Standard operating procedure (SOP) · ENV-SOP-001 · Version 1.1 · Approved by the ASF Expert Committee

Supports: 2B.1

At a glance

- Provide at least one reception or registration point at a height a wheelchair user can reach and talk across at eye level.
- Measure the counter height and record it on ENV-FRM-001.
- Check the approach route is clear and wide enough for a wheelchair.
- Re-check the height and approach after any refit or furniture change.
- Stop and get help straight away if: the accessible point is blocked, too high, or unavailable during opening hours.

1. Purpose

To make sure every person who uses a wheelchair can reach a registration point and speak to a receptionist at eye level, without having to ask for help to be seen [EC].

2. Scope

Applies to	Reception, registration and information staff, facilities staff and anyone who designs or changes the reception
Locations	All entrances and reception or registration points at the facility
When	At design or refit, at each annual check, and after any change in furniture
Does not apply to	Waiting areas, covered by the queue procedure ACC-SOP-001

3. Definitions

Term	Meaning
Accessible point	A counter section that meets the height and approach requirements in this SOP

Eye level	The height at which a seated person can see the receptionist’s face across the counter (EC: 0.75 to 0.85 m for the working surface)

4. Background

A counter designed only for a standing person excludes wheelchair users from registration, which is a form of discrimination (see CON-POL-002). Criterion 2B.1 requires a usable point, measured and checked, not an assumption that the desk is accessible.

5. Responsibilities

Role	Responsibility	Competence
Facilities manager	Provides the point; measures and records height; arranges repairs	Facilities competence
Reception lead	Keeps the point clear and staffed when the desk is open; checks the record	Reception training
Reception staff	Use the accessible point when a wheelchair user arrives; offer it without being asked	Induction

6. Materials and equipment

Item	Requirement	Condition
Accessible counter section	Working surface at the set height (EC); clear knee space underneath	Clear and firm
Measuring tape or level	Calibrated tape	Working
Accessibility check record (ENV-FRM-001)	Current	Available at reception

7. Safety

- Keep the approach clear of bags, trolleys and stands at all times.
- Make sure the counter edge is not sharp or unprotected.

8. Before you start

- Check the approach route from the entrance to the point is clear.
- Check the point is open and staffed during the opening hours.

9. Procedure

Step 1. Measure the working surface.

- Measure the height from the floor to the top of the accessible counter section.
- Check the knee space under the counter is at least the height set by the committee (EC).
- Record the measurements on ENV-FRM-001.

Key point: Measurements are the evidence. A photo alone does not show height.

Step 2. Check the approach.

- Walk the route from the entrance to the point, with a wheelchair if possible.
- Check the route is at least 90 cm wide (EC) and free of steps and obstacles.
- Record the result.

Key point: A point that cannot be reached is no use.

Step 3. Keep the point available.

- Keep the point clear and open during opening hours.
- If the point cannot be used, arrange an alternative registration at the nearest accessible point and tell the reception lead.

Key point: The point must be usable whenever the reception is open.

Step 4. Offer the point.

- Offer the accessible point to every wheelchair user without waiting for them to ask.
- Use the point for the whole registration, not only the first step.

Key point: Offering it prevents people from having to ask for basic access.

Step 5. Check each year.

- Repeat the measurements and the approach check each year, and after any refit.

- Record the date and the result. Report any gap to the facilities manager and CON-POL-002 owner.

Key point: Furniture changes and refits often remove access without anyone noticing.

10. Decision points

- If the measured height is outside the range, arrange repair within 14 days, and offer the alternative point until fixed.

11. Special situations

Situation	Action
Temporary obstruction (for example, a delivery)	Clear it at once. If it cannot be cleared, offer the alternative point and record the event.

12. Escalation

- A blocked or unusable point is reported to the reception lead the same shift.
- A complaint about access goes to INC-POL-002.

13. Monitoring

Measure	Target	Frequency	Owner	If not met
Accessible point measured and recorded within the last 12 months	Yes	Yearly	Facilities manager	Repair within 14 days
Accessible point available during opening hours (spot check)	100%	Monthly, 10 spot checks	Reception lead	Correct within the shift
Wheelchair users offered the point (sample)	100%	Quarterly	Reception lead	Re-brief staff

14. Records

Record	Kept in	Retention

ENV-FRM-001 Accessibility Check Record	Facilities file	the period set by the facility’s records policy years
Photograph of the point with the height measured	Facilities file	the period set by the facility’s records policy years

15. Training

- Reception staff are trained on accessible registration at induction and yearly (EC).
- Facilities staff are trained in the height and approach requirements (EC).

16. Related documents

ID	Title	Use
ENV-FRM-001	Accessibility Check Record	Used in steps 1 and 2
CON-POL-002	Non-Discrimination and Equal Access to Care	Access duty
ACC-SOP-001	Queue and Wait-Time Management	Used with the queue
SOP-N22	Disability Inclusion and Accessibility Policy	Wider accessibility duties

17. Evidence

Reference	Note
E-009	ASF Expert Committee consensus. Counter height range and knee space are EC decisions to confirm against national accessibility rules.

18. Change history

Version	Date	What changed	Approval
1.0	the date of approval	First version	Approved by the ASF Expert Committee
1.1	the date of approval	Internal quality review: corrected cross-references, status wording and document control	Approved by the ASF Expert Committee

E-learning for this document

- Access & Arrival: Getting Patients Through the Door (H-01)
- Reception & Information: The First Ten Minutes (H-02)

References

- Accréditation Sans Frontières (2026). ASF Expert Committee consensus on Standard 1. (E-009)

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Related standard

- **Standard 2: Governance and Safety Culture**

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