Accessibility
Gap Analysis

Powell River Public Library

May 2023

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Overview

Summary of Results

Thank you for taking the time to complete an accessibility assessment with the Accessibility Advisory Services team at the Rick Hansen Foundation. This report summarizes the results of the Rick Hansen Foundation Accessibility Certification (RHFAC) preliminary rating for the Powell River Public Library

Powell River Public Library is a single storey space, leased as part of a larger complex, and located at 100-6975 Alberni St, in Powell River, BC, Canada. The building is comprised of approximately 50,000 ft^2 of multi-use library and community rental space.

The accessibility review for Powell River Public Library is inclusive of all public and staff access areas, with the exception of any highly specialized service areas (janitors' closets, electrical/mechanical rooms, elevator rooms, etc). The review also included spaces outside of the control of the tenant, such as city sidewalks and public transit stops, as these are an integral part of the user experience for a person with a disability.

As is described in more detail further in the report, the current results of the rating are as follows:

Overall Score:	**68%**
Certification Level:	**Accessible Certified**

NOTE: This is a preliminary, pre-adjudicated rating. In order to communicate the results of a rating publicly, an official third-party adjudication is required from the CSA Group, who are responsible for the hosting and data integrity of the RHFAC Public Registry. The CSA Group has their own fee for official adjudication. More details on the registration process can be discussed with the Accessibility Advisory Services team, and also found in the RHFAC Clients' Guide to Certification.

Background

The Rick Hansen Foundation Accessibility Rating Certification (RHFAC) is a rating system designed to measure meaningful access in the built environment, and is based on principles of universal design that reach above and beyond existing building code requirements.

While accessibility considerations within building code often employ a mobility-centric focus, the RHFAC rating system uses a universal approach with the goal of creating spaces that can accommodate any and all users. The RHFAC rating system was developed in collaboration with a wide range of stakeholders, including leading architects and designers, experienced RHFAC Professionals, and non-profit organizations such as: the CNIB, Canadian Hard of Hearing Association, Barrier Free Canada, March of Dimes, MS Society, and Easter Seals Canada, among others.

The RHFAC rating system is not a standard in and of itself. Rather, it is a compilation of best practices based primarily on meeting CSA B651 accessibility standards. Additionally, consultation with key stakeholders during the development process identified components of the RHFAC rating system that must go above and beyond CSA B651 criteria to achieve maximum points.

The RHFAC rating system is broken down into 10 main categories, before being divided into sub-categories ("elements") and further broken down into individual line-items ("features"). Upon assessment, each feature receives a numerical score based on a pre-established set of criteria before being aggregated to establish an overall score for the project. Projects that achieve a score of 60-79% are eligible to receive an "RHF Accessibility Certified" designation, while those that achieve a score of 80% or higher will be eligible to receive an "RHF Accessibility Certified Gold" designation. In order to be certified, however, it is necessary for the project to meet the mandatory requirements that are outlined in the subsequent sections.

This report uses the terminology and section categories of the Rick Hansen Foundation Accessibility Certification (RHFAC) Rating Survey. If applicable, the CSA B651-18 standard is noted to ensure that it is easy to cross reference with the documents.

There are 10 categories in the RHFAC rating system, of which 8 are applicable to this project:

- Vehicular Access
- Exterior Approach and Entrance
- Interior Circulation
- Interior Services and Environment
- Sanitary Facilities
- Wayfinding and Signage
- Emergency Systems
- Additional Uses of Space

Meaningful Access for Everyone

The provision of access for a person using a wheelchair or mobility aid is often considered to be an indication of effective design in the built environment. However, the majority of users of parking lots, buildings, and outdoor areas are pedestrians who also benefit greatly from wheelchair accessible design. Conversely, they can also be denied appropriate access if barriers are incorporated into designs.

In addition, older populations and people with disabilities in the community have a wide range of access needs that are not necessarily satisfied by accommodating for limited mobility.

Our assessment and recommended enhancements have been made using a universal approach to inclusive design, based on best practices and our knowledge of the needs of the following disability groups, among others:

- People who are deaf or hard of hearing

- People who are blind or have vision impairments

- People with mobility impairments

- People with agility impairments

- People with sensory or cognitive impairments

Examples of a range of access challenges:

People who **use wheelchairs** face difficulties such as abrupt changes in levels (e.g. steps and steep slopes/gradients) and limited access under sinks, counters, and tables. They also require an increased circulation area, particularly around doorways and where changes in direction occur.
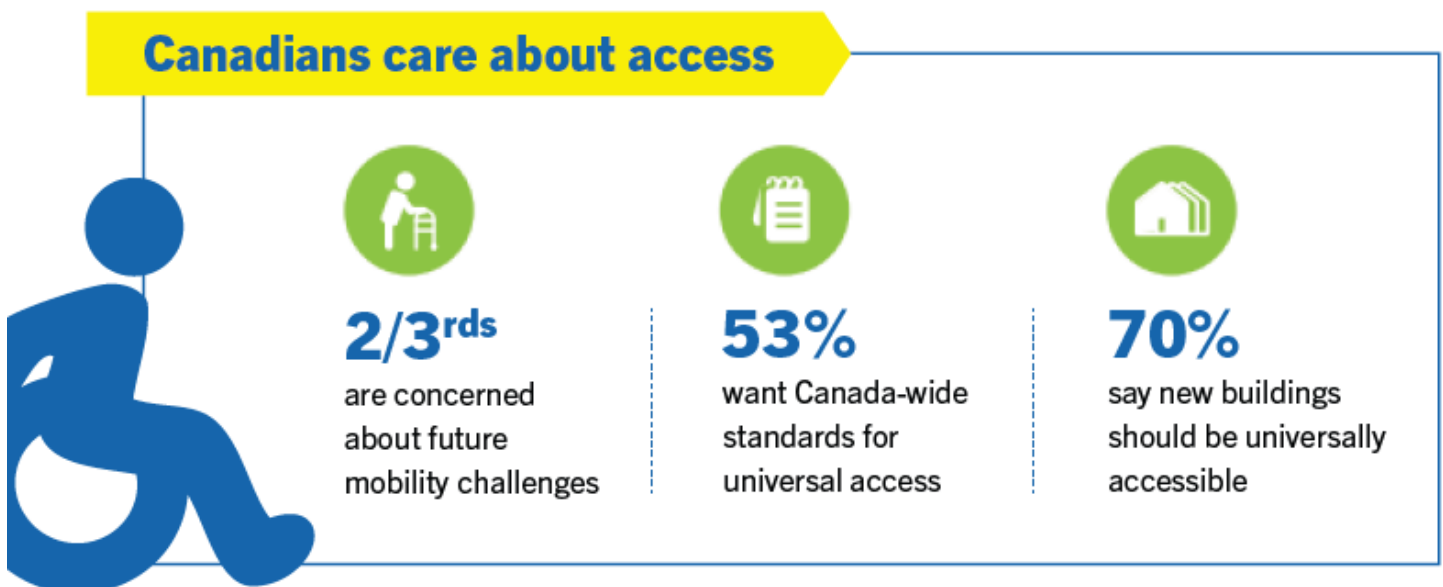
People who **experience difficulty walking** may have stiff hips, poor balance or uncoordinated movements which require attention to stairs and handrails, seating in waiting areas, slip resistant floor finishes and ramps with a gentle slope/gradient. They may also have limited endurance, which results in a need for increased seating and effective handrail installation along the path of travel.

People with **agility difficulties and limited dexterity** in their upper extremities require appropriately selected handles, switches, buttons (in lifts) and faucets to allow sufficient ease of use.

People **with sensory disabilities,** which affect either their hearing or vision, require clear, easy to understand signage and tactile indicators. This requires attention to a variety of factors including luminance, colour, contrast, print size, levels of illumination and the provision of appropriate communication systems in public areas. Background noise and excessive brightness or lighting fluctuations may also have a negative impact on the user experience.

People **with intellectual disabilities** may have difficulty finding their way in new environments. Therefore, direct access routes and clear directional signage with graphics are important.

As a wide range of physical issues impact on the provision of access for people with disabilities, responsive design, incorporating a continuous accessible path of travel, needs to be equitable and therefore inclusive of the needs of all of the community. Access should cater to both pedestrians and users of wheelchairs and other mobility aids. In addition, consideration must be given to the needs of users who may require assistance from other people as well as assistance animals.

Canadians care about access

2/3rds are concerned about future mobility challenges

53% want Canada-wide standards for universal access

70% say new buildings should be universally accessible

Prioritizing Accessibility Improvements

Criteria listed below are guidelines for prioritizing future works and upgrades. As priorities are subjective in nature, it's recommended that the user group, including people with disabilities, be included in deciding the priorities that will best provide meaningful access for the site, as well as the timeframes.

Short-Term Areas of Opportunity

Opportunities which are classified as a 'short term' priority for barrier removal fall into one of the following categories:

- Poses an immediate health and safety risk for users of the site
- Is a significant barrier for users of the site
- Has a low-cost implication

Long-Term Areas of Opportunity

Opportunities which are classified as a 'long term' priority for barrier removal fall into the one of the following categories:

- Best practice items
- To be upgraded when that area of the building is renovated
- To be considered in the long-term planning of capital expenditure of the building

Certification

Certification Levels and Requirements

RHFAC offers two levels of certification: **RHF Accessibility Certified Gold** and **RHF Accessibility Certified**. The certification level for a project is determined by:

1. Achieving the minimum rating score, which is the total earned score divided by the total available score, expressed as a percentage; **and**

2. Meeting the Mandatory Certification Requirements (MCR) and Mandatory Gold Certification Requirements (MGCR).

In order to be certified, a Site must meet the mandatory certification requirements. RHFAC Professionals are required to confirm that a Site has met the mandatory certification requirements before submitting a rating. If a Site does not meet the mandatory certification requirements, RHFAC Professionals should identify why this is not the case in the Scope of Rating.

Certification Level Requirements

Certification Level	Rating Score	Meet Mandatory Certification Requirements	Meet Mandatory GOLD Certification Requirements
RHF Accessibility Certified GOLD	**80%+**	✔	✔
RHF Accessibility Certified	**80%+**	✔	✘
	60–79%	✔	✘
Not Certified	**0–100%**	✘	✘

Note: Sites are required to meet the mandatory certification requirements to be certified, regardless of their rating score.

Mandatory Certification Requirements

Project: Powell River Public Library

Mandatory Certification Requirements – Accessibility Certified (AC)

✅ Accessible public entrance

✅ Access to all key functional spaces

Mandatory Gold Certification Requirements - Accessibility Certified Gold (ACG)

✅ Designated accessible parking space(s), if parking is provided for site users

✅ Access to public transit, if the site is located in an area serviced by transit

✅ Accessible path(s) of travel leading to building entrance and throughout the building

✅ An accessible primary entrance for public and staff (if separate)

✅ Access to all floors expected to be used by elevator or lift usable by everyone

✅ At least one universal washroom

❌ Emergency systems with visual and audible fire alarms in both public and private areas

✅ Wayfinding strategies in place to navigate throughout the site

❌ Safety warning features, such as tactile attention indicators at the top of stairs, and cane-detectable features, if there are overhead or protruding hazards along the pathway

❌ Tactile markings for permanent room identification signs

❌ Assistive listening and communication enhancement technologies, when applicable to the site

✅ Accessibility provision(s) for the key functional facilities of the site

RHFAC Scorecard

RHFAC Scorecard

Project: Powell River Public Library

Pre-Adjudicated RHFAC Score: 68%

1. Vehicular Access	**66.7%**
Parking	65.7%
General Vehicular Access	70.0%
2. Exterior Approach and Entrance	**76.6%**
Exterior Pathways to Facilities on Site	77.1%
Exterior Stairs	63.2%
Building Entrances	83.8%
3. Interior Circulation	**74.4%**
Interior Doors and Doorways	62.0%
Path of Travel	92.3%
Corridors and Hallways	91.3%
4. Interior Services and Environment	**66.5%**
Lobby and Reception Areas	83.3%
Reception Desks, Service Counters, and Self-Service Kiosks	54.1%
Waiting Areas, General Seating, Meeting Rooms, and Lounges	78.6%
Kitchens	58.1%
Acoustic Considerations	85.7%
Illumination and Building Systems	67.9%
5. Sanitary Facilities	**54.8%**
Washrooms	54.8%
6. Wayfinding and Signage	**66.7%**
General Wayfinding and Signage	71.4%
Room Identification Signage	50.0%

7. Emergency Systems	**63.3%**
Emergency Exits and Areas of Refuge	76.9%
Fire Alarm Systems and Equipment	52.9%
8. Additional Use of Space	**60.6%**
Workstations	66.7%
Outdoor Recreation Areas	50.0%

Key Areas of Success

1. Vehicular Access

- The number of accessible parking spaces exceeds the number suggested by CSA B651-18 for a lot of this total size.

- Accessible parking spaces are located in close proximity to the pathway and building entrances.

- The nearest bus stop is located within close proximity to the building and includes suitable seating and shelter, with clear ground area to turn and maneuver.

2. Exterior Approach and Entrance

- Primary pathways meet or exceed accessible width guidelines, allowing two-way travel without interruption by obstacles.

- The main entrance is equipped with a power operated door. All door leaves at the main entrance have swing ranges that are properly protected by physical barriers.

- The main entrance door allows sufficient clear opening width and includes an accessible threshold height.

3. Interior Circulation

- Interior doors are equipped with accessible lever-style hardware that can be operated with a single finger or a closed fist.

- Corridors between shelving units, seating areas, and other amenities allow reasonable width for expected traffic levels, with clear floor space to turn and maneuver available in close proximity.

4. Interior Services and Environment

- The reception desk and self-checkout kiosks are located in plain view of the main entrance, with clear space to approach, turn, and maneuver with a mobility device, as needed.

- Floor finishes in the lobby, reception area, and sitting areas are firm, stable and slip-resistant. Flooring is also free of bold patterning that can be disorienting for some site users.

- Kitchen cabinets and drawers are equipped with accessible hardware. The additional shelving at accessible height would be beneficial for users of mobility devices, though the shelf should be re-located to increase clear floor area in the kitchen.

5. Sanitary Facilities

- The number of accessible washroom facilities is appropriate for expected traffic levels and usage patterns.

- Fixtures and accessories are automated or easily operable with a closed fist.

6. Wayfinding and Signage

- Signage uses san-serif fonts and arabic numerals. Wording is clear and concise.

- General wayfinding signage is posted at all key decision points and intersections, as well as the entrances to meeting rooms, offices, and other spaces.

7. Emergency Systems

- The facility includes multiple accessible ground level exits, identified by highly visible signage.

- Most emergency equipment is located at an accessible height with clear floor area in front, though there were a few outliers, noted below.

8. Additional Uses of Space

- Most staff workspaces are sufficiently sized for expected use, or can be modified to increase the clear area required to approach, turn, and maneuver with a wheelchair or other mobility device.

Key Areas of Opportunity

1. Vehicular Access

1.1 - Parking: Ground Surface Quality

Observations

Some designated accessible spaces have significant cracks or other damage in close proximity that could increase the risk of tripping **(Figure 1.1)**.

Accessibility Considerations

The area around the accessible spaces should be resurfaced in short order. Should this require a significant amount of time, consider making temporary repairs to the most critical areas to ensure that risk is minimized for site users.

Additional Information

📖 RHFAC: 1.1.4
📖 CSA B651-18: 9.4.3
📷 Figure: 1.1
🕐 Timeline: Short-Term

1.2 - Parking: Accessible Space Layout and Dimensions

Observations

The widths of accessible parking spaces and access aisles are inconsistent throughout the lot.

The arrangement of the spaces, along with the faded markings, may result in a tendency for drivers to use the two spaces nearest the building as a pull through lane.

This could be particularly hazardous to people with mobility devices who are entering or departing their vehicle.

Accessibility Considerations

Per CSA B6561-18, accessible parking spaces should be at least 2600mm wide, with an adjacent access aisle 2000mm wide.

The overall layout would allow each of the 4 spaces directly in front of the library to meet or exceed the recommended dimensions for width, once lines are re-painted **(Figure 1.1).**

Additionally, consider adding a marked pathway at least 1000mm in width intersecting the front of the parking spaces and access aisles and connecting with the sidewalk **(Figure 1.2).**

This helps to ensure that people are not required to travel along or across vehicular routes to access the pedestrian pathway. While a 2000mm width would be preferable, this may not be feasible with current space limitations.

Additional Information

📖 RHFAC: 1.1.2 & 1.1.3
📖 CSA B651-18: 9.2; 9.4.1
📷 Figure: 1.1 & 1.2
🕐 Timeline: Short-Term

1.3 - Parking: Clear Signage

Observations

Accessible spaces include faded ground markings and lack vertically posted signage.

Accessibility Considerations

Markings should be repainted, with consideration to the dimensions noted in **1.2** above.

Including vertically posted signage is recommended, as it can help to identify spaces when ground markings are obscured by snow, leaves, or other parked cars.

The inclusion of vertical signage should also be considered a safety measure in this particular scenario, as it would prevent drivers from using the spaces nearest the entrance as a pull-through lane; a frequent occurrence, based on feedback received from staff.

Additional Information

📖 RHFAC: 1.1.5
📖 CSA B651-18: 9.4.4
🕐 Timeline: Short-Term

1.4 – General Vehicular Access: Accessible Passenger Drop-Off

Observations

The facility lacks a safe, designated passenger pick-up/drop-off location.

Accessibility Considerations

While the constraints of the current parking lot layout would prohibit an accessible passenger drop-off location, consider working with landlords and/or the municipality to make long-term changes, as outlined in **Figure 1.3**.

Per CSA B651-18, passenger pickup/drop-off zones should include the following:

- Sufficient overhead height clearance, measuring at least 3000mm from the ground to the underside of any ceiling structure or hanging objects.
- Highly visible signage identifying the location and height clearance of the passenger pick-up area.
- Colour-contrasting elements used to identify curb ramps and/or blended transitions.
- Tactile attention indicators (TAIs) installed along the transition between vehicle and pedestrian pathways, where flush or where curb ramps are present.
- Seating with arm/backrests, adjacent clear space, and overhead shelter for users to wait comfortably.

Additional Information

📖 RHFAC: 1.2.1

📖 CSA B651-18: 9.3

📷 Figure: 1.3

🕐 Timeline: Long-Term

Additional Considerations for Best Practice

- During any future long-term planning, consider providing overhead shelter above accessible parking spaces. The provision of suitable shelter is especially advantageous for those who require significant time to enter/exit their vehicle, and for users of power-operated mobility devices that may be more vulnerable to moisture or temperature.

- Consider working with the appropriate authorities to include tactile attention indicators along the length of the boarding area at nearby bus stops. While most route information can be found online, including additional signage, schedules, and maps would be beneficial to people who lack access to mobile data.

- Providing limited mobility, or similar courtesy parking spaces, in close proximity to the main entrance can accommodate a range of users who experience barriers more frequently, but who may not qualify for an accessible parking placard.

  These groups can include the elderly, young families, pregnant women, and those with temporary injuries. Limited mobility spaces do not require additional width considerations or access aisles, per CSA B651-18.
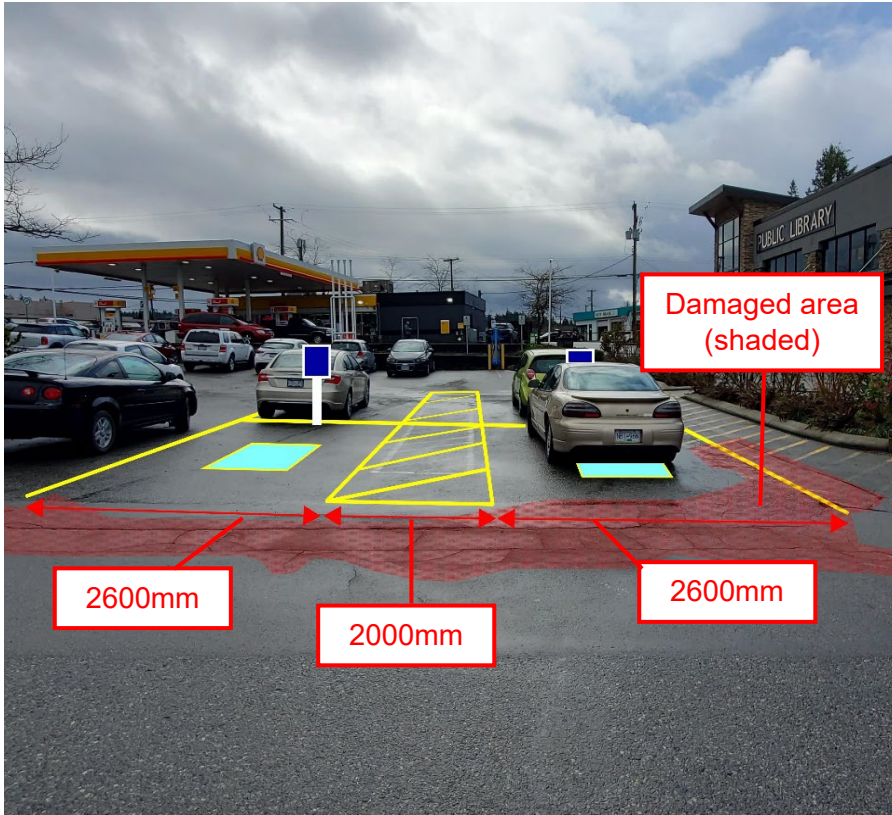
Figures

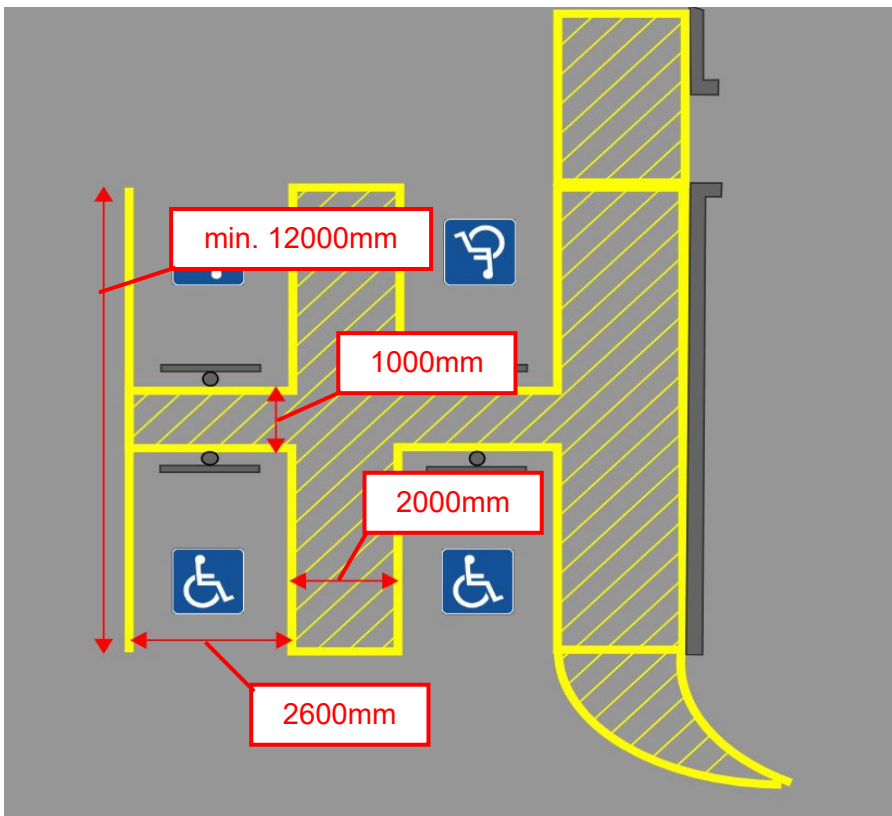Figure 1.1 – Ideal parking space dimensions/layout.

Figure 1.2 – Overhead view of safe accessible parking space layout.

Figure 1.3 – Possible future passenger drop-off location (shaded in red).

2. Exterior Approach and Entrance

2.1 - Exterior Pathways: Curb Ramps and Pedestrian Crossings

Observations

Curb ramps leading into driveways and roads are not equipped with tactile attention indicators (TAIs).

Accessibility Considerations

Curb ramps that lead users into a vehicular pathway should include tactile attention indicators to alert those with low vision to a potential hazard ahead.

CSA B651-18 recommends the use of truncated domes as the preferred style of tactile indicator. Tactile attention indicators should also be colour-contrasted with the surrounding surfaces.

The crossing shown in **Figure 2.1** should also include highly visible ground markings and signage to warn drivers.

Additional Information

📖 RHFAC: 2.1.6

📖 CSA B651-18: 8.3.3

📷 Figure: 2.1

🕒 Timeline: Short-Term

2.2 - Exterior Pathways: Edge Protection

Observations

Portions of the **flowerbed** along the pathway are depressed while other areas are at-grade with the curb.

Another route along the Alberni St sidewalk includes a poorly marked **level change** that could be hazardous to users.

Accessibility Considerations

While a drop-off up to standard curb height is allowable, the inconsistency of soil levels alongside the sidewalk could lead to an increased risk of injury to site users. **Flowerbeds** should be filled sufficiently so that they are consistently at grade with the adjacent pathways.

The **level change** along Alberni St should be highlighted with colour-contrasting paint as a short-term measure, before an eventual re-grading of the sidewalk.

Additional Information

📖 RHFAC: 2.1.7

📖 CSA B651-18: 8.2.5

📷 Figure: 2.2

🕒 Timeline: Short-Term

2.3 - Exterior Stairs: Handrails

Observations

Secondary pathways along Alberni St. include multiple staircases lacking handrails.

Accessibility Considerations

Handrails should be included at each elevation change to accommodate those with limited endurance or poor balance.

CSA B651-18 recommends handrails to be installed at a height between 860-920mm above the tread.

Additional Information

📖 RHFAC: 2.3.4

📖 CSA B651-18: 8.2.8

📷 Figure: 2.3

🕐 Timeline: Short-Term

2.4 - Exterior Stairs: Visual and Tactile Markings

Observations

Exterior staircases lack **tactile attention indicators.**

Mandatory Gold Certification Requirement

While the stairs nearest the main entrance do include colour **contrasting strips** across the width of stair nosings, the other staircases lack colour-contrasting elements.

Accessibility Considerations

Staircases should include **tactile attention indicators** to warn people with low vision of an upcoming level change.

Per CSA B651-18, tactile attention indicators should be applied across the full width of the stair and have a depth between 600-650mm, commencing one tread depth from the edge of the stair.

Stairs should also include **colour-contrasting and slip-resistant strips** across the full width of each tread.

Additional Information

📖 RHFAC: 2.3.5 & 2.3.6

📖 CSA B651-18: 8.2.8; 5.4.1.(g)

📷 Figure: 2.4

🕐 Timeline: Short-Term

2.5 - Main Entrance: Door Operating Controls

Observations

Power **door controls** at the main entrance are small, lack contrast, and are available at a single height only.

Accessibility Considerations

Power operated **door controls** should be operable at multiple heights, between 900-1100mm and 150-300mm AFF (above the finished floor). This allows users to activate the control with their hands, feet, or mobility device, as needed.

The proximity **card reader** between the doors could be hard to reach for some people with limited upper body dexterity.

Elongated bar-style controls are recommended to provide additional flexibility in use. An elongated bar should be installed with its bottom edge not more than 150mm AFF, and it top edge not less than 1100mm AFF.

Per CSA B651-18, **card readers** should be installed at an accessible height between 800-1200mm AFF, with a clear ground area in front, measuring at least 800mm (w) x 1350mm (d).

The card reader should be located on the latch side of the door, away from the door's swing range. The system should be clearly identifiable and colour-contrasted with the surrounding surfaces.

Additional Information

📖 RHFAC: 2.4.5, 2.4.7 & 2.4.8
📖 CSA B651-18: 5.2.9 & 5.7.4.2
📷 Figure: 2.5
🕐 Timeline: Long-Term

2.6 - Main Entrance: Visibility Markings

Observations

Glazed doors at the main entrance and the secondary entrance off of Alberni St lack sufficient visibility markings.

These are necessary to help alert users with low vision to the presence of glazed surfaces.

Accessibility Considerations

Glazed doors should include colour-contrasting strips that extend the full width of the door at eye level from a standing position, between 1350-1500mm AFF, per CSA B651-18.

Consider adding an additional strip at a height between 900-1100mm AFF to accommodate mobility device users and those who are short in stature.

Additional Information

📖 RHFAC: 2.4.14
📖 CSA B651-18: 5.2.10.(c)
📷 Figure: 2.5
🕐 Timeline: Short-Term

Additional Considerations for Best Practice

- Consider relocating a selection of seating beneath covered areas along the pathway. This helps to protect users from inclement weather while resting or waiting for pickup.
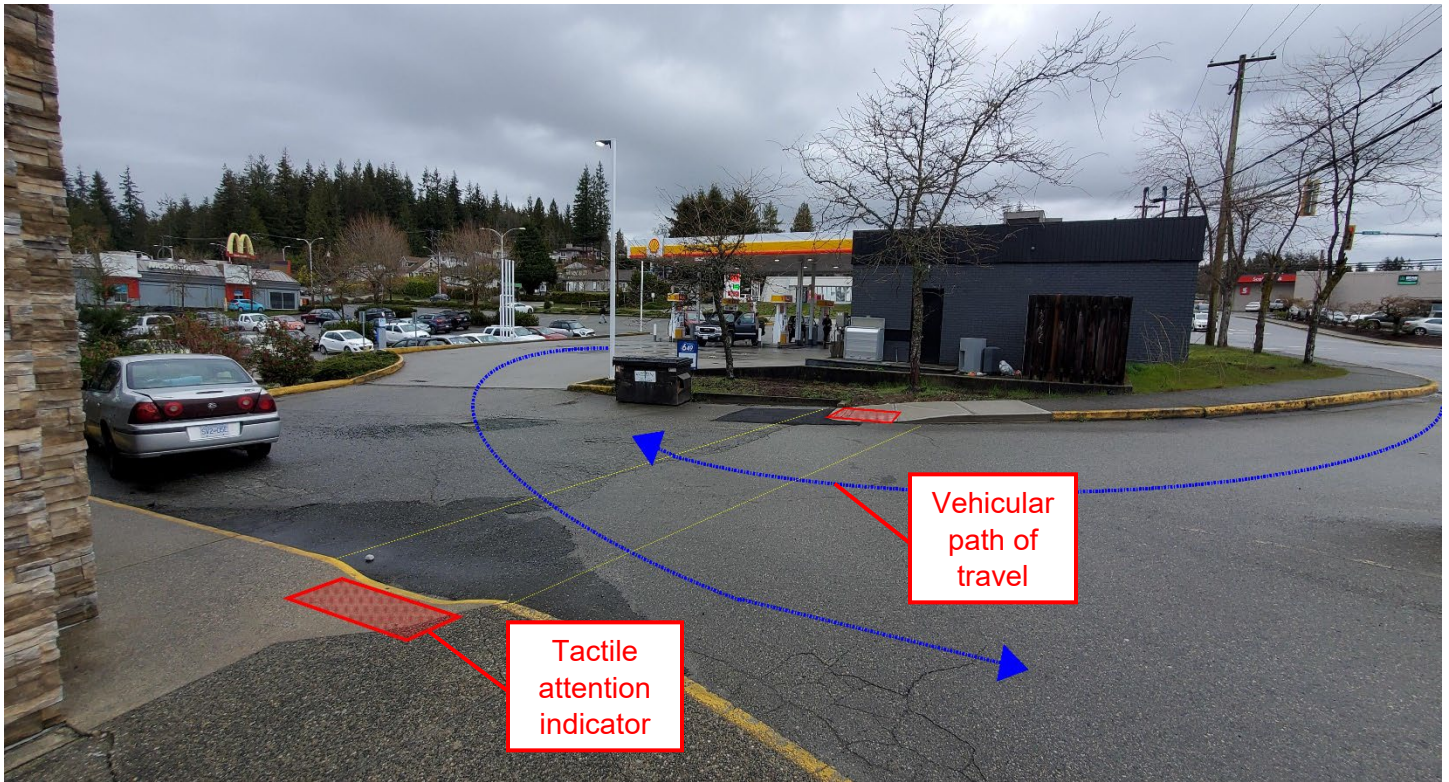
Figures

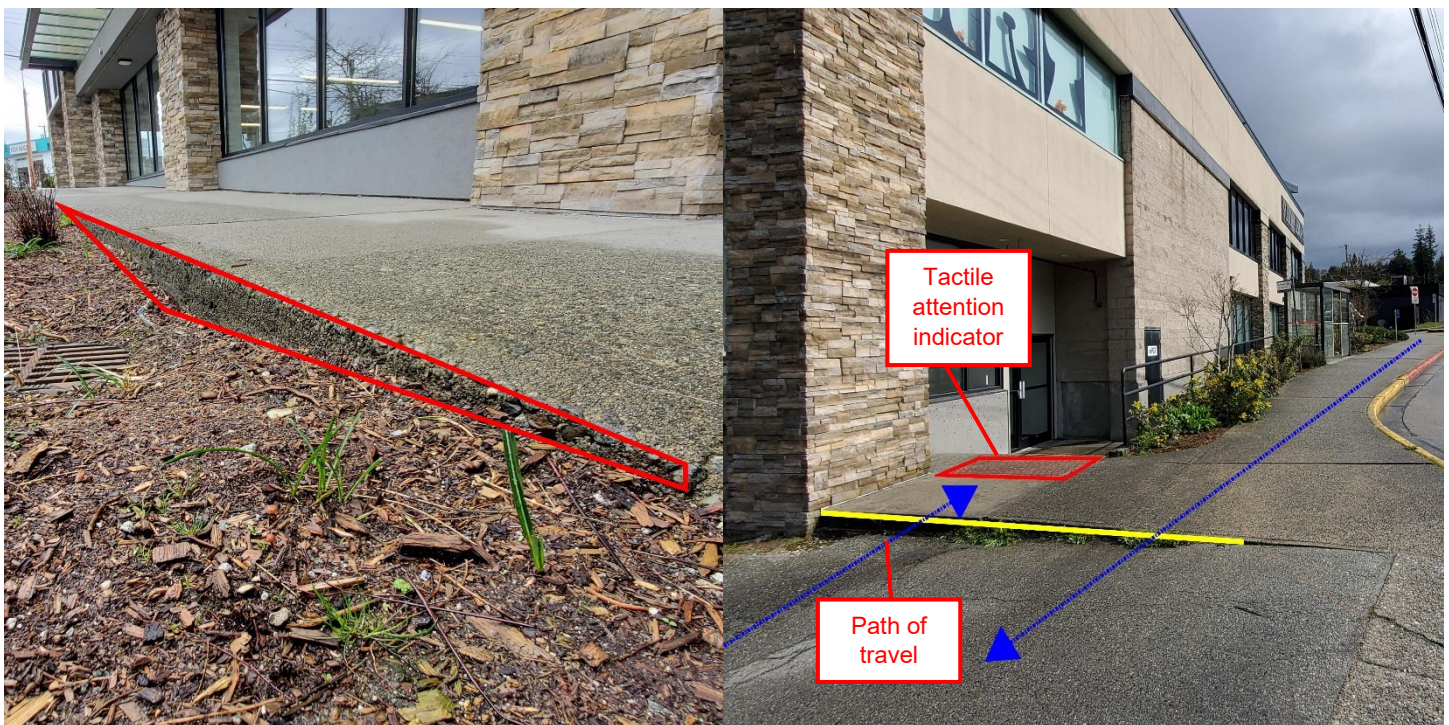Figure 2.1 – Potentially hazardous pedestrian crossing.

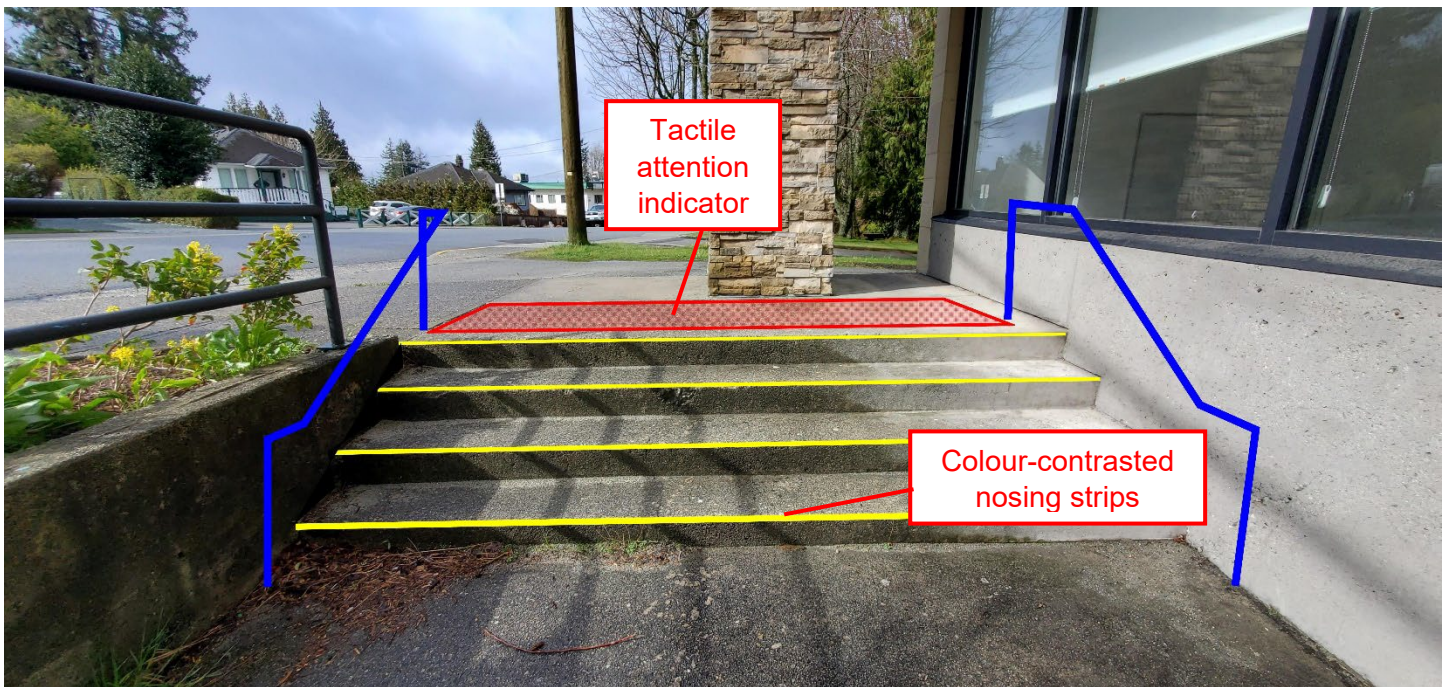Figure 2.2 – Edge protection and possible tripping hazard

Figure 2.3 – Inaccessible exterior stairs

Figure 2.4 – Staircases lacking tactile attention indicators

Figure 2.5 – Glazed door visibility and operating controls

3. Interior Circulation

3.1 - Interior Doors: Power Operated Doors

Observations

No interior doors are equipped with power operators.

Accessibility Considerations

While the weight, location, and/or traffic levels of most doors may not justify the need for a power opener, consider adding power openers to the large meeting room and universal washrooms at a minimum.

Additional Information

📖 RHFAC: 3.1.1
📖 CSA B651-18: 5.2.9
🕐 Timeline: Long-Term

3.2 - Interior Doors: Clear Opening Width

Observations

The clear opening width of interior doors ranges between 830-850mm. Any doors equipped with panic hardware have their clear width further reduced below 800mm.

Accessibility Considerations

CSA B651-18 recommends providing a minimum of 850mm clear opening width, with 900mm or more preferred as a best practice.

As a short-medium term solution, adding swing-clear hinges can allow most doors to meet or exceed the 850mm minimum width.

Additional Information

📖 RHFAC: 3.1.8
📖 CSA B651-18: 5.2.1
🕐 Timeline: Short/Long-Term

3.3 - Interior Doors: Clear Space to Turn and Maneuver

Observations

Multiple doors had unfixed obstacles partially obstructing the pull side of the door.

Accessibility Considerations

Doorways should remain free of obstacles, with at least 600mm of clear floor width on the latch edge of the door, per CSA B651-18.

For people with limited upper body mobility on one side, this additional maneuvering space can be crucial in an emergency situation.

Additional Information

📖 RHFAC: 3.1.10

📖 CSA B651-18: 5.2.2

📷 Figure: 3.1

🕐 Timeline: Short-Term

3.4 - Interior Doors: Colour Contrast Against Walls

Observations

Most interior doors and trim lack colour contrast with the surrounding wall surface.

The orange wall with white door and trim is an excellent example of how contrast and colour can be used effectively for wayfinding within an area.

Accessibility Considerations

Adding colour-contrast to doors and/or trim is an easy win that can make a significant difference for people with low vision.

Washroom entrances and doorways within emergency egress routes, in particular, should be highly visible and attention grabbing.

Additional Information

📖 RHFAC: 3.1.13

📷 Figure: 3.1

🕐 Timeline: Short-Term

3.5 - Interior Doors: Vision Panels

Observations

Multiple doors within the facility include vision panels with the bottom edge at an inaccessible height.

Accessibility Considerations

Per CSA B651-18, vision panels in doors should be installed with a bottom edge height not exceeding 900mm AFF. This ensures that the door can be safely used by mobility device users, children, and adults who are short in stature.

Note: As the door(s) in question are typically left held-open, this is less of an ongoing concern. Nevertheless, they should be modified or replaced when possible, in case future usage patterns change or security measures dictate that certain doors remain closed.

Additional Information

📖 RHFAC: 3.1.15

📖 CSA B651-18: 5.2.10

📷 Figure: 3.2

🕐 Timeline: Short/Long-Term

3.6 - Interior Doors: Alarm Gates

Observations

The transparent gates could be difficult to identify for a person with low vision.

Accessibility Considerations

Consider adding colour contrasting tape or other markings to the perimeter of the transparent surface.

Additional Information

📖 RHFAC: 3.1.15

📖 CSA B651-18: 5.2.10

📷 Figure: 3.3

🕐 Timeline: Short/Long-Term

Figures

Figure 3.1 – Door visibility and maneuvering space

Figure 3.2 – Inaccessible door panel height

Figure 3.3 – Poor visibility of alarm gate edges.

4. Interior Services and Environment

4.1 - Reception Desks: Counter Height

Observations

The main reception counter has an inaccessible surface height at the principal point of contact with staff.

While there is a lowered counter on the far side of the space, its location is not obvious from the main entrance.

Accessibility Considerations

Per CSA B651-18, reception desks should have their counter surface at a height between 730-860mm AFF.

The accessible height portion of the counter should be clearly visible from the entrance, and be located at the principal point of contact with staff. Segregated cut-outs or add-ons to counters can serve to isolate, rather than include, people with disabilities.

Providing dual height counter surfaces is recommended as a best practice to accommodate the widest range of site users.

Additional Information

📖 RHFAC: 4.2.1

📖 CSA B651-18: 6.7.1

📷 Figure: 4.1

🕐 Timeline: Short-Term

4.2 - Reception Desks: Knee Clearance

Observations

The main reception counter lacks sufficient knee clearance space at key points of contact with staff.

Though there is some overhang at the edge of the lowered desk, it is insufficient in size and in an improper location.

Accessibility Considerations

CSA B651-18 recommends providing knee clearance underneath the desk measuring at least 800mm (w) x 480mm (d) x 685mm (h).

While the full length of the desk is not always required to have knee clearance, it should be included at key points of contact with staff, or anywhere that a person may have to read or fill out a form.

Additional Information

📖 RHFAC: 4.2.2

📖 CSA B651-18: 6.7.1

📷 Figure: 4.1

🕐 Timeline: Short-Term

4.3 - Reception Desks: Assistive Listening Systems

Observations

Reception desks and meeting rooms are not equipped with assistive listening technologies.

Mandatory Gold Certification Requirement

Accessibility Considerations

Assistive listening technologies should be employed in these areas to accommodate people who are deaf or hard of hearing.

While T-coil hearing loops are the preferred solution, they can also be difficult and expensive to retrofit. A variety of options are available on the market (FM, Infrared, Bluetooth/Wi-Fi, etc), each with their own benefits and limitations.

Additional Information

📖 RHFAC: 4.2.7 & 4.3.6

📖 CSA B651-18: 6.6.1

🕐 Timeline: Short-Term

4.4 - Reception Desks: Accessible Self-Serve Kiosks

Observations

The height and angle of the **screens** could make the interactive self-checkouts difficult to use from a seated position.

It can also be difficult for people with low vision to use touch screens, as touch controls provide little-to-no tactile information. It was not clear during the site visit whether interactive self-checkouts have **audible features** for users with low vision.

Accessibility Considerations

While a staff member would typically be available to check patrons out, providing choice and equitable access are key principles of universal design that should be followed to the greatest extent possible.

Consider alternative options to provide at least one accessible self-checkout kiosk. Per CSA B651-18, **screens** should be available at a height below 1200mm AFF. Screens should also be adjustable, or free of excessive tilt that could distort the image.

Conducting additional research into possible accommodations for low vision is recommended. If the current machines do not allow, consider sourcing an accessible alternative with as many of the following **features** as possible:

- Spoken instructions
- Audible tones to indicate activation of controls and scanner
- Raised keypad adjacent to any touch screen
- Hearing loop compatibility (T-coil)
- 3.5mm headphone jack
- Tactile information to guide users to key elements of the machine (scanner, receipt dispenser, etc).

Additional Information

📖 RHFAC: 4.2.8

📖 CSA B651-18: 4.2.3

🕐 Timeline: Long-Term

4.5 - General Seating Areas: Sharp Table Edges

Observations

Most tables in the common seating and reading areas include sharp 90-degree corners that could be hazardous to some site users.

Accessibility Considerations

90-degree edges are not recommended, as they present an increased risk to site users with low vision and those who are prone to bruising or clotting, particularly if the individual has limited sensation in their lower body.

Additional Information

📖 RHFAC: 4.3.4

🕐 Timeline: Short-Term

4.6 - Kitchens: Counter Height and Knee Clearance

Observations

The kitchen sinks and counters in the staff kitchen and community room are slightly outside of the recommended accessible height range, and lack knee clearance below.

Accessibility Considerations

Per CSA B651-18, counter surfaces and the rim height of sinks should fall within a height range of 730-860mm AFF. Knee clearance below sinks should measure 800mm (w) x 685mm (h) x 200mm (d), with additional toe clearance of 800mm (w) x 230mm (h) x 230mm (d).

While it is not necessary to sacrifice all of the under-counter storage for knee clearance, providing at least one space with knee clearance for someone to work at the counter is important.

Additional Information

📖 RHFAC: 4.4.3, 4.4.4 & 4.4.6,

📖 CSA B651-18: 7.4.4

📷 Figure: 4.2

🕐 Timeline: Short-Term

4.7 - Kitchens: Clear Space for Maneuvering

Observations

The staff kitchen lacks sufficient clear floor area to turn and maneuver with a mobility device.

Accessibility Considerations

CSA B651-18 recommends providing at least 800mm (w) x 1350mm (d) of clear floor area in front of appliances and counter workspace. Additionally, there should be a clear floor area at least 1700x1700mm in close proximity, allowing users to turn and maneuver with a mobility device.

While the additional accessible storage is welcome, relocating the black shelving unit would free up additional space around the counter. Providing knee clearance under counters and sinks can also increase the functional space to work and turn, but at the cost of accessible storage space.

Financial considerations aside, an electronic height-adjustable overhead cabinet combined with providing knee clearance along the full length of the counter would be an excellent accommodation, given the constraints of the current layout.

Additional Information

📖 RHFAC: 4.4.2
📖 CSA B651-18: 7.4.4
🕐 Timeline: Short/Long-Term

4.8 - Kitchens: Accessible Microwave Placement

Observations

Insert Text Here

Accessibility Considerations

Microwaves should be located at counter height, with knee clearance below and clear counter space in front. This helps to ensure that the risk is minimized when handling hot items from a seated position, or for those with limited grip strength and wrist dexterity.

Where providing knee clearance is not feasible, the installation of a pull-out shelf below the microwave can be a suitable alternative.

Additional Information

📖 RHFAC: 4.4.7
📖 CSA B651-18: 7.4.4
📷 Figure: 4.3
🕐 Timeline: Short-Term

4.9 - Building Systems: Building Control Heights

Observations

A number of switches, outlets,

and climate controls are installed at inaccessible heights.

Accessibility Considerations

Per CSA B651-18, light switches, outlets, climate controls, and

any other operating controls or receptacles should be available within a height range of 400-1200mm AFF.

The floor area in front should be free of any obstacles that could prevent users of wheeled mobility devices from accessing the control(s).

Additional Information

📖 RHFAC: 4.6.6

📖 CSA B651-18: 4.2.3

📷 Figure: 4.1

🕐 Timeline: Long-Term

4.10 - Building Systems: Accessible Drinking Fountains

Observations

One drinking fountain was blocked by a wooden stool at the time of the site visit.

Accessibility Considerations

While the need for the stool is justified given, its frequent use by children, consider alternative strategies to ensure that the area below is kept clear. This helps to ensure barrier-free access for users of wheeled mobility devices.

Additional Information

📖 RHFAC: 4.6.8

📖 CSA B651-18: 6.1.3

📷 Figure: 4.4

🕐 Timeline: Short-Term

Figures

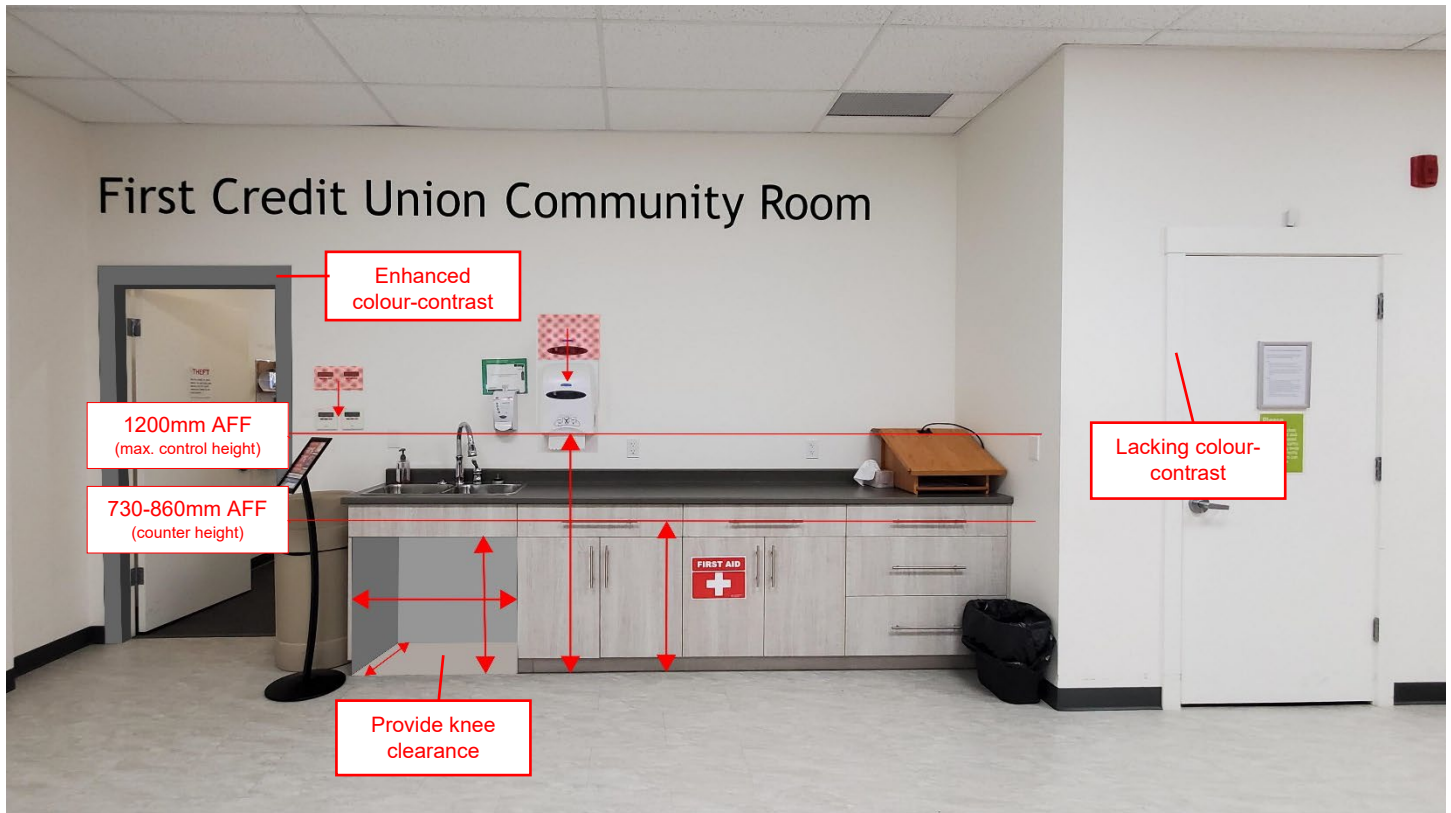Figure 4.1 – Inaccessible reception desk

Figure 4.2 – Inaccessible kitchen counter and accessory heights.

Figure 4.3 – Inaccessible microwave location

Figure 4.4 – Partially obstructed drinking fountain

1350mm

800mm

5. Sanitary Facilities

5.1 - Washrooms: Entry Door Contrast

Observations

Washroom doors and trim are all white, and lack colour contrast against the surrounding wall surfaces.

Accessibility Considerations

Washroom entry doors and trim should be highly colour contrasting with the surrounding wall surface

Interior wall and stall partition surfaces should contrast visually with the floor.

Additional Information

📖 RHFAC: 5.1.8

📷 Figure: 5.1

🕐 Timeline: Short-Term

5.2 - Washrooms: Clear Space for Maneuvering and Transfer

Observations

One universal washroom includes a large black **garbage can and paper towel dispenser** within the clear transfer area beside the toilet.

Washrooms also **include sanitary disposal bins** that partially protrude into the transfer space, though the encroachment is minor.

Accessibility Considerations

Garbage cans and other obstacles should not obstruct transfer space or the pull space beside the entry door.

Recessed units that combine the paper towel dispenser and garbage receptacle are preferred, as they do not project into the required clear floor area. Slim profile paper towel dispensers are available if moving the unit is not feasible.

Consider relocating **sanitary disposal bins** below the horizontal portion of the side grab bar, beside the toilet paper dispenser.

Additional Information

📖 RHFAC: 5.1.9

📖 CSA B651-18: 6.2.6.2

📷 Figure: 5.2

🕐 Timeline: Short-Term

5.3 - Washrooms: Grab Bars

Observations

Accessible toilets in the facility are equipped with 120-degree **side grab bars**, and lack **rear grab bars** entirely.

Accessibility Considerations

90-degree (L-shaped) bars are considered best practice for **side mounted grab bars**, and are preferred over 120-degree and flat 180-degree bars.

Toilet tank lids were not secured to the base of the tank.

Per CSA B651-18, a horizontal **rear grab bar** not less than 600mm long should be mounted on the wall, centered over the toilet, and installed 100mm above the top of the tank.

The placement of the toilet paper dispenser, sanitary disposal, or other wall-mounted accessories should not impede the use of the grab bars.

While a **toilet tank lid** can serve as an imperfect alternative to a rear grab bar, it is important to ensure that tank lids are properly secured and able to bear weight without slipping or shifting.

Additional Information

📖 RHFAC: 5.1.10
📖 CSA B651-18: 6.2.5 & 6.2.6.4
📷 Figure: 5.2
🕐 Timeline: Short/Long-Term

5.4 - Washrooms: Accessible Flushing Mechanisms

Observations

The accessible toilet in the women's multi-occupant washroom has its flush lever mounted on the incorrect side.

Accessibility Considerations

Flush controls should be located on the open transfer side of the toilet, within easy reach for a person who has transferred back onto their mobility device.

Providing accessible controls on the transfer side of the toilet ensures that users are not required to reach across the bowl after use. Reaching across can be, at best, an unpleasant sensory experience and, at worst, an unnecessary safety hazard.

Additional Information

📖 RHFAC: 5.1.12
📖 CSA B651-18: 6.2.6.3
📷 Figure: 5.3
🕐 Timeline: Short-Term

5.6 - Washrooms: Accessible Urinals

Observations

The urinal in the men's washroom lacks accessible features, and may be difficult to locate, given its obscured position.

Accessibility Considerations

Per CSA B651-18, urinals should be installed with the lower rim height not exceeding 430mm AFF, and the upper rim not less than 860mm AFF.

Vertically-mounted grab bars should be installed on each side of the urinal. Grab bars should be colour-contrasting with the surrounding wall surface.

Consider adding wall signage to better highlight the location of the urinal.

Additional Information

📖 RHFAC: 5.1.15 & 5.1.16

📖 CSA B651-18: 6.2.8

📷 Figure: 5.4

🕐 Timeline: Short/Long-Term

5.7 - Washrooms: Accessible Power Outlet

Observations

Washrooms lack power outlets within reach of the accessible toilet.

Accessibility Considerations

Consider providing an AC outlet adjacent to each accessible toilet to accommodate people who use adaptive devices and technology, such as heated seats, bidets, or electronic lift systems.

Additional Information

📖 RHFAC: 5.1.14

🕐 Timeline: Long-Term

5.8 - Washrooms: Emergency Call System

Observations

Washrooms are not equipped with an emergency call system.

Accessibility Considerations

An emergency call system should be provided in each single-occupancy washroom to alert others in the event of a fall or other emergency. The system should consist of audible and visual signals both inside and outside of the space.

Per CSA B651-18, the call button should be mounted on an open wall within 600mm of the toilet, at a height of 450mm AFF. This allows activation by an individual laying in a prone position beside the toilet.

Controls should be operable with a closed fist, without requiring pinching, grasping, or twisting motions.

Additional Information

📖 RHFAC: 5.1.22

📖 CSA B651-18: 6.3.1.2

🕐 Timeline: Short-Term

Additional Considerations for Best Practice

- While the current space may not allow without significant structural modifications, the inclusion of an adult change table within the universal washroom should be considered during any future planning for relocation, retrofits, or new builds.

Figures

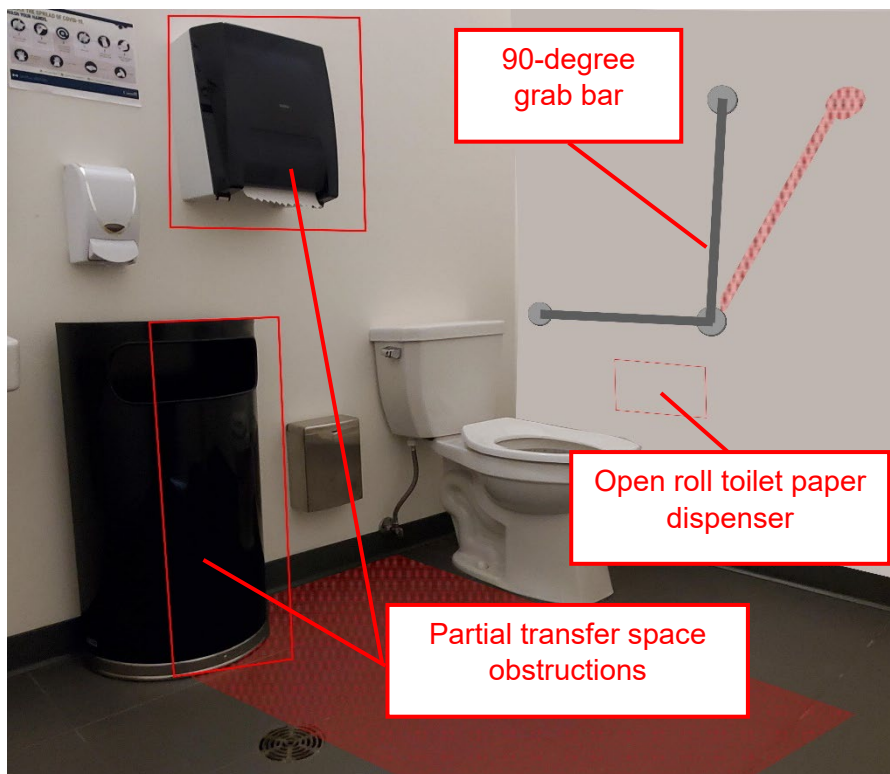Figure 5.1 - Limited door visibility

Figure 5.2 – Transfer space obstructions and accessory installation

Figure 5.3 – Flush levers installed on wrong side

6. Wayfinding and Signage

6.1 - General Wayfinding: Colour Contrast and Character Visibility

Observations

Signage generally lacks **colour contrast** with the surrounding wall, window, or door surfaces.

Signage (green) displaying book genres has a **glossy surface** that could be disorienting for some users.

Accessibility Considerations

Black on white normally provides adequate **colour contrast,** however the white sign background on the white wall can make the text hard to locate for individuals with low vision. White text on a dark background can also be easier to make out in the dark, or when obscured by smoke.

Signage on windows should include a solid background to provide additional contrast for the text. This is a simple temporary solution, achievable with a piece of poster board; however, tactile room signage is still preferable and should be installed when possible.

Signage should be displayed on a **matte surface**, to avoid excessive glare.

Additional Information

📖 RHFAC: 6.1.4, 6.1.5, & 6.1.7.

📖 CSA B651-18: 4.5

📷 Figure: 6.1 & 6.3

🕒 Timeline: Short/Long-Term

6.2 - Room Identification Signage: Tactile Information

Observations

Room identification signage lacks tactile information, required for effective identification by users with low vision.

Mandatory Gold Certification Requirement

Accessibility Considerations

Room signage should be updated to include tactile lettering and braille, helping people who are blind or have low vision to easily identify the room and its purpose.

Additional Information

📖 RHFAC: 6.2.2

📖 CSA B651-18: 4.5.6

🕒 Timeline: Short-Term

6.3 - Room Identification Signage: Mounting Height and Location

Observations

Where not applied directly on windows, rooms identification signage is typically mounted at an inaccessible height.

Accessibility Considerations

Signage should be installed in consistent locations throughout the facility, mounted on the wall to the latch side of the door rather than on the door itself. This helps to reduce the likelihood of collisions between users who are entering and exiting.

CSA B651-18 recommends installing room identification signage to a horizontal midline height of 1500mm (+/- 25mm).

Additional Information

📖 RHFAC: 6.2.3 & 6.2.4
📖 CSA B651-18: 4.5.6.4
📷 Figure; 6.2
🕐 Timeline: Short-Term

Additional Considerations for Best Practice

- Consider installing tactile directional indicators that lead site users to key amenities in the reception area, such as the reception desk, self-checkouts, café counter, and main entrance door. This would be considered a long-term best practice, as it would require alterations to the flooring surfaces.

- Consider additional signage in the main entrance atrium to highlight the location of the library entrance **(Figure 6.4).** The signage for the gallery is eye catching and may prompt first-time visitors to think that the library entrance leads to the gallery space.

- Lowering bulletin boards can improve legibility of posted items from a seated position, or for children and those who are shorter in stature. Staff should also be able to physically reach items posted near the top of the board.

- Consider increasing the use of projecting blade signage (installed with its face perpendicular to the primary direction of travel) to improve the visibility of washrooms, fire extinguishers, emergency exits, offices, and other amenities.

- Explore different strategies to create alternative sensory wayfinding cues for people with low vision. Plants are an example of an olfactory cue that can be used to way-find, using subtle but distinct scents that users can mentally map to individual areas. A small decorative fountain, placed strategically, can provide audible cues that guide site users to the entrance, reception desk, or other key amenities.

Figures
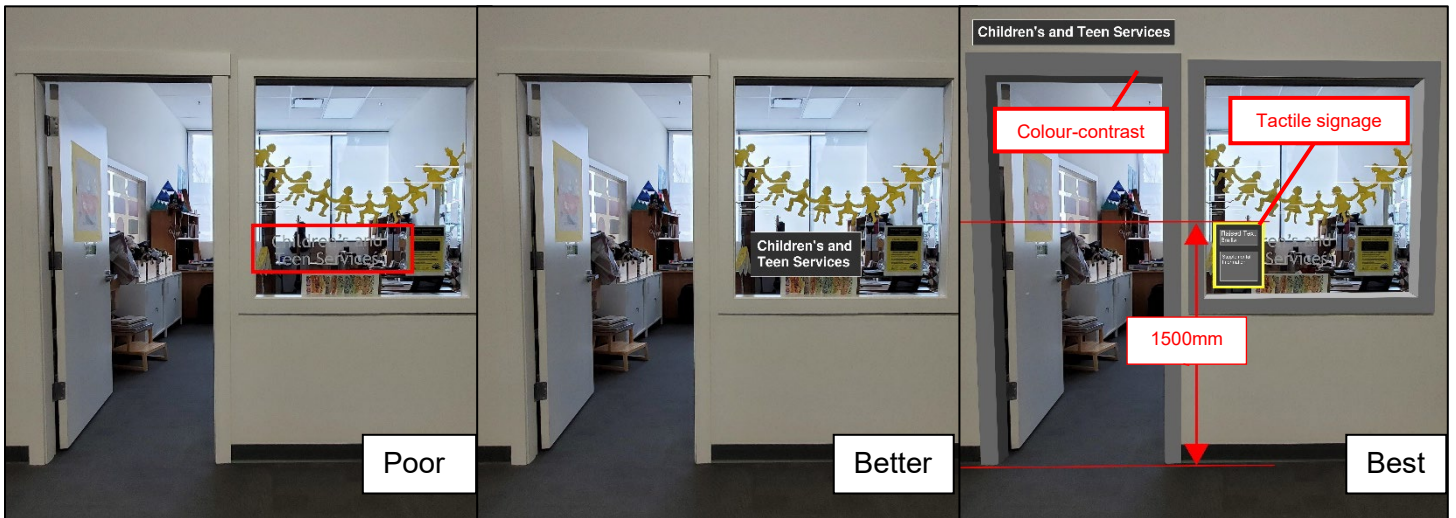
Figure 6.1 – Poor signage visibility.
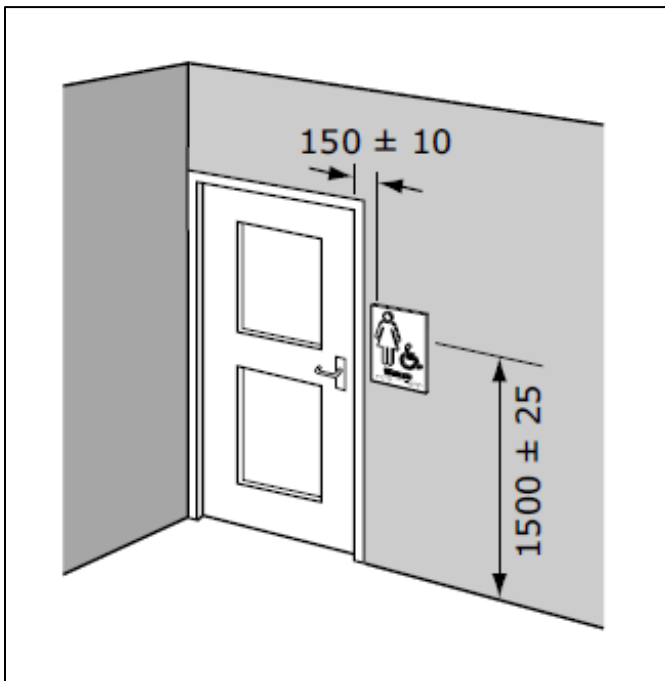
Figure 6.2 – Tactile signage height and location

Figure 6.3 – Reflective signage surface.

Figure 6.4 – Signage and entrance visibility

7. Emergency Systems

7.1 - Emergency Exits: Door Visibility

Observations

Most interior doors and trim lack colour contrast with the surrounding wall surface.

Accessibility Considerations

Adding colour-contrast to doors and/or trim is an easy win that can make a significant difference for people with low vision.

Doorways within emergency egress routes, in particular, should be highly visible and attention grabbing.

Additional Information

📖 RHFAC: 3.1.13

📷 Figure: 7.1

🕐 Timeline: Short-Term

7.2 - Alarm Systems: Visual Fire Alarm Strobes

Observations

The facility lacks visual fire alarm strobes in key areas, including places where users may find themselves alone.

Mandatory Gold Certification Requirement

Accessibility Considerations

Visual fire alarm strobes should be installed in all common areas and areas where a site user could find themselves alone, such as the universal washrooms.

Visual strobes are not required in building service areas (e.g., mechanical, electrical, storage, elevator rooms).

Additional Information

📖 RHFAC: 7.2.1

📖 CSA B651-18: 5.7.1

🕐 Timeline: Short-Term

7.3 - Emergency Equipment: Height and Location

Observations

A number of fire pulls and extinguishers are mounted in locations that could be difficult to access for users of mobility devices.
The AED and at least one extinguisher were also mounted at inaccessible heights.

Accessibility Considerations

Emergency equipment and controls should be mounted with an operable height not exceeding 1200mm AFF, and clear floor area in front measuring at least 800mm (w) x 1350mm (d), per CSA B651-18.

Additional Information

📖 RHFAC: 7.2.3 & 7.2.4

📖 CSA B651-18: 4.2.3

📷 Figure: 7.2

🕐 Timeline: Short-Term

7.4 - Evacuation Instructions: Accessible Evacuation Signage

Observations

The facility lacks posted evacuation signage.

Accessibility Considerations

Accessible evacuation signage should be included near key doorways and within common areas. Per CSA B651-18, design considerations for signage should include:

- A matte, non-reflective surface
- A minimum 14pt font size
- San-serif font and arabic numerals.
- Clearly identified egress routes and emergency equipment
- Backing that provides colour-contrast against the wall
- Mounting height of 1500mm at centreline (+/- 25mm)
- Clear, unobstructed floor area, at least 800mm x 1350mm.
- Illumination of at least 200lx on the face of the signage.

Consider offering evacuation signage in alternative formats, such as braille/tactile lettering, or in digital formats that are screen reader compatible.

Additional Information

📖 RHFAC: 7.3.1 – 7.3.4

📖 CSA B651-18: 5.7.3

🕐 Timeline: Short-Term

Additional Considerations for Best Practice

- Consider adding specific signage to highlight accessible egress routes, as the rear entrance off of Alberni requires the use of stairs further down the pathway.

Figures
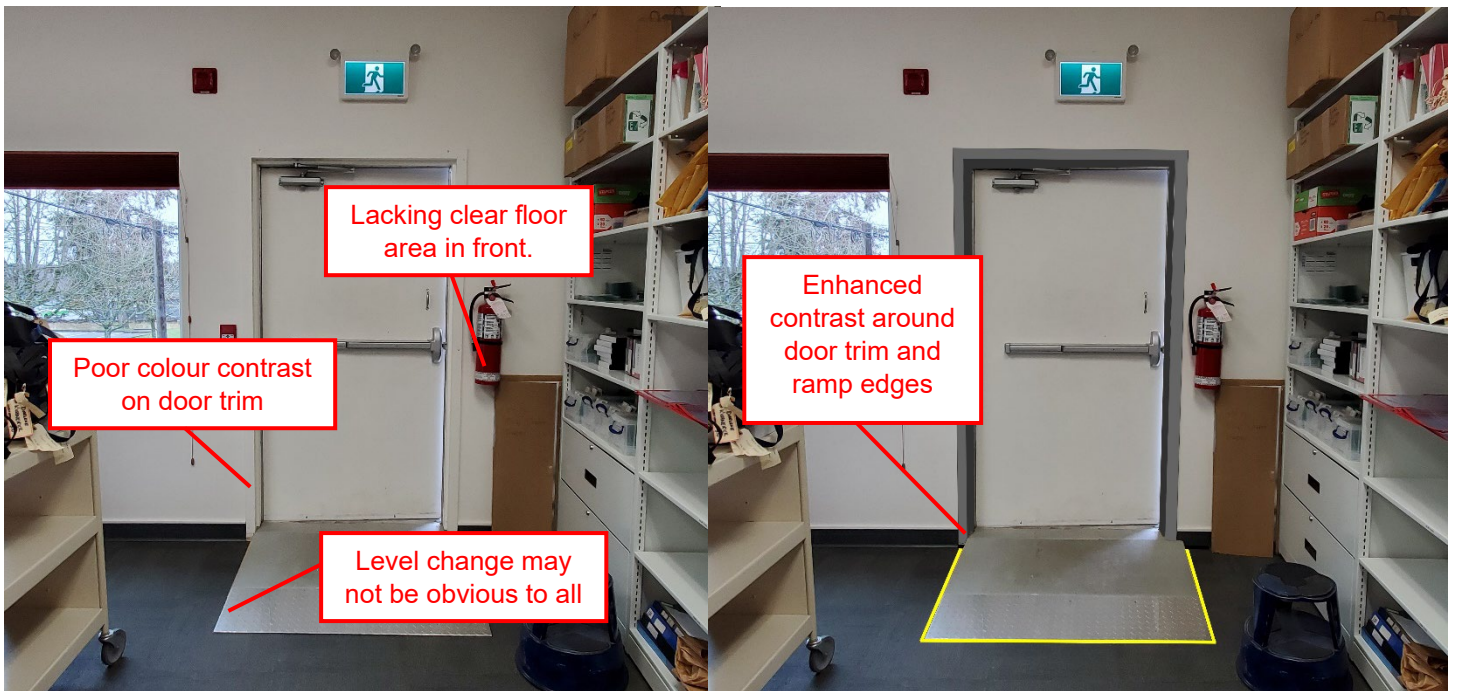
Figure 7.1 – Poor emergency exit visibility.
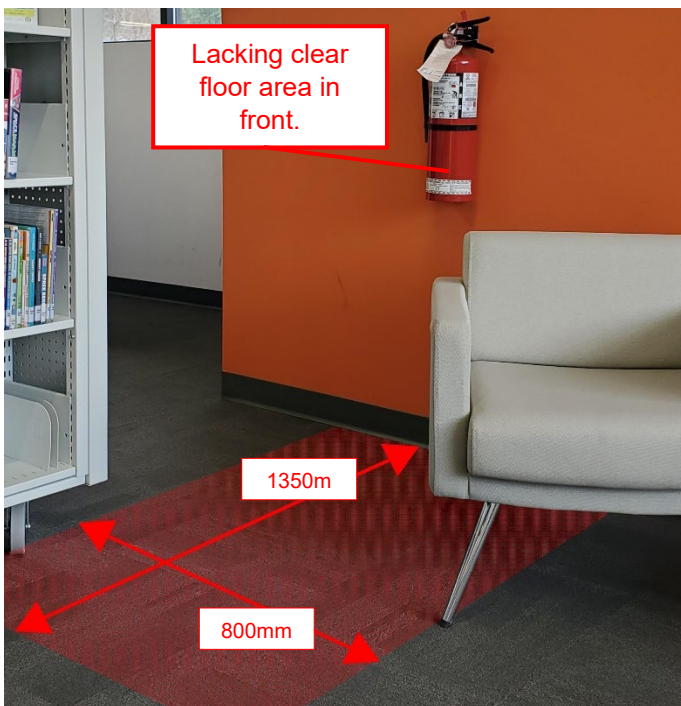
Figure 7.2 – Obstructed fire extinguisher
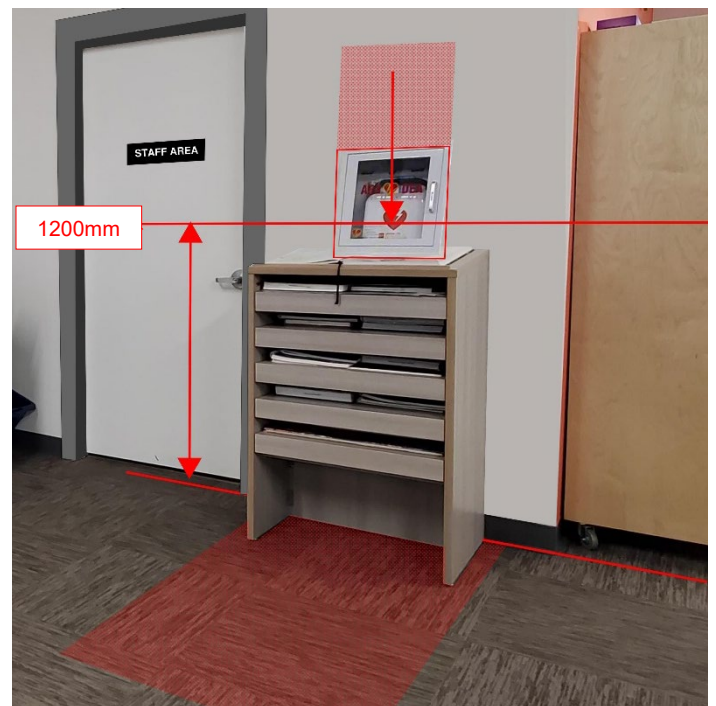
Figure 7.3 – Obstructed first aid equipment.

8. Additional Uses of Space

8.1 - Workstations: Adjustable Height Desks

Observations

Most employee and staff workstations lack adjustable height desks.

Two desks are adjustable; however, they require the use of a (manual) rotary crank change the desk height.

Accessibility Considerations

Patrons and employees should have access to an adjustable height desk as required. Electronically adjustable desks are much preferred, as the controls do not require grasping, pinching, or twisting motions.

Additional Information

📖 RHFAC: 8.1.3

🕐 Timeline: Long-Term

8.2 - Workstations: Accessible Outlets and Switches

Observations

Some outlets and switches are installed outside of the suggested accessible height range, and in places that could be difficult to access for users with limited mobility.

Accessibility Considerations

Consider adding additional 120V and USB outlets at desk height, within reach for someone in a seated position. A typical power bar mounted securely near the desk surface is a perfectly acceptable solution that can be implemented at minimal cost.

Additional Information

📖 RHFAC: 8.1.5

📖 CSA B651-18: 4.2

🕐 Timeline: Short/Long-Term

8.3 - Outdoor Recreation Areas: Accessible Pathways

Observations

The outdoor garden area includes pathways with insufficient clear width, and raised edges at the transition between dirt and concrete.

Accessibility Considerations

While not necessarily crucial to the guest experience, improving access by relocating rocks and filling soil levels is an easy win that shows awareness and a commitment to universal design.

Per CSA B651-18, pathways should allow at least 1000mm clear width, with 800mm permitted where there are small indentations up to 600mm in length (i.e., the space between the benches).

Additional Information

📖 RHFAC: 8.5.1

📖 CSA B651-18: 5.1.1; 8.2.2

Figures

Figure 8.1 – Accessible pathway width in garden.

Appendices

Appendix A – Glossary of Terms

Developing a vocabulary of relevant technical terms to accurately describe the built environment as it relates to accessibility is critical. The terms and definitions provided in the table below were obtained from recognized sources, including the Rick Hansen Foundation, Canadian Standards Association (CSA) B651-18, the Centre for Excellence in Universal Design (CEUD), the Canadian Human Rights Commission (CHRC), Global alliance on Accessible Technologies and Environments (GAATES), CNIB's Clearing Our Path (CNIB), and BC Housing Design Guidelines and Construction Standards, 2019 (BCH).

Term	Definition	Source
AFF	"Above the Finished Floor". Refers to the point where items are measured from when assessing operable heights.	RHF
Access Aisle	Clear, level area parallel to a parking space for people with mobility disabilities to get in and out of a car or van.	CHRC
Accessible Route	A pedestrian path of travel within the interior or exterior environment that is without barriers, as defined in the CSA Standard, and usable by all persons, including those with physical, sensory, or cognitive disabilities.	CSA B651
Adaptable	Easily renovated to create a barrier-free environment. Adaptable units are designed and constructed to facilitate future modification to provide access for persons with disabilities.	CHRC BCH
Alternate Format	Information presented in Braille, in large print, electronically (e.g., on removable or portable media), or online in an accessible format.	CSA B651
Area of Refuge	An area separate from the general floor area by a fire separation having a fire-resistance rating at least equal to that required for an exit, that is smoke protected and served by an exit or a firefighters elevator.	CHRC
Assistive Listening Technologies	A range of products that exist to help users with limited hearing communicate and interact with their surroundings. While hearing loops are the most common type, there are also FM, infrared, Wi-Fi, and Bluetooth based options that exist.	RHF
Barrier	A condition that prevents someone's full participation in the activities of daily living. Different types of barriers can be classified as attitudinal, awareness, educational, employment, health, and physical.	
Braille	A system where raised dots are used to represent letters and words. Unified English Braille (UEB) is the braille standard for Canada. Note: In the CSA Standard, unless stated otherwise, "braille" indicates uncontracted braille.	CSA B651 CNIB
Building User, or "User"	A person regardless of age, size, ability, or disability using facilities in a site or associated external environment.	CEUD
Cane-Detectable	Any object or a change in surface texture that falls within the detection range of a long white cane, typically within 685mm above the ground.	CSA B651

Colour Contrast	A significant contrast in colour between the foreground and the background of an element, e.g., light on dark background or dark on a light background.	CSA B651
Deaf or Hard of Hearing	Describes a range of users with hearing loss; from those with some hearing who may require hearing aids, to those who are completely deaf.	RHF
Disability	A broad term that describes a physical condition that may require consideration to ensure their full participation in the activities of daily living and community involvement.	RHF
Glare	An excessive reflection of light from a surface.	CSA B651
Illumination	The intensity of light, as measured in lux (symbol: lx).	CSA B651
Inclusion	The practice of eliminating the labelling of people by ability and instead ensuring everyone has an equal opportunity to fully participate in all aspects of community life and services.	RHF
Limited Mobility	Encompasses a range of mobility limitations and their severities, including, but not limited to: people with para/quad/hemi-plegia, people with amputations, people with arthritis, people with temporary injuries.	RHF
Operable Height	The height at which the user is able to use operating controls, switches, shelving, appliances, etc…	RHF
Passenger Pickup Area	An area where pedestrians board and disembark road vehicles.	CSA B651
Person First Language	A way of speaking and writing that focuses on the individual as a person first and foremost, rather than reducing them to their disability. Ex. "Person with low vision" rather than "Blind person"	RHF
Platform Lift	An elevating device that is installed at a permanent location in a building structure and is used to transport persons with disabilities on a platform that moves between permanent levels. **Enclosed stair lift** — an inclined lift where the platform runway is separate from the stair circulation space. **Enclosed vertical lift** — a vertical lift with an enclosed platform runway. **Unenclosed stair lift** — an inclined lift where the platform or chair runway is within the stair circulation space. **Unenclosed vertical lift** — a vertical lift with a partially enclosed or unenclosed platform runway.	CSA B651
Raised Crossing	A crossing where the crosswalk is elevated between 80 mm and 150 mm above the adjacent road surface, with ramps on the approaches. It is designed to reduce speeds and draw attention to the crosswalk and the pedestrians, so that pedestrians can traverse the road safely.	CSA B651
Roll-In Shower	A shower stall with minimal-to-no threshold that can be used while staying in a wheelchair, standing or sitting (by adding a seat to the shower stall)	CHRC

Site	A public, commercial, or multi-unit residential building, or trails/pathways. A Site can be either existing or in the pre-construction phase.	RHF
Slope	The ratio of rise to run on an inclined surface **Running slope** — the slope that is parallel to the direction of travel. **Cross slope** — the slope that is perpendicular to the direction of travel. **Gutter slope** — the crossfall of the drainage area at the edge of the street directly in front of a curb ramp. **Counter slope** — the combined sum of the running slope of a curb ramp and of the gutter slope, in percentages.	CSA B651
Stair Nosing	An edge part of the tread that protrudes over the riser beneath.	CEUD
Tactile Markings	Lettering or graphics that are slightly raised above the surface.	
Tactile Walking Surface Indicator	A standardized surface, detectable underfoot or by a long white cane, to assist persons with low vision or blindness by alerting or guiding them. **Tactile Attention Indicator (TAI)**: a TWSI comprising truncated domes that signals a need for caution at a change in elevation, a vehicular route, train tracks, or other potential hazard. **Tactile Direction Indicator (TDI)**: a TWSI that uses flat-topped elongated bars to facilitate wayfinding in open areas. They are designed to guide a person on a designated path of travel.	CSA B651 CNIB
Text Telephone or Teletypewriter (TT/TTY)	Incorporates a keyboard that is connected to the telephone to allow communication through typed messages.	CHRC
Transfer Space	An unobstructed area allowing the positioning of a wheelchair to enable a person to transfer to another adjacent seated position.	CSA B651
Universal Design	The design of products and environments to be usable by all people, to the greatest extent possible, without the need for adaptation or specialized design. Universal Design = Usable Design = Understandable Design (understanding the user). For example, an older person may require many resting places due to discomfort when walking for long distances.	RHF
Wayfinding	A spatial problem-solving process based upon consistent use and organization of definite sensory cues in the environment that individuals use to understand where they are, know where their desired location is, and know how to get to that destination from their present location.	CSA B651
Wheeled Mobility Device	A collective term to describe a range of wheeled personal transportation devices, including manual wheelchairs, powered wheelchairs, and scooters.	CSA B651

Appendix B – Wayfinding and Signage

Wayfinding is how people navigate the built environment to get from one place to another. Good wayfinding ensures people can move independently within a Site by providing multiple cues and engaging the senses.

It allows people to (1) determine their **location** within a setting; (2) determine their **destination**; (3) develop a **plan** to take them from their location to their destination; and (4) execute the plan and **navigate** any required changes.

Wayfinding is particularly important in complex environments. Without it, people can become disoriented and frustrated. All strategies for wayfinding should communicate effectively to the broadest group possible, including people with a wide range of sensory abilities, intellectual abilities, literacy levels, languages, and physical statures.

Wayfinding relies on both **architectural** and **informational** cues that help people to construct a mental map of the area.

Architectural wayfinding helps people to establish a pattern in the environment and includes spatial planning, architectural forms, and circulation systems.

Figure A1: Examples of Architectural and Information Cues for Wayfinding

Examples of architectural wayfinding include:

- Clearly defined paths and hallways and well-defined edges, such as walls, screens or columns.

- Elevators, ramps, and stairs in obvious and consistent locations.
- Recurring elements, such as washrooms, elevators, and emergency exits, are in the same place on each floor of a multi-storey Site.
- Markers or unique features that people associate with different parts of a Site; they can be multi-sensory and may include a special lighting fixture, art piece, window, or water feature—something that people can use to easily identify a particular area or location.
- Interior design features, such as distinctive wall and floor treatments or colours, that define different zones in a Site.
  Note: *This is an inexpensive, low-tech way of guiding people through a venue, and it is helpful for people with low vision and for those who are unable to read the language on conventional signage.*

Information wayfinding delivers information directly with visual, tactile, and audible formats.

 Examples of information wayfinding include:

- Visual and tactile signs (e.g., raised characters/symbols or pictograms and braille).
- Audible information, such as public address systems that provides both visual and audible information.
- Mobile apps that Site users can access from their mobile devices; some facilities, provide custom apps that guide users as they navigate a building.

Signage should be simple, clear, consistent, and unambiguous. There are four basic types of signs used in wayfinding:

- **Information or descriptive signs**: These provide overall orientation to a Site and include maps, plans, diagrams, and directory signs; tactile maps and models which include Braille, raised characters, or symbols, provide orientation for people with a vision disability
- **Directional signs**: These include arrows providing directional guidance within any size of Site, and they are located where most visible, generally overhead and perpendicular to the path of travel; exterior route information should include approximate distance and gradient information where appropriate
- **Identification signs**: These identify specific locations, such as a particular Site or facility, or an individual room, and they include Site name signs and facility/room name or number signs
- **Mandatory safety signs**: These are required by regulation for the safety of all Site users and include fire safety signs and notices and emergency exit signs

Signs incorporating pictorial symbols along with text are helpful for people with learning disabilities or for those who are unfamiliar with the language used on the signage.

Signs need to be mounted so that people using wheelchairs as well as people with low vision can see them easily. Consistent placement of all signs throughout a building is a significant help for all visitors, including persons new to a building or those with a vision disability. Overhead signage is ineffective for most people who have low vision.

Images: Additional Wayfinding Examples

Figure A2 – Braille and tactile lettering

Figure A3 – Braille and tactile lettering
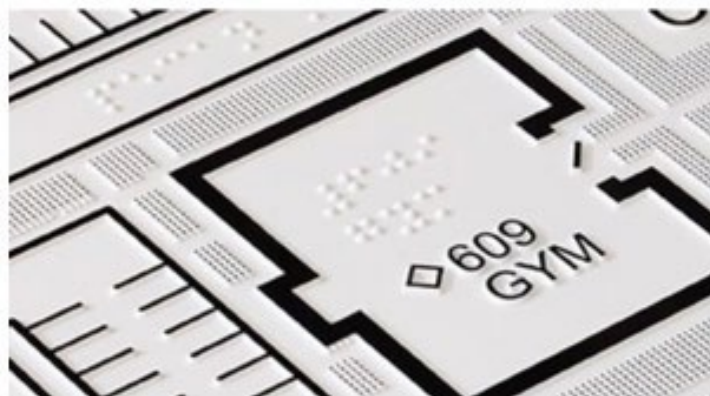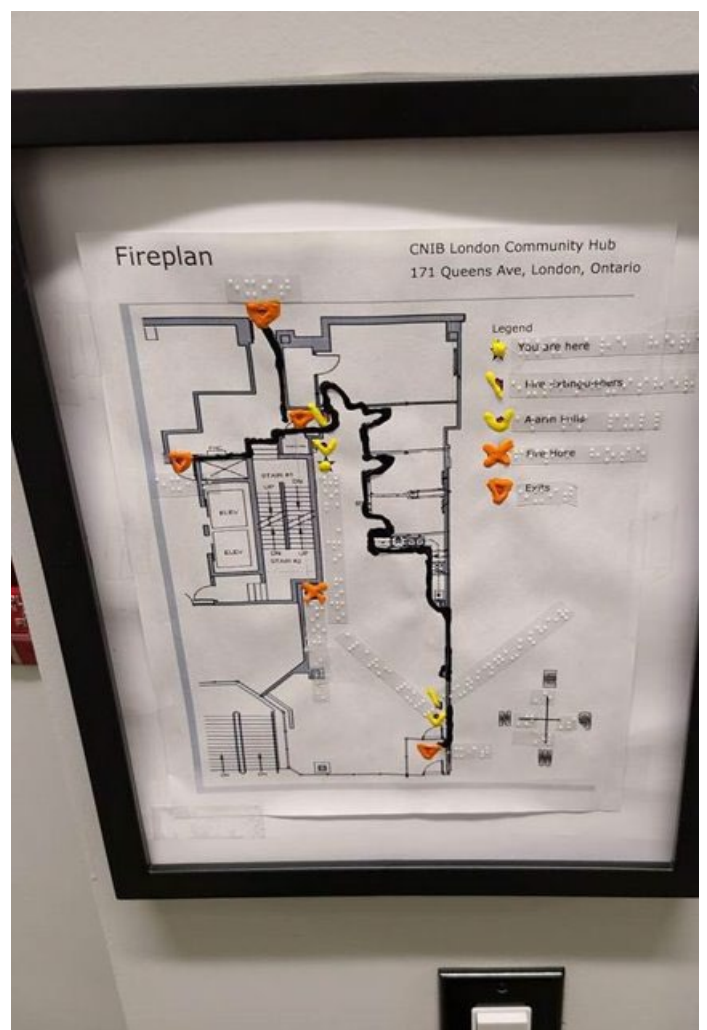

Figure A4 – Tactile lettering

Figure A6 – Tactile evacuation instructions

Figure A5 – Tactile floorplan

General Wayfinding and Directional Signage

Directional Signage is Comprehensive and Clearly Visible

- Ensures signage is located where it is clearly visible, which is generally overhead and perpendicular to the path of travel
- Ensures size of characters and/or symbols allows sign to be read from a reasonable viewing distance
- Ensures signs are mounted at consistent location throughout the building
- Ensures signage is uncluttered

Ideas for Innovation:

- Directional signs are in tactile formats (e.g., raised characters/pictograms or symbols and braille)
- "Talking signs" or a similar beacon or signal-based system for audio navigation
- Maps and route descriptions that are compatible with a text-to speech application, are available on the organization's website
- Mobile apps that Site users can access from their mobile devices; some facilities, such as hospitals, provide custom apps that guide users as they navigate a building
- Free and strong wireless internet is available to Site users so that they can use mobile applications such as "Be My Eyes" and "AIRA", which provide them with verbal instructions to navigate throughout the Site.

Blade Signage is Used to Supplement Overhead Signage

- Provides projecting blade signage to ensure people can easily identify key rooms and amenities
- Ensures blade signage is visible and clear of obstruction
- Ensures size of characters and/or symbols allows sign to be read from a reasonable viewing distance

Wayfinding Includes a Variety of Techniques.

- Ensures design features, such as distinctive wall and surface treatments or colours, are used to define different zones either inside or outside a Site
- Ensures elevators, ramps, and stairs are in obvious and consistent locations
- Ensures different areas at the Site are identified using unique multi-sensory features, such as a fountain, scented plants, a piece of art, etc.
- Ensures recurring elements, such as washrooms, elevators, and emergency exits, are in the same place on each floor of a multi-storey building.

Signage Uses Arabic Numerals and/or Sans-Serif Lettering

- Uses easy-to-read sans-serif fonts, which are clear, uncomplicated, and which incorporate adequate spacing, and avoids decorative or italicized fonts, which people with low vision have difficulty reading
- Uses only Arabic numerals (1, 2, 3, etc.) and avoids Roman numerals, which are not universally recognized
- Uses a consistent font for all signage throughout the building

Lettering, Numerals and Symbols are Clearly Visible

- Ensures lettering, numerals, and symbols on all signage are suitable size and clearly visible from a distance
- Uses raised characters (e.g., lettering and numerals) and Braille directly below the text, which can be easily read by touch, and not engraved characters, if tactile signage is useful

  Note: *Characters and/or symbols are raised up 1 mm from the background.*

- Avoids vertical wording and electronic scrolling signage

Signs Have Glare-Free Surface

- Ensures surface finish of signs is matte or satin, as shiny or reflective surfaces are a potential source of glare or reflections and may be difficult to read

  Note: *Signs mounted on reflective backgrounds or Plexiglas are ineffective for people with low vision.*

High-Contrast Characters/Symbols on Single-Coloured Backgrounds

- Ensures high colour contrast is provided between letters/symbols and the background surface of sign
- Ensures background surface of sign is single-coloured
- Ensures sign contrasts visually with the mounting surface (e.g., wall or other mounting surfaces, etc.)

Signs with Text are Efficiently Worded

- Provides simple and brief wording
- Ensures words and short sentences begin with a capital letter and continue in lower case; using wholly capitalized words should be avoided
- Displays information logically
- Aligns wording to the left
- Avoids abbreviations

Use of International Symbols/Pictograms on Signage Where Useful

- Uses standard, internationally recognized symbols in place of, or to supplement, text, which is helpful to people with learning disabilities, to children, or to people who do not understand the language used on the sign
- Ensures symbols that are not universally recognized are accompanied by text

Signs are Well Illuminated

- Ensures signs, including maps and directories, are evenly illuminated with an appropriate level of lighting for the room conditions and use
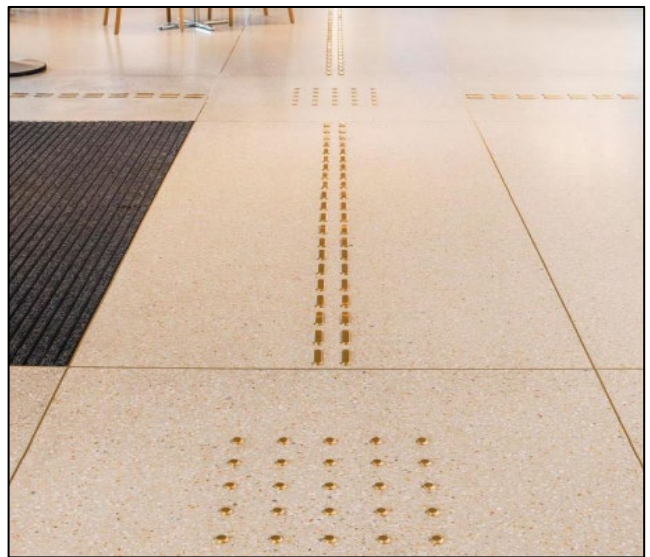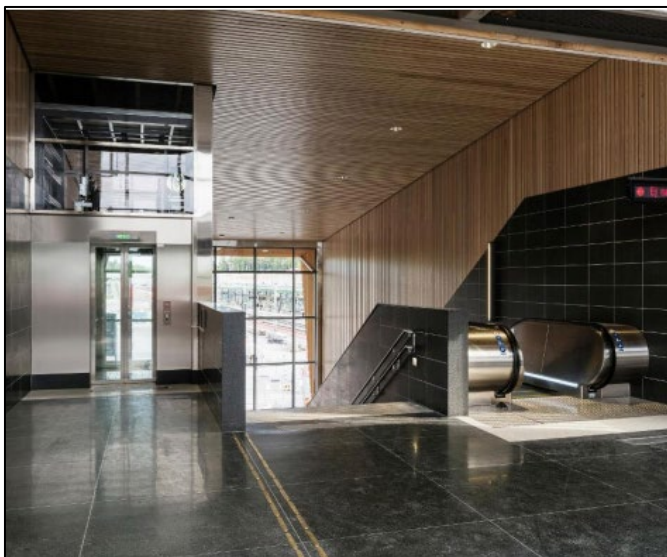- Ensures any additional lighting does not create glare

Figure A7: Use of Colour-Contrast and Tactile Direction Indicators on Flooring

Room Identification Signage

Room Identification Signage is Used to Identify Spaces Where Useful

- Provides room identification signage to ensure people can easily identify principal rooms and doors

  Note: *Smaller rooms contained within main areas may not require room identification signage, unless these rooms are considered feature areas.*

Sign Includes Braille and Characters/Symbols that are Raised

- Uses raised lettering, which can be easily read by touch, and not engraved lettering; lettering and/or symbols are raised up 1 mm from the background
- Ensures Braille is located directly below the text
- Ensures edges of characters are gently rounded
- Ensures room signage has the minimum number of characters possible, to assist people reading by touch

  Note: *Where signs are read by touch only, use all uppercase tactile characters as they are easier to read by touch than combination of uppercase and lowercase.*

  ### Ideas for Innovation:

- Braille signs are easier to read by touch if they are mounted on an inclined surface that is between 45° and 60° above the horizontal in the direction of the user

  Note: *Braille mounted vertically can be challenging to read.*

- Having a marker or notch on the left edge to indicate the presence of braille on signs

Sign at Recommended Height

- Ensures signs can be viewed from a comfortable viewing distance
- Ensure Braille and tactile features are within easy reach

Tactile Sign at Recommended Location

- Ensures tactile signage is located on the wall on the latch side of doors or openings to ensure people who are blind or have low vision can read tactile signage safely

  Note: *It is recommended that tactile signs are within 150 mm of door jamb.*

- Ensures tactile signage is not mounted on the door itself to ensure people reduce collision hazard by being out of the direct path of travel
- If no door, ensures tactile signage is installed at consistent location on both sides of the entrance
- Ensures signs are mounted at consistent location throughout the building

Logical Numbering

- Ensures rooms are easy to locate and in numerical or other logical order

Figure A8: Room identification signage with tactile markings and braille
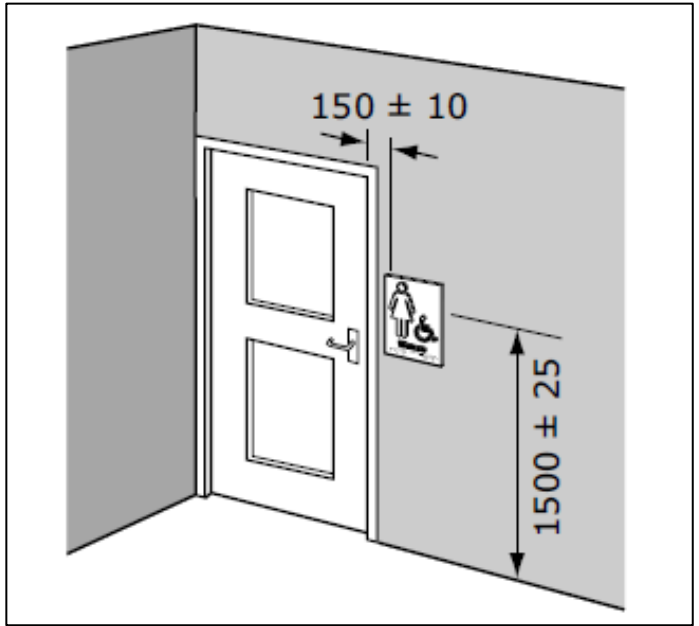
Figure A9: Recommended location for room identification signage.

Building Directories and Interactive Kiosks

Comprehensive Relevant Information

- Provides information enabling people to clearly understand the layout and function of a space or environment and to navigate independently

- Includes a floor plan layout on each level for easy navigation and identification of amenities, where appropriate

  ### Ideas for Innovation:

- Descriptions and directions of a Site are provided online for orientation and navigation

- Route information on a directory or kiosk including approximate distance or travel time, audio and video, for larger Sites

Location of Amenities Where Provided

- Ensures directory and/or info kiosk clearly displays locations of washrooms and key spaces (e.g., fitness rooms, cafeterias/restaurants, pool etc.), if useful depending on Site

Raised Characters and Symbols, and Braille Where Appropriate

- Uses raised characters (e.g., lettering and numerals), which can be easily read by touch, and not engraved lettering
- Provides Braille directly below the text

Ideas for Innovation:

- Tactile map, including 3D maps, readable by sight and touch illustrating the layout of the floor and the path of travel to key features
- "Talking signs" or a similar beacon or signal-based system for audio navigation
- Mobile apps that Site users can access from their mobile devices; some facilities, such as hospitals, provide custom apps that guide users as they navigate a building

Accessible Height and Approach

- Ensures height of directory boards and display screens of interactive information kiosks can be viewed from a seated position
- Provides adequate clear space for approach in front of directory boards and/or interactive information kiosks
- Provides knee clearance depending on design of directory boards/information kiosks

Ideas for Innovation:

- Display panels or screens of interactive information kiosks automatically adjust to the height of its users
- Tactile directional indicators leading to tactile directory board or interactive information kiosks from building entrance

Accessible Interactive Information Kiosks

- Ensures operating controls are mounted at an accessible heights and location
- Ensures operating controls are operable without tight grasping or twisting of the wrist
- Ensures display panels/screens of interactive information kiosks are positioned to minimize glare and reflections
- Ensures alternate ways of obtaining information are provided (e.g. tactile keyboard and audio instructions, if touch-screen technology is used)

Ideas for Innovation:

- An accompanying video using signed language or equivalent offering an orientation of a Site's features

Audio Information and Instructions

- Ensures any information displayed on screen is also conveyed in spoken form
- Ensures kiosks are equipped with headset jacks with adjustable volume controls or other assistive listening & communication enhancement technologies

Evacuation Instructions

Evacuation Instructions on Non-Reflective Surface

- Ensures instructions are positioned to avoid glare and reflections
- Ensures instructions are mounted on a matte surface

Evacuation Instructions in Large Print and High Contrast

- Ensures all instructions are in high colour/brightness contrast with background surface
- Uses easy-to-read sans-serif fonts, which are clear, uncomplicated, and which incorporate adequate spacing, and avoids decorative or italicized fonts, which people with low vision have difficulty reading
- Uses only Arabic numerals (1, 2, 3, etc.) and avoids Roman numerals, which are not universally recognized
- Ensures evacuation instructions are in large print (minimum of 14 point)
- Ensures evacuation instruction signs are high contrast with mounting surfaces

Evacuation Instructions Include a Floor Plan Diagram and Alternate Formats

- Provides clear map or graphic showing clearly marked evacuation routes, exit points and areas of refuge
- Ensures accessible exit routes and exit points are clearly identified on all instructions, if not all exits are accessible
- Provides emergency evacuation instructions on evacuation routes and exit points in alternative formats (e.g., raised characters/symbols and Braille)
- Provides tactile map readable by sight and touch, illustrating the layout of the floor and the path of travel to exits points and areas of refuge

Evacuation Instructions at Accessible Height and Location

- Provides clear map or graphic showing clearly marked evacuation routes, exit points and areas of refuge
- Ensures accessible exit routes and exit points are clearly identified on all instructions, if not all exits are accessible
- Provides emergency evacuation instructions on evacuation routes and exit points in alternative formats (e.g., raised characters/symbols and Braille)
- Provides tactile map readable by sight and touch, illustrating the layout of the floor and the path of travel to exits points and areas of refuge

Appendix C – Elevators

Easy to Find

- Ensures elevator locations are easy to find and clearly indicated by directional signage located throughout the building—from the entrance(s) or other key areas within the building on each floor level
- Provides a sign at the elevator location using the appropriate international symbols
- Ensures elevator is at an obvious location from the entrance(s) and along a main circulation route
- Provides a tactile sign mounted at accessible height on the left side of the elevator door
- Uses blade-type signage to assist in wayfinding, where required
- Uses an audible location indicator (e.g., locating tones)

Ideas for Innovation:

- Installation of tactile direction indicators (TDI) from building entrances to elevators

Easy to Use

- Ensures elevator system is easy to use and intuitive regardless of user's experience and knowledge
- Provides different alternative operating features to ensure users with vision and hearing disabilities can use elevators

  Note: *New elevator technologies can be challenging to use by everyone. The use of touchscreen panel only is not accessible to people who are blind or with low vision as they would not be able to identify the buttons. Destination dispatch elevators can also be hard to use especially for users who are blind or with low vision if suitable wayfinding cues and operating mechanism features are not in place.*

Clear Space in Front of Hall Call Buttons in Elevator Lobbies

- Allows all users to approach and reach hall call buttons with ease
- Ensures suitable clear space is provided in front of call buttons in the elevator lobbies to accommodate people using wheeled mobility devices

Hall Call Buttons are Accessible and At Accessible Height

- Ensures call buttons are at an accessible height and position for all users

  Note: *The highest controls should be mounted no higher than accessible as many people in wheelchairs do not have full use of their arms.*

- Ensures call buttons are raised so they can be operated with minimal force; flush or recessed buttons are not recommended because they are generally not usable for people with little or no use of their fingers
- Supplements control buttons with tactile characters and/or symbols that can be read by touch with an ideal combination of large, embossed, raised characters and Braille text

- Note: Many people who are blind or have low vision cannot read Braille but can readily identify raised markings.
- Ensures tactile characters and call buttons visually contrast with the adjacent surfaces

Ideas for Innovation:

- Elongated hall call controls that allows people to operate at multiple heights

Clear Opening Width of Door

- Provides sufficient clear width to access elevator for people using wheelchairs or electric scooters, and/or people with strollers, accompanied by companions or service dogs

Sufficient Opening, Hold-Open, and Closing Time

- Ensures doors remain fully open for a sufficient length of time (at least five or six seconds), allowing users to enter and exit the elevator without interruption; door-opening or door closing buttons can be used to alter the time for each
- Ensures sufficient length of time is provided to allow users to travel to elevator

  Note: *Length of time should be adjusted according to the size of elevator lobbies, number of elevators, the distance from the call button control panel to furthest elevator.*

Door Reopening Device

- Provides an automatic, non-contact door reopener preventing the door from closing on a person or object

  Note: *There should be no physical contact between the door and the person or object.*

- Ensures the device causes the door to stay open or to reopen automatically
- Ensures safety sensors are responsive to all users, including young children

Self-Levelling and Level Threshold

- Ensures the elevator has a two-way automatic floor levelling device, which brings the elevator to a stop so the elevator floor is flush with the finished floor level of each landing

Interior Dimensions and Floor Surfaces

- Ensures size and capacity is appropriate for site type and occupancy
- Note: There should be as much available floor space in the elevator as possible, as elevator use is expected to steadily increase as the population ages.
- Provides adequate manoeuvring and turning space for people using wheelchairs or scooters, people with strollers or luggage, or those with service dogs; people should not have to reverse out of the elevator
- Ensures floor surfaces are firm and slip resistant, permitting wheelchairs and scooters to move easily

Note: *A soft under-cushion in combination with a thick or long-pile carpet makes manoeuvring difficult for people using wheelchairs or scooters. If carpeting is used, it should be low pile and high density.*

- Provides flow-through design with doors on opposite sides of the elevator car allowing one-way travel (i.e., no need to turn around or reverse in the elevator)

    Note: *Elevators designed with front and back doors (flow-through design) are helpful, as they eliminate the need for users to turn around to exit. This is particularly useful during crowded conditions for people with mobility and vision disabilities.*

Ideas for Innovation:

A fire-resistant elevator.

Controls Inside Elevator Cab at Accessible Height and Location

- Ensures all floor designation and emergency communication controls are accessible
- Ensures all controls are at an accessible height and position for all users

    Note: *Many people in wheelchairs do not have full use of their arms therefore it is recommended that every effort is made to keep all the controls at accessible height.*

- Ensures control panel is placed as far as possible from the side wall, or it will be difficult to reach, if mounted on the front wall (return panel)
- Provides a convenient side-wall-mounted control panel, allowing people using wheelchairs or walking aids to access the controls without turning around, leaning forward, or twisting around backwards, risking a fall
- Arranges buttons vertically to give a direct functional correlation to the direction of travel
- Where two control panels are installed, the most appropriate configuration is to have one placed on the front return panel and the other on the wall located on the opposite side of the elevator
- Elongated cab controls mounted on the walls allowing use of all controls at consistent and accessible height, depending on size and use of elevator

Cab Controls Include Braille and Tactile Characters, and Are Easy to Use

- Ensures cab control buttons are raised so they can be operated with minimal force; flush or recessed buttons are not recommended because they are generally not usable for people with little or no use of their fingers
- Supplements cab control buttons with tactile characters (numbers or symbols) that can be read by touch, with an ideal combination of large, embossed, raised characters and Braille text; many people who are blind or have low vision cannot read Braille but can readily identify raised markings
- Positions tactile characters adjacent to and on the left of the controls
- Ensures tactile characters and cab control buttons contrast visually with the adjacent surfaces

Emergency Communication Systems

- Ensures communication system can be operated with one hand and not require tight pinching, grasping, or twisting of the wrist
- Provides accessible communication systems compatible with assistive listening and communication enhancement technologies (e.g., hearing loop, telephone interface jacks compatible with both digital and analog signal use)
- Ensures text to text communication system is available for people who are deaf to communicate in case of emergency

  Note: *This can include a jack to support teletypewriter (TTY) for the communication systems.*

Audible Elevator Components

- Ensure an audible verbal announcement inside the elevator that announces the direction the elevator is going and the floor level when the elevator stops at a landing.

  Note*: Synthesized voice floor callers announcing the direction and destination of the elevator are extremely useful to all users, particularly seniors and people who are blind or have low vision.*

- Provide audible indicators when the elevator is answering a call, has arrived, or has stopped, the doors are opening or closing and any other important information for elevator use.
- Ensure buttons emit an audible signal when pressed to confirm button was activated.

Handrails

- Ensure handrails are installed at an accessible height on all interior walls, except on the door side, to provide support to people who are unsteady on their feet or who are anxious about riding an elevator.
- Ensure handrails stop where they meet the control panel.
- Ensure the handrail size (diameter) facilitates grip, with a smooth and round design (real handrails, not just bumpers).
- Ensure sufficient clearance exists between handrail and wall, free of any sharp and abrasive elements.
- Handrails should be securely attached and support enough weight for its intended use.

Cab Controls Include Braille and Tactile Characters, and Are Easy to Use

- Ensure cab control buttons are raised so they can be operated with minimal force; flush or recessed buttons are not recommended because they are generally not usable for people with little or no use of their fingers.
- Supplement cab control buttons with tactile characters (numbers or symbols) that can be read by touch, with an ideal combination of large, embossed, raised characters and Braille text; many people who are blind or have low vision cannot read Braille but can readily identify raised markings.
- Position tactile characters adjacent to and on the left of the controls.
- Ensure tactile characters and cab control buttons contrast visually with the adjacent surfaces.

Emergency Communication Systems

- Ensure communication system can be operated with one hand and not require tight pinching, grasping, or twisting of the wrist.

- Provide accessible communication systems compatible with assistive listening and communication enhancement technologies.

- Ensure text to text communication system is available for people who are deaf to communicate in case of emergency.

  Note: *This can include a jack to support teletypewriter (TTY) for the communication systems.*

Visual Elevator Components

- Provide visual indicators when the elevator is answering a call, has arrived, or has stopped, the current floor position, and the direction of travel.

- Ensure hall call and cab controls illuminate when pressed.

- Ensure high-contrast colours are used for the visual floor indicator inside the elevator.

Colour Contrast Between Interior Cab Floor and Wall, with No Glare

- Ensure the interior cab floor and walls are colour contrasted to help people with low vision assess the size and shape of the elevator's interior.

- Ensure the elevator sill at each door entrance is colour-contrasted with the opposite floor finish.

- Ensure wall and floor surfaces have a matte finish to minimize potential glare and reflection.

- Ensure interior cab floor is a light colour and walls are dark.

  Note: *Dark floors in an elevator can be confusing for people with low vision, as they may think they are stepping into an open shaft.*

Doors are Colour Contrasted with Surroundings.

- Ensure doors contrast visually with adjacent wall surfaces.

- Ensure any areas of glass incorporate permanent markings at two levels that visually contrast to the background surfaces.

  Note: *Markings should be apparent to people from a range of different eye levels.*

Mirror in Rear of Elevator Cab (If Not Flow-Through Type)

- Provides mirror on the rear wall on the upper half.

  Note: *This allows people to see what is behind them if they need to reverse out of the elevator, like a rear-view mirror in a car, and protects their personal safety. It should extend from 900 mm above the finished floor to ceiling level. Full height mirrors should be avoided, as they can make the wall appear as a corridor, causing people to walk into it.*

- Ensures mirror is constructed of safety glass

Appendix D – Seating and Tables

Variety of Seating Types

- Provides seating with back support and at least one armrest
- Ensures seats are comfortable, with firm padding and rounded edges
- Ensures seating is located on a level, firm and stable area, and does not obstruct circulation routes
- Offers a variety of seating options to suit different people (e.g., seats with and without armrests, different seat height and width, fixed and movable seats)
- Provides adequate heel space to allow people to stand up easily
- Provides tables for placing objects so people are not required to bend to the floor
- Ensures seats positioned in a row are of the same style (e.g., all with armrests or all without)

   Note: *A mixture of seat styles in a single row can cause confusion for persons with low vision.*

Arrangement of Seating with Clear Space

- Ensures access to seating is direct and unobstructed from main circulation route
- Incorporates clear space for people using wheelchairs, scooters, or strollers so they can sit alongside one another and with their companions
- Provides a clear space at the end of the seating for a service dog to rest
- Provides flexible seating that allows seating arrangements to be easily altered to accommodate individual situations

Upholstery is Matte, Non-Slip, and Contrasts with Environment

- Ensures upholstery is plain coloured or has a simple pattern
   Note: *Strong patterns can create confusion for people with low vision.*
- Contrasts visually with surrounding surfaces
- Ensures upholstery is matte and non-slip

Tables are Stable with Rounded Corners

- Ensures tables are stable
- Ensures tables have no sharp corners or edges

Tables at Accessible Height with Knee Clearance

- Ensures tables or work surfaces are at an accessible height for all users
- Ensures any tables or work surfaces provide suitable knee clearance
- Provides clear space in front of tables or work surfaces for people using wheeled mobility devices

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