

Checklist for Accessibility Planning

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Scope of Program	Target Area	Suggestions
Customer Service - Policies, Procedures and Practices	Use of service animals and support programs	Leisure Programs and any other customer service element (eg. City Hall) - allow assistants and any service animals to accompany them
	Training of Staff	How to Interact and communicate with various types of disabilities
		How to interact with persons with disabilities who use an assistance device or require the assistance of a guide dog or other service animal or the assistance of a support person.
		How to use equipment or devices available at City premises that may help with the provision of goods or services to a person with a disability.
		What to do if a person with a particular type of disability is having difficulty accessing any services.
	Feedback Process for providers of goods and services	Permit persons to provide their feedback in person, by telephone, in writing, or by delivering an electronic text by email or on diskette or otherwise.
		Provide feedback to the person with the complaint using appropriate formats
	Document Formats	Give the person the document, or the information contained in the document, in a format that takes into account the person's disability.

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Built Environment (All Civic Facilities)	FADS (Facility Accessibility Design Standards)	Review FADS developed by the City of London
		Inventory of all City Buildings in terms of Accessibility (For example, some comments regarding City Facilities as mentioned in the Focus Groups):
		(i) Cosmo Civic Centre – Ramp and Handrail placement
		(ii) Cosmo Civic Centre – lack of service elevator or wheel chair lift
		(iii) Field House – location of the bus drop off (College Dr.) and not lit at night
		(iv) Public Works (Move out of Heritage Building)
		(v) Cliff Wright – no washroom for disabled
		(vi) Lakewood Civic Center – no wheelchair lift
		(vii) Lawson Civic Center – handicapped parking located at back of building
Built Environment (All Civic Facilities)	Parking Areas	(viii) Credit Union Centre – no washroom on floor level - couldn't use the floor seating
		Designated accessible parking spaces located closest to accessible entrance
		Barrier-free path of travel from parking area to building entrance (clear of snow, garbage cans, sign posts and other obstacles; pathway well lit)
		Curb ramp to sidewalk located between parking spaces
		Accessible parking symbol painted on pavement of each stall
		Accessible parking signage posted (visible after snow)
		Number of designated accessible parking spaces ratio at least 3/100
		Accessible parking spaces width 3700 mm



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Built Environment (All Civic Facilities)	Entrances	Barrier-free path of travel to entrance, preferably on-grade access
		Signage at all non-accessible entrances should clearly indicate location of accessible entrance.
		Entrance doorway 920 mm wide
		Entrance door easy to open (automatic sliding doors are optimal; power doors with large paddle/push plate is the next best alternative)
		If entrance is through doors in a series, leave enough room for a wheelchair to occupy the vestibule while opening the 2nd door
		Automatic doors – large well-marked button/paddle
		Automatic doors – button is far enough from door that user is not struck by opening door
		Color contrast to identify doorway threshold
Built Environment (All Civic Facilities)	Signage	Facilities & services for persons with disabilities identified with appropriate symbols: white on blue background
		Signage available in symbol form for those with visual processing difficulties or who are unable to read
		Signage includes Braille as well as large print, high color contrast tactile lettering
		General and way-finding signage consistent in design and easily identifiable
		Braille signage mounted at appropriate height (chest level) and location
		Signage provided indicating accessible services (e.g., availability of assistive listening devices)
		Signage lettering in Sans Serif (e.g. Verdana, Arial, Helvetica) for reading ease
Built Environment (All Civic Facilities)	Washrooms	Single door entrance (not two doors in quick succession)
		Washroom door is wide, easy to approach (not recessed in a narrow hallway)
		For washrooms without entrance door, there is only one turn with clear corner so persons who are blind do not become disoriented
		Proper signage located outside entrance and cubicle door
		Sinks, garbage cans, etc. located around perimeter rather than in the centre of the room
		Barrier-free sink (that allows knee access for persons using wheelchairs) with soap and towel dispenser close to sink and at accessible height (wash and dry hands prior to wheeling); include low mounted or tilt mirror
		BARRIER-FREE CUBICLE:
		(i) minimum 1500 mm x 1500 mm
		(ii) door that swings outward so person in wheelchair can close it independently
		(iii) equipped with door pull handle, coat hook, grab bars at appropriate height and placement
		(iv) can be locked from the inside with a large, sliding latch (not thumb-turning latch)
		(v) toilet paper reachable without leaning too far off toilet
		(vi) Accessible toilet height between 400 mm - 460 mm
		Self-contained, unisex/family washroom also available, with proper signage provided in an accessible location (allows for an individual who is young, elderly or who has a disability to be assisted by a companion or attendant)



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Built Environment (All Civic Facilities)	Interior Building Environments	Public and emergency phones mounted at an accessible height
		TTY (built in typewriter) phone for users who are deaf or hard of hearing
		At least one drinking fountain at accessible (child) height, spout located near front, controls either automatic or easily operated
		One barrier-free section at an accessible height at every counter that serves the public
		Shelving, coat hooks and light switches at an accessible height
		Space for persons using wheelchairs to sit/park in all public seating areas (without blocking walk through areas)
		Flat non-sloped wheelchair seating area (in theatres, lecture halls, sports areas etc.)
		Glass doors or partitions include a contrasting strip of color across at eye-level
Built Environment (All Civic Facilities)	Alarm Systems and Emergency Exits	When audible alarm is used, also use visual signal (e.g., flashing light)
	Stairs	Slip-resistant, tactile finish or strips contrasting in color and texture on all landings
		Tactile strips in contrasting color on all stair nosings
	Elevators	Location of elevators clearly identified at main entrance
		Dimension of elevator car allows for a minimum turning radius of 1500 mm x 1500 mm with elevator door at least 910 mm wide
		Elevator buttons and emergency controls mounted at accessible height
		Elevator buttons and emergency controls incorporate large print tactile numbers and Braille mounted in a raised fashion (not flush or recessed)
		Braille and tactile numbers placed on both sides of door jambs at appropriate height to identify floor level
		Visual indicator in elevators to indicate "help on the way" for use in an emergency
Built Environment (All Civic Facilities)	Ramps	Ramps are used for any slope steeper than 1 in 20 in a path of travel Preferred maximum slope is 1 in 16 (1 in 12 is code)
		Ramp width minimum 1500 mm to allow 2 wheelchairs to pass (or wheelchair and pedestrian, stroller, etc.); level landings/resting areas provided at 9 m intervals along ramp
		Minimize or avoid tight turns or switch-backs
		Strong color contrast and tactile surfacing on all ramp landings
		Landings designed to accommodate larger chairs and scooters (able to open door without backing onto ramp)
	Handrails	Handrails on both sides of stairwell/ramp that are continuously graspable
		Handrails in contrasting color to wall or surrounding area
		Handrails provided at two heights with un-obscured view between Handrails extend horizontally beyond last stair and terminate to wall or ground
	Tax Incentives	Offers financial incentives (A \$5000 grant) for developers to build housing that is accessible and affordable. (City of London)
		Affordable Housing Program - provides 10% of capital cost for housing projects to the builders who meet the standards/objectives.



Scope of Program	Target Area	Suggestions
Transportation	Urban Transit Bus	Where fare payment and ticket validation equipment is available, provide equipment that is accessible and allows for secure use by persons with disabilities.
		Where fare payment and ticket validation equipment is not yet accessible, offer an alternative service for fare payment and ticket validation.
		Ensure that the International Symbol of Access is displayed (on rear and front of the bus – other than a windshield) and:
		(a) be square or circle with a height and width of not less than 150 mm (6 in); and
		(b) consist of a symbol in white on a blue background
		Where route or destination signs are displayed have signs that:
		(i) are illuminated
		(ii) have non-glare surfaces;
		(iii) are positioned to minimize glare; and
		(iv) use characters that provide high contrast with the background.
		For all services that do not require pre-booking, ensure that the operator audibly announces through manual or electronic means the route or direction, or destination or next major stop at the boarding point.
		The transportation provider shall ensure that step surfaces are: firm; and slip resistant.
		Ensure the top outer edge of each step is marked by a colour strip in high contrast to its background that runs the full width of the leading edge of the step and is readily apparent from both directions of travel;
		Ensure all interior edges at raised floor areas be marked by a colour strip in high contrast to its background that runs the full width of the leading edge of the step and is readily apparent from both directions of travel; and
		Ensure step surfaces do not create glare.
		Ensure that operators audibly announce, through manual or electronic means, transfer points with other fixed routes, other major intersections and destination points, or any stop on the request of a passenger.
		Ensure that all stops are legibly and visually displayed through electronic means.
		Develop and maintain an emergency preparedness and response policy and procedures that provides for people with disabilities;
		Do not charge a fare to personal care attendants, recognized by the transportation provider, accompanying a passenger with a disability.
		Incorporate more Low Floor Buses to ensure all routes and buses are accessible no later than 2025 (eg. Regina to have all buses in the city "Low Floor" by 2035, Kingston by 2015, Hamilton by 2009)



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Transportation	Training (employees and volunteers)	The safe operation of accessibility equipment;
		Boarding and debarking assistance procedures;
		The handling and storage of transportable mobility aids and assistive devices;
		The function of personal care attendants, service animals and assistive devices and methods for interacting with customers, who are accompanied by personal care attendants, service animals or use assistive devices;
Transportation	Access Transit	Scheduling - same day service vs. week in advance (7 days)
		Ensure that people can receive a "round trip" service as at the present time, users can get to their destination; however aren't guaranteed a ride back.
Transportation	On-Demand Taxi Service	Work together with service providers to incorporate alternate transportation and ensure it's accessible and available to people with disabilities
	Booked Vehicle Services (Taxis, Limousines, Shuttle)	
	School Transportation	
	Other Transportation (Hospitals and long-term care homes; Colleges and universities; Amusement parks and zoos; Hotels; Service clubs; Faith-based organizations, or Employers for employees)	
Transportation	Parking Enforcement	Raise fines for those who are parked in disabled parking spots. (eg. Kingston - expired metered parking space \$15 fine, parking in a disabled spot - \$75 fine)
	Taxis	Work together with taxi companies to ensure there is a 24-hour accessible van available for people to use.
		Possibility of introducing commuter type shuttles, with one in each quadrant of the city to start with.
	Bus Stops - Shelters	Installed in areas where there is a higher concentration of seniors, people with disabilities
	Bus Stops - Snow Removal	Sidewalk to the bus is not clear of snow
		Snow on side of street so can't get to sidewalk
		Snow in middle of street and clear away (Regina)
		Ambiguous areas where it doesn't fall under the bylaw (eg. No house)
	Bus Stops - Signage	Businesses not clearing everything away only the front of the building
		Ensure the bus stop is easily identifiable
		Signage should be in clear print, the route numbers should be displayed as imprints on the pole, placed lower on the pole for clear visibility / easy to read - perhaps wrap around the pole



Scope of Program	Target Area	Suggestions
Information and Communications	Complaint Line	<p>Provide the means for people to file complaints. In Calgary there exists a "toll free" line where people can connect with various departments directly</p> <p>By creating such a line, feedback and input can be gained to assist with accessibility planning</p>
	Workplace	Consulting employees with disabilities prior to making changes in the workplace. For example cubicle arrangements
	Website	<p>Re-design website to conform to the W3C Standards</p> <p>Hire a consultant or firm with experience in this area to review the website and suggest what is required using the W3C standards</p> <p>eg. City of Ottawa - known for it's website accessibility - text size, Browsealoud (free download) - as you move cursors over the text, it is spoken out loud</p>
	Leisure Guide	<p>Communicating City run programs targeting persons with disabilities, as well as similar programs (administed by organizations which are funded by the city) to persons with disabilities (eg. Edmonton Leisure Guide)</p> <p>Staff at Leisure facilities should understand and be able to provide assistance regarding possible bus routes and the scheduling</p>
	Community Organizations	Dialogue with CNIB, MS Society, Paraplegic Association, etc. to gain feedback on location and need for audible traffic signals, curb cuts, ramps, etc.
	Plain Language	<p>Definition of Plain Language - clear, straightforward expression, using only as many words as are necessary. It is language that avoids obscurity, inflated vocabulary and convoluted sentence construction. Writers of plain English let their audience concentrate on the message instead of being distracted by complicated language. They make sure that their audience understands the message easily. (Prof. Robert Eagleson, Australia)</p> <p>Ensure all publications and signage are written in plain language</p>
	Alternate Formats of Communication	<p>Large Prints (Print and Website) - An alternative format for people who have low vision. Large print materials should be prepared with a font (print) size that is 16 to 20 points or larger.</p> <p>Electronic Text - Used with computer synthetic voice technology (screen reading software) that enables people who are blind, have low vision (such as seniors) or who have learning disabilities to hear a spoken translation of what others see on the monitor. When an electronic form of a document is placed on a CD, it should be labeled in large, high-contrast print and Braille.</p> <p>Braille - An alternative format for people who are blind or deaf-blind. It is a tactile system of raised dots representing letters or a combination of letters of the alphabet. Braille is produced using Braille transcription software.</p> <p>Audio Format - An alternative format for people with a vision, intellectual or developmental, or learning disability, and are unable to read print. Labels should be prepared in large, high-contrast print and Braille.</p> <p>Captioning - Captioning translates the audio portion of a video presentation by way of subtitles, or captions, which usually appear on the bottom of the screen. Captioning may be closed or open. Closed captions can only be seen on a television screen that is equipped with a device called a closed caption decoder. Open captions are "burned on" a video and appear whenever the video is shown. Captioning makes sound accessible to people who are deaf or hard of hearing.</p> <p>Windowing - Windowing enables people who are deaf to read by means of a sign language interpreter what others hear in a video presentation or broadcast. The interpreter appears in a corner or "window" in the screen translating spoken word to sign language.</p>



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Information and Communications	Assistive Technologies (for employment or customer service)	Speech input and synthesized speech output
		Screen readers, screen magnifiers, screen projectors
		Audio recorded information
		Text telephones
		Adjustable signal level and tone on audio devices
		Volume control
		Hands-free data entry and response selection
		Intelligent word prediction software
		Alternative pointing devices, such as mouth sticks
	Telecommunications	Provide TTY services (currently offered by SaskTel)
	Library	Zoom Text - purchase Zoom Text software to provide text enlargement on computer workstations and also install large text keyboards to assist individuals with visual disabilities.
	Awareness of City Accessibility	Creation of a Directory (such as a Phone Book) listing all the accessible venues, businesses, events located around the City
		Cooperate with "Access Guide" website and let people with disabilities know about its availability
		Develop and provide Access Route Maps, indicating most accessible routes around the City (curb cuts, parking, bus stops, crosswalks - done by the City of Kingston)
		Conduct an inventory of all Curb Cuts
	Attitudinal Strategies - Advertising	Work together with the community groups to organize and run an Access Awareness Day. (Sparc BC)
		Distribute poster and brochures to businesses, schools and malls in the community to thank for ongoing efforts to ensure access, or to help educate about the importance of accessibility.
		Recognize people or businesses that have made a special effort to make the community more accessible. (awards)
		Public presentations on accessibility and success stories
		Disabled Parking Awareness Week (Edmonton)
		Recruit and train volunteers who will hand out information tickets on the enforcement of designated parking spots for people with disabilities
		Radio spots (sparc BC)
		International Day of Disabled Persons (Edmonton)
	Attitudinal Strategies - Awards (External)	Employer Awards – most accessible employer (removing barriers) - (eg. Winnipeg, Kingston, Guelph)
		Employer Award – for employment of persons with disabilities (Edmonton)
		Accessibility Innovations Award - An individual, group or business that demonstrates initiative through innovative measures that reduce barriers for people with disabilities. (Port Moody, BC)
		Accessibility Awareness Award - An individual, group or business that has demonstrated an ability to promote the awareness of accessibility in the community.
		Architectural Innovations Award - an organization, property owner, architect or builder who has made significant contributions through innovative plans for new construction. (Port Moody, BC)
	Attitudinal Strategies - Awards (Internal)	Department Achievements (education of staff, sign language courses, etc)
		Awards for staff who made a difference for people with disabilities (could through the employer or external)



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Employment	Training of Existing Staff	see above under Customer Service
	Job Advertisements	Clearly state that your organization has an equal opportunity policy.
		Use simple typeface that is easy and large enough to read.
		Provide the job ad in alternate formats such as large high contrast print, HTML and plain language.
		Consider using other methods of advertising such as web-based listings and radio ads.
	Job Descriptions and Requirements	Contact agencies that provide employment support services to people with disabilities, local agencies and campus placement offices. (eg. Saskatchewan Abilities Council)
		Separately identify what skills and experience are <u>needed</u> to do the job and what <u>desirable</u> qualities the candidate can bring to the job.
	Recruitment and Selection	Make the application available in alternate formats.
		When you contact candidates for an interview, ask if they have any accommodation needs. They may need to use a computer to do a test, materials in large high contrast print, or a sign language interpreter.
	Doing the Job	Train front-line staff greeting job candidates on how to interact with people with disabilities. (see training of staff)
		Provide training for supervisors and managers so that they understand how to support employees to do their jobs well.
		Ask employees what job-related support they need and follow up later to see if something needs to be changed.
	Confidentiality	Meet with staff, if needed, before a new employee with disabilities starts work. The team may be worried if they don't know how to interact with colleagues with a disability.
		Work with employees with disabilities to adapt tasks as needed. Show them how to do it but allow them to try for themselves and adapt as needed
Employment	Retaining Employees	Ensure matters are kept confidential
		Retain and promote staff using the same criteria for all employees.
		Make sure all employees have the chance for learning and personal development. (mentioned in Focus Groups)
		Identify training needs when you regularly assess the work performance of all employees. (additional accommodations)
	Dismissal/Termination	Make sure all employees know about opportunities for transfers and promotions. Provide information in accessible formats.
		Make sure you thought of all options in looking for ways to support employees
	Monitoring Results	Keep track of positive changes for making your workplace accessible. For example: people's attitudes – take surveys or ask a focus group; improved accessibility – conduct an accessibility audit and try to fill in any gaps; and access to job candidates – find out how your efforts to widen the search for candidates has paid off.)
	Workplace Accommodation	Voice input or speech recognition aids;
		Voice synthesizer;
		TTY telephone service;
		Computer screen magnifiers;
		Flexible scheduling and reduced or part-time hours;
		Quiet workspace;
		Written instructions;
		Self-paced workload;
Employment	Workplace Accommodation	Frequent breaks;
		Alternate methods of communication (telephone, tape recorder, verbal instructions); and
		Larger tasks divided into smaller ones.
	Monitoring Results	



Scope of Program	Target Area	Suggestions
Infrastructure	Sidewalks	Conduct an assessment/inventory of city sidewalks, during which the following items should be paid close attention to:
		(i) Repairs Needed / Evenness - ensuring the sidewalks surface is accessible not only by foot but for those using an assistive device.
		eg. Sidewalk on the west side of Market Mall close to the Senior's Building is all broken up
		(ii) Ramps / Curb Cuts - ensuring sidewalks in highly residential areas are accessible to those with various disabilities. Business areas that have become more residential are lacking sidewalks (people resort to walking on the streets)
		eg. Adelaide Street is not accessible
		eg. Railroad tracks on Idylwyld are difficult to get across
		eg. 22nd, 20th and Idylwyld - to get into the sidewalk, have to get into the way of oncoming traffic
		(iii) Snow Removal - ensure the sidewalks are properly cleared of snow and ice. Implementing mandatory snow removal by businesses around their facility
		(iv) Drainage - ensure the sidewalks are accessible especially in the spring as all the snowmelt gathers in front of the curb cuts, restricting access to the sidewalk
	Crosswalks	(i) Audible Traffic Signals - considering other designs of ATS systems which have been more effective, placement of the ATS systems and assessment of which crosswalks are in need of an ATS system
		eg. Idylwyld and 22nd St. - there aren't any audible traffic signals
		eg. Queen and 2nd Ave - in high need of audible signal
		eg. Acadia and Taylor - no audible signal
		(ii) Traffic Signals - making the traffic crossing lights slower in order to provide people with more time to cross the street
		(iii) Flashing Pedestrian Crosswalks - in areas that have higher than normal traffic of pedestrians, consider installing Flashing Pedestrian Crossings, to ensure people are not waiting to cross the streets in uncontrolled intersections without a pedestrian crossing or traffic signal
		eg. Kingsmere Blvd. - the traffic is getting really busy. Need to install a flashing pedestrian crosswalk
		eg. One and a half block east of Market Mall on Adelaide Street - there is an uncontrolled intersection where pedestrians, especially seniors or those with disabilities wait for a long time to cross the street.
	Parks	Availability of sidewalks with the inclusion of curb cuts and proper surfacing (not gravel) to make parks accessible for people with disabilities
	Fully Accessible Playgrounds	In addition to having "Everybody's Playground" in Erindale, such playgrounds should be installed in each quadrant of the City (Regina currently has three fully accessible playgrounds)

- Please note – a number of the recommendations, particularly the Built Environment will benefit many others including; those with walkers, strollers, not just persons in wheelchairs
- Common Plain Language – benefits immigrants as well.