Tiep can

Accessibility survey questionnaire

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

Thresholds refer to QCVN 10:2024/BXD (Circular 06/2024/TT-BXD, in force from 1 Feb 2025; it replaced the 2014 version). The PARTIALLY level is more lenient than the standard (door 80-89 cm, threshold up to 2 cm): it is a project criterion, not a pass/fail finding against QCVN.

A. General information

Place name		**Type of place**	
Address			
City / province		**GPS (latitude, longitude)**	
Date and time of survey		**Surveyor**	

GPS: take it only when standing right at the main entrance, using the "Get GPS location" button of the online form (error at most 30 m); do not type it in by hand. The paper questionnaire is for notes on site, to be entered into the online form afterwards.

How to use: for each question tick Yes / No / Not sure; for measurements write the number. Questions marked **(take an illustrative photo)** should be backed by a photo. The questionnaire follows the photo positions: **B Overview, C Entrance, D Main door, E Lift, F Toilet**. Photos: **3 required positions** (Overview taken in landscape 16:9, Entrance, Main door) and **2 optional positions** (Lift, Toilet); at most 5 photos per position, at least 5 in total. Do not show anyone's face without their consent.

A2. Survey together with a wheelchair user (priority)

No.	Question	Answer
1	Is a person who uses a wheelchair surveying together with you?	☐ Yes ☐ No ☐ Not sure
2	Has that person agreed to be photographed and to the photos being used by the project? *(only if a wheelchair user is with you)*	☐ Yes ☐ No ☐ Not sure
3	Is there at least 1 photo showing that person (with their consent) at the entrance, door or toilet? Use it as a public photo only if they agree to publication, otherwise put it in the Extra photos **(take an illustrative photo)** *(only if a wheelchair user is with you)*	☐ Yes ☐ No ☐ Not sure

B. Overview (getting there, inside, assistance)

No.	Question	Answer
4	Is the pavement in front of the door usable by wheelchair (flat, wide enough, not blocked by motorbikes or stalls)? **(take an illustrative photo)**	☐ Yes ☐ No ☐ Not sure
5	Is there disabled parking or a drop-off point close to the door?	☐ Yes ☐ No ☐ Not sure
6	Is the way inside wide enough for a wheelchair to turn around (clear space of at least about 1.5 m)?	☐ Yes ☐ No ☐ Not sure
7	Does the place have more than one floor?	☐ Yes ☐ No ☐ Not sure
8	Does the reception / cashier counter have a low section or knee space so a wheelchair user can use it? QCVN 10:2024/BXD, clause 2.5.1.3 (counter top ≤ 800 mm; knee space ≥ 650 mm)	☐ Yes ☐ No ☐ Not sure
9	Do the staff know how to help / are they willing to help when asked?	☐ Yes ☐ No ☐ Not sure
10	Is there a sign showing the accessible route? QCVN 10:2024/BXD, clause 2.2.7	☐ Yes ☐ No ☐ Not sure

C. Entrance

No.	Question	Answer
11	Number of steps at the main entrance (0 if none) **(take an illustrative photo)** QCVN 10:2024/BXD, clause 2.2.2; 2.2.5	..... steps
12	Height of the highest step QCVN 10:2024/BXD, clause 2.2.5 (≤ 150 mm) *(only if there are steps)*	..... cm
13	Is there a ramp instead of the steps? **(take an illustrative photo)** QCVN 10:2024/BXD, clause 2.2.2; 2.2.3 *(only if there are steps)*	☐ Yes ☐ No ☐ Not sure
14	Slope of the ramp QCVN 10:2024/BXD, clause 2.2.3 (≤ 1/12) *(only if there is a ramp)*	☐ No steeper than 1/12 ☐ Steeper than 1/12
15	Width of the ramp QCVN 10:2024/BXD, clause 2.2.3 (≥ 1.200 mm) *(only if there is a ramp)*	..... cm
16	If the main entrance is not accessible: is there another entrance? *(only if there are steps and no ramp)*	☐ Yes ☐ No ☐ Not sure
17	Where is the other entrance? *(only if there is another entrance)*	.....

D. Main door

No.	Question	Answer
18	Clear width of the main door (measured from the inner edge, with the door fully open) **(take an illustrative photo)** QCVN 10:2024/BXD, clause 2.3.1 (entrance door ≥ 900 mm; inner rooms ≥ 800 mm)	..... cm
19	Door type QCVN 10:2024/BXD, clause 2.2.6 (no revolving door)	☐ Automatic ☐ Easy to push ☐ Heavy, hard to open
20	Threshold at the main entrance QCVN 10:2024/BXD, clause 2.2.6 (no threshold)	☐ No threshold ☐ Yes, up to 2 cm high ☐ Yes, over 2 cm high

E. Lift (if any)

No.	Question	Answer
21	Is there a lift to the floors? QCVN 10:2024/BXD, clause 2.4 *(only if more than one floor)*	☐ Yes ☐ No ☐ Not sure
22	Width of the lift door QCVN 10:2024/BXD, clause 2.4.1 (≥ 900 mm) *(only if there is a lift)*	..... cm
23	Height of the lift control panel inside the car: HIGHEST button (floor of the lift to the centre of the button). To know whether a wheelchair user can reach the buttons **(take an illustrative photo)** QCVN 10:2024/BXD, clause 2.4.4 (highest button ≤ 1200 mm) *(only if there is a lift)*	..... cm
24	Height of the lift control panel inside the car: LOWEST button (floor of the lift to the centre of the button) *(only if there is a lift)*	..... cm
25	Do the lift buttons have raised characters (Braille or tactile symbols) for blind users? QCVN 10:2024/BXD, clause 2.4.4 *(only if there is a lift)*	☐ Yes ☐ No ☐ Not sure

F. Toilet

No.	Question	Answer
26	Is there a toilet for people with disabilities? **(take an illustrative photo)** QCVN 10:2024/BXD, clause 2.5.5.1	☐ Yes ☐ No ☐ Not sure
27	If not: does the ordinary toilet have a step or a narrow door? (short description) *(only if there is no accessible toilet)*	.....
28	Width of the accessible toilet door QCVN 10:2024/BXD, clause 2.5.5.5 (≥ 800 mm) *(only if there is an accessible toilet)*	..... cm

29	Are there grab bars? QCVN 10:2024/BXD, clause 2.5.5.7 *(only if there is an accessible toilet)*	☐ Yes ☐ No ☐ Not sure
30	Is there enough room to turn a wheelchair? QCVN 10:2024/BXD, clause 2.5.5.4 (≥ 1.400 × 1.400 mm) *(only if there is an accessible toilet)*	☐ Yes ☐ No ☐ Not sure
31	Is the toilet seat at a suitable height? QCVN 10:2024/BXD, clause 2.5.5.6 (toilet seat ≤ 450 mm) *(only if there is an accessible toilet)*	☐ Yes ☐ No ☐ Not sure

Extra section for hotels / guesthouses

No.	Question	Answer
32	Is there an accessible room?	☐ Yes ☐ No ☐ Not sure
33	Which floor is the room on, and is there a lift to it? *(only if there is an accessible room)*	.....
34	Width of the room door and the bathroom door inside the room *(only if there is an accessible room)*	.....
35	Does the bathroom have a shower seat / bath chair and grab bars? **(take an illustrative photo)** *(only if there is an accessible room)*	☐ Yes ☐ No ☐ Not sure
36	Height of the bed *(only if there is an accessible room)*	..... cm
37	Can the switches, wardrobe and hanging space be reached from a wheelchair? *(only if there is an accessible room)*	☐ Yes ☐ No ☐ Not sure
38	Are the breakfast area and shared areas accessible?	☐ Yes ☐ No ☐ Not sure
39	Is there a policy for booking accessible rooms / notifying the hotel in advance?	☐ Yes ☐ No ☐ Not sure

Extra section for restaurants / eateries

No.	Question	Answer
40	Is there a table where a wheelchair can fit (tables not fixed close together)?	☐ Yes ☐ No ☐ Not sure
41	Height under the table	..... cm
42	Is there a large-print or tactile menu, or staff who read the menu?	☐ Yes ☐ No ☐ Not sure
43	Is the toilet on the same floor as the dining room?	☐ Yes ☐ No ☐ Not sure

Extra section for museums, heritage sites and attractions

No.	Question	Answer
44	Is the ticket counter accessible (low counter, staff help)?	☐ Yes ☐ No ☐ Not sure

45	Do people with disabilities and their companions get free or discounted tickets?	☐ Yes ☐ No ☐ Not sure
46	Are wheelchairs available to borrow? **(take an illustrative photo)**	☐ Yes ☐ No ☐ Not sure
47	Does the visiting route have ramps / lifts linking the areas? State clearly which areas are NOT accessible (and why, for example conservation)	.....
48	Surface of the courtyard / paths	☐ Flat, firm ☐ Gravel / rough stone ☐ Grass / soil ☐ Uneven bricks
49	Are there seats and shade along the route?	☐ Yes ☐ No ☐ Not sure

Extra section for train stations, bus stations, airports and bus shelters

No.	Question	Answer
50	Does the ticket / check-in counter have a low section and staff to help?	☐ Yes ☐ No ☐ Not sure
51	Are staff available to help passengers on and off? (note how to book if needed)	☐ Yes ☐ No ☐ Not sure
52	Stations / bus bays: gap between the platform / bay and the vehicle floor (cm)	..... cm
53	Height difference between the platform / bay and the vehicle floor (cm)	..... cm
54	Does the vehicle have a low floor / ramp / lift / wheelchair space?	☐ Yes ☐ No ☐ Not sure
55	Bus shelter: flat floor, enough room for a wheelchair (>= 1.2 x 0.8 m), lowered kerb?	☐ Yes ☐ No ☐ Not sure
56	Are announcements given by sight and sound, and is the timetable readable?	☐ Yes ☐ No ☐ Not sure

For airports / train stations: assistance policy for people with disabilities

No.	Question	Answer
57	Do people with disabilities have to register / notify in advance to get assistance?	☐ Not needed ☐ Advance notice advised (not required) ☐ Advance notice required ☐ Not sure
58	How and by when to register (phone, email, how long in advance) *(only if notice is advised or required)*	.....
59	Is there a ticket discount for people with disabilities?	☐ Yes ☐ No ☐ Not sure
60	Amount of discount and documents required *(only if there is a discount)*	.....

61	Is there a lift / platform lift / device to help passengers board the aircraft cabin or the train? **(take an illustrative photo)**	☐ Yes ☐ No ☐ Not sure
62	Is there a lift / device to help from the aircraft to the terminal (or from the train to the platform)?	☐ Yes ☐ No ☐ Not sure
63	Type of equipment (for example ambulift, boarding bridge, special wheelchair, platform lift)	.....
64	Is an extra service fee charged for people with disabilities?	☐ Yes ☐ No ☐ Not sure
65	Fee amount and what service it covers *(only if a fee is charged)*	.....

Extra section for offices, organisation headquarters and public administrative service centres

No.	Question	Answer
66	Is there a low service counter (or part of a counter) for wheelchair users?	☐ Yes ☐ No ☐ Not sure
67	Height of the lowest service counter surface *(only if ag_counter=Có)*	..... cm
68	Are the counters and rooms that serve the public on the ground floor, or reachable by lift / ramp?	☐ Yes ☐ No ☐ Not sure
69	Name the counters or rooms that CANNOT be reached *(only if ag_floor=Không)*	.....
70	Do the queue ticket and call system show on screen and announce by voice?	☐ Yes ☐ No ☐ Not sure
71	Is there staff on site to guide and help people with disabilities?	☐ Yes ☐ No ☐ Not sure
72	Is there a priority counter or lane for people with disabilities?	☐ Yes ☐ No ☐ Not sure
73	Are there waiting seats and a waiting space for wheelchairs?	☐ Yes ☐ No ☐ Not sure
74	Is there support for deaf people (sign language, text or video)?	☐ Yes ☐ No ☐ Not sure
75	Can people with disabilities file online or receive results at home?	☐ Yes ☐ No ☐ Not sure

Extra section for hospitals and health facilities

No.	Question	Answer
76	Is there a pick-up and drop-off point right at the door (ambulance, taxi), with a roof?	☐ Yes ☐ No ☐ Not sure
77	Does the registration and payment counter have a low section?	☐ Yes ☐ No ☐ Not sure
78	Are the clinics, laboratory and imaging departments on the ground floor, or reachable by lift / ramp?	☐ Yes ☐ No ☐ Not sure

79	Name the departments or areas that CANNOT be reached *(only if hc_floors=Không)*	.....
80	Width of the examination room door	..... cm
81	Is the examination bed or table height-adjustable, or is there a patient transfer aid?	☐ Yes ☐ No ☐ Not sure
82	Does the imaging room (X-ray, CT, ultrasound) help transfer people from a wheelchair to the table?	☐ Yes ☐ No ☐ Not sure
83	Inpatient wards: can a wheelchair use the room door, the way through and the toilet in the room?	☐ Yes ☐ No ☐ Not sure
84	Does the emergency department have a level or ramped entrance with a wide enough door?	☐ Yes ☐ No ☐ Not sure
85	Are wheelchairs or stretchers available to borrow at the door? **(take an illustrative photo)**	☐ Yes ☐ No ☐ Not sure
86	Are signs large and high-contrast, with raised characters or guiding strips for blind users?	☐ Yes ☐ No ☐ Not sure
87	Is there support for deaf patients (sign language, writing board, text)?	☐ Yes ☐ No ☐ Not sure

Extra section for facilities and centres of people with disabilities

No.	Question	Answer
88	Main people served (for example blind, deaf, physical, intellectual, autism)	.....
89	Main services and activities (for example vocational training, rehabilitation, care, counselling)	.....
90	Do people with disabilities work in or help run the place?	☐ Yes ☐ No ☐ Not sure
91	Can a wheelchair use the activity, training and living rooms (if any)?	☐ Yes ☐ No ☐ Not sure
92	Are signs large and high-contrast, with raised characters or guiding strips for blind users?	☐ Yes ☐ No ☐ Not sure
93	Do bells and alarms have flashing lights or vibration for deaf people?	☐ Yes ☐ No ☐ Not sure
94	Is there a sign language interpreter?	☐ Yes ☐ No ☐ Not sure
95	Is there a quiet room or a way to reduce stimulation for autistic or sensory-sensitive people?	☐ Yes ☐ No ☐ Not sure
96	Can people borrow or repair wheelchairs and assistive devices?	☐ Yes ☐ No ☐ Not sure
97	Is there a pick-up vehicle that a wheelchair can use?	☐ Yes ☐ No ☐ Not sure
98	Do visitors have to book ahead?	☐ Not needed ☐ Advance notice advised (not required) ☐ Advance notice required ☐ Not sure

Extra section for universities, inclusive schools and special schools

No.	Question	Answer
99	Types of disability the school accepts or teaches (if known)	.....
100	Does it accept students with disabilities and offer support (fee reduction, special admission)?	☐ Yes ☐ No ☐ Not sure
101	Number of students with disabilities now studying (if known)	..... people
102	Is there a unit or person in charge of inclusive-education support?	☐ Yes ☐ No ☐ Not sure
103	Can a wheelchair enter classrooms, lecture halls and laboratories (door and way in)?	☐ Yes ☐ No ☐ Not sure
104	Do the upper floors have a lift, or are classes with students with disabilities held on the ground floor?	☐ Yes ☐ No ☐ Not sure
105	Is there a space for a wheelchair or adjustable desks in the classroom?	☐ Yes ☐ No ☐ Not sure
106	Are the yard and paths between buildings level, with ramps instead of steps?	☐ Yes ☐ No ☐ Not sure
107	Is the canteen accessible?	☐ Yes ☐ No ☐ Not sure
108	Are the library and computer rooms accessible, with braille, audio materials or screen readers?	☐ Yes ☐ No ☐ Not sure
109	Does the dormitory or boarding area have accessible rooms?	☐ Yes ☐ No ☐ Not sure
110	Is there sign language interpreting or captioning for deaf students?	☐ Yes ☐ No ☐ Not sure
111	Is there a pick-up vehicle that a wheelchair can use?	☐ Yes ☐ No ☐ Not sure

G. Overall accessibility level

The surveyor chooses one level and writes a one-sentence comment:

☐ **FULLY ACCESSIBLE**: can be entered, can be moved around inside, and the toilet can be used without anyone's help.
☐ **PARTLY ACCESSIBLE**: can be entered but one condition is missing (for example the toilet cannot be used, or someone has to lift the wheelchair over a step).
☐ **NOT ACCESSIBLE**: cannot be entered independently.

Comment: .....

Hard rule: an entrance counts as fully compliant only with no steps or a ramp no steeper than 1/12 and at least 1,200 mm wide (QCVN 2.2.3), an entrance door of at least 900 mm (2.3.1) and no threshold (2.2.6); a door of 800-899 mm or a threshold up to 2 cm gives at most PARTLY; a door under 800 mm or a threshold over 2 cm gives NOT. A place is rated FULLY ACCESSIBLE only when ALL THREE conditions are met: the entrance, the way inside, and the toilet. If one of the three fails the maximum is PARTLY ACCESSIBLE. This rule is public.

H. Blue ribbon

No.	Question	Answer
112	Does this place employ people with disabilities?	☐ Yes ☐ No ☐ Not sure
113	Level at which people with disabilities are employed (choose one or more) *(only if the place employs people with disabilities)*	☐ Management level ☐ Staff in suitable departments ☐ Other
114	Other level (please describe) *(only if "Other" is ticked)*	.....
115	Type of recruitment *(only if the place employs people with disabilities)*	☐ Regular recruitment ☐ Only when a position is vacant
116	How many employees with disabilities does the place have now? *(only if the place employs people with disabilities)*	..... people
117	Does the place regularly welcome customers with disabilities?	☐ Yes ☐ No ☐ Not sure
118	Is the place regularly chosen to hold programmes or events for people with disabilities?	☐ Yes ☐ No ☐ Not sure

Surveyor's declaration: the measurements and photos are genuine; I have not accepted money or gifts to change the result. Signature: .....