



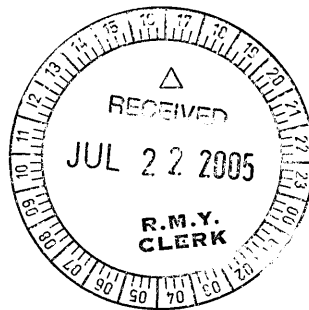
Town of
East Gwillimbury

Corporate Services Department

Town of East Gwillimbury
19000 Leslie Street
Sharon, Ontario L0G 1V0
905-478-4282 x 240
aknowles@eastgwillimbury.ca

July 19, 2005

Regional Municipality of York
17250 Yonge St., P.O. Box 147
Newmarket, Ontario
L3Y 6Z1



**REGION OF YORK
CLERK'S OFFICE**

FILE No. - *P14*

Attention: D. Kelly, Regional Clerk

Dear Mr. Kelly:

Re: Town of East Gwillimbury – Accessibility Standards

For your information and records, at its regular meeting of Council on July 11, 2005, the Municipal Council of the Town of East Gwillimbury enacted as follows:

“WHEREAS The Town of East Gwillimbury is proudly committed to promoting equal opportunity and access for all citizens with disabilities to participate as fully as possible in a barrier free community.

BE IT THEREFORE RESOLVED THAT the East Gwillimbury Accessibility Advisory Committee Report 2005-01 dated July 11, 2005 regarding the Accessibility Standards Guidelines (as attached in Appendix 1 of the above-named report) be received and adopted; and

THAT Council encourage builders to use these Standards to achieve a barrier free community; and

THAT the East Gwillimbury Accessibility Advisory Committee continue to review site plan applications using this document as its basis for recommendations; and

THAT a copy of the Accessibility Standards be forwarded to all Town Departments and the Regional Municipality of York.”

If you have any further questions with regard to the above, please do not hesitate to contact the undersigned.

Yours truly,

Anna M. Knowles
Deputy Clerk

Encl.



Town of East Gwillimbury

East Gwillimbury Accessibility Advisory Committee

Accessibility Standards

The Town of East Gwillimbury is proudly committed to promoting equal opportunity and access for all citizens with disabilities to participate as fully as possible in a barrier free community.

Town of East Gwillimbury
19000 Leslie Street
Sharon, Ontario
L0G 1V0

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Municipal Information

Municipality

Town of East Gwillimbury

Address

19000 Leslie Street, Sharon, Ontario, L0G 1V0

Key Contact

Chief Administrative Officer, 905-478-4282 ext. 271,
town@eastgwillimbury.ca

Population

2001 Census Population was 20,555.

Municipal Highlights

The Town of East Gwillimbury is located in the northern part of York Region, just 30 minutes north of Toronto, encompassing an area of 238 square kilometers (91.89 square miles). It is a balanced community with the assets of both an urban and rural area. East Gwillimbury boasts a variety of living environments including fully serviced urban areas, semi-serviced suburban areas, rural hamlets, estate residential subdivisions and rural agricultural land.

The Town consists of a number of growing urban areas and villages including Holland Landing, Queensville, Mount Albert, River Drive Park, and Sharon. These urban areas are separated from each other by farms, forests, countryside residences and recreational areas which all add to the overall character of the Town.

Early settlement of the area dates back to the late seventeen hundreds. Many attractive historic buildings are still in existence which enhance the atmosphere of East Gwillimbury. The Town has grown to a 2001 population of 20,555. The focus of development within East Gwillimbury has continued to be within its five major urban centres. The rich history of the Town, its ideal geographic location and excellent balance of both urban and rural communities, makes

East Gwillimbury an ideal location for business and a wonderful place to live.

The Town is part of the Regional Municipality of York and therefore police, ambulance, health and social services are provided at a Regional level.

The Town of East Gwillimbury is grateful to the City of Peterborough for providing its thorough and helpful Accessibility Standards. Their document was heavily relied upon by the East Gwillimbury Accessibility Advisory Committee in the creation of this document.

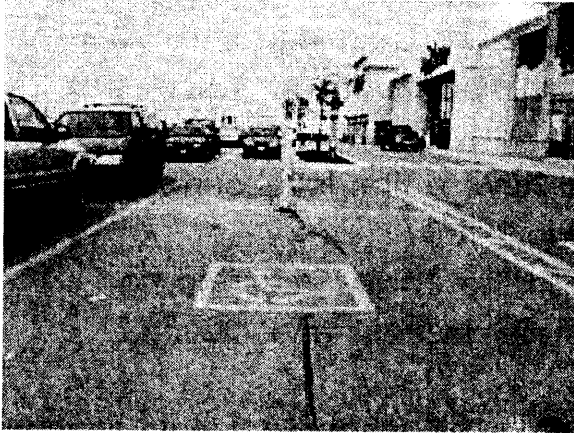
Section 1: Disabled Parking and Passenger Loading Zones



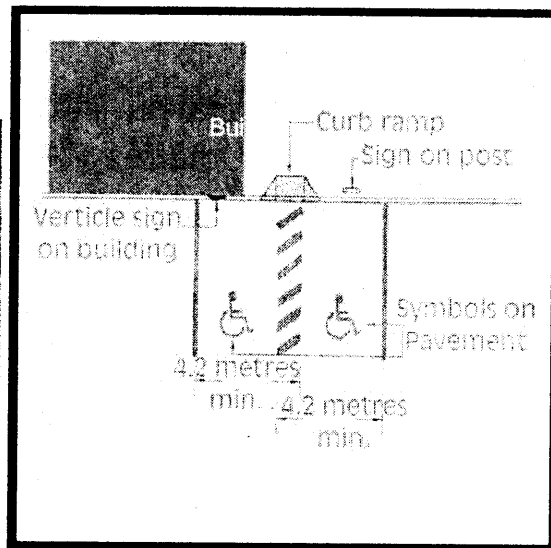
Persons with disabilities arriving to a location by vehicle have two options available to them: either park the vehicle or be dropped off. This section outlines guidelines for the size, location and signage of disabled parking spaces and drop off zones.

1.1 Disabled Parking Spaces

Disabled Parking spaces shall be located adjacent to the main accessible entrance to the building, and shall be of size, width and surface as prescribed in this section of this booklet. **Parking spaces shall be located such that persons do not travel behind parked cars, obstacles nor across a drive aisle.**



Designated Parking Space

Parking space, dimension and location.
Source: Accessibility Guidelines: City of
Gloucester

The recommended width of a parking space provides enough room for a wheelchair user to make a transfer from vehicle to chair.

Distinctive signage, in accordance with the Access Guidelines, is important since reserved parking spaces are often placed in desirable locations.

Guidelines

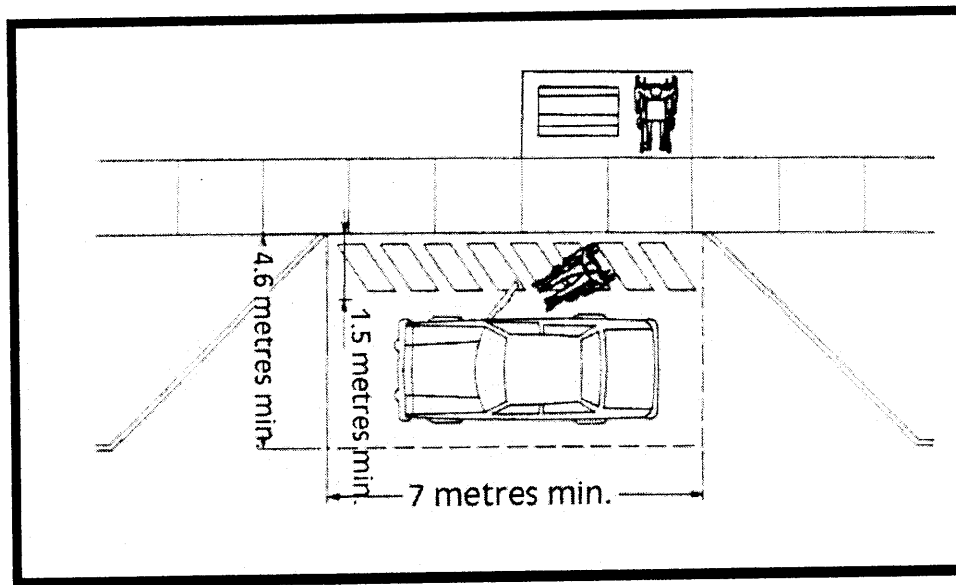
- 1.1a Parking spaces shall be at least 2.7 metres (8.85 feet) wide, 5.7 metres (18.7 feet) in depth and shall have an adjacent aisle with a minimum width of 1.5 metres (5 feet).
- 1.1b The parking space shall have a firm level surface with a slope not exceeding 1:100 (1%).
- 1.1c Parking meters, if used in the Town, must be no higher than 1.4 metres (56 inches) and clear of pedestrian walkways.
- 1.1d Overhead structures such as canopies that provide protection over parking areas or drop-off zones that provide access to the main entrance shall have a vertical clearance of not less than 2.75 metres (9 feet).
- 1.1e Wheelstops, landscaping or other design features shall be placed to prevent vehicles from protruding over walkways. Wheelstops should be painted yellow to help visually impaired persons.

1.2 Passenger Loading Zones

The passenger loading zone allows for a safe location to exit from a vehicle without stepping into the traffic flow or directly onto a raised sidewalk. Ideally, this facility should be located at the main accessible entrance of the building/site. If not, the drop-off zone should be visible from the main entranceway so that persons can see and be seen while waiting to be picked up or dropped off. The distance between an accessible (main) entrance and the drop-off zone must not exceed 30 metres (100 feet). The surface of the drop-off zone must be firm and level, otherwise wheelchair users may experience difficulties.

Guidelines

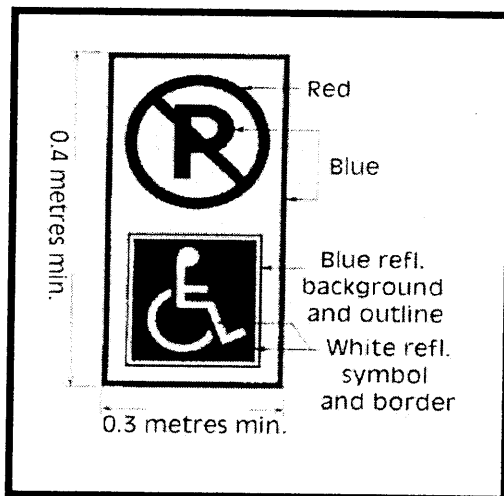
- 1.2a Passenger loading zones shall provide an access aisle at least 1.5 metres (5 feet) in width and 6 metres (19 feet 8 inches) in length.
- 1.2b If there are curbs between the walkway and the passenger drop-off zone, then such curb(s) must conform with Town of East Gwillimbury standards (refer to Section 2).
- 1.2c Where an overhead canopy covers the drop-off zone, a minimum vertical clearance of 2.75 metres (9 feet) shall be provided.
- 1.2d The surface should be firm and level. The slope of the surface may not exceed 1:100 (1%).



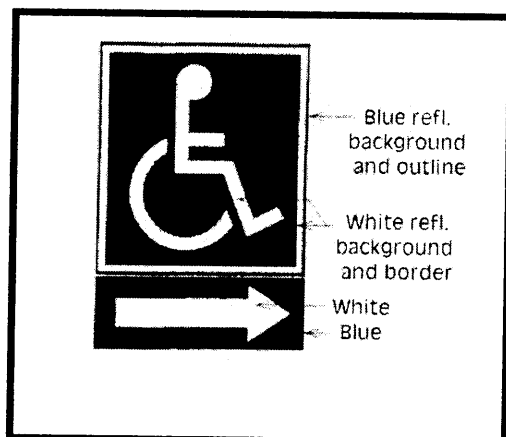
Dimensions for parking drop-off zone and waiting area

1.3 Signage: Parking & Passenger Loading Zones

Designated parking spaces and passenger loading zones shall be prominently identified by proper signage. Parking spaces must be designated by the Symbol of International Accessibility mounted both vertically on a sign as well as marked on the surface of the parking space. Both signs should be visible to vehicles approaching the parking stall. Passenger loading zones should be marked as such so that motorists do not confuse these areas with regular parallel parking spaces.



Sign Specifications
(wall or ground mounted)



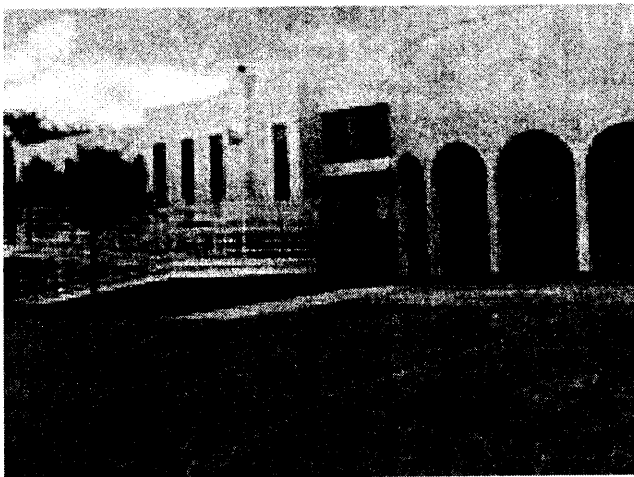
Directional
sign
specifications



Typical Disabled
Parking Sign

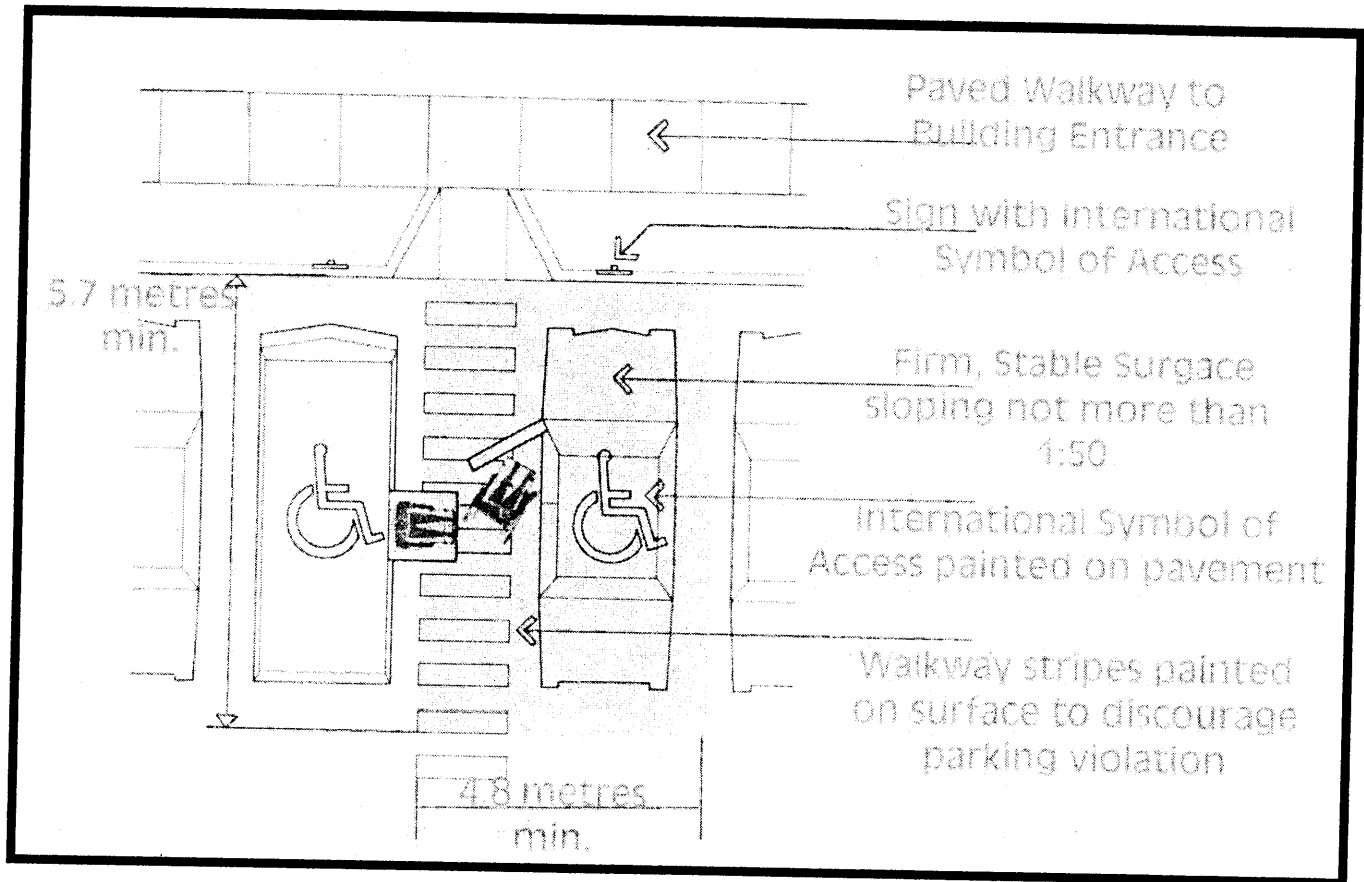
Guidelines

- 1.3a The International Symbol of Accessibility shall be painted and maintained onto the paved surface of the parking stall. The minimum length of the painted symbol should be 1 meter (3.3 feet). Paint colour should strongly contrast with the background (paved surface).
- 1.3b Accessible Parking Space signs (ground or wall mounted) shall be located 1.5 metres (5 feet) above ground level in front of each parking space and must be a minimum of 0.3 metres by 0.4 metres, (12 inches by 16 inches) in size.

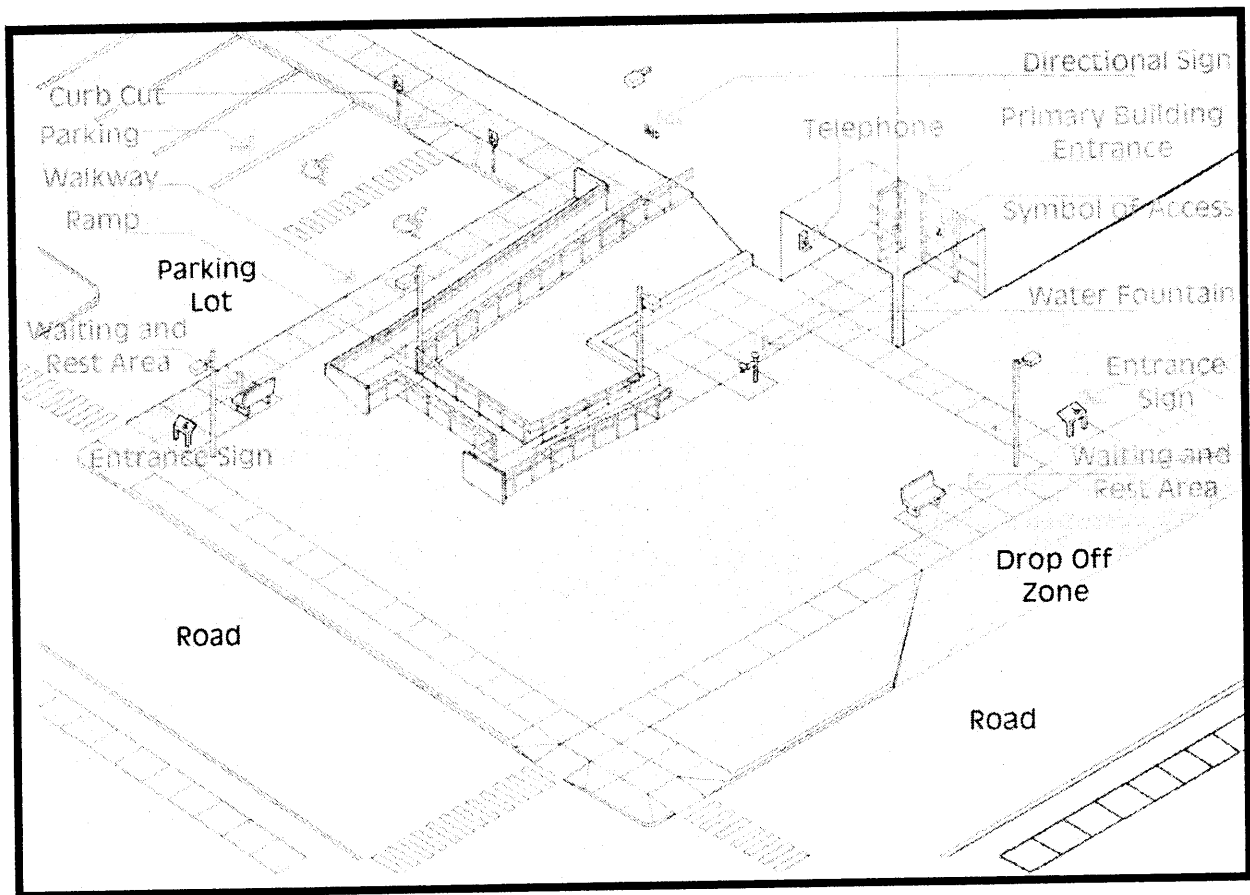


East Gwillimbury Civic Centre

Design Solutions



An overall view of disabled parking working within a site



Source: An Illustrated Handbook for Barrier Free Design;
Washington State Rules and Regulations

Section 2: Curb Cuts and Walkways



A practical and convenient approach to or from a building/site is essential. The provision of parking stalls and passenger loading zones is of little use if barriers are present between these facilities and the main entrance to a building/site. In addition, the Ontario Building Code now requires a barrier free path of travel from the parking and drop off areas to the building entrance. Where there are breaks in the curb surface, curb cuts improve the transition from surface level to curb level. Walkways must provide a continuous unobstructed path of travel for all users. The path of travel should be of a standard width, slope and material.

2.1 Curb Cuts (Curb Ramps)

Where raised walkways are positioned alongside a vehicular route, a break in the curb surface in the form of a curb cut shall be constructed to help persons negotiate such changes in surface levels. For the purposes of this section, the term curb cuts shall mean curb ramps. Curb cuts should be constructed to be of maximum help to wheelchair users without creating additional hazards to the visually impaired or others. The standard curb cut design as outlined in this section is a compromise between accommodating the needs of wheelchair users without adding hardship to other users such as the visually impaired.

To help visually impaired persons as well as persons in wheelchairs maintain a straight direction of travel, the curb cuts are constructed with flared sides. The entire curb cut including flared sides should have a detectable warning surface to aid visually impaired users in determining where the curb cut begins and ends. Wheelchair users can have difficulties maintaining a straight course of travel due to downward sloping of surfaces as commonly used curb/walkway ramping. Therefore, curb cuts should be actual cuts/slices (grooves) into the sidewalk, thus eliminating the foregoing problem. These cuts/slices (grooves) should not continue out onto the road or parking area.

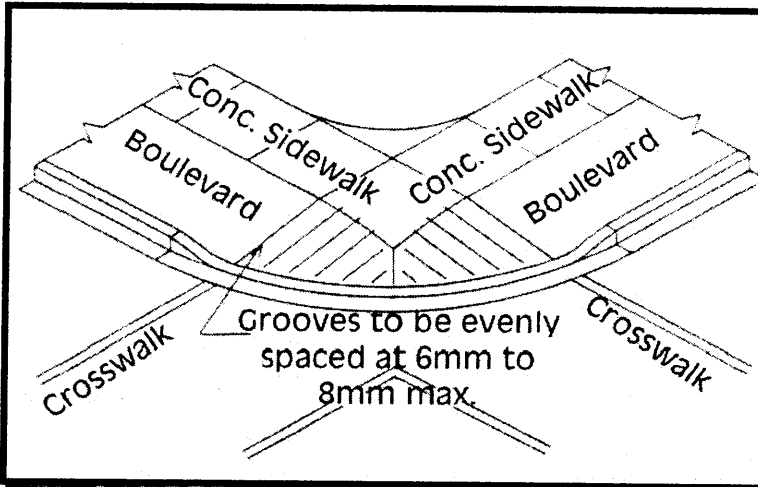
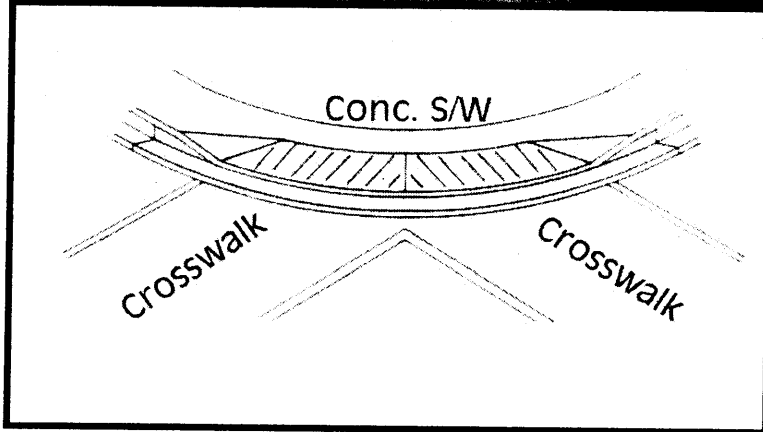


Illustration: two
intersecting sidewalks
– curb cuts



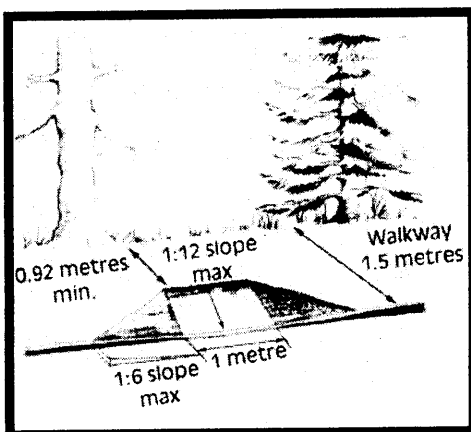
Curb cut example



wide radius curb cut

Guidelines

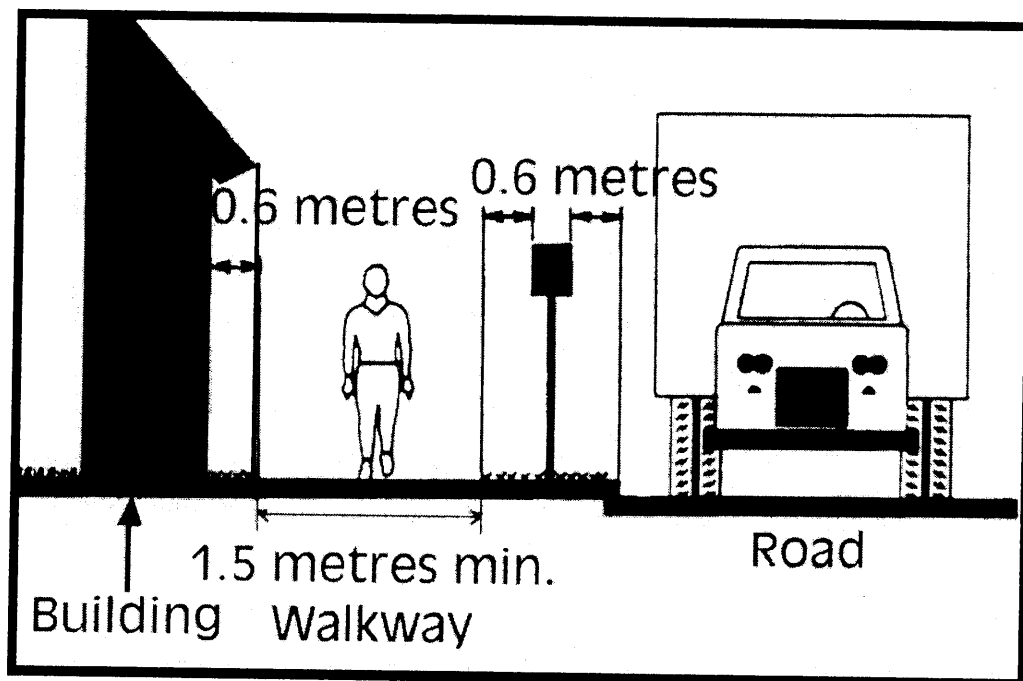
- 2.1a Curb cuts shall have a maximum slope of 1:12 on the main ramp with flared sides having a suggested slope of 1:10 but not to exceed 1:6.
- 2.1b There shall be a minimum width of 1 metre between flared sides of curb cuts. (Refer to Figure 2.3)
- 2.1c The entire surface of the curb cut must have a textural change to act as a detectable warning. The lines cut into this surface must point in the direction of travel as an aid to the visually impaired.
- 2.1d Where there is a drop at the edge of the curb cut, it is recommended that it be no greater than 13 mm (0.5 inches) and no less than 6 mm (0.25 inches). A drop-off of greater than 13 mm (0.5 inches) affects the safe operation of a wheelchair, while a drop-off of less than 6 mm (0.25 inches) is a hazard to the visually impaired.
- 2.1e Curb cuts and walkways shall be kept clear of snow, ice and other obstructions that could affect safe use.



Ramped curb dimensions. **Source:** Barrier Free Guidelines Design Manual; Ontario Parks

2.2 Walkways

Walkways shall be planned and constructed to provide a safe and efficient means of travel from parking lots, drop-off zones and street sidewalks to the main building entrance or between buildings.



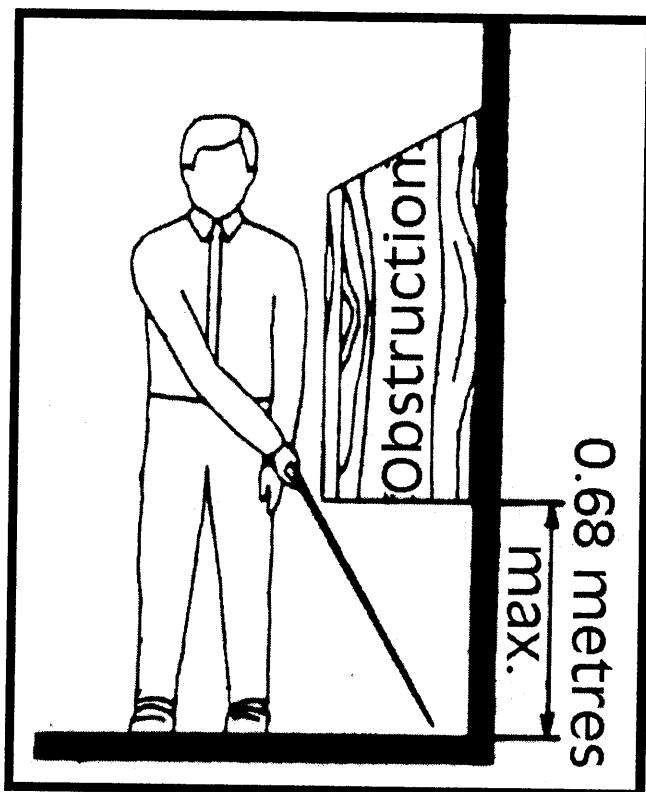
Accessible Walkway Dimensions

Walkways shall be of a width that allows persons in wheelchairs to pass a pedestrian without the pedestrian having to step off the walkway. Walkways forming part of the barrier-free path of travel be a minimum width of not less than 1.5 metres (60"). This width allows enough room for two wheelchairs to pass and also for the piling of snow along the edges without obstructing pedestrian traffic flows during the winter months.

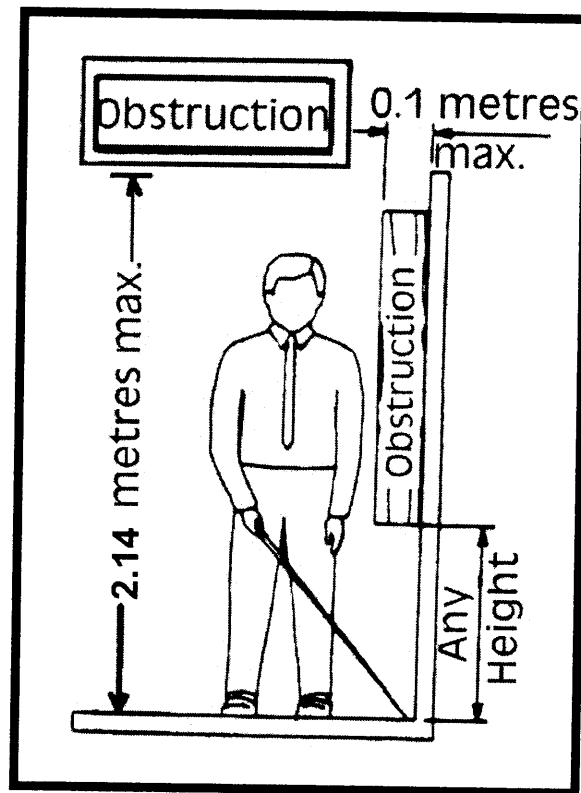
The suggested slope for walkways is 0% to 3%, (0 to 1:33). This slope is easily traversed without maneuverability problems or causing fatigue. Where walkways exist with slopes of 3% to 5%, (3:100 to 1:20), level resting areas should be available every 30 metres (100 feet). Walkways of greater than 5% (1:20) are considered to be ramps and, as such should have handrails. Cross slopes should be at an optimum 2% (1:50).

Cross slopes of less than 2% induce surface icing while slopes of greater than 2%, are difficult for wheelchair users to maintain a straight direction of travel.

Walkway surfaces should be constructed of a continuous hard, smooth, stable, non-slip material. Materials that are not suitable include exposed earth, coarse gravel, sand and bark chips. These materials most often cannot support the weight of a wheelchair. Tile is not suitable because it becomes slippery when wet. Acceptable materials for walkways include finely ground stone, concrete, asphalt and brick. Concrete with a brushed surface is the most preferred.



Unacceptable positioning for
cane detectable Objects

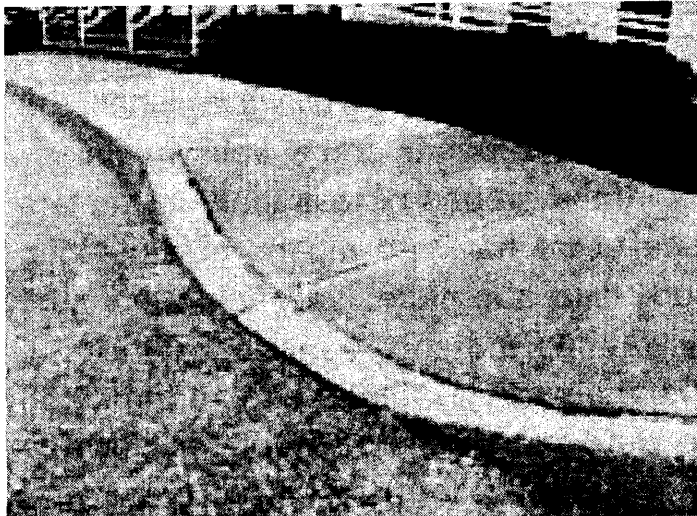


Acceptable positioning
of cane detectable
objects

In consideration to the visually impaired, walkways shall be constructed so that nothing projects into and over the walkway unless it is 2.1 metres (7 feet) high from the ground or less than 0.1 metres (4 inches) from the wall. Cane users have no means of protecting themselves from the waist up. It is, therefore, very important that nothing projects into the walkway more than 0.1 metres (4 inches). Any furnishings that project into the walkway, that are more than 0.68 metres (28 inches) above the walkway, should be extended down to cane detection height of 0.68 metres (2.2 feet) and more preferably, to the floor.

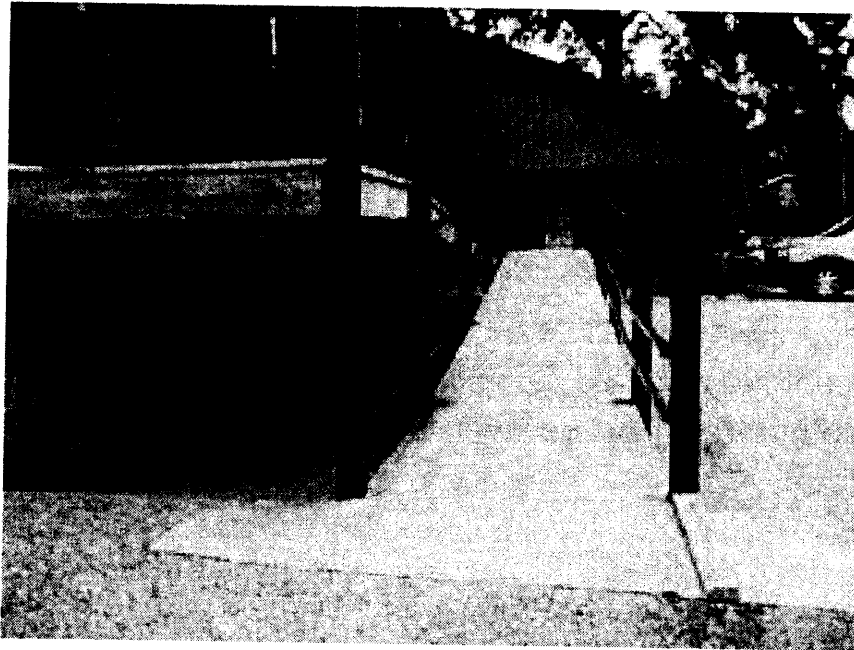
Guidelines

- 2.2a The minimum width for barrier-free walkways is 1.5 metres (5 feet).
- 2.2b Walkways that are used at night should have an illumination of not less than one foot candle at grade level.
- 2.2c Walkways should have a clearance height of 2.14 metres (7 feet).
- 2.2d Where two walkways/sidewalks meet each other, they should meet at the same grade.
- 2.2e Changes in surface texture of the walkway surface can provide clues to sidewalk edges, entrances, sidewalk intersections and curb cuts.
- 2.2f A level resting area of 1.5 metres by 2 metres (5 feet by 7 feet), should be provided every 30 metres (100 feet): i) Where walkways have a slope of 3% - 5% (3:100-1:20). ii) Where walkways are less than 0.9 metres (3 feet) in width. 2.2g Cross slopes should be 2% (1:50).



Curb Cut Detail

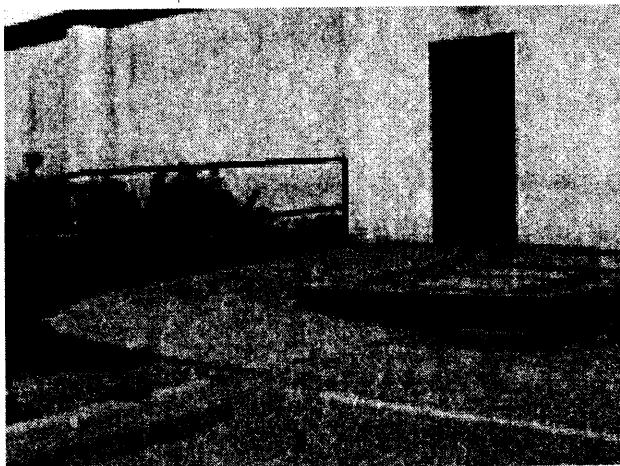
Section 3: Ramps, Staircases and Other Changes in Level



Where a change in level must be negotiated, a means of transition, helpful to all, shall be provided. Ramps and stairs must conform to all applicable standards. This section discusses the criteria for ramps, stairs and handrails.

3.1 Ramps

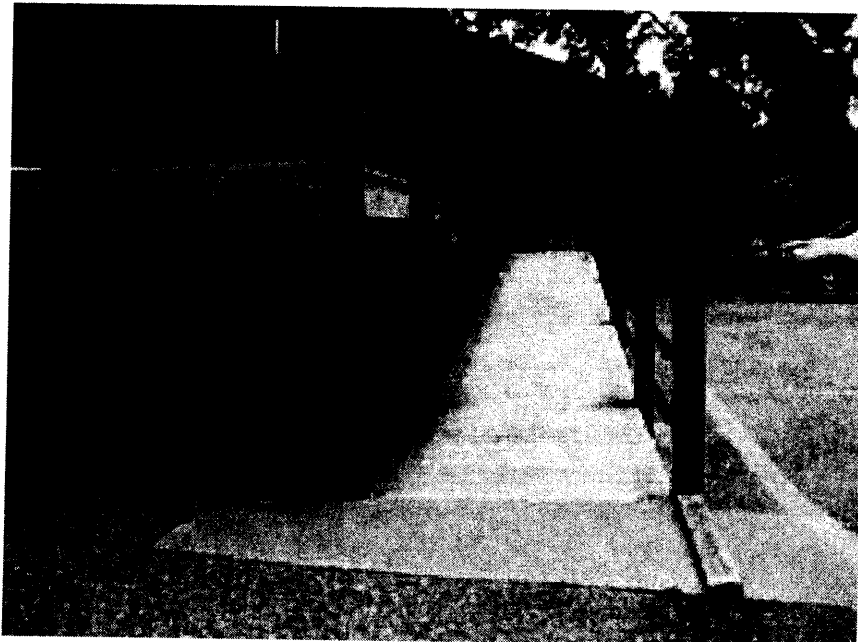
Ramps generally provided to assist wheelchair users and those who have mobility problems could also benefit and assist all persons. People with balance problems may find ramps difficult to negotiate unless handrails are provided. The slope of the ramp is important. An increase to the slope of a ramp, can pose difficulties to wheelchair users. Ice, snow and rain pose their own challenges to ramp users, and thus, the surface of the ramp should be constructed to form a well-drained, non-slip surface and should be sheltered where possible. Landings should be incorporated into the design of long ramps because travelling up even the shallowest of inclines can be very laborious.



Temperance Hall Exterior ramp

Guidelines

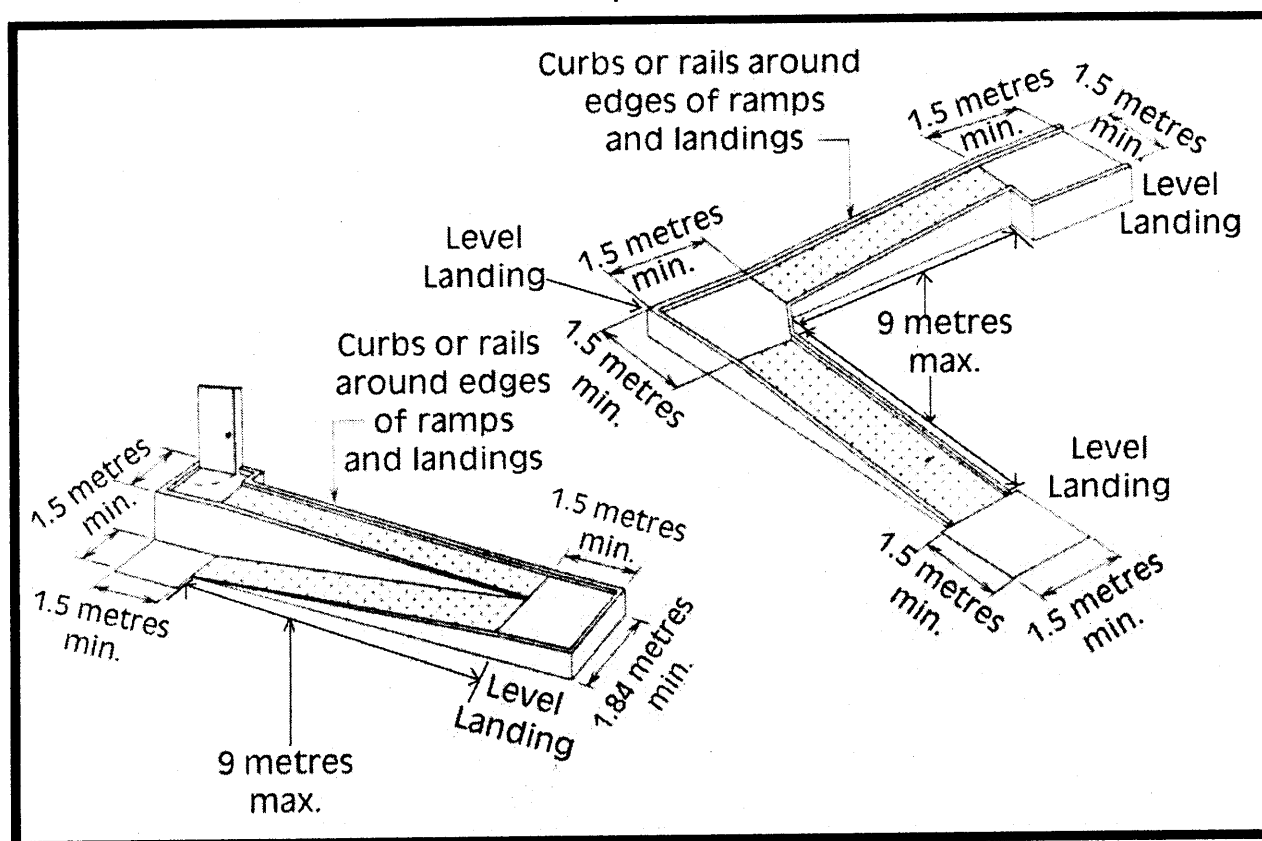
- 3.1a Ramps must have a minimum width of 1.2 metres (4 feet) between handrails. Where a ramp is the only means of access to an entrance, the width must be 1.5 metres (5 feet).
- 3.1b There must be a level surface area of at least 1.5 metres (5 feet) by 1.5 metres (5 feet) at both the top and bottom of a ramp.
- 3.1c A ramp should have a level area of at least 1.5 metres (5 feet) long at intervals of not more than 9 metres (30 feet) along its length, or where there is an abrupt change in the direction of the ramp.
- 3.1d Handrails and/or guards must be provided on both sides of the ramp.
- 3.1e Wheelstops, in the form of a curb of 50 mm (2 inches) in height must be placed along the bottom edge of the ramp.
- 3.1f Acceptable ramp gradients vary with increases in vertical heights. (Table 1 outlines suggested slopes for varying vertical heights.)



**Mt. Albert
Community
Centre Ramp**

Table 1: Recommended Ramp Slopes

Maximum vertical rise between landings	Slope
0.76 metres	1:15.1 to 1:20
0.6 metres	1:12.1 to 1:15
15 centimetres	1:10.1 to 1:12
7.5 centimetres	1:8 to 1:10

31. Illustration: Ramp with landing provision

3.2 Exterior Staircases

In consideration to older adults or persons who become easily fatigued as well as persons with mobility problems staircases should be no higher than 2.4 metres (8 feet) in height. Whenever possible, landings should be incorporated into staircases that are of excessive height.

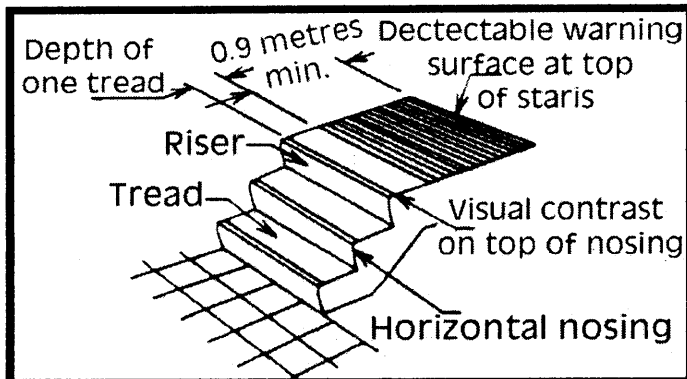
A constant rise and run is a must for any flight of stairs, and, more preferably, for all stairways throughout the site/building. Although these regulations pertain specifically to exit stairs, they are equally appropriate for exterior stair purposes.

Briefly summarized, Stairs must have a rise between treads of not less than 0.125 meters (4 7/8 inches) and be no greater than 0.2 metres (7 7/8 inches), and a run of not less than 0.23 metres (9 inches), and not greater than 0.355 metres (14 inches). Treads and risers should have a uniform run and rise in any flight of stairs, and must not be significantly altered in rise and run in successive flights of stairs. Sets of stairs should be placed perpendicular to the pedestrian path of travel.

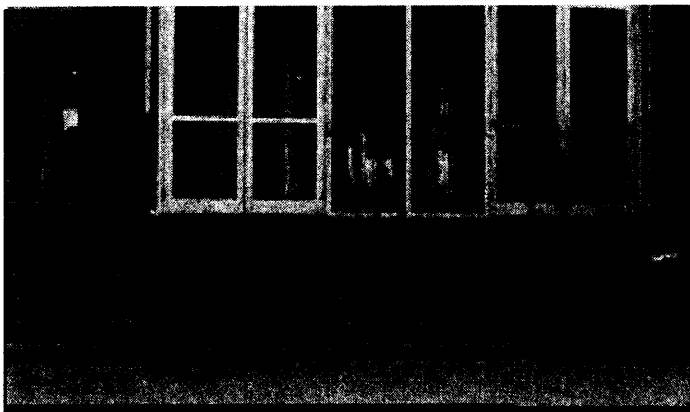


32. Exterior staircase/handrail: Silvercity Movie Cinema

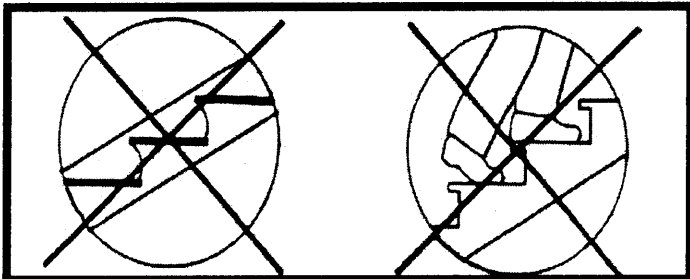
The construction and design of a staircase can aid persons with visual impairments. Sensory cues help alert persons who are blind to approaching sets of stairs. Visibility on staircases can be improved through the use of contrasting colours on the nosing, treads and risers of staircases. The level of and angle of illumination is also important for visibility. Care should be given to ensure appropriate lighting so as to not cause glare.



Staircase design



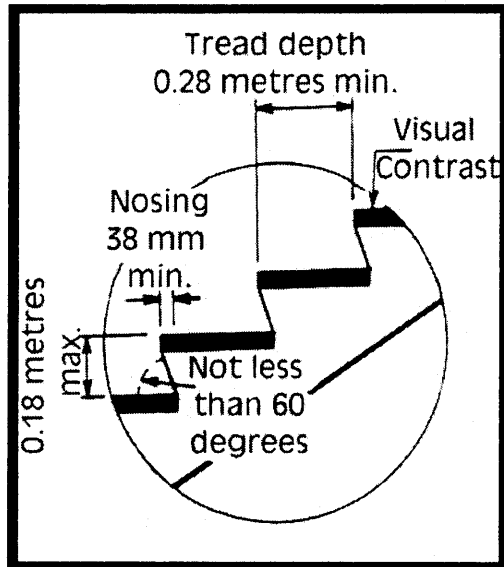
Exterior Staircase with handrails:
 Silvercity Movie Cinema



Unacceptable step design

Guidelines

- 3.2a Flights of stairs should not exceed 2.4 metres (8 feet) without a landing being incorporated into the flight of stairs.
- 3.2b Open risers should be avoided.
- 3.2c Risers between treads should be between 0.125 metres (4 7/8 inches) and 0.2 metres (7 7/8 inches). Runs should not be less than 0.23 metres (9 inches) and not greater than 0.355 metres (14 inches). A constant rise and run is important for any given staircase and is preferable throughout the site.
- 3.2d Stair risers less than 0.125 metres (4 7/8 inches) are dangerous.
- 3.2e Tactile warnings should be placed 0.2 metres (7 7/8 inches) from top and bottom of a set of stairs to give persons with low vision or visual impairment ample warning. Tactile warnings should be consistent throughout the site and meet the specifications set by the Canadian National Institute for the Blind (CNIB).



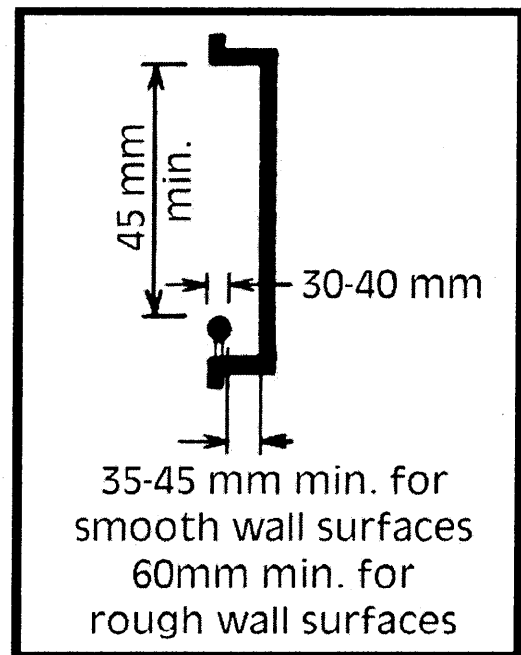
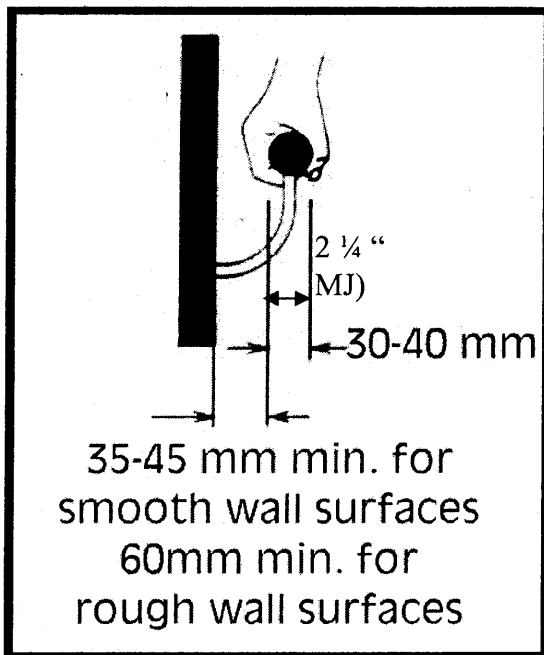
Acceptable stairway design



Interior staircase: Secondary School

3.3 Handrails

Handrails are common to both ramps and stairs. The guidelines are generally the same for both. The following is a summary of important specifications for handrails.



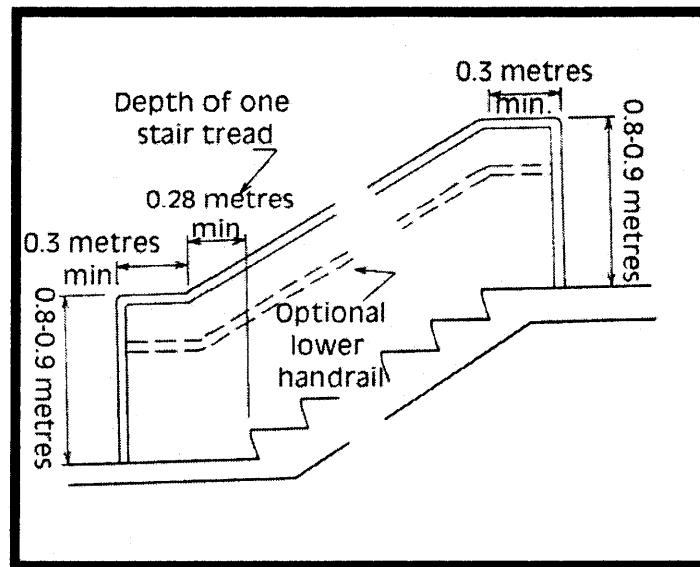
Handrail design specifications



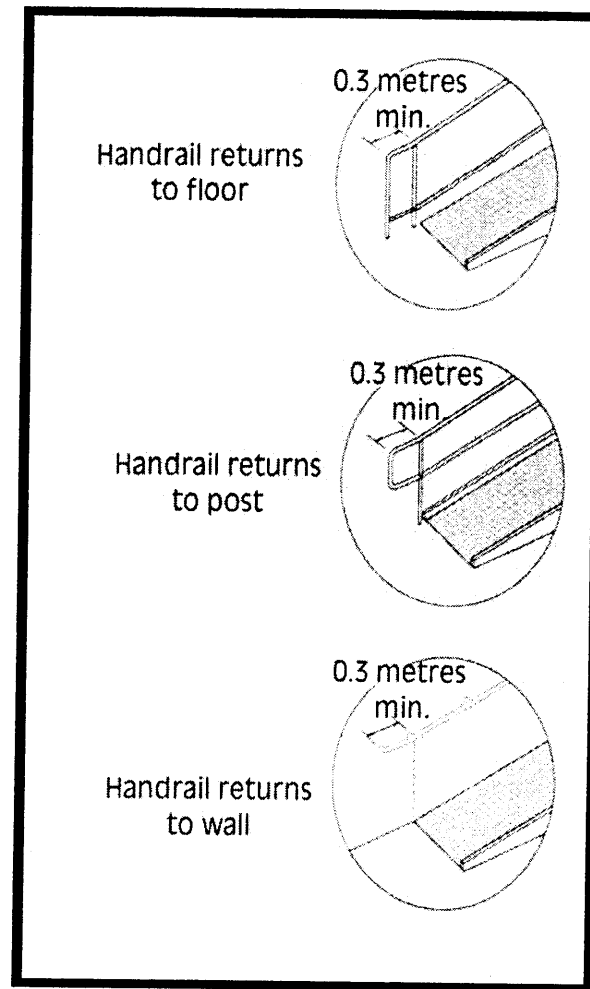
Exterior stairs with handrail

Guidelines

- 3.3a Where possible, handrails should be placed on both sides of the stairs or ramp. On wide stairs, additional handrails may be required in the middle.
- 3.3b Recommended height for handrails is 0.8 metres to 0.9 metres (32 to 36 inches).
- 3.3c Handrails should be extended at least 0.3 metres (12 inches) beyond the beginning and end of ramps and stairwells and should curve inwards at both ends.
- 3.3d Handrails used by children should have a lower set of handrails with a recommended height of 0.6 metres to 0.7 metres (24 to 28 inches). Where both young people and adults use the handrails extensively, a double set of handrails is suggested.
- 3.3e There should be a width of 40 mm (1.5 inches) between the handrail and the wall.

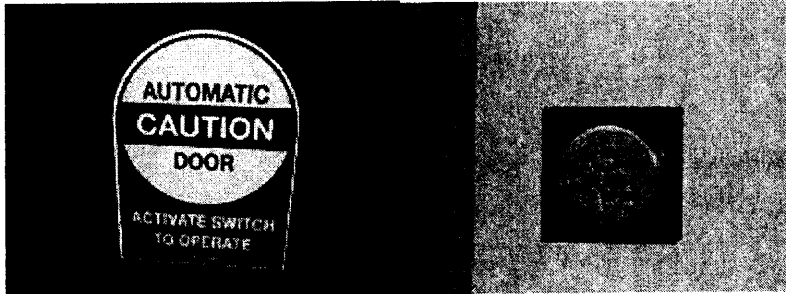


Handrail returns. Source: Accessibility Design Guidelines: The City of Gloucester



Section 4 Entrances

An accessible entranceway to a building/site is important to persons with disabilities. Entranceway specifications that should be incorporated into the construction of buildings are detailed in this section.



Civic Centre Entrance Doors.

4.1 Entrances

As a minimum, at least one entranceway must be readily apparent and easily accessible to all users. The accessible entrance should be located within 30 metres (100 feet) from parking lots and drop-off zones. Where the wheelchair accessible entrance is not readily apparent, or is at a location other than the main entrance, highly visible signage should be used to designate the location of this accessible entrance.

A level platform 1.5 metres by 1.5 metres (5 feet by 5 feet) outside of the doorway of the entrance allows users to regain their footing after opening or closing the door, and also allows sufficient room.

Doorways should be of ample width to allow the passage of wheelchair/scooter users and be free of hazards such as doormats, thresholds, and door furnishings. Doormats present a potential tripping hazard. Where doormats are deemed necessary, they should be

recessed into the surface of the platform and in no case should the mat height rise above the platform surface any higher than 13 mm (0.5 inches). A minimum width of 0.914 metres (36 inches) allows enough room for a wheelchair user to navigate through doorways. Doors should be of a lightweight construction and door closures should be adjusted so that the force required to open them does not exceed 38 N (8.5 pounds) and 22 N (4.9 pounds) of pressure for interior doors.

Doorways should incorporate sight panels.

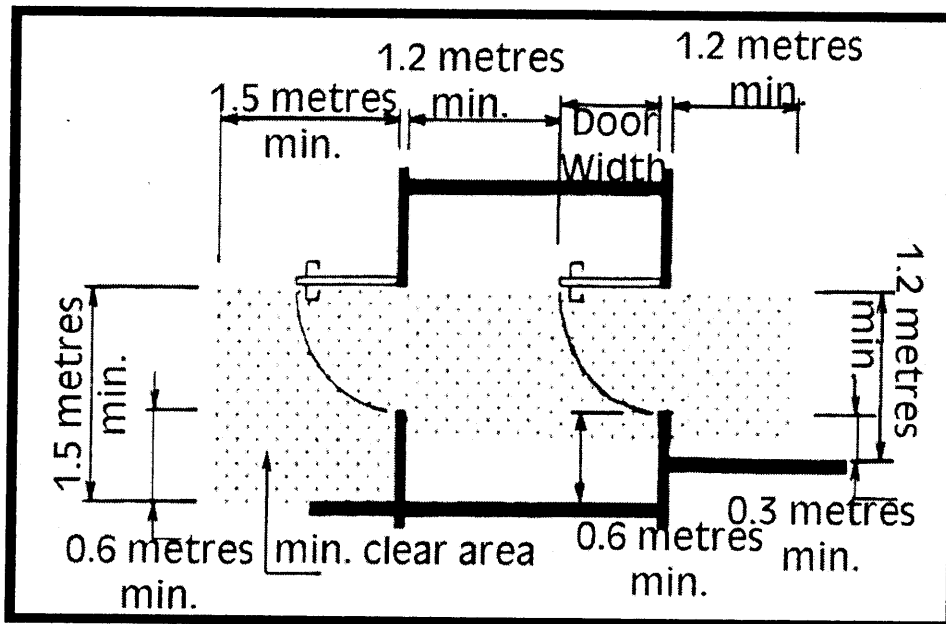
Thresholds pose a tripping hazard to both elderly and disabled users. As such, thresholds should be less than 13 mm (0.5 inches) in height.

Guidelines

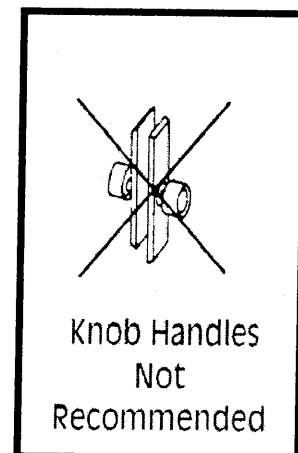
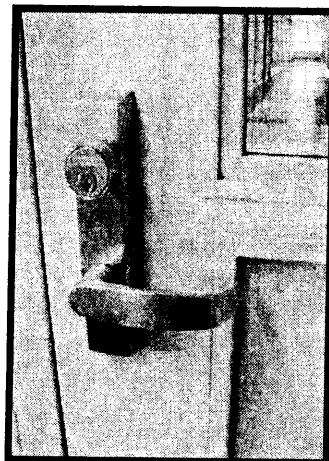
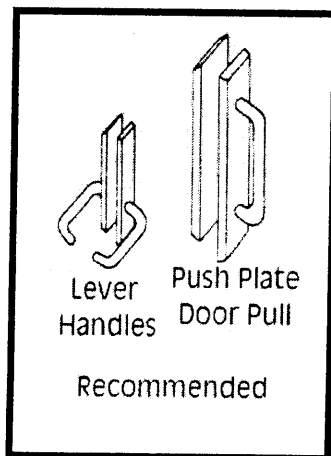
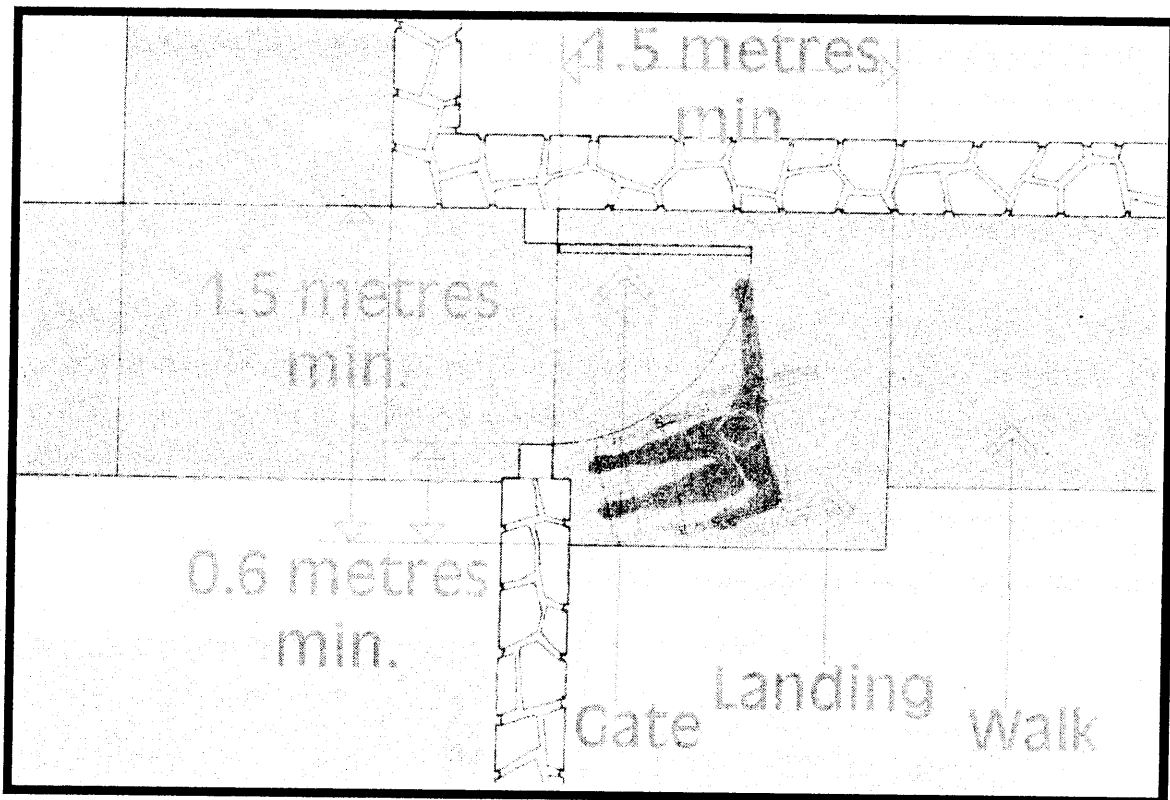
- 4.1a At least one primary entranceway must be accessible to all persons.
- 4.1b All wheelchair accessible entrances must have appropriate signage to clearly indicate their location.
- 4.1c A level platform of the dimensions 1.5 metres by 1.5 metres (5 feet by 5 feet) must be placed outside of the doorway.
- 4.1d A minimum of 0.6 metres (24 inches) must be provided between the latch and any obstructions on the pull side of the door. A minimum of 0.3 metres (12 inches) must be provided between the latch and any obstruction on the push side of the door.
- 4.1e Doorways must have a width of 0.9144 metres (36 inches) or greater.
- 4.1f Where two door combinations are used, at least one door shall have a width of at least 0.9144 metres (36 inches).
- 4.1g Where a vestibule exists between two sets of doors, the dimensions of the vestibule should have a distance of 1.2 metres (4 feet) plus one door width (if hinged door type) separating the two sets of doors.
- 4.1h Doormats must be no higher than 13 mm (0.5 inches) above the platform surface.
- 4.1i Handles on doors should be of a lever or paddle type.

- 4.1j Power assist doors should be considered for main entrances (and ideally as part of the path of travel with the building/structure).
- 4.1k Wherever possible, entranceways should be covered to keep snow, ice and rain off the front entranceway platform.
- 4.1l Transitional illumination in entrances should be utilized. The change in lighting should not be from very bright to very dark.

Accessible Entrance with Vestibule



Persons opening single door. Source: An Illustrated Handbook for Barrier Free Design: Washington State Rules and Regulations

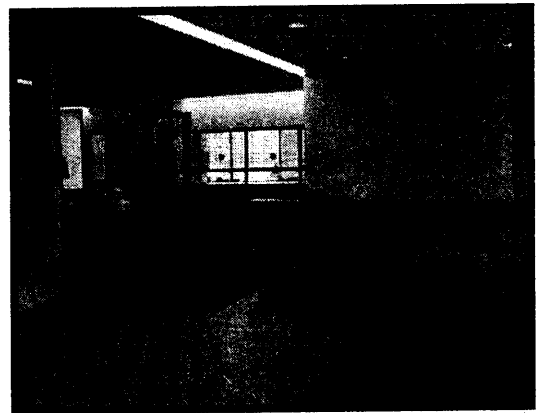
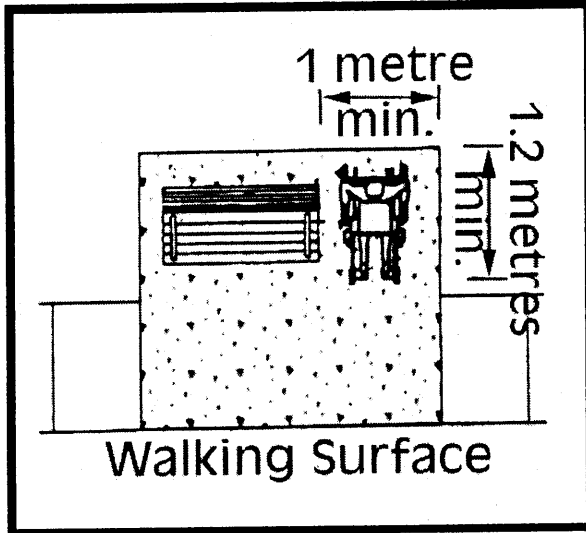


Section 5 Building Features and Amenities

Once access to the building/site has been achieved, a person with a disability must be able to navigate the interior of the building/site. Accessories and amenities must be accessible. This section outlines how to design amenities as well as how to incorporate the important features into the building/site's design plans.

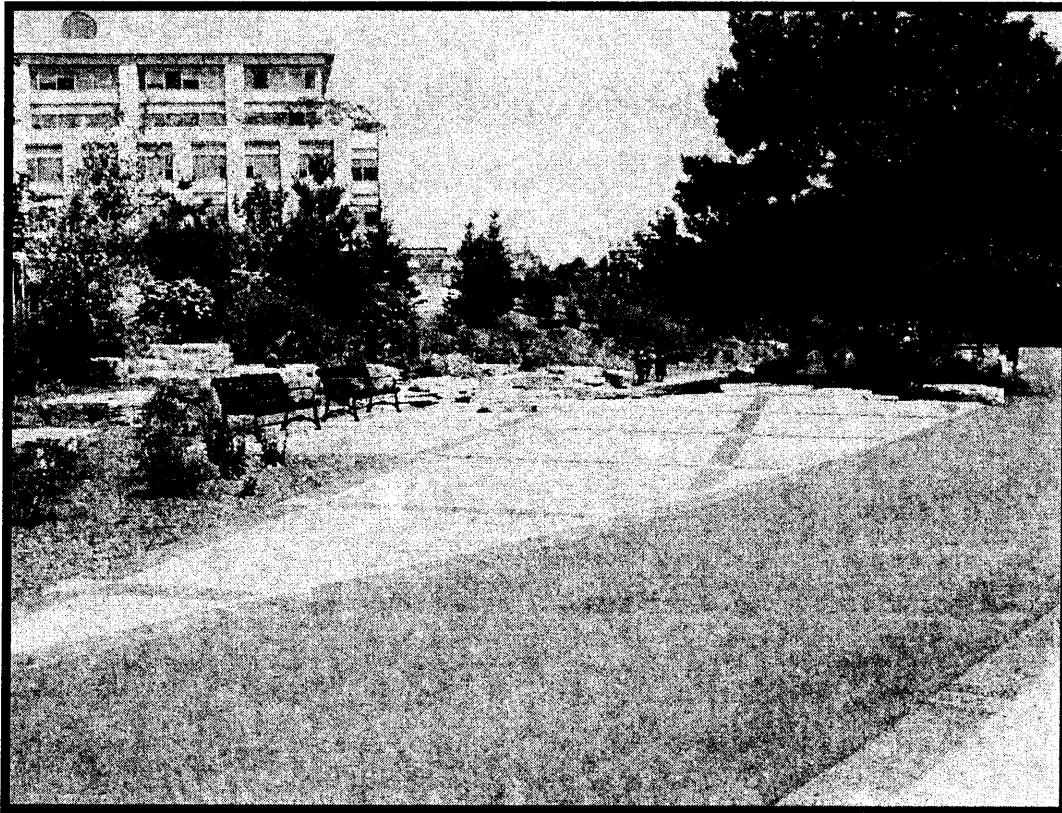
5.1 Waiting and Rest Areas

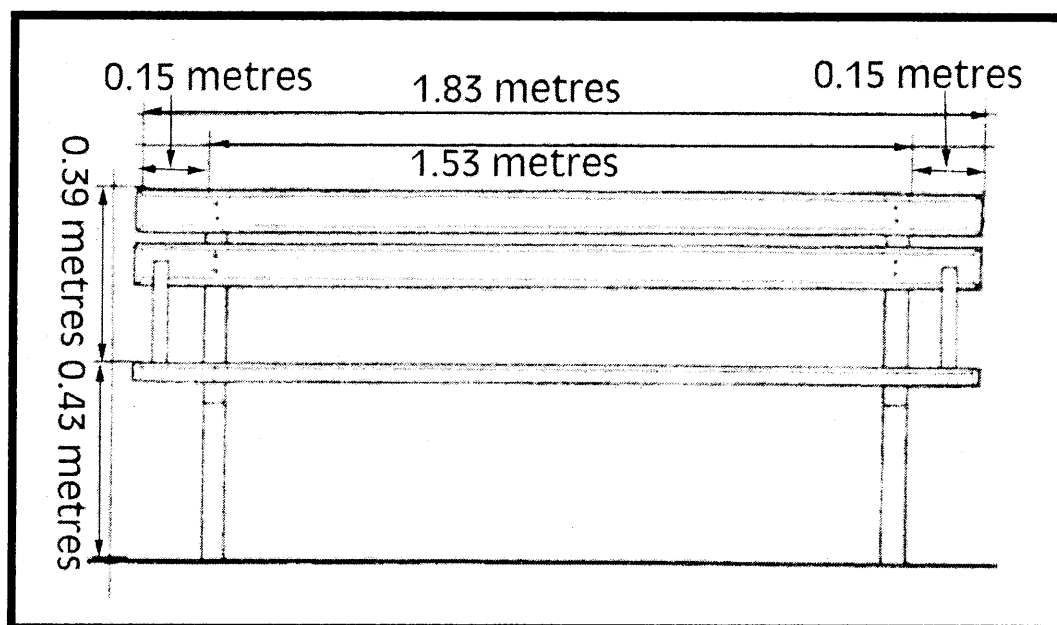
Exterior waiting and rest areas offer a place to sit or rest while waiting for a ride at a drop-off zone. Rest areas are also advantageous along long walkways and trails to provide areas to stop and rest; as people with mobility disabilities often lack the stamina to travel long distances without periodic rests.



Guidelines

- 5.1a Waiting and rest areas should have a bench with a minimum length of 1.2 metres (4 feet) and 0.56 metres (20 inches) in height.
- 5.1b Benches should be constructed for easy transfer from chair to bench.
- 5.1c A space 1.2 metres by 1 metre (48 inches by 39 inches) should be provided beside each bench for wheelchair users.
- 5.1d Exterior waiting and rest areas must be adjacent to the main travel path. Access must be provided from a firm level surface, ideally that of the main path of travel.



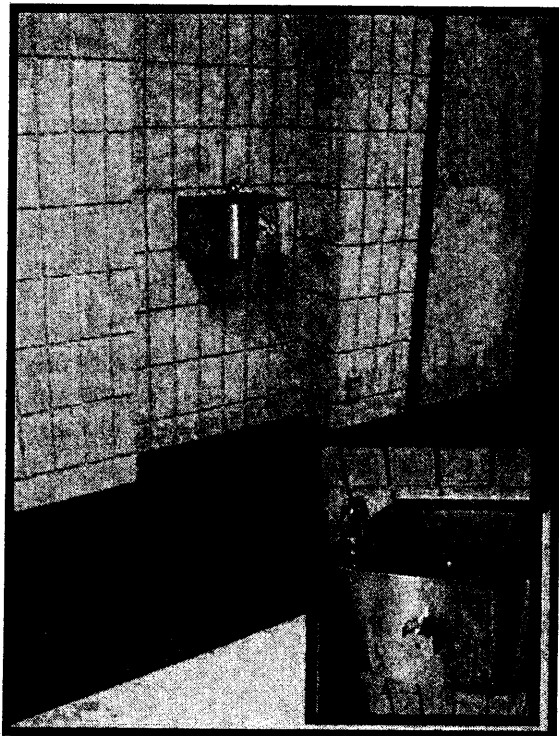
56. Waiting/Rest area: Outdoor trail.

Bench diagram

Source: Accessibility Design Guidelines; The City of Gloucester

5.2 Drinking Water Fountains

Drinking water fountains should be constructed to accommodate persons with disabilities, with specific design consideration given to wheelchair users. Locating drinking water fountains in alcoves is preferable to wall mounted and free standing fountains, as they can be hazardous to persons with visual impairments when they are located in busy walkways and paths of travel. The height and base of the fountain must allow for easy access. Lever style handles or push buttons are more easily operated by persons with dexterity or strength deficiencies than knobs. Drinking water fountains are being produced with electronic touch pads on the front and both sides which activate the fountain for 7 seconds when touched by any part of the body. Foot operated fountains cannot be managed by wheelchair users.

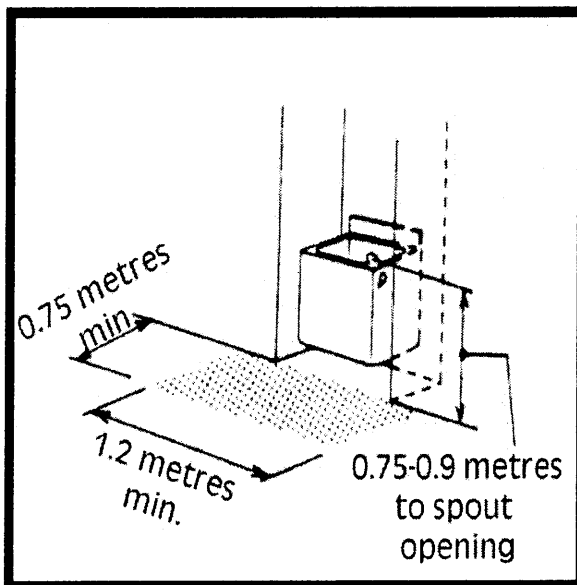


Drinking
water
fountain

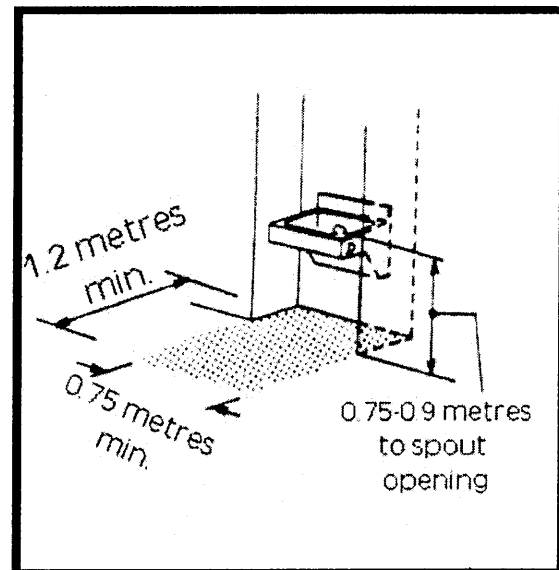
Recessed
drinking water
fountain

Guidelines

- 5.2a Drinking water fountains should be located in alcoves but must have dimensions of less than 0.91 metres (36 inches) in floor clearance and 0.48 metres (19 inches) in depth and an overhead clearance of 2 metres (6.5 feet).
- 5.2b Height of the nozzle should be between 0.75 metres (31 inches) and 0.9 metres (36 inches) above the ground level.
- 5.2c Drinking water fountains should have lever style controls or touch pads.



Side Approach drinking
water fountain

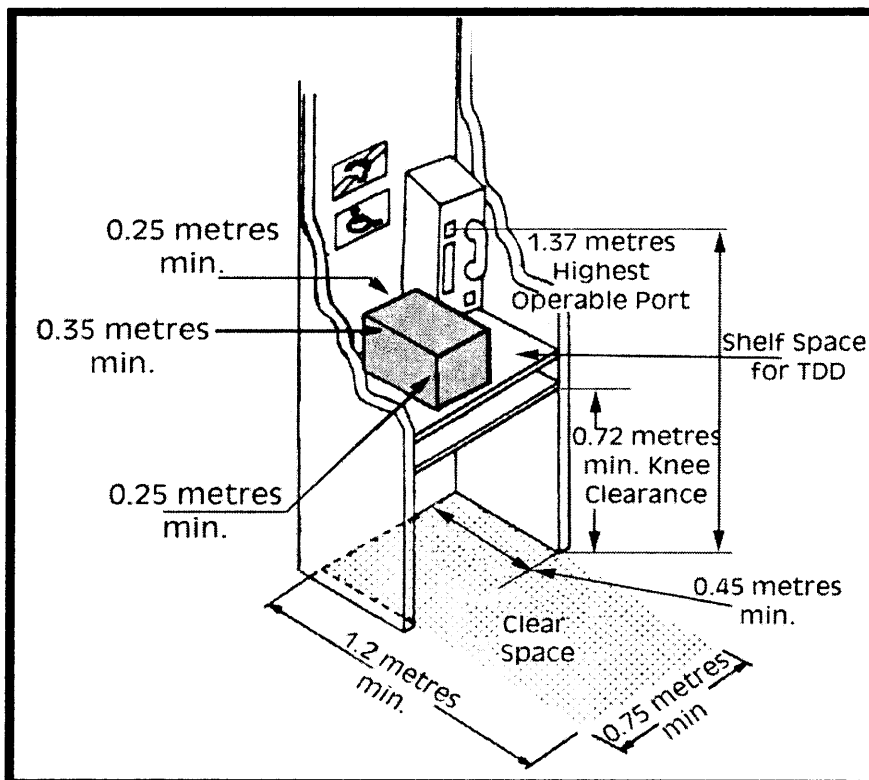


Front approach drinking
water fountain

5.3 Telephones

Public pay phones were, until recently, most often located in inaccessible alcoves or telephone booths. Free-standing or wall-mounted public pay phones are more suitable provided that they do not present a hazard to persons with visual impairments. Pay phones are now designed to allow wheelchair users to be able to reach the phone while seated, with the highest operating part, usually the coin slot, no higher than 1.37 metres (54 inches).

Outdoor telephone phone booths have been made accessible by mounting the booth flush to the walking surface, and by utilizing plastic doors, which open both in and out.



Telephone booth dimensions.

Generally, where phones are found in banks of three or more, one in three will be furnished with a receiver hand control, or, where circumstances warrant, an adjustable receiver phone will be provided. Many hard of hearing people use a telecommunication device for the deaf (TDD) for communicating over phone lines. Since people who use these devices often carry their own equipment, a shelf beside or under pay phones for patron's use is ideal. An electrical outlet should be provided for the use of this equipment.

5.4 Elevators

Elevators and lifts play an important role in achieving building accessibility. They are often the only way a person with a disability can travel from one building floor to another. Multi-level buildings should have an elevator or lift, located as close as possible to the main accessible entrance of the building.

An accessible elevator must be of a certain size, a certain weight capacity, and have doors wide enough that all persons are able to reach and use the equipment. (The specific dimensions are mentioned in the Guidelines for this sub-section).

Elevators should have auditory, visual and tactile clues to indicate opening, closing and which floor has been reached. For persons with visual impairments it is important to have auditory announcements at each floor, (a voice recording is preferred).

The control panel should have raised Arabic numbers and Braille insignia. The buttons should stay depressed until that floor has been reached.

The inside of the elevator car should be well illuminated, but the wall material should not cause glare. The floor of the car should be made of easy to clean slip-resistant materials that allow easy movement of wheelchairs and scooters. Handrails should be provided on all non-access doors. A pull down shelf is recommended for resting packages on.

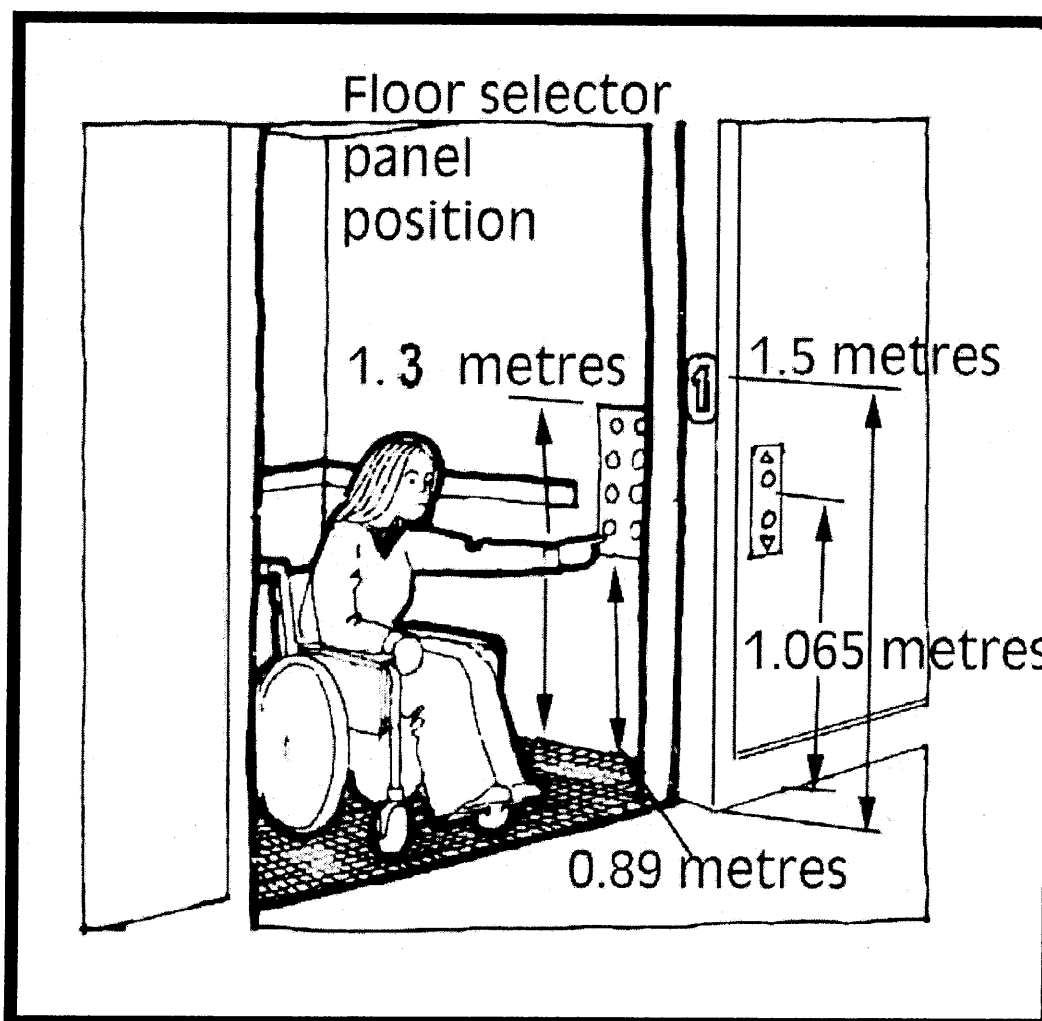


Illustration: an elevator.

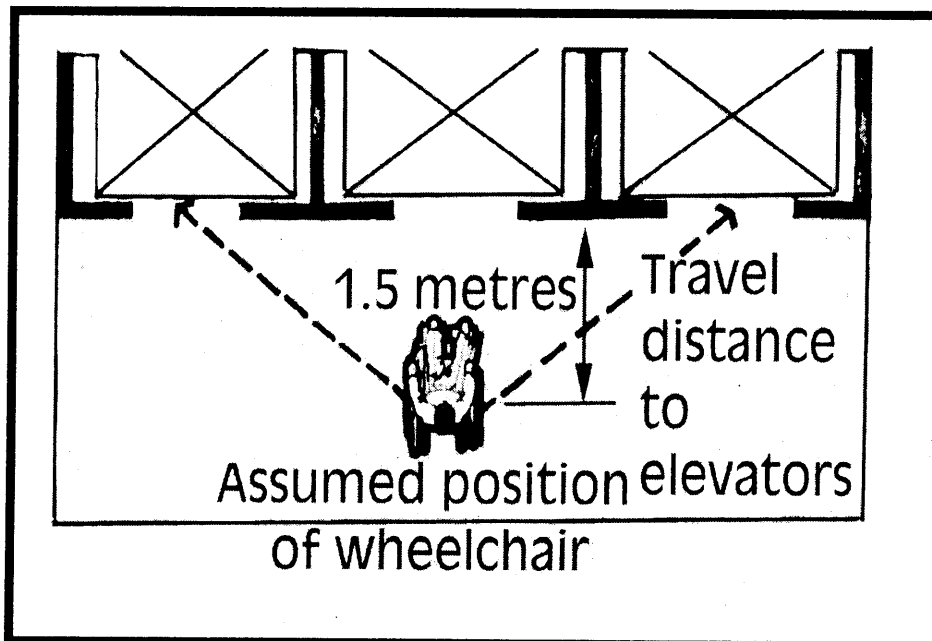
Source: Building Practice Note.

The panel should be located on the side of the car door on a 900 kg (1,984 lb) or smaller elevator to allow a person in a wheelchair to access the panel. In a small elevator car they would not be able to maneuver to reach a panel mounted beside the door.

In case of emergencies all elevators should be equipped with a telephone that is capable of two-way communication. A push button alarm should be provided for those who are unable to speak.

The elevator should be able to be safely operated by persons with disabilities. This includes door delay closing devices and door protective reopening devices to prevent trapping users by operating doors. Doors should be equipped with photoelectric sensors and bumper-type of re-opening devices.

In cases where only one device is possible, the bumper-type is preferred. Photo-electric devices should have two beams; one to detect feet and foot rests and one placed higher to detect the main body mass.

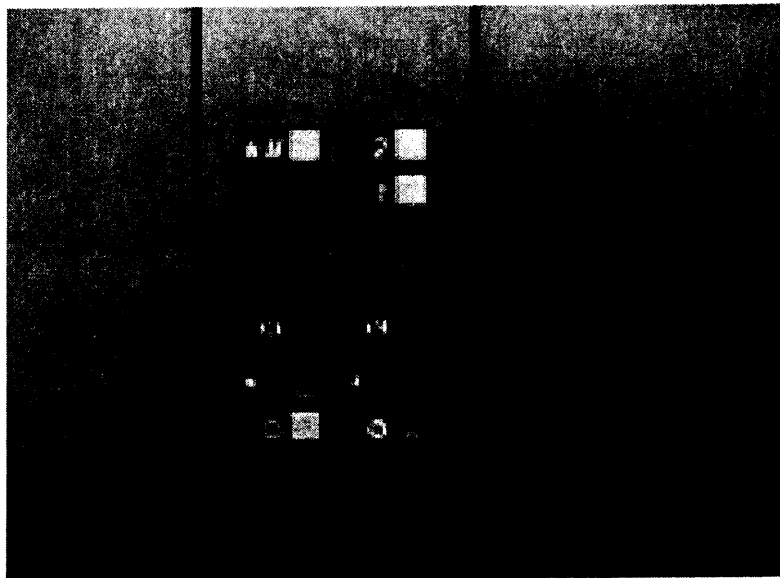


Elevator waiting area.

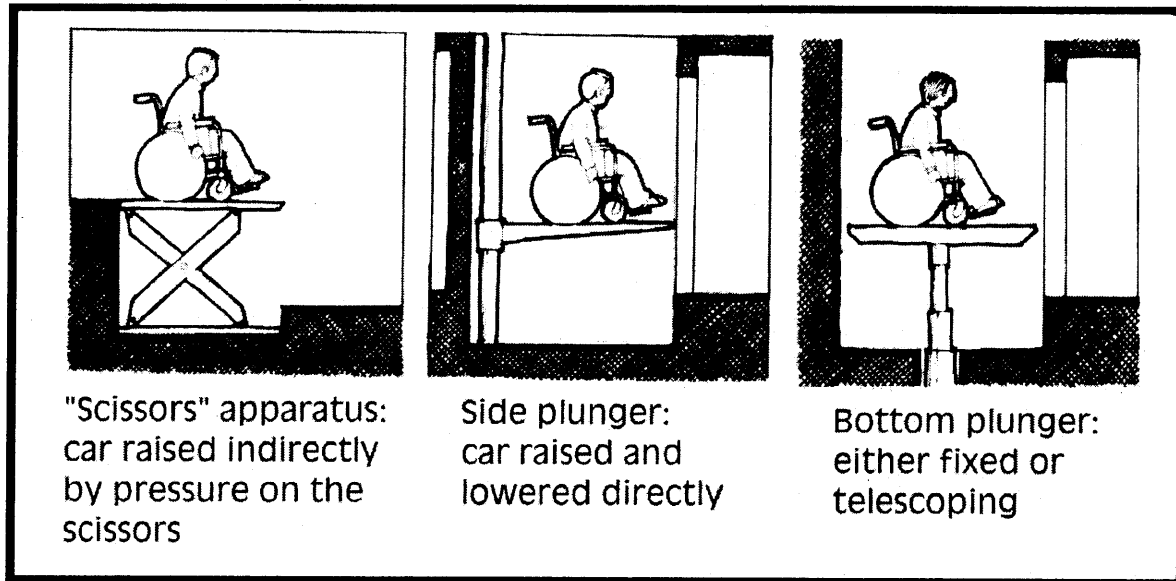
Source: Building Practice Note.

In the lobby or hallway of the elevator, an auditory and visual signal should announce which elevator is to arrive. In a bank of elevators, people are usually about 1.5 meters (5 feet) from the elevator doors. This should be considered when deciding when the signal for an approaching elevator should sound or begin to flash. The doors should stay open for 3 seconds or long enough to allow a person traveling 0.5 metres (1 foot 6 inches) per second to reach the elevator from the furthest waiting point.

All lettering and numbering in the car or in the hallway/lobby should be one contrasting colour. The floor of the building and the floor of the car as well as the walls should also be colour contrasted. The panel that indicates which floor the cab has reached should also be colour contrasted. Floor numbers should be easy to see and read.



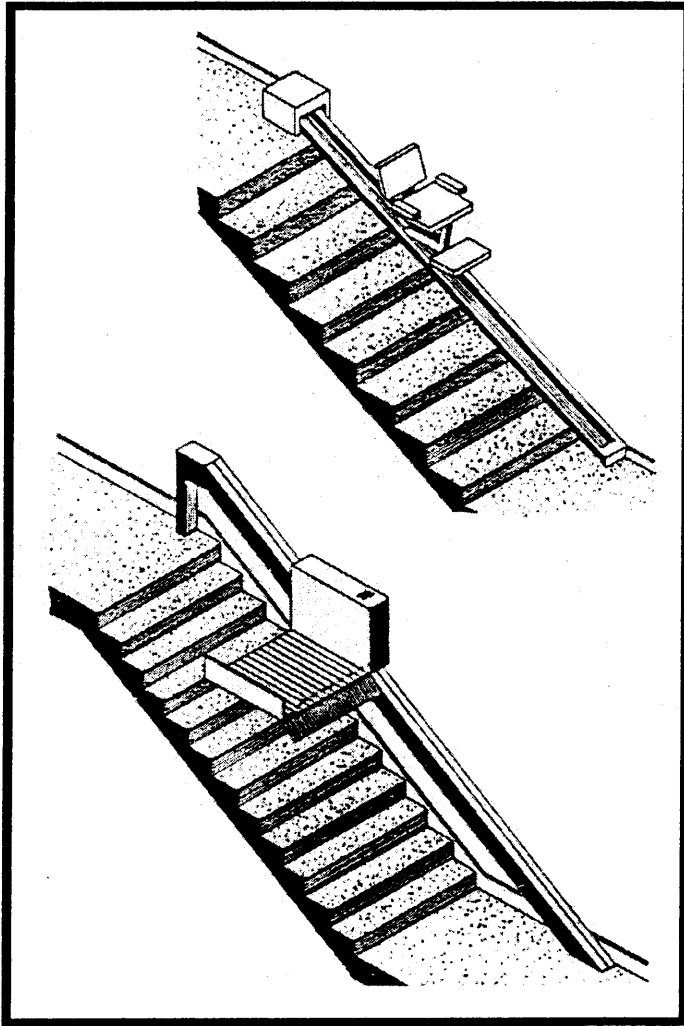
Where elevators are not practical because there is only a short vertical distance to navigate, then a lift may be installed. Lifts are platforms that are activated by continuous pressure on the activation device (key or button.) The platforms are surrounded by half walls for safety and stability.



Three kinds of lifts.

Source: Building Practice Note

There are three different kinds of lifts. Each is distinguished by the mechanism used to activate the platform; "scissors" lift, side plunger lift and bottom plunger lift.



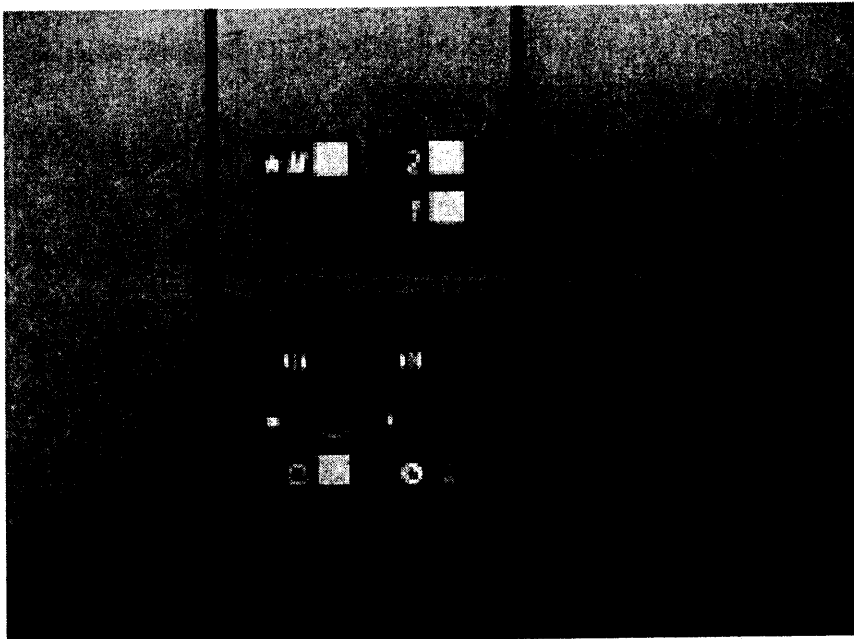
Chair lifts.

Source: Accessibility Design Guidelines; The City of Gloucester

Guidelines

- 5.4a The floor alignment of car to hallway or lobby should have a maximum vertical inaccuracy 12 mm (4 inches); maximum horizontal gap 32 mm (11 inches).
- 5.4b The floor number, in relief, should be located on the doorframe at 1.5 metres (5 feet). The Arabic numerals should be at least 50 mm (2 inches) tall and raised 1 mm (0.04 inches) from the surface. Grade One Braille should be located below the tactile characters.
- 5.4c The floor selection panel should have a maximum height to the highest button of 1.37 metres (5 feet) and with a minimum height of 0.89 metres (3 feet) to the lowest button.
- 5.4d The railing inside the car should be installed at a maximum height of 1.05 metres (3 feet 6 inches) from the finished floor level.
- 5.4e A minimum car size of 1.37 by 1.37 metres (5 feet by 5 feet), or 1.725 by 1.37 metres (5 feet 6 inches by 5 feet) where the car is designed for the turning of wheelchairs. The minimum area inside the elevator is 2.33 square metres (25 square feet). Is this adequate?
- 5.4f The unobstructed space in front of the elevator in the lobby or hall should be 1.91 metres (6 feet 3 inches) deep.
- 5.4g The telephone should be 1.2 metres (4 feet) from the finished floor level, with a cord length of 0.9 metres (2 feet 10 inches).
- 5.4h The centreline of the hall or lobby call buttons shall be 1.07 metres (3 feet 6 inches) above the finished floor. Buttons shall be a minimum of 20 mm (0.79 inches) in size and mounted one above the other.
- 5.4i The minimum clear width for elevator doors is 0.912 metres (3 feet 10 inches).

- 5.4j The characters on the floor announcing panel should be at least 60 mm (2.4 inches) high. The centreline should not be more than 1.83 metres (6 feet) from the finished floor when the panel is mounted.
- 5.4k The alarm button and emergency stop switch should be placed 0.9 metres (3 feet 10 inches) above the car floor.

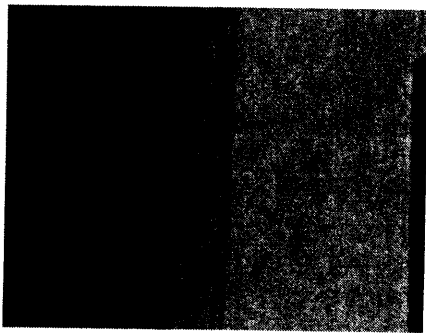


Civic Centre Elevator

5.5 Washrooms

Washrooms are a necessity in any building. They must be made accessible to all people. Several factors must be taken into consideration when designing accessible washrooms. There must be enough room to allow persons in a wheelchair to navigate through the washroom to the necessary stall. Once there, the individual must be able to manoeuvre within the stall. There must be enough room for a wheelchair or scooter to fit near the toilet so that transferring is simple and safe. To make transferring easier, grab bars should be positioned along the wall beside the toilet. The grab bars must be positioned to be the most help. This includes considering the angle, length, width, depth and the positioning on the wall. The bars should be made of slip resistant material.

There are many design options for accessible washrooms. The preferred design has the doors opening out of the stall. Doors should also close themselves behind the user by way of springs in the hinges. The doors should lock from the inside but should be able to be unlocked from the outside in case of an emergency. If the door must swing inwards, extra space should be provided so that a person in a wheelchair or scooter can be out of the way enough to allow the door to close.



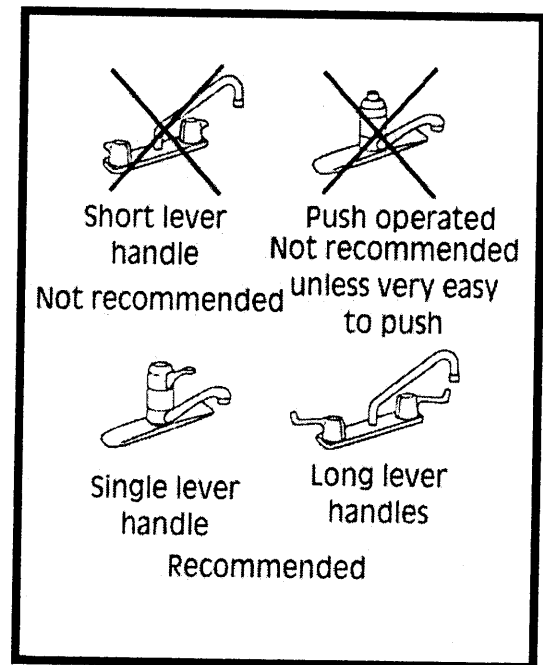
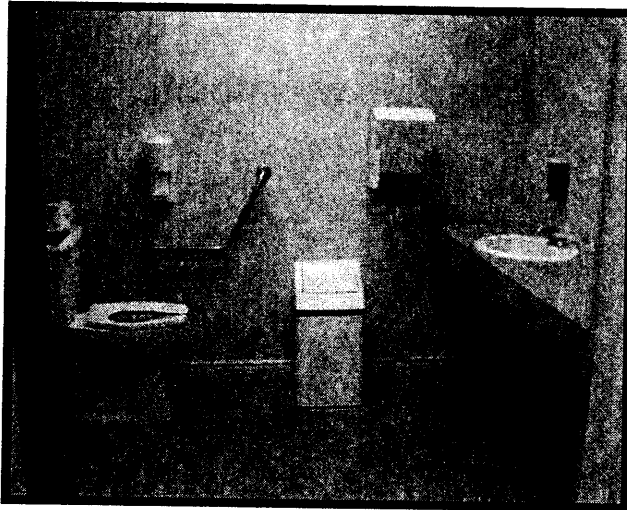
Washroom Sign

Sinks and other accessories (such as soap dispensers, hand dryers, paper towels, etc.) should be placed so that persons in wheelchairs

can reach them, but not so they become obstacles to the visually impaired. Accessories should be colour contrasted to their surroundings. The toilet and urinals should also be of contrasting colours. A toilet height of 45 centimetres (18 inches) is recommended (measured from floor to toilet seat).

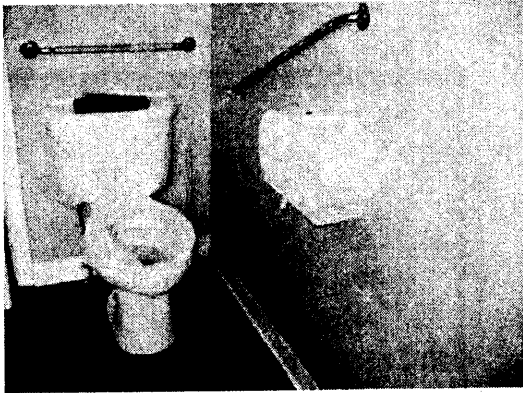
Any activation devices, (handles, faucets etc.) should be able to accommodate those with little to no dexterity. Automated or flip handles are recommended for faucets.

Urinals should be wall mounted and slightly lower than other urinals. There should be a grab bar positioned above the urinal for stability.

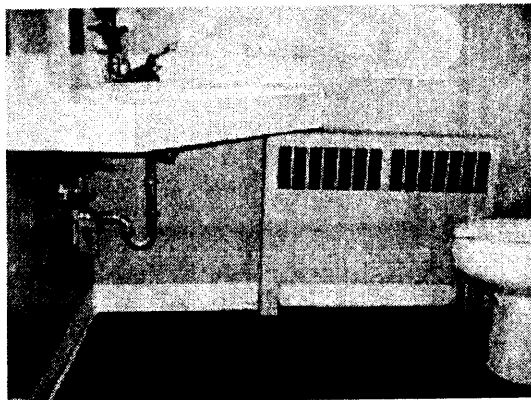


Faucet handles. **Source:** Accessibility Guidelines: The City of Gloucester

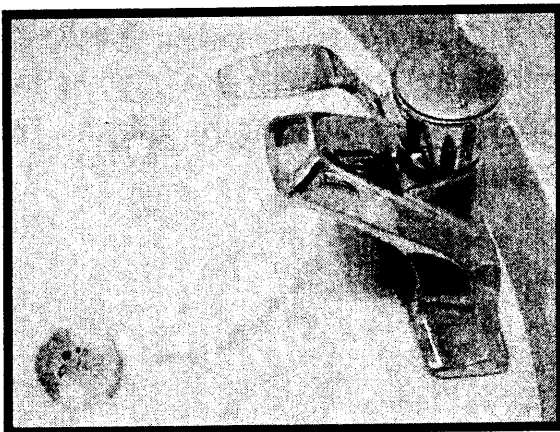
Lighting within the washroom should provide enough illumination, but without causing glare. Choosing non-reflective materials for the washroom will help to reduce the glare. Mirrors should be kept to a minimum, and mounted in a fashion that makes them accessible to everyone. The inclusion of at least one full-length mirror is recommended to accommodate all persons.



Accessible washroom



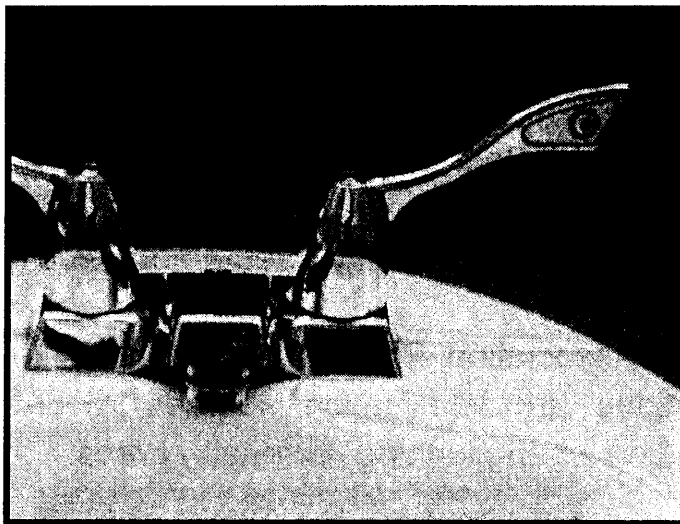
Accessible washroom stall



Accessible Bathroom tap

Guidelines

- 5.5a Directional signs should be posted in visible areas around the building/site to direct persons with disabilities to the accessible washrooms.
- 5.5b Ensure that the door clearance is 0.81 metres (2 feet 5 inches) and no less, even when the door is open.



Faucets

Section 6: Outdoor and Recreation Areas

Outdoor and recreation areas should be constructed and designed to accommodate all users, including persons with disabilities. Playgrounds, paths, trails, picnic areas, campsites, swimming pools and other such outdoor areas can be constructed or improved to increase their accessibility. Information for this section was derived from several sources:

- Parks Canada's publication *Accessibility; Requirements and Recommendations* and the Canadian Parks and Recreation's publication *Getting it Built - Accessible*;
- *A Guide to Planning and Design of Recreation Facilities*.
- National Centre on Accessibility. September 2001, Workshop, web resources
- Ontario Parks Association, *Playability Kit*.

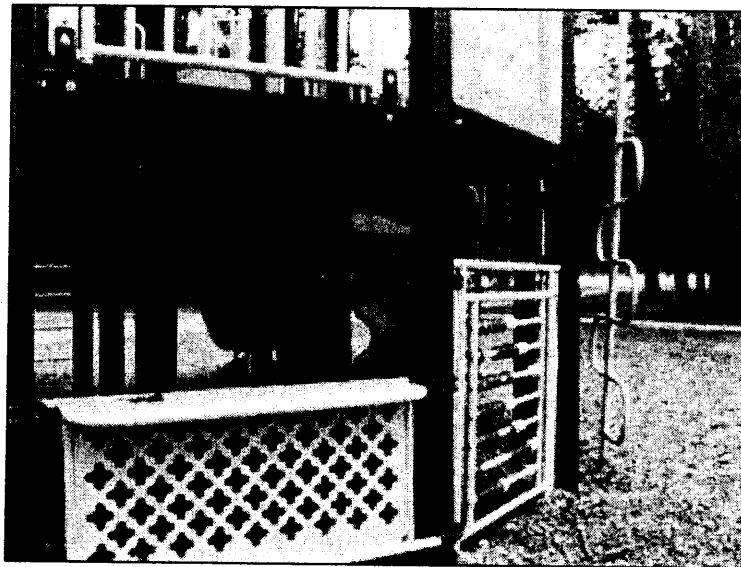
These publications are information sources recommended for further consultation when planning recreation areas.



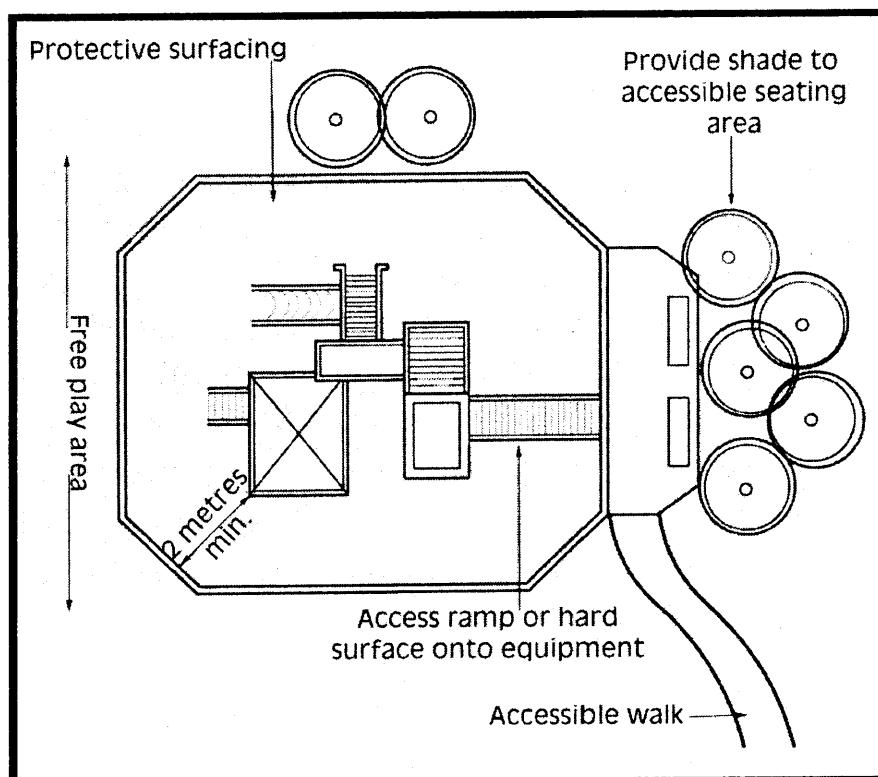
*Anchor Park
Playground Equipment*

6.1 Playgrounds

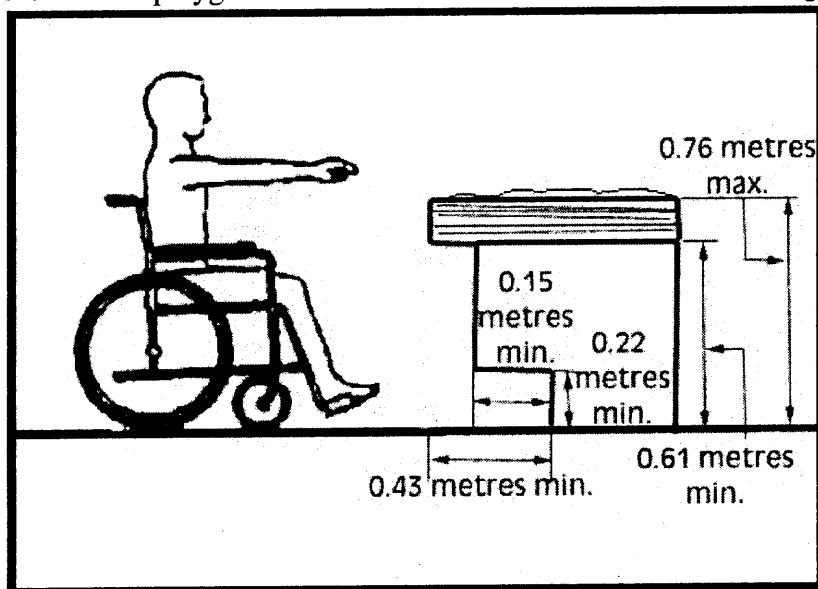
Playground manufacturers offer barrier-free playground equipment. The equipment is designed with ramps and railings incorporated into the design allowing children in wheelchairs to wheel themselves around or to be pushed through equipment. Tire nets, ramps and slides have been designed to allow children, who can get out of their chairs, to crawl and slide on them. Raised sand tables above a level sandbox allows children who use wheelchairs to play with their more able-bodied peers. The barrier-free playground must be reached by a level and firm surface path or walkway (see Section 2). The playground itself should be built on a level surface.



Reachable playground equipment



Accessible playground **Source:** Barrier Free Guidelines Design Manual; Ontario Parks



Accessible sand or water table **Source:** Playability Tool Kit, building accessible play spaces; Ontario Parks Association

6.2 Campsites and Picnic Areas

It is suggested that the greater of 2 or 10% of all campsites and picnic areas within a site should be accessible with an accompanying table for each area. The accessible site will provide a parking space with 4.8 metres (15.75 feet) width and 5.7 metres (18.70 feet) in length. A hard surfaced path connecting parking space to the picnic/camp site and to other facilities, (e.g. washrooms, water, and firewood) should be provided. Individual campsites should be within 30 metres (100 feet) of washroom facilities and be reached by way of an accessible path of travel. Picnic tables should be on hard, level, well-drained surfaces. The bottom edge of the tabletop must be no lower than 0.76 metres (30 inches) above ground level. A wheelchair can be accommodated at a picnic table by extending one end of the tabletop.

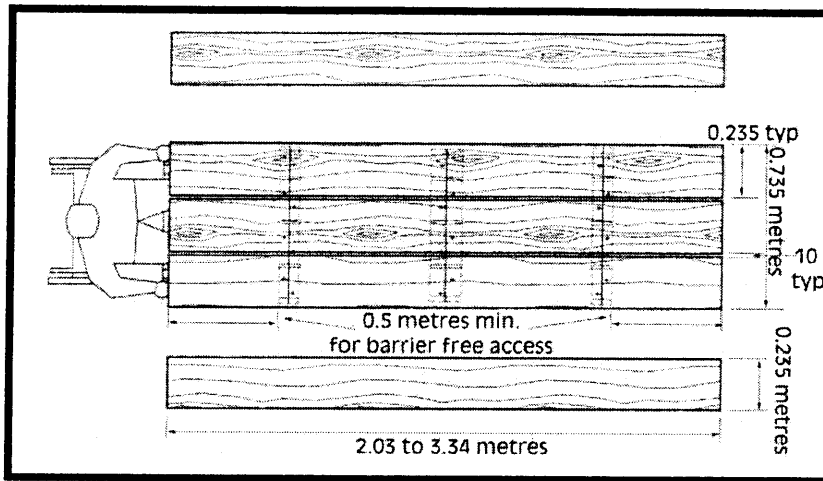


Illustration:
Accessible
tabletop

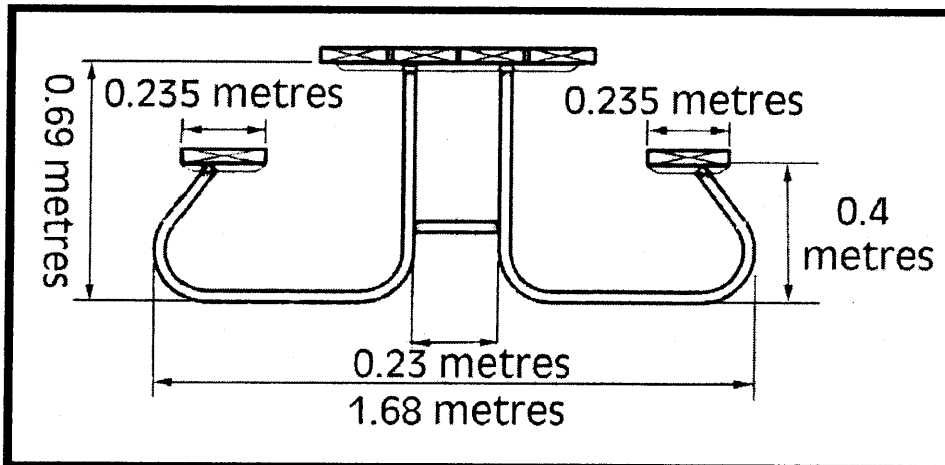
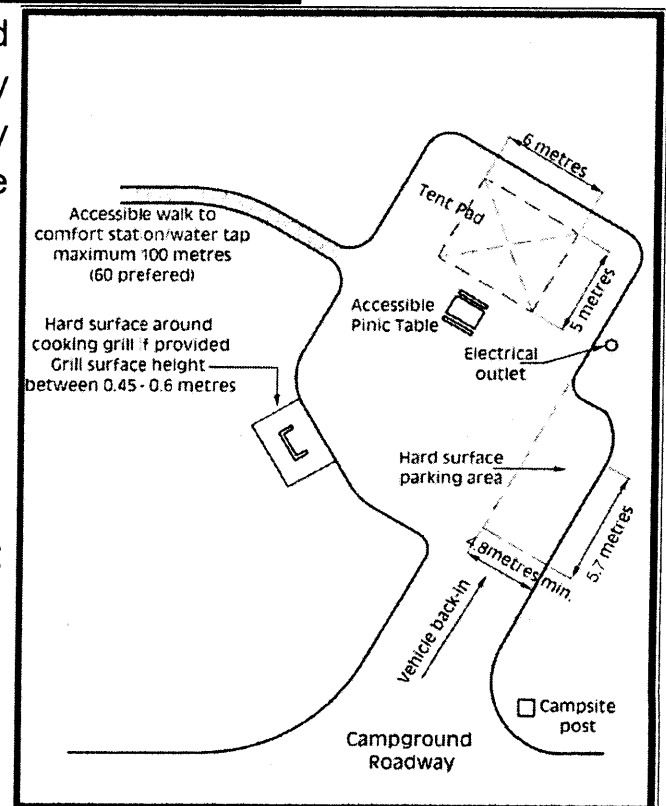


Illustration:
Accessible
picnic table

It is important that designated picnic/campsites are appropriately identified through the use of highly visible signage, and that they are evenly distributed with all other sites.

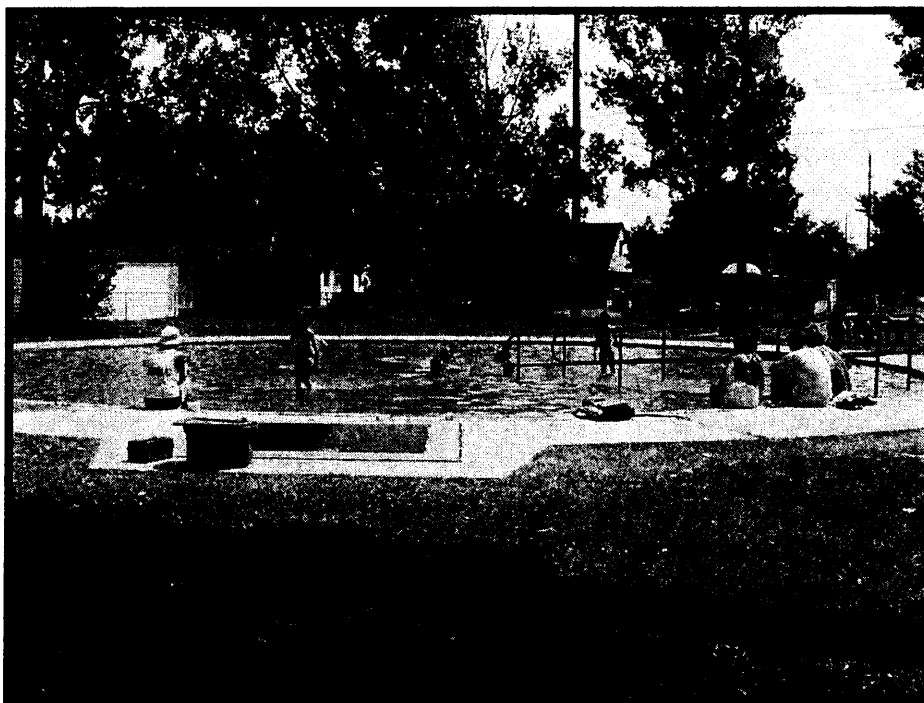
Illustration:
Accessible campground site.



6.3 Outdoor Pools

Outdoor swimming and wading pools can also be designed to accommodate persons with disabilities. Accessible parking and paths of travel must be available and consistent with the guidelines outlined in Sections 1 and 2. A ramp into the pool is preferable to a hydraulic lift. If the pool does not have a mechanical lift, then a ramp with handrails must be provided. Ramps must have a gradient of no greater than 1:12 with handrails on both sides. The pool deck should be composed of a hard, slip-resistant surface. Joints in the surface should be of no greater than 6 mm (.25 inches). All skimmers and gutters must be covered with a hard plastic or a metal grate and be flush with the deck surface.

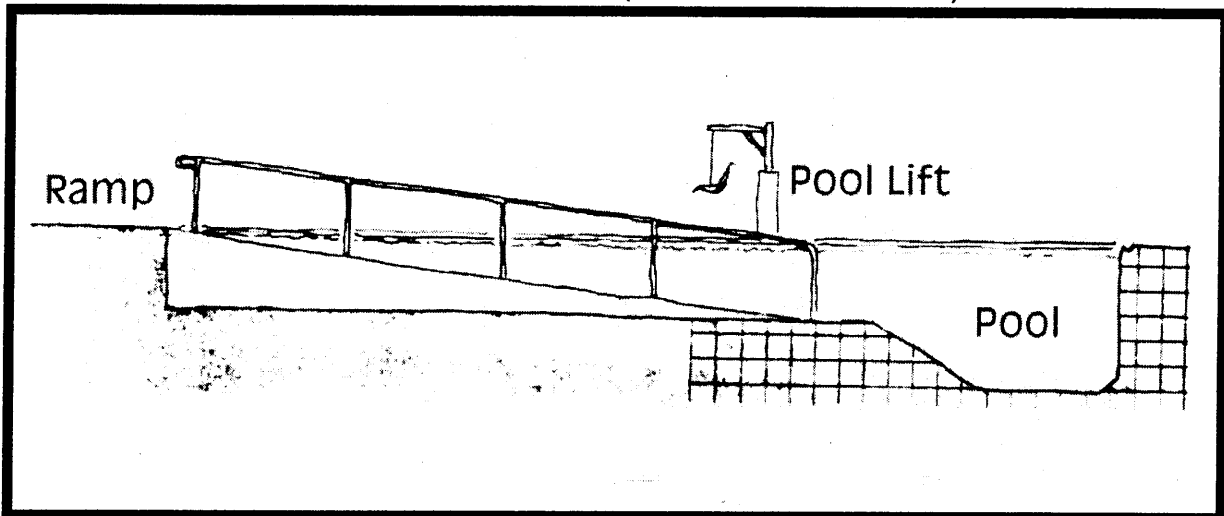
The pool floor should be non-abrasive and slip-resistant with a slope in the shallow end of between 5% and 8% (1:20 and 1:12). The decline from the shallow end must not exceed 25 mm (1 inch) for every 450 mm (18 inches) in length.



Wading
Pool

Guidelines

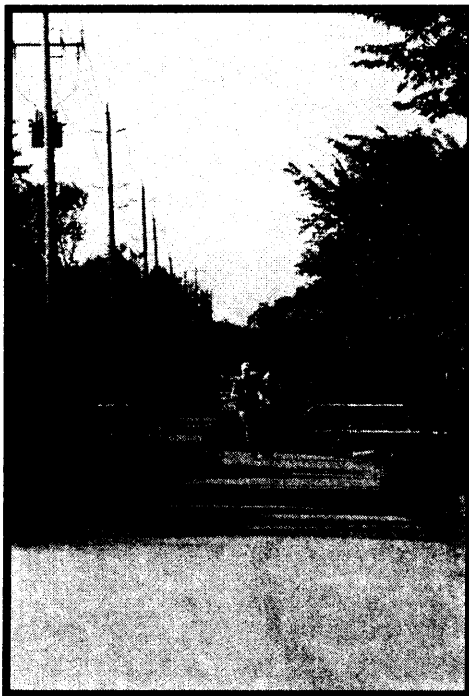
- 6.3a The pool should offer an accessible approach to the pool area from an accessible parking space.
- 6.3b Accessible washrooms and change room facilities must be provided.
- 6.3c The pool deck must consist of a hard, slip-resistant surface.
- 6.3d Where a hydraulic lift is not provided into the pool, a ramp must be provided with a gradient of not greater than 1:12 and having a non-slip surface. Handrails must be on both sides of the ramp at a height of 0.8 to 0.9 metres (31.5 to 35.4 inches).



Swimming pool ramp/lift **Source:** Accessibility Guidelines: City of Gloucester

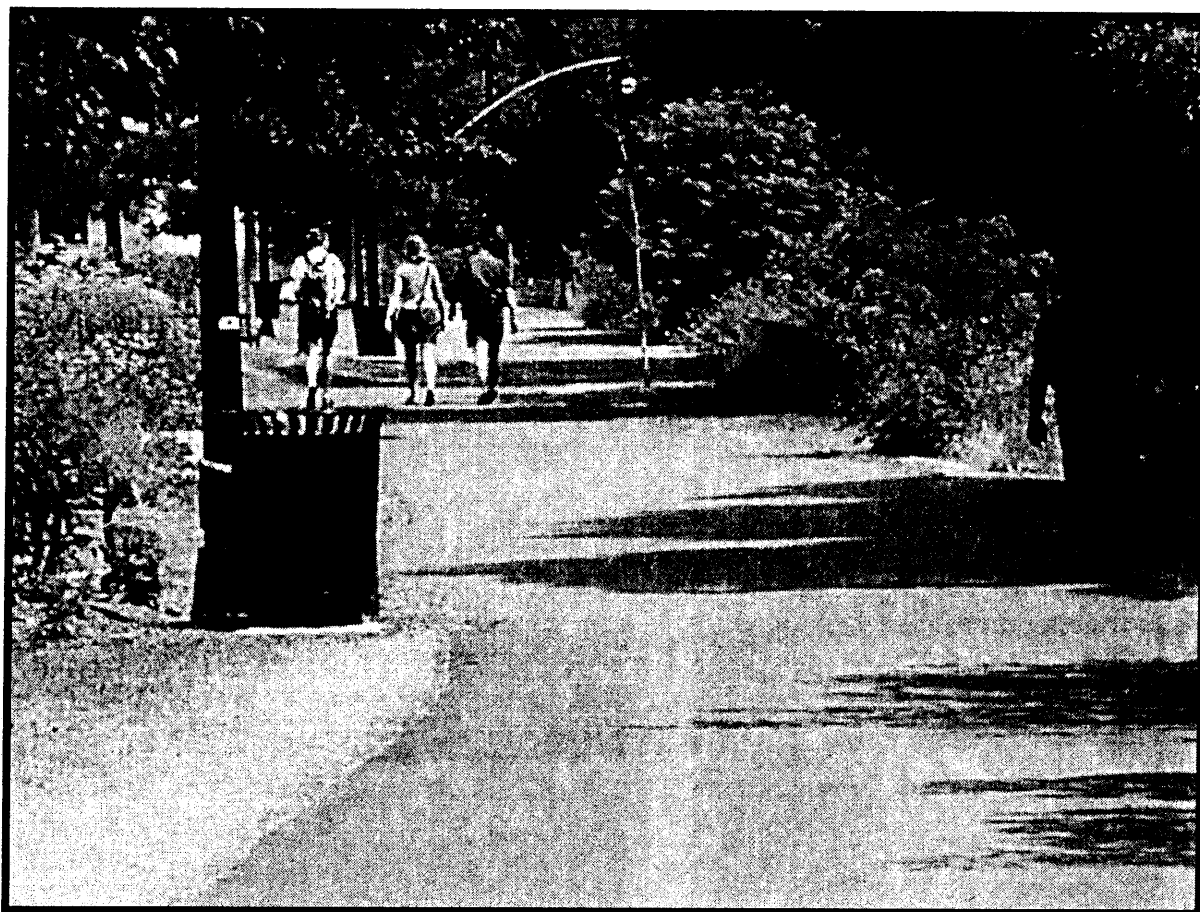
6.4 Paths and Trails

Guidelines for trails, with respect to surface, slope and cross slope of trails are similar to those for walkways outlined in Section 2 of the Guidelines. Wheelchair users require trails with a hard, smooth surface, while semi-ambulatory users prefer a soft surface. Crushed limestone provides a reasonable compromise between the two, and is also appropriate for campsite, playground and picnic area applications. Other suitable surfaces include paving stones such as interlocking pavers, wood decking, (laid perpendicular to the line of travel), asphalt or concrete.



Walking Trails

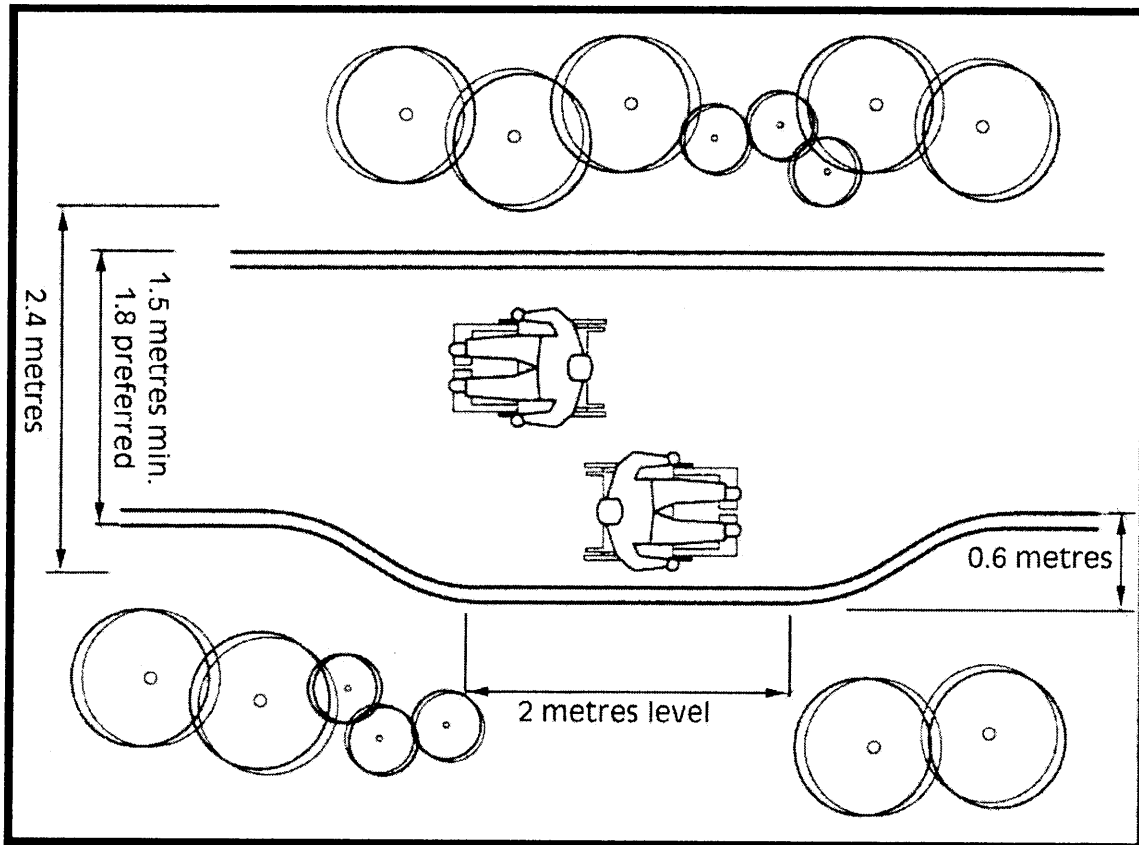
Longer routes are acceptable, trails should be identified and regular access and exit points clearly marked. Trails with sections that have a slope in excess of 1:20 (5%) must be designed as ramps. Washrooms and rest areas should be provided where practical.



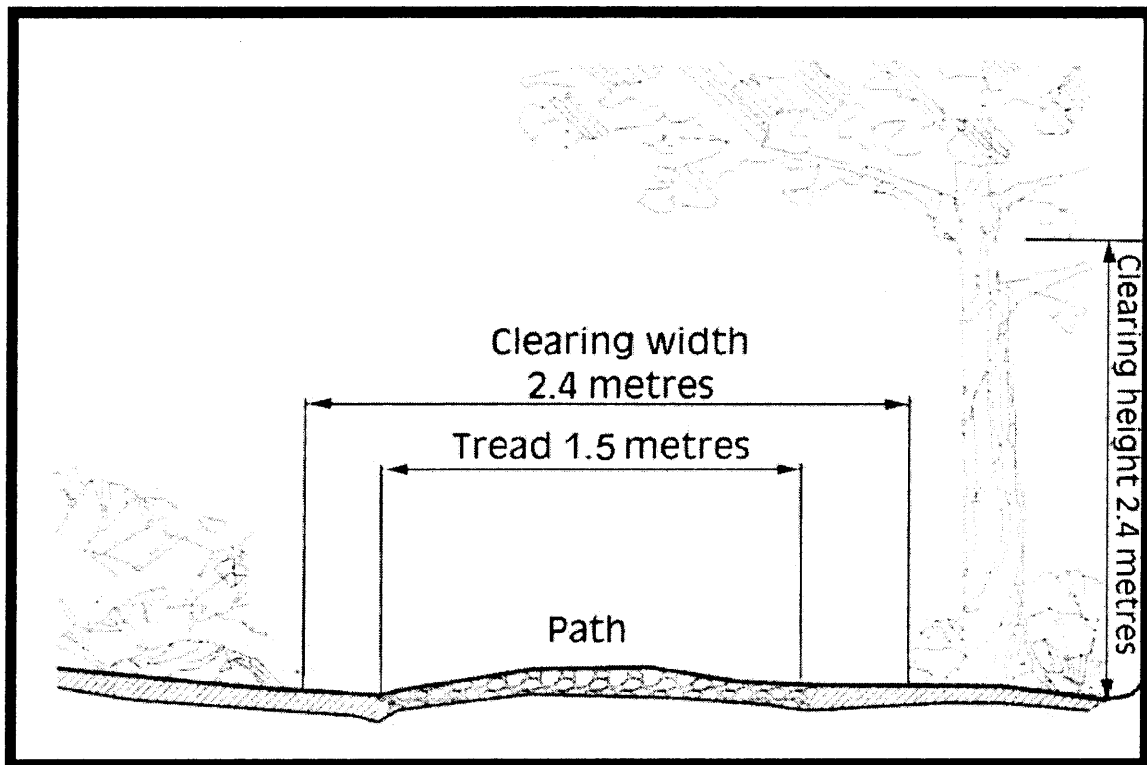
Walking Trail

6.5 Vegetation Areas

Recreation areas should be planned with the goal of creating as close to a natural atmosphere as possible. They should be planned with consideration to the general climatic conditions of the area. Trees and shrubbery can, in addition to aesthetic purposes, be used to buffer recreational areas from noise, wind and sun. Trees should not be an obstacle to pedestrian flow and low overhanging branches should be avoided.



Path or trail with resting/passing area **Source:** Barrier Free Guidelines Design Manual; Ontario Parks



Path grade and clearing for a trail **Source:** Barrier Free Guidelines Design Manual; Ontario Parks

Section 7: Hosting Major Events

This section provides an outline for planning and hosting “accessible” events. It should be realized that achieving total accessibility may not be feasible, and there are different and distinct types of accessibility. If there are very specific needs, contact the appropriate local agency(s) as shown in Appendix F of the Access Guidelines.



Outdoor Event

It is recommended that a person or committee with an understanding of or interest in special needs be responsible for reviewing event sites and programs.

7.1 Transportation

Before settling on a date and place for the event, research accessible public transportation. Alert all public and private accessible transportation companies of your event to gain their interest and cooperation. Ensure the event is staged when accessible public transportation can compliment event activities. It is important to note that persons with special needs will generally require to arrange transportation well in advance of the event/meeting. It is important the established agenda be followed.

If your community or area has an accessible taxi service, encourage them to take part in the event. The event should take place in a facility where transportation services can accommodate persons with disabilities. Plan drop-off sites close to the entrance of the event. Try to reduce traffic congestion at the site by having a different drop-off for able-bodied participants and volunteer staff.

When you have a large number of staff and volunteers attending, parking is a concern for them as well as your participants. Encourage staff to park away from the event site to avoid congestion. Bus passes from a designated parking area can provide transportation to the site.

Guidelines

- 7.1a Shuttle service (accessible transportation) should be provided if sleeping accommodation is off-site. If the participants' needs are greater than an accessible hotel room can provide, off-site accommodation may be required. This shuttle service can also be used to move volunteers to and from the event.
- 7.1b Fire, ambulance and police services should be notified of the event.
- 7.1c Fire routes should be reviewed with the local fire department if not already established.
- 7.1d Event transportation should be promoted to the public through visual and audio notices.



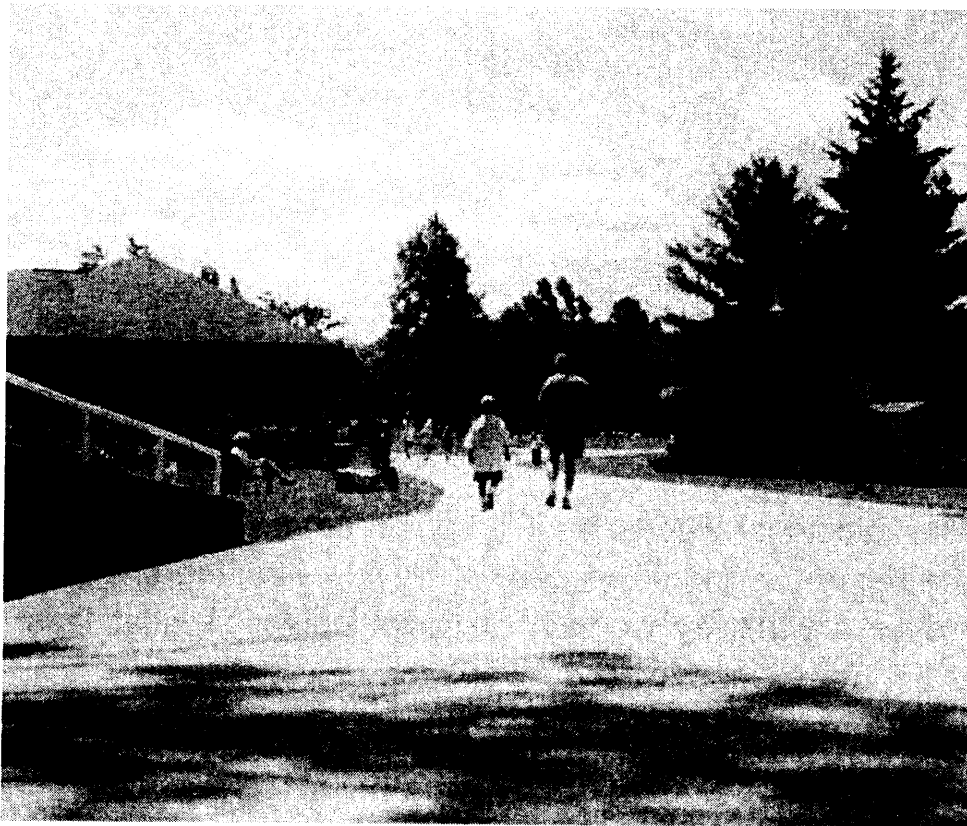
Bus.

7.2 Parking Guidelines

- 7.2a Accessible parking spaces should be provided with ample space for side loading. (Refer to Section 1 of this document for further information).
- 7.2b Appropriate signage should be applied to all accessible parking areas. (Refer to Section 1.3 for further information).
- 7.2c All other parking should be clearly marked with an "event logo" or clear directions to appropriate parking areas.
- 7.2d If event participation exceeds available site parking, seek additional parking from private businesses, churches or other parking facilities in proximity to your event site(s). Approach them in advance of your event and seek their assistance and support. You may be able to utilize their parking facility in their off hours. It is better to get permission in advance and oversee the parking than to have participants using private parking during business hours. These additional parking areas should be clearly signed when they are available for the event.
- 7.2e Assign a co-ordinator and, if necessary, someone for each shift to monitor parking and traffic flow to insure that parking signage is in place and that participants are parking in designated.
- 7.2f Monitor accessible parking spaces to ensure proper use of such spaces.

7.3 Path of Travel Exterior

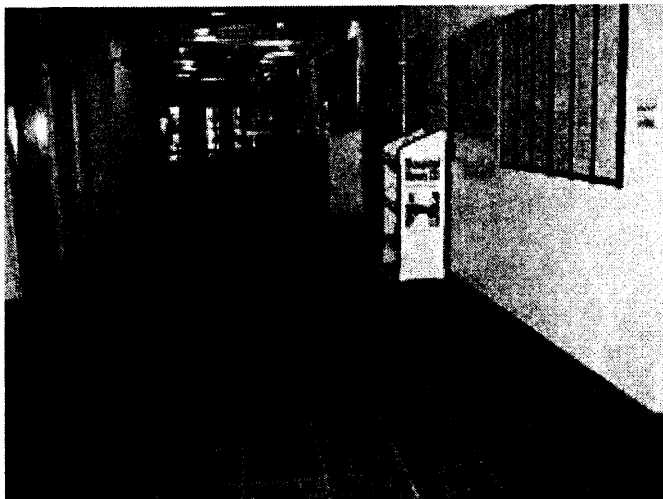
All exterior walkways should be of sufficient width to allow wheelchairs and/or motorized scooters to pass each other safely, and to allow for pedestrian traffic to pass without having to leave the walkway. For narrower walkways, look for areas where people can pass, or have a volunteer monitor this area and assist persons when needed. Any curb cuts in the walkway should be placed close to the primary entrance to allow safe and easy access to and from the parking or passenger loading areas.



Park trail

Interior

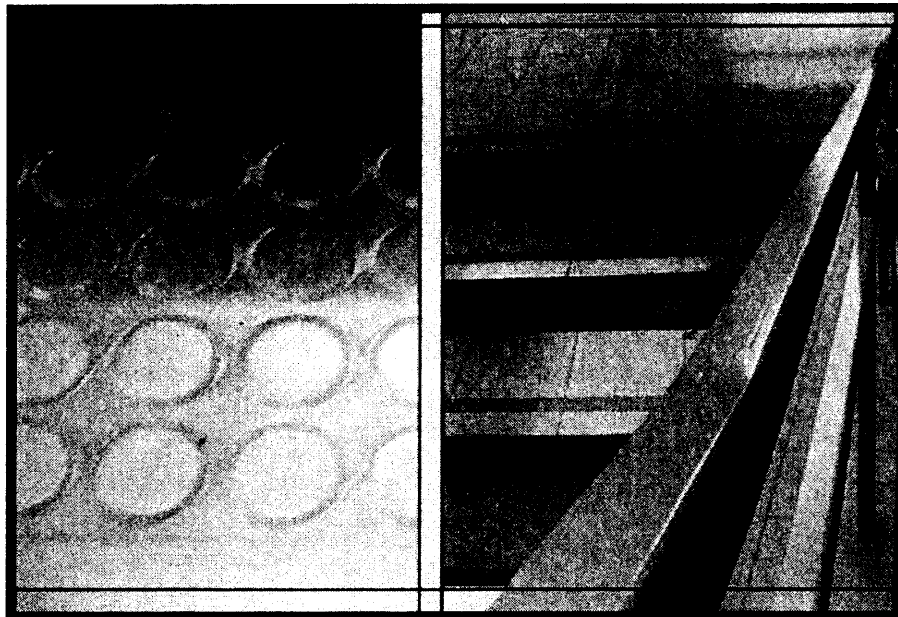
Interior walkways or paths of travel should be wide enough for safe and easy movement of event participants. If the event has booths and displays, make certain the aisle is wide enough to allow passage of persons in wheelchairs while others are viewing the display. If wires or cables cross the path of travel, provision must be made to protect the cable while maintaining the path of travel for wheelchairs. Care should be taken to prevent any tripping hazard. The use of contrasting colour tape for visual clues is recommended. Bright yellow tape on a dark floor would be the preferred application.



Plan your electrical needs well in advance to minimize locations where cables must cross the path of travel. Nothing should project into or over a walkway or path of travel unless it is at least 2.14 metres (7 feet) above the walkway.

7.4 Changes in Levels

All changes in level, whether interior or exterior demand careful consideration. This includes slopes, ramps, a single step or a series of steps that may affect the accessibility of the site. Ensure that these areas are safe by providing adequate lighting, visual clues, handrails and when outside, that there are no slipping hazards due to rain, snow or ice. For further information, refer to Section 3 of the Access Guidelines and Section 3.8 of the Ontario Building Code.



Safety stair nosing: Shopping Centre

7.5 Ramps

All exterior ramps should have a gradient not greater than 1 in 12 (1:12). The ramp should be wide enough to provide easy access to the entrance. Handrails having a contrasting colour to the ramp should be located on both sides of the ramp. This will provide stability to anyone with a disability using the ramp. A non-slip surface should be applied to the ramp and wheelstops located on all open sides to insure safety. The ramped area should be well illuminated to provide further safety. Interior ramps should meet the same basic standards as exterior ramps.

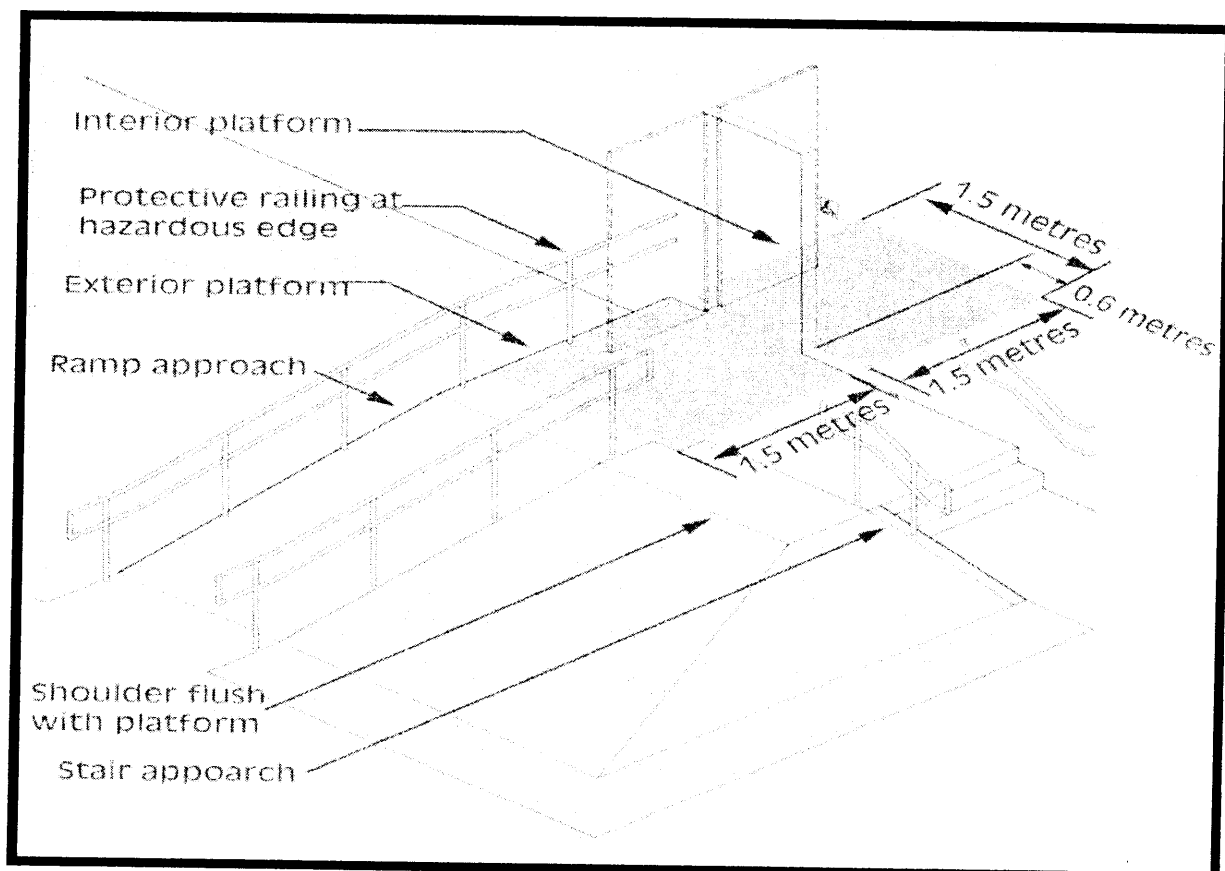


Ramp

For further information on ramps, refer to Section 3.1, of the Access Guidelines and Section 3.8 of the Ontario Building Code. For further information on handrails, refer to Section 3.3 of the Access Guidelines.

7.6 Entrances

The event's "main" entrance should have automatic doors, a large and level approach to the doors and quick, easy access to the parking area. The entrance should also be well illuminated and appropriately signed. If this type of entrance is available to you then participants should have no problems accessing the event. Where entrances are not of this design and cannot be corrected for your event, the use of volunteers to assist in this area is recommended.



Entrance **Source**: An illustrated Handbook for Barrier free design;
Washington State rules and regulations

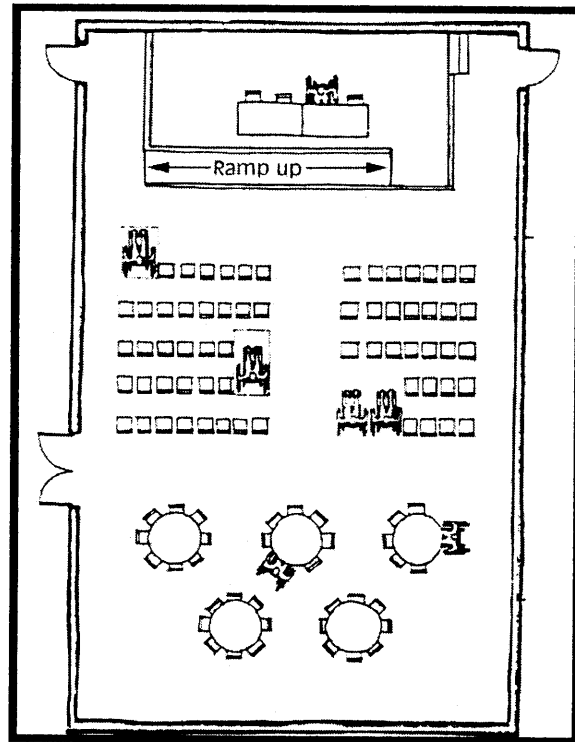
7.7 Assembly Areas

Insure all event assembly areas, whether a simple meeting room around a large table, a classroom for 30 to 40 persons or a large hall for several hundred or more, can accommodate participants special needs. There should be a designated spot for an interpreter for the deaf

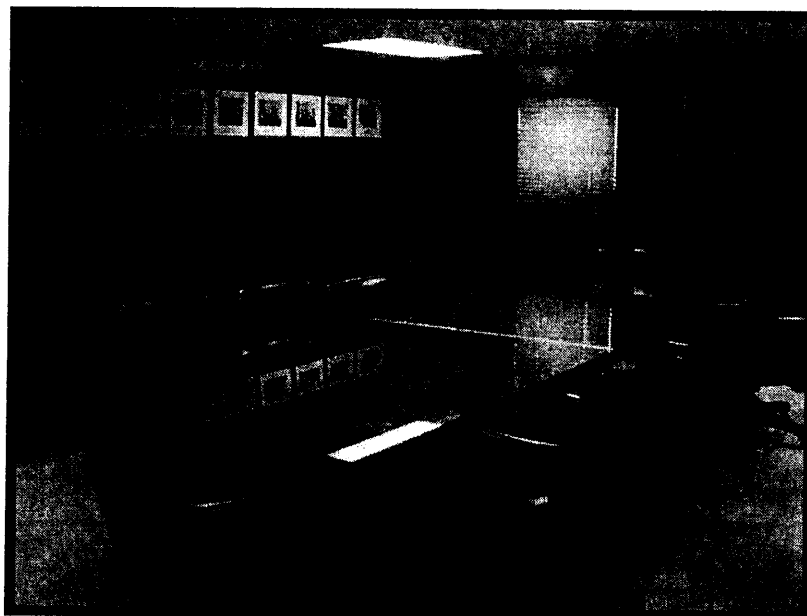
This may be as simple as making sure there is adequate space provided for a wheelchair user or cane/ dog guide user, to get to and sit at the conference table. In the classroom setting, be sure there is room to maneuver around desks and to sit at a conveniently located desk without having to rearrange the whole room should a special needs person be in attendance. Insure that paths of travel to exits are not blocked or restricted.

If the assembly area has rows of chairs, make sure aisles are wide enough to accommodate special needs participants, and provisions are made along the aisle for wheelchair users.

Illustration: Meeting room specifications **Source:** Accessibility Design Guidelines; City of Gloucester



Front row seating should be available for persons who are hard of hearing, deaf or visually impaired to assist in lip reading and viewing of sign language. Pre-designated seating is recommended.



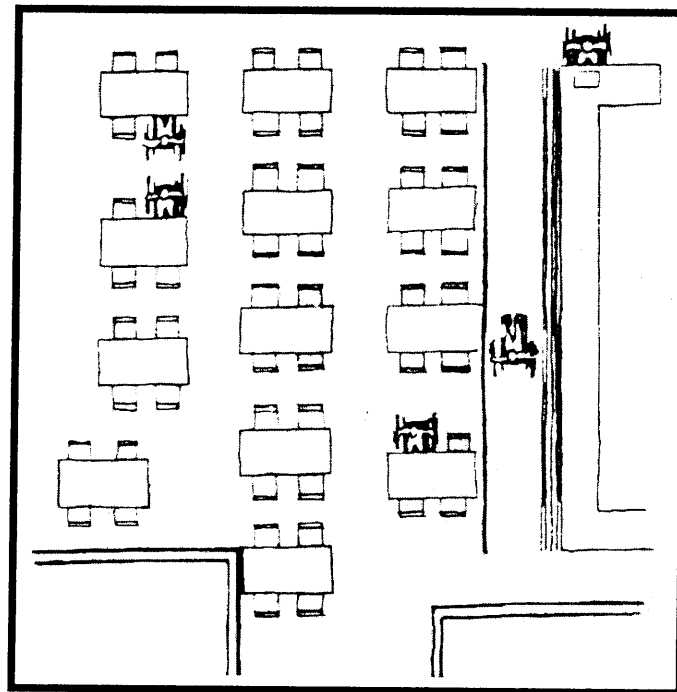
7.8 Washrooms

Insure that washroom facilities are accessible, including signage and paths of travel. Entrances are often a problem because of door swings, door hardware, vestibules, inadequate space beside the door and poor lighting. Space inside the washroom can be a problem if there is not adequate turning room or space beside the toilet for transferring.

Poorly placed and/or poorly attached grab bars, basins with inadequate knee space and hard to operate faucets can also create problems for the disabled. This is another area where volunteers may be required to assist event participants.

7.9 Dining Rooms

Review dining room layouts to ensure there is adequate room between tables for special needs access and that staff are aware that chairs may have to be removed from tables so that people can sit where they choose. Layouts should not be arranged to have all persons with special needs at the same table. Event staff should also be aware that persons with special needs may need assistance with seating, reading menus or service counters and the like. Regular meal times should be adhered to in order to help those with special dietary needs such as diabetics.

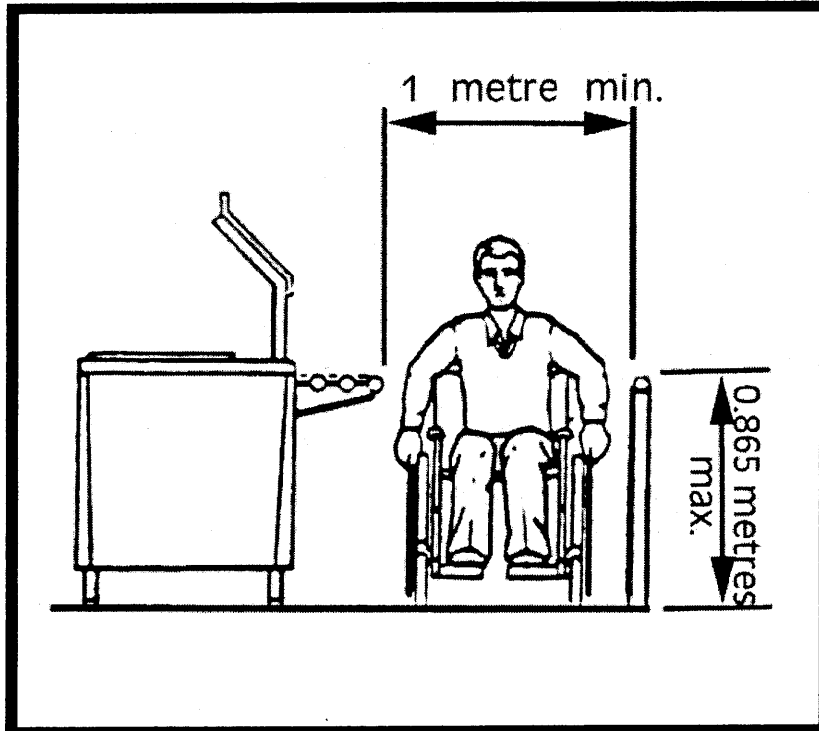


Dining aisles **Source:** Accessibility Design Guidelines;
City of Gloucester

7.10 Accommodation

Be sure that event accommodations can meet the needs of those attending and that special needs can be identified on the preregistration form. If the event and the accommodation are at the same site, ensure that there is a barrier free path of travel from the delegates' rooms to the meeting and restaurant areas. Make sure housekeeping staff are aware of the importance of a clear path of travel at all times.

Depending on the number of special-needs persons attending, contingency plans may have to be made for additional off-site barrier-free accommodation and attendant care. Arrangements should be made to look after additional transportation needs if this is the case. Please refer to Section 7.1 (a) of the Access Guideline for details.



Accessible cafeteria counter **Source:** Accessibility Design Guidelines; City of Gloucester

7.11 Registration Forms

Registration form mailings/communications should be done, well in advance of the event, to allow the special needs participants time to seek out the necessary assistance to respond. Forms should be designed with space available for participants to identify their special needs. The event registrar may be required to follow up with the special needs registrant to ensure their needs are clear and can be mutually resolved. Effective communication in these situations is essential. Participants should be encouraged to request if alternate formats are required for the presentations or information packages (i.e. large print, tape, etc.).

7.12 Staff and Volunteer Training

Staff and volunteers should participate in a sensitivity training session prior to the staging of the event. This training will help individuals feel comfortable in addressing the needs of disabled participants and provides a welcome presence. Staff and volunteers should be easily identifiable by participants through the use of nametags, armbands, or some other means so individuals will know whom to approach for assistance. Staff and volunteers should be made aware of persons in the organization who have the ability to communicate with those participants who may have special needs such as, hearing or cognitive issues.

7.13 Environmental Issues

Environmental problems should be addressed when making your site selection. Participants may have certain environmental sensitivities that could otherwise be overlooked in the planning and organizing of events.

1. Smoking should be prohibited at the event sites (including accommodations).
2. Food allergies can be addressed if participants make their requests known in advance of the event.
3. Non allergenic pillows and bedding may need to be provided on request.
4. Ensure all the event sites (including accommodation) are well ventilated for adequate air exchange.
5. Use plants that are healthy to the environment as well as for aesthetics. These plants will absorb carbon dioxide and leave more oxygen for participants.
6. Make sure no painting or construction projects are in progress within the site at the time of your event. Non-toxic markers should be used for all presentations.
7. Ensure no building projects on the site will interfere with the presentations and sound projection.
8. Be aware that background music or noise from adjoining areas can interfere with presentations.

7.14 Responsibilities of Speakers and Hosts

Introductory Information (Housekeeping)

If the session is to be lengthy, inform participants of the availability of alternate formats for the presentation, and where the placement of washrooms, break areas, and food and beverages can be found. Ensure that this verbal information is specific enough to allow a person who is visually impaired to find such areas and that the access to them is barrier free. Directional signs should be placed to indicate where these areas are located and this information should be included in the registration handouts.

Information for Speakers

1. Encourage speakers to limit props such as overhead projectors or flip charts that may present problems for special needs participants. Flip charts may not be seen by the visually impaired and overhead projections may be difficult for those with mobility impairments that would involve tilting the head back to look upward at the screen. If charts or projectors are to be used then recommend that the speaker verbalize what is on the charts or projections as they go through their presentation.
2. Speakers should use the devices provided such as microphones and assistive listening systems.

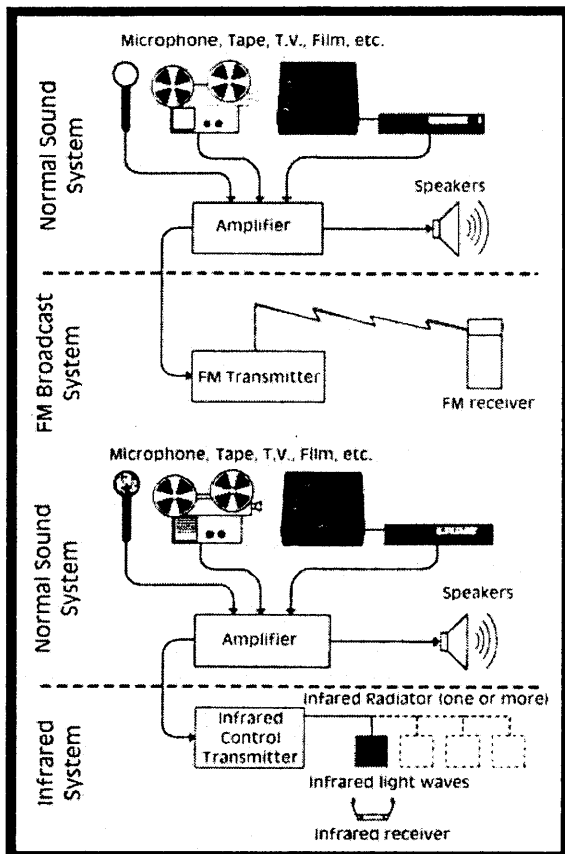


Illustration: hearing assistive device **Source:** Accessibility Design Guidelines; City of Gloucester

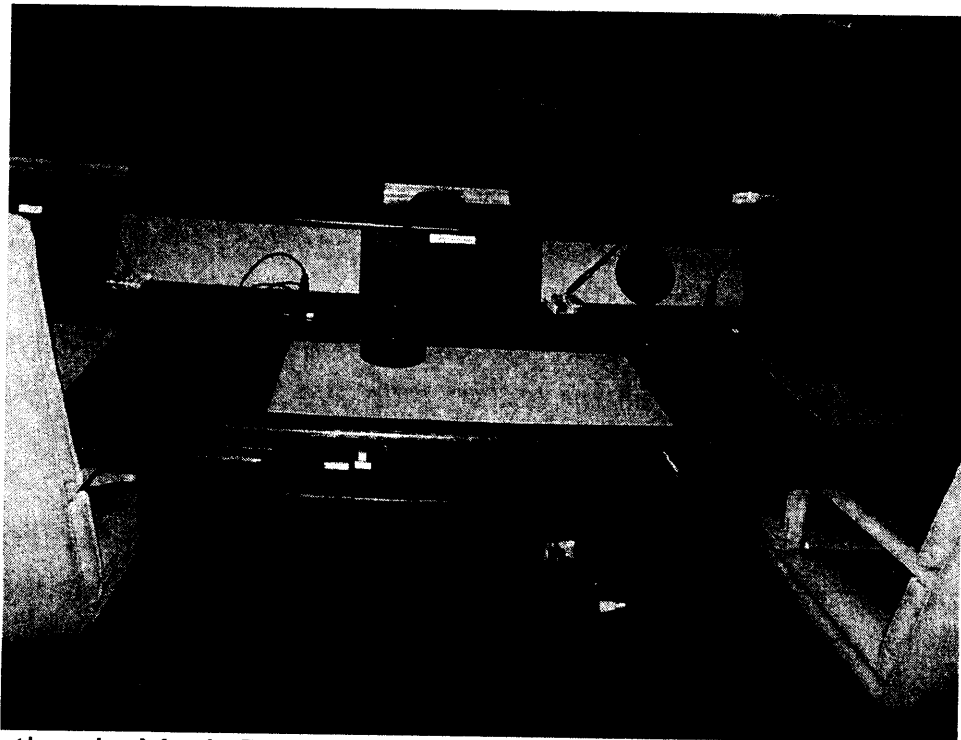
3. Try to avoid too much moving about and breaking into groups, then reconvening unless assistance will be available to special needs persons in the group.
4. Speakers should provide a written copy of their presentation as well as a summary of film/video audio for the hearing impaired if open captioning is not included.
5. Any film, slide show or video should include enough narration to ensure that those with visual impairments can follow along and understand what is being seen by others.

6. If a question session is included, the speaker must request the person to ask the question verbally, as pointing or eye contact will not be recognized by a person who is visually impaired. In addition, some individuals may wish to put their questions in writing as opposed to vocalizing.

Host Responsibilities

1. Facilities should have proper acoustics, microphones and assistive listening devices available. Background noise such as music should be able to be turned off within the presentation rooms.
2. All event information or handouts should be available in alternate formats such as large print, Braille and audiotape.
3. The lighting directed at the speaker or performer is important for the hearing impaired person. Backlit subjects, podiums in front of windows, multi coloured walls, etc. interfere with effective communication.
4. Have a system for fire alarm safety in place to alert people with mobility, sight and hearing problems. Have an alternative accessible exit route in case the elevators cannot be used.
5. Your layout should allow for unobstructed aisle space for safety, ease of maneuverability with mobility devices and ease of walking side by side while guiding a visually impaired person. Supplementary signage and lighting may be required to improve accessibility in and around the event site.
6. If it is known that a person who is blind, deaf or deaf/blind will be in attendance then the possibility of having an oral or American sign language interpreter or a deaf/blind intervener should be considered.

7. It may be useful for the event host to provide assistants who have sensitivity training to be on hand to assist persons with disabilities who will be involved in the program. The facilitator could even do this while the speakers are giving their presentations.
8. Promote accessible features that are being provided at the event as this may attract persons who otherwise would not attend.



Seating in York Region Council Chambers for a wheelchair

Section 8 Wayfinding

Wayfinding is how individuals move to, from or throughout a building or site.

This section provides a basic overview of wayfinding. It is not intended to serve as the definitive guideline, but, rather as a helpful overview of how to address wayfinding in the design and development of a property or building.

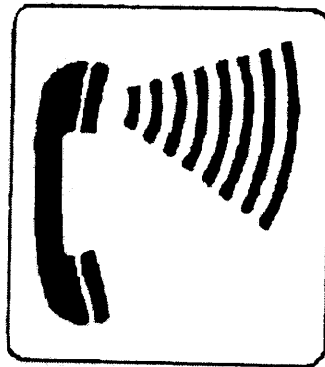
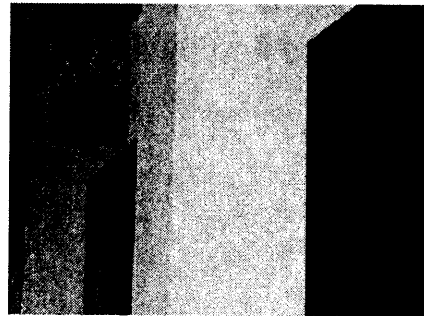
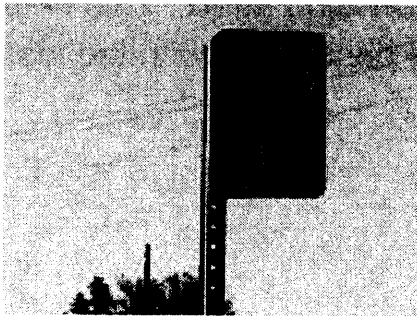
Wayfinding is more than signage. From its origin in 1960 (through architect Kevin Lynch) “wayfinding” has evolved as a comprehensive approach to design and layout of buildings and sites.

Effective design clues such as roads, walkways, building layouts, lighting, directional maps, information displays and signs all play a role in achieving efficient wayfinding.

Barrier-free design can actively contribute towards providing a pleasurable visit to a building or site that is not usually frequented. Not being able to navigate the area can be very frustrating in an already stressful situation. If it is simple to negotiate a building lot site, it will encourage patrons to return.

8.1 Signs

The use of signs, though universal signage is one means to help individuals find their way in an unfamiliar environment.



These signs are common to all buildings/sites and individuals can rely upon them to guide their travels.

8.2 Street signs

The Town of East Gwillimbury has employed a new street signage program that features large overhead street signs with colour contrast lettering.

These signs are easy to read and help the traveling public. This helps individuals find their way towards their travel destination with the least

8.3 Streetscape - Design

The design and construction of Sidewalks (including curb cuts/ramps), street furniture and landscaping are all addressed in the "Urban Design Guidelines".

Consistent sidewalk treatments play a role in helping guide and orientate persons with visual disabilities. The curb cut/ramp detail (profiled in Section 2 of the Guidelines) is an example of an appropriate treatment of a path of travel, which helps individuals with their wayfinding.

Street furniture, (design and placement), also plays an important role in terms of eliminating obstacles within a path of travel. Additionally, these facilities create landmarks for travel reference purposes.

8.4 Building Features

Main Entrance

Announcing the main entrance to a building/site is critical. This includes directing individuals from their points/means of arrival to the main entrance using:

Proper signage (consistent terminology); Logical, safe, illuminated path(s) of travel, (directional mapping if required); and Accessible main entrance, (signage, proper illumination).

Hallways – Corridors

Clear paths of travel throughout hallways and corridors (or pathways) plays an important role in wayfinding. The use of location maps ('*You Are Here*' type maps) mounted at regular intervals on the wall surface of the hallway/corridor, or post mounted on an outdoor trail/walkway, can help individuals find their way in an unfamiliar environment. The details of the sign should be simple, straight-forward and be expressed in a legible print format (font type).

Information Displays

The use of information displays (in lieu of a public reception counter/area) can be of value in helping individuals establish their path of travel within the building or at a site.

This display can identify what each building floor contains, or how to travel to certain parts of the building or site. The use of staff and/or volunteers to supplement a permanent information display is always effective.

The placement of the display should be prominent, and supported by accessible approaches/use.

Interior Building Signage

The numbering/labelling of floors and rooms in a multi-floor building is critical. Identification of floors to numerical sequence (floor 1, 2, 3, etc.) is generally the most helpful.

Landmarks

The use of landmarks in large buildings/sites can help all individuals. For example, a water fountain within a common corridor area is a building feature that can serve as, both an attractive amenity and as a landmark as to one's location within the building/site. Other landmarks can include permanent displays, distinctive landscaping, sculptures/artwork, etc. The placement/location of any landmark must not create a path of travel obstruction or impediment to barrier-free access.

Resources

There are countless resources available to obtain information regarding wayfinding. (Refer to the bibliography section of the Guidelines for details.)

It is also suggested, when considering a new facility (or the renovation of an existing facility), that decision-makers visit similar existing facilities, to experience first-hand "wayfinding at work".

A Guide to the Appendices

Appendix A: Accessibility Checklist

This checklist can be used to determine whether or not a building is accessible. It is intended to help the user think about what to consider when reviewing a building or site. It is recommended to bring the checklist when touring a building or site. Make remarks in the comments section. Feel free to draw a diagram in the empty spaces to clarify your notes. While the checklist has covered a wide variety of buildings and features it is not inclusive. Expand upon these ideas/suggestions and apply them to other buildings that you may encounter.

Appendix B: Resources and Contacts

This appendix is a list of Town employees to contact for further information. Also a list of local agencies dealing with persons with disabilities.

Appendix A Barrier-Free Accessibility Checklist

Area/Feature	Notes
1. Parking	Signage
	Location
	Markings
	Lighting
2. Drop-Off and Loading Zones	Approach and Exit Design
	Location
	Signage

3. Walkways and Ramps	Curb cuts
	Width
	Surface
	Slope
4. Entrance Ways	Doors
	Hardware
	Dimensions
	Power Assist
	Lighting
	Signage
	Vestibules

5. Lobby, Hallways and Corridors	Width
	Path of Travel
	Signage
	Doorways
6. Interior Doors	Width
	Signage
	Power Assist
	Hardware
	Vision panels

7. Meeting Rooms	Seating
	Hearing Assistive Devices
	Path of Travel
8. Elevator	Location
	Operation
	Design
	Signage
	Lettering (large and contrasting)
	Lighting

	Control Panel (Braille numbers)

9. Stairways	Handrails
	Surface
	Colour Contrast
	Lighting
10. Washroom	Signage
	Doors
	Hardware
	Cubicles
	Accessories
	Integrated Alarms

11. Dressing Rooms	Doors
	Hardware
	Path of Travel
	Bench/Seating
	Showers
	Washrooms
	Signage
	Integrated Alarms

12. Spectator Seating	Signage
	Path of Travel and Lighting
	Design
	Views
13. Spectator Areas	Location
	Signage
	Path of Travel
	Design

	Views

14. Ice Surface	Entrances
	Bench Design
15. Telephones	Location
	Design
	Features
	Signage
	Lighting

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16. Ticket and Admissions	Counter Design
	Signage
	Amenities
17. Office Administration	Doors
	Hardware
	Signage
	Equipment/Accessories
	Path of Travel

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18. Food Service	Counter Design
	Signage
	Table Eating Area
	Path of Travel
19. First Aid and Emergency	Doors
	Hardware
	Signage
	Accessories

20. Others	A. B. C.
Comments	A. B. C.

Town of East Gwillimbury - Local Agencies

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