



Accessibility survey procedure

Tiếp Cận project · Version v2-qcvn2024 · updated 2026-10-29

Draft, awaiting approval by the Association. Thresholds refer to **QCVN 10:2024/BXD** (Circular 06/2024/TT-BXD, in force from 1 Feb 2025; replaces the 2014 version). The **PARTIALLY** level is more lenient than the standard (door 80-89 cm, threshold up to 2 cm): a project criterion, not a pass/fail finding. Clause numbers are given under each question.

1. Purpose and principles

- Record the **real** accessibility of a place so people with disabilities know before they go.
- Objective:** results follow a public rating rule and cannot be negotiated. A business may invite a survey but cannot buy a good result.
- Priority for surveys with a wheelchair user:** the project gives priority to surveys done together with a person who uses a wheelchair, with photos showing this (that person must agree to being photographed and to the photos being used). Such reports are cross-checked and approved first.
- Honest:** record only what you measured or saw yourself; if unsure choose "Not sure".
- Respectful:** ask permission, dress and behave politely, do not disrupt the business.
- Safe:** never do anything dangerous to measure (climbing high steps, entering restricted areas). Go in pairs when you can.

2. Preparation

- Equipment: tape measure (at least 3 m), a phone with GPS and camera, a spare battery, (optional) a slope gauge or slope-measuring app.
- An introduction letter / surveyor card from the project.
- Look at the place on the map beforehand: address, route, type of place; print or open the matching questionnaire (core part plus the extra part for the type).
- If possible, phone ahead; not required, but it helps you get into staff-only areas.
- Accident insurance for surveyors: **awaiting confirmation from the Association.**

3. On site (10 to 15 minutes per place)

- B. Overview:** pavement, parking or drop-off point, room to turn a wheelchair inside (about 1.5 m), the reception / cashier counter, helpful staff, signage. Take a photo of the whole front, **landscape 16:9** (required photo).
- C. Entrance:** count the steps, measure the highest step, check the ramp (estimated slope, width), another entrance if the main one is not accessible. Photograph the entrance with the tape measure in the frame (required photo).

3. **D. Main door:** measure the clear width of the door (from the inner edge, door fully open), the door type and any threshold. Photograph the door with the tape measure in the frame (required photo).
4. **E. Lift (if any):** in a multi-storey place check whether there is a lift and measure its door width. A lift photo is optional.
5. **F. Toilet:** is there an accessible toilet; measure the door, check the grab bars, turning space and seat height. A toilet photo is optional (never photograph a person using it).
6. **Extra part by type:** hotel (accessible room), restaurant (tables, menu), museum / heritage site / attraction (tickets, wheelchair loan, route), transport (help boarding, platform gap).
7. **Photos:** the 3 required positions are overview (landscape 16:9), entrance and main door; lift and toilet are optional. At most 5 photos per position, at least 5 in total; uploaded photos are automatically converted to WebP to keep them light. Do not show anyone's face without their consent. If a wheelchair user is with you, a photo showing them goes into the public photos only if they agree to publication (otherwise use the extra photos, which are not published).
8. **GPS:** press "Get GPS location" on the form while standing right at the main entrance, outdoors. An error above 30 m triggers a warning: move somewhere open and try again. Do not type coordinates by hand: this is the proof that you were at the place.

4. Rating the accessibility level

- Choose **Fully / Partly / Not accessible** by the hard rule: FULLY only when the entrance, the way inside and the toilet all pass; if one is missing the maximum is PARTLY; if the place cannot be entered independently it is NOT.
- For a heritage site that cannot be altered because of conservation: still rate by reality, but state the reason in the comment.
- The online form suggests a level from your answers; you may choose differently but must give a reason.

5. Submitting a report

- Option 1: fill in the project's **online form** (Documents section of the website) on site or afterwards.
- Option 2: fill in the paper questionnaire, then enter it into the online form within 3 days.
- A report needs: all required questions, photos at the 3 required positions (at least 5 in total), a GPS position, the survey date and the surveyor's name.

6. Cross-checking and approval (administrators)

Surveyors **do not publish** results themselves. Administrators only cross-check and approve:

Status	Meaning
Submitted	Report just received, waiting to be looked at.
Being cross-checked	The administrator checks: photos match the measurements, the position matches the address, it is not a duplicate of an existing place, and the overall level follows the

	hard rule.
More information needed	Photos missing or measurements inconsistent: returned to the surveyor with the reason.
Approved	Valid; the place is published on the map with the survey date.
Rejected	Not valid (photos are not of the place, suspected falsehood); the reason is recorded and the file kept.

- For the first 5 to 10 places in each area: two surveyors survey independently so the results can be compared, then ambiguous questions are fixed.
- Target review time: within 7 days (to be confirmed).

7. Feedback from the place and updates

- A place has the right to see its result, to respond, and to ask for a new survey after improvements. A result is only changed after a new survey.
- Periodic re-survey (proposed: every 12 months). Out-of-date results are marked.
- The blue ribbon (employs people with disabilities / disability-friendly) is a separate mark, verified separately, and does not affect the accessibility level.

8. Privacy

- Do not put phone numbers, home addresses or anyone's health information in a report. Photos of faces only with the person's consent; photos of a companion with a disability need clear consent (recorded verbally or in writing).
- A surveyor's contact details are visible only to administrators; the website shows only a name or nickname if the surveyor agrees.