



An tSeirbhís um Cheapacháin Phoiblí **Public Appointments Service**

Public Appointments Service

Access Handbook

Access Handbook: for visitors and staff.

Equality Monitoring Committee.

August 2017

Version98.

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1 Introduction

1.1 Purpose of access handbook

The access handbook has been designed for the use of the public, and new staff; and which all staff should be aware of. The purpose of the access handbook is to provide a simple way of listing and explaining the features, facilities and accessibility of the Office.

The access handbook highlights:

- Background information on access;
- How to get to the **Public Appointments Service** building using various modes of transport;
- An in-depth description of the Offices' layout, accessibility and function;
- Protocol for the evacuation of the Office in the event of an emergency.

1.2 Why accessibility?

We live in a diverse society, where social inclusion is becoming a worldwide issue and the demographics are changing; in particular the population is ageing and there is increased immigration. A report entitled “2010: A Europe Accessible for All” highlighted that accessibility is a key to autonomy, inclusion and sustainable development (http://www.socialdialogue.net/en/en_lib_170.htm). Sustainability is now high on the agenda for all and accessibility is a major factor in the delivery of a more sustainable environment. An accessible building has benefits for all. It is safer, healthier, more comfortable and easily adapted to changing needs.

1.3 Barriers faced by people with disabilities

Everyone requires equal consideration from those who commission, design, construct or manage buildings and the external environment, for example:

- Someone who is short of breath or has a broken ankle will find stairs difficult or impossible;
- A smooth circular doorknob will be very difficult to use if a person has poor grip;
- Street furniture or bollards that is poorly sited and/or does not contrast with the background, are a hazard for people with poor vision;
- Even a single step can deny entry to a person pulling a suitcase on wheels, or a person using a wheelchair.

1.4 Access and the legislative context

Access varies depending on disability and goes well beyond the physical type alone. Darcy (1998) has characterised access from four main dimensions:

1. Physical access, which involves people with physical disabilities requiring the use of wheelchairs or walking aids and requires the provision of, for example, handrails, ramps, lifts and lowered counters;
2. Sensory access, which involves people with hearing or vision impairment requiring the provision of, for example, tactile markings, signs and labels, hearing augmentation-listening systems and audio cues for lifts and lights;
3. Communication access, which involves people who have difficulty with the written word, vision, speech, and language problems.
4. Cognitive access, which involves people who have impaired awareness, perception, reasoning and judgement.

1.5 Introduction to the building

The Public Appointments Service is the primary recruitment service provider for government departments and certain state bodies. The Office is a modern building consisting of a ground floor and three additional floors above street level. Both employees and members of the public use the building. Approximately 162 staff members are on site on a daily basis in addition to members of the public. The building is used for administrative purposes, testing / interviewing candidates, seminars, meetings and, therefore, is used by a wide range of people with various accessibility needs on a regular basis.

2 Location and Transport

This section provides information on the exact whereabouts of the Office, with detailed descriptions on how to get here from the major arrival points in the city. This includes:

- **Details on arrival**
- **Transport service provider contact details;**
- **Accessibility information on the transport providers and services related to accessibility;**

Getting Here:

Location Map:



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The Public Appointments Services' proximity to the city centre allows for a number of options when planning your visit to the Office. Outlined below are details and additional information to aid you in getting to our Office.

Walking / Cycling / non vehicular means:

Our Office is located on Upper Abbey Street between Liffey Street and Jervis Street. A convenient way finder to our Office is to follow the Luas line from O'Connell Street, (see map page 6) The Jervis Luas Stop is located directly outside the entrance to the Office which is distinguishable by large pillars on the exterior of the building.

By Car:

Dropping off of visitors coming by car directly to the main entrance of the Office is not feasible. This is due to the Luas Tram line which fronts our Office. Parking is available via on street parking in the vicinity of Wolf Tone Park or at the two nearest public car parks both located on Jervis Street and both of which have disabled parking. (Access to both car parks is via Ormond Quay, turning left at the Double Tree (Hilton) Hotel onto Jervis Street, please see map for reference, page 6)

Bus:

Bus Éireann: (serving outside the greater Dublin area)

Bus Éireann provide an extensive service to and from outside the greater Dublin area. The majority of routes arrive at and depart from Busaras (Central Bus Station) which is located at Store Street in Dublin 1.

A Luas stop is located beside the Central Bus Station on Store Street and we would recommend for your convenience that you avail of the Luas Rail getting off at the Jervis Stop. Our Office is located directly behind the Stop. (It is not necessary to have the correct change). You can use the Luas Fare Calculator for any journey at <http://www.luas.ie/fare-calculator.php>

- For further information on the Bus Éireann network and accessibility, please go to: <http://www.buseireann.ie>

Dublin Bus: (Dublin City and suburbs).

A number of bus routes to the city centre are within proximity of the Office. To check which route best suits your needs and requirements please log onto www.dublinbus.ie or alternatively telephone Dublin Bus on 01-8734222.

Opening hours for Dublin Bus: Monday 08.30 - 17.30; Tuesday to Friday 09.00 - 17.30; Saturday 09.00 - 13.00. Closed on Sundays and public holidays.

To view information on Dublin Bus wheelchair accessibility, go to:

<http://www.dublinbus.ie/en/Your-Journey1/Accessibility>

Luas Tram Line:

The Office is located on the red line of the Luas rail network at the Jervis Street stop on the out bound side of the Luas line from Connolly Station. There is a ramp on either side of the walkway which allows access across the line. For information, fares & timetables of the Luas service please visit www.luas.ie or alternatively telephone their Customer Care Line on 1800 300 604. Office Hours are Monday to Friday 9.00 to 17.00. Closed on Saturday, Sunday and Bank Holidays.

Please note that there have been a number of changes introduced as part of the Luas extension at Connolly Rail Station. In general every third tram on the Red Line stops at Connolly Station while all others continue to the Point Depot Stop (last stop on the Red line) To view accessibility information relating to Luas network go to:

<http://www.luas.ie/luas-accessibility.html>

Stop information for Red and Green Luas lines follows:

Red Line – Services the Jervis Stop (Public Appointments Service)

For a full list of Stops on the Luas Red Line please visit <http://www.luas.ie/luas-red-line-stops/>

For a full list of Stops on the Luas *Green* Line please visit <http://www.luas.ie/luas-green-line-stops/>

Arriving by train to Dublin.

Connolly Station: primarily services the east coast and northwest of Ireland. Please see rail network map, page 11.

Heuston Station: services the midlands, west, south & south west. Please see rail network map on page 11.

For further information on Irish Rail Services and accessibility please see the following guide:

http://www.irishrail.ie/your_journey/Guide%20for%20Rail%20Passengers%20with%20Disabilities.pdf

You may also find the following helpful:

For route information and timetables for special needs customers:

<http://www.irishrail.ie/home/>

For information on accessibility of Irish Rail Services to customers with a visual impairment:

http://www.iarnrodeireann.ie/home/vip_index.asp

To make a journey enquiry and fare cost:

http://www.iarnrodeireann.ie/your_ticket/fares_enquiries.asp#form

Screen reader friendly timetables:

http://www.irishrail.ie/your_journey/timetables.asp

To view information on accessibility please go to:

http://www.irishrail.ie/your_journey/disabled_access.asp

To make an enquiry about access:

http://www.irishrail.ie/contact_us/contact_disabled_access.asp

Both Connolly and Heuston train stations are interconnected via the Luas tram on the Red Line. Details on transport options to our Office from both stations are outlined on page 12.

From Heuston Station to our Office;

By Bus: A bus leaves Heuston Station (90) to the city centre every 10 minutes. Get off the bus at O'Connell Street and follow the Luas line to our offices on Upper Abbey Street.

By Luas: Take the red line in the direction of Connolly Station, as far as the Jervis Street stop. Our building is directly across from the stop.

From Heuston Station to our Office by non vehicular means: Emerging from the entrance of Heuston, turn left crossing over the bridge and travelling inbound along the quays (keeping the river Liffey to your right) as far as the Double Tree (Hilton) Hotel on Ormond Quay.

Turn left at this point progressing to the second set of traffic lights (the entrance into the Jervis Shopping centre is on the road opposite). Turn right at these lights (keeping the Luas line to your left) and travelling for approximately one hundred yards, the Office is on the right. The Office block is defined by large pillars with the Jervis Luas stop located immediately in front.

From Connolly Station to our Office;

By Luas: Take the red line in the Direction of Heuston Station, as far as the Jervis Street stop. Our building is directly in front of the stop.

From Connolly Station to our Office by non vehicular means: Connolly Station is approximately a twenty five minute walk from the Office. However, for your convenience we would recommend that you avail of the Luas Rail getting off at the Jervis Stop. Our Office is located directly behind the Jervis Stop.

Arriving by Plane:

If you arrive at Dublin airport, you can take the blue Aircoach or Airbus 747 from the Airport to O'Connell Street. A convenient way- finder to our Office is to follow the Luas line from O'Connell Street running towards Heuston Station, (see map, page 6). The journey from the airport should take approx. 25-45 minutes outside of rush hours and

will cost approx. €6 one way, €10 return. A taxi from the airport will cost approx. €20-30, depending on traffic.

Arriving By DART:

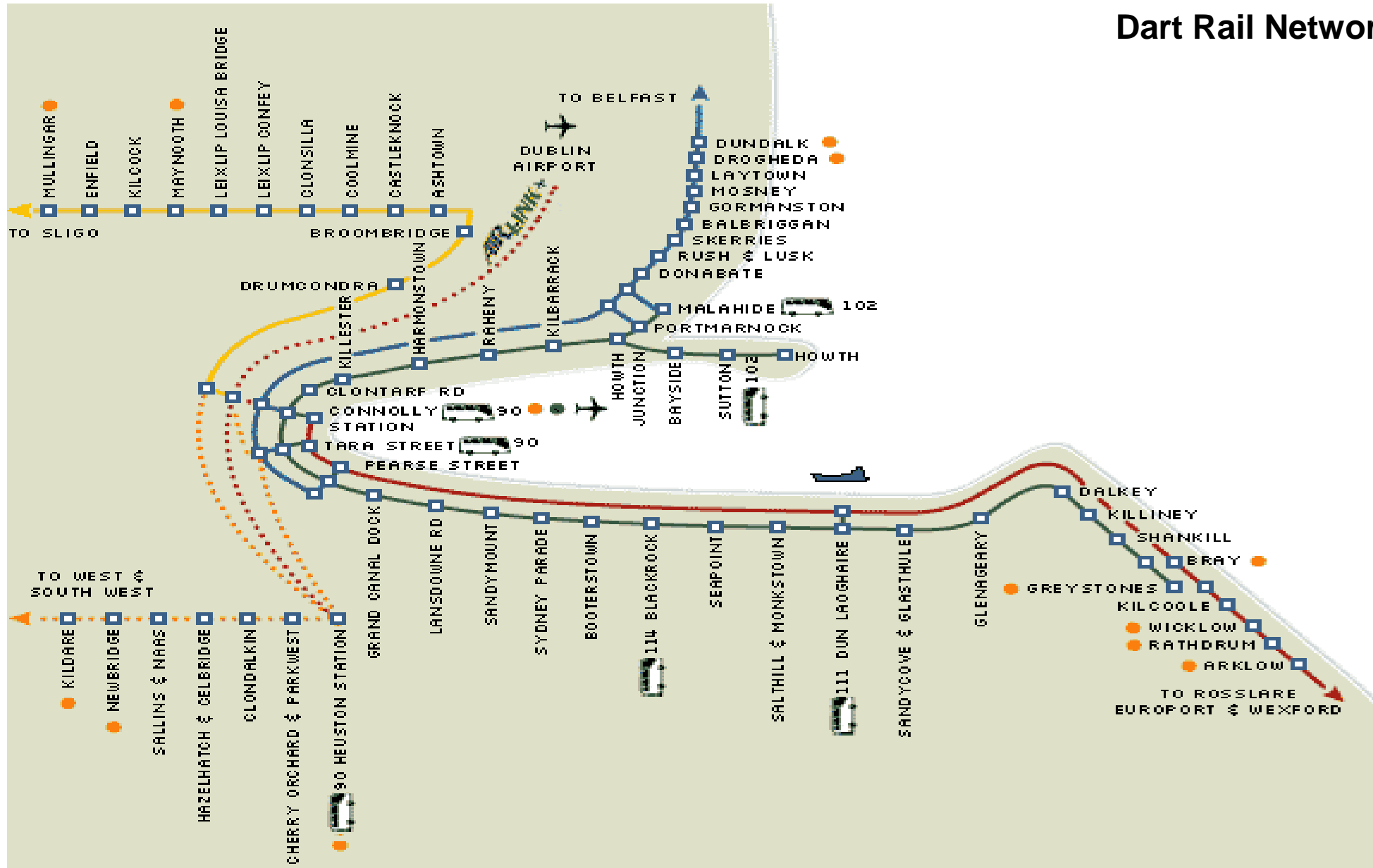
If travelling by Dart, the closest station to our office is Connolly Station. Walk along Abbey Street Lower to O'Connell Street, crossing onto Abbey Street Upper. See the map on page 6 for directions to our Offices on Upper Abbey Street. For your convenience we would recommend that you avail of the Luas Rail at Connolly Station getting off at the Jervis Stop. Our Office is located directly behind the Luas stop.

For further information on DART services logon to
<http://www.iarnrodeireann.ie/dart/home/>

To view information on accessibility please go to:
http://www.irishrail.ie/your_journey/disabled_access.asp

To make an enquiry about access:
http://www.irishrail.ie/contact_us/contact_disabled_access.asp

Dart Rail Network:



3. Layout of Building

This section describes, in detail, the physical layout of the entire premises and the classification of use as described in the provided introduction. Descriptions include information on the use of the different areas and where the toilets, stairs, lifts, and any other facilities are situated. Building plans are provided in conjunction with written explanations.

The environmental layout of the **Public Appointments Service** has been categorised as: **controlled entry/controlled movement**. This type of environment has a central entrance through which visitors and staff enter; however, once inside, movement around the building will be restricted in certain areas.

The Office consists of four levels, three of which are open access (with restrictions) to the public and a fourth floor with controlled access.

Ground Floor:

This is the main point of entry to the Office. On this level is located the Careers Store which acts as the first point of contact between members of the public, applicants and interviewees visiting the Office. The Career Store also offers an advisory service to the public interested in choosing a career in the civil and public service.

The lift lobby and stair well are located adjacent to the Careers Store through a doorway. This lobby is communal; being both shared with visitors and staff of the Public Appointments Service, in addition to one other government Office who occupy the remaining two upper floors of the building. The stairs in this lobby lead to all floors in the building and are the primary emergency exit. Egress from the stairs is restricted with the exception of the first floor. There are three lifts servicing all floors. The lifts services free movement to public areas of the Office, with controlled movement to all other floors and are internally fitted with voice notification, accessible signage, hand rails and a reflective mirror.

First Floor:

The first floor of the Office is open access. The main reception area for members of the public is located on this level. In addition, interview suites, testing centre, training rooms and our one-to-one testing facility is on this level. Bathrooms and drinking water are available.

Second Floor:

Access to the second floor is gained as previously described above.

Controlled access via doors leads to the Business Support Unit, Information Technology Unit, Records Management Unit, Marketing and Communications, Professional and Technology 3 unit, Finance Unit, and Post Room.

Third Floor:

Access to the third and final floor of the Office is as with the previous floors. This floor has restricted access and controlled movement. Access for members of the public to this floor is through prior arrangement. On this floor is located the Chief Executives Office, Human Resources, Compliance and Quality Assurance, Various Recruitment Units, Client Relations Management, Executive Search, Assessment Services and the Library. Rest rooms are located on this floor in addition to a number of drinking fountains.

Please note:

In the event of an emergency it is important you are familiar with the emergency procedure for evacuating the building. Please refer to Section 5 in this Handbook dealing with emergency procedures and ensure you are aware of the nearest exit to you.

4. Accessibility Features of the Building

All key accessibility features of the building are described in this section.

Entrances – Access to Chapter House is located at ground level through glass doors which open outwards onto the street. Ramps are provided on either side of the footpath fronting the building. For members of the public entering the building, reception is immediately in front.

The entrance at ground floor level is regularly checked for obstructions by Service Officers. It is important to note that seasonal change (e.g. falling leaves) and food debris can cause difficulty or risk of injury and management ensure that these risks are minimised.

Ground floor: the Careers Store is bright and the use of colour contrast aids in defining static and mobile fittings. The reception desk is designed to allow maximum access to customers of various statures. Both way-finding and tactile signage is in place. A hearing loop system is located at the reception desk, including a mobile unit. Signage on entering alerts the visitor to this facility. Members of reception are on hand to assist customers and staff with any assistance they may require.

Also located at this level is the WC alarm system which alerts a member of staff if a person gets into difficulties in the disabled restroom cubicles. This system emits an audio and visual alert both at the location from which the alarm has been activated and in the Career Store identifying which cubical the person is located at.

There are a number of free moving chairs of various forms to facilitate individual needs and restrooms are located at the rear of the Career Store.

Access to the first and subsequent floors is either through use of accessible lifts or stairwell (though it should be noted that restricted egress from this stairwell applies to unaccompanied visitors beyond the first floor level). All lifts are fitted with accessible signage, voice notification, emergency call button, hand rail, mirror and door time delay.

The main stairs has contrasting nosing and tactile warning surface. Where possible, lighting in the stairwell keeps to a minimum shadowing.

First floor: The main reception of the Office is located on the first floor. In addition, various meeting and training rooms are located on this level which incorporates a number of accessible features to include bright well lit areas using natural light where possible, free standing furniture, hearing loop at Reception Desk, accessible restrooms (with emergency alarm) and accessible signage.

Second floor: This floor contains the staff canteen. Fixtures and fittings are free standing and use of natural lights and colour contrast helps distinguish fixtures and fittings. Accessible signage and a Hearing Loop system are installed.

Staff areas with restricted access on this floor are predominately open plan with a strong focus on natural light and wide corridors. Office furniture is free standing and height adjustable work stations are designed for maximum accessibility.

Third floor: This floor is restricted to staff in general. A number of features are installed to include signage, accessible restrooms (with emergency alarm), bright open plan areas, and accessible free moving furniture.

5. Emergency Equipment and Evacuation

5.1 Fire exits

This section provides detailed information on all of the emergency escape exits in the building, covering specific escape routes from the different areas within the building. The use of building plans to identify escape routes, fire and safety equipment and alarms are included.

The staff of the Public Appointments Service are predominantly engaged in non-manual work, which is a relatively low hazard activity. There are however certain risks associated with an office environment and specific arrangements to deal with these are set out hereunder:

Policy in Emergency and Fire Safety Procedures:

- i. The Head of Operations is responsible for the organisation and the management of the Office's policy in relation to Fire-Safety.
- ii. All exits and evacuation routes have been clearly marked.
- iii. The evacuation arrangements in the event of a fire or other major hazard are to be followed.
- iv. Safety Wardens will receive regular training in fire detection and prevention.
- v. Fire and smoke detection equipment will continue to be installed, inspected, maintained and updated as required.
- vi. An adequate number and appropriate type of fire extinguishers and other fire fighting equipments will be kept in strategic locations and will be serviced on a regular basis in line with the manufacturers' specifications.

An evacuation policy will be prominently displayed in all areas.

Fire-drills will be held on a regular basis.

These procedures will be reviewed on a regular basis.

All staff are obliged to be familiar with the following:

1. All available means of escape from the building.
2. Location of fire-fighting equipment i.e. fire extinguishers,
3. Fire-Alarm types and method of activation.
4. Instructions on discovering a fire.
5. Evacuation Procedures.
6. Assembly point in the event of evacuation.
7. Names and Locations of Safety Wardens.
8. Names and extensions of all Staff trained in First Aid.

EVACUATION PROCEDURES

WHEN THE FULL ALARM BELL SOUNDS:

- a. Staff and visitors must leave the building quickly in an orderly manner.
- b. Staff and visitors must leave via the nearest emergency exit and assemble at the assembly point.
- c. It will be the responsibility of Safety Wardens to ensure that staff and visitors with disabilities receive assistance to the safe areas. It is in this area that staff and visitors with disabilities will be transferred to the Evac Chairs (where required) before being evacuated from the building. Evac Points are clearly marked throughout the office with either a green or red sign. Please follow any instructions stated on the signs.
- d. Do not rush.
- e. Do not stop to collect personal belongings.
- f. Do not attempt to use the lifts

- g. If you are not in your own area when an Alarm sounds proceed immediately to the nearest emergency exit route. Under no circumstances are you to return to your work station or office.
- h. Do not attempt to remove your car from the car park.
- i. Go directly to your assembly point and assemble there by section.
- j. Visitors, board members and candidates are subject to these procedures and should remain at the assembly point.
- k. Safety wardens should take a roll-call of staff (including board members, visitors and candidates as appropriate), to ensure everyone is present or accounted, at the assembly point. The tally should be provided to the Safety Officer immediately.
- l. Do not return to the building or leave the assembly point until the all clear has been given.
- m. Please follow the instructions of the safety wardens at all times.
- n. Please refer to your own Floor Plan Evacuation Route Map for your evacuation route. (see, page 23 - 26)

5.2 Emergency equipment:

There are a number of emergency exits within the Office, all of which have commonly egress points located on each floor. The primary exit from the Office on all floors in the event of an emergency is through the central stair well in the centre of the Office block. Exiting the building through this exit will take you to the lift lobby on the ground floor. In addition there are two further emergency exits on each floor respectively located at the rear of the building. There are a number of break glass units, fire fighting equipment and Evac Chairs located throughout (please see below for the locations of exit routes and emergency equipment). If you are a visitor to the Office, Safety Warden Staff will ensure that you are directed to the nearest appropriate emergency exit.

Fire Extinguisher Colour Code



WATER

Should only be used on solid (Class A) materials e.g. wood, paper, textiles, plastics



FOAM

Suitable for use on (Class B) liquids e.g. petrol, oil, diesel etc. and Class A fires



DRY POWDER

Suitable for use on (Class C) gases and L.P.G also Class A and Class B fires and electrical hazards



CARBON DIOXIDE

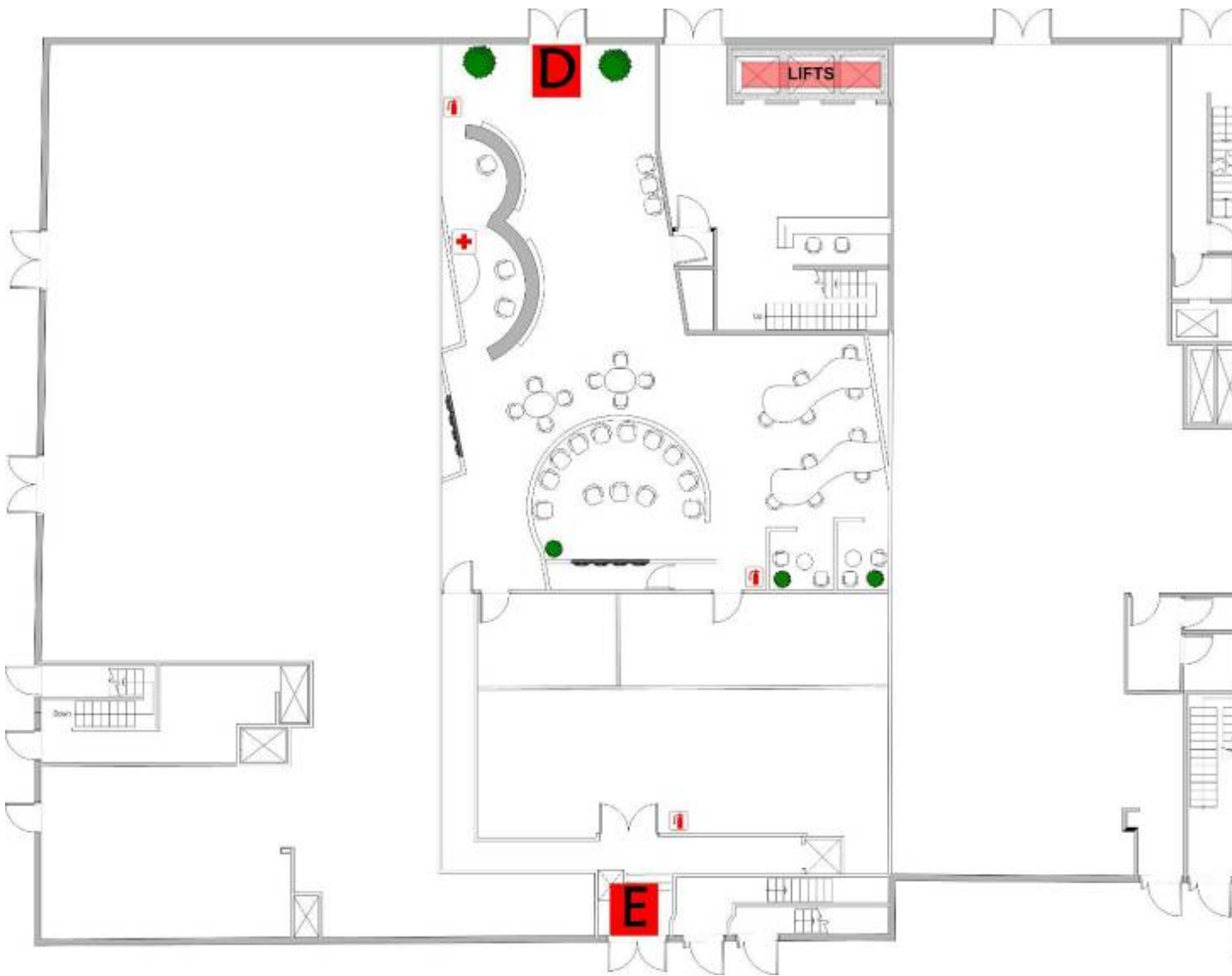
Suitable for use on electrical hazards and Class B and Class C fires



WET CHEMICAL

Should only be used on cooking oils

Ground Floor Evacuation Routes, Location of Fire Fighting Equipment & First Aid Kits



First Floor Evacuation Routes, Location of Fire Fighting Equipment, First Aid Kits & Evac Chairs



6. Conclusion

An accessible built environment is a key element for the realisation of a society based on equal rights, and provides its citizens with autonomy and the means to pursue an active social and economic life (EC Group of Experts, 2003). Lack of access to the built environment is one of the greatest barriers to participation faced by people with disabilities from all manner of activities throughout society. This handbook has highlighted a broad range of issues that make the Public Appointments Service building more accessible for all its users.

As part of the Office's ongoing commitment to accessibility, the Office environment will be reviewed every six months or in the light of changes (whichever is sooner), to ensure that the building is managed and maintained to the highest possible accessibility standard. This may lead to the inclusion of further sections to this handbook, relating specifically to the Public Appointments Service and its functions. Therefore while every effort has been made to ensure the accuracy of the information supplied in the Access Handbook, the Public Appointments Service cannot be held responsible for any errors or omissions and reserves the right to change the content of this publication(s) at any time without prior notice.

The Public Appointments Service wishes to acknowledge the assistance of the National Disability Authority in evaluating the Access Handbook. **The Office also wishes to thank and acknowledge that copyright of diagrams and maps remains with the respective organisations and companies where applicable.**

If you have any observations which you would like to make on this publication or wish to have it provided in an alternative format, please contact:

Amanda Kavanagh,

Public Appointments Service, Chapter House, 26 – 30 Abbey Street Upper, Dublin 1.

Tel: 01- 8587655

E-mail: amanda.kavanagh@publicjobs.ie