

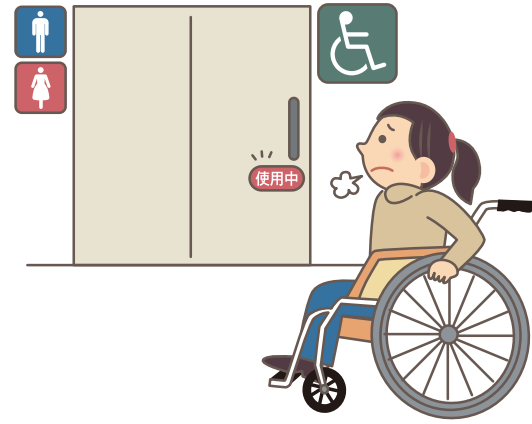
## Thinking with Universal Design in Action around You

### At an elevator



There are people who cannot use stairs or escalators. Please give priority to those who most need to use the elevators.

### At an accessible restroom

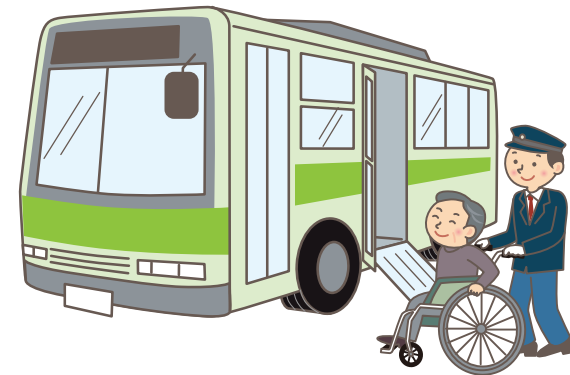


Please be mindful that some people can only use accessible restrooms. Do not use it for a long time, and give priority to those in need when lines are long.

### On a train/bus



Senior citizens, expectant mothers, injured people... All kinds of people use the train and bus. Even if you're not sitting in the priority seat, please give up your seat when possible.



It may take more time than usual for them to board or disembark from public transit, so please be patient.

\* Due to safety concerns, people with wheelchairs will be escorted by attendants when getting on or off of public transit.

## Universal Design Data No. 77

### What are these symbols?



#### International Symbol of Access

Indicates that the building/facility is accessible by people with disabilities.



#### Service Dogs Symbol

Displayed at the entrance of a facility that welcomes service dogs (guide dogs, hearing dogs, mobility assistance dogs).



#### Disability Mark

Indicates a car driven by someone with a physical disability.



#### International Symbol for the Visually Impaired

Indicates that the building/facility is barrier-free and accessible by visually impaired people.



#### Ear Mark

This symbol indicates that the person is hearing impaired and consideration is needed when communicating.



#### Hearing Impairment Mark

This mark indicates a car driven by someone with a hearing impairment.



#### Help Mark

This mark is used by people with prosthetic legs or joints, people with non-visible disabilities or chronic conditions, and people that are in the early months of pregnancy, and indicates that they need consideration from the people around them.  
If you see this mark, please give up your seat, be mindful of their needs, or ask if they need assistance if they seem troubled.



#### Heart Plus Mark

This mark indicates that the person has a non-visible disability. Non-visible disabilities are not readily apparent at a glance, so this mark indicates they need consideration from people around them.



#### Ostomy Mark

This mark indicates that the facility is designed to accommodate people with ostomy (people with colostomy/urostomy) needs.



#### Maternity Mark

This mark is used by expectant mothers when using public transit, encouraging others to be considerate of them.

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Mascot of Shizuoka Prefecture Fujippi

## Let's learn!

# Thinking with Universal Design

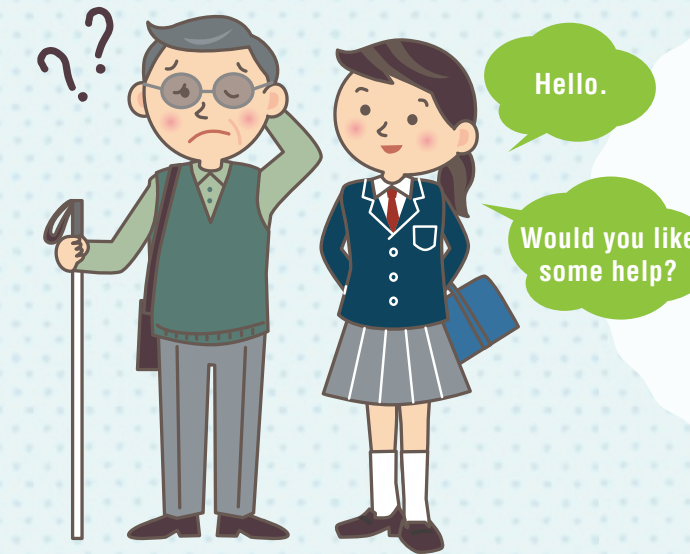
In Shizuoka Prefecture, we're promoting the "Thinking with Universal Design" program that encourages everyone in the prefecture to put themselves in other people's shoes and act with consideration.



The term "universal design" is the design of buildings, products, or environments to make them accessible to everyone regardless of age, gender, nationality, disability, or other factors.

 Shizuoka Prefecture

If you see someone in need of help, please talk to them.



Start by greeting them and ask: "What's wrong?" "Would you like some help?" "Is there anything I can do to help you?"

I'm okay now. Thanks anyway.

There will be times when they don't require your help. Don't get discouraged even if they turn you down. They will appreciate your thoughtfulness.



If you need help, don't hesitate to ask others around you.



If you don't know how to assist them or if it's difficult for you to do so by yourself, don't overdo it. Ask others around you for their cooperation.

Please wait a moment.

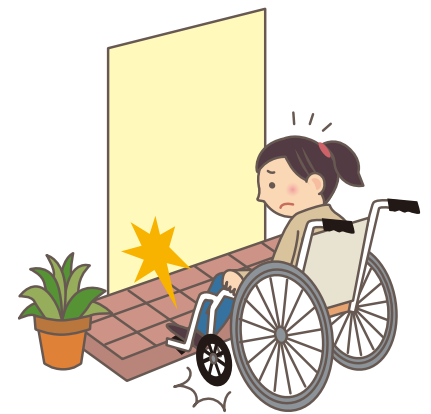




# 1 People with wheelchairs

There are many reasons a person might use a wheelchair: disabilities of the legs or difficulty walking, senior citizens who have weak hips and legs, temporary injuries, etc.

## Difficulties they may encounter



Even a small step or gap can pose a significant barrier for them.



I can't reach...  
It can be difficult to reach high places.



It can be hard to pick things up on the ground.

## If you see someone in need of help



Let me help you.



Thank you.

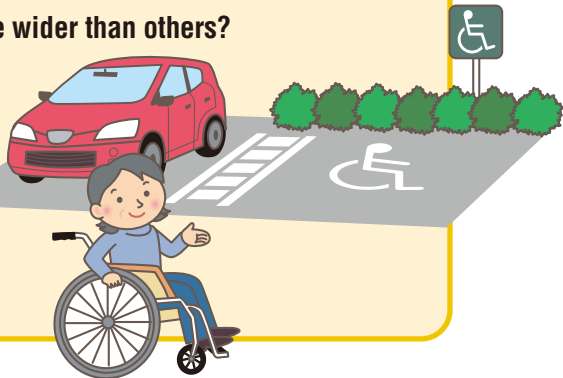


Here you go.

Be proactive and talk to them or assist them.

## Wheelchair symbol in a parking lot

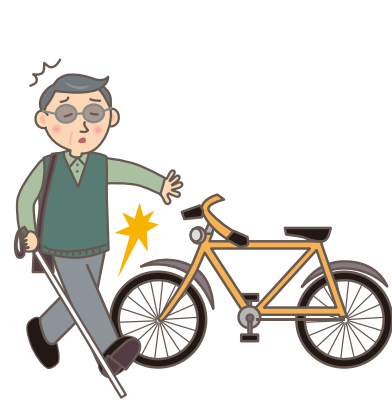
Do you know why parking spaces with the wheelchair symbol are wider than others? When people with wheelchairs or people who have difficulty walking get in or out of a car, the door needs to be fully opened. This is the reason why accessible parking spaces are wider. Please make sure to keep wheelchair-accessible parking spaces open for those who need them.



# 2 People with visual impairments

There are multiple degrees of visual impairment: people who can't see at all, people who are only able to detect light, people who are unable to see the center of their field of vision, people who have a narrower field of vision, people who have difficulty distinguishing colors, etc.

## Difficulties they may encounter

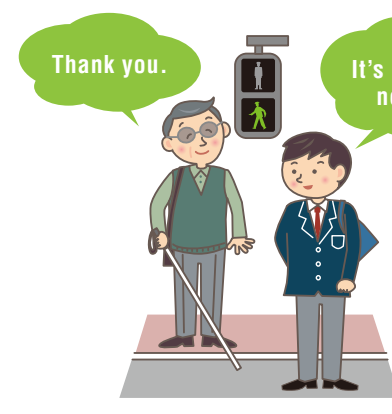


They may bump into obstacles in their path.



They may not realize when traffic signals change.

## If you see someone in need of help



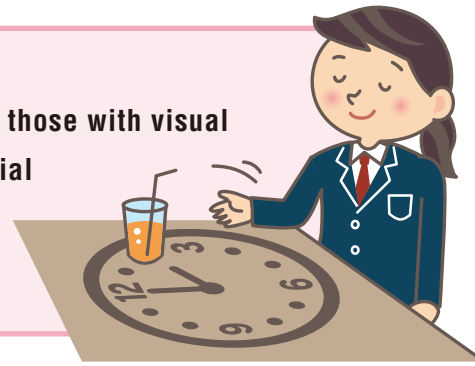
Thank you.

It's green now.

Be proactive and talk to them or assist them.

## Clock position

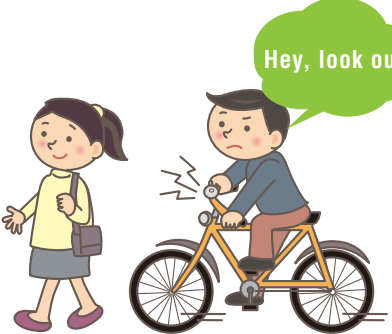
Clock position is useful when describing the situation to those with visual impairments. It is a way to describe the location or spatial relationships of objects using the hour hand of a clock (e.g. there's orange juice at your two o'clock).



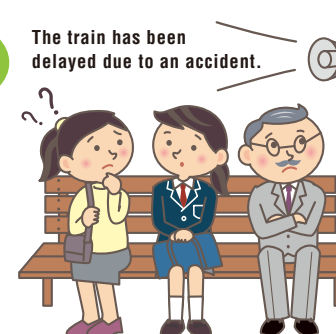
# 3 People with hearing impairments

There are multiple degrees of hearing impairment: people who are completely unable to hear, people who have difficulty hearing certain pitches, people with reduced hearing, etc. This is an impairment that's hard to figure out at a glance. Even if you don't know sign language, you can still communicate in various ways.

## Difficulties they may encounter

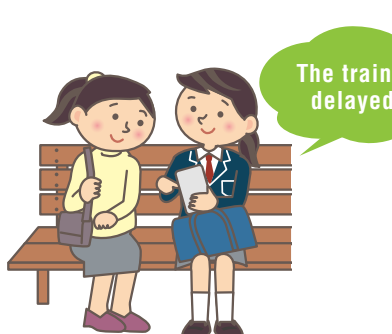


Hey, look out!



The train has been delayed due to an accident.

## If you see someone in need of help



The train is delayed.

They may not notice a person or object approaching them from behind.

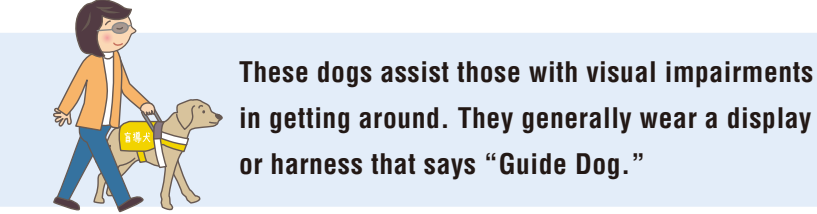
Audio broadcasts may not convey information to them.

Use typed or written text to communicate and assist them if needed.

# 4 People with service dogs

Service dogs for people with disabilities are their important partners. These dogs are allowed by law to accompany their owner to public facilities, public transit, restaurants, hospitals, hotels, etc. \* The Service Dogs for Physically Disabled Persons Act

## Guide dogs



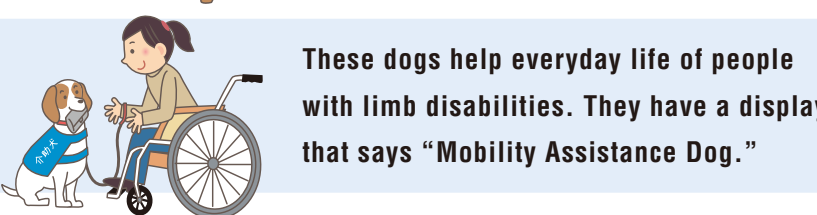
These dogs assist those with visual impairments in getting around. They generally wear a display or harness that says "Guide Dog."

## Hearing dogs



Hearing dogs alert their owner to sounds they can't hear. They have a display that says "Hearing Dog."

## Mobility assistance dogs



These dogs help everyday life of people with limb disabilities. They have a display that says "Mobility Assistance Dog."

## Caution!



\* You cannot give food or water to service dogs on duty.  
\* Do not distract service dogs by staring at them, touching them, etc.

# 5 People with non-visible disabilities

There are some people that have disabilities that may not be visible, such as problems with organs like the heart, kidneys, or immune system. This type of impairment can be hard to figure out at a glance.

## Difficulties they may encounter

People with these impairments may easily become fatigued and could encounter difficulties with standing for periods of time.



Are you okay?

## If you see someone in need of help

Give up your seat or inquire if they need assistance.

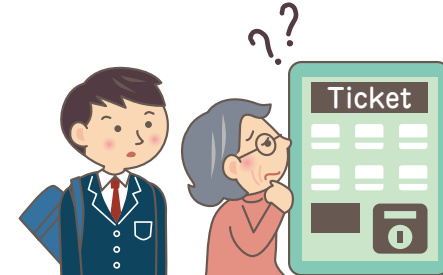


I'm okay. Thank you.

# 6 Senior citizens

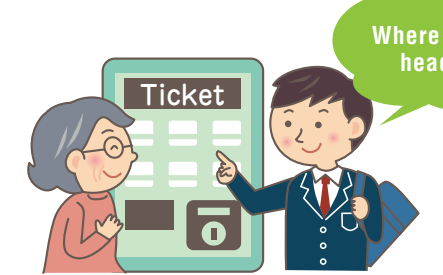
As people age, their hips and legs sometimes weaken, and it becomes difficult for them to walk or move around. Some people may have problems with their vision or hearing, and others might encounter memory issues.

## Difficulties they may encounter



Their movement speed and reaction time may be reduced.

## If you see someone in need of help



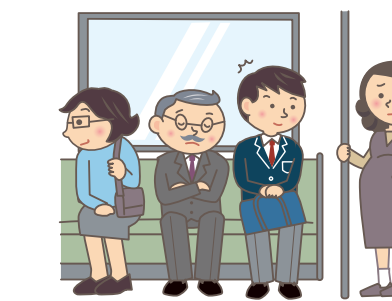
Where are you heading?

Talk to them politely in a clear voice.

# 7 Expectant mothers and people with babies

As women's bodies change due to pregnancy, it may become difficult for them to maintain their balance. Expectant mothers whose bodies have not yet undergone visible changes encounter their own difficulties, as people around them may not understand the hardships they might be experiencing.

## Difficulties they may encounter

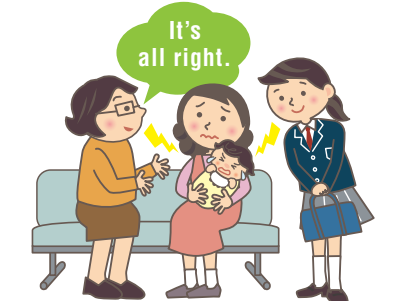


For expectant mothers, movement can sometimes be painful.

## If you see someone in need of help



Give up your seat on the bus or train.



If their baby is crying, please try to be patient and considerate.

# 8 International visitors

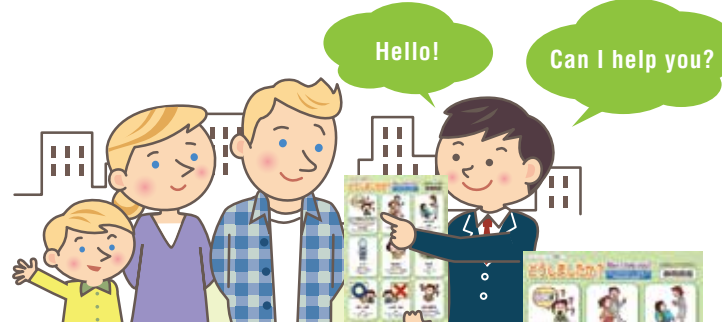
There is an increasing number of foreign residents and visitors. It's important to mutually understand the differences in languages, cultures, and lifestyles.

## Difficulties they may encounter



If they cannot find guidance or information in a language they understand, they may become lost or disoriented.

## If you see someone in need of help



Utilize a communication support paper and talk to them.

# 9 Diversity

There are many people who may not identify as their biological gender or who might be romantically attracted to those of the same sex. It is important to have a deep understanding of the need to respect those with gender identities or orientations that differ from those around them.

## LGBT

- L : Lesbian (Females attracted to other females)
  - G : Gay (Males attracted to other males)
  - B : Bisexual (People attracted to both males and females)
  - T : Transgender (People whose sense of personal identity and biological gender don't match)
- The initials "LGBT" is intended to emphasize a diversity of sexuality and gender identity-based cultures.



The rainbow flag is used to display understanding and respect toward the lives of this diverse group of people.