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Equal Rights for People with Disabilities 2013968
(Service Accessibility Adjustments) Regulations*

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Equal Rights for People with Disabilities (Service Accessibility Adjustments) Regulations, 5773-2013

Pursuant to my authority under Section 19L of the 1998 Equal Rights for People with Disabilities Law (herein the Law), following consultations with the Commissioner of Equal Rights for People with Disabilities and organizations that advocate for the rights of people with disabilities, and with the consent of the Minister of Finance and the approval of the Knesset Labor, Welfare and Health Committee, I enact these Regulations:

Chapter 1: Interpretation

Definitions

1. In these Regulations:

"Event" – A lecture, convention, assembly, sporting game, s or spectacle, ceremony or any other event taking place in front of a non-specific public, with or without a fee, and that is not a training or instruction service as defined in Article 13 of chapter 5; or a sports or recreation service as defined in article 19 in chapter 5.

"Multiple-occurrence event" – An event that is repeatedly and identically performed for an audience at least fifteen times, four of which must be within a one month period, such as a movie or a show;

"Auxiliary aids and auxiliary services" – as defined under Article 19(a) of the Law, as well as auxiliary aids and services that are not part of the services provided regularly by the public service and are intended to ensure, advance or improve service accessibility;

"Augmentative and Alternative Communication Accessories" – Accessories which facilitate communication with a person with speech or writing disabilities; accessory may include boards or computer with messages in pictures, illustrations, symbols, letters, words or short sentences;

"Site" – A public place that is a site as defined in in the Equal Rights for Persons with Disabilities 2008 (Regulations on Accessibility to Sites)¹ (herein Site Access Regulations);

Accessible print" – A print that meets all of the following criteria:

- 1) Printed letters.
- 2) The font is simple (such as Arial) and is between 16 and 22 points.
- 3) Provides adequate space for the service receiver to fill in required information.
- 4) Is printed on matte paper, without any decorative background or watermarks.
- 5) As far as possible, provides adequate contrast between print (letters, numerals) and any background to allow for clear reading.

"Obligated Entity" – The person or entity obligated to comply with the Regulations on accessibility to service.

"Reading aloud" – An oral reading, by a person of a written or printed text

"Service animal" – An animal trained specifically and individually to perform tasks for a person with disabilities; examples include guide dogs, hearing dogs trained to warn persons with hearing disabilities of environmental sounds, dogs trained to assist persons on the autistic spectrum, or other animals trained to provide personal protection, daily assistance or perform rescue operations of people with disabilities;

"Effective date" - Commencement date of the Regulations according to rule 108.

"Accommodation unit," "Special Accommodation Unit" – As defined by the Regulations on Accessibility of New Buildings;

"Instrumental glove" – A glove with alphabet letters, numerals and symbols printed on it, to allow for touch communication;

"Electronic magnifier" (Closed circuit TV – CCTV) – an electronic device that magnifies text and pictures by at least by 20 times and includes options to change the font, color, image and background, contrast, light level and other elements according to user needs;

"Accessibility Consultant for structures, infrastructures and Environment" – As defined under Article 1900 of the Law;

"Accessibility Consultant for service" - As defined under Article 1900(1) of the Law;

"Adjusted Seat" – Complying with the provisions of IS 1918 part 3.2, in the article detailing the design and dimensions of adjusted seats (2.10.2) in waiting places;

"A public place that is not building" – A public place, to be

defined in the "Regulations on accessibility to a public place that is not a building";

"Special seating places" – Special locations intended for seating in wheelchairs as defined in IS 1918 part 3.2 in Article (2.8.2);

"Personal Wireless hearing amplification system"- A wireless system consisting of a microphone-transmitter, and a personal receiver (such as an earphone or a neck induction loop) that transmits spoken word directly to the listener's ears with or without personal hearing accessories (such as hearing aids or Cochlear implants);

"Assistive Listening system"- As defined in IS 1918 part 4; examples include:

(1) Infrared system

(2) FM system

(3) Induction loop

"Public place," "Existing public place"- As defined in Article 19G of the Law;

"New public place"- A public place that is not an existing public place, as detailed in the first supplement to the Law;

"Closed public place"- A public place that is entirely or partially inside of a building;

"Open public place"- A public place that is entirely or partially outside, a building, all or in part, such as an amphitheater or a sports field;

"Providing public service"- Providing products, services or facilities for use by the general public or a non-particular part thereof;

"Undue Burden"- As defined in Article 19 M(a)(2) of the Law;

"Use of Icons and symbols" – A simple and clear graphical representation of information intended for the general public;

"Electronic book"- A digital media file that is equivalent to a regular printed book and can be read by computer or other devices;

"Recorded book"- A recording of a human reading aloud from a book; the recording can be on any type of media through which common technology at the time can play;

"Library"- A public library as defined in the Public Libraries Law of 1975, or any other library open for the general public, except for a high school library, as defined in Article 19AA to the Law;

"Information counter," "Service counter," "Closed service counter," "Open service counter"-As defined in IS 1918 part 3.2;

"Linguistic simplification"- Adjusting information in a way that ensures its contents are clear, its linguistic structure is simple and that meets the following criteria, as much as possible:

- (1) It contains only essential information;
- (2) The information is presented in a clear and ordered sequence, such as in chronological order or causes and possible effects;
- (3) Sentences are grammatically short and simple;
- (4) Vocabulary mostly consists of everyday, common language; it contains as little a usage as possible of professional terms or foreign words not commonly used, or jargons; in making use of foreign or professional terms, an interpretation is to follow their first reference (such as a definition or illustrative example);
- (5) There is little usage of abbreviations;
- (6) When appropriate, maximal use of active language instead of passive voice (i.e. "Danny wrote the book" rather than "the book was written by Danny");
- (7) Icons and symbols are used;

"Accessibility Coordinator" – As defined in Article 19PP of the Law;

"Public Authority"- As defined in article 19A of the Law;

"Chain"- A legal entity including public authority responsible for providing identical public service in at least two public places (herein branches), including branches operated by agents or concessionaires, where branches have the same trademark as defined in the Trademarks Ordinance [New Version] 1972, or an identical or similar service mark as defined in the Ordinance, and if the service provided in the branches is:

- (1) Supply of Goods – The goods or the raw materials used to produce goods are produced, purchased, or supplied centrally to branches and the abovementioned goods, in the manner they are supplied to the public, have the same or very similar appearance;
- (2) Provision of consultation or training when they are provided based on the same policy or guidelines in all branches;

"Internet service" – Computer based communication services, including screens, pages, applications and all other information

transferred through the internet with the intention of providing service or information about such a service to the general public;

"Public service" - As defined under Article 19J of the Law;

"Electronic sign" – As defined under Article 1.3.7 of the Israeli Standard 1918 Part 4;

"Magnifying software"- Computer software that magnifies forms and images on a computer screen;

"Text-to-Speech software"- software that converts written text to speech;

"Israeli Standard"- As defined in the Standards Law 1953

"Israeli Standard 1918"- Israeli Standard (IS) 1918; accessibility requirements to the built environment, as amended from time to time; a copy of which is available for public viewing in the Commissioner's office;

"Audio description"- The Description of visual information through auditory means either verbally or through an Assistive Listening Device;

"Transcription" –The real time speech to text captioning and presentation of auditory information in the listener's language on a computer display or screen through the use of a projector, electronic sign or other device by a qualified transcriber.

"Planning and Building Regulations"- Planning and Building Regulations (request for permit, conditions and fees), 1970.

"Accessibility Regulations for an Existing Public Place" - Equal Rights Regulations for People with Disabilities (accessibility adjustments for a public place in an existing building) 2011.

"Accessibility Regulations for a Site which is not a Building"- Regulations are to be enacted in accordance with Article 19 I of the Law;

"Accessibility Regulations to a new public building"- Part VIII of the second supplement to the Planning and Building Regulations.

Chapter 2:General Provisions

The obligated entity – to perform accessibility adjustments to a service.

2. The entity obligated to perform accessibility adjustments to a public service is the entity responsible for providing the service, as stated in Article 19 K(b) of the Law including the service owner, holder or operator;

Maintaining personal dignity while providing accessibility

3. (A) The accessibility adjustments will be performed in a manner in which the service provided to the person with a disability:

(1) Is provided in a way that maintains the person's dignity and privacy, is polite and dignified and allows the person receive the service independently, safely and in an egalitarian manner;

(2) Is provided in the same place and manner in which the service is provided to the general public, without segregation from the general public, as provided in these Regulations, unless providing the service in a segregated manner is required in order to provide the service effectively on equal terms as given to the general public effectively and equally;

(B) Notwithstanding sub-Regulation (A), nothing in the provisions of these Regulations requires a person with a disability to use accessibility adjustments, including auxiliary services, if the person does not wish to do so;

Demand of Fee for Adjustments is Forbidden

4. The obligated entity may not charge a person with a disability a fee for the required accessibility adjustments performed in order to make the service accessible according to these Regulations;

Demand for Proof of Disability Prohibited

5. The service provider will not condition the granting of an accessibility adjustment on the presentation of a certificate proving an individual's disability, unless otherwise stipulated in these Regulations.

Accessibility adjustments and accompanying services

6. The obligated entity will perform the required adjustments to all accompanying services, provided in a public place for which it is the obligated entity's responsibility to perform adjustments, for services, e.g.s catering, and sports, services accompanying services provided by hotel accommodations;

Accessibility adjustments by request of a person's guardian or escort

7. If the provision of an adjustment according to these Regulations is dependent on a request by a person with disability who is unable to communicate in any way, the adjustment will be provided on the request of a guardian or an escort.

Compliance with other laws

8. Nothing in these Regulations is to derogate from any other law.

Chapter 3: Adjusting Policies, Procedures and practices in a service

Performance of Adjustments to Policies, Procedures and Practices

- 9.** Notwithstanding chapter 2, an obligated entity will perform all reasonable adjustments of policies, procedures or practices in the services, including any change or an addition which:
- (1) Makes possible the provision of a service to persons with disabilities;
 - (2) Sets conditions that ensure that the services provided to persons with disabilities are provided in an egalitarian manner and with the same level of comfort, quality and safety as provided to the general public;
 - (3) Affords persons with disabilities access to said services, in ways including implementation of simple and clear procedures.

Service Animals

- 10.** (A) Notwithstanding Regulation 9, an obligated entity will perform any reasonable adjustment to policies, procedures, or practices, so that a person with a disability will be able to use the public service while being assisted by a service animal; However, the obligated entity is not required to provide care or supervision to the service animal while providing the service to the person with disability.
- (B) If the service animal is not a guide dog, at the request of the service provider the person with a disability will present, documentation or a sign that confirms that the animal is a service animal.
- (C) If the presence of the animal is forbidden by Law at the public place where the service is provided, the obligated entity must provide a suitable facility for the animal to remain while the service is provided.

Assistance by an Escort

- 11.** Notwithstanding Regulation 9, an obligated entity will adjust the policies, procedures and practices, so that a person with a disability is able to use the service with the assistance of the person's personal escort.

Emergency Evacuation Procedures

- 12.** (A) Notwithstanding Regulation 9, the obligated entity will adjust the emergency evacuation procedures for the place the service is provided in to ensure that the rescue of persons with disabilities is performed swiftly, comfortably and safely while maintaining their dignity; for the purpose of this Regulation, "Evacuation and Rescue" are actions that are not subject to Section 10 in chapter E1 to the Law.

(B) In performing the adjustments to the Emergency Evacuation procedures, the obligated entity will take into account any existing laws, and guidance papers published by the Commissioner according to Regulation 107, concerning the technical devices that can be used for the emergency evacuation of persons with disabilities; an obligated entity's performance of accessibility adjustments for emergency evacuations according to any Law and the Commissioner's guidance papers, will be deemed as fulfilling the obligation of sub-Regulation (A).

Providing Service
without Waiting in
Queue

13. (A) Notwithstanding Regulation 9, if a public service is given by way of a queue, except queues formed by vehicles (such as at the entrance to a national park or a gas station), the obligated entity will provide the service at the request of an entitled person with disabilities or their escort without requiring the person to wait in queue. The obligated entity can request that the person with the disability present a valid certificate indicating their entitlement to this adjustment, which meets one of the following criteria:

(1) A Disability Certificate issued by the National Insurance Institute to a person having a mental or developmental disability, including a person on the Autism spectrum that has been found to have a medical disability of at least 50%, or a child who has a mental or developmental disability, including a child on the Autism spectrum, according to the National Insurance Law [Consolidated Version], 1995.

(2) A Disability Certificate issued by the Rehabilitation Department of the Defense Ministry to a person who has a mental disability with at least 50% medical disability and who receives a benefit according to the Handicapped Act (Compensation and Rehabilitation Law) 1959.

(B) The National Insurance Institute and the Rehabilitation Department of the Defense Ministry will issue Disability Certificates as stated in sub-Regulation (A) no later than 6 months after the effective date; the certificate is not to include information on the disability category or scope.

(C) If the service is provided by appointment, the obligated entity will set the time and date of the appointment, at the request of a person with disability, taking into account the individual's disability; nothing in this sub-Regulation obligates the obligated entity to advance the queue position of the individual before others.

Exemption from
entrance fee for the
disabled person's
escort in certain public

14. (A) The provider of a public service in a public place will not charge an entrance fee for the escort of a person with disabilities, subject to the detailed herein; the service provider may request the presentation of a

places

valid disability certificate indicating this eligibility;

- (1) The person with a disability is at least 12 years old;
- (2) The escort is present with the person, when the service is provided;
- (3) The person with a disability meets one of the following criteria:

(a) The person has a Disability Certificate by the National Insurance Institute as stated above in Regulation 13(A)(1) or a similar certificate issued to a person who receives special services allowance or to a person who is entitled to a care allowance, by the National Insurance Institution.

(b) The person has a disability certificate issued by the Rehabilitation Department of the Defense Ministry as stipulated in Regulation 13(A)(2);

(B) According to sub-Regulation (A)3(a) or (b), the disability category or scope will not to be detailed on the certificate;

(C) Notwithstanding sub-Regulation (A), if the service involves providing the escort an individual service, such as a special seat allocation, room or a specific personal place or service, the service provider does not have to exempt the person from paying entrance fee.

Chapter 4: Accessibility adjustments to the place the service is provided

Passageways
accessibility

15. (A) The obligated entity will perform adjustments to passageways used by the public as applicable, including exit lanes, according to Israeli Standard 1918 Part 3.2 in the Article regarding passageways between permanent furniture elements (2.12).

(B) The obligated entity will refrain, as much as possible, from placing items temporarily in an accessible passageway as stated in sub-Regulation (A), such as electrical cables, pipes, flowerpots and chairs; if such objects are placed in accessible passageways, the obligated entity must mark them according to Israeli Standard 1918 Part 1 provisions in the Article regarding obstacles (2.9)

(C) Notwithstanding sub-Regulation (A), if there are exit lanes with payment stations at the service location, such as a cashier's stand in a supermarket, the obligated entity will perform adjustments as detailed in sub-section (A) subject to the following provisions:

- (1) If there are ten exit lanes at the location where the service is provided, the adjustments must be performed in at least one exit lane;
- (2) If there are more than ten exit lanes at the location where the service is provided, more access lane adjustments will be performed, with at least in one per each of the ten exit lanes, beginning with the eleventh lane.

Adjustments in signs

16. (A) If a public service is provided in a public place that is a new public building, the following provisions are to be followed:
 - (1) If the entrance intended for the general public use is not accessible to persons with disabilities, a sign is to be installed or placed which directs to the accessible entrance; an accessible general public entrance must be labeled with the International Symbol of Access according to Israeli Standard 1918 Part 4;
 - (2) Signs intended for direction and identification according to Article 2.2 of Israeli Standard 1918 part 4 are to be installed, if required by said standard; this includes accessible parking spaces, information counters, elevators, escalators, stairs and toilets; in this paragraph, "toilets" include bathrooms, as implied in Israeli Standard 1918 Part 4;
- (3) In regard to the signs as stipulated in paragraphs (1) and (2), the following provisions of Articles 2.2.3 and 2.2.4 of Israeli Standard 1918 Part 4 must be applied:
 - (4) If a directive sign is installed, it should be clearly visible from the entrance and in compliance with the provisions of Article 2.2.4 of Israeli Standard 1918 Part 4;
 - (5) In a corridor in a building where all of the following exist:
 - (a) There are more than five room entrances in which the public service, as detailed in sub-paragraph (C), is provided;
 - (b) The said entrances are numbered;
 - (c) The corridor is part of a building in which a public service is provided by a government ministry, including its units and support units, the National Insurance Institution, Local Municipality, a Cultural institution, or Educational Institution to which the VII provisions in chapter E1 of the Law do not apply, or catering services in a public place

providing accommodation services, as defined in the accessibility Regulations for an existing public place; on the side of each entrance or room door, if it is closed on a regular basis, a tactile sign will be placed on the door containing the embossed room number according to Israeli Standard 1918 Part 4 in the Article regarding embossed signs (2.2.6.1); In corridors in such buildings, these embossed signs will be installed in the same location in relation to each room's door, as much as possible; a public service that provides an escort to a person with a visual impairment as part of the service or a service required to provide an escort under Regulation 30, to escort the person with a disability and assist the person in navigating the place and arriving to locations within the building where services are provided is not obligated to provide the aforementioned embossed signs;

(6) The entrance to rooms and halls where permanent assistive listening systems have been installed, the international accessibility sign for persons having hearing impairment must be displayed according to Article 2.2.5 of Israeli Standard 1918 part 4;

(7) Direction and identification signs installed with regard to each of the following locations are to contain at least one suitable symbol: Information post, elevator and toilets;

(B) Existing public buildings:

(1) Must apply sub-Regulation provisions (1)(A), (2), (3) and (6), and sub-Regulation (a)(5) will apply to to public places of accommodation (such as hotels)

(2) If the signs had been installed by the effective date with elements detailed in sub-Regulation (A)(2) or (5), the service provider is not be required to adjust them to meet sub-Regulation provisions (A)(3) or Article 2.2.6.1 of Israeli Standard 1918 part 4;

(3) Notwithstanding paragraph (2), a sign replaced or installed by the service provider in an existing public place after the effective date must abide by the provisions of paragraph (1)

(C) In parts of a public place where public entrance is prohibited under the Law unless a person is accompanied by an escort provided by the service provider, the provision of sub-Regulations (A) and (B) will not apply.

(D) Sub-Regulations (A) and (B) above will apply to sites (as defined in the Regulations on accessibility to sites) and to public places that are not buildings, at least in regards to accessible parking spaces, inaccessible entrances and in public service compounds; in this sub-Regulation, "public service compound" indicates an area that is a part of a site or a public place that is not a building which contains buildings in which services are provided to the public; examples include box offices, toilets, reception offices, stores, cafeteria, and paths between these structures.

(E) Notwithstanding sub-Regulation (D) regarding accessible parking spaces in a site (as defined in the Regulations on accessibility to a site), the obligated entity may perform the following:

- (1) Instead of the signs required by the Israeli Standard 1918 Part 4, signs containing the International accessibility symbol, in colors used by the Nature and Parks Authority or the Jewish National Fund, may be placed in a prominent place next to an accessible parking space;
- (2) There is no need to mark the parking surface with the International Accessibility symbol or paint the entire surface;
- (3) When the parking space is perpendicular to the direction of traffic, the boundaries of the accessible parking are to be clearly marked.

Accessibility in
elevators

17. (A) On the main entrance floor of a public building where an elevator with destination control system installed, as defined in article 8.30 of the Regulations on accessibility in a new public place, written instructions on operating the system will be displayed nearby as stated in sub-Regulation (B), including choosing the destination, identifying the elevator door and the way to use the button marked with the International accessibility symbol;

(B) The instructions are to be provided by one of the following means:

- (1) A written sign that uses illustrations, based on the provisions of articles 2.2.3 and 2.2.4 of Israeli Standard 1918 Part 4, and a recording of the written instructions;
- (2) A screen on which a presentation containing all the information outlined in sub-Regulation (A) is displayed in audio-visual means; If the screen is placed near a service counter (such as hotel lobby) or at a location that due to its nature has to maintain low noise levels, the presentation is to be activated by the person with a disability by a switch that allows for volume adjustment and which can be identified by

touch, by visual or auditory cues (such as by LED light and sound).

(C) The identifying method used, as stated in sub-Regulation (B) Should be identifiable by a person with low vision, such as by using sound or a visible path sign.

(D) Elevators in new public places or new elevators in existing public places must have an auditory announcement system installed that announces the floor number when the elevator reaches it, as well as the main services provided on that floor, clearly and slowly at a reasonable volume and in at least in one language common to that location; the provisions of this sub-Regulation apply to elevators installed after the effective date.

Service
counters(posts)

18. (A) If a service is provided by service counters(posts) which are not built service counters, as defined in detail 8.225 of the Accessibility Regulations to a new public place, or by the aforementioned built service counters, in which additions were installed that are an integral part of the counter, the provisions of Israeli Standard 1918 Part 3.2 regarding service counters(2.11) apply with the following changes:

(1) Service counters that provide a service in an existing place where the public receiving the service is seated will apply one of the following:

(a) If the service recipient with a disability is able to receive the service at a diagonal angle from the table, there will be at least 30 cm of free space for the knees underneath the counter.

(b) The total free space underneath the counter on the side of the service recipient must be at least 48 centimeters and may partly be free space for feet, of which the dimensions should be at least 23 centimeters deep and 65 centimeters wide; in said station, a folding or retractable shelf may be added by the recipient's side, such that its height is the same height as that of the table and the total free space for knees and feet abide by the aforesaid Regulations;

(2) If the service is provided in a new public place, by service counters where the public is seated or at an existing public place where all the counters have been replaced, the provisions of paragraph (1)(b) will be applied;

(3) At a service counter or part of a service counter that was installed before the effective date and where a service is provided while the recipients are standing, the counter height is not to exceed 110 centimeters on the service recipient's side; if a new counter was

installed or the service provider replaced the counter or made changes to it, the counter height must be as set forth in Israeli Standard 1918 Part 3.2, and with regard to this paragraph, Article (F)2.11.3 provisions of Israeli Standard 1918 Part 3.2 will not apply;

(4) If a person is required to sign a document as part of the service provided, a writing board is to be supplied upon the person's request; if a person is required to fill out forms by hand at the location where the service is provided, it will be made possible for the individual to fill out the forms in a station which meets the provisions of paragraph (1) or on a shelf to which the provisions of Regulation 19(D) apply or on a table to which the provisions of Regulation 19(A) apply; if the service is provided by stations where the recipient of the service is standing and there are no service counters with seating arrangements, the service provider may install a folding or retractable shelf in the station.

(B) The provisions of sub-Regulation (A) will apply to at least one out of ten counters where the same service is provided.

(C) In an open service counter or a closed service counter that has a partial partition between the service provider and the service recipient, in at least one of each service category provided an induction loop assistive listening system will be provided, including in addition an external microphone and earphones connection option; such a system may be installed in a station where no other accessibility adjustments were made, as stipulated in sub-Regulation (A)(1) or (2).

(D) At least ten percent of the seats offered to the service recipients in all the service counters will be adjustable seats with no less than one adjustable seat; the service provider may, at the request of a person with a disability's and as necessary, move a seat from one counter to another.

(E) In at least one closed station, but no less than one, where there is a full partition between the service provider and the service recipient, a two-way audio system is to be installed, including a microphone and loudspeaker on both sides of the partition in addition to an induction loop with an external microphone and an earphone connection option; a location must be provided where pages, banknotes or coins can be transferred from one side of the partition to the other side, as applicable;

(F) At a closed service counter, the edges of the openings in the partition are to be marked by visual contrast.

(G) At a closed service counter, the edges of the opening between the service provider and the service receiver are to be marked by

visual contrast.

(H) At a service counter with an assistive listening system as outlined in sub-Regulation (C), and (E):

(1) The symbol provided in this paragraph will be displayed, indicating that the station is accessible through induction loop; the sign will be displayed so that it can be seen easily when arriving from any direction to the counter; the symbol is to meet the requirements of Israeli Standard 1918 Part 4, in the Sections regarding sign design;



(2) On the sign, the following instructions will be displayed: "For use of the assistive listening system, please switch hearing aid to T position."

(H) If a public service is provided in a public place by means of service counters that require accessibility, at all hours when the service is provided, at least one service counter will be operational where an assistive listening system is installed.

(I) Notwithstanding sub-Regulation (C), (E) and (F), the obligated entity may be exempted from implementing the said accessibility adjustments for commercial services in a public place, if it is not a service provided by a public authority and the area the public service is provided in is less than 150 square meters.

Providing service through shelves and tables

19. (A) If the obligated entity has placed tables for public use in a public place where the service is provided, except a place providing catering service (such as a restaurant), the provisions of Regulation 18(A)(2) will apply; However, if the tables were placed there before the effective date, the provisions will apply to five percent of the tables and at least one of which which has an accessible path leads to; if the obligated entity also provides seats for the public, at least 10 percent of them and not less than one must be adjusted seats.

(B) If the public service is provided regularly in a manner where the service provider is seated on one side of a table and the service recipient on the other side, such as an office table, the table is subject to the following provisions:

- (1) An accessible path must lead to it;
- (2) The provisions of Regulation 18(A)(1)(a) will apply to it;
- (3) The provisions of Israeli Standard 1918 Part 1 regarding the free floor space for a wheelchair (2.6.1) will apply; this area can include space for knees and feet, as aforesaid in Regulation 18(A)(1)(b).

(C) Notwithstanding sub-Regulation (B), if a service is provided to the public on a table on an irregular basis or the service is provided to no more than 50 people a month, the service provider is exempted from sub-Regulation (b); if the service is provided to more than an average of 50 people per month, the service provider will supply a table as stated above

(D) If at the place the service is provided there are shelves for public usage, the Israeli Standard 1918 Part 3.2 regarding an accessible service counter when the service recipient is seated, provisions will apply to at least one of them, except Article 2.11.3(C) and Regulation provisions 18(A)(1) or (2) as the case may be.

(E) If the person in charge of the service provision has placed a computer for public usage on a table or a shelf as aforesaid in this Regulation, the provisions of sub-Regulation (B)(1) up to (3) or the provisions of sub-Regulation (D) and, as much as possible, the provisions of Regulation 25 will apply; in addition, reasonable assistance will be provided in operating the computer at the request of a person with a disability; if a computer is placed for public use in a library, the provisions of Regulation 68(A)(4)(c) apply.

Accessible Information
counter

- 20.** (A) Where an Information Station in a public place is provided, the accessibility adjustments are to be performed in accordance with Regulation 18 and the provisions of Israeli Standard 1918 Part 4 regarding information stations (2.3), with the following changes:
- (1) For a new public place or a new public service provided in an existing public place, the information station is to be in a central location and clearly recognizable from the entrance and other access directions
 - (2) In the station, an assistive listening system is to be installed according to Regulations 18(C), (E) and (G), as applicable;
 - (3) The accessible information station is to be marked by the international accessibility symbol as per the provisions of the Israeli Standard 1918 Part 4;
 - (4) Information given to the general public at an information

station, including orientation in the public place, will be provided in an accessible information station to a person with disabilities through the methods set forth in Regulation 29;

- (B) If a computer stand is provided to the public in the information usage, the adjustments are to be performed as per Regulations 18(A)(1) and 25, as applicable.
- (C) As stated in sub-Regulation (A)(4), if there is no information station on the premises, the obligated entity will supply information to a person with a disability regarding the service provided at another accessible service counters, if one exists.

Adjustments in an
Auditory Public Address
System

21. (A) A service that regularly uses an auditory system to address and inform the public, with the exception of elevators, must provide the following adjustments:

- (1) Information must be conveyed, as far as possible, in slow and clear speech, using simple language, and without background sound while the information is delivered;
- (2) By visual representation, through an electronic sign or screen according to the following details:

- (a) If there is an electronic sign or a screen installed in the place of service, the information will be displayed as detailed in Regulation 22;

- (b) If there is no electronic sign or screen in the place where the service is provided, such equipment is to be installed as stated above in a central location on the premises; this provision will not apply to the following services:

- (1) Sport services, swimming pools and sport events taking place in front of an audience in an open public place, in which there are less than 2500 seats;

- (2) Cultural events or other one-time events taking place in front of an audience in an open public place which has less than 2500 seats;

- (3) Rescue services provided in a authorized beach as defined in article 3 of the Beaches Law– 1964.

(B) In nature reserves and national parks, as defined in the National Parks, Nature Reserves, National Sites and Memorial Sites Law - 1998, and in public parks, zoos and similar venues that are an open

space where there is regular usage of a public address system, information must be provided in one or more of the following ways depending on the nature of the service:

- (1) Through an electronic sign or screen, which will be installed near the entrance or the main cashier stand, as the case may be;
- (2) By text message on a mobile device at the request of a person with a hearing disability;

Accessibility adjustments for a visual public address system

- 22.** (A) Screens or electronic signs which display alternating messages to the public, must be positioned in a location which allows for the information to be easily readable; there must be at least a 2 meter wide space in front of the screen and a 1 meter wide space on each side of the screen that is free of any objects.
- (B) If the information is delivered on a visual address system only, the information is to be supplied to a person with disabilities upon the person's request by an auditory means, including verbally.

Waiting places and seats for people with disabilities

- 23.** (A) In a place where the public waits to receive or order a service, (such as waiting rooms or queues) the obligated entity is to provide seats that are as close as possible to the service stand and as detailed below:

- (1) The number of seats for people with disabilities should be the same as the number of service stands at the place;
- (2) Waiting places for people using wheelchairs should be at a rate of 4 percent of the total number of service stands with no less than one waiting space;
- (3) At least 10 percent of the total number of seats as above said in paragraph (1) will be adjusted seats with no less than one adjusted seat, as stated above in paragraph (1);
- (4) Calculations as per paragraphs (2) and (3) are to be rounded up to the nearest whole number.

- (B) In a public place that is a building and where the walking distance from the entrance to the farthest point on single level is more than 60 meters, the obligated entity must install seats for rest, along the accessible path based on the provisions below:

- (1) The first seat will be installed, at most, 50 meters walking distance from the entrance; if additional seats are required, they are to be installed, at most, 50 meters apart from one another;
- (2) Each seat must be spacious enough to accommodate at least 2 people;

(3) The provision of Israeli Standard 1918 Part 3.2 Article 2.10 regarding waiting places are also applicable;

(4) Seats are to be installed in such a way that will not present an obstacle as defined in Israeli Standard 1918 Part 1; interior accessible paths in public buildings with high pedestrian traffic must have seats installed in such a way that the seats will not present an obstacle to the passing public;

Accessibility
adjustments in
changing rooms

24. (A) In areas that provide a service that includes the measuring or changing of clothes, such as clothing stores and changing rooms in gyms and swimming areas, the obligated entity must equip each floor on the premises that has an accessible path that leads to the changing rooms, with at least one accessible changing room in accordance with Israeli Standard 1918 Part 3.2 in the paragraph regarding changing rooms and stalls (2.7);

(B) Notwithstanding sub-Regulation (A), if in the place where there are changing rooms there is no accessible path leading to it, the person with a disability must be supplied, upon their request, with an adjusted seat in at least one changing room on that inaccessible floor;

(C) The hangers or hooks in the changing rooms will be of visual contrast to the surroundings;

(D) Notwithstanding sub-Regulation (A), the obligated entity is exempted from performing the provisions of this Regulation in if the overall area used by the public at that location is less than 120 square meters;

Automatic service
machines

25. (A) The obligated entity providing a public service through automatic service machines, such as machines for sale of food or drink, payment machines, information devices such as ATMs automatic printers, bank service devices and hot and cold water dispensers – except drinking fountains – must provide the service in through accessible machines accessible for independent use by persons with disabilities as per the following details:

(1) The obligated entity will supply machines that comply with Israeli Standard 1918 Part 4 (2.11) provisions in the article regarding automatic service machines; an obligated entity is exempt from adjusting parking payment machines, and automatic service machines accessible only by vehicle where the adjustments allow for tactile recognition of operation buttons.

(2) Operating instructions will be presented through simple language, a

simple graphic representation and a recording, as applicable;

(3) If operating the machine depends on the reaction time of the user, the default reaction time will be no less than 60 seconds for each action; However, in devices used for banking services, the default reaction time will be no less than 45 seconds;

(4) Accessible machines will display the international accessibility symbol, as per Israeli Standard 1918 Part 4.

(B) If several identical machines are providing the same service at the same location, one third of the machines will be accessible, and not less than in one machine; if the service is provided on more than one floor of the same location, the provisions of this sub-Regulation will apply on each floor where the service is provided;

(C) The obligated entity is obligated to enquire as to the availability of accessible machines as mentioned in sub-Regulation (A) and whether they are reasonably available for purchase or import. ; if no such accessible machines are available the obligated entity will be exempted from this Regulation;

(D) The aforementioned in this Regulation is a supplement to the Public Buildings Law (chilled water drinking facilities) 1986² and article 3, detail 8.19 of the second amendment of the Planning and Building Regulations;

(E) Nothing in this Regulation obligates service providers to undertake production of accessible automatic machines or devices, or providing adjustments to the machines or devices.

Chapter 5: Supplying Auxiliary Aids and Auxiliary Services In Public Services

Article A: General

Supplying Auxiliary Aids and Auxiliary Services

26. (A) The obligated entity under must install auxiliary aids and provide auxiliary services to ensure accessibility for persons with disabilities to the service the entity provides, as detailed in this chapter.

(B) Nothing in sub-Regulation (A) obligates the supply of customized auxiliary aids or accessories, customized specifically for the person with disability who is a service recipient, such as customized wheelchairs, prescription eye glasses or hearing devices, or supplying auxiliary services of a personal nature, such as assistance in eating, hygiene or dressing;

(C) Nothing in these Regulations prevents the service supplier from supplying auxiliary aids and auxiliary services in addition to those listed herein;

Maintenance of accessibility adjustments in a public place and public service

27. (A) The obligated entity must ensure the availability and usability of the adjustments at all hours of service, with the exception of normally-occurring malfunctions or in order to perform maintenance operations on auxiliary aids, as in sub-Regulation (B).

(B) The obligated entity must perform routine maintenance operations to ensure the availability adjustments in the public place and its facilities, including removal of temporary obstacles in accessible paths and maintenance operations on the permanent auxiliary aids used in the service; the maintenance operations are to be performed in the least disruptive way;

(C) The owner or holder of a parking lot will not prevent entrance to the parking lot to a person with a disability in a vehicle with a disabled sign, and will not prevent them from using accessible parking spaces allocated in the parking lot by law, as long as the person with a disability has arrived at the location in order to receive service there.

Performing Periodic
Inspection

28. (A) The obligated entity will perform a periodic inspection in order to ensure that the auxiliary aids and auxiliary services are in accordance with the Regulations, including adjustments made to internet services and policies, procedures and practices of the service asset out in these Regulations; the auxiliary aids inspection is to be performed at least once in 5 years from the completion date of the service accessibility adjustments set out in these Regulations and according to the following provisions:

(1) The inspection will be performed according to the Regulations and according to a form that the Commissioner will publish and make available in his office and on the Commission's website;

(2) If the service is part of a chain, the inspection will be carried out by the chain and will be subject to a permit issued by a Service Accessibility consultant.

(3) The inspection results and the service accessibility consultant's permit as the case may be, must be available at all times for public view by the obligated entity;

(B) The obligated entity will perform further accessibility adjustments according to the inspection results as stated above and according to these Regulations and within 6 months of the inspection date.

Article B: Information and Communication in the Service

Accessibility Adjustments
to information

29. (A) Information disseminated to the general public or given to an individual regarding any public service and during the provision of the service, either in writing or verbally, including forms, informational brochures, leaflets, publications given to the general public, letters, notices and information given over the phone- except adverts and commercials and information supplied through the internet which are subject to the provisions of Regulation 35- will be provided at the request of persons with disabilities in a way that ensures the information and service is accessible and in accordance with the sub-Regulations below;

(B) In addition to the regular methods of providing information, the information mentioned in sub-Regulation (A), above, will be provided upon the request of a person with a disability through one

or more accessibility adjustments as detailed in sub-Regulation (D), subject to the person's disability; auxiliary aids or auxiliary services will be provided by the service provider, unless otherwise stated; the accessibility adjustment will be provided in the same languages that the information is conveyed to the general public;

(C) The decision concerning the auxiliary aids or the auxiliary service through which the information is to be provided to the person with a disability will be made by the service provider, subject to the adjustments the service provider is obligated to supply as per this Regulation, following a consultation with the person with a disability, and taking into account the person's disability, the technological devices available to the provider and subject to Section 19M(A)(2) of the Law concerning an obligated entity that is not a public authority;

(D) Subject to sub-Regulations (B) and (C), the service provider will supply the information as stated in sub-Regulation (A) through the following accessibility adjustments:

- (1) In print or hand written, including typed on a computer;
- (2) In accessible print;
- (3) In accessible print with use of language simplification, clear design and icons or symbols as appropriate, and depending on the nature of information.
- (4) In a sound file (such as an mp3) on cd or dvd or another common media that can be played through text-to-speech software that the service recipient has or, through the internet, all within a reasonable time period, as applicable, but no later than three weeks after the request was submitted;
- (5) In a sound file, as mentioned in paragraph (4), with language simplification and within a reasonable time period, but no later than three weeks after the request was submitted;
- (6) In digital files (such as a pdf or plain text) readable by a text-to-speech software or that can be converted to Braille through a Braille printer or Braille monitor, within a reasonable time period but no more than three weeks after the request was submitted;
- (7) Reading of a text out loud upon request; However, if the information was written on more than 3 pages, the service provider may coordinate with the service recipient a future date for the reading but no later than three weeks after the request was submitted;
- (8) In Braille, within a reasonable time period, but no later

than three weeks after the request was submitted;

(9) With the use of an installed or mobile assisted listening system or through a personal hearing amplification system used by a person with a disability, as applicable, and subject to requirements in these Regulations.;

(10) With the use of sign language by a person skilled in sign language in either Hebrew or Arabic depending on the language the person with disability speaks, and subject to these conditions: The information to be translated to sign language is complex, requires lengthy deliberation between service provider and service recipient, and is of high importance to the person with the disability'; for example, financial or legal services;

(b) The request for translation was submitted with reasonable time before the date the information is to be provided;

(11) Through any auxiliary aid or auxiliary service that the person with the disability is regularly uses and with the assistance of an who regularly assists with communication such as touch sign language or the use of a customized instrumental glove;

(12) Adjustments to the information verbally supplied to the public will be supplied in an appropriate language, according to the person with the disability (e.g. simplified language);

(13) A person using a Braille or alternative communication accessories will be given service or information concerning the service through these devices, and where appropriate, with the assistance of a person who regularly assists them with communication.

(14) Any other reasonable adjustment;

(E) Notwithstanding sub-Regulation (B), the obligated entity will be exempted from providing adjustments under sub-Regulation (D)(3) and (5) if the information for which the accessibility adjustment is required is worded in legal language, such as contracts, quotation of laws, or worded in a professional language such as architectural drawings or scientific reports;

An escort on behalf of a public body

30. If a public service is provided by a public body listed in paragraphs (1), (2), (5) and (7), of the definition of "public body" in Section 5 of the Law, in a public place having more than one floor and more than 10 rooms in which the public service is provided, the service provider will supply, upon the reasonably timed request of a person with a disability,

an escort who will assist the person with the disability in orientation and arriving to all parts of the place required to receive the service and escort him/her for the duration of their stay on the premises;

Assistance in filling out forms

31. If receiving the service is contingent upon filling out forms by hand, by typing or through touch screen at the location where the service is provided, assistance will be provided for filling in the forms upon request of a person whose disability prevents him/her from writing or typing, as applicable;

Service provided by phone, fax, text message, mail, internet. E-mail or, other digital device or means

32. (A) In addition to performing the accessibility adjustments as outlined in Regulation 29, the person responsible for accessibility adjustments will supply, upon the request of a person with a disability, service and information concerning the service, subject to the means available to the service provider and the recipient and depending on the nature of service,

through one of the following: phone, fax, text messages on mobile devices, mail, internet, E-mail or other digital means;

(B) Subject to the devices used by the service provider, the service provider will enable a person with disability to request service by using any of the means listed in sub-Regulation (A).

(C) Public information that was adjusted through print with language simplification or a recording with language simplification are to also be provided through the obligated entity's internet site, if such a site exists;

Accessibility adjustment to telephone routing systems

33. If a public service or information concerning it is provided through recorded information on a computerized telephonerouting system, the information or the service will be provided, as applicable, to persons with disabilities through one of the following:

(1) A recording in slow pace, with linguistic simplification, without background music and in all of the languages that the information is provided to the general public. The recording will be played at the beginning of the information announcement;

(2) By providing the caller with an option to connect with a receptionist at the beginning of the recorded information;

Public notice of the

34. (A) The obligated entity will advertise the accessibility adjustments performed in the service and at the public places where the

accessibility adjustments
made to the service

service is provided and the way that they are provided, including auxiliary aids and auxiliary services provided upon request. The notice will be made in the following ways, as applicable:

- (1) Through conventional advertising methods the entity uses ;
 - (2) with the use of the accessibility adjustments as detailed in Regulation 29;
 - (3) At the request of a person with a disability, through one of these methods: phone, fax, text message on a mobile device, mail, internet, E-mail or other digital means subject to those at the service provider's disposal;
 - (4) Through the service provider's internet site, if one exists;
- (B) The notice mentioned in sub-Regulation (A) should be updated regularly; the first publishing of the notice on accessibility adjustments will be made at the date set in chapter H;
- (C) The obligated entity responsible for performing accessibility adjustments for a service in which auxiliary aids and auxiliary services are provided upon request, and to which request is to be submitted before the service provision date (such as auxiliary aids in events as per Article I or guided tours as per Article XI), will advertise the accessibility adjustments supplied by the public service and the public places they are provided at, within a reasonable time period before the date of the service provision in order to enable a person with a disability to submit requests for accessibility adjustments as stated above; advertising will be made as per sub-Regulation (A) and the information will be also provided in print as well as verbally, as applicable, at the place where the service is provided.
- (D) If one or more accessibility adjustment is terminated or expected to be terminated for a period of more than a week, the obligated entity must inform the public about it and about any alternative accessibility means the entity is implementing to provide the service based on the listed ways in sub-Regulation (A) and by posting a sign in a central location at the public place.

Article C: Internet Services

Accessibility Adjustments for internet services

35. (A) An obligated entity who provides a public service or information concerning a public service through the internet, including documents, pages, applications and all other information transferred through the internet must provide accessibility adjustments for the service or the information concerning the service the entity is providing, according to the prevailing Israeli Standard on the effective date; if there is no valid Israeli Standard on the effective date, the obligated entity will apply accessibility adjustments according to the "Accessibility Guidelines Web Content" of the "World Wide Web Consortium (W₃C)" (in this Regulation the guidelines), and subject to the provisions of Regulation 109(A); A copy of the guidelines will be available on the Commission's internet site and at its office;

(B) On an internet service provided by:

- (1) The public authority or for it, the adjustments provided will be of at least level **AA** of the guidelines;
- (2) By an entity that is not a public authority or for it, the adjustments provided will be of at least level **AA** of the guidelines and subject to the provisions of Section 19L of the Law regarding undue burden; if the obligated entity is exempt from level **AA** accessibility, level **A** shall be provided. ;
- (3) The adjustments required according to paragraphs (1) and (2) will not apply to linguistic simplification of information worded in legal language, such as contracts, quotations of law or professional documents such as architectural drawings and scientific reports; However, textual information provided by the public authority will be written in the clearest and most appropriate language in the context of the information provided;

(C) Notwithstanding the sub-Regulation (B)(1) and (2):

- (1) If applying guideline 1.4.3 of the guidelines is impossible based on expert opinion, the obligated entity may use an additional set of colors for a site with minimal contrast; if watermarks are used clear contrast between text and background will be maintained.

(2) In applying guideline 1.2 of the guidelines regarding the alternative for a time-based media, the obligated entity will provide an as accurate as possible alternative for the auditory or visual content, as early as possible;

(D) The obligated entity must completely implement said adjustments within 36 months from the start date:

(1) For an existing internet service;

(2) For an application added to an existing internet service or a new internet service of which operations begin up to 24 months from the effective date;

(E) If a new internet service is provided on a new site or new pages or applications were added to an existing site, following the completion of sub-Regulation (d), the accessibility adjustments required in this Regulation and the accessibility adjustments set out in sub-Regulations (B) and (C) will be implemented up to the opening date of the site or the date the applications or pages are added, as applicable;

(F) If a Service Accessibility Auditor confirms that the implementation of a certain adjustment or part of it can not be achieved because of technological limitations, the obligated entity will be exempt from performing this adjustment; the written opinion of the Service Accessibility Auditor will be given based on expert opinion as to the existence of said limitations;

(G) The obligated entity will apply the accessibility adjustments of this Regulation even if the hardware the entity is using to provide the internet service is outside of the borders of Israel; However, if the service is provided through a social network platform (such as Facebook or Twitter), the service provider will apply those accessibility adjustments available through the platform (such as setting the contrast);

(H) Once accessibility adjustments for the internet service are performed according to these Regulations, the obligated entity will place a notice in a prominent place on the site regarding the accessibility adjustments for persons with disabilities that have been applied on the site;

(I) Notwithstanding sub-Regulation (B)(2) and without derogating from sub-Regulation (E), an obligated entity which is not a public authority and who made accessibility adjustments on the internet service provided by the entity at an **A** level according to the guidelines within one year from the effective date, will be considered in compliance with the provisions of sub-

Article 4: Adjustments in Security and Rescue Services

Adjustments in
emergency hotlines

36. An entity who provides an emergency phone hotline will apply accessibility adjustments that will allow persons with disabilities use the service as quickly, as comfortably and at the same quality as provided to the general public and as detailed herein:

(1) Through facsimile, E-mail and text messages on mobile devices;

(2) While adjusting the language and manner of responding to the individual's disability;

Security inspection
procedures

37. If a security inspection procedure is implemented in a public place where a public service is provided, including at the place's entrance, the obligated entity will ensure that the security inspection does not prevent a person with a disability from entering the public place and receiving the service, in an equal, respectable, dignified, independent and secure manner;

Interrogation of a Person
with a Disability

38. In this article: "**Accessibility adjustment**" – auxiliary aid and auxiliary service for a person with a disability;

"**Interrogation of Suspects Law**" - Criminal Procedure Law (Interrogation of Suspects) 2002

"**Investigator**" – A police officer or government official, authorized to investigate by law;

"**Interrogation**" – A questioning or obtaining testimony concerning an offense by an investigator.

"**Suspect**" – Any person reasonably suspected of committing an offense

"**Personal yossecca device**" – A device customized for a person with a disability that the person regularly uses.

"**The Interrogated person**" – A suspect or a witness under investigation.

"**Witness**" – A person connected with the offense or that might have information, documents or objects relating to the offense and is not a suspect;

"**Government Official**" – As defined in Section 39(c) Criminal Procedure (Enforcement Powers - Detention), 1996

"**Visual record**" – As defined in Interrogation of Suspects Law

Interrogating a Person

39. (A) If the investigator believes, before or during an interrogation,

either on his own initiative or based on a request or information received, that the person the interrogator is about to interrogate or is interrogating is a person with one of the disabilities that fall under the categories listed in row A of the first supplement, the interrogator will conduct the interrogation of that person using the appropriate adjustment, as detailed on row B of the supplement, unless the appropriate auxiliary aid or service is not available even following a reasonable effort to obtain it, and the person's interrogation cannot be delayed, in order to prevent the investigation's hindering or disruption, to prevent risk to human life or wellbeing, to facilitate the detention of additional suspects or in order to discover further evidence;

(B) There is nothing in this Regulation:

(1) To force the interrogating body to provide the interrogated person a personal accessory device, as detailed in Regulation 26(b);

(2) To prevent the use of another accessibility adjustment which facilitates communication with the interrogated person or to conduct the interrogation without adjustments at the interrogated person's request or consent; if another accessibility adjustment is used, the interrogator will document the interrogated person's request or consent for the use of the other means, as applicable.

(C) The provisions of this Regulation will apply to other investigation activities made by the interrogating body, which requires the presence of the interrogated person, with the exception of special circumstances preventing the use of adjustments, for reasons which will be documented.

(D) If a person with a disability is required to sign a document and is not able to do so as a result of the person's disability, the person is to indicate his or her consent or reservation to the contents of the document in another manner that will be documented by the interrogator;

(E) This Regulation shall not derogate from the provisions applicable to the matter of interrogating suspects according to the Interrogation and Testimony Procedures Law (Adjustments for People with mental disabilities), 2005.

(herein Investigation and Testimony Procedures Law), Evidence Amendment Law (Protection of Children) 1955 (herein - Protection of Children Law), or any other law applying to the interrogation and testimony of persons with disabilities;

- Validity and admissibility
40. (A) Violation of the provisions of this Article shall not impair the legality of the investigation; for the sole reason that it was conducted without accessibility adjustments.
- (B) Subject to sub-Regulation (A), nothing in the provisions of this Article impairs the interrogated person's rights according to Law;
- Accessibility adjustments in detention facilities and the Prison Service
41. The obligated entity will implement in detention facilities and the Israel Prison Service, in addition to the provisions of Regulations 9 through 34, the following:
- (1) Accessibility adjustments to stations where detainees or prisoners communicate with visitors or with their attorneys, as detailed in Regulation 18;
 - (2) Required accessibility adjustments, according to these Regulations, to the services provided in a detention facility or prison facility and to the activities and the services accompanying these services, including: medical services, welfare and rehabilitation services, employment services, education and cultural services, library services and services provided to the visitors of said facilities;
 - (3) Accessibility adjustments in special accommodation units (accessible cells) in detention facilities and the Israeli Prison Services, including detention cells and prison cells as detailed in Regulation 80(A);
 - (4) If the detainees at the facility are provided with the option of watching television or listening to the radio, the obligated entity will provide the detainee or prisoner with a disability personal wireless listening amplification system which includes a transmitter and a personal receiver for listening to television or radio;
 - (5) If a detainee or a prisoner using a wheelchair is transferred from the detention or prison facility to a court or other facility, the detainee or prisoner will be driven in an accessible vehicle for a person using a wheelchair;
 - (6) The conditions of the detention or imprisonment, including the conditions in the cell, will be adjusted at the request of a detainee or prisoner with disability, in accordance with his or her disability and based on documented expert opinion according to which there is need for adjustment, unless, in the opinion of the facility director or their deputy, the adjustment will fundamentally alter the nature of the service, including the safety of the prison and wellbeing of the detainee or prisoner; this opinion must be documented

in writing;

(7) At the time of the detention or arrest of a person with a disability, the obligated entity will inform the detainee of his or her right to request accessibility adjustments according to the provisions of this Regulation, and the conditions for receiving these adjustments; at the request of the detainee or the prisoner with a disability, said information will be given to him or her in an accessible way, as detailed in Regulation 29;

(8) The provisions of sub-article 33(3) of Article 2 in the first supplement of the Regulations on access to existing buildings will apply to new detention centers and prisons

Article 5: Adjustments in Courts, Entities of Quasi-Judicial Authority and Authorities having Jurisdiction to Determine a Person's Disability

Scope and the obligated entity in this Article

42. (A) The provisions of this article will apply, as applicable, to the following:

(1) A Court of Law, Labor courts, Religious courts, Military courts deriving their jurisdiction from the Basic Law: The Judiciary;

(2) Administrative Tribunals, as defined in Administrative Tribunals Act, 1992 (herein - Administrative Tribunals Act);

(3) Court, Tribunals, Disciplinary Committees or Ethics Committees, established under any enactment;

(4) Another authority that was granted jurisdiction or quasi-judicial power, as detailed in Part 1 of the second supplement.

(5) An authority that has the legal authority to determine the medical condition of a person with a disability or the person's eligibility for welfare services, rehabilitation or health services as detailed in part 2 of the second supplement;

(B) The entity that appointed, under any legislation, a Court as specified in sub-Regulation A or, anyone who has been appointed for doing so, is the obligated entity for performing the accessibility adjustments according to this Article, on behalf of the said court, unless otherwise specified; However -

(1) Court and Labor court – the obligated entity is the Court Administration;

(2) Parole Board – the obligated entity is the Prison Service;

(3) District Psychiatric Committees as defined in the Mental Health Act, - 1991, Regional Committee for Rehabilitation as defined in the Rehabilitation of People with Mental Disability in the Community Law and PEI's 2000- the obligated entity is the Director of Mental Health Services in the Ministry of Health;

Applicability of additional accessibility adjustments

43. In addition to performing accessibility adjustments according to this Article, the obligated entity will perform the provisions of Regulations 9 through 34 as applicable; notwithstanding Regulation 29, the accessibility adjustments will be supplied in hearings as per this article;

Auxiliary hearing amplification system in judicial courtrooms

44. Courts and judicial bodies stated in Article 42(A)(1) who conduct hearings in designated courtrooms, will be installed with the following:

(1) The obligated entity will provide persons with disabilities assistive listening systems to provide accessibility to the statements of judges, attorneys, litigants and witnesses according to the following details:

(A) An Infra-Red mobile assistive listening system requested by a person with a disability and submitted according to Regulation 47; However, in a court room with over 40 seats or an occupancy of over 40 people, a permanent Infra-Red listening system will be installed;

(B) The amplification area will cover the seating area;

(C) The number of receivers will be of at least 4 percent per the number of seats

(D) One third of the receivers will be induction loops; two thirds will have earphones; At least two earphone receivers and one induction loop will be supplied per courtroom;

(E) In addition to the permanent assistive listening system described in sub-Regulation (A), the number of mobile assistive listening systems that will be kept in Courthouses will be one mobile system per ten court rooms and no less than one mobile system; if several assistive listening systems are required at the same time, for different courtrooms, and exceed the required number of systems, the obligated entity will provide the additional systems as required for the proceedings;

(F) In courtrooms with a permanent assistive listening system, the system will be turned on at the beginning of the

proceeding; the receivers will be kept in the court room and supplied upon request;

(2) Court rooms with a permanent assistive listening system will display a sign with the international accessibility service symbol for people with hearing disabilities on the exterior of the entrance to the courtroom;

(3) During the interim period from the effective date up to the date set for the completion of the accessibility adjustments according to Regulation 44(1)(A), where a permanent system has not yet been installed, a mobile assistive listening system, as outlined in Regulation 44(1)(A), will be supplied to a courtroom with more than 40 seats or an occupancy of more than 40 people;

Accessibility adjustments for disabled parties or attorney

45. Subject to Regulation 47, the obligated entity according to this Article will supply one or more of the accessibility adjustments or services listed herein upon the request of a person with a disability who is a party to the proceedings or the person's attorney, appropriate to their disability and as applicable:

(1) Transcription services or translation services to sign language, as applicable;

(2) If the entity is not represented by an attorney, a verbal description of the documents discussed will be given to the party, if necessary with the use of simple language and at a slow pace, appropriate to the person's disability and as applicable;

(3) A person with disability will be allowed to record the proceeding with a recording device of their own, subject to the provisions of Section 68b of the Courts Law (Consolidated Version), 1984 (herein Courts Law);

(4) reasonable time will be given to a person with a disability to listen to recorded comments prepared by the person in advance, as long it does not interfere with the proceedings;

(5) reasonable time will be provided during the proceeding for consultation between the person with a disability and his or her attorney, such as for reading the documents aloud or explaining the procedure;

(6) A verbal description of the court room will be provided, as well as introducing those present and the procedure. The description will be given once at the beginning of the proceedings; the judge is allowed to instruct that the description be given by one of the attorneys of the parties or by another person;

(7) Translation of the proceeding to the sign language will be

provided by a skilled translator;

(8) Adjusting dates and times, including the length of hearings when the party is a person with a disability, appropriate to his or her disability and subject to the court's schedule;

(9) Conducting the hearings in the case of a person with a disability, in a place that meets at least some of the provisions of Part VIII of the Planning and Building Regulations, while maintaining the privacy of the proceeding if it is to take place in one of the following instances:

(A) During the interim period between the effective date and the date set for the completion of the accessibility adjustments of an existing public place;

(B) In a courtroom that was issued an exemption from adjustments according to the accessibility adjustments Regulations for an existing place;

(C) During the interim period, for a quasi-judicial body which conducts hearings in an undesignated location, which is not accessible.

(10) Conducting the hearing outside the courtroom, subject to the provisions of Sections 34(B) and 44(B) of the Courts Law, as applicable; Subject to the provisions of Section 12 of the Administrative Tribunals Act and the provisions of any other law regarding the location of court proceedings, as applicable;

(11) Supplying adjusted seats to be placed in a special seating area, as stated in the Planning and Building Regulations Detail 8.210 of the second supplement or as set out in the accessibility adjustments of an existing public place, in sub-detail 28 of Detail 2 of the first supplement of an existing public place, and all as applicable; if the hearing takes place in a room with no permanent seats the adjusted seats will be placed on the request of the person with the disability and in an appropriate place;

(12) If during the hearing the judge notices that the litigant, as a result of his or her disability, does not understand the proceedings and is not represented by an attorney, the judge will explain to the litigant at the beginning and at the end of the hearing, in simple language, the essence of the procedure, the person's rights and the decisions taken. The judge may instruct that one or more of the accessibility adjustments set out in this Regulation be provided, including allowing the person, upon his or her request, to be accompanied during the proceeding by a person on his or her behalf who will explain to the person what is being said in simple language, all according to the person's disability and the

case's circumstances; if a person with a disability is represented by an attorney and no accessibility adjustment was requested in advance of the hearing, the judge can, as applicable, instruct that such an adjustment be provided as long as it does not delay the hearing;

(13) A person with disability may have at his or her side an escort, as stated in Regulation 11, for the purpose of emotional support or for the purpose of explaining the proceedings in simple language ;

(14) If a case of a person with a disability is discussed before an authority, as stated in Regulation 42(A)(2) through (5), in the presence of the litigant and the authority is under the impression is that the person does not understand the procedure due to his or her disability, the authority or body may allow the person to be accompanied during the proceeding by a person on his or her behalf to explain what is being said in simple language;

(15) The supply of any reasonable auxiliary aid or service, according to the person's disability and the circumstances, and according to the provisions of Regulation 29(C).

Accessibility adjustments
for testimony procedure

46. (A) At the request of a witness with a disability or a person with disability who was called to appear before the court including a litigant who is a witness and as a result of his/her disability is incapable of testifying in a regular manner and which was presented according to the provisions of Regulation 47, , the person's testimony will be given in one or more of the following ways, appropriate to his or her disability and as applicable;

(1) With the assistance of one or more of the following, as applicable: translation to sign language, permanent or mobile assistive listening systems at a court or labor court, as detailed in Regulation 44, personal hearing aid transcription on a computer display, as applicable;

(2) Verbal description of the people present at the hearing and of the items presented, including documents discussed and as needed, with the use of simple language and as the case may be; the court or the tribunal may instruct that the description be given by one of litigators or another person;

(3) In proceedings where testimony is usually given when the witness is standing, a person with disability may testify while sitting down.

(4) With the aid of augmentative and alternative communication accessories used regularly by the person and, as required, with the assistance of a speech therapist;

the applicant will indicate when submitting a request according to Regulation 47 if the augmentative and alternative communication accessory is a letter or symbol board; however, if the provisions of the Investigation and Testimony Procedures Law apply to the person's testimony, the testimony will be given as set out in said law;

(5) With the aid of communication devices used by deaf-blind, including translation to sign language by touch;

(6) Providing evidence in an accessible public place where accessibility adjustments have been made. However, if a person with mobility disability has to testify in an existing public place during the interim period before the date set for completion of the accessibility adjustments implementation, the hearings will take place in a public place which at least meets the provisions of Part VIII of the second supplement Planning and Building Regulations while maintaining the privacy of the proceeding;

(7) With any reasonable auxiliary aids or services taking into consideration the person's disability and according to Regulation 29(C); applicable only if the court or the tribunal is convinced of its applicability and that there it will not impede on the rights of the accused;

(B) If the judge or a person legally authorized to hear testimonies, notices that the person about to give evidence has a disability and that no request was submitted as aforesaid in sub-Regulation (A) and his or her disability prevents the person from testifying in the regular way, the legal authority may, before or during the testimony, instruct that evidence be given in one or more of the provisions in sub-Regulation (A), as applicable;

(C) This Regulation does not derogate from the Child Protection Law, Investigation and Testimony Procedures Law, 1982, Amendment of Procedure (Examination of Witnesses) (Testimony Regarding Sexual offences without the Presence of the Accused) Law, 1996, and all other laws regarding the collection of testimony.

Application For
Receiving Accessibility
Adjustment and
Processing

47. (A) Forms provided to the public by courts listed in Regulation 42(A)(1), such as a confirmation of file opening, summons of hearing form, summons of witnesses form, will specify the right of people with a disability to request accessibility adjustments as said in these Regulations, and the appropriate form for submitting such a request

(B) The request procedure for receiving the accessibility

adjustment as stated in Sections 44 through 46 and which is to be submitted to courts listed in Regulation 42(A)(1) will be carried out as follows:

- (1) Through an application by a litigant with a disability or his or her attorney for auxiliary aid or service, as listed in Regulations 45 and 46; the application is to be submitted to the body before the proceedings will commence and at the time of submission of court papers or a reasonable time before the hearing or with the submission of another motion relating to the litigant's case, whichever of the three is earliest; it may not be submitted later than 14 days before the hearing; if the hearing date is set for a date that is within 14 days, the obligated entity will provide requested adjustment as far as possible;
 - (2) The application as stated in paragraph (1), will list the details of the hearings or proceedings for which the auxiliary aid or service are required, including the file number, type of procedure and date of the hearing, if set;
 - (3) The application will include the details herein and a deposition that verifies the following details, is to be attached:
 - (a) The personal details of the applicant: name, ID number and address;
 - (b) The fact that the applicant has a disability and the type of disability;
 - (c) The auxiliary aid or service requested;
 - (4) The body to which the request is being submitted may require from the applicant any documentation needed in order to make the decision
 - (5) The body will notify the applicant or his/her attorney of its decision before the hearing;
 - (6) If the applicant's request is granted, it will be noted in his or her file that an auxiliary aid or service will be used in all the proceedings of his or her case, as applicable; said adjustments will be supplied in all proceedings without any need for another application;
 - (7) A Court or Tribunal or another body before which a person with a disability is to testify, may, based on the application, consult an Service Accessibility consultant to determine the adjustments required during testimony.
- (C) The procedure for submitting a request to receive accessibility adjustments as in a quasi-judicial body as outlined in Regulation 42(A)(2) through (4), will be carried out according to the following

guidelines:

(1) The request will be submitted according to the regular procedures of the tribunal, within a reasonable time before the hearing that the adjustment is required for or at the time of submitting another request submitted to the tribunal regarding the litigant's case;

(2) The Tribunal or the Director of the Mental Health Services, as applicable, will inform the applicant of the decision a reasonable time before the hearing.

(3) If the applicant's request is denied and the possibility of an appeal exists according to the regular procedure of the tribunal, the applicant can appeal the decision, according to the regular procedure.

Accessibility adjustments
for public present in
judicial hearings

48. The obligated entity is required to provide the following accessibility adjustments to the public present at hearings, unless the hearing is not open to the public:

(1) In a hearing taking place in a courtroom under Regulation 44, with a permanent assistive listening system installed or a mobile assistive listening system, a receiver will be supplied upon request by the public; the receiver will be supplied by the person operating the system inside the court room;

(2) The obligated entity will provide adjusted seats according to the formula detailed in 8.210 of the second supplement of the Planning and Building Law, or according to sub-detail 28 of detail 2 of the first supplement of the accessibility adjustments for an existing public place, as applicable, and with the addition of two adjusted seats as previously stated; at the request of a person with mobility disability the obligated entity will place the seat in a special seating location, as previously stated;

(3) In a Court room and Tribunal, as stated in Regulation 42(A)(1), transcription is to be supplied on a mobile display, as per a request submitted a reasonable time ahead; However, in the Supreme Court and the National Labor Court the transcription will be supplied on a permanent display based on a request submitted within reasonable time and according to the circumstances; the transcription will not constitute the minutes of the hearing, as defined in the Courts Law, and the information will not be supplied in print or otherwise, except on the display;

(4) In a Court room and Tribunal as stated in Regulation 42(A)(1), translation to sign language at the request of a group of persons with disabilities of at least 10 people which was submitted a

reasonable time ahead.

Accessibility adjustments
In documents submitted
to the court or tribunal
not during a hearing

49. (A) If a person with a disability is represented by an attorney in judicial proceedings, as stated in Regulation 42(A)(1) or 42(A)(2) through (5), his representative will provide, as detailed in Regulation 29, accessibility adjustments for documents submitted to the Court or tribunal.; Regulation 29(E) will not apply;

(B) A court as stated in Regulation 42(A)(1), will provide Court documents in accessible form at the request of a person with a disability and subject to Courts of Law and Labor Courts Regulations (reviewing cases) – 2003; if a case was heard before a Family Court or Religious Court, a person with a disability who is legally eligible to view his or her documents may submit a request to review the documents in an accessible form.; a request is to be submitted in accordance with the procedure of that court;

Tribunal with the
authority to
declare disability,
eligibility for welfare,
health or rehabilitation
services

50. (A) For an authority listed in Part 2 of the Second Supplement that is given the legal power to determine a person's disability, eligibility for welfare, health or rehabilitation services, the following

provisions, will apply as applicable:

- (1) Provisions of Regulation 45 as applicable;
- (2) Provisions of Regulation 46(A);
- (3) Provisions of Regulation 47(C), but a request for an accessibility adjustment in hearings before the Regional Rehabilitation Committees as defined in the Community-based Rehabilitation of the Mentally Disabled Law, 5760-2000 is to be submitted to the Director of Mental Health Services in the Ministry of Health;
- (4) Based on the request of a person with a disability or his or her representative, documents submitted to the tribunal will be supplied in accessible form in accordance with Regulation 29(D), as applicable.

(B) The tribunal will inform the public of the right to receive accessibility adjustments, in a document distributed along with other forms supplied to the public (such as confirmation on paperwork reception and a hearing summons form). The document will include the following:

- (1) The rights of persons with disabilities to submit a request for accessibility adjustments and the procedure by which to do so;

- (2) Details about the accessibility adjustments available;
 - (3) An explanation regarding the legal process and the type of decision made by the tribunal following the hearing;
 - (4) The right of the litigant to be accompanied by a person on his or her behalf or the litigant's right to be represented by legal counsel, as applicable;
 - (5) The right of a petitioner to submit an appeal on a decision made in a hearing;
- (C) Upon the request of a person with a disability, the document will be supplied as aforesaid in sub Regulation (B) in addition to one of the adjustments detailed in Regulation 29(D), as applicable and subject to the provisions of Regulation 29(C).

Article 7: Accessibility in hearings and meetings of public authorities

Accessibility adjustments in hearings and meetings of public authorities

51. Public authorities inviting people to meetings and hearings will supply the following accessibility adjustments:

(1) At the request of a person with a disability invited to participate in the meeting:

(A) written information supplied to the participant before the meeting/ or hearing, or following it, such as a summary of the discussion, will also be provided through one of the auxiliary aids listed in Regulation 29(D)(2) through (6), (8) and (14), and the provisions of Regulation 29(C); if the scope of the written information is more than 3 pages, the obligated entity will be exempted from providing it with adjustments as said in Regulation 29(D)(4) and (5); if the information is worded in legal language such as contracts, quotations, provision of the law or in a professional language such as: architectural drawings or scientific reports, the obligated entity will be exempted from providing adjustments as said in Regulation 29(D)(3) and (5) and will supply the primary information to a person with a disability verbally, in a language adapted to his or her disability;

(B) Notwithstanding sub-paragraph (A), if the participants were invited to the meeting less than three weeks before its date, the obligated entity will provide the adjustments according to Regulation 29(D)(6) and (8), as possible;

(C) At the request of a person with a disability which is submitted in advance, the following adjustments will also be provided for the meeting or hearing:

(1) One of the accessibility adjustments listed in Regulation 29(D)(7), (10), (11), (12), (13), (14) or transcription.

(2) If visual information is presented to the participants, a verbal description will be provided by the presenter or one of the participants or a person on their behalf;

(3) A suitable seating place for a person assisted by a service animal and for the service animal; a seating place for a person who uses a wheelchair or an adjusted seat; the adjusted seat may be placed in a special seating space.

(D) If meetings of a public authority are held regularly in an existing public place is not accessible according to the Regulations on accessibility to public places the meeting will be conducted, as per a request of a person with a disability, in a place that satisfies at least the provisions of Part VIII of the second supplement of the Planning and Building Regulations regarding accessible entrances, accessible paths and accessible restrooms; if a public authority meeting, including a tour or premises, is held in a place that is not a building or a site and contains no accessibility adjustments or accessibility to roads and sidewalks as required in Local Authorities (Arrangements for the Disabled) Law, "H. - 1988 (herein - Arrangements Law for Disabled) or the provisions of Section 19MM to the Law, as applicable, at the request of a person with mobility disability any reasonable means that facilitates his or her participation in the meeting or the tour on an equal, safe and dignified basis.

(E) If the public authority is a holder or operator of a parking lot near place where the meeting is to be held, parking space will be reserved for a participant with mobility disability, at least 30 minutes before the meeting if the person holds a valid handicapped certificate and upon request submitted a reasonable time ahead; if on the appointed time there is no appropriate parking space available, the service provider is exempt from reserving such a parking space, and will inform the applicant.

(2) If a meeting is held:

(A) In a conference room that is a gathering place (such as boardrooms or auditoriums) as defined in the Regulations on accessibility for an existing public place, and the place has an occupancy of over 50 people with an installed amplification system, accessibility will be provided, regularly, through a permanent or mobile assistive

listening system, which includes receivers at 5 percent of the room's occupancy; However, if an induction loop system is provided, the earpiece receivers must number at least 1% of the occupancy and no less than 2 such receivers must be available;

(B) If no amplification system is used at the place, a personal wireless hearing amplification system will be supplied to a person with disability participating in the meeting, upon the person's request.

(3) In a meeting or hearing by a public authority open to the public, a person with a disability who was not invited to participate in the discussion and who submits a request a reasonable time ahead will be supplied with one or more of the following adjustments:

(A) An appropriate seat for a person with a service animal and place for the service animal; a place for a person using a wheel chair or an adjusted seat, as stated in Israeli Standard 1918 Part 3.2 in the Section regarding waiting places (2.10.2);

(B) In a place where a permanent or mobile assistive listening system is supplied on a regular basis, a personal receiver or verbal description will be supplied as long as the verbal description does not delay the discussion.

Article 8: Accessibility Adjustments in Commercial Services

Accessibility adjustment
supply in commercial
services

52. (A) In addition to performing the provisions listed in Regulations 9 through 34, as applicable, the obligated entity for accessibility adjustments in commercial services will supply, at the request of a person with a disability, a reasonable auxiliary service, such as assistance in product identification, operating a device used in providing the service, and carrying products to the service counter, all while taking into account the wishes of the person with a disability and the specific circumstances.

(B) At the request of a person with a disability, the obligated entity will supply an adjusted seat.

Article 9: Events Services in Front of an Audience

The obligated entity for performing accessibility adjustments in an event

53. The obligated entity for accessibility adjustments at an event, as per the provisions of this article, is the owner of a public place or the one who rents it, as applicable, where a public event is held and accessibility adjustments are to be supplied; However, if the event is produced by a third party, who is not the owner or renter of the place, the obligation to carry out the accessibility adjustment is on the owner or the one who rents the place and on the event producer, jointly and separately, subject to these Regulations.

Accessibility adjustments at an event

54. The obligated entity will perform the following accessibility adjustments for an event:

- (1) Supply information concerning the event at the request of a person with a disability through the accessibility adjustments aforesaid in Regulation 29;
- (2) Supply the information given to the public as part of the event through the following means:
 - (A) If the event is held in a place where a regular Sound Amplification System is used, the obligated entity will supply an assistive listening system as stated in Regulation 44(1), including receivers at a number based on the total number of seats or occupancy as detailed in the following table:

<u>No. of seats or occupancy</u>	<u>No. of receivers to be supplied</u>
Up to 1,000 people	5 percent
From 1,001 to 10,000 people occupancy above 1,000 + 50	3 percent for each seat or
Above 10,000 people occupancy above 10,000 + 320	1 percent for each seat or

However, If the assistive listening system used is an induction loop, earphone receivers will be supplied at a rate of at least 1 percent per the number of seats in the place or occupancy, but no less than 2 receivers;

- (B) If no permanent Amplification System is used at the place, the entity supplying Amplification for the event will supply a mobile assistive listening system according to sub-paragraph (A); two thirds of the receivers will be earphones and the rest will be induction loops; personal earphone receivers will be available at the number listed in final Section of sub-

paragraph (A); a receiver will be supplied to a person with a disability upon request at the information station or at the entrance, as applicable;

(C) If the event is mainly verbal:

(1) The obligated entity will supply a person with a disability who submits a request a reasonable time ahead translation to sign language by a translator situated in a place that is clearly visible from any place in the hall and if need be, with the aid of additional lighting; if such a translator is not available following reasonable efforts, the obligated entity will be exempt from supplying this adjustment;

(2) Transcription of the event or screening of text will be provided, as applicable, through use of an electronic sign, if one is installed at the place on a screen; However, for a multiple-occurrence event, the transcription or text screening will be supplied at least once a month or once per every ten events, whichever is more frequent;

(D) Notwithstanding sub-paragraph (C):

(1) If an event is held in an open public place, transcription or screening of text will be provided if the nature of the event and the circumstances allow it;

(2) If the event is held in an open public place which is defined as a "site," transcription or screening of text will be provided as said during the evenings and nights only and if the circumstances allow it;

(E) If a local authority holds a free event for the public during a holiday or festival (such as Independence Day) where no seats are provided to the public, the local authority will provide accessibility adjustments according to Regulation 54(2)(B); if the event includes several performances, the authority will provide accessibility to at least one main performance during the holiday or festival;

(3) Notwithstanding paragraph (2)(C) and (D), the obligated entity will be exempted from making said adjustments if the event is one of the following:

(A) A film screening;

(B) An event in a closed public place where the total number of seats or occupancy does not exceed 150

(C) An event that is mainly a musical performance but not verbal or where the text is improvised;

(D) A street performance for passers-by, where no seats are supplied to the audience;

(E) At a free event held in for the public at a public place defined as a site according to the Regulations on accessibility in sites (such as a public outreach event about nature, the environment or heritage) in which includes several performances without seating for the public, the obligated entity will supply a mobile assistive listening system as stated in Regulation 54(2)(B) with 20 personal receivers of which at least two thirds are earphones and one third are induction loops on one main event at a day, at least;

(4) If an event is held in a closed public place or at a public attraction that is not a building but has permanent seats for the public:

(A) The obligated entity will store adjusted seats and provide them upon request, as detailed in Regulation 48(2); if the total seats at the site exceeds 1,000, the number of adjusted seats the obligated entity must keep in store will be as detailed in 8.210 of the second supplement of the Planning and Building Regulations or according to sub-detail 28 of detail 2 of the first supplement of the Regulations on accessibility to an existing public place, as applicable; it is possible that the number of adjusted seats will be at least as the number of special seating places and be placed as close as possible to an accessible path;

(B) At the request of a person with a disability, assistance will be provided so the person can find and reach his or her seat

(5) If an event is held on a stage outdoors, including at public place which is a defined as a site, the obligated entity will designate an accessible seating area for a person with a mobility disability and their escort, according to the following guidelines:

(A) The accessible seating area will be located above a raised surface and will be accessible according to the provisions of Israeli Standard 1918 Part 3.2 Section 2.9; the raised surface will be high enough to allow those seated to view the performance without being blocked by standing spectators.;

(B) An accessible path as set out in Israeli Standard Part 1 of Section 2.7 will connect the area between the handicapped parking space and the accessible seating area described in

sub-paragraph (A), as well as to the accessible portable toilets and to the main area of the event, as applicable;

(C) Places will be provided in the accessible seating area for persons with disabilities using wheelchairs and adjusted seats, and, as much as possible, regular seats for their escorts;

(D) If portable toilets facilities are used in the event area, the obligated entity will also provide accessible portable toilets facilities for persons in wheelchairs as follows:

(1) The portable toilets will allow independent use, including the possibility to close and lock the door from the inside;

(2) If there is a height difference at the entrance to the toilets, a stable ramp will be used to allow entrance to it;

(3) The number of the adjusted portable toilets will be no less than one eighth of the total number of the portable toilets installed, but no less than one adjusted facility; at least one adjusted portable toilet will be available in each of the areas where portable toilets are installed and as close as possible to the accessible seating area, as applicable;

(6) If temporary direction signs are positioned at the event site, they must meet the standards of the Israeli Standard 1918 Part 4 in regard to the size of the lettering; the information contained on it; will be read verbally at the request of a person with a disability;

(7) At a multi-occurrence event, the event summary will be made available in accessible print with linguistic simplification at the request of a person with disabilities, submitted a reasonable time ahead; a summary in accessible print with linguistic simplification will be provided to a person with a disability at a one time event if a summary of the event had been prepared for the general public before the event;

Exemptions

55. (A) Notwithstanding Regulation 54, the obligated entity will be exempted from providing the accessibility adjustments listed in said Regulation if performing the adjustment involves one of the following:

(1) fundamental change to the nature of the attraction or the site, as

defined in Regulation 4 of the Regulations on accessibility to a site;

(2) fundamental change to the nature of the attraction or the public place, as defined in Regulation 4 of the Regulations on accessibility for a public place that is not a building, as applicable;

(3) A fundamental change to the nature of the event;

(4) It cannot be provided because of engineering limitations, as outlined in Regulation 4 of the Regulations on accessibility for a public place that is not a building, and as applicable;

(B) Notwithstanding sub-Regulation (A), if alternative accessibility adjustments are prepared at a site or place that is not a building the obligated entity will provide the accessibility adjustments as stated in Regulation 54, as much as these alternative adjustments to the site will allow and as applicable;

Accessibility adjustments
in film screening

56. (A) An obligated entity responsible for performing accessibility adjustments for a film screening will perform the provisions of Regulations 9 through 34, 54 and 55, as applicable.

(B) Notwithstanding Regulation 29, the obligated entity will supply accessibility adjustments to the film, by the means detailed herein:

(1) For a film in Hebrew or Arabic distributed for the purpose of commercial screening in cinemas, the distribution service provider and the screening service provider, jointly and separately are obligated to provide subtitles in the language of the film in at least 70 percent of the copies distributed for screening;

(2) The screening service provider (distributor) will screen an adjusted copy of the film, with subtitles, as said in paragraph (1), at least once every 10 screenings, but no less than one, in each of the locations the obligated entity screens the movie, during all screening periods;

(3) For a movie in Hebrew or Arabic that is screened in a non-commercial screening, such as in a cinematheque or at a film festival, five times or more in the same place during a 6 month period, the film will be screened with subtitles in the film's language, at least once.

Advertising accessibility adjustments in events

57. (A) An obligated entity will advertise, as detailed in Regulation 34, the event, the date it is held, and the accessibility adjustments supplied in accordance with this Article, including dates of a multi-occurrence events where auxiliary aids and auxiliary will be provided.

(B) As detailed in Regulation 34(C), the obligated entity will advertise the procedure of submitting requests to receive auxiliary aids and services, such as a translation to sign language or a summary in linguistic simplification, and the submission due dates of the said requests, all in a reasonable time in advance of the event;

Accessibility adjustments in ticket services

58. In addition to the accessibility adjustments set out in Regulations 9 through 34, as applicable, the ticket supplier for events for the public will perform the following adjustments:

(1) At the request of a person with a disability, the obligated entity will provide information concerning:

(A) The accessibility adjustments provided in the public place where the event is held;

(B) The accessibility adjustments that will be provided according to these Regulations at the event the person wishes to receive a ticket for;

(2) Offer a person with mobility disability a ticket for a special seating place, or an adjusted seat or an accessible seating area, as applicable;

(3) Offer a person with a disability accompanied with a service animal a suitable seat;

(4) The obligated entity will not supply to a non-disabled person tickets to a special seat, or adjusted seat and will not allow a non-disabled person to use such a seat -

(a) in shows and plays, until at least a week before the event;

(b) In film screenings, until 20 minutes at least before the screening;

(c) At another event, until a reasonable time before the event, subject to the circumstances.

Holding events and leisure activities in an accessible place during the interim period

59. (A) In this Regulation an "interim period" is the time period between the effective date and one of the following, as applicable and whichever is latest:

- (1) The date set for the completion of the service accessibility adjustments according to these Regulations;
- (2) The date set for the completion of the service accessibility adjustments for an existing public place or a place that is not a building or a site, as applicable.

(B) At the request of a person with a disability, the entities detailed below will not hold an event or leisure activity for more than 100 people in a public place if accessibility adjustment requirements stipulated in sub-Regulation (C) are not fulfilled;

- (1) A public authority, including a higher education institution;
- (2) An association or union with at least 500 members;
- (3) An employer who employs at least 500 employees and offers an event to the general public; "employees" in this Regulation include those employed through a service or employment subcontractor, as defined in the Employment of Workers through Subcontractors Law, 1996;

(C) In a public place where an event listed in sub Regulation (B) is held, the following adjustments must be met during the interim period, subject to Regulations 54(3) and 55:

(1) For an event taking place in a closed public place – the premises must at least meet the requirements stipulated in Part VIII of the Planning and Building Regulations regarding accessibility adjustments for persons with disabilities, including accessible toilets and accessibility of paths outside and inside an existing building.;

(2) For an event taking place on a stage or a raised surface where the audience is participating in the event on the stage or the raised surface - access will be provided to and on the stage or raised surface

(3) For an event where auditory information is transmitted to participants and an amplification system is used –

according to Regulation 54(2)(A) or (B), as applicable, an Assistive listening System will be provided;

(4) For an event held in a public place where information is primarily auditory-verbal – transcription will be provided according to Regulation 54(2)(D), as applicable;

(5) For an event held on a stage in front of an audience in an open, public place – an accessible seating area will be

provided as stated in Regulation 54(5);

(6) For an event held on a stage in front of an audience in a closed public place –special seating places will be allocated whose number will be in accordance with the second supplement of the planning and building Regulations Part VIII and detail 8.23, or according to sub-detail 28 of detail 2 in the first supplement of the accessibility to an existing public place Regulations, as applicable.

Article 10: Accessibility to Exhibitions and Visitor Centers

Definitions

60. In this Article:

"Gallery" – A space intended to exhibit works of art, either for profit or not-for-profit;

" leaflet" and **"Catalogue"** – as defined in the Criteria for Distribution of Financial Support to Public Institutions, by the Ministry of Science, Culture and Sport, according to the Budget Foundations Law 1985 (herein the support tests);

"Museum" –any of the following:

- (1) A museum as defined in the Museums Act 1983 (herein the museum law), including a private museum, according to Section 8 of said law;
- (2) A museum operating under the museums unit of the Defense Ministry of Israel;
- (3) Any other institution established by law whose function is to maintain a permanent exhibition of collections of cultural value for the public (examples include the Diaspora Museum, the the Yad Vashem Holocaust Museum or the Knesset Museum);

"Visitors' Center" – A space open to the public that is not a museum or gallery and intended to present a certain subject or theme through the use of displays, visual or auditory information, tours, activities or facilities; and is not a museum or a gallery;

"Exhibition"- A grouping of culturally valued exhibits presented in a designated space or exhibit area of no less than 35 square meters;

Accessibility adjustments for exhibits in museum and galleries

- 61.** The obligated entity responsible for service accessibility adjustments in museums and galleries, will implement the accessibility adjustments of Regulation 29 with the following changes, in addition to the accessibility adjustments according to Regulations 9 through 28 and 31 through 34, with these changes:
- (1) Provide the public information about the service offered in the museum or the gallery through the means detailed in Regulation 29;
 - (2) Provide accessibility to the exhibitions and the exhibits by performing the following accessibility adjustments:
 - (A) For visual exhibits such as pictures, photographs and paintings, accessibility will be provided according to paragraphs (1) or (2) below and according to paragraph (3) herein:
 - (1) If in the museum or gallery there is a library, resource room, or another designated room with a computer or electronic magnifier for public use, the obligated entity will provide accessibility to the main visual exhibits in each exhibition through computer magnifying software or an electronic magnifier;
 - (2) Major visual exhibits that are small in size will be presented on an enlarged picture placed next to the exhibit, in the library, the resources room, or other designated room, if such exists; However, if a telfael is provided to the public, the entity will provide accessibility to the said exhibits by including it in the leaflet which will be made accessible by means detailed in Regulation 29(D) or Regulation 35, as applicable;
 - (3) By a recording which includes a description of major exhibits; the speech will be slow and clear or, at the request of a person with disability submitted no less than 5 days before visiting the museum or gallery, by verbal description by an escort on behalf of the museum or gallery, as applicable. ,
 - (B) The obligated entity will provide accessibility to text within major exhibits, in each exhibition, by using the adjustments in sub-Regulations (1) or (2) below, as applicable, and by means according to sub-Regulation (3):
 - (1) In a museum where there is a library, a resources room or other designated room with a computer or electronic magnifier, for public use, the text will be made accessible by use of magnifying computer software or an electronic

magnifier.

(2) if the museum does not have a room such as mentioned above, the text will be provided in accessible print; However, if the obligated entity provides the public with a leaflet, the text will be provided in an accessible leaflet as detailed in articles 29(D) or 35, as applicable.

(3) In a recording with slow speech, or by reading out loud; however, if the text exceeds 800 words, only a recording would be provided.

(4) (C) Accessibility to auditory information included in exhibits will be supplied through an assistive listening system; if the verbal information in either Hebrew or Arabic is part of a visual exhibit, such as a film, the information will also be supplied through subtitles as a part of the exhibit or in separate, regular print; if the obligated entity provides a recording with a description of the exhibition and exhibits for public use, the text of the recording will be provided in addition, in regular print;

(D) Tactile accessibility will be provided to three-dimensional exhibits in each exhibition in one of the following ways:

(1) Directly, unless this accessibility adjustment may damage the exhibits, or harm the person with a disability or another person;

(2) In exhibitions to be presented for a period of over 3 years, accessibility will be provided through models placed in advance in a location reached by an accessible path. However, if reflecting the essence of the art work is impossible through the above means, as a result of its nature or structure of the artwork, the obligated entity will be exempted from creating the models.

(E) A description of the exhibition and the main exhibits in each exhibition will be provided in accessible print and linguistic simplification; However, if the obligated entity provides a leaflet with accessible print and linguistic simplification or a recording with a description of the main exhibits in linguistic simplification, the entity is exempt from making these accessibility adjustments.

(3) Exhibits in an exhibition that are placed on display tables must be placed so that the center of the exhibit is clearly visible from a height of 110 centimeters;

(4) Exhibits in an exhibition:

(1) That are placed in an enclosed area must be illuminated by a consistent light level of no less than 50 lux and no more than 300 lux at all opening hours;

(2) That are illuminated by a spotlight, must have a lighting level of no less than 100 lux and no more than 300 lux; large differences in lighting between the exhibit and the surrounding environment should be avoided, as far as possible;

(3) That are presented in a case, efforts should be made to avoid reflecting light and glare.

(5) The obligated entity will be exempt from making adjustments listed in paragraphs (3) and (4) if, because of the exhibition's curator's opinion or due to the nature of the exhibit, the exhibits must be displayed in a specific manner, including with special lighting;

(6) In an exhibition with a designated route, the following adjustments are to be provided;

(A) The walking route should be stable or an alternative accessible and stable path must be provided

(B) adjustments will be provided: for a walking route and paths between displays must comply with Regulation 15; exhibits and other objects placed on or near the sides or wall of an accessible visitor walking path must be placed in a way so that they do not present an obstacle or danger to the visitors, according to Israeli Standard 1918 Part 1; if said placement of an exhibit is unavoidable, a warning sign in a conspicuous colour must be placed in front of it;

(C) If an exhibition is held in several consecutive rooms, the route from room to room must be highlighted by a colored strip across the floor the color of which contrasts the floor color, or, by placing guiding ropes, as applicable; in this context, "contrasting color" refers to its definition under the Israeli Standard 1918 Part 6; (D) Exhibits will not be placed in a location where close viewing is not possible, such as along a staircase or ramp whose incline is above 8 degrees, unless it is required in the exhibition's curator's opinion. ;

(7) If public seats are provided at an exhibition, at least 10 percent of them must be adjusted seats; If no public seats are provided in presentation halls or on pathways between them, the provisions of Regulation 23(B) will apply.

Accessibility Adjustments **62.** In addition to performing adjustments to signs, according to

to Signs in Museums and
Art Galleries

Regulation 16, the obligated entity will perform accessibility adjustments to signs that describe exhibits, as detailed below:

(1) For signs describing an exhibit the following applies:

(A) The sign must be placed in an accessible place that allows people to come near it.

(B) The sign will be made from a non-reflective material that prevents glare;

(C) The bottom edge of the main information in a vertical sign (such as the name of the artwork and the artist) must be at least 125 centimeters from the floor and no more than 170 centimeters high;

(D) A sign placed vertically, will be placed in front of an exhibit or exhibit case and may not be angled more than 45 degrees from the wall;

(E) There must be adequate contrast between the color of the text and the sign's background, as stated in Israeli Standard 1918 Part 4;

(F) If the sign provides reference numbers for an auditory guide with a receiver identification system, the size of the numerals must be at least 25 millimeters; If there is a permanent walking route for visitors, the number of the exhibit is to be placed next to the exhibit and the size of the numerals must be in accordance with sub-paragraph (F);

(2) Text on a sign which describes an exhibit must be of a clear design and, when appropriate, use simple and clear graphical representations; The text must also be provided to the public in accessible print;

Exemptions and reduced requirements

63. (A) Museums classified under Section 2 of the Museums Law and Museums operating under the Museum Unit of the Defense Ministry of Israel with exhibition areas of less than 900 square meters, and other museums with exhibition areas of less than 500 square meters, including private museums according to Section 8 of said Law, will be exempted from the following:

1) Performing accessibility adjustments according to the provisions of Regulation 61(2)(A)(2), except for performing accessibility adjustments to leaflets according to the provisions of Regulation 29(D) or as provided in Regulation 35, as applicable;

(2) Performing accessibility adjustments according to the provisions of Regulation 61(2)(A)(2); if the obligated entity is

exempted, it will provide the information in regular print;

(B) Museums classified under group D in the Support criteria of the Ministry of Education), museums operating in under the Museums Unit of the Defense Ministry, and private museums according to Section 8 of the Law of Museums and Galleries, are exempted from providing models in accordance with Regulation 61(2)(D)(2);

(C) An obligated entity is exempted from performing accessibility adjustments according to this Article, in temporary exhibitions shown for a period of no more than 6 months; However, Museums belonging to groups A through C under the support tests of the Ministry of Education and museums

established by law, will perform the provisions of this Article with the exception of Regulation 61(2)(A) and (C) in temporary exhibitions;

Visitors Centers

64. In visitors centers the following accessibility adjustments will be made, as applicable;

- (1) The provisions of Regulations 9 through 34, as applicable;
- (2) Accessibility adjustments for guided tours as said in Article 11 in this chapter;
- (3) Films screened at the visitor center with auditory information will be screened in accordance with Regulation 61(2)(C); at the request of a person with a disability, a description of the visual information included in the film will be provided verbally, in accessible print or in accessible print with linguistic simplification, according to the person's disability and as applicable; if seats to watch the film are made available, the obligated entity must ensure that a person using wheelchair would be able to watch the film along with the rest of the audience; the obligated entity will supply upon request an adjusted seat to be placed in an appropriate place where the person will be able to watch the film.
- (4) The obligated entity will provide accessibility to three-dimensional exhibits through direct touch, except if this adjustment might damage the exhibits, harm the person with a disability or another person; if it is impossible to provide accessibility by touch, the provisions of Regulation 61(2)(D)(2) will be made to the main exhibits on display;
- (5) For events that are primarily auditory (such as plays and

quizzes) held for the public, the obligated entity must provide the adjustments according to Regulation 54(2)(A), and translation to sign language which would be coordinated in advance at the request of a person with a disability;

Accessibility adjustments
for other exhibitions

65. (A) The obligated entity responsible for performing accessibility adjustments at an exhibition according to this Article is the owner of a public place that is not a museum or a gallery where an exhibition is shown to a non-specific public, such as a trade exhibition, a fair or equipment exhibition; however, if the exhibition is produced by an entity which is not the owner, the obligation to perform the adjustments

will fall on the owner of the place, the event producer, and the exhibition's exhibitors, jointly and separately.

(B) The obligated entity responsible for performing accessibility adjustments to exhibition as aforementioned, will perform the following accessibility adjustments in addition to the provisions of Regulations 9 to 34 and 61(B) and (C), as applicable:

(1) If a stage or a raised surface is used to give access to exhibits, the stage or raised surface will be made accessible for people with disabilities in accordance with the provisions of Section 2.9 of the Israeli standard 1918 Part 3.2;

(2) Items available for the public to take, such as catalogues or visit cards, must be positioned as follows:

(A) Items positioned on a vertical surface or at an angle greater than 60 degrees relative to the horizontal line – must also be positioned in so they are reachable by a person using a wheelchair, as detailed in Israeli Standard 1918 Part 1 Section 2.6.3.2, and at a height of no less than 90 centimeters and no more than 140

centimeters;

(B) Items positioned on an horizontal surface -- will be positioned at a height of no less than 70 centimeters and no more than 90 centimeters;

(3) Notwithstanding in paragraph (2)(A) and (B), if the item's size is greater than 50 centimeters, the obligated entity is exempt from performing the adjustments in paragraph (2).

Article 11: Guided Tours

Accessibility adjustments
for guided tours

66. The obligated entity provides guided tours to the public, such as guided tours for tourists, instructional guided tours, tours offered by museums and guided tours in nature and historic sites, will perform the provisions in Regulations 9, 10(A) and (B)

11, 29, 31 through 34, as applicable, and accessibility adjustments for the guided tours as detailed below:

- (1) On guided tours offered to the general public by public authorities, companies, non-profit organizations or other associations, the following accessibility adjustments will be performed:
 - (A) At a request of a person with a disability, the tour will be provided with an assistive wireless listening system adjusted for guided tours, including personal receivers of the earphone and induction loop types; in addition, upon request, a person with a disability will be provided with a personal receiver of his or her choice;
 - B) At the request of a person with a disability, a verbal description of main visual exhibits will be provided, as well as tactile accessibility to primary three-dimensional exhibits, as outlined in Regulation 61(2)(D)(2);
 - (C) Of the total guided tours offered to the public by the obligated entity each year:
 - (1) At least 5 percent and no less than two tours a year will be offered with translation to sign language, subject to paragraph (3)(B) and (C);
 - (2) At least 5 percent and no less than two tours a year will be offered in simple language and in a manner appropriate to a person's disability, subject to paragraph (3)(B) and (C);
 - (D) Guided tours offered by the obligated entity will be held, as far as possible, at locations and routes where accessibility adjustments have been made according to the Regulations on accessibility to existing or new places, the Regulations on accessibility to sites, and the Regulations on accessibility to a public place which is not a building; in areas where the provisions of Section 19MM(D) of the Law or the Arrangements for Disabled Law and apply, five percent of the total number of tours offered each year by the obligated entity will be offered through accessible routes as stated above;
 - (E) An obligated entity which provides three or more guided

tours per week at one public place or site will provide, upon request, one or more of the and auxiliary aids and services detailed herein, appropriate to the disability of the participants on the tour and according to the tour contents – ; this applies to offered tours which meet the minimum number of people required to run the guided tour, and no less than 20 people:

- (1) Translation to sign language;
- (2) guidance in simple language and manner appropriate to a person's disability;
- (2) If the obligated entity provides a an auditory guide, it will include a recording in slow, simple speech
- (3) The obligated entity will advertise in accordance with Regulation 34 the following:
 - (A) The accessibility adjustments made at the tour location according to the Regulations on accessibility to public places; ; where the provisions of Section 19MM(D) of the Law apply or according to the Arrangements for the Disabled Law, as applicable;
 - (B) Dates on which the accessible guided tours are offered, including those in accordance with paragraph (1)(C);
 - (C) The option of requesting an accessibility adjustment as stipulated in paragraph (1)(A) and (B) or the option of participating in an adjusted guided tour, as described in paragraph (1)(C), as applicable, and the dates for submitting requests for adjustments; if the request is not submitted within the set time limit, the service provider is exempt from providing the accessibility adjustment for that guided tour;
 - (D) The option to request an adjusted guided tour as said in paragraph (1)(e);
 - (E) The availability of a an auditory guide at the tour location, as said in paragraph (2);

Exemptions

67. Notwithstanding Regulation 66, the service provider will be exempt from providing the said accessibility adjustments under the following circumstances:

- (1) In guided tours where the total tour area does not exceed 200 sq meters;
- (2) The obligated entity provides less than 30 guided per year.

Article 12: Service Accessibility in Libraries

Accessibility adjustments
in a library

- 68.** (A) The obligated entity responsible for performing accessibility adjustments in a library will do so according to the provisions in Regulations 9 through 34, as applicable and with the following changes:
- (1) If the area of the library where the public service is provided is smaller than 150 square meters, the obligated entity is exempt from providing the accessibility adjustments set out in Regulation 15(A);
 - (2) If library seats are provided for the public, ten percent of the total number of seats and at least one seat must be adjusted seats;
 - (3) A library which provides reading and lending services will offer books in accessible formats (such as audiobooks, electronic books or books in linguistic simplification), if such books are offered by book publishers in the mainstream book market; A library will purchase such versions subject to the types of books provided by the library and at least 2 percent of its annual procurement budget should be devoted to purchasing these adjusted books; the adjusted books will be kept in a central location in the library with an accessible path leading to it;
 - (4) The obligated entity will make available the following auxiliary aids:
 - (A) Electronic Magnifier (closed circuit TV – CCTV); However, a library where the average annual number of visits does not exceed 30,000 during the five years prior to the effective date, or a library located in a community with less than 20,000 residents is exempt from providing this auxiliary aid;
 - (B) Devices for playing audiobooks that have adjustable volume level and earphones;
- ;) If computers are available for visitors' use, at least one computer must be equipped with magnifying software, text-to-speech software and earphones;
- 5) Upon the request of a person with a disability, the obligated entity will provide the following:
- (A) Instructions for using the auxiliary aids kept in the library;
 - (B) Assistance with finding or carrying books, as

- applicable;
- (C) Service will be provided in plain language and in a manner suitable for an individual's disability;
 - (D) Any other reasonable auxiliary service, subject to the person's disability, his or her wishes, and the specific circumstances;
- (B) If an event before an audience is held at the library, the obligated entity will perform accessibility adjustments according to the provisions of Article 9, as applicable;
- (C) If the library offers social and recreational activities for the public on a regular basis, the obligated entity will provide adjustments according to Regulation 73 and as applicable.

Article 13: Instructional and Training Services

Accessibility adjustments in instruction and training services

- 69.** (A) The obligated entity responsible for performing accessibility adjustments for instructional and training services will perform them according to the provisions of Regulations 9 through 28, and 31 through 34 as applicable; the obligated entity will provide information regarding the services through the means listed in Regulation 29, and provide the services with accessibility adjustments as detailed in this article herein;
- (B) Service providers who provide instruction and training services to a non-specific public, including professional instruction, training or testing; instruction, training or testing for the purpose of job application or study (such as an entrance exam), or instruction, training or testing for the purpose of certification or the receipt of a binding official document, except instruction subject to accessibility adjustments made according to Article 7 of chapter 1 of the Law, will provide the instruction or training services, upon request submitted reasonable time in advance, with the means listed in Regulation 29(D), appropriate to the person's disability and the type of instruction, training or testing, and subject to the following changes
- (1) Instruction or training provided in writing will be provided:
 - (a) By reading texts aloud or by providing a digital file of the text as outlined in Regulation 29(D)(4) and according to the person's disability;
 - (b) In accessible print and linguistic simplification as said in

Regulation 29(D)(3) or by providing an audiofile with language simplification as said in Regulation 29(D)(5), except if performing the accessibility adjustment fundamentally alters the nature of the service;

(c) The time table specified in Regulation 29(D)(5) and (6) will not apply to sub-paragraphs A and B, as applicable;

(2) Verbal instruction and training will be provided:

(a) In print, or through a transcription service or through translation to sign language to a person who only speaks sign language, and as applicable; if a person regularly uses a computer of their own, the transcription service will be provided on that computer; However, if a test is conducted by the obligated entity, the test will be provided through transcription on the obligated entity's computer;

(b) Notwithstanding sub-paragraph (A), an obligated entity that is a chain, will offer transcription and translation to sign language services for a person with a disability in 10 percent of each type of instruction and training program offered in one school year, and in at least one program a year; if no requests for adjustments are submitted by persons with disabilities, the obligated entity is exempt from providing the adjustments;

(c) If an obligated entity is a chain, it will provide adjustments as outlined in sub-paragraph (B) in each of the said locations and in at least one public place located in a community that is no more than 50 kilometers from the nearest community where the service is offered;

(d) Through a personal wireless amplification system, including a personal listening system used by a person with a disability;

(e) Through a verbal description of visual means (such as films) used in instructing and training, as needed;

(f) In plain language and in a manner suited to a person's disability, except if performing the adjustment constitutes a fundamental change to the nature of the service;

(3) Upon the request of a person with a disability and as far as possible, a place will be reserved for him or her from where he or she can see and reasonably participate in the instruction and training;

(4) If needed, with use of lamp providing enhanced lighting

(5) The instruction, training or, testing will be provided in an accessible public

place, including an accessible part of a public place where accessibility adjustments have been made according to the Regulations on accessibility to existing or new buildings, according to the Regulation on accessibility to existing educational facility (2011) or the Regulations on accessibility to new educational facilities which will be enacted according to Section 158(6)(1)(7) of the Planning and Building Law, as applicable. However, if instruction, training or, testing is provided in an existing public place during the interim period before the due date for the completion of the accessibility adjustments in an existing public place the service will be provided at a place which meets the requirements of Part VIII of the Planning and Building Regulation apply the instruction or the training must be provided in the accessible part of the building; if the instruction or training services are provided in an existing place that is used as an educational institution, as defined in Section 19FF of the Law, during the interim period it must at least meet the accessibility adjustments stipulated in Part VIII of the Planning and Building Regulations;

- (6) Notwithstanding paragraph (5), if instruction or training is provided by a chain during the interim period for the completion of accessibility adjustments in an existing public place, the service should be provided in at least one public place which meets the requirements of Part VIII of the Planning and Building Regulation, including in a public building used as educational institution as defined in Section 19FF of the Law, and in a community no more than 50 kilometers away from the nearest community where the service is provided;
- (7) Notwithstanding paragraphs (5) and (6), if the service provider cannot reasonably find a public place in the area where the service is provided that meets said requirements, the service provider will be exempt from providing the adjustment;
- (8) Reasonable assistance will be provided in operating a device used as part of the training or instruction.
- (9) An stable chair with adjustable front, height and depth, as well as the backrest, with the option of attaching arm rests, unless the instruction or training is provided in a place with fixed seats which are not adjustable.
- (10) As applicable and if needed, a table with adjustable height will be provided;
- (11) A participant may make an audio recording of the instruction

or training as follows:

- (a) The recording maybe made with the personal devices of the participant;
 - (b) The service provider may require a written declaration that the recording is for personal use only, and will not be distributed to other people;
 - (c) The privacy of the instructors and participants will be maintained in making the recording.
- (12) The service provider will allow a person with a disability to film the lesson through the individual's own device under the conditions stipulated in paragraph (11) or the service provider will provide the participant with visual representation of the information presented during the lesson, such as information that was written on the board or presented to all the participants;
- (13) If the service provider trained a person to provide the instruction or training to persons with disabilities or the service provider had been assisted by such a trained instructor, the said assistance will be given, if required, by said person;
- (14) Any reasonable auxiliary aids or services, depending on the person's disability, according to the technological devices at the disposal of the service provider or the person with a disability, except if performing the adjustment would cause a fundamental change to the nature of the service;
- (15) In this sub-Regulation, "reasonable time"- taking into account the adjustment required, type of instruction or training, including the scope of instruction or training for which the adjustment is required, and taking into consideration the dates on which the instruction or training is provided;
- (C) In tests and tasks that the participants are required to satisfy or tests offered to the public as outlined in the first part of sub-Regulation (B), the obligated entity will allow, upon request, for a person with a disability to perform the task or take the test through auxiliary aids and services listed in sub-Regulation (B) or through other reasonable accessibility adjustments, including adjustments to policies, procedures and practices, and subject to the provisions of Regulation 71; Regulation 11 will not apply to tests and tasks

Computerized
Information accessibility
and computer stations

- 70.** (A) If the instruction or training services are provided with the aid of a computer, the obligated entity will perform the following

accessibility

accessibility adjustments:

- (1) If instruction or training is provided through the internet, the obligated entity will perform accessibility adjustments according to Regulation 35;
- (2) Upon the timely request of a person with a disability, the obligated entity will provide auxiliary aids for computer usage subject to the provisions of Regulation 71, as detailed herein:
 - (A) A table that meets the requirements of the Israeli Standard Part 1 in the Sections regarding ergonomics.
 - (B) A computer screen of at least 19 inch;
 - (C) Magnifying software;
 - (D) Text-to-speech software and if need, also earphones;
 - (E) Any other reasonable auxiliary aid depending on the person's disability and according to the circumstances;
- (3) The computer station will be placed in an accessible location if requested by a person with a disability;

The decision on providing assisting means or auxiliary services

71. The decision as to which auxiliary aids or services will be provided to a person with a disability will be based on the following:

- (1) In the manner detailed in Regulation 29(C), depending on the disability and in a manner that ensures that the person participating in the instruction or the training meets all conditions required of other participants and that the use of the auxiliary aids or services will reliably reflect the individual's skill, knowledge or other variables significant to the instruction, training or testing, rather than the participant's disability, , and while maintaining equality of opportunity for all participants; if a person with a disability is required to meet a test's requirements, the service provider may require documentation, from a disability specialist confirming the need for the adjustment; the service provider may also be seek the assistance of a service accessibility auditor ; the obligated entity is exempt from providing an accessibility adjustment which constitutes fundamental change to nature of the instruction, training or testing service;

(2) A request to receive accessibility adjustments in instruction or training must be submitted by a person with a disability a reasonable time in advance of the instruction or the training; in regard to test or task accommodations, requests must be submitted no later than 45 days before the date of the test or the performance of the task, unless notice of the test or task was given less than 45 days before its date;

(3) The obligated entity will notify the individual of the decision no later than 30 days after the request was submitted.; if notice of the test was given less than 45 days before its administration, as said in paragraph (2), the obligated entity will notify the individual of the decision within reasonable time before the test; the obligated entity's decision and its reasoning will be given in writing;

Advertising adjustments
for accessibility in
instruction and training

72. In addition to performing the provisions of Regulation 34, the obligated entity will advertise the right of participants for adjustments and procedure by which persons with disabilities can request them on the registration forms for the instruction, training or test, in accordance with this Article;

Leisure Activities and
Classes

73.(A) An obligated entity who provides a recreational activity or class of non-specific public at least once a week over a sustained period of time with the exception of the instruction or training services in Regulation 69(B) and guided tours in Article 11 of this chapter, will provide will provide one of the following auxiliary aids and services, as aforesaid in Regulation 29(C) depending on the type of activity, the person's disability, and as applicable, provided it was requested by a person with a disability a reasonable time in advance;

(1) The obligated entity will provide the service in an accessible location which meets the requirements of the Regulation on accessibility for an existing or new public place; during the interim period the obligated entity will be exempt from providing the service at such a location;

(2) Notwithstanding paragraph (1), if the obligated entity is part of a chain, it will provide the service during the interim period, in at least one public place which meets the requirements of the provisions of Part VIII of the Planning and Building Regulations, including in a public building used as an educational institution as defined in Section 19FFpf the Law and which is located at a community that at a distance of no more than 50 kilometers from the nearest community where the obligated entity provides the service;

- (3) Verbal information provided to the participants will be provided in one of the following ways, as applicable and upon the request of a person with a disability;
- (a) In writing and in a way that allows the participant to independently participate in the activity;
 - (b) With the aid of the participant's personal amplification system.
 - (c) By allowing the option of recording the instructor through the individual's personal video or audio device in a manner that maintains the privacy of the instructor and the other participants and is only used for personal study;
 - (d) In plain language and in a manner suitable for the person's disability, except if performing said adjustment constitutes fundamental change to the nature of the service;
 - (e) If the obligated entity is part of a chain, it will offer translation to sign language or transcription in 10 percent of the classes that are primarily verbal, and in one of each type of class offered to the public;
- (4) Written information provided to the participants will be provided in one of the following ways, as applicable and upon the request of a person with a disability:
- (a) In accessible print, a recording or digital file as detailed in Regulation 29(D)(4), depending on the technological devices in the possession of the obligated entity and the participant.
 - (b) In accessible print, using simplified language as detailed in Regulation 29(D)(3), the scope of which will not exceed 100 pages per year of written information provided to all the participants during the activity,¹ or in plain language that is suitable to the person's disability, except if performing said accessibility adjustments will constitute a fundamental change to the nature of the service;
- (5) By any other reasonable auxiliary aid or service, depending on the person's disability, the type of activity and the technological devices at the disposal of the service provider and the person with the disability, except if the requested adjustments would constitute fundamental damage to the nature of the service;
- (B) Notwithstanding sub-Regulation (A), the obligated entity will be exempt from providing accessibility adjustments in the following cases:
- (1) The service is provided at the obligated entity's home which

is used as a the service provider's place of residence;

(2) The service is mainly a sport or dance activity;

(C) Notwithstanding sub-Regulation (B) if the service is mainly a musical activity, the obligated entity will provide the accessibility adjustments according to sub-Regulation (A)(1) and (2) only;

(D) The obligated entity responsible for accessibility adjustments for leisure services according to this Regulation will advertise the provided accessibility adjustments and the procedure and timeline for submitting a request for the accessibility adjustments, as aforesaid in sub-Regulation (A); if no requests are submitted for an adjustment that the obligated entity offers, the obligated entity will be exempted from providing that adjustment.

Article 14: Accessibility in Welfare Services

Communication kit in welfare services

- 74.**(A) In addition to performing accessibility adjustments according to Regulations 9 to 34, as applicable, an obligated entity responsible for performing accessibility adjustments for welfare services will use, as required, a augmentative and alternative communication accessories comprising communication boards printed on paper or cardboard, containing words, concepts or sentences which are presented in letters, symbols or drawings, representing the words and concepts used by the welfare services;
- (B) A welfare office will have at least one kit, as stated in sub-Regulation (A).

Adjustments in welfare services

- 75.** (A) The obligated entity responsible for providing special accommodation units in a place where welfare services are provided according to the provisions of the accessibility Regulations for an existing public place or the accessibility Regulations for a new public place, such as a day care center, shelter for victims of domestic abuse, and except dormitories which are educational institutions as defined by the law, will perform the accessibility adjustments listed in Regulation 80(A);
- (B) The obligated entity will supply, in addition to sub-Regulation (A), the following accessibility adjustments as applicable and

depending on the nature of the service;

(1) In a place where a main door bell is used by residents, a visual indicator will be provided inside the building, which notifies when the doorbell is rung

2) In a place where an intercom system, as defined in Israeli Standard 1918 Part 4 in the Section regarding internal communication system, or password-control entrance system is used at the main entrance, system, or by password-controlled entrance access, the lock mechanism release will include a visual cue.

3) If a landline telephone is provided for the use of the residents, an adjusted landline telephone as defined in Regulation 4 of the Regulations for the Equality for People with Disabilities (accessibility for telecommunications services and devices), 2009 will be provided, depending on the person's disability and upon request;

(4) If a resident cannot use the telephone provided for the residents, as a result of his or her disability, an alternative will be provided, such as a fax or internet, if such devices exist on the premises;

(5) If the residents are given the option to watch TV and listen to a radio, the obligated entity will supply, upon request, a personal wireless amplification system.

Article 15: Religious Services

Accessibility adjustments
for religious services

76. The obligated entity responsible for the accessibility adjustments of religious services will perform, in addition to the provisions of Regulations 9 through 34 and as applicable, the accessibility adjustments as detailed in this Article.

Accessibility adjustments
in house of worship

77. If religious services are provided at a house of worship, the obligated entity will supply the following:

(1) A permanent assistive listening system as stated in Regulation 54(2)(A), if the number of seats exceeds 60 or if the service is regularly provided to at least 60 people; If no regular use of amplification is made at the place of worship, the obligated entity is exempt from providing said adjustments;

(2) Copies of prayer books used regularly should be provided in large print and in the language in which the books are printed;

the number of copies must be at least 10 percent the number of seats in the place if the service is provided regularly or for the 10 percent of the number of regular participants in services; in this paragraph, "LargePrint" indicates print letters whose size is between 16 and 22 points;

(3) An adjusted seat will be provided upon the request of a person with a disability; the seat may be placed in a special seating place; if the seats in the house of worship are not fixed, an adjusted seat will be supplied; the total number of adjusted seats should be at least 10 percent of the total number of seats supplied to the public;

Accessibility adjustments
in ritual baths (mikvaot)

78. (A) In a ritual bath where entrance and exit of a person from the bath is provided, and the use of accessible showers, the following requirements are to be met:

(1) The International Standard requirements ISO 10535 (Hoist for the transfer of disabled persons; requirements and test methods);

(2) The hoist must be able to lift a person weighing at least 160 Kg; the maximum weight that the hoist can lift must be indicated in a prominent place on the hoist

(B) The obligated entity responsible for accessibility adjustments at the *mikveh* will supply reasonable assistance through an attendant that is of the same gender of the service user; the attendant will provide the person with a disability assistance in entering and exiting the bath, including assistance in operating the hoist, as said in sub-Regulation (A), in order to ensure the safety of the user.

(C) In a *mikveh* where a hoist had been installed before the effective date of the Regulations on accessibility to existing buildings, the obligated entity is exempted from installing a hoist that meets the specifications of sub-Regulation (A).

Article 16: Hospitality Services

Scope of this Article

79. This article will apply to hospitality services provided in a public place of hospitality as defined in the Regulations on accessibility to an existing public place, except a place which is not a building, where hospitality is provided in tents (such as campsites);

Accessibility adjustments in a special accommodation unit of a hospitality service

80. (A) In addition to performing accessibility adjustments according to Regulation 9 through 34, the obligated entity responsible for accessibility adjustments in a special accommodation unit (such as an accessible hotel room) will perform the accessibility adjustments as detailed herein:

(1) The height of the bed will be as detailed in Israeli Standard 1918 Part 3.2 in Section 2.4.2(D); upon the request of a person with a disability, the obligated entity will raise the bed in the special accommodation unit by 5 or 10 centimeters above its height, but no more than 10 centimeters depending on the individual's preference and ; the procedure will be carried out in a safe and stable manner, such as by using wooden blocks but not by adding a mattress;

(2) Parallel to one of the long sides of a bed in a special accommodation unit, there must be a free space of at least 130 centimeters wide to allow a person using a wheelchair to reach the bed; in a special accommodation unit in an existing public building, the width must be at least 110 centimeters and the space may be provided by moving the bed at the request of a person with a disability;

(3) If there are chests along side the bed, they must be movable.

(4) If there is a closet in the special accommodation unit it must be within reach in such a way that a person with a disability using a wheelchair can place and take out items from the closet, including hanging items. and it must have a sliding door for each part of the closet; this must be in accordance with Israeli Standard 1918 Part 1, in the Section regarding reaching distance for a person using a wheelchair (2.6.3.1);

(5) For furniture and facilities that are operated by a guest in a special unit, including a safe and air-conditioner, accessibility adjustments will be made according to the provisions of Israeli Standard 1918 Part 1, in the Section regarding

ergonomics (2.6); upon the request of a person with a disability, he or she will be provided with a remote control for the air conditioner with tactile contrast.

- (6) If chairs or armchairs are installed in the special unit, the obligated entity will provide at least one adjusted seat;
- (7) If a television is installed in a special accommodating unit after the effective date and the unit that has a bed, the television must be placed opposite the head of the bed and the lower edge of the TV monitor must be at least 120 centimeters above the floor;
- (8) If removable grab bars are supplied in the bathroom of a special accommodation unit, the grab bars must be offered to a person with a disability who is intending to stay in the special accommodation unit, before his stay; upon request, the removable grab bars will be installed as detailed in detail 8.1.89 of the Regulations on accessibility adjustments for a new public place or in sub-Regulation 30 of detail 2 of the first supplement of the Regulations on accessibility adjustments for an existing public place, as the case may be;
- (9) If there is height difference of no more than 6 centimeters between a special accommodation unit and a porch or a garden that is outside the unit, a detachable threshold will be installed to overcome the difference in height, according to the provisions of sub-detail 8 of detail 2 of the first supplement of the Regulations on accessibility adjustments for an existing public place;
- (10) If there is a kitchenette in the special accommodation unit, the following will apply:
 - (A) If in the kitchenette there is a low cabinet, it will only include drawers; if the cabinet has sliding doors, the cabinet may contain retractable shelves;
 - (B) The sink must be installed according to Israeli Standard 1918 Part 3.1 Section 2.11.7.2;
 - (C) The work surface will be at a height of between 80 and 85 centimeters from the floor; the table should be 75 centimeters from the floor; if there is no such said table, the work surface provided must be 80x60 centimeters and at a height of 73 to 75 centimeters from the floor; the stipulations for free space for knees will be as detailed in Israeli Standard 1918 Part 1 Section 2.6.2 ;
 - (D) If there is an upper cabinet in the kitchenette, its lower edges must

be between 130 -135 centimeters from the floor so that a person with a disability will be able to reach the bottom shelf in the cabinet;

Auxiliary hearing kit

81. (A) In this Regulation, "Auxiliary hearing kit" is a kit containing the following:

(1) A telephone for people with disabilities which meets the following requirements:

- (a) It contains the option to control the volume of the audio and the ringing.
- (b) It is suitable for use with a personal hearing device in the "T" position (telecoil);
- (c) an option to control the ringing frequency range (tone);
- (d) Visual indication (light flashes) is provided when the phone rings;
- (e) Includes the option to connect a vibration pad to it.

(2) A personal wireless listening system for television and radio that includes the following accessories and characteristics:

- (a) Personal receivers of the earphone type and receivers of the induction neck loop type, according to the quantities detailed in sub-Regulation (B);
- (b) Personal power control unit in the receiver unit;

(c) Rechargeable batteries and a non-mobile charger;

(3) A modular mobile wireless alert system for sound sources which activates, without delay, an alert when a sound is heard, and includes:

(a) Connection to the sound sources detailed below, or the option to connect to them, as applicable;

- (1) sound of the phone ringing ;
- (2) Smoke detector or the central alarm system of the hospitality service;
- (3) Door bell ringing or a knock at the door
- (4) Alarm clock;

(b) The following alerts: light flash, vibration and amplified sound signal. The user should have the option

of choosing which alert to activate. ;

(c) Base unit, transmitter unit and mobile receiver units should be available; the system should activate the alert according to sub-paragraph (B) and indicate which of the sound sources is activated; the base unit should operate on electricity and backup battery; the mobile transmitter unit and the receiver unit should operate on batteries;

(4) A mobile case for storing the auxiliary hearing kit which is indicated with the international accessibility symbol for accessibility of people with hearing disability; the size of the notice must be no more than 10x10 centimeters and include an operation instructions in Hebrew, Arabic and English;

(B) The obligated entity will keep auxiliary hearing kits and provide and install them according to the following guidelines:

(1) The number of auxiliary kits will be according to column B in the table herein based on the number of accommodation units in column;

Column A	Column B
<u>No. of accommodation units</u> <u>in one place of accommodation</u> <u>(such as hotel)</u>	<u>No. of kits</u>
Up to 25	1
26 to 75	2
76 to 100	3
101 to 200	4
201 to 400	5
401 to 500	6
Above 500	7 with one additional kit for each additional 75 accommodation units

(2) The obligated entity must keep, in accordance with the table in paragraph (1):

(A) Up to three auxiliary kits – at least one auxiliary kit must include two earphone receivers and two neck

induction loop receivers for television and radio; the other kits will include a personal receiver of the earphone type and one receiver of neck induction loop type television and radio sound;

(B) Four auxiliary kits at least— at least two of them must include two earphone receivers and two neck induction loop receivers for television and radio; the other kits must include one personal receiver of the earphone type and one receiver of neck induction loop type for television and radio;

(3) At the request of a guest with a disability, a kit will be installed in the accommodation unit of his or her choice; if the number of the guests with disabilities in one accommodation unit exceeds the number of receivers in one auxiliary hearing kit, additional personal receivers from other kits at the will be added depending on the number of guests;

(C) Notwithstanding sub-Regulation (B) an obligated entity which provides hospitality services in huts or other such structures (such as abungalow) where no phones or televisions are provided is exempt from providing said auxiliary aids; if the obligated entity is exempted, the person with a disabilities will be provided an alert by text message on a mobile device, in case of an emergency event such as fire; this will be coordinated in advance with the person;

Adjustments in
accommodation services

82. (A) In addition to supplying auxiliary hearing kits according to Regulation 81, the obligated entity must provide the following auxiliary aids and services, as applicable:

(1) Facsimile services will be provided in a service counter at the price of a telephone call to the desired destination for each facsimile delivery;

(2) If the person with a disability is provided with an electronic card, the card must be indicated with a visual indicator, such as an arrow or a tactile indicator such as cutting one of the edges of the card, or punching a hole in it, all at the person's choice, so he or she can identify the direction with which to use the card when entering a room.

(3) If instructional films are provided concerning the services provided by the accommodation service (such as films on emergency evacuations or the services provided at the spa), the films must be provided with subtitles in the film's language; if the subtitles are hidden the person with a disability must be

provided with instructions of how to see them;

(4) At the request of an adult with a disability, he or she will be allowed to stay in the same accommodation unit with his or her parents, unless this is prohibited due to safety considerations or if it constitutes a fundamental change to the nature of the service provided in the place;

(5) The obligated entity will only provide a special accommodation unit (accessible room) to a person who is not with mobility disability in the following circumstances:

(A) There are no vacancies left in regular accommodation units;

(B) The date of arrival of the non-disabled guest is less than 3 weeks from the date of the order. However, during national holidays, in July and August and for 2 weeks before each of these, a special accommodation unit will only be supplied to a non-disabled guest if the date of arrival is less than 5 weeks from the date of the order.

(6) The obligated entity will reserve parking space for a lodging guest who has a disability and a disability certificate for his or her car, throughout the duration of his or her stay at the hotel; the number of parking spaces to be reserved for guests with disabilities will be at least as the number of disabled parking spaces required according to detail 8.110 of the Planning and Building Regulations or according to detail 2 in the first supplement of the accessibility adjustments for an existing public place, as applicable;

(7) If a parking space is reserved for a guest with a disability, the usage of the parking spot will be coordinated by phone with the guest at his or her request at a time close to his or her arrival;

(8) If a guiding indicator was installed in a public place, according to the Regulations on accessibility adjustments of an existing public place,; a person with a disability lodging at the place will be provided upon request and on arrival, with an escort from the entrance to the reception desk, elevator, accommodation unit he or she is staying in or other various facilities of the place, as applicable; However, if no guiding indicator is installed, in a hotel with an occupancy of at least 500, and whose entrance and nearby reception desk are staffed 24 hours a day, as detailed in sub-detail 16 of detail 2 in the first supplement of the Regulations on accessibility adjustments for an existing public place, an escort will be

provided upon request of a person with disability who is staying at the hotel, to all parts of the public place, at all times, and as applicable;

(9) For an accommodation service where no escort is provided as said in paragraph (8), a person with a disability will be provided upon request with a map in accessible print that indicates the location of the main services provided, such as reception desks, toilets, public telephones, seating areas and escape routes, unless prohibited by the security authorities. An accommodation service with less than eight accommodation units is also exempt from providing a map.

(10) Upon the request of a person with a disability, a sign will be provided notifying emergency services that a person staying in the room has a disability and needs assistance with evacuation.

(11) If a notice is installed in the room with a written instructions on operation of an facility or accessory, the information on the sign will also be provided with linguistic simplification and using simple and clear graphical representations or illustrations, as the case may be;

(12) In addition to the auxiliary aids in Regulation 81(A), the obligated entity will provide upon the request of a person with a disability, a accessible landline telephone as said in Regulation 4 of the Regulations for the Equality for People with Disabilities (accessible telecommunication services), 2009, depending on a person's disability, and as applicable; if phones are not supplied in the accommodation unit, the obligated entity will be exempt from performing this adjustment;

(13) If a TV set is supplied at the accommodation unit, after the effective date, the operation devices will be adjusted in accordance with sub-detail 27 of detail 2 of the first supplement to the Regulations on accessibility in an existing building, in regards to tactile indicators and visual contrast.

(B) At the request of a person with a disability who is staying at the hotel, the obligated entity will also provide the following:

(1) orientation, including an orientation to where various services provided (such as dining halls, swimming pool) and to the emergency escape routes;

(2) Instructions for operating auxiliary aids, facilities and assistive devices that are installed in the accommodation unit or provided to the person with a disability upon his or her

request, including a television set, air-conditioner, safe and auxiliary hearing kit, as said in Regulation 81; reasonable assistance in using said devices and accessories will also be provided, including moving furniture items if necessary;

(3) Assistance in reading documents which are provided by the obligated entity and counting and identifying bills and notes as well as reasonable assistance in carrying luggage;

(4) Information concerning accessibility adjustments in special and regular accommodation units and the auxiliary aids provided by the service provider, including information about the accessibility adjustments installed in the accommodation unit that the individual is lodging in and the auxiliary aids and services available in that unit;

(5) Any other reasonable auxiliary services according to the circumstances.

Article 17: Housing and Accommodation Services

Accessibility adjustments
for housing and
accommodation services

83. (A) In addition to performing accessibility adjustments according to Regulations 9 through 34, the provider of housing or accommodation services that are for set periods, including housing for workers or other non-specified public, except accommodation service provided in a service subject to article 14 or 15 in this chapter, will provide, subject to the nature of the service and as applicable, the following:

(1) Accessibility adjustments for the special unit it is

providing, according to the provisions of Regulation 80(A);

(2) Auxiliary aids as noted in Regulation 81(A);

(3) Directions to various parts of the area where the housing and accommodations are provided (such as the entrance, kitchen, showers, toilets) and instructions on the operation of the various facilities, as applicable and upon request of a person with a disability;

(4) Any reasonable auxiliary aid or service, according to the circumstances and upon the reasonably timed submission of a request by a person with a disability;

(5) If there are spaces for common use (such as a kitchen or shower) in a public place where the housing or

accommodation is Provided, and where a special accommodation unit is located, the provisions of the Section on ergonomics in Israeli Standard 1918 Part1 will apply.

(B) The obligated entity responsible for performing accessibility adjustments according to this article will advertise the adjustments it provides, the procedure of submitting a request for adjustments and when to submit it by, as said in Regulation 34(C).

(C) The obligated entity will provide a special accommodation unit to the general public only if there are no regular units left and if the special accommodation unit was not requested by a person with a disability within a reasonable time period prior to the date set for arrival of the new occupant;

(D) If a person with a disability requests a special accommodation unit after it has been provided to a non-disabled person, the obligated entity may transfer the non-disabled lodger to a different accommodation unit and provide the special unit to the person with a disability; upon the booking of the unit, the obligated entity will inform the non-disabled lodger that there is a possibility that the unit will be provided to a person with a disability if it is requested, even after he or she already occupies it.

Article 18: Catering Services

Catering accessibility

84. (A) The obligated entity required to perform accessibility adjustments for catering services will perform the accessibility adjustments set out in Regulations 9 through 34 and 52 as applicable and with the following changes;

(1) If the obligated entity provides seats to diners, 10 percent of them and no less than two will be adjusted seats; however, if the area where the catering service is provided, including outdoor areas such as porches or sidewalks, is less than 50 square meters the obligated entity is exempted from providing said adjustments;

(2) If the obligated entity provides the diners with tables, 5 percent of them and at least one will comply with the provision of Israeli Standard 1918 Part 1 regarding free space for wheelchairs (2.6.1), free spaces for knees and feet (2.6.1) and front reaching distance (2.6.3.1);

(3) Upon the request of a person with a disability, the obligated entity will provide an accessible menu to the diners with one of the accessibility adjustments listed in

Regulation 29(D) as appropriate to the person's disability and subject to Regulation 29(C) and the technological devices at the obligated entity's disposal;

(4) If the service is a part of a catering chain having at least ten branches (such as a fast-food chain), the obligated entity will provide photos of the popular dishes offered to the public upon the request of a person with a disability;

(B) Notwithstanding sub-Regulation (A):

(1) in a catering service where there is a service counter and tables for diners, the service provider is exempt from providing adjustments according to Regulation 18.

(2) In a catering service where there is a service counter but is not a self-service establishment – such as a pub – (the obligated entity will provide a table as said in sub-Regulation (A)(2) and, if need also, an adjusted seat as said in sub-Regulation (A)(1), as applicable and upon the request of a person with a disability;

(3) Notwithstanding paragraph (2) if the catering service is a "takeaway" service where no tables or chairs are installed, the obligated entity is exempted from providing a table or a chair;

(C) For self-service catering services the obligated entity will ensure that all types of food offered to the public are within reaching distance of a person using a wheelchair, according to the provisions of Israeli Standard 1918 Part 1 in the Sections regarding reaching distances (2.6.3.1 through 2.6.4);

(D) Upon the request of a person with a disability and as the case may be, the obligated entity will provide any reasonable auxiliary service, as said in Regulation 52, such as finding a free seat, verbally describing the food offered at that place, assisting with carrying the food to the individual's seat;

(E) At a movie theater food stand, where tables and chairs are available for the public, the adjustments set out in sub-regulation (A) are to be performed; if there are no tables and chairs in the area of the kiosk, the provisions of Regulation 18 will apply;

(F) In this Regulation, "catering services" refer to a restaurant, coffee shop, bar or any other place or service that offers food, drinks and catering services to the public.

Article 19: Accessibility to Sport and Leisure

Services

Accessibility to Sport and
Leisure Services

85. (A) In addition to performing accessibility adjustments according to Regulations 9 through 34 as applicable, upon the request of a person with a disability, the following accessibility adjustments will be provided in sport and leisure services, including services provided in swimming pools, water parks and sport facilities:
- (1) I Directions to the various areas of the place where the service is provided; however, if services are operated without the permanent presence of a person who provides the service directly to the public, the obligated entity is exempted from providing this adjustment;
 - (2) If a skilled worker in operating the facilities and devices is present at the location, he or she will provide reasonable assistance in identifying and operating the facilities and devices;
 - (3) In a gym, as defined in the Gyms Law (Licensing and Supervision), 1994 (herein – Gyms Law), where fitness services are provided through the use of facilities, there will be continuous accessibility, as defined in the Regulations on accessibility to an existing public place, to at least 10 percent of any type of the following instruments: free weights, resistance equipment and aerobic equipment, as defined in the Gyms Law. (Licensing and Supervision) (juvenile training at the gym), 2005; if however there is a designated free weights area on the premises without , continuous accessibility to it, access must be provided to at least one such facility;
 - (4) Notwithstanding paragraph (3), if the equipment is installed in a space no greater than 100 square meters, continuous accessibility must be provided to at least one of each of the specified instruments in paragraph (3);
 - (5) In a swimming pool at least 25 meters long and whose lanes are indicated, a rope line will be hung across the width of the pool at a distance of 5 meters from each end and at a height of between 180 to 250 centimeters above the pool; pennants with visual contrast of each other must be hung along the entire length of the ropes;
- (B) Nothing in this Regulation will derogate from the provisions of the Bathing Sites Regulations (Safety in Swimming Pools), 2004 and the provisions and Regulations of the Gyms Law.

Chapter 6: Alternative accessibility adjustments to a public place and public service

Alternative Accessibility to a Public Place and Public Service

86.(A) In compliance with the stipulations detailed in sub-Regulation (B), except in public services governed by articles F, G and J in chapter E1 of the Law, the obligated entity will perform those accessibility adjustments that are not undue burden, as far as the undue burden exemption applies to the entity or adjustments which do not constitute a fundamental change in the nature of the service, while ensuring the service is provided to persons with disabilities in a safe, comfortable, dignified and independent way as far as possible;

(B) The obligated entity will provide alternative accessibility adjustments as said in sub-Regulation (A) if he or she has been granted a full or partial exemption from performing accessibility adjustments under one of the following:

(1) Performing accessibility adjustments to a public place or for a public service:

(a) constitutes an undue burden;

(b) Will create a fundamental change to the nature of the service as stated in Section 19M(A)(4) of the Law, or will cause substantial harm to the special nature of public place due to the archeological, architectural or natural values of the place, as said in Section 19I(B)(1) of the Law;

(2) The accessibility adjustments cannot be made due to engineering reasons, according to the opinion of an building, infrastructure, and environment accessibility auditor, as said in Section 19M(A)(1);

(3) The Commissioner has exempted the obligated entity from performing the accessibility adjustments to a public service or an existing public place due to imminent economic collapse, as said in Section 19M(C) of the Law;

(C) During the interim period before the date set for the implementation of all the accessibility adjustments for a public place according to the Regulations on accessibility to existing public buildings, to sites and to a place which is not a building, as applicable, the obligated entity will provide, as far as possible, alternative adjustments as stated in sub-Regulation (A) the

provision of the alternative adjustments does not exempt the obligated entity from performing the accessibility adjustments according to any Law;

(D) During the interim period before the date set for the implementation of all the service accessibility adjustments as stated in chapter 8, the obligated entity will perform the alternative adjustments listed in sub-Regulation (A) as much as possible; the performance of these alternative adjustments does not exempt the obligated entity from performing the accessibility adjustments according to any Law;

(E) In choosing an alternative auxiliary aid as an alternative adjustment stated in sub-Regulation (A), the obligated entity will choose the most appropriate device depending on the needs of the service recipients with disabilities that the adjustment is intended for and based on the expert opinion of a licensed service accessibility auditor or a licensed buildings, infrastructure and environment accessibility auditor, as applicable;

(F) If a height difference exists in a public place, the following may serve as an alternative accessibility device:

(1) If the height difference is no more than 50 centimeters a stable, mobile, ramp which meets the following requirements:

- (a) Its incline is not more than 12 percent;
- (b) Its width is at least 90 centimeters;
- (c) It can carry at least 250 kilograms;

(2) If the height difference is no more than 110 centimeters, a vertical open-platform lift may be installed with a lifting capacity of at least 250 kilograms for the person with disability and his or her wheelchair;

(G) If the obligated entity make one or more alternative adjustment in the service it provides, it will advertise the availability of the alternative adjustment, as said in Regulation 34.

Chapter 7: Employee Training, Appointing an Accessibility Coordinator

87. (A) The service provider will inform the employees of the following:

- (1) Prohibition of discrimination against people with disabilities in the provisions of service, as said in Sections 19C and 19F of the

Law;

(2) The obligation to provide services in an egalitarian manner, in an inclusive environment, as said in Section 6 of the Law, Regulations 3 through 5 and inclusion of these principles in the procedures of the service, according to Regulation 9.

(3) The primary duties under the law to provide accessibility to persons with disabilities and to perform accessibility adjustments to public places and public services as applicable to the said service and according to these Regulations and any other Law;

(B) The obligated entity will inform the employees of the information as said in sub-Regulation (A), by print or digital means (such as instruction films or tutorials. However an employer who employs fewer than 25 workers may inform them verbally; the effective date of this Section is one year from the effective date of the Regulations;

Training Employees to
Provide Service to
People with Disabilities

88.(A) In addition to performing the provisions of Regulation 87, the obligated entity will instruct the employees (staff) who provide the service directly to the customers and their immediate superiors, as well as any public officials whose office was created by law (such as judges) (in this chapter – officials) and whose duty it is to provide service directly to the public about the following:

(1) The various disabilities and how they might manifest affect a person who wishes to receive service;

(2) Proper etiquette when providing service to persons with disabilities, including the manner and language in which to refer to them;

(3) The actions that an employee or an officer should take in order to provide an accessibility adjustment, including how to operate and maintain auxiliary aids; providing auxiliary services or making an order for them and maintenance of adjustments performed in the public place where the service is provided according to these Regulations, the Regulations on access to a new public place the Regulations on accessibility to a site, the Regulations on accessibility to an existing public place, the Regulations on accessibility to a place that is not a building, and any provision of law that relates to accessibility adjustment for persons with disabilities, as applicable;

(B) The obligated entity will ensure that there will be employees instructed in the areas under sub-Regulation (A) present at all times when service is provided, except during hours where a

service is provided without the presence of any employees at the place of service;

Employee Training
Methods

- 89.** (A) If the obligated entity employs more than 25 employees or officials, whose duty is to provide service directly to the public, the obligated entity will instruct the employees, their immediate superiors and the officials, as said in Regulation 88, in all of the following methods, as applicable;
- (1) Through an experiential workshop to all employees providing service directly to public, with the exception of temporary employees, whose work terminates after 7 months at most. ; an obligated entity that provided a public service at the eve of the effective date will perform the provisions of this paragraph no later than three years from the effective date;
 - (2) By print or digital means (such as instructional films or tutorials) at least once per year beginning one year from the effective date;
 - (3) By individual instruction to the employee who provides the auxiliary aids and service directly to the public, on how to perform this duty. ; the initial individual instruction must take place soon after the due date for the installation of the auxiliary aids according to these Regulations and no later than 6 months after the effective date; if installation of auxiliary aids is made at a later date, the instruction and training will be performed close to the date of the installation of the auxiliary aid;
 - (4) Notwithstanding paragraphs (1) through (3), a new employee or a new official, whose function is to provide direct service to the public, except for an employee who provides service one time only, will be instructed and trained upon his or her hiring and no later than 3 months of his first day at work, in one or more of the methods as said in paragraphs (1) through (3), as applicable; he or she shall receive instruction and training by the other training methods no later than a year following his or her start date; however, if a new employee or official had been instructed and trained at a previous workplace by one or more of the methods said in paragraphs (1) through (3) and the instruction was similar to the instruction required for the new duties, he or she will be exempted from receiving instruction or additional instruction in the same method, but will be instructed in the other methods, as the case may be;
- (B) An obligated entity which employs more than 25

employees must prepare an instruction and training plan on the basis of the Commission's published guidelines and according to Section 19T of the Law (herein Commission guidelines) which details the subjects in which employees need to be instructed in; the obligated entity will adjust the program to be applicable to the service being provided and it will be approved by a service accessibility auditor; if the Commission has not published guidelines on a certain subject or regarding the type of service the obligated entity provides, the obligated entity will prepare the instruction and training program according to the relevant statutory provisions;

(C) An obligated entity with less than 25 employees who supply service directly to the public will instruct them through one of the following ways, as applicable; he or she may also utilize the assistance of the relevant Commission guidelines:

(1) Through face-to-face demonstration and instruction, including instruction in operating auxiliary aids or supplying auxiliary services according to the Regulations;

(2) Through print or digital means;

(D) The obligated entity responsible for training employees under sub-Regulation (C) will perform the instruction and training within a year of the effective date; employees who have started work after said date will be instructed right after their work commences;

(E) A service provider that is a chain and employs at least 25 employees who are responsible for providing service directly to the public, will instruct and train employees in all branches according to the methods in sub-Regulation (A);

(F) Notwithstanding sub-Regulations (A) through (E), the obligated entity will be exempted from the instruction and training of workers who provide direct service once, and only for few hours in one single day, as long as at least one additional employee who has been instructed and trained is present and providing a similar service alongside the untrained employee.

(G) The obligated entity will document the training and instruction of employees, including the names of the trained employees and the dates when they received the training.

Training and Instruction
of Non-Employees

90.(A) An obligated entity which provides service to the public through employment contractors or service contractors will implement the following:

(1) Provide the instruction to the subcontracted employees according

to the provisions of Regulations 87 through 89;

(2) Ensure that the employment contractor or service contractor, as applicable, instructs and trains employees according to Regulations 87 through 89;

(B) If the employer employs a volunteer in providing service to the public the service provider is responsible for instructing, training and informing the volunteer according to Regulations 87 through 89; however, the obligated entity is exempted from providing instruction to the volunteer according to Regulation 89(A)(1) if there is regularly an employee who has been instructed and trained with the volunteer;

(C) In this Regulation:

"employment contractor" – as defined in Employment Law by employment Contractors – 1996.

"Service contractor" – as defined in Section 20A of The Hours of Work and Rest, 1951.

Accessibility Coordinator

91. (A) An obligated entity employing at least 25 employees will appoint one employee as an accessibility coordinator, according to Section 19TT of the Law.

(B) The obligated entity will ensure that the accessibility coordinator will be:

(1) If possible, an employee in a managerial position or an employee who had been trained in management and project-coordination skills; (2) An employee with at least a year of practical experience in the field of accessibility for persons with disabilities or an employee who has fulfilled instruction and training based on the Commission's guidelines on the of training of accessibility coordinators through the methods listed in Regulation 89(A); this includes familiarization with the law, the accessibility Regulations relating to the obligated entity and their actual implementation, familiarity with authorities and associations in the field of accessibility, including public authorities and non-governmental organizations representing people with disabilities, and familiarity with the Commission's publications relating to the obligations of the service provider; However, if an employer employs less than 100 employees, the accessibility coordinator may have only practical experience of less than a year in the field of accessibility for persons with disabilities;

(3) Notwithstanding paragraph (2), during the three year period from the

effective day, the accessibility coordinator may be a person who has not yet passed the aforesaid instruction or has no practical experience in the field of accessibility;

(4) A person with disability, as far as it is possible.

(C) The accessibility coordinator will be updated once a year on the innovations in the field of accessibility based on the updates published by the Commission according to Section 1PP of the Law;

(D) The accessibility coordinator's duties will include:

(1) Providing information to the public concerning the accessibility adjustments available to the service and to the place where service is provided auxiliary aids and services available by request and alternative accessibility adjustments according to Regulation 86;

(2) Providing advice and guidance to the obligated entity on performing the accessibility adjustments and the obligated entity's duties according to the Law.

(E) The obligated entity will advertise to the public and inform employees of the details of the appointed accessibility coordinator including his or her contact details. Notice to the public will be made through the methods outlined in Regulation 34.

Chapter 8: Gradual implementation

General Provisions

92. (A) The obligated entity responsible for performing the accessibility adjustments according to these Regulations will perform the accessibility adjustments for service by the dates set in this chapter;

(B) A obligated entity responsible for performing multiple accessibility adjustments by different dates (such as performing accessibility adjustments for special accommodation units, adjustments in information and adjustments in catering services) will perform each of the adjustments according to the date set in this chapter for the implementation of each of these services.;

(C) If certain adjustments are required in these Regulations to be provided in the interim period, up to the final implementation of the Regulations on accessibility to existing public places, the obligated entity will implement said requirements starting at the effective date of these service Regulations, and until the end of said interim period.

Performing a Review

- 93.** (A) The obligated entity will perform a review no later than six months from the effective date regarding the existence of the required applicable accessibility adjustments; the review is to be performed according to the instructions provided on a form published by the Commissioner which will be available in his office and on the Commission's internet site;
- (B) An obligated entity providing service in 5 or more public places will prepare, in addition to the review, a list of the public places requiring accessibility adjustments according to these Regulations. The list will be prepared according to the following guidelines:
- (1) The type or nature of the service provided in each of the public places where the service has to be made accessible;
 - (2) The type or nature of the public places where the service has to be made accessible;
 - (3) The total number of services and public places where the obligated entity is responsible for providing accessibility;

Timetable for Performing Certain Accessibility Adjustments

- 94.** Based on the review performed according to Regulation 93, the obligated entity will perform the required adjustments according to the timetable and dates detailed herein, as applicable:
- (1) The provisions of chapters 2 and 3 and the provisions of Regulations 34, 57, 73(D), 83(B) and 91(E) as applicable - no later than July 1, 2014;
 - (2) Accessibility adjustments according to Regulation 29 - no later than July 1, 2015; the accessibility adjustments under Regulation 29(D)(2) and (3) - no later than January 1, 2016;
 - (3) Accessibility adjustments according to Regulation 35 - according to the dates set in sub-Regulations 35(D) and (E), as applicable;

Timetable for Performing Accessibility Adjustments by an Obligated Entity Which is Not a Public Authority

- 95.** (A) Based on the review performed under Regulation 93, for an obligated entity which is not a public authority and provides services in 4 or fewer public places where accessibility adjustments are required, except the adjustments as said in Regulation 92, the implementation date in all of the places where service is provided is no later than July 1, 2014;
- (B) Notwithstanding the sub-Regulation (A), an obligated entity providing service in four places or fewer, will perform the following accessibility adjustments, as applicable, no later than December 22, 2014:
- (1) Accessibility adjustments according to chapter 4;
 - (2) Adjustments according to Regulation 54(2)(A) and (B)

and

(4)(A);

(3) Accessibility adjustments in visitors' centers according to Regulation 64;

(4) Providing auxiliary aids in instruction services and tests according to sub-Regulation 70(A)(2);

(5) Accessibility adjustments according to Regulation 75(B)(1)

through (3) and (5)

(6) Adjustments in religious services according to Regulation 77;

(7) Auxiliary aids according to Regulation 83(A)(2);

(8) Adjustments in catering services according to Regulation 84(A)(1) and (2);

(C) Notwithstanding sub-Regulation (A), the obligated entity will perform the accessibility adjustments according to Regulation 66(1)(A) and (2) no later than July 1, 2015;

(D) An obligated entity which is not a public authority and which provides service in five or more places will complete the accessibility adjustments by the dates in sub-Regulations (A), with the exception of the accessibility adjustments detailed in sub-Regulations (B) and (C), as applicable, which must be completed no later than November 1, 2017 and according to the timeline and detailed herein:

(1) In at least 15 percent of the places – no later than June 22, 2014;

(2) In at least 40 percent of the places – no later than June 22, 2015;

(3) In at least 65 percent of the places – no later than June 22, 2016;

(4) In all places - no later than November 1, 2017.

Timetable for
Implementation of
Adjustments in
Hospitality Services

96. (A) Notwithstanding Regulation 95, the obligated entity for hospitality services as defined in Regulation 79 will complete the implementation of adjustments under Regulation 95 according to the following timeline:

(1) The accessibility adjustments listed in Regulation 95(B) and the

accessibility adjustments in Regulations 81(2) and 82, except Regulation 82(3) – no later than November 1, 2015;

(2) The accessibility adjustments in Regulation 80 and Regulation 82(5) – no later than November 1, 2017.

(B) If special accommodation units are provided at the public place on the effective date, the adjustments set out in sub-Regulation (A)(2) must be implemented no later than June 22, 2015;

Timetable for the Implementation of Adjustments by a Public Authority

97. (A) According to the review performed under Regulation 93, an obligated entity which is a public authority and provides service in four public places or fewer, will implement the required accessibility adjustments in all places where the service is provided, except the adjustments as said in Regulation 94 and the adjustments that have different implementation dates, according to this chapter no later than July 1, 2014.

(B) Notwithstanding sub-Regulation (A), the obligated entity responsible for the implementation of accessibility adjustments in four or fewer public places will complete the implementation of the accessibility adjustments in sub-Regulation 95(B) and (C) as applicable, no later than December 22, 2015.

(C) An obligated entity responsible for providing a public service which is a public authority and which provides service in five public places or more will complete the implementation of the accessibility adjustments by the date set in sub-Regulation (A), as applicable, with the exception of the accessibility adjustments in Regulation 95(B) and (C) which will be completed no later than November 1, 2018 and according to the quantities and time-line in the following table:

Column A Time period, in years, from the effective date until the completion of duties under the Regulations	Column B The percentage of existing buildings in which all of the required accessibility adjustments shall be provided						
	10	15	20	30	35	65	100
Up to 50 existing buildings	-	1	-	-	2	3	4
51 to 100 existing	-	1	-	-	2	4	5

buildings		1	-	-	3	5	No later than November 1, 2018
101 to 999 existing buildings	-	-	3	4	-	-	
1,000 or more existing buildings	2						No later than November 1, 2018

Timetable for the implementation in judicial and quasi-judicial tribunals

98. The obligated entity responsible for the accessibility adjustments in courts and tribunals will perform the accessibility adjustments according to the dates and installments provided in Regulation 97, except the for accessibility adjustments in Regulation 46 which will be implemented by the dates said in Regulation 95(C) and the accessibility adjustments in Regulation 48 which will be implementation no later than November 1, 2018.

Timetable in Detention and Prison Facilities Services

99. The obligated entity responsible for accessibility adjustments in prisons and detention facilities will perform the accessibility adjustments according to the following:

(1) The provisions of Regulation 95(B), as applicable, and Regulation 41(1) through (5) according to the installments and time line in Regulation 97(C); however, if on the effective date special accommodation units are available at detention or prison facilities the adjustments according to Regulation 41(3) will be applied no later than June 22, 2015;

(2) The provisions of Regulation 41(6) and (7) will be performed by the date provided in Regulation 97(A);

Timetable for Libraries

100. The obligated entity responsible for providing library services will implement the accessibility adjustments as follows, in addition to the implementation of accessibility adjustments according to Regulation 94:

(1) Accessibility adjustments according to Regulation 68(A)(3) and

(5) – no later than July 1, 2014;

(2) Adjustments in Regulation 95(B) and (C), as applicable, and adjustments in Regulation 68(A)(2) and (4) according to the following time line:

(A) For a service provider who is not a public authority and

provides services in 4 or fewer public libraries – according to the dates in Regulation 95(B) and (C), as applicable;

(B) For a service provider who is not a public authority and provides services in 5 or more public libraries - according to the dates in Regulation 95(C);

(C) For a service provider who is a public authority and provides service in 4 or fewer public libraries – according to the date in Regulation 97(B);

(D) For a library service provider who is a public authority and provides services in 5 or more public libraries – according to the dates in Regulation 97(C);

Timetable for Performing Accessibility Adjustments in Accommodations and Lodging

101. An obligated entity responsible for accommodation and lodging services will perform the accessibility adjustments detailed herein as per these dates, in addition to the implementation dates of the accessibility adjustments according to Regulation 94:

(1) The provisions of Regulation 83(A)(3) and (4) – no later than July 1, 2017;

(2) Accessibility adjustments as said in Regulations 95 and 83(A)(2):

(A) An obligated entity which is not a public authority – by the dates stipulated in Regulation 95(B) or (D) as applicable;

(B) An obligated entity which is a public authority – by the dates stipulated in Regulation 97(B) or (C) as applicable;

(3) The rest of the provisions in Article 17 – by the dates said in Regulation 96(A)(2). However:

(A) If the service is provided by a public authority, the adjustments will be completed according to the installments and the time-line in Regulation 97(C);

(B) If special accommodation units are already installed where the service is provided on the effective date, the obligated entity will perform the accessibility adjustments no later than June 22, 2015;

Timetable for Performing Adjustments in Museums

102. Notwithstanding Regulations 95 and 97, the obligated entity responsible for the accessibility adjustments according to Regulations 61 through 63 will complete the implementation on the following dates:

(1) The obligated entity will perform no later than July 1, 2015 the adjustments according to Regulations 95(A) and (B),

61(2)(A)(1) through (3), except the supply of accessible leaflets through the internet,,Regulations 61(2)(b)(1) through (3) with the exception of providing accessible leaflets through the internet, and Regulations 61(2)(C), 61(2)(e), 61(3), through (7); however if the obligated entity provides service in 5 places or more, he will perform the said adjustments in at least 50 percent of the public places where the service is provided no later than July 1, 2015 and in all public places where the service is provided no later than November 1, 2017;

(2) If the obligated entity is a public authority providing service in 4 places or fewer, the accessibility adjustments in paragraph (1) will be implemented no later than July 1, 2016; if the obligated entity provides service in 5 or more places, it will perform the said adjustments on the dates and at the installments assaid in Regulation 97(C);

(3) Accessibility adjustment according to Regulation 61(D)(2) will be performed no later than four years after the effective date;

Timetable to Perform Accessibility Adjustments in Special Accommodation Units in Welfare Services

103. The obligated entity responsible for performing the accessibility adjustments according to Regulation 75(A)will perform the accessibility adjustments according to the Timetable in Regulation101(3); howeverif special accommodation units are already providedon the effective date, the obligated entity will perform the accessibility adjustments no later than June 22, 2015;

Timetable to Perform Accessibility Adjustments in a Site

104.Notwithstanding Regulation 97, a public authority that is a managing body as defined in the Regulations on accessibility to a sitewill perform a reviewas said in Regulation 93 and complete the implementation of the accessibility adjustments for services as needed at the sites under its management according to the following installmentsanddates;

(1) No later than July 1, 2015 – 40 percent of the sites

(2) No later than July 1, 2016 – 65 percent of the sites

(3) No later than October 21, 2018 – 100 percent of the sites

Timetable for Performing Adjustments in a New Service

105. (A) in this Regulation -

"New service" – a service whose commencement date is after the effective date or an existingservice provided in a new

place after the effective date. However, it will not be considered a new service if:

- (1) ownership of the service has changed hands and no renovations requiring building permits have been made at the place where the service is provided, despite the change;
- (2) It is part of a chain, during the interim period until the date set for implementation of the accessibility adjustments in Regulations 9, 29 and 34;

(B) The obligated entity responsible for a new service will provide the required accessibility adjustments under these Regulations with the opening of the new service, and will prepare the service in advance of the opening, to provide an accessible service.

(C) The obligated entity responsible for an alternative accessibility adjustment according to Regulation 86 will provide the alternative adjustment until the date set for the implementation of the adjustment it is replacing;

Service Intended for
Persons with Disabilities

- 106.** (A) In services intended wholly or primarily for persons with disabilities and in the services provided by the National Insurance Institute of Israel, in addition to the provisions of these Regulations, a review will be conducted by a service accessibility auditor regarding the need to perform additional accessibility adjustments to the adjustments required according to these Regulations, in general, and in any public place where the service is provided;
- (B) The review will be conducted according to the components of the public service and the public places where it is provided, and according to the needs of people with and without disabilities who receive the service;
- (C) The review will be performed simultaneously with the review described in Regulation 93;
- (D) According to the review findings, the obligated entity will perform, as far as possible, the additional accessibility adjustments required,

Completion of Technical
Provisions by the
Commissioner

- 107.** (A) The Commissioner may issue technical instructions for the implementation of the accessibility adjustments required by these

Regulations, in order to ensure accessibility to persons with disabilities

as long as:

- (1) It will not constitute a significant increase to the costs for the implementation of the accessibility adjustments for a service of a similar type;
 - (2) The technical instructions will not be more stringent than required in the existing Regulations and standards at the time of the instructions' publication.;
- (B) The technical instructions will be uploaded to a special designated section on the Commission's website and will be available for public viewing at the Commission's offices during office hours.;
- (C) The Commissioner will notify the public of the instructions' effective date and their scope depending on the type of instruction; However, the effective date of the instructions will not be earlier than 60 days from the date of publication;
- (D) Obligated entities will follow the technical instructions published according to sub-Regulation (B) and as applicable, unless prior to the publication of the technical instructions, the obligated entity had already provided another reasonable adjustment instead.

Chapter 9: Effective Date and Transition Provisions

Effective Date

- 108.** The effective date for these Regulations is six months from the date of their publication;

Transitional Provisions

- 109.** (A) An obligated entity which applied any specific Israeli Standard referred to by these Regulations, has fulfilled its obligations under these Regulations if it applied the Standard valid on the date of application. In this Regulation "the date of application of the adjustment" – including the date on which an order for adjustments has been placed with a supplier;
- (B) Notwithstanding Regulation 29(A), the service provider will perform accessibility adjustments for written information, such as insurance contracts, a copy of which is not available on digital media, which had been given to the service receiver with a disability before the effective date and is still a legally binding

document at the time of the request for adjustment; The document will be provided in an accessible format upon request within a reasonable time but no later than two months after the request had been made.

First Supplement

(Regulation 39(A))

Accessibility adjustments in investigation

Person with a Disability	Accessibility adjustment
1. A person with visual disabilities that cannot be corrected through use of eye glasses or contact lenses	<p>1.A. Reading the notice out loud. The reading will be documented by audio-visual means.</p> <p>B. Verbal description of the place, the people taking part in the interrogation and their roles; if the person with a disability is accompanied by an escort, the person is entitled to have the escort with him or her in the interrogation room during the said description and until the interrogation begins; This provision does not derogate from the right of the interrogated person to be accompanied by another person, according to any law.</p>
2. A person with hearing disability who can only communicate by sign language	2. Translation to sign language and visual documentation of the interrogation.
3. A person with a hearing disability that significantly limits communication and is not using a personal hearing aid	3. By using a personal listening amplification system (personal amplifier) or by writing down what is said by the interrogator during the interrogation.
4. A person with visual disability and hearing disability who communicates by the tactile sign language	4. Translation to tactile sign language and visual documentation of the interrogation.

Person with a Disability	Accessibility adjustment
5. A person with a mobility disability	5. Conducting the interrogation in a location which at least meets the requirements in the Regulations on accessibility to a new or existing place, regarding accessible entrance and at a reasonable distance from accessible toilets. However, in the interim period until the completion of the Regulations on accessible existing buildings, the interrogation may be carried out in an existing place which meets the requirements of Part VIII of the Planning and Building Law.
6. A person that cannot read as result of a disability	6. Reading written texts (such as documented confessions or testimonies) out loud;
7. A person with a communication disability, capable of reading and spelling who is using augmentative and alternative communication accessory (herein – AAC)	7. A letters board AAC kit and, if necessary, with the assistance of a qualified professional to operate the AAC kit. The interrogation will be documented by video.
8. A person with a communication disability who is incapable of reading and spelling and is using an AAC device.	8. Following consultation with a speech therapist, the interrogator may make use of an symbols-based AAC device or another AAC device and, if necessary, with the assistance of a qualified professional. All will be documented by video.

Second Supplement

(Regulations 42(a)(4) and (5) and 50(a))

Adjustments

1. Other authorities given powers by law

1. Appeals Committees pursuant to Section 9 of the Welfare (Treatment of Retarded People) Law, 5729-1969;

2. District Psychiatric Committees established pursuant to Sections 24 and 24A of the Treatment of the Mentally Ill Law, 5751-1991;
3. A District Appeals Committee pursuant to Section 16 of the Community-based Rehabilitation of the Mentally Disabled Law, 5760-2000;
4. A Placement Committee pursuant to Sections 5 to 11 and an Appeals Committee pursuant to Sections 12 and 13 of the Special Education Law, 5748-1988;
5. An Appeals Committee pursuant to Section 11 of the Compensation for the Injured by Hostile Actions Law, 5730-1970;
6. Appeals Committees pursuant to Section 44 of the Career Service in the Israel Defense Forces (Pensions) [Consolidated Version], 5745-1985;
7. Experts Committees pursuant to Section 3 of the Insurance of those Injured by Vaccinations Law, 5750-1989;
8. A Parole Board and a Special Parole Board pursuant to Sections 32 and 33 of the Parole Law, 5761-2001;
9. An Approvals Committee pursuant to Section 5A of the Execution³ Law, 5727-1967;
10. An Appeals Committee pursuant to Section 7 of the Arrangement of Security in Public Bodies Law, 5758-1998;
11. An Appeals Committee pursuant to Section 29 of the Property Tax and Compensation Fund Law, 5721-1961;
12. A Committee for the Acceptability of Accounting Books pursuant to Section 146 of the Income Tax Ordinance;
13. An Appeals Committee pursuant to Section 10 of the Registration of Construction Engineering Work Contractors Law, 5729-1969;
14. An Appeals Committee pursuant to Section 5 of the Local Authorities (Appeal Pertaining to Determination of Local Taxes), 5736-1976;
15. A Committee for Providing Permits and Exemptions pursuant to Section 11 of the Public Service (Limitations after Leaving) Law, 5729-1969;
16. An Appeals Committee pursuant to Section 43 of the Employment Service Law, 5719-1959;
17. An Appeals Committee and a Committee Pertaining to Compensation and Royalties pursuant to Sections 96, 101 and 109 of the Patents Law, 5727-1967;
18. An Appeals Committee pursuant to Section 89 of the Real Property Tax (Appreciation and Purchase) Law, 5723-1963;
19. A Fines Committee pursuant to Section 41 of the Fruit and Vegetable Products Councils (Production and Export) Law, 5733-1973;
20. A Medical Committee and a High Medical Committee pursuant to the Security Service [Consolidated Version], 5746-1986;
21. A Medical Appeals Committee pursuant to Section 7 of the Compensation for Prisoners of Zion and their Families Law, 5752-1992;
22. A Medical Appeals Committee pursuant to Section 7 of the Compensation for the Injured by Polio Law, 5767-2007;
23. An Appeals Committee pursuant to Section 9 of the Compensation for Those Injured due to Ringworm Law, 5754-1994;

³Meaning civil execution of a judgment of possession. -Trans.

24. A Medical Appeals Committee pursuant to Section 122 of the National Insurance Law [Consolidated Version], 5755-1995;
25. A Medical Appeals Committee pursuant to Section 212 of the National Insurance Law [Consolidated Version], 5755-1995;
26. A High Medical Committee pursuant to Section 12 of the Disabled (Compensation and Rehabilitation) [Consolidated Version] Law, 5719-1959;
27. An Appeals Committee regarding Ability to Function pursuant to Section 230B of the National Insurance Law [Consolidated Version], 5755-1995;
28. An Appeals Committee pursuant to Section 233 of the National Insurance Law [Consolidated Version], 5755-1995;
29. An Appeals Committee pursuant to Regulation 18 of the Income Tax (Determination of Rate of Disability) Regulations, 5740-1979;
30. An Appeals Committee for Special Services pursuant to Regulation 3 of the National Insurance Regulations (Disability Insurance) (Appeals Committees for Special Services and Disabled Children), 5755-1995;
31. An Appeals Committee for Disabled Children pursuant to Regulation 5 of the National Insurance Regulations (Disability Insurance) (Appeals Committees for Special Services and Disabled Children), 5755-1995;
32. A High Medical Committee pursuant to Section 12A of the Disabled Due to the War against the Nazis Law, 5714-1954;

2. Authorities empowered either to determine the disability of a person, or the eligibility of a person for welfare, rehabilitation or health services

1. A Medical Committee pursuant to Section 6 of the Compensation for Prisoners of Zion and their Families Law, 5752-1992;
2. A doctor pursuant to Section 7 of the Compensation for the Injured by Polio Law, 5767-2007;
3. An Experts Committee pursuant to Section 3 of the Compensation for those Injured by Blood Transfusions (AIDS Virus), 5753-1992;
4. A Medical Committee pursuant to Section 118 of the National Insurance Law [Consolidated Version], 5755-1995;
5. A Medical Committee pursuant to Section 10 of the Disabled (Compensation and Rehabilitation) [Consolidated Version] Law, 5719-1959;
6. A Medical Committee pursuant to Section 9 of the Compensation for Those Injured due to Ringworm Law, 5754-1994;
7. A Medical Committee pursuant to Section 212 of the National Insurance Law [Consolidated Version], 5755-1995;
8. A Medical Committee pursuant to Section 233 of the National Insurance Law [Consolidated Version], 5755-1995;
9. A Medical Committee pursuant to Regulation 2 of the Income Tax (Determination of Rate of Disability) Regulations, 5740-1979;
10. A Medical Committee pursuant to Section 6 of the Disabled Due to the War against the Nazis Law, 5714-1954;

11. Rehabilitation Basket Committees pursuant to the Community-based Rehabilitation of the Mentally Disabled Law, 5760-2000;
12. Diagnostic Committees pursuant to the Welfare (Treatment of Retarded People) Law, 5729-1969;