13.6	
Job satisfaction	54.5	45.5	
Workplace discrimination	72.7	27.3	22.7
Incident(s) report	31.8 (formal)	40.9	22.7
	4.6 (informal)		
Disciplinary action taken	22.7	18.2	59.1
Discriminatory jokes in workplace	45.5	54.5	
Accessibility of the workplace to persons with	36.4 (largely)	18.1	
disabilities	45.5		
	(somewhat)		

Table 2. The perspectiv e of PWD employees in government MDAs

Key: Yes 100 Yes, largely = 90 Yes, somewhat = 50 No = 0 N/A = Not Applicable

3.9. Opportunities for Collaboration

The MDAs agree that there are rooms for more collaborative partnerships to consolidat already made and address lingering challenges. There is an abundance of opportunities for collaborative partnerships towards eliminating accessibility challenges and improving access to employment for PWDs in all the areas covered by the general and specific recommendations in this report.

3.10. Summary of Recommendations General

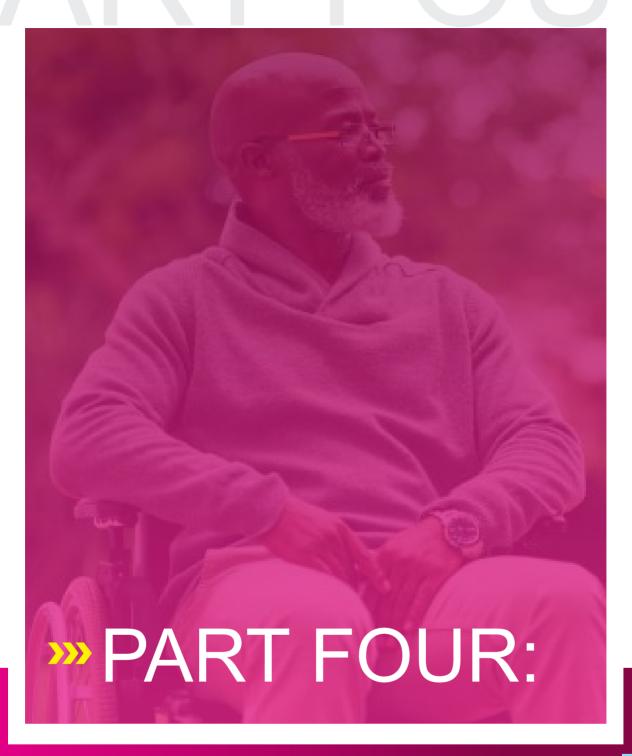
- The government should lift the stay or embargo on recruitmen t into the civil service and embark on affirmative action, equitable equality, or positive discrimination toward recruiting more qualified PWD employees into the civil service to ensure compliance with the law.
- * Equal attention should be given to all disabilit y clusters in terms of access to employment for PWDs in the public civil service.

- * MDAs should put an effective disclosure mechanism in place and train/retrain staff, particularly the Human Resources personnel and inclusivity desk officers, to equip them with effective skills to identify possible cases of non-disclosur e towards respectful engagement with the individual(s) concerned to plot necessary interventions or provide required reasonable accommodation(s).
- * MDAs should ensure that roles are assigned to PWDs based on their skills and qualifications and not merely for formalities.
- * MDAs should carry out management audits to collect disaggregated data on PWD employees, including those in management (directorate) positions across government MDAs in the country.
- * MDAs should ensure the training and/or training of employees in all government MDAs on the use of disability-inclusive language.
- * All government MDAs should leverage technolog y and introduce a more flexible alternative and inclusive mode of administering promotional examinations that would guarantee more agency and independence to PWD employees. In the meantime, MDAs should make provisions for an allowance or palliative to help PWDs offset the cost of reasonable accommodations, including personal aides during promotional examinations.
- * More awareness-raising should be done towards sensitising all employees in government MDAs on the need to avoid workplace ableism and derogatory jokes or banter that could easily pass for subtle discrimination or borderline ableism. In this regard, MDAs should develop implemen tation policies and strategies to ensure continuous and incremental implementation of the Disability Act, particularly the provision on physical accessibility measures, and 5% employment quota for persons with disabilities.
- Government should review its procurement and logistics policies to

- make them more disabilit y-inclusive and more considerate to the peculiar needs of persons with disabilities towards eliminating unnecessary bureaucratic bottlenecks to ensure PWDs have the tools they need to be meaningfully engaged and productive in the workplace
- * We commend the Filetra system as this is good for persons with disabilities, especially persons with sensory impairmen ts. All government MDAs should adopt the Filetra system or a similar system to make the workplace more disabilit y-inclusive and accessible to PWD employees.
- * All government MDAs should introduce an effective system that rewards all staff, especially staff with disabilities, for good performance. Such a reward system should have a general category and a specific category for staff with disabilities.
- * PWDs should always endeav our to apply for jobs that meet their qualifications and skills whenever the opportunities arise to facilitate compliance with the 5% employment quota for PWDs under the law.

Independent National Electoral Commission (INEC)

* INEC should continue to work towards reforming the electoral system to become more digitalised, while also ensuring the digital inclus



PASTATE OF PHYSICAL ACCESSIBILITY OF GOVERNMENT MDAs TO PWDs

4.1. Accessibility Audit of Government MDAs: General Context

The audit was conducted using the standards contained in the SAS, which incorpor ates best practices, having consideration to desirable local circumstances. The SAS is perhaps the forerunner of the National Accessibility Standards Regulation (NASR), which would soon be launched by the National Commission for Persons with Disabilities (NCPWD) in collaboration with Sightsavers. The National Accessibility Standards Regulation – a substantial adaptation of the Sightsavers Accessibility y Standards – would set uniform accessibility standards throughout the country. This would help accelerate improved accessibility to physical structures for persons with disabilities as provided under the Disability Act.

MDAs	FCSC	FME	FMT	INEC	NPC
Score	40	65	60	40	50

Table 3. Phsycial Accessabilit y Audit Scores

With an av erage score of fift y-one (51), the accessibilit y audit sho ws that the fiv e MDAs assessed somewhat lack s tandard accessibilit y features. Accessibility in the fiv e MDAs seems to be tailored towards two dominan t disabilit y clusters, that is, physical disabilit y and sensor y disability. This may be understandable as P WD employees in the fiv e MDAs are either per sons with physical disabilities or persons with sensor y disabilities. For instance, in the FME which has one of the highes t number s of PWD employees, there are twenty-nine (29) PWD employees stationed at the Headquar ters, comprising of thirteen (13) persons with physical disabilities, including one per son with albinism, and sixteen (16) persons with sensor y disabilities, including 6 per sons with visual impairments (4 with blindness and one with low vision), and 10 per sons who are deaf. While the MDAs seem to be more accessible to persons who are deaf or hard of hearing and most accessible to persons with visual impairments due to the complete absence of factile paving, tactile warning blocks, and raised tactile characters and braille, that is, tactile Information through raised characters braille, in all five MDAs audited.

S/N	Parameter		MDAs				Percenta ge (Average)
		FCSC	FME	FMT	INEC	NPC	
1	Access to the Building						(66.67%)
	Building easily identifiable	Yes	Yes	Yes	Yes	Yes	100%
	Parking space	Yes	Yes	Yes	Yes	Yes	100%
	Reserved accessible parking bay	No	No	No	No	No	0%
2	Entrance & Reception						(36%)
	Ramp at entrance	Yes	Yes	Yes	No	Yes	80%
	Accessible ramp	No	No	No	No	No	Ο%
	Accessible doors	Yes	Yes	Yes	Yes	Yes	100%
	Wheelchair near entrance	No	No	No	No	No	0%
	Map of building near entrance	No	No	No	No	No	0%
3	Rooms/Offices						(80%)
	Accessible doors	No	Yes	Yes	Yes	Yes	80%
	Sign outside rooms	Yes	Yes	Yes	Yes	Yes	100%

	Clear space inside rooms	No	No	Yes	Yes	Yes	60%
4	Circulation paths/ Internal Wayfinding						(82%)
	Accessible circulation paths	Yes, largely	Yes, largely	Yes, largely	Yes, somewhat	Yes, largely	82%
	Tactile paving/visual wayfinding signage	No	No	No	No	No	0%
	Tactile paving/visual wayfinding signage	No	No	No	No	No	0%
5	General toilets	Yes, largely accessible	Yes, largely accessible	Yes, somewhat accessible	Yes, somewhat accessible	Yes, largely accessible	(74%)
6	Accessible Toilets	No	No	No	No	No	(0%)
7	Lifts/Stairlifts						
	Lifts/Stairlifts	No	Yes, largely accessible	Yes, largely accessible	No	N/A	(50%)

Table 4. Summary of physical accessibilit y audit based on select ed crit eria

Key:

Yes = 100

Yes, largely = 90

Yes, somewhat = 50

No = 0

N/A = Not Applicable

4.2. Accessibility Audit of Government MDAs: Specific Context

While the five MDAs audited may have common accessibilit y issues or requirements in varying proportions, each MDA, nevertheless, has its own unique accessibilit y challenges. The discussions below provide detailed insights into the accessibilit y audit in each of the five MDAs assessed and the specific findings and recommendations thereof.

4.2.1. Federal Civil Service Commission

The building scored 40 out of 100 after the accessibility audit. The findings and concomitant recommendations are as follows:

(a) Access to the facility

The facility was noticeable with clear and numerous signage and directions to aid entrance through the gate of the facility. However, the facility considerably lacks important accessibility features to effectively accommodat e persons with disabilities.

Observations: N

- There are parking spaces within the
- The parking spaces do not meet the accessibilit y standard. Cars are parked closely together, which makes it difficult for a wheelchair user to navigate in between parked cars.
- There are no parking bays reserved for persons with disabilities. Instead, the closet parking bays to the entrance of the building are reserved for management staff. Persons with disabilities have to take and be granted permission to alight reserved areas.
- There is a pathway from the parking to the building, which is at least 120cm wide and 210cm high.
- The pathway is flat, firm, non-slipper y, and clear of any obstacles and hazards.

Recommendations:



- Rework or redraw parking spaces to meet minimum accessibilit y standards.
- Reserve at least one parking space closest to the entrance for persons with disabilities. The parking should be properly signed with the international symbol accessibilit y.

(b) Entrance, reception, and waiting area



The door to the entrance of the building is a manual double door with enough space to allow wheelchair users to go through. The floor surface at the entrance is tiled, slippery, and is not nonglare. The ramp to the entrance of the building is steep and inaccessible . The entrance steps whose colour does not contrast with that of the background. The building has no waiting area.

Observations:



- There are tiled slippery steps at the entrance of the building, whose does not contrast with the floor surface. This is not good for people with visual impairmen t or low vision, such as persons with albinism.
- The colour of the door frame contrasts with the surrounding wall and floor, which is good for people with visual impairmen ts.
- There is a ramp at the entrance of the building. However, the ramp is tiled, slippery, not non-glare, and has no handrails on both sides, which is not good

- for persons with disabilities as it is a potential hazard. The ramp is steep. It measures 176m (17600cm) by 27m (2700cm), giving it a gradient of 6.5cm which is far lower than the accessibilit v standard of 1:20cm for long ramps 1.12cm for short ramps.
- There are no tactile warning blocks before the steps at the entrance. This is hazardous to persons with visual impairmen ts.
- There is no wheelchair available near the entrance for persons in need particularly persons with disabilities.
- There is no map of the building near the entrance with tactile information. This is not good for persons with visual impairmen t.
- There is a reception counter in the building which is clearly identifiable . However, the reception counter does not meet the accessibility standards. The reception counter is just a chair and a table withou a knee space.
- There is enough space at the counter and in the reception area to allow privacy when communicating
- There is no sign at the reception that gives priority to persons with disabilities. This is against the Disability Act which requires stakeholders to prioritise persons with disabilities in any queue (Section 29).
- There is no functioning and clearly signaled hearing loop installed at the counter. This is not good for persons who are deaf or hard of hearing.
- Sign language interpretation is not available for persons who need it.
- The reception is well-illuminated and ventilated. However, it is not free from loud background noises.
- There is no waiting area in the building.

Recommendations:



- Make the steps at the entrance firm, nonslippery, and non-glare, and contrast them with the floor surface.
- Install an accessible ramp in the building.
- Install tactile warning blocks before steps/stairs in the facility.
- Provide a reception counter with standard accessibility counter measurements and knee space for wheelchair users.
- * Provide a sign at the reception counter that gives priority to persons with disabilities.

- Install a functioning and clearly signalled hearing loop at the reception counter.
- Provide the services of a sign language interpreter at the reception counter.
- Insulate the reception area from loud background noises.
- Provide a waiting area in the building. This is good for persons with disabilities, especially persons with albinism, who may have to wait outside under the sun or elements if the staff they have come to see is not immediat ely available or if any other circumstances that could cause a delay in services arise. This is also important given that visitors are not allowed into the building until 10am.

Figure 1.>>>

A short steep and slipper y ramp at the en trance of FCSC



(c) Rooms/Offices

The rooms in the facility have manual doors. However, the doors have thresholds (raised surfaces) that do not comply with the standard 1.6cm. This is not good for persons with disabilities as it could obstruct wheelchair users, making it difficult or impossible for wheelchair users to use or navigate them independen tly. Also, the colour of the raised surfaces do not contrast with the floor surface which could pose a challenge for persons with visual impairmen t to navigat e. Note, however, that the audit team observed just one room, which represents the dimension of almost all rooms in the building.

Observations: N



- The rooms in the facility have manual doors. However, the door observed does not meet the accessibilit y standard.
- The door observed has a threshold (raised surface), which is more than the standard 1.6cm.
- While the door could open completely, there is a table very close to the door that somewhat obstructs a wheelchair user.
- There is a sign outside the room, which meets the accessibilit y standard.
- The room does not have a clear space of 150cm by 150cm to maneuver a wheelchair
- The ceiling of the room is at least 203cm.
- Objects and surfaces in the room (such as cabinets and tables) feature contrasting colours.
- The room is well-ventilated, well ventilated, and free from loud background noises.
- The floor surface is flat, and firm. However, it is not non-glare.

Recommendations:



- Flatten the door entrance or reduce the threshold to at most 1.6cm.
- Remove the table very close to the door to allow for more space for a wheelchair user to navigate the room.
- Reduce the tables in the room or strategically rearrange the room to allow for more space for a wheelchair user to navigate the room.
- Make the floor of the room non-glare.

(d) Circulation paths and internal wayfinding

The facility has a well-spaced circulation path of 8m (800cm). However, the floor surface is smooth and could be slippery. Also, the floor surface is not non-glare. There are no visual floor wayfinding signage and tactile paving with colour contrast. This is not good for persons with visual impairmen

Observations: N



- The circulation paths have a width of 8m, that is 800cm, which is more than the minimum standard of 120cm wide.
- The circulation paths are free of obstacles and hazards at the ground and higher levels.
- The colour of different elements in the circulation paths contrasts with the background.
- The circulation paths have turning spaces for wheelchair s, which meet accessibilit y standards.

- The floor spaces are covered with smooth tiles, which could be slippery. Also, they are not non-alare.
- The circulation paths ar e well-illuminat ed. well-ventilated, and free from loud background noises.
- There are no functioning fire alarms installed in the circulation paths, with both visual and audible signals.
- There is clear signage in the circulation paths indicating accessible escape routes and safe refuge points, which accessibilit y standard.
- There are no visual floor wayfinding signage and tactile paving with colour contrast. This is not good for persons with visual impairmen ts.
- The stairs in the circulation path meet the accessibilit y requirements.
- Stairs in the circulation paths do no all the accessibility standards, that is, while the tread depth and riser height are uniform and the handrails contrast with the environment, they do not have handrails on both sides and the stairs do not have contrasting colours. This is not good for persons with visual impairmen ts.
- There are directional signs provided in relevant locations within the building that provide directions to rooms, toilets, etc. One has to ask to locate the facilities
- There are no tactile warning blocks before the stairs.
- There is no handrail installed along the wall of the main circulation path. This is not good for persons with visual impairmen ts.

Recommendations:



- Make the floor surface of the circulation paths non-slipper y, and non-glare.
- Install fire alarms in the circulation paths with both visual and audible signals.
- Provide visual internal wayfinding signage/tactile paving with colour that contrasts with the floor surface.
- Provide tactile warning blocks before stairs, and ensure stairs have contrasting colours.
- Install an accessible handrail along the wall of the main circulation path.

(e) General toilets

The facility has general toilets which are in the same location with a single entrance door that opens from the inside. However, the toilets are separated on gender basis with clear signage, "MALE" and "Female". The entrance has a threshold or raised surface which does not meet accessibility standards, making it difficult or impossible for a wheelchair user to enter the toilets independently. Also, there is no tactile warning block with colour contrast before the threshold. Although there are two toilets within the toilet facility, the audit team assessed only the female toilet. The male toilet was locked. No reason was provided. However, the female toilet assessed provides a representation of the dimensions and state of other toilets in the buildina.

Observations: N



- There are clear directional signs indicating the location of the toilets.
- The toilets are separated by gender with clear signage which meets the accessibilit y standards. The signage is 4m (400cm) and with clear t ext. However, the male toilet is closed and both genders use the female toilet.
- The toilets have a main entrance door with a breadth of 9m, that is, 900cm. But the door opens from the inside and has a high threshold (raised surface), which makes it difficult and/or impossible for a wheelchair user to navigate it independen tly.
- The entrance to the female toilet also has a high threshold. Althou gh the door opens from the outside which accords with the accessibilit y standard, it is relatively small and so is the toilet so that a wheelchair user cannot access the toilet without leaving the door open. A female member of the audit team who used the toilet had to leave her wheelchair outside and crawl into the toilet, holding her hands against the wall, to access the closet. This is what she said; "If the wheelchair goes in, you will leave the door open and next door is a male toilet. So, I had to leave it [the wheelchair] and hold the wall to get to the closet."
- Although the floor surface is well-drained, it is not non-glare. It is made of smooth tiles and could be slippery.
- There are no sanitary bins provided within the toilets. This is against the accessibilit standards.
- The male toilet was locked. No reason was provided for this. As a result, both males and females use the same toilet.
- There are washbasins with running water

- within the toilet facility.
- Soap, paper towels, and hand sanitizer were not provided. This is against the accessibilit y standards.
- The tap has a round knob and canno easily manipulat ed by people with limited strength or manual dexterity (e.g., using a closed fist). This is against the accessibility standards which recommend that taps should have a lever handle for easy manipulation by people with limited strength or manual dexterity.
- The colour of the toilets and washbasins does not contrast with the background. The background is white and the toilet cisterns and wash basins are also white.
- The toilet is free from loud background noises with sufficien t lighting. However. the ventilation is relatively average.
- The main door of the toilet is stiff cannot be easily operated by persons with limited strength or manual dexterity.
- The toilet is clean and free from strong smells.
- The number of toilets available for women is not equal to the number of toilets and urinals available for men. While there is one female toilet, there is one male toilet (which was locked) and one other male urinal installed outside the locked male toilet but within the toilet facility. This is against the accessibilit v standards which require the number of female toilets to be equal to the number of male toilets and urinals.
- There is no fire alarm with visual and audible signals installed in the toilet.
- The toilet has no gen bars and does not have enough space to maneuver a wheelchair .
- There are no grab bars in the toilet. A female wheelchair user in the audit team who used the female toilet had to hold her hands against the walls to access closet.

Recommendations:

- Remove or lower the thresholds at the main entrance of the toilet and the female toilet.
- Expand the toilet and the toilet doors to make it easier for a wheelchair user to access.
- Make the toilet surface firm, waterproof, and non-glare. (the tiles are too smooth and could be slippery).

- Provide sanitary bins within the toilet facility.
- Open the male toilet. All toilets should be open during work hours. And effectively separate toilets by gender.
- Provide soap, paper towel, and hand sanitizer at all times in the toilet.
- Replace all taps with round handles with taps with lever handles to make it easier for people with limited strength or manual dexterity to manipulat e.
- The colour of toilets and washbasins should contrast with the background. This is good for persons with limited vision or visual impairmen ts.
- Repair the main door of the toilets to make it easier for people with limited strength or manual dexterity to operate.
- within the toilet Improve the ventilation facility.
- Equalise the number of female toilets with the number of male toilets and urinals.
- Install fire alarms with visual and audible signals within all toilets.
- Install grab bars in all toilets to make it easier for persons with disabilities to navigat e.

Figure 2. >>>

A high threshold at the entrance of the main door of the toilets in FCSC



(f) Accessible toilets

The building has no accessible toilets. The general toilet facility available in the building has limited space. This is against the accessibilit y standards, which require that a building should have at least one functioning accessible toilet facility. Hence, where there is no separate accessible toilet, the general toilet should be such that it meets the accessibility standards to allow persons with disabilities to use or navigate it independen

Observations: N



There is no (functioning) accessible toilet in the facility.

Recommendations:



Provide at least one functioning accessible toilet in the building.

(q) Lifts and stairlifts

The facility which is a multiple-s torey building has Apart from the ground floor, no lift or a stairlift. access to rooms or floors in the building can only staircase. This is not good be through the persons with certain disabilities who may not be able to use the staircase withou t being carried in a very undignified manner.

Observations:

- There are no lifts available in the facility, even though it has multiple storeys.
- There are no wheelchair platform stairlifts. This is not good for wheelchair users who cannot access the staircase independently without being carried, which is undignified.

Recommendations:



- Ensure all rooms, floors, and spaces in and around the building are accessible to persons with disabilities.
- Install a lift in the building (preferable);
- Install a stairlift in the building.

4.2.2. Federal Ministry of Education

The FME building scored 65 out of 100. The findings and workable recommendations are as follows:

(a) Access to the facility

The Federal Ministry of Education is an 11-storev building located in Abuja. The building is conspicuous and easy to identify. The building has no parking space reserved for persons with disabilities. The accessibility audit took place mainly on the 6th floor of the building in the Language Lab, which consists of two rooms. However, the facilities on this floor give a vivid dimension and r epresentation of all the f acilities on the other floors, including the ground floor.

Observations:



- The building is conspicuous and can easily be identified.
- The sign in the main entrance is legible and meets the accessibilit y standards, but it has no pictogram.
- There are parking spaces in the building. However, the parking spaces do not meet the accessibility standards. Cars are parked closely together, making it difficult

- for a wheelchair user to navigate around the parking space.
- There are no accessible parking bays reserved for persons with disabilities. The audit team had to get permission to drive into the building to alight at a parking space reserved for managemen t staff.
- There is no designat ed pathway from the parking to the building.
- The pathway outside the building has a high threshold (raised surface) and measures 136m (13600cm) in width.
- A wide, long, and steep ramp main gate to the parking space and entrance of the building. This is not good for persons with disabilities. A wheelchair user on the audit team who used the ramp descended with potentially dangerous speed and could not ascend the ramp independen tly.

Recommendations:



- Consider adding pictograms to all signs and texts.
- Provide signs at all entrance points of the building.
- Rework the parking space to meet required accessibilit y standards.
- Provide an accessible pathway from the parking space to all entry points of the building.
- Reduce the high threshold of the pathway outside the building to the minimum standard, that is 1.6cm for easy accessibilit y to wheelchair users.
- Rework the ramp by the main gate to meet the minimum accessibilit y standard gradient for long ramps (1:20).

Figure 3. >>>

Pathway with a high threshold outside FME



(b) Entrance, reception, and waiting area

The building has two entry points from the main entrance gate. While one entrance has a short steep ramp withou t handrails on both sides and a signage, which is the international symbol of accessibilit y, the other entrance, which high threshold, does not have any ramp at all. The entrance with a ramp has no reception counter and waiting area, while the entrance withou t a ramp has a waiting area but no priority seat for persons with disabilities, and a reception counter does not meet all the accessibilit y standards.

Observations:

- There are no steps or stairs at the entrance.
- * There are two entrance points to the building.
- * The entrance has manual doors which meet the accessibilit y standards, that is they have a clear opening width of more than 80cm.
- * While the doors do not have any "push" or "pull" signs, they are always open.
- One of the entrances has a short steep ramp withou t handrails on both sides with a length of 72m (7200cm) and a height of 10m (1000cm). This gives a gradient of 7.2cm (7,200cm ÷ 1,000cm) which is lower than the accessibilit y standard of 20cm. Thus, making the ramp very steep as it does not meet the minimum ratio of 1:20. This is not good for wheelchair users. A wheelchair user on the audit team was able to descend the ramp somewhat speedily, but was unable to ascend it independen tly and almost fell.
- * The above entrance has no counter and a waiting area.
- * The other entrance has a high threshold (raised surface) and no ramp, making inaccessible for persons with disabilities.
- * The above entrance has a reception counter and a waiting area, which do not meet all accessibility standards.
- * There is enough space at the counter and in the reception area to allow privacy when communicating .
- * There is no functioning and clearly signaled hearing loop installed at the counter.
- * Although there is a sign language interpreter for PWD employees who are deaf or hard of hearing, there is no sign language interpreter at the counter.
- * There is no sign at the reception that gives priority to persons with disabilities.
- * The reception is well-illuminated, wellventilated, and free from loud background noises.
- * The waiting area is clearly identifiable from the reception.
- * There are seats available in the waiting area.
- * There is no sign indicating priority seats for persons with disabilities.
- * The waiting area has space for wheelchairs. However, when the audit

- team arrived, they were told that the seats in the waiting area were all occupied. The audit team, including a wheelchair user, had to wait outside at the parking lot.
- * The surface of the eating ar ea is firm and non-slipper y.
- * The waiting area is clear of any obstacles and hazards at the ground and higher levels.
- * The waiting area is well-ventilated, wellilluminated, and free from loud background noises.
- * There is no wheelchair available at the entrance for persons with disabilities or people who need them.
- * While one of the entrances is clear o f any obstacles and haz ards at the gr ound and higher levels, the other has a high threshold (raised surface) withou t a ramp and tactile warning block, making it inaccessible to persons with disabilities, particularly wheelchair users and persons with visual impairmen ts.
- * There is no map of the building with tactile information near the two entrance points.

Recommendations:

it



- * Provide and stick a push-and-pull sign on the entrance doors.
- * Rework the ramp by the entrance to make it more accessible by ensuring it meets the minimum standard gradient of 1:12 for short ramps.
- * Provide accessible ramps at all entrance points of the building.
 - * Install handrails on both sides of the ramp.
- * Ensure the reception counter/waiting area meets the accessibility standards.
- * Install a functioning and clearly signaled hearing loop at the reception counter.
- * Provide a sign language interpreter at the counter.
- * Provide a sign indicating priority seats for persons with disabilities in the waiting area.
 - * Provide a wheelchair near the entrance of the building for persons with disabilities or people who need them.
- * Install a map of the building with tactile information near the entrance of the building.

Figure 4. >>>

An international symbol of accessibility at FME



Figure 5. >>>

A short steep ramp at the entrance of FME



© Rooms/Offices



The audit team assessed the two rooms or offices in the Language Lab of the building. However, these are representative of almost all the rooms in the building. There is not enough space in the rooms. The arrangement of tables in the rooms/offices is such that they obstruct movement. This is not good for persons with disabilities, particularly persons with visual impairmen ts and wheelchair users.

Observations:



- The two rooms assessed have doors, which are 89m (7900cm) wide.
- The doors have a clear opening width of more than 80cm.
- The colour of the doors and the door frames contrast with the surrounding walls. This is good for persons with visual impairmen ts.
- The rooms do not have sufficien t clear space. The arrangemen t of tables in the rooms/offices obstructs movements, making it difficult for a wheelchair user to navigat e the rooms. This is against the accessibilit y standard which provides that rooms should have at least a clear space of 150cm by 150cm to allow wheelchair users to maneuver.
- There is a sign outside the room that meets the accessibilit y standards.
- The ceiling is at least 203cm high.
- The room is clear of any obstacles and hazards at the ground and higher levels.
- The colour of key items in the room such as chairs, tables, etc. contrast with the surrounding environment.
- The floor surfaces are flat, firm, non-slipper y, and non-glare. This is good for persons with disabilities, particularly persons with visual impairmen ts and wheelchair users.
- The rooms are well-illuminat ed, well-ventilated, and free from loud background noises.

Recommendations:



- Ensure rooms/offices have a clear space to allow effective maneuver for wheelchair users.
- Rearrange tables in the rooms/offices to create enough space for maneuver.

Figure 6.

Objects in a room obstruct movement at FME



(d) Circulation paths and internal wayfinding

The circulation paths and internal wayfinding are significantly accessible and considerably meet the accessibility standards. However, the circulation paths of the building have no visual wayfinding signage and/or tactile paving with colour contrast.

Observations:



- The circulation paths are clear of any obstacles and hazards at ground and higher levels.
- The ceiling is at least 203cm high.
- The colour of different elements in the circulation paths contrasts with the background.
- The circulation path is 195m (1950cm) wide. This is much higher than the accessibilit y standards of 120cm wide.
- The circulation paths have turning spaces for wheelchair users that measure at least 150cm by 150cm. A wheelchair user on the team was able to navigat e the circulation path independen

- * The floor surfaces are flat, firm, non-slippery, and non-glare.
- * The circulation paths are well-illuminat ed, well-ventilated, and free from loud background noises.
- * There are functioning fire alarms installed in all main circulation paths, with both visual and audible signals.
- * There is clear signage in the circulation paths indicating accessible escape routes and safe refuge points.
- * There are signs provided in relevant locations within the building that provide directions to rooms/offices, toilets, and other relevant areas which meet the accessibilit y standards. For instance, the emergency exit sign has a clear text with a width of 15m (1,500cm) and a height of 180cm (1,800cm) from the ground. This meets the accessibilit y standards which provided for a minimum height of 122cm and maximum height of 152.5cm.

 However, the sign has no pictogram.
- * There is no visual floor wayfinding signage and/or tactile paving with colour contrast. This is not good for persons who are blind.
- * Stairs in the circulation paths do not meet all the accessibility standards, that is, while the tread depth and riser height are uniform and the handrails contrast with the environment, they do not have handrails on both sides, and the stairs do not have contrasting colours. This is not good for persons with visual impairmen t.
- * There are no tactile warning blocks before the stairs.
- * There is no handrail installed along the wall of the main circulation path. This is not good for persons with visual impairmen ts.

Recommendations:



- Provide visual floor wayfinding signage and/or tactile paving with colour contrast.
- Provide tactile warning blocks before stairs/steps.
- Ensure stairs have contrasting colours.
- * Install an accessible handrail along the wall of the main circulation path.

Figure 7. >>>

Signage indicating accessible escape routes/refuge points



(e) General toilets

The building has four female and four male general toilets. While the female toilets are somewhat accessible, the male toilets are in complete disuse. However, the toilets have a high threshold (raised surface) which makes it difficult for wheelchair users to access independently.

Observations:



- * The building has four female toilets and four male toilets which are at different locations and separated by gender with clear signage.
- * The toilets have doors.
- * Each of the female and male toilets has a main entry door leading to the four toilets.
- * Each of the main entrance doors has a high threshold (raised surface) of 4m (400cm), which is higher than the accessible standard of 1.6cm. This makes it difficult for wheelchair users to access the toilets independently.
- * While the main door leading to the female toilets can be operated by people with limited strength or manual dexterity, the door leading to the male toilet is stiff and may present some difficult y for people with limited strength or manual dexterity.
- * The doors of the toilets open from the inside. This leaves little space within to maneuver.
- * The female toilets and the doors are so small that a wheelchair user cannot enter through them.
- * There is clear directional signage indicating the location of the female toilets. The signage meets the accessibilit y standards with clear text and a width of 8m (800cm).
- * The sign does not include a pictogram and tactile information through raised characters and braille. This is not good for persons with visual impairmen ts.
- * While there is a sanitary bin in the room leading to the female toilets, there are no sanitary bins in the four female toilets.
- * Each female toilet has a functioning flush.
- * There is a washbasin with running water in the female toilets.

- * The taps have a lever handle which is good for people with limited strength or manual dexterity.
- * The toilets have no grab bars.
- * There is no soap, paper towel, and hand sanitizer provided in the toilets.
- * The colour of the toilets and washbasins does not contrast with the background. They all appear to be white. This is not good for persons with visual impairmen ts.
- * But for the thresholds, the toilets are clear of obstacles and hazards at ground and higher levels.
- * The toilets are free from background noises and have sufficien t lighting and good ventilation.
- * The female toilet is clean and free from strong smells.
- * There is no functioning fire alarm, with visual and audible signals, installed in the toilets.
- * The number of toilets available for women equals the number of toilets and urinals available for men.
- * The toilets cannot be locked from the inside and released from outside by authorised staff in an emergency.
- * The floor surface is well-drained, waterproof, non-slipper y, and non-glare.
- * The female toilets are usually locked and they have a notice pasted on them which reads, "Out of Bounds". According to the staff of the FME, the reason for this is to restrict usage as people from other floors usually use and mess up the toilets.
- * The male toilet does not have signage. Instead, it has a notice ("OUT OF BOUND FOR NOW") warning that the toilets are not fit for use. The toilet is completely unfit for purpose. It was dirty with plastic waste all lying around. A male member of the audit team who asked to use the male toilet was shown the female toilet instead. This means that both male and female employees on the 6th floor of the building make use of the female toilets.

Recommendations:



- * Reduce the high thresholds (raised surfaces) at the main entrance of the toilets to meet the minimum accessibility standard of 1.6 mcm.
- Consider adding pictograms to all signs and texts.
- * Ensure toilet doors open from the outside to allow more space within for maneuvering.
- * Increase the size of the toilets to allow accessibilit y for wheelchair users.
- * Consider adding pictograms and tactile information through raised characters and braille to signs.
- * Provide sanitary bins in the toilets.
- * Install grab bars in the toilets.
- * Provide soaps, paper towels and hand sanitizers in the toilets.
- * Ensure the colour of the toilets and washbasins contrast with the background.
- * Install a functioning fire alarm, with visual and audible signals, in the toilets.
- * Ensure the toilets can be locked from the inside and released from outside by authorised staff in an emergency.
- * Ensure the toilets are always open and remove the "Out of Bound" notice. Introduce alternativ emeasures to ensure users of the toilets clean-up after them or do not misuse or mess up the toilets.
- * Renovate the male toilets to put it into use and ensure they meet the accessible standards, including providing directional signs.
- * Ensure men do not use the female toilet and *vice versa*.

Figure 8. A high threshold at main t oilet door



Figure 9. A wheelchair user unable to enter the female toilet



(f) Accessible toilets

at FME

The building has no accessible toilet. This is against the accessibilit y standards which require that a building should have at least one functioning accessible toilet facility. Hence, where there is no separate accessible toilet, the general toilet should be such that it meets the accessibilit y standards to allow

persons with disabilities to use or navigate it independently.

Observations:



* There is no (functioning) accessible toilet in the building.

Recommendations:



 Provide at least one functioning accessible toilet in the building.

Figure 10. >>> Male toilet in disuse/out of bound



(g) Lifts and stairlifts

The building has a functioning lift. However, the outer control buttons of the lift in the 6th floor as well as other floors are bad and the lift can only be controlled or manipulat ed from the inside by a lift attendant. Those waiting to access the lift on the 6th floor where the accessibilit y audit took place had to bang the lift door shouting "6th floor" to alert the lift attendant to stop and open the lift on the 6th floor. Generally, the lift is accessible. However, it does not have all the features of an accessible lift according to the accessibility standards.

Observations:



- * The 11-storey building has a lift. This is good for persons with disabilities.
- * There is an unobstructed manoeuvring space of 150cm by 150cm in front of the lift.
- * The entrance of the lift has an opening width of 106m (10600cm). This meets the accessibility standards of at least 90cm.
- * The internal space of the lift has minimal clear width of 110cm and minimal clear depth of 140cm. However, there are usually many people using the lift at a time. This shrinks the space so much that a wheelchair user cannot navigat e within. This was the experience of a wheelchair user on the audit team.
- * There is a non-foldable seat provided within the lift. However, the seat is not fixed. When the audit team arrived, the seat was not in the lift. But it was later brought by the lift attendant.

- * There is a mirror in the lift but it is mounted on the side wall.
- * The lift controls inside and outside the lift are located at heights between 90cm and 110cm, and at least 40cm from any side wall.
- * However, the outer lift controls are bad and do not function. The lift can only be operated or controlled from the inside by the lift attendant.
- * The colour of the lift and the lift controls, particularly the inside lift controls, do not contrast. This is not good for persons with visual impairmen ts.
- * The control buttons do not have raised tactile characters. This is not good for persons with visual impairmen ts.
- * There is one handrail inside the lift, located 90cm and in a position that does not obstruct lift controls. The handrail has a distance of 7m (700cm) from the wall of the lift.
- * The lift is well-illuminat ed, well ventilated, and free from loud background noises.
- * The floor surface is flat, firm, non-slipper y and non-glare.
- * The lift is clear of obstacles or hazards at ground and higher level.
- There is an emergency communication system (a telephone) installed on the left.
- * The lift doors allow sufficient time for people to enter or leave the lift withou t coming into contact with closing doors, and the lift is fitted with re-opening activators.
- * The lift does not provide audible information to people using or waiting for the lift. This is not for persons with visual impairmen ts.
- * There is no signage that gives priority to persons with disabilities waiting to use the lift. However, the lift attendant instructed persons with disabilities in the audit team to enter the lift first. Then followed by other users withou t disabilities.

Recommendations:



- Install a fixed or foldable seat in the lift.
- * Mount a mirror on the rear wall to enable wheelchair users to see the space behind them when leaving. This is because the many people that usually use the lift at the same time tend to further shrink the space within the lift, making it difficult for a wheelchair user to manoeuvr e.
- * Repair the outer lift controls to enable

- users control the lift from the outside.
- * Ensure the colour of the lift and the lift controls, particularly the inside lift controls, contrast with the surrounding environment.
- * Ensure the control buttons have raised tactile characters. This is good for persons with visual impairmen ts.
- Ensure the lift provides audible information to people using or waiting for the lift
- * Provide signage that gives priority to persons with disabilities waiting to use the lift and/or exiting the lift.

4.2.3. Federal Ministry of Transportation

After a thorough accessibility audit of the FMT premises, the FMT building scored 60 out of 100. The fi nd ings a nd recommendations are as follows:

(a) Access to the building

The Federal Ministry of Transportation,
Marine and Blue Economy is a multiple story
building located in the central area of Abuja.
The building can be easily identified.
However, it is relatively difficult to reach due
to the absence of extensive directional signs
in strategic locations leading up to the
building.

Observations:



- The building can be easily identified. However, there are no directional signs at strategic locations to make it easier to reach the building.
- * There is a parking space in the building.
- * There are no parking bays reserved for persons with disabilities.
- * There is a pathway from the parking to the building. However, the pathway does not meet all the accessibility standards. It has a high threshold (raised surface) of 10m (100cm) without a tactile warning block, which is not good for wheelchair users and persons with visual impairmen ts.
- * The pathway is flat, firm, non-

slippery, and non-glare.

Recommendations:



- * Provide directional signs at strategic locations leading up to the building.
- * Reserve at least one accessible parking bay 30m from the entrance for persons with disabilities, clearly signed and marked with the international symbol of accessibility.
- * Reduce the threshold on the pathway to at most 1.6cm to comply with the accessibility standard.

(b) Entrance, reception, and waiting area

The entrance of the building has both steps and a ramp which do not meet the accessibility standards. Also, the building has a section counter which does meet the accessibility standards. The waiting area of the building meets most of the accessibility criteria, although it lacks reserved seats and signage for priority seats for persons with disabilities.

Observations:



- * There are steps at the entrance of the building.
- * The steps do not meet the accessibility standards.
- * While the steps have uniform tread depth and riser height, they lack some accessibility features, that is, there are no tactile warning blocks, the steps do not have contrasting colours, the edges do not have contrasting colours, and the steps have very smooth surfaces and could be slippery.
- * There is a long ramp at the entrance of the building. However, it is not accessible.
- * The ramp has a length of over 500m (50,000cm) and a height of 100m (10,000cm). Hence, even with speed breakers, it has a very steep gradient of 1:5, which is far below the acceptable standard of 1:20 for long ramps over 200cm. This is not good for wheelchair users. A wheelchair user on the audit team could not use

- the ramp independen tly withou t the risk of falling over.
- * There is a double sliding powered door at the entrance of the building, which does not meet all the accessibility standards.
- * The door incorporates a safety stop mechanism and has a sufficiently slow closing speed.
- * There is no audible signal indicating when the door is closing or opening. This is not good for persons with visual impairmen ts.
- * There are no wheelchair s available near the entrance for people who need them.
- * The entrance is clear of obstacles and hazards at ground and higher levels.
- * There is no map of the building near the entrance with tactile information.
- * There is a reception counter in the building.
- * The reception counter is clearly identifiable from the entrance and can be reached via an accessible circulation path.
- * The reception counter does not meet some of the accessibility standards.
- * The surface of the reception counter has a height of 110m (11,000cm) from the ground. This is inaccessible to wheelchair users and does not meet the accessibility standards of 70cm or 76cm.
- * There is no kneel space with a height of 70cm from the floor and a depth of 50cm from the base of the counter.
- * There is no accessible section of the counter clearly marked with the international symbol of accessibility.
- No sign at the reception gives priority to persons with disabilities.
- * There is a clear manoeuvring space of at least 12cm around the counter which is good for persons with disabilities.
- There is enough space at the counter and in the reception area to allow

- privacy when communic ating.
- * There is no functioning and clearly signalled hearing loop installed at the counter.
- * There is no sign language interpreter available at the counter.
- * The reception area is clear of obstacles and hazards at ground and higher level.
- * The reception is well-illuminated, well-ventilated and free from loud background noises.
- * There is a waiting area in the building, which meets most of the accessibility criteria.
- * The waiting area is clearly identifiable from the reception.
- * There are seats available in the waiting area.
- * There is no sign indicating priority seats for persons with disabilities.
- * There is space for wheelchair s in the waiting area.
- * The surface of the waiting area is firm, flat, and non-slipper y.
- * The waiting area is clear of obstacles at ground and higher level.
- * The waiting area is well-illuminat ed, well-ventilated and free from loud background noises.

Recommendations:



- * Rework the steps at the entrance of the building to meet the accessibility standards, including, providing tactile warning blocks, ensuring the steps are not slippery, and that they have contrasting colours, including at the edges.
- * Rework the ramp to ensure that it has a gradient of 1:20 for long ramps in accordance with the accessibility standards.
- * Install an audible signal indicating when the entrance door is closing or opening.
- * Provide a wheelchair near the entrance for people who need them.
- Provide a map of the building near the entrance with tactile

information.

- * Rework the reception counter to meet the accessibility standards, including ensuring the reception counter has a height of 70cm or 76cm, providing a kneel space with height of 70cm from the floor and a depth of 50cm from the base of the counter and marking an accessible section of the counter with the international symbol of accessibility.
- * Provide a sign at the reception that gives priority to persons with disabilities.
- * Install a functioning and clearly signalled hearing loop at the reception counter.
- * Provide the services of a sign language interpreter at the reception counter.
- * Provide a sign indicating priority seats for persons with disabilities in the waiting area.



© Rooms/Offices



Rooms/offices in the building have relatively large space and small doors. Some of the rooms such as the waiting room of the Permanen t Secretary's Office have small space that does not allow a wheelchair user to manoeuvr e. The audit team assessed 3 rooms. However, these are representatives of almost all the rooms in the building.

Observations:



- * The rooms have doors that are somewhat accessible.
- * The doors measure 70m (700cm) and have a clear opening width of at least 80cm.
- * There is relatively sufficien t space around the door for manoeuvr e.
- * There is a sign outside the room.
- * The rooms have a clear space of 150cm by 150cm to manoeuvr e a wheelchair.
- * The ceiling is at least 203cm high.
- * The rooms are clear of obstacles at ground and higher levels.
- Objects and surfaces in the rooms feature contrasting colours.
- * The rooms are well illuminat ed, well-ventilated and free from I arge background noises.
- * The floor surfaces are flat, firm, non-slipper y and non-glare.

Recommendations:



* Strategically rearrange the waiting room of the Permanen t Secretary's office to create more space for manoeuvr e.

*

Figure 12. >>> A relatively small door at FMT



(d) Circulation paths and internal wayfinding

The building has a well-spaced circulation path which is good for persons with disabilities. The circulation oath and internal wayfinding meet most of the accessibility criteria. However, pictograms do not feature in the available signage.

Observations:



- * The building has a circulation path that measures 106m (10600cm) wide, which is more than the accessibility standard of at least 120cm wide.
- * Circulation paths are clear of obstacles and hazards at the ground and higher levels.
- * The ceiling is at least 203cm high.
- * Circulation paths have turning spaces for wheelchair users that measure at least 150cm by 150cm.
- * Floor surfaces are flat, firm, nonslippery, and non-glare.
- * Circulation paths are well-illuminat ed, well-ventilated, and free from loud background noises.
- * There are functioning fire alarms installed in the circulation paths with both visual and audible signals.
- * There is no clear signage (including pictograms) in the circulation paths indicating accessible escape routes and safe refuge points.
- * There are directional signs provided in relevant locations within the building that provide direction to rooms, toilets, etc. One has to ask to locate the facilities.

- * There is no visual wayfinding signage and/or tactile paving with colour contrast. This is not good for persons with visual impairmen ts.
- * There are stairs in the circulation paths which do not meet most of the accessibility criteria.
- * While the stairs have a uniform tread depth of 30m (3000cm) wide and a riser height of 14m (1,400cm) withou t any nosing, they lack the following: no tactile warning blocks, do not have contrasting colours, and handrail which contrasts with the background is only provided on one side of the stairs. This is not good for persons with disabilities, particularly persons with visual impairments.
- * There is no handrail installed along the wall of the main circulation path. This is not good for persons with visual impairmen ts.

Recommendations:



- Provide clear signage (including pictograms) in the circulation paths indicating accessible escape routes and safe refuge points.
- * Provide directional signs in relevant locations within the building that provide direction to rooms, toilets, etc.
- * Provide a visual wayfinding signage and/or tactile paving with contrasting colours.
- * Ensure stairs have tactile warning blocks, contrasting colours, and handrails on both sides which contrast with the background.
- Install an accessible handrail along the wall of the main circulation path.

(e) General toilets

The building has g eneral toilets which lar gely do not meet the accessibility standards.

Apart from the toilets in the waiting room, which a wheelchair user can enter through the main door, but not the main doors of the toilet themselv es, the main doors of all the toilets in the facility are so small that wheelchair users cannot access the toilets. Also, toilets are not separated by gender and are not properly signed. And there is no directional signage indicating the location of toilets. One can only identify or reach the toilets by asking somebody around.

Observations: \(\bigsetext{\lambda}



- There is no directional signage indicating the location of the toilets.
- Toilets are separated by gender with clear signage.
- Toilets have doors and there is a main door that leads to the toilets area.
- Toilets can be locked from the inside and released from the outside by authorised staff in an emergency.
- The entrance door does not have a clear opening width of at least 90cm.
- The main doors to the toilets measure 66m (6600cm) wide and open from the inside. A wheelchair user on the audit team could not enter through the main toilet door on the 6th floor because it is relatively small.
- 3 of the 4 toilets on the 6th floor were locked as they are reserved for management staff in the directorate cadre.
- Toilets in the waiting area have a main entrance door that narrowly allows entry by a wheelchair user. However, the toilet doors themselv es open from the inside and are so small that a wheelchair user cannot enter through them (in some), or withou t leaving the doors open (in others such as the toilets in the waiting

- area).
- The floor surface is well-drained. waterproof, non-slipper y, and nonglare.
- Sanitary bins are provided within the toilets.
- Each toilet has a functioning flush.
- There are washbasins with running water in the toilets.
- There is no soap, paper towel, and hand sanitizers provided in the toilets. However, the toilets on the 6th floor have an electric dryer.
- The tap has a lever handle and can with be easily operated by people limited strength or manual dexterity. However, the taps of the washbasins in the waiting area have round handles which is discouraged by the accessibility standard.
- Toilets are clear of obstacles and hazards at the ground and higher levels.
- Toilets are free from loud background noises with sufficient lighting and good ventilation.
- The toilets on the 6th floor are clean and free from strong smells. However, the toilets in the waiting area have a strong smell.
- The number of toilets available for women is equal to the number of toilets and urinals available for men. No sign separates the male toilets from the female toilets so one cannot tell the number of male toilets to female toilets.
- There are no grab bars in the toilets
- There is no functioning fire alarm, with visual and audible signals, installed in the toilets.

Recommendations:



- Provide directional signage indicating the location of toilets.
- Ensure toilet doors have a clear

opening width of at least 90cm.

- Enlarge all toilet doors, especially the toilets on the 6th floor, to improve access for wheelchair users.
- Ensure all toilets are open at all times.
- Provide soap, and hand sanitizers in the toilets.
- Change the taps in the waiting area from round handles to lever handles to improve accessibility for persons with limited strength or manual dexterity.
- Ensure toilets in the waiting area are free from strong smells.
- Install accessible grab bars in the toilets.
- Install a functioning fire alarm, with visual and audible signals, in the toilets

Figure 13.**>>>**

Signage on the main door of the female t oilets



Figure 14.>>>

A wheelchair user unable t o enter main toilet door



(f) Accessible toilets

The building has no accessible toilets. Thus, where there is no separate accessible toilet, the general toilet should be such that it meets the accessibility standards to allow persons with disabilities to use or navigate it independen

Observations: \(\bigsetext{\lambda} \)



* There is no (functioning) accessible toilet in the facility.

Recommendations:



*Provide at least one functioning accessible toilet in the building.

(q) Lifts and stairlifts

The building wh

ich has multiple storeys has a lift that largely meets the accessibility standard. However, there are almost always many people using the lift at the same time. This tends to shrink the space within the lift for a wheelchair user to manoeuvr e.



- The building has a functioning lift.
- There is an unobstructed manoeuvring space of 150cm by 150cm in front of the lift.
- The entrance of the lift has a clear opening width of at least 90cm.
- The internal space of the lift has minimal clear width of 110cm and minimal clear depth of 140cm.
- Lift controls inside and ou tside of the lift ar e located at a heigh t of between 90cm and 110cm and at least 40cm from any side of the wall which is good for persons with disabilities.
- The colour of the lift and lift control contrast clearly with the background. This is good for persons with visual impairmen ts.
- Control buttons do not have raised tactile characters. This is not good for persons with visual impairmen ts.
- There are two short handrails on two sides of the lift. This meets the minimum standard

of at least one handrail.

- * The lift is well-illuminat ed, well-ventilated and free from loud background noises.
- * The floor surface is flat, firm, non-slipper y, and non-glare.
- * The lift is clear of obstacles and hazards at the ground and higher levels.
- * There is no emergency communic ation system installed in the lift.
- * The lift door allows sufficien t time for people to enter and leave the lift.
- * The lift does not provide audible information to people waiting for or using the lift.
- * There is a fixed seat provided within the lift.
- The lift has a lift attendant.
- * There is no signage provided at the lift that gives priority to persons with disabilities waiting to use or exit the lift.

Recommendations:



- Ensure lift control buttons have raised tactile characters.
- * Install an emergency communic ation system in the lift.
- * Ensure the lift provides audible information to people waiting for or using the lift.
- * Provide signage that giv es priority to persons with disabilities w aiting to use or exit the lift.

Figure 15.

An accessible external lift control button



4.2.4. Independen t National Electoral Commission

The INEC annex building (not the Headquar ters) scored 40 after a thorough accessibility audit. The findings and recommendations are as follows:

(a) Access to the facility

The facility of the Independen t National Electoral Commission (INEC) is a 2-storey building located in the central area of Abuja. The building can be easily identified, and easily reached as there are directional signs on strategic locations leading up to the building. However, it cannot be easily accessed by a wheelchair user as there is a high threshold (raised surface) of 9m (900cm) by the entrance gate. The building has a parking space. But there are no reserved accessible parking bays for persons with disabilities.



- The building can be easily identified.
- * The building has a high threshold (raised surface) of 9m (900cm) by the entrance gate withou t a tactile warning block, which is not good for wheelchair users and persons with visual impairmen ts.
- * There are parking spaces in the building.
- * There are two unmarked parking spaces reserved for persons with disabilities.
- * The two parking spaces do not largely meet the accessibility standards. While the surface is at least 240cm by 500cm, the surface is relatively bumpy (not flat) though firm and non-slipper y. The reserved space also lacks the following criteria: that is, they are

- not marked with the international symbol of accessibility, they are not within 30m of the entrance of the building, and there is no vertical sign indicating that the accessible parking space is reserved for persons with disabilities.
- There is no designat ed pathway from the parking space to the building.

Recommendations:



- Reduce the threshold at the entrance gate to at most 1.6cm to accord with the accessibility standards.
- Ensure the accessible reserved parking space is 30m from the entrance of the building and flat. marked with the international symbol of accessibility, and that there is a vertical sign indicating that the accessible parking space is reserved for persons with disabilities.
- Provide an accessible pathway from the parking space to the building.

(b) Entrance, reception, and waiting area

There are no steps at the entrance and the building has entrance doors which meet the accessibility standards. However, there is a high threshold (raised surface) of 12m (1200cm) at the entrance which makes it difficult for a wheelchair user to enter the building independen tly.

Observations:



There are no steps or stairs at the entrance. However, the entrance has a high threshold (raised surface) of 12m (1200cm) without a tactile warning block. This is not good for wheelchair users and persons with visual impairments. It is contrary to the accessibility standards which provides for a maximum threshold of 1.6cm (if at all).

- There is no ramp at the entrance of the building. Although INEC said they have a makeshift wooden ramp, the audit team did not see any ramp.
- There is a door at the entrance.
- The door has a clear opening width of 80m (800 cm) which meets the accessibility requirement of at least 80cm wide.
- There is sufficien t manoeuvring space around the door. However, the space is relatively small so that a wheelchair user may experienc e little discomfort trying to manoeuvr e.
- There is no wheelchair around the entrance for people who need them.
- The colour of the door and the door frame contrast with the surrounding wall. This is good for persons with visual impairmen ts.
- The entrance is clear of any obstacles and hazards at ground and higher level, except the raised threshold of 12m (1200cm).
- There is no map of the building near the entrance with tactile information.
- There is no reception/reception counter.
- There is no sign language interpreter in the building.
- There is a waiting area in the building that is clearly identifiable
- There are seats available in the waiting area.
- There is no sign indicating priority seats for people with disabilities.
- The waiting area is clear of obstacles and hazards at ground and higher level.
- It has space for wheelchair s.
- The surface is flat, firm, and nonslippery.
- It is well illuminat ed. well-ventilated and free from background noises.

Recommendations:



- Reduce the threshold at the entrance to at most 1.6cm to accord with the accessibility standard.
- Provide an accessible ramp at the entrance of the building.
- Rearrange objects around the door to create more space for manoeuvr e.
- Provide a wheelchair near the entrance for people who need them.
- Provide a map of the building near the entrance with tactile information.
- Provide an accessible reception/ reception counter in the building.
- Provide the services of a sign language interpreter in the building.
- Provide a sign indicating priority seats for people with disabilities in the waiting area.

Figure 16.**>>>** A high threshold at the entrance at INEC



(c) Rooms/Offices



The rooms largely meet the accessibility standards. The rooms are relatively well-spaced, which give room for a wheelchair user to manoeuvr e. The doors have a width of 80m (800cm). However, depending on the size of a wheelchair , the doors could be relatively tight and may cause little discomfort for a wheelchair

Observations:



- The rooms have doors with a width of 80m (800cm). However, depending on the size of a wheelchair, the doors could be relatively tight and may cause little discomfort for a wheelchair user.
- The door meets the accessibility standard.
- There is no sign outside the room.
- The rooms have a clear pace of 150cm by 150cm to maneuver a wheelchair
- The ceiling is at least 203cm high.
- The room is clear of obstacles at the ground and higher levels.
- Objects and surfaces in the room (such as cabinets and tables) feature contrasting colours.
- The room is well-illuminat ed, well-ventilated, and free from loud background noises. The floor surface is flat, firm, non-slipper y, and no-glare.

Recommendations:



- Expand room doors to improve access to wheelchair s of all sizes.
- Provide a sign outside the room.

(d) Circulation paths and internal wayfinding

The circulation paths are relatively small and may present challenges for a wheelchair user to independent ly navig ate or maneuver. There is also a staircase at the circulation paths which further shrinks the space.

Observations:

- Circulation paths are clear of obstacles at the ground and higher levels.
- * The ceiling is at least 203cm high.
- * The colour of different elements in the circulation paths contrasts with the background.
- * Circulation paths have widths of at least 120cm wide.
- * Circulation paths do not have turning spaces for wheelchair users that measure at least 150cm by 150cm.
- * Floor surfaces are flat, form, non-slippery, and non-glare.
- * Circulation paths are well-ventilated, well-illuminat ed and free from loud background noises.
- * There are no functioning fire alarms installed in main circulation paths with both visual and audible signals.
- * There is no clear signage in the circulation paths indicating accessible escape routes and safe exit points.
- * There are no signs provided in relevant locations within the building that provide directions to rooms, toilets, and other relevant areas.
- * There is no visual floor wayfinding signage and/or tactile paving with colour contrast.
- * There is a staircase at one of the circulation paths, which does not meet the accessibility standards.

 Although the stairs have a uniform tread depth of 28m (28cm) and riser height of 18m (1,800cm) without nosing, they lack the following criteria: no tactile warning blocks, do not have contrasting colours, and handrails that contrast with the background is only provided on one side of the staircase. This is not good for persons with disabilities, particularly persons with visual impairmen ts.
- * There is no handrail installed along the wall of the main circulation path. This is not good for persons with visual impairmen ts.

Recommendations:



- Ensure circulation paths have sufficient turning spaces for wheelchair users
- Provide signage in the circulation paths indicating accessible escape routes and safe exit points.
- Provide signs in relevant locations within the building that provide directions to rooms, toilets, and other relevant areas.
- Provide a visual floor wayfinding signage and/or tactile paving with colour contrast.
- * Ensure stairs have tactile warning blocks, contrasting colours, and handrails on both sides, which contrast with the background.
- * Install an accessible handrail along the wall of the main circulation path.

(e) General toilets

The building has general toilets, which lack considerable accessibility features. At least one toilet opens from the inside which shrinks the space for manoeuvr e.



- * There is no clear directional signage indicating the location of toilets.
- Toilets are not separated by gender with clear signage.
- * Toilets have doors which have a width of 83m (8300cm).
- * People with limited strength or manual dexterity cannot operate the door of one of the toilets. This is because it is very stiff and requires greater strength to operate, especially to close it.
- * Toilets cannot be locked from the inside and opened from the outside by authorized staff in an emergency.
- * The floor surface is well-trained, waterproof, non-slippery, and nonglare.
- * Sanitary bins are provided within the toilets.
- Each toilet has a functioning flush.
- * There is a washbasin with running

water in the toilets.

- * There is soap, paper towels, and hand sanitizer in the toilets.
- * The taps have lever handles and can be easily operated by people with limited strength or manual dexterity.
- * The colour of the toilets and washbasins contrast with the background.
- * Toilets are clear of any obstacles and hazards at ground and higher levels.
- * The toilets are clean and free from strong smells.
- * There is no clear turning space in the toilets. A wheelchair user in the audit team could enter the toilets but couldn't shut the doors due to limited space.
- * The number of toilets available for women does not equal the number of toilets and urinals available for men. The toilets are not separated by gender with clear signage. So, it is difficult to determine the number of toilets there are for each gender.
- * There are grab bars in the toilets.
- * There is no functioning fire alarm with visual and audible signals installed in the toilets.

Recommendations:



- Provide a clear directional signage indicating the location of toilets.
- * Ensure toilets are separated by gender with clear signage.
- Ensures toilet doors can be operated by people with limited strength or manual dexterity.
- * Ensure toilets can be locked from the inside and opened from the outside by authorized staff in an emergency.
- * Expand the toilets to ensure a clear turning space in the toilets
- * Ensure toilets are separated by gender and clearly signed and that the number of female toilets are equal

- to the number of male toilets and urinals.
- * Install a functioning fire alarm with visual and audible signals in the toilets.

(f) Accessible toilets

The building has no accessible toilets. Where there is no separate accessible toilet, the general toilet should be such that it meets the accessibility standards to allow persons with disabilities to use or navigate it independently.

Observations:



* There is no (functioning) accessible toilet in the facility.

Recommendations:



* Provide at least one functioning accessible toilet in the building.

(g) Lifts and stairlifts

The two-story building does not have a lift or a stairlift. Apart from the ground floor, access to rooms or other floors or spaces in the building can only be through a staircase.

Persons with disabilities are restricted to the ground floor. This is not good for persons with certain disabilities who may not be able to use the staircase withou t being carried in a very undignified manner.

Observations:



- There is no lift available in the twostorey building.
- * There are no wheelchair stairlifts available in the building. This is not good for wheelchair users who cannot access the staircase independently withou t being carried.

Recommendations:



- Ensure all rooms, floors and spaces in and around the building are accessible to persons with disabilities.
- * Install a lift in the building (preferable);

and/or

* Install a stairlift in the building.

4.2.5. National Press Centre

The National Press Centre scored 50 out of 100 after a thorough accessibility audit exercise. The observations and specific recommendations are as follows:

(a) Access to the facility

The National Press Centre, a building withou t multiple storey, is under the Department of Public Communic ation and National Orientation of the Federal Ministry of Information. The building can be easily identified. However, there are no directional signs explaining how to reach the building. The building has no marked reserved parking bays for persons with disabilities.

Observations:

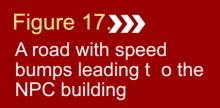


- * The building can be easily identified.
- * There are no directional signs explaining how to reach the building.
- * There are parking spaces in the building.
- * There are no marked parking bays reserved for persons with disabilities.
- * There is no designat ed pathway from the parking space to the building.
- * The facility is inside a main compound with a main entrance.
- * The main entrance has a pedestrian pathway with a high threshold or raised surface measuring 10m (1000cm). This is not good for wheelchair users as it could obstruct movement.
- * There is a speed bump on the road leading to the facility. This is capable of obstructing the movement of a wheelchair user.

Recommendations:



- Provide directional signs at strategic points explaining how to reach the building.
- * Ensure a marked accessible parking space is reserved for persons with disabilities 30m from the entrance of the facility.
- * Provide a designat ed pathway from the parking to the building.
- * Rework the pedestrian pathway at the main entrance to reduce the threshold to at most 1.6cm.
- * Rework the speed bump to leave an accessible space for unobstructed movement of persons with disabilities.





(b) Entrance, reception, and waiting area

The facility has an accessible door with steps and a ramp at the entrance. However, the ramp is very steep, which makes it inaccessible for a wheelchair user to navigate independently.

Observations: \(\bigsetext{\lambda}



- There are steps at the entrance.
- The steps have uniform horizontal treads with a depth of 60m (6,000cm) and a riser height of 18m (1800cm). This is not in accordance with the accessibility standard which provided for a depth of between 38cm and 42.5vm and a riser height of between 10cm and 18cm.
- The steps are at least 120cm wide which meets the accessibility standards.
- There is a short steep ramp at the entrance, which does not meet the accessibility standards. The ramp has a length of 167m (16700cm) and a height of 34m (3400cm), giving it an estimat ed gradient of 1:5 cm (4.9cm) which is not up to the recommended standards of 1:12 for short ramps.
- The ramp has no handrails on both sides, further making it inaccessible for persons with visual impairmen ts.
- There is an accessible door at the entrance with a width of 173m (17300cm).
- Although there is no signage on the door whether to push or pull, the door is always open.
- There is no wheelchair available near the entrance for people who need them, including persons with disabilities.
- The entrance is clear of obstacles at ground and higher level.
- This is not There is no map of the building near the entrance with tactile information. good for persons with visual impairmen ts.
- There is no reception counter or waiting area in the facility.

Recommendations: I



- Ensure steps at the entrance conform to the accessibility standards.
- Rework the ramp to make it accessible and usable by persons with disabilities independently. Ensure the ramp has accessible handrails on both sides.
- Provide signage on the entrance door to take care of situations where the doors are not opened.
- Provide a wheelchair near the entrance for people who may need them.
- Provide a map of the building with tactile information
- Provide an accessible reception and waiting area in the building.





(c) Rooms/Offices and halls

The facility has accessible rooms with enough space for maneuvering. However, the facility has a hall with a raised stage that is inaccessible to persons with disabilities.

Observations:



- * The facility has accessible rooms which have a clear space of 150cm by 150cm to maneuver a wheelchair and the ceilings are at least 203cm high.
- * The rooms have accessible doors with widths of 63m (6300cm).
- * There are signs outside the room which meet the accessibility standards.
- * The rooms are clear of obstacles and hazards at the ground and higher levels. However, the hall has certain holes.
- * Objects and surfaces in the room feature contrasting colours.
- * The floor surfaces are flat, firm, non-slipper y, and non-glare (except for the hall whose floor surface is not non-glare).
- * There is a hall in the facility that has a raised platform/stage with a height measuring 64m (6400cm).
- * The hall has steps to access the stage with a riser height of 19m (1900cm).
- * There is no ramp to access the stage. This is not good for persons with disabilities.

Recommendations:



* Provide an accessible ramp in the hall to ensure independen t a persons with disabilities.

t access to the stage for

Figure 19.>>> A stage with steps and no ramp at NPC



(d) Circulation paths and internal wayfinding

The facility has circulation paths that are largely accessible to persons with disabilities, particularly persons with physical disabilities. The circulation paths are not so accessible to persons with visual impairments.

Observations:

- * The facility has circulation paths with widths of 126m (12600vm) which is far more than the required standard of at least 120cm wide.
- * The circulation paths have turning spaces for wheelchair users that measure at least 150cm by 150cm. The floor surfaces are flat, firm, non-slippery, and non-glare.
- * The circulation paths are clear of obstacles and hazards at ground and higher levels and they have ceilings that are at least 203cm high.
- * The colour of different elements in the circulation paths contrasts with the background.
- * Circulation paths are wellilluminat ed, well-ventilated, and free from loud background noises.
- * There are no functioning fire alarms installed in all main cir culation paths with both visual and audible signals
- * There is no clear signage in the circulation paths indicating accessible escape routes and safe refuge points.
- * There are no signs in relevant locations within the building that provide directions to rooms, toilets, and other relevant areas.
- * There is no visual floor wayfinding signage and/or tactile paving with colour contrasts. This is not good for persons with visual impairmen ts.
- * There is no handrail installed along the wall of the main circulation path. This is not good for persons with visual impairmen ts.

Recommendations:



- Install functioning alarms in all main circulation paths with both visual and audible signals
- Provide clear signage in the circulation paths indicating accessible escape routes and safe refuge points.
- * Ensure there are signs in relevant

- locations within the building that provide directions to rooms, toilets, and other relevant areas.
- * Provide visual floor wayfinding signage and/or tactile paving with colour contrasts in the building.
- * Install an accessible handrail along the wall of the main circulation path.

(e) General toilets

There are two male and two female general toilets in the facility. The toilet doors open from the inside and there is relatively limited space for wheelchair s to manoeuvr e even though the space within the toilets have a width of 117m (11700cm). The general toilets in the facility are somewhat accessible to persons with disabilities. However, they are not so accessible to persons with visual impairments.



- * There is no directional signage indicating the location of toilets (even though the toilets are quite visible). This is not good for persons with visual impairmen ts.
- Toilets are separated by gender with clear signage with a width of 7m (700cm). The signage has clear text.
- * The toilets have doors that are quite accessible with widths of 70m (7000cm).
- * The doors have lever handles and can be operated by persons with limited strength or manual dexterity.
- * The toilets cannot be locked from the inside and released from the outside by authorized staff in an emergency.
- * There are no grab bars in the toilets.
 This is not good for persons with visual impairmen ts.
- * The floor surfaces are well-drained, waterproof, non-slipper y, and nonglare.
- * There are no sanitary bins provided within the toilets.
- * Each toilet has a functioning flush

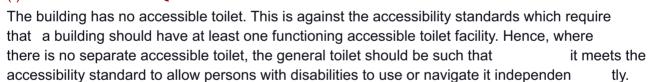
- with relatively low pressure.
- * There are two wash basins in the male toilets. One has running water but the other does not.
- * There are no toiletries (soaps, paper towels, hand sanitizer) provided in the toilets.
- * The tap has a lever handle and can be easily operated by persons with limited strength or manual dexterity.
- * The colour of the toilets and washbasins contrasts with the background. This is good for persons with visual impairmen ts.
- * Toilets are clear of any obstacles and hazards at the ground and higher levels. However, the plastic bowls placed in the t oilets to collect water may obs truct the mo vement of persons with disabilities.
- * Toilets are free from loud background noises. But there is no sufficien t lighting and ventilation in the toilets.
- * The toilets are not very clean.
- * The number of toilets available for women equals the number of toilets available for men. There are two toilets each for women and men.
- * There is no functioning fire alarm with visual and audible signals installed in the toilets.

Recommendations:



- * Provide directional signage indicating the location of toilets.
- * Ensure the toilets can be locked from the inside and released from the outside by authorised staff in an emergency.
- * Install accessible grab bars in the toilets.
- * Ensure there are sanitary bins and toiletries at all times in the toilets.
- * Ensure all washbasins in the toilets have running water.
- * Ensure all toilets have functioning flush at sufficien t pressure.
- * Ensure toilets are well-illuminat ed, well-ventilated, and very clean at all times.

(f) Accessible toilets



Observations:

* There is no (functioning) accessible toilet in the facility.

Recommendations:



* Provide at least one functioning accessible toilet in the building.

4.3. Total Estimation Cost

Due to logistic issues and frequently fluctuating market prices, this research is reluctant to make a definite estimation cost to make the assessed MDAs more accessible to persons with disabilities. Nevertheless, the cost of implemen ting each recommendation or intervention contained in this audit in respect of each MDA audited would be determined by prevailing market prices.





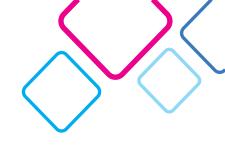
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