

The Corporation of the
Township of Drummond/North Elmsley

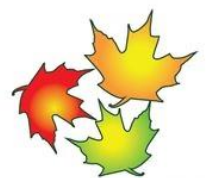
2019-2024 MULTI-YEAR ACCESSIBILITY PLAN



August 2019

TABLE OF CONTENTS

EXECUTIVE SUMMARY	2
AIM	4
OBJECTIVES	4
TOWNSHIP BACKGROUND	4
COUNCIL COMMITMENT	5
LANARK COUNTY ACCESSIBILITY ADVISORY SUB-COMMITTEE	6
REPORT ON ACHIEVEMENTS 2014-2019	6
BARRIER IDENTIFICATION	8
COMMITMENTS AND STRATEGIES	8
BARRIERS TO REMOVE 2019-2024	8
MAINTENANCE PLANNING	9
REVIEW AND MONITORING	10
COMMUNICATION	10
SUMMARY	10
Notice of Temporary Disruption Procedures	12
Schedule A Facility Assessment Checklist	14



EXECUTIVE SUMMARY

Disabilities affect people of all ages and background. Some people are born with one or more disabilities. Many others develop disabilities through illness, injury or aging. People with disabilities represent a significant and growing part of our population. The Canadian Survey on Disabilities undertaken by Statistics Canada in 2017 reports that approximately 6.2 million Canadians and 2.6 million Ontarians have disabilities - about 24% of the population or 1 in every 5 persons. This is an increase from 13.5% from the 2012 survey. Therefore enhancing the ability of people with disabilities to live independently and contribute to the community will have positive effects on future prosperity in Ontario. The infographic on the next page shows a snapshot of the survey.

The Province of Ontario recognized that accessibility is a shared responsibility and passed the *Ontarians with Disabilities Act, 2001* (ODA) on December 14, 2001 to require provincial and municipal governments and key broader public sector organizations to review their policies, programs and services through the development of annual accessibility plans and for municipalities with populations of 10,000+ must have an Accessibility Advisory Committee.

In June 2005, the Province of Ontario furthered its commitment to accessibility by expanding previous legislation to include the private sector with the goal to achieve accessibility for Ontarians with disabilities by 2025. The purpose of the Accessibility for Ontarians with Disabilities Act, 2005, is to achieve accessibility for Ontarians with disabilities in five important areas of their lives within specified time limits:

- customer service
- information and communications
- employment
- transportation
- built environment

In 2007, Ontario Regulation 429/07 regarding accessible customer service was passed and required municipalities to be compliant by January 1, 2010. On June 3, 2011, the Ontario government passed the Integrated Accessibility Standards Regulation 191/11. The regulation, which combines accessibility standards in four areas – information and communication, employment, and transportation and design of public places, came into force July 1, 2011.

This is the second multi-year Accessibility Plan prepared under the Integrated Accessibility Standards Regulation. It spans five years; 2019-2024. It is understood that the projects and work contained in this plan are only a recommendation and will be considered in the annual budget deliberations.

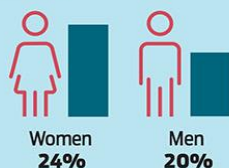


The Canadian Survey on Disability covers Canadians aged 15 years and over whose everyday activities are limited because of a long-term condition or health-related problem.

22% of Canadians had at least one disability. This represents **6.2 million** people.

BY SEX

PERCENT OF CANADIANS WITH AT LEAST ONE DISABILITY:



BY AGE GROUP



Youth aged 15 to 24 years



Working-age adults aged 25 to 64 years



Seniors aged 65 years and over

BY DISABILITY TYPE

TOP FOUR MOST COMMON



Pain-related
15%



Flexibility
10%



Mobility
10%



Mental health-related
7%

OTHER DISABILITY TYPES

Seeing	5%	Learning	4%
Hearing	5%	Memory	4%
Dexterity	5%	Developmental	1%

1.6 million

Canadians with disabilities were unable to afford required aids, devices, or prescription medications due to cost.



Among youth with disabilities,

60% had a mental health-related disability.

EMPLOYMENT RATES FOR WORKING-AGE ADULTS

59% for persons with disabilities

80% for persons without disabilities



Source: Canadian Survey on Disability, 2017.

AIM

To provide Council with a report and recommendations that the Township of Drummond/North Elmsley will take for the 2019-2024 year to identify, remove and prevent barriers to people with disabilities who utilize the facilities and services of the Township, including staff.

OBJECTIVES

This report:

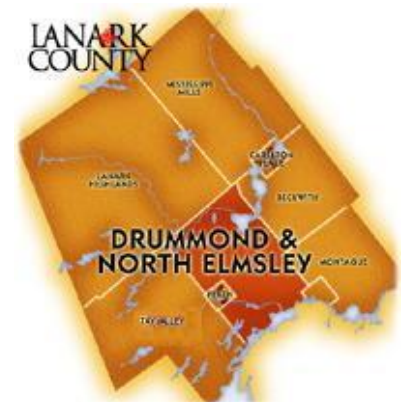
1. Describes the strategy by which the Township of Drummond/North Elmsley will identify, remove and prevent barriers to people with disabilities
2. List the facilities, policies, programs, practices and services the Township will review in the coming year to identify barriers to people with disabilities
3. Describe the measures that Council will take in the coming year to identify, remove and prevent barriers to people with disabilities
4. Describe how the Township will make this accessibility plan available to the public.

TOWNSHIP BACKGROUND

The Township of Drummond/North Elmsley was created in 1998 from an amalgamation of the townships of Drummond and North Elmsley. It is bordered by the Rideau River on the south between the towns of Perth and Smiths Falls, on the north by the Mississippi River system, the villages of Lanark, and the hamlets of Ferguson's Falls and Innisville. The Township covering 364.84 square kilometers has a population of 7,773 (2016 census).

The Township enjoys the offerings of both the Town of Perth, home to 3M and other factories, and the Town of Smiths Falls, home to Walmart, Tweed and other industries. Both towns are rich with heritage and tourist attractions offering excellent shopping and convenient access to businesses. For those familiar with the equestrian world, the municipality is home to world champion Ian Millar of Millar Brooke Farm.

The Township contributes to a variety of recreational facilities. They include: community centres with arenas; an outdoor and indoor swimming pool; an outdoor fully equipped community park and a full service library. A host of other private and community based facilities including: a variety of golf courses, curling rinks, the Rideau Canal, a beach, wildlife area, bird sanctuary, Mississippi River and lake, and walking trails.



The Township is serviced by two public schools, Drummond Central School and North Elmsley Public School, and by the modern and fully equipped Perth and Smiths Falls District Hospital, which is also supplemented by a full range of medical related clinics and practices found throughout the community.

Merrywood Camp owned by the Easter Seal Society for the physically challenged children. There is a retirement home located in the Township known as the Rideau Ferry Country Home located at 1333 Rideau Ferry which houses 46 residents and 17 staff members.

The Township has two community halls listed below with an estimated occupant load.

Name of Community Hall	Estimated Occupant Load
Drummond Hall	50
Ferguson's Falls Community Hall	75

The **Drummond Hall** is used for various meetings such as the Women's Institute, Plowmen's Association, Cattlemen's Association, etc., including small family gatherings and baby showers, which in most cases are in the evenings. The kitchen and washroom facilities have become a big part of this program and require additional supervision in these areas. The Lanark Genealogy Society occupies the office part of the building and it is open to the public for two days a week during daytime office hours.

The **Ferguson's Falls Hall** is used for various community meetings and for small family gatherings. The Samantha Shaw dance school offers dance classes on most days.

Programs

The Township does not run recreational programs so accessible considerations are not necessary at this time.

Events

The Township holds on biennial event, Rock the Docks. Accessibility is considered through accessible parking and toilet facilities. Periodically small events, such as unveilings, anniversary events are held with accessibility in the fore front of planning considerations.

COUNCIL COMMITMENT

The Council of the Corporation of the Township of Drummond/North Elmsley is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner and shall do so by preventing and removing barriers to accessibility and meeting the accessibility requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*.

LANARK COUNTY ACCESSIBILITY ADVISORY SUB-COMMITTEE

When practicable, staff attend meetings of the Lanark County Accessibility Advisory Sub-Committee (LCAAC). These meetings provide an opportunity to consult with people with disabilities, to discuss, share and develop accessibility information and to ensure that this plan addresses measures to identify, remove and prevent barriers to people with disabilities.

REPORT ON ACHIEVEMENTS 2014-2019

The Township is required to report on the measures the municipality has taken to identify, remove and prevent barriers to persons with disabilities (Section 11 (3) a).

2014

1. The Township's Procurement By-law was updated to incorporate accessibility design, criteria and features when procuring or acquiring goods, services and facilities, except where it is not practicable to do so; for example, when accessible goods, services or facilities are not available and provide an explanation, on request, as to why accessibility design, criteria and features were not practicable to incorporate into procurement.
2. Accessibility Standard Policy By-law 2014-041 was adopted by Council.
3. First 5-year Accessibility Plan was prepared and adopted by Council.
4. The Township's website compliant with WCAP 2.0 Level A.

Barriers Removed:

1. The following deficiencies were corrected at Ferguson's Falls Community Hall:
 - Sink was lowered
 - Tilted mirror installed
 - Hand towel dispenser and soap dispenser were lowered
 - Replaced grab bar on the wall with proper width
 - Garbage cans moved out of path of travel.
2. Improvement to the accessible ramp at the Port Elmsley Community Hall

2015

1. Training in the Integrated Accessibility Standards, Human Rights Code and Design of Public Places.
2. Feedback processes were developed and implemented where the Township receives and responds to feedback on its accessibility.

3. Employment Procedures were updated to include accessible recruitment practices, workplace accommodation, returning to work policies and career development/redeployment.
4. Filed an accessibility report as required.

Barriers Removed:

1. Washroom door handles were replaced with levers at Port Elmsley Hall
2. Designated universal signage was placed on the door of the barrier free washroom at Drummond Centre Hall

2016

1. Policy Review: Review Health & Safety Manual.
2. The Integrated Accessibility Standard Regulation (IASR) Policy was completed and adopted by Council as By-law 2016-053 which included an updated Accessible Customer Service Policy.
3. Staff training on the policy.
4. Design of public places implemented as required for new and redeveloped public spaces.
5. Filed an accessibility report as required.

2017

1. Filed an accessibility report as required.

Barriers Removed:

1. Disposal of Port Elmsley Community Hall

2018

1. The Township website was redone in accordance with WCAG 2.0 universal accessibility standard for websites.

2019

1. Multi-Year Accessibility Plan 2019-2024.
2. File an accessibility report as required by December 31, 2019.

Barriers Removed:

1. Canoe launch in Ferguson's Falls pathway will be barrier free by the end of the year.

BARRIER IDENTIFICATION

The Township is required to have measures in place to ensure that the municipality assesses its proposals for the by-laws, policies, programs, practices and services to determine their effect on accessibility for persons with disabilities (Section 11 (3) b) of the Ontarians with Disabilities Act, 2001. The barriers identified are attached as Appendix A to this report.

In order to identify barriers the following methodology was used:

Methodology	Description
Staff Inspections by Cindy Halcrow, Pete Echlin, and Janet George.	A facility inspection was conducted on March 7, 2019 to help identify any barriers at the Municipal Office, Drummond Hall, and Ferguson's Fall Community Hall, public docks. Each facility was assessed in accordance with Section A-3.8 Barrier-Free Design of the Ontario Building Code. Two the facilities inspectors were people with disabilities.

Additionally, the Township posted the draft plan and advertised for public comments into the plan. None were received.

COMMITMENTS AND STRATEGIES

The Integrated Accessibility Standards Regulation combines the employment, communication and information and transportation standards into one standard. There are two IASR deadlines that the Township must meet in the next 5 years:

- 2019** File an accessibility compliance report by December 31st
- 2021** Website and contents must conform with WCAG 2.0 Level AA
- 2021** File an accessibility compliance report by December 31st

BARRIERS TO REMOVE 2019-2024

Ferguson's Falls Hall

Hall:

- Threshold lip is 1 inch - exceeds 1/2 inch
- Front lip door threshold is 1 1/4 inch
- Need an automatic door
- Need a lever handle on back door

- Pathway to canoe launch

Bathroom

- Sink is too close to the wall
- Washroom signage should be at the top of the hallway
- Wrong toilet seat - need an elongated toilet seat
- Should install fold down grab bars - optional
- Requires a hook and shelf
- longer lever handles on sink
- Should install an audible call button

Municipal Office Washrooms

- Should install an audible call button
- Should install fold down grab bars - optional
- Need L shaped grab bar
- Requires a counter/shelf
- Kitchen taps should be lever handles
- Need a hook at reception for canes
- Old washrooms need lever handles

Drummond Centre Hall

Washroom:

- Hand towel dispenser is too high
- Need L shaped grab bar
- Requires a hook and shelf in the bathroom
- Should install an audible call button

Rideau Ferry Public Docks

- The transition from concrete to floating docks should include an extended handrail.

MAINTENANCE PLANNING

The Township must have procedures for the following:

- preventative and emergency maintenance of the accessible parts of public spaces, such as frequency of inspecting sidewalks for cracks.
- handling temporary disruptions when an accessible part of our public spaces is not useable, such as putting up a sign explaining the disruption and outlining an alternative (under the Accessibility Standard for Customer Service).

Township departments that maintain public infrastructure shall:

- 1) Apply best practices in the preventative maintenance of accessible elements with periodic checks such as annual inspections, or more frequently as per the Minimum Maintenance Standards;
 - After storms or events that might affect accessible elements

- As part of any reports of vandalism or complaints.
- 2) Apply best practices in the emergency maintenance of accessible elements with active response once notified.
 - 3) Apply best practices in the emergency maintenance of accessible elements with active response once notified.
 - 4) Continue to provide public notification of temporary disruptions in keeping with compliance requirements under the Integrated Accessibility Standard Regulation (O. Reg 191/11) and the Township's corresponding policy:
 - Notice of the disruption will include: the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any that are available. The procedures for managing temporary disruptions is attached to this Plan.

Side walks

The Township maintains approx. 12 metres of sidewalk in Rideau Ferry at the Public Docks. During the boating season, the sidewalk is inspected weekly for cracks

REVIEW AND MONITORING

Council is committed to following through with this plan. This plan will be updated annually thus allowing Council, staff and the public to monitor the barriers identified and the direction to which the Township is moving to remove all barriers under the Accessibility for Ontarians With Disabilities Act, 2005.

COMMUNICATION

The 2019-2024 Accessibility Plan will be available on the municipal website. Paper copies of the plan are available in regular font size and large print at the Municipal Office. Every attempt will be made to make it available to those with disabilities for their perusal and review. To request an alternate format of this plan, please contact Cindy Halcrow, Clerk Administrator at 613-267-6500 or chalcrow@dnetwork.ca.

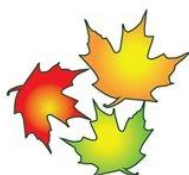
SUMMARY

Council is committed to ensure that persons with disabilities share the same rights, freedoms and obligations so that they may live as independently as possible and able to participate in all that the Township of Drummond/North Elmsley has to offer. The annual accessibility plan plays an important role in recognizing the needs of persons with disabilities that reside in Township.

CONTACT/INQUIRIES

All inquiries with respect to this plan can be directed to:

Clerk Administrator
Township of Drummond/North Elmsley
310 Port Elmsley Road
Perth ON K7H 3C7
613-267-6500



Notice of Temporary Disruption Procedures

The Township provides customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. Such notice may be provided by a variety of methods, depending on the circumstances using Form 4 - Notice of Service Disruption and will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

The notice will be placed at all public entrances and service counters on Township premises, and where appropriate, on the Township's website: www.dnetownship.ca.

If the disruption is anticipated, the Township will provide a reasonable amount of advance notice of the disruption. If the disruption is unexpected, notice will be provided as soon as possible.

Posting the notice on the premises and ensuring the notice is forwarded to the Deputy Clerk for posting on the Township website shall be the shared responsibility of the Township Representative who oversees the service and the Township employee who makes the call for service.

Form 4 Township of Drummond/North Elmsley
NOTICE OF SERVICE DISRUPTION

SCHEDULED DISRUPTION

There will be a scheduled service disruption(s) at the _____

The service disruption will be from _____ until

Description of disruption:

OR

UNSCHEDULED DISRUPTION

There has been an unexpected service disruption(s) at the _____

The estimated time of the service disruption will be from _____ until

Description of disruption:

Cindy Halcrow, Clerk Administrator
Township of Drummond/North Elmsley
RR 5
310 Port Elmsley Road
Perth ON K7H 3C7

Schedule A

FACILITY ASSESSMENT FORM

Location:
Date of Assessment:
Completed By (Name, Position):

Communication Barriers	Y	N	Possible Solutions and Notes
Are signs or posted information clear and easily understood?			
Are there communication supports available?			
Are there assistive devices available?			
Are computers loaded with the following software and hardware? <ul style="list-style-type: none"> Printer that can handle large and enlarged fonts Non-distorting monitors that can be set to a resolution which enlarges the information on the screen to the desired size Keyboard with tactile markings for home keys Text to speech Conversion software Speakers Sound output jacks 			
Emergency Procedures	Y	N	Possible Solutions and Notes
Is an evacuation plan, emergency response plan or public safety information available for visitors with disabilities in case of an emergency?			
Has staff been trained on evacuation for people with disabilities?			
Is staff fully trained in response procedures?			

Physical Barriers	Y	N	Possible Solutions and Notes
Are there alternative accessible entrance(s) clearly signed from the main entrance?			
Is there a route of travel that does not require the use of stairs?			<ul style="list-style-type: none"> • <i>Add a ramp if the route of travel is interrupted by stairs</i> • <i>Add an alternative route on level ground</i>
Is the route of travel stable, firm and slip-resistant?			<ul style="list-style-type: none"> • <i>Repair uneven paving</i> • <i>Fill small bumps and breaks with beveled patches</i> • <i>Replace gravel with hard top</i>
Is the route at least 36 inches wide?			<ul style="list-style-type: none"> • <i>Change or move landscaping, furnishings or other features that narrow the route of travel</i> • <i>Widen route</i>
<p>Can all objects protruding into the circulation paths be detected by a person with a visual disability using a cane?</p> <p>Note: In order to be detected using a cane, an object must be within 27 inches of the ground. Objects hanging or mounted overhead must be higher than 80 inches to provide clear head room. It is not necessary to remove objects that protrude less than 4 inches from the wall.</p>			
Do curbs on the route have curb cuts at drives, parking and drop-offs?			<ul style="list-style-type: none"> • <i>Install curb cut</i> • <i>Add small ramp up to curb</i>
Is there signage and landmarks to aid orientation?			
Are vehicle and pedestrian routes clearly distinguished?			
Are path surfaces suitable?			
Is planting kept well-trimmed?			
Is there a drop-off point near the main entrance?			

Ramps	Y	N	Possible Solutions and Notes
Are ramps easily identifiable or clearly signed?			
Are steps easily identifiable or clearly signed?			
Are the slopes of ramps no greater than 1:12? Note: Slope is given as a ratio of the height to the length. 1:12 means for every 12 inches along the base of the ramp, the height increases one inch.			<ul style="list-style-type: none"> • <i>Lengthen ramp to decrease slope</i> • <i>Relocate ramp</i> • <i>If available space is limited, reconfigure ramp to include switchbacks</i>
Do all ramps longer than 6 feet have railings on both sides?			<ul style="list-style-type: none"> • <i>Add railings</i>
Are railings sturdy and between 34 and 38 inches high?			<ul style="list-style-type: none"> • <i>Adjust height</i> • <i>Secure handrails to fixtures</i>
Is the width between railings or curbs at least 36 inches?			<ul style="list-style-type: none"> • <i>Relocate the railings</i> • <i>Widen the ramp</i>
Are ramps non-slip?			<ul style="list-style-type: none"> • <i>Add non-slip surface material</i>
Is there a 5 foot long level landing at every 30 foot horizontal length of ramp, at the top and bottom of ramps and at switchbacks?			<ul style="list-style-type: none"> • <i>Remodel or relocate ramp</i>
Parking and Drop-Off Areas	Y	N	Possible Solutions and Notes
Are an adequate number of accessible parking spaces available (8 feet wide for car plus 5 foot access aisles)?			
Are 8 foot wide spaces, with minimum 8 foot wide access aisles, and 98 inches of vertical clearance, available for lift-equipped vans?			
Are the access aisles part of the accessible route to the accessible entrance?			<ul style="list-style-type: none"> • <i>Add curb ramps</i> • <i>Reconstruct sidewalk</i>
Are the accessible spaces closest to the accessible entrance?			
Are accessible spaces marked with the International Symbol of Accessibility? Are there signs reading "Van Accessible? At van spaces?			
Is there an enforcement procedure to ensure that accessible parking is used only by those who need it?			<ul style="list-style-type: none"> • <i>Implement a policy to check periodically for violators and report them to the proper authorities</i>

Entrance People with disabilities should be able to arrive on the site, approach the building, and enter as freely as everyone else. At least one route of travel should be safe and accessible for everyone, including people with disabilities.	Y	N	Possible Solutions and Notes
If there are stairs at the main entrance, is there also a ramp or lift, or is there an alternative accessible entrance? Note: Do not use a service entrance as an accessible entrance unless there is no other option.			
Do all inaccessible entrances have signs indicating the location of the nearest accessible entrance?			<ul style="list-style-type: none"> • <i>Install signs before inaccessible entrances so that people do not have to retrace the approach.</i>
Can the alternate accessible entrance be used independently?			<ul style="list-style-type: none"> • <i>Eliminate as much as possible the need for assistance – to answer a doorbell, operate a lift, or put down a temporary ramp, for example.</i>
Does the entrance door have at least a 32 inch clear opening (for a double door, at least one 32 inch leaf)?			
Is there at least 18 inches of clear wall space on the pull side of the door next to the handle? Note: A person using a wheelchair or crutches needs this space to get close enough to open the door.			<ul style="list-style-type: none"> • <i>Remove or relocate furnishings, partitions or other obstructions</i> • <i>Move door</i> • <i>Add power-assisted or automatic door opener</i>
Is the threshold edge ¼ inch high or less, or if beveled edge, no more than ¾ inch high?			<ul style="list-style-type: none"> • <i>If there is a single step with a rise of 6 inches or less, add a short ramp</i> • <i>If there is a threshold greater than ¾ inch high, remove it or modify it to be a ramp</i>
If provided, are carpeting or mats a maximum of ½ inch high?			<ul style="list-style-type: none"> • <i>Replace or remove mats</i>
Are edges securely installed to minimize tripping hazards?			<ul style="list-style-type: none"> • <i>Secure carpeting or mats at edges</i>

Is the door handle no higher than 48 inches and operable with a closed fist? Note: The “closed fist” test for handles and controls: Try opening the door or operating the control using only one hand, held in a fist. If you can do it, so can a person who has limited use of his or her hands.			<ul style="list-style-type: none"> • <i>Lower handle</i> • <i>Replace inaccessible knobs with levers or loop handles</i> • <i>Retrofit with an add-on lever extension</i>
Can doors be opened without too much force (exterior doors reserved; maximum is 5 lbs for interior doors)?			<ul style="list-style-type: none"> • <i>Adjust the door closers and oil the hinges</i> • <i>Install power-assisted or automatic door openers</i> • <i>Install lighter doors</i>
If the door has a closer, does it take at least 3 seconds to close?			<ul style="list-style-type: none"> • <i>Adjust door closer</i>
Access to Good and Services Ideally, the layout of the building should allow people with disabilities to obtain goods, materials or services without assistance.	Y	N	Possible Solutions and Notes
Does the accessible entrance provide direct access to the main floor, lobby or elevator?			<ul style="list-style-type: none"> • <i>Add ramps or lifts</i> • <i>Make another entrance accessible</i>
Are all public spaces on an accessible route of travel?			
Is the accessible route to all public spaces at least 36 inches wide?			
Is there a 5 foot circle or a T-shaped space for a person using a wheelchair to reverse direction?			
Doors	Y	N	Possible Solutions and Notes
Do doors into public spaces have at least a 32 inch clear opening?			<ul style="list-style-type: none"> • <i>Install offset (swing-clear) hinges</i> • <i>Widen doors</i>
On the pull side of doors, next to the handle, is there at least 18 inches of clear wall space so that a person using a wheelchair or crutches can get near to open the door?			<ul style="list-style-type: none"> • <i>Reverse the door swing if it is safe to do so</i> • <i>Move or remove obstructing patricians</i>

Can doors be opened without too much force (5 lbs maximum for interior doors)			<ul style="list-style-type: none"> • <i>Adjust or replace closers</i> • <i>Install lighter doors</i> • <i>Install power-assisted or automatic door openers</i>
Are door handles 48 inches high or less and operable with a closed fist?			<ul style="list-style-type: none"> • <i>Lower handles</i> • <i>Replace inaccessible knobs or latches with lever or loop handles</i> • <i>Retrofit with add-on levers</i> • <i>Install power-assisted or automatic door openers</i>
Is the threshold edge $\frac{1}{4}$ inch high or less, or if beveled edge, no more than $\frac{3}{4}$ inch high?			<ul style="list-style-type: none"> • <i>If there is a threshold greater than 3.4 inch high, remove or modify it to be ramp</i> • <i>If between $\frac{1}{4}$ and $\frac{3}{4}$ inch high, add bevels to both sides</i>
Emergency Way Out	Y	N	Possible Solutions and Notes
If emergency systems are provided, do they have both flashing lights and audible signals?			<ul style="list-style-type: none"> • <i>Install visible and audible alarms</i> • <i>Provide portable devices</i>
Are emergency evacuation alarms regularly checked?			
Rooms and Spaces	Y	N	Possible Solutions and Notes
Are all aisles and pathways to materials and service at least 36 inches wide?			<ul style="list-style-type: none"> • <i>Rearrange furnishings and fixtures to clear aisles</i>
Is there a 5 foot circle or T-shaped space for turning a wheelchair completely?			<ul style="list-style-type: none"> • <i>Rearrange furnishings to clear more room</i>
Is carpeting low-pile, tightly woven, and securely attached along edges?			<ul style="list-style-type: none"> • <i>Secure edges on all sides</i> • <i>Replace carpeting</i>
In circulation paths through public areas, are all obstacles cane-detectable (located within 27 inches of the floor or higher than 80 inches, or protruding less than 4 inches from the wall)?			<ul style="list-style-type: none"> • <i>Remove obstacles</i> • <i>Install furnishings, planters or other cane-detectable barriers underneath</i>
Are there ramps, lifts, or elevators to all levels?			<ul style="list-style-type: none"> • <i>Install ramps or lifts</i> • <i>Modify a service elevator</i> • <i>Relocate goods or service to an accessible area</i>

On each level, if there are stairs between the entrance and/or elevator and essential public areas, is there an accessible alternate route?			<ul style="list-style-type: none"> • <i>Post clear signs directing people along an accessible route to ramps, lifts or elevators</i>
Signage for Goods and Services and Directions	Y	N	Possible Solutions and Notes
<p>If provided, do signs designating permanent rooms and spaces where goods and services are provided comply with the appropriate universal requirements for such signage?</p> <p>Signs must be mounted with centreline 60 inches from floor.</p> <p>Signs must be mounted on wall adjacent to latch side of door, or as close as possible.</p> <p>Signs must have raised characters, sized between 5/8 and 2 inches high, with high contrast.</p>			
Are directional signs provided for accessibility of people with disabilities?			
Are directional signs in a logical position, at an appropriate height and not obstructed?			
For directional signage, if mounted above 80 inches, do they have letters at least 3 inches high, with high contrast, and non-glare finish and are they well lighted?			
<p>Do directional and informational signs comply with legibility requirements?</p> <p>Are they easily identifiable against their background?</p> <p>Is there adequate visual contrast between text and sideboard?</p> <p>Are the words a suitable text size?</p> <p>Are symbols used to supplement</p>			

Are tactile signs used where appropriate and positioned at a suitable height?			
<p>Are all controls that are available for use by the public (including electrical, mechanical, cabinet, game, and self-service controls) located at an accessible height?</p> <p>Reach ranges: The maximum height for a side reach is 54 inches; for a forward reach, 48 inches. The minimum reachable height is 15 inches for a front approach and 9 inches for a side approach.</p>			<ul style="list-style-type: none"> • <i>Relocate controls</i>
Are controls operable with a closed fist?			<ul style="list-style-type: none"> • <i>Replace controls</i>
Seats, Tables and Counters	Y	N	Possible Solutions and Notes
Are the aisles between fixed seating (other than assembly area seating) at least 36 inches wide?			<ul style="list-style-type: none"> • <i>Rearrange chairs or tables to provide 36 inch aisles</i>
Are spaces for wheelchair seating distributed throughout?			<ul style="list-style-type: none"> • <i>Rearrange tables to allow room for wheelchairs in seating areas throughout the area</i> • <i>Remove some fixed seating</i>
Are counter heights suitable for standing and seated users?			
Is there suitable space to write or sign documents on the counter?			
Is there adequate lighting on the counter?			
Are the tops of tables or counters between 28 and 34 inches high?			<ul style="list-style-type: none"> • <i>Lower part or all of high surface</i> • <i>Provide auxiliary table or counter</i>
Are knee spaces at accessible tables at least 27 inches high, 30 inches wide, and 19 inches deep?			<ul style="list-style-type: none"> • <i>Replace or raise tables</i>
At each type of cashier counter, is there a portion of the main counter that is no more than 36 inches high?			<ul style="list-style-type: none"> • <i>Provide a lower auxiliary counter or folding shelf</i> • <i>Arrange the counter and surrounding furnishings to create a space to hand items back and forth</i>

Is there a portion of food-ordering counters that is no more than 36 inches high, or is there space at the side for passing items to customers who have difficulty reaching over a high counter?			<ul style="list-style-type: none"> • <i>Lower section of counter</i> • <i>Arrange the counter and surrounding furnishings to create space to pass items</i>
Stairs/Surfaces The following questions apply to stairs connecting levels not serviced by an elevator, ramp, or lift.	Y	N	Possible Solutions and Notes
Do treads have a non-slip surface?			<ul style="list-style-type: none"> • <i>Add non-slip surface to treads</i>
Do stairs have continuous rails on both sides with extensions beyond the top and bottom stairs?			<ul style="list-style-type: none"> • <i>Add or replace handrails / possible within existing floor plan</i>
Are floor surfaces slip resistant?			
Are floor and wall surfaces free of confusing glare and reflection?			
Are bright and boldly patterned floors avoided?			
Are busy, distracting wall coverings avoided?			
Usability of Restrooms	Y	N	Possible Solutions and Notes
When restrooms are available to the public, is at least one restroom fully accessible?			<ul style="list-style-type: none"> • <i>Reconfigure restroom</i> • <i>Combine restrooms to create one unisex accessible restroom</i>
Are there signs at inaccessible restroom that give directions to accessible ones?			<ul style="list-style-type: none"> • <i>Install accessible signs</i>
Is there tactile signage identifying restrooms? Note: Mount signs on wall, on the latch side of the door, complying with the permanent signage.			<ul style="list-style-type: none"> • <i>Add accessible signage, placed to the side of the door, 60 inches to centreline (not on the door itself)</i> • <i>If symbols are used, add supplementary verbal signage</i>
Are pictograms or symbols used to identify restrooms, and, if used, are raised characters and Braille included below?			<ul style="list-style-type: none"> • <i>If symbols are used, add supplementary verbal signage with raised characters and Braille below pictogram symbol</i>
Is the doorway at least 32 inches clear?			<ul style="list-style-type: none"> • <i>Install offset (swing-clear) hinges</i> • <i>Widen doorway</i>

Are doors equipped with accessible handles (operable with a closed fist), 48 inches high or less?			<ul style="list-style-type: none"> • <i>Lower handles</i> • <i>Replace knobs or latches with lever or loop handles</i> • <i>Add lever extensions</i> • <i>Install power-assisted or automatic door openers</i>
Can doors be opened easily (5 lbs maximum force)?			<ul style="list-style-type: none"> • <i>Adjust or replace closers</i> • <i>Install lighter doors</i> • <i>Install power-assisted or automatic door openers</i>
<p>Does the entry configuration provide adequate maneuvering space for a person using a wheelchair?</p> <p>Note: A person using a wheelchair needs 36 inches of clear width for forward movement and a 5 foot diameter clear space or a T-shaped space to make turns. A minimum distance of 48 inches clear of the door swing is needed between the two doors of an entry vestibule.</p>			<ul style="list-style-type: none"> • <i>Rearrange furnishings such as chairs and trash cans</i> • <i>Remove inner door if there is a vestibule with two doors</i> • <i>Move or remove obstructing partitions</i>
Is there a 36 inch wide path to all fixtures?			<ul style="list-style-type: none"> • <i>Remove obstructions</i>
If they are stalls, are stalls operable with a closed fist, inside and out?			<ul style="list-style-type: none"> • <i>Replace inaccessible knobs with lever or loop handles</i> • <i>Add lever extensions</i>
Is there a wheelchair accessible stall that has an area of at least 5 feet clear of the door swing, OR is there a stall that is less accessible but that provides greater access than a typical stall (either 36 by 69 inches or 48 by 69 inches)?			<ul style="list-style-type: none"> • <i>Move or remove partitions</i> • <i>Reverse the door swing if it is safe to do so</i>
In the accessible stall, are there grab bars behind and on the side wall nearest to the toilet?			<ul style="list-style-type: none"> • <i>Add grab bars</i>
Is the toilet seat 17 to 19 inches high?			<ul style="list-style-type: none"> • <i>Add raised seat</i>

<p>If a lavatory, does one lavatory have a 30 inch wide by 48 inch deep clear space in front?</p> <p>Note: A maximum of 19 inches of the required depth may be under the lavatory.</p>			<ul style="list-style-type: none"> • <i>Rearrange furnishing</i> • <i>Replace lavatory</i> • <i>Remove or alter cabinetry to provide space underneath</i> • <i>Make sure hot pipes are covered</i> • <i>Move a partition or wall</i>
Is the lavatory rim no higher than 34 inches?			<ul style="list-style-type: none"> • <i>Adjust or replace lavatory</i>
Is there at least 29 inches from the floor to the bottom of the lavatory apron (excluding pipes)?			<ul style="list-style-type: none"> • <i>Adjust or replace lavatory</i>
Can the faucet be operated with one closed fist?			<ul style="list-style-type: none"> • <i>Replace faucet handles with paddle type</i>
Are soap and other dispensers and hand dryers within reach ranges and usable with one close fist?			<ul style="list-style-type: none"> • <i>Lower dispensers</i> • <i>Replace with or provide additional accessible dispensers</i>
Is the mirror mounted with the bottom edge of the reflecting surface 40 inches high or lower?			<ul style="list-style-type: none"> • <i>Lower or tilt down the mirror</i> • <i>Add a larger mirror anywhere in the room</i>
Is there a fountain with its spout no higher than 36 inches from the ground, and another with a standard height spout (or a single "hi-lo" fountain)?			<ul style="list-style-type: none"> • <i>Provide cup dispensers for fountains with spouts that are too high</i> • <i>Provide accessible water cooler</i>
Is each water fountain cane-detectable (located within 27 inches off the floor or protruding less than 4 inches from the wall into the circulation path)			<ul style="list-style-type: none"> • <i>Place a planter or other cane-detectable barrier on each side at floor level</i>
Telephones	Y	N	Possible Solutions and Notes
If pay or public use phones are provided, is there clear floor space of at least 30 by 48 inches in front of at least one?			<ul style="list-style-type: none"> • <i>Move furnishings</i> • <i>Replace booth with open station</i>
Is the highest operable part of the phone no higher than 48 inches (up to 54 inches if a side approach is possible)?			<ul style="list-style-type: none"> • <i>Lower telephone</i>
Does the phone protrude no more than 4 inches into the circulation space?			<ul style="list-style-type: none"> • <i>Place a cane-detectable barrier on each side at floor level</i>
Does the phone have push-button controls?			<ul style="list-style-type: none"> • <i>Contact phone company to install push-buttons</i>
Is the phone hearing-aid compatible?			<ul style="list-style-type: none"> • <i>Contact phone company to replace with hearing-aid compatible phone</i>

Is the phone adapted with volume control?			<ul style="list-style-type: none"> • <i>Contact the phone company to add volume control</i>
Is the phone with volume control identified with appropriate signage?			<ul style="list-style-type: none"> • <i>Add signage</i>
If there are four or more public phones in the building, is one of the phones equipped with text telephone (TT or TDD)?			<ul style="list-style-type: none"> • <i>Install a text telephone</i> • <i>Have a portable text telephone available</i> • <i>Provide a shelf and outlet next to the phone</i>
Is the location of the text telephone identified by accessible signage bearing the International TDD symbol?			<ul style="list-style-type: none"> • <i>Add signage</i>
Building	Y	N	Possible Solutions and Notes
Is information readily available on the accessibility of the building?			
Are building management procedures and policies regularly reviewed and updated?			