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PROPOSAL

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To:	Mr Jeppe TRANHOLM-MIKKELSEN, Secretary-General of the Council of the European Union
No. Cion doc.:	COM(2015) 615 final ANNEX 1
Subject:	ANNEX to the Proposal for a Directive of the European Parliament and of the Council on the approximation of the laws, regulations and administrative provisions of the Member States as regards the accessibility requirements for products and services

Delegations will find attached document COM(2015) 615 final ANNEX 1.

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ANNEX 1

ANNEX

to the

Proposal for a Directive of the European Parliament and of the Council

on the approximation of the laws, regulations and administrative provisions of the Member States as regards the accessibility requirements for products and services

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ANNEX

to the

Proposal for a Directive of the European Parliament and of the Council

on the approximation of the laws, regulations and administrative provisions of the Member States as regards the accessibility requirements for products and services

ANNEX I

ACCESSIBILITY REQUIREMENTS REFERRED TO IN ARTICLE 3 FOR PRODUCTS AND SERVICES

PRODUCTS AND SERVICES	ACCESSIBILITY REQUIREMENTS
SECTION I **General purpose computer hardware and operating systems**	**1. Design and production:** The design and production of products in order to maximise their foreseeable use by persons with functional limitations, including persons with disabilities and those with age related impairments, shall be achieved by making accessible the following: (a) the information on the use of the product provided on the product itself (labelling, instructions, warning), which: (i) must be available by more than one sensory channel; (ii) must be understandable; (iii) must be perceivable; (iv) shall have an adequate size of fonts in foreseeable conditions of use; (b) the packaging of the product including the information provided in it (opening, closing, use, disposal); (c) the product instructions for use, installation and maintenance, storage and disposal of the product which shall comply with the following: (i) the content of instruction shall be available in text formats that can be used for generating alternative assistive formats to be presented in different ways and via more than one sensory channel, and

	(ii) the instructions shall provide alternatives to non-text content; (d) the user interface of the product (handling, controls and feedback, input and output) in accordance with point 2; (e) the functionality of the product by providing functions aimed to address the needs of persons with functional limitations, in accordance with point 2; (f) the interfacing of the product with assistive devices. **2. User interface and functionality design:** In order to make accessible the design of the products and their user interface as referred to in points (d) and (e) of point 1 they must be designed, where applicable, as follows: (a) provide for communication and orientation via more than one sensory channel; (b) provide for alternatives to speech for communication and orientation; (c) provide for flexible magnification and contrast; (d) provide for an alternative colour to convey information; (e) provide for flexible ways to separate and control foreground from background including for reducing background noise and improve clarity; (f) provide for user control of volume; (g) provide for sequential control and alternatives to fine motor control; (h) provide for modes of operation with limited reach and strength; (i) provide avoidance of triggering photosensitive seizures.
SECTION II **Self-service terminals: Automatic Teller Machines, ticketing**	**1. Design and production:** The design and production of products in order to maximise their foreseeable use by persons with functional limitations, including persons with disabilities and those with age related impairments, shall be achieved by making accessible the following:

machines and check- in machines	(a) the information on the use of the product provided on the product itself (labelling, instructions, warning), which: (i) must be available by more than one sensory channel; (ii) must be understandable; (iii) must be perceivable; (iv) shall have an adequate size of fonts in foreseeable use conditions; (b) the user interface of the product (handling, controls and feedback, input and output) in accordance with point 2; (c) the functionality of the product by providing functions aimed to address the needs of persons with functional limitations, in accordance with point 2; (d) the interfacing of the product with assistive devices. **2. User interface and functionality design:** In order to make accessible the design of the products and their user interface as referred to in points (b) and (c) of point 1 they must be designed, where applicable, as follows: (a) provide for communication and orientation via more than one sensory channel; (b) provide for alternatives to speech for communication and orientation; (c) provide for flexible magnification and contrast; (d) provide for an alternative colour to convey information; (e) provide for flexible ways to separate and control foreground from background including for reducing background noise and improve clarity; (f) provide for user control of volume; (g) provide for sequential control and alternatives to fine motor control; (h) provide for modes of operation with limited reach and strength;

	(i) provide avoidance of triggering photosensitive seizures.
SECTION III **Telephony services, including emergency services and the related consumer terminal equipment with advanced computing capability**	**A. Services:** 1. The provision of services in order to maximise their foreseeable use by persons with functional limitations, including persons with disabilities, shall be achieved by: (a) ensuring the accessibility of the products they use in the provision of the service, in accordance with the rules laid down in point B on "Related terminal equipment with advance computing capability used by consumers" (b) providing information about the functioning of the service and about its accessibility characteristics and facilities as follows: (i) the information content shall be available in text formats that can be used to generate alternative assistive formats to be presented in different ways by the users and via more than one sensory channel, (ii) alternatives to non-text content shall be provided; (iii) the electronic information, including the related online applications needed in the provision of the service shall be provided in accordance with point (c). (c) making websites accessible in a consistent and adequate way for users' perception, operation and understanding, including the adaptability of content presentation and interaction, when necessary providing an accessible electronic alternative; and in a way which facilitates interoperability with a variety of user agents and assistive technologies available at Union and international level; (d) providing accessible information to facilitate complementarities with assistive services; (e) including functions, practices, policies and procedures and alterations in the operation of the service targeted to address the needs of persons with functional limitations. **B. Related terminal equipment with advance computing capability used by consumers:**

	1. Design and production: The design and production of products in order to maximise their foreseeable use by persons with functional limitations, including persons with disabilities and those with age related impairments, shall be achieved by making accessible the following: (a) the information on the use of the product provided in the product itself (labelling, instructions, warning), which: (i) must be available by more than one sensory channel; (ii) must be understandable; (iii) must be perceivable; (iv) shall have an adequate size of fonts in foreseeable use conditions; (b) the packaging of the product including the information provided in it (opening, closing, use, disposal); (c) the product instructions for use, installation and maintenance, storage and disposal of the product which shall comply with the following: (i) content of instruction shall be available in text formats that can be used for generating alternative assistive formats to be presented in different ways and via more than one sensory channel, and (ii) instructions shall provide alternatives to non-text content; (d) the user interface of the product (handling, controls and feedback, input and output) in accordance with point 2; (e) the functionality of the product by providing functions aimed to address the needs of persons with functional limitations, in accordance with point 2; (f) the interfacing of the product with assistive devices. **2. User interface and functionality design:** In order to make accessible the design of the products and their user interface as referred to in points (d) and (e) of point 1 they must be designed, where applicable, as follows:

	(a) provide for communication and orientation via more than one sensory channel; (b) provide for alternatives to speech for communication and orientation; (c) provide for flexible magnification and contrast; (d) provide for an alternative colour to convey information; (e) provide for flexible ways to separate and control foreground from background including for reducing background noise and improve clarity; (f) provide for user control of volume; (g) provide for sequential control and alternatives to fine motor control; (h) provide for modes of operation with limited reach and strength; (i) provide avoidance of triggering photosensitive seizures.
SECTION IV **Audiovisual media services and the related consumer equipment with advance computing capability**	**A. Services:** 1. The provision of services in order to maximise their foreseeable use by persons with functional limitations, including persons with disabilities, shall be achieved by: (a) ensuring the accessibility of the products they use in the provision of the service, in accordance with the rules laid down in point B "**Related consumer equipment with advance computing capability"** (b) providing information about the functioning of the service and about its accessibility characteristics and facilities as follows: (i) the information content shall be available in text formats that can be used to generate alternative assistive formats to be presented in different ways by the users and via more than one sensory channel; (ii) alternatives to non-text content shall be provided; (iii) the electronic information, including the related online applications needed in the provision of the service shall be provided in accordance with

	point (c). (c) making websites accessible in a consistent and adequate way for users' perception, operation and understanding, including the adaptability of content presentation and interaction, when necessary providing an accessible electronic alternative; and in a way which facilitates interoperability with a variety of user agents and assistive technologies available at Union and international level; (d) providing accessible information to facilitate complementarities with assistive services; (e) including functions, practices, policies and procedures and alterations in the operation of the service targeted to address the needs of persons with functional limitations. **B. Related consumer equipment with advance computing capability:** **1. Design and production:** The design and production of products in order to maximise their foreseeable use by persons with functional limitations, including persons with disabilities and those with age related impairments, shall be achieved by making accessible the following: (a) the information on the use of the product provided in the product itself (labelling, instructions, warning), which: (i) must be available by more than one sensory channel; (ii) must be understandable; (iii) must be perceivable; (iv) shall have an adequate size of fonts in foreseeable use conditions; (b) the packaging of the product including the information provided in it (opening, closing, use, disposal); (c) the product instructions for use, installation and maintenance, storage and disposal of the product which shall comply with the following: (i) content of instruction shall be available in text formats that can be used for generating alternative assistive formats to be presented in

	different ways and via more than one sensory channel, and (ii) instructions shall provide alternatives to non-text content; (d) the user interface of the product (handling, controls and feedback, input and output) in accordance with point 2; (e) the functionality of the product by providing functions aimed to address the needs of persons with functional limitations, in accordance with point 2; (f) the interfacing of the product with assistive devices. **2. User interface and functionality design** In order to make accessible the design of the products and their user interface as referred to in points (d) and (e) of point 1 they must be designed, where applicable, as follows: (a) provide for communication and orientation via more than one sensory channel; (b) provide for alternatives to speech for communication and orientation; (c) provide for flexible magnification and contrast; (d) provide for an alternative colour to convey information; (e) provide for flexible ways to separate and control foreground from background including for reducing background noise and improve clarity; (f) provide for user control of volume; (g) provide for sequential control and alternatives to fine motor control; (h) provide for modes of operation with limited reach and strength; (i) provide avoidance of triggering photosensitive seizures.
SECTION V **Air, bus, rail and waterborne**	**A. Services:** 1. The provision of services in order to maximise their foreseeable use by persons with functional limitations, including persons with

passenger transport services; websites used for provision of passenger transport services; mobile device-based services, smart ticketing and real time information; Self-service terminals, ticketing machines and check-in machines used for provision of passenger transport services	disabilities, shall be achieved by: (a) providing information about the functioning of the service and about its accessibility characteristics and facilities as follows: (i) the information content shall be available in text formats that can be used to generate alternative assistive formats to be presented in different ways by the users and via more than one sensory channel, (ii) alternatives to non-text content shall be provided; (iii) the electronic information, including the related online applications needed in the provision of the service shall be provided in accordance with point (b). (b) making websites accessible in a consistent and adequate way for users' perception, operation and understanding, including the adaptability of content presentation and interaction, when necessary providing an accessible electronic alternative; and in a way which facilitates interoperability with a variety of user agents and assistive technologies available at Union and international level; (c) including functions, practices, policies and procedures and alterations in the operation of the service targeted to address the needs of persons with functional limitations. **B. Websites used for the provision of passenger transport services:** (a) Making websites accessible in a consistent and adequate way for users' perception, operation and understanding, including the adaptability of content presentation and interaction, where necessary providing an accessible electronic alternative; and in a way which facilitates interoperability with a variety of user agents and assistive technologies available at Union and international level. **C. Mobile device-based services, smart ticketing and real time information:** 1. The provision of services in order to maximise their foreseeable use by persons with functional limitations, including persons with disabilities, shall be achieved by:

	(a) providing information about the functioning of the service and about its accessibility characteristics and facilities as follows: (i) the information content shall be available in text formats that can be used to generate alternative assistive formats to be presented in different ways by the users and via more than one sensory channel, (ii) alternatives to non-text content shall be provided; (iii) the electronic information, including the related online applications needed in the provision of the service shall be provided in accordance with point (b). (b) making websites accessible in a consistent and adequate way for users' perception, operation and understanding, including the adaptability of content presentation and interaction, when necessary providing an accessible electronic alternative; and in a way which facilitates interoperability with a variety of user agents and assistive technologies available at Union and international level; **D. Self-service terminals, ticketing machines and check-in machines used for provision of passenger transport services:** **1. Design and production:** The design and production of products in order to maximise their foreseeable use by persons with functional limitations, including persons with disabilities and those with age related impairments, shall be achieved by making accessible the following: (a) the information on the use of the product provided in the product itself (labelling, instructions, warning), which: (i) must be available by more than one sensory channel; (ii) must be understandable; (iii) must be perceivable; (iv) shall have an adequate size of fonts in foreseeable use conditions; (b) the user interface of the product (handling, controls and

	feedback, input and output) in accordance with point 2; (c) the functionality of the product by providing functions aimed to address the needs of persons with functional limitations, in accordance with point 2; (d) the interfacing of the product with assistive devices. **2. User interface and functionality design** In order to make accessible the design of the products and their user interface as referred to in points (b) and (c) of point 1 they must be designed, where applicable, as follows: (a) provide for communication and orientation via more than one sensory channel; (b) provide for alternatives to speech for communication and orientation; (c) provide for flexible magnification and contrast; (d) provide for an alternative colour to convey information; (e) provide for flexible ways to separate and control foreground from background including for reducing background noise and improve clarity; (f) provide for user control of volume; (g) provide for sequential control and alternatives to fine motor control; (h) provide for modes of operation with limited reach and strength; (i) provide avoidance of triggering photosensitive seizures.
SECTION VI **Banking services; websites used for provision of banking services; mobile device-based banking services; self-service terminals, including**	**A. Services in general:** 1. The provision of services in order to maximise their foreseeable use by persons with functional limitations, including persons with disabilities, shall be achieved by: (a) ensuring the accessibility of the products they use in the provision of the service, in accordance with the rules laid down in point D: (b) providing information about the functioning of the service

Automatic Teller machines used for provision of banking services	and about its accessibility characteristics and facilities as follows: (i) the information content shall be available in text formats that can be used to generate alternative assistive formats to be presented in different ways by the users and via more than one sensory channel, (ii) alternatives to non-text content shall be provided; (iii) the electronic information, including the related online applications needed in the provision of the service shall be provided in accordance with point (c). (c) making websites accessible in a consistent and adequate way for users' perception, operation and understanding, including the adaptability of content presentation and interaction, when necessary providing an accessible electronic alternative; and in a way which facilitates interoperability with a variety of user agents and assistive technologies available at Union and international level; (d) including functions, practices, policies and procedures and alterations in the operation of the service targeted to address the needs of persons with functional limitations. **B. Websites used for provision of banking services:** The provision of services in order to maximise their foreseeable use by persons with functional limitations, including persons with disabilities, shall be achieved by: (a) making websites accessible in a consistent and adequate way for users' perception, operation and understanding, including the adaptability of content presentation and interaction, when necessary providing an accessible electronic alternative; and in a way which facilitates interoperability with a variety of user agents and assistive technologies available at Union and international level; **C. Mobile device-based banking services:** 1. The provision of services in order to maximise their foreseeable use by persons with functional limitations, including persons with disabilities, shall be achieved by: (a) providing information about the functioning of the service and about its accessibility characteristics and facilities as

	follows: (i) the information content shall be available in text formats that can be used to generate alternative assistive formats to be presented in different ways by the users and via more than one sensory channel, (ii) alternatives to non-text content shall be provided; (iii) the electronic information, including the related online applications needed in the provision of the service shall be provided in accordance with point (b). (b) making websites accessible in a consistent and adequate way for users' perception, operation and understanding, including the adaptability of content presentation and interaction, when necessary providing an accessible electronic alternative; and in a way which facilitates interoperability with a variety of user agents and assistive technologies available at Union and international level; **D. Self-service terminals, including Automatic Teller machines used for provision of banking services:** **1. Design and production:** The design and production of products in order to maximise their foreseeable use by persons with functional limitations, including persons with disabilities and those with age related impairments, shall be achieved by making accessible the following: (a) the information on the use of the product provided in the product itself (labelling, instructions, warning), which: (i) must be available by more than one sensory channel; (ii) must be understandable; (iii) must be perceivable; (iv) shall have an adequate size of fonts in foreseeable use conditions; (b) the user interface of the product (handling, controls and feedback, input and output) in accordance with point 2; (c) the functionality of the product by providing functions

	aimed to address the needs of persons with functional limitations, in accordance with point 2; (d) the interfacing of the product with assistive devices. **2. User interface and functionality design**: In order to make accessible the design of the products and their user interface as referred to in points (b) and (c) of point 1 they must be designed, where applicable, as follows: (a) provide for communication and orientation via more than one sensory channel; (b) provide for alternatives to speech for communication and orientation; (c) provide for flexible magnification and contrast; (d) provide for an alternative colour to convey information; (e) provide for flexible ways to separate and control foreground from background including for reducing background noise and improve clarity; (f) provide for user control of volume; (g) provide for sequential control and alternatives to fine motor control; (h) provide for modes of operation with limited reach and strength; (i) provide avoidance of triggering photosensitive seizures.
SECTION VII **E-books**	**A. Services:** 1. The provision of services in order to maximise their foreseeable use by persons with functional limitations, including persons with disabilities, shall be achieved by: (a) ensuring the accessibility of the products they use in the provision of the service, in accordance with the rules laid down in point B "Products"; (b) providing information about the functioning of the service and about its accessibility characteristics and facilities as follows:

	(i) the information content shall be available in text formats that can be used to generate alternative assistive formats to be presented in different ways by the users and via more than one sensory channel, (ii) alternatives to non-text content shall be provided; (iii) the electronic information, including the related online applications needed in the provision of the service shall be provided in accordance with point (c). (c) making websites accessible in a consistent and adequate way for users' perception, operation and understanding, including the adaptability of content presentation and interaction, when necessary providing an accessible electronic alternative; and in a way which facilitates interoperability with a variety of user agents and assistive technologies available at Union and international level; (d) providing accessible information to facilitate complementarities with assistive services; (e) including functions, practices, policies and procedures and alterations in the operation of the service targeted to address the needs of persons with functional limitations. **B. ¨Products"** **1. Design and production:** The design and production of products in order to maximise their foreseeable use by persons with functional limitations, including persons with disabilities and those with age related impairments, shall be achieved by making accessible the following: (a) the information on the use of the product provided in the product itself (labelling, instructions, warning), which: (i) must be available by more than one sensory channel; (ii) must be understandable; (iii) must be perceivable; (iv) shall have an adequate size of fonts in foreseeable use conditions; (b) the packaging of the product including the information

	provided in it (opening, closing, use, disposal); (c) the product instructions for use, installation and maintenance, storage and disposal of the product which shall comply with the following: (i) content of instruction shall be available in text formats that can be used for generating alternative assistive formats to be presented in different ways and via more than one sensory channel, and (ii) instructions shall provide alternatives to non-text content; (d) the user interface of the product (handling, controls and feedback, input and output) in accordance with point 2; (e) the functionality of the product by providing functions aimed to address the needs of persons with functional limitations, in accordance with point 2; (f) the interfacing of the product with assistive devices. **2. User interface and functionality design**: In order to make accessible the design of the products and their user interface as referred to in points (d) and (e) of point 1 they must be designed, where applicable, as follows: (a) provide for communication and orientation via more than one sensory channel; (b) provide for alternatives to speech for communication and orientation; (c) provide for flexible magnification and contrast; (d) provide for an alternative colour to convey information; (e) provide for flexible ways to separate and control foreground from background including for reducing background noise and improve clarity; (f) provide for user control of volume; (g) provide for sequential control and alternatives to fine motor control; (h) provide for modes of operation with limited reach and strength;

	(i) provide avoidance of triggering photosensitive seizures.
SECTION VIII **E-commerce**	**A. Services:** 1. The provision of services in order to maximise their foreseeable use by persons with functional limitations, including persons with disabilities, shall be achieved by: (a) providing information about the functioning of the service and about its accessibility characteristics and facilities as follows: (i) the information content shall be available in text formats that can be used to generate alternative assistive formats to be presented in different ways by the users and via more than one sensory channel, (ii) alternatives to non-text content shall be provided; (iii) the electronic information, including the related online applications needed in the provision of the service shall be provided in accordance with point (b). (b) making websites accessible in a consistent and adequate way for users' perception, operation and understanding, including the adaptability of content presentation and interaction, when necessary providing an accessible electronic alternative; and in a way which facilitates interoperability with a variety of user agents and assistive technologies available at Union and international level;

SECTION IX - ACCESSIBILITY REQUIREMENTS FOR OTHER UNION ACTS IN CHAPTER VI

Part A – Products

1. Design and production

The design and production of products in order to maximise their foreseeable use by persons with functional limitations, including persons with disabilities and those with age related impairments, shall be achieved by making accessible the following:

(a) the information on the use of the product provided in the product itself (labelling, instructions, warning), which:

(i) must be available by more than one sensory channel;

(ii) must be understandable;

(iii) must be perceivable;

(iv) shall have an adequate size of fonts in foreseeable use conditions;

(b) the packaging of the product including the information provided in it (opening, closing, use, disposal);

(c) the product instructions for use, installation and maintenance, storage and disposal of the product which shall comply with the following:

(i) content of instruction shall be available in text formats that can be used for generating alternative assistive formats to be presented in different ways and via more than one sensory channel, and

(ii) instructions shall provide alternatives to non-text content;

(d) the user interface of the product (handling, controls and feedback, input and output) in accordance with point 2;

(e) the functionality of the product by providing functions aimed to address the needs of persons with functional limitations, in accordance with point 2;

(f) the interfacing of the product with assistive devices.

2. User interface and functionality design

In order to make accessible the design of the products and their user interface as referred to in points (d) and (e) of point 1 they must be designed, where applicable, as follows:

(a) provide for communication and orientation via more than one sensory channel;

(b) provide for alternatives to speech for communication and orientation;

(c) provide for flexible magnification and contrast;

(d) provide for an alternative colour to convey information;

(e) provide for flexible ways to separate and control foreground from background including for reducing background noise and improve clarity;

(f) provide for user control of volume;

(g) provide for sequential control and alternatives to fine motor control;

(h) provide for modes of operation with limited reach and strength;

(i) provide avoidance of triggering photosensitive seizures.

Part B – Services

1. The provision of services in order to maximise their foreseeable use by persons with functional limitations, including persons with disabilities, shall be achieved by:

(a) making accessible the built environment where the service is provided, including transport infrastructure, in accordance with Part C, without prejudice to national and Union legislation for the protection of national treasures possessing artistic, historic or archaeological value;

(b) making facilities accessible, including vehicles, crafts and equipment needed for the delivery of the service as follows:

(i) the design of its built space shall follow the requirements under Part C in relation to boarding, disembarking, circulation and use;

(ii) the information shall be available in different ways and via more than one sensory channel;

(iii) alternatives to non-text visual content shall be provided.

(c) ensuring the accessibility of the products used in the provision of the service, in accordance with the rules laid down in Part A;

(d) providing information about the functioning of the service and about its accessibility characteristics and facilities as follows:

(i) the information content shall be available in text formats that can be used for generating alternative assistive formats to be presented in different ways by the users and via more than one sensory channel,

(ii) alternatives to non-text content shall be provided;

(iii) the electronic information, including the online related applications needed in the provision of the service shall be provided in accordance with point (e).

(e) making websites accessible in a consistent and adequate way for users' perception, operation and understanding, including the adaptability of content presentation and interaction, when necessary providing an accessible electronic alternative; and in a way which facilitates interoperability with a variety of user agents and assistive technologies available at Union and international level;

(f) providing accessible information to facilitate complementarities with assistive services;

(g) including functions, practices, policies and procedures and alterations in the operation of the service targeted to address the needs of persons with functional limitations.

Part C – Built environment

1. The accessibility to persons with functional limitations, including persons with disabilities, of the built environment for its foreseeable use in an independent manner, shall include the following aspects of areas intended for public access:

   (a) use of related outdoor areas and facilities;

   (b) approaches to buildings;

   (c) use of entrances;

   (d) use of paths in horizontal circulation;

   (e) use of paths in vertical circulation;

   (f) use of rooms by the public;

   (g) use of equipment and facilities;

   (h) use of toilets and sanitary facilities;

   (i) use of exits, evacuation routes and concepts for emergency planning;

   (j) communication and orientation via more than one sensory channel;

   (k) use of facilities and buildings for their intended purpose;

   (l) protection from hazards in the environment indoors and outdoors.

SECTION X - ACCESSIBILITY REQUIREMENTS FOR THE PURPOSE OF ARTICLE 3(10) CONCERNING THE BUILT ENVIRONMENT WHERE THE SERVICES UNDER THE SCOPE OF THIS DIRECTIVE IS PROVIDED

The accessibility to persons with functional limitations, including persons with disabilities, of the built environment where the service is provided, referred to in Article 3(10) for its foreseeable use in an independent manner, shall include the following aspects of areas intended for public access:

(a) use of related outdoor areas and facilities under the responsibility of the service provider;

(b) approaches to buildings under the responsibility of the service provider;

(c) use of entrances;

(d) use of paths in horizontal circulation;

(e) use of paths in vertical circulation;

(f) use of rooms by the public;

(g) use of equipment and facilities used in the provision of the service;

(h) use of toilets and sanitary facilities;

(i) use of exits, evacuation routes and concepts for emergency planning;

(j) communication and orientation via more than one sensory channel;

(k) use of facilities and buildings for their intended purpose;

(l) protection from hazards in the environment indoors and outdoors.