



**Multi-Year  
Accessibility Plan  
2016-2019**

An alternate format of the Multi Year Accessibility Plan is available upon request.

## FEEDBACK

Your comments will help us improve future accessibility plans. Please let us know what you think about the Township of Lanark Highland's Multi-Year Accessibility Plan.

### **Contact for Comments and Inquiries**

Matt Craig Interim CAO  
The Corporation of the Township of Lanark Highlands  
75 George Street  
Lanark, ON K0G 1K0

Telephone: 613-259-2398 ext. 222  
1-800-239-4695

Fax: 613-259-2291

Email: [lhcao@lanarkhighlands.ca](mailto:lhcao@lanarkhighlands.ca)

Website: [www.lanarkhighlands.ca](http://www.lanarkhighlands.ca)

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## EXECUTIVE SUMMARY

The purpose of the *Ontarians with Disabilities Act, 2001, (ODA)* is to improve opportunities for people with disabilities and to provide for their involvement in the identification, removal and prevention of barriers. To this end, the ODA mandates that each Municipality prepare an annual accessibility plan.

In 2005, a second piece of legislation, the *Accessibility for Ontarians with Disabilities Act, 2005, (AODA)* was enacted. Through the AODA, Ontario is working to make the province fully accessible for people with disabilities by 2025. Under the Act, standards have been developed that must be followed to identify, remove and prevent barriers so that people with disabilities have more opportunities to participate in everyday life.

The Integrated Accessibility Standard requires the Municipality to develop a multi-year plan every five years.

### **Aim**

Through its multi-year accessibility plan, the Municipality aims to become barrier free by 2025. This includes complying with the following accessibility standards:

- Customer Service
- Information and Communication
- Employment
- Transportation
- The Built Environment

This plan describes the measures that the Municipality may undertake to identify, remove and prevent barriers so that goods, services, facilities, accommodation, employment, buildings, structures and premises are accessible to persons with disabilities.

### **Statement of Commitment**

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

## **MUNICIPAL HIGHLIGHTS**

### **Township History**

The Corporation of the Township of Lanark Highlands is an amalgamated Township formally created in 1997. The former municipalities of Lanark Township, Lanark Village and Lavant, Dalhousie and North Sherbrooke Township were amalgamated on May 14, 1997. Darling Township completed the amalgamation by joining on July 1, 1997.

### **Township Description**

The Township of Lanark Highlands consists of 1,000 square kilometres of rural countryside which combines rolling hills, heavily forested areas, rocky terrain and countless streams, rivers and lakes. The Township is located in Eastern Ontario in the Northwest corner of the County of Lanark. The Township is bordered on the north by the Township of Greater Madawaska, the east by the Town of Mississippi Mills, the west by the Townships of North Frontenac and South Frontenac and to the south by Tay Valley Township and Drummond/North Elmsley Township.

The Township has a permanent population of approximately 5,128 people (based on 2011 census information) with an additional 6,000 seasonal residents. There is a senior housing complex (privately owned) located in the Village of Lanark as well as an arena, a public school and a separate school. The population is primarily English speaking, with approximately 5% of the population whose first language differs from English.

The Township has a number of community halls, which are utilized by many service groups and the public at large for dinners, social events and recreational activities. These halls are all run, managed and maintained by volunteers. The Municipal Office is located in the Village of Lanark and also houses a fire hall and the public library. Six additional fire halls are located throughout the Township, as well as five public works garages and seven waste/transfer sites.

## **Township Services**

- **Administration**
  - Chief Administrative Officer
  - Clerk
  - Finance
  - Human Resources
  
- **Boards & Commissions**
  - Committee of Adjustment
  - Police Services Board
  
- **Community Services**
  - Arena
  - Ball Parks
  - Beaches
  - Boat Launches
  - Community Centres
  - Museums
  
- **Planning & Protection Services**
  - Animal Control
  - By-Law Enforcement
  - Building Services
  - Fire Services
  - Planning Services
  
- **Public Works & Waste Management**
  - Roads
  - Sewer & Water
  - Garbage Collection, Disposal & Recycling

## **Township Facilities**

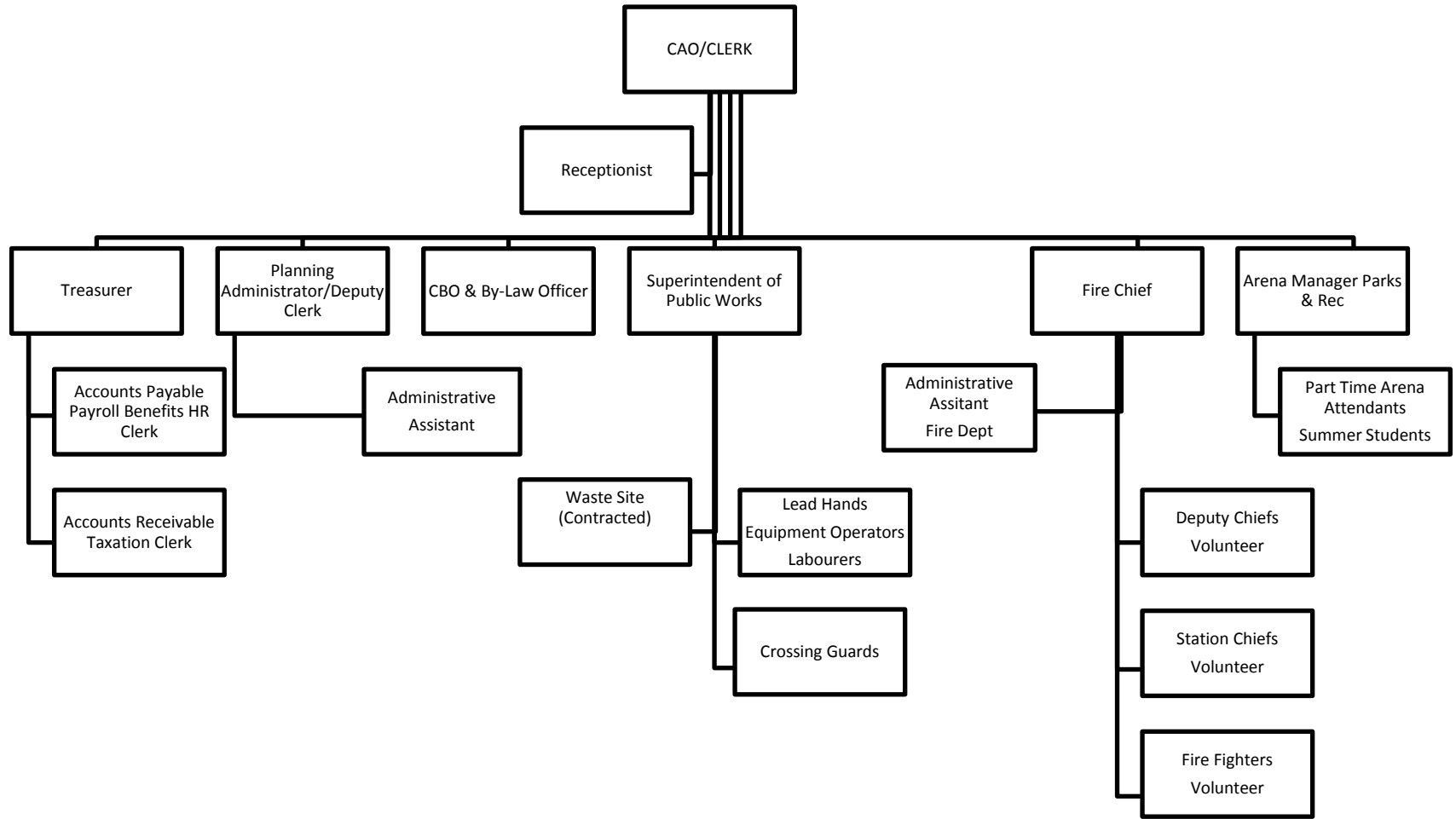
1. Municipal Office (excluding Library and Fire Hall)
2. Lanark Highlands Public Library
3. Lanark and District Community Centre
  
4. Municipal Garage #1 – Lanark Village (*not accessed by the public*)
5. Municipal Garage #2 – McDonalds Corners (*not accessed by the public*)
6. Municipal Garage #3 – Middleville (*not accessed by the public*)
7. Municipal Garage #4 – Tatlock (*not accessed by the public*)
8. Municipal Garage #5 – Joe’s Lake (*not accessed by the public*)
9. Municipal Garage #6 - White Lake (*not accessed by the public*)
  
10. Waste Site - Middleville
11. Waste Site - Watson’s Corners
12. Waste Site - Flower Station
13. Waste Site - Lanark Village
14. Waste Site - Robertson Lake
15. Waste Site - Snye Road
16. Waste Site - McDonald’s Corners
  
17. Fire Hall #1 – Lanark Village (*not accessed by the public*)
18. Fire Hall #2 – Middleville (*not accessed by the public*)
19. Fire Hall #3 – McDonalds Corners (*not accessed by the public*)
20. Fire Hall #4 – Robertson’s Lake (*not accessed by the public*)
21. Fire Hall #5 – Joe’s Lake (*not accessed by the public*)
22. Fire Hall #6 – Watsons Corners (*not accessed by the public*)
23. Fire Hall #7 – Tatlock (*not accessed by the public*)
24. Fire Hall #8 – White Lake (*not accessed by the public*)
  
25. Lanark Highlands Youth Centre – Lanark Village
  
26. White Lake Community Centre
27. North Lavant Community Centre
28. South Lavant Community Centre
29. Watsons Corners Community Centre
30. McDonalds Corners/Elphin Recreation and Arts (MERA)
31. Middleville Community Centre
32. Tatlock Community Centre
33. Hopetown Community Centre
  
34. Lanark & District Museum
35. Middleville & District Museum
36. Dalhousie Historic Library

1. Clyde Memorial Ball Park
2. Hopetown Ball Park
3. Joe's Lake Ball Park
4. Vincent Hall Memorial Ball Park
5. Tatlock Sports Park
  
6. Robertson Lake Park
7. Centennial Park
8. Clyde Waterfront Park
9. Rob's Lake Beach
10. Flower Lake Beach
11. High Falls Road Beach
12. Clarence Street Boat Launch
13. Joe's Lake Boat Launch
14. Smyth's Bay Boat Launch
15. White Lake Boat Launch
16. Floating Bridge Boat Launch





# Organization Chart



## **CONSULTATION ACTIVITIES**

### **Council**

The Council of the Corporation of the Township of Lanark Highlands is committed to:

- The continual improvement of access to all municipally owned facilities, premises and services for all those with disabilities;
- The provision of quality services to all members of the community with disabilities.

The accessibility plan has been prepared in order to enable the Council to meet these commitments.

### **Staff**

Township Staff are encouraged to comment on and recommend improvements to policies and practices with regard to accessibility.

### **Lanark County Accessibility Advisory Sub-Committee**

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

This document will be circulated and reviewed by Council and all Staff on an annual basis.

## **2016 TO 2019 ACCESSIBILITY PLAN**

The Municipality's accessibility plan focuses on three areas. These initiatives will support compliance with the existing Accessibility Standards for Customer Service, as well as with the new Integrated Accessibility Standards of Information and Communication and Employment. The Municipality does not provide public transportation and therefore the requirements of the Transportation Standard do not apply.

2016 to 2019 Accessibility Plan – See

Schedule A

## **ASSESSING THE ORGANIZATION**

An assessment will help the Municipality determine where it stands with respect to accessibility for people with disabilities and determine what specific steps the Municipality needs to take to increase accessibility and how it can reach the goals in its accessibility policy. The assessment will also assist in developing an effective plan to prevent and remove barriers.

Assessments will be conducted as per the schedule set out in the 2016-2019 Accessibility Plan.

Past Reports-2016 Review-Barriers Identified-Barriers Addressed-Schedule "B"

Accessibility Assessment Form – See Schedule "C"

## **BARRIERS IDENTIFIED**

Upon completion of an Accessibility Assessment the Senior Management Team will develop a plan to address any barriers that have been identified. Priorities will be set in consideration of assessed need and budgetary restrictions.

## SCHEDULE "A"

### 2016 to 2019 ACCESSIBILITY PLAN

<b>2016 - ACTION</b>	<b>RESPONSIBILITY</b>	<b>COSTS</b>	<b>TARGET DATE</b>
Multi-Year Accessibility Plan – 2016 to 2019 <ul style="list-style-type: none"> <li>• Develop Plan</li> <li>• Adopt Plan</li> <li>• Post Plan on Website</li> </ul>	Clerk Council	Staff Time	January 1, 2017
Establishment of Policies & Procedures <ul style="list-style-type: none"> <li>• Develop consolidated Accessibility Policy &amp; Procedures (Customer Service Standard &amp; Integrated Standards)</li> <li>• Amend Policy</li> <li>• Implement Procedures</li> <li>• Post Policy on Website</li> </ul>	Clerk Council	Staff Time	January 1, 2016
Procuring or Acquiring Goods, Services or Facilities <ul style="list-style-type: none"> <li>• Amend Procurement Policy and By-law</li> <li>• Adopt Amended Policy</li> </ul>	Clerk Treasurer Council	Staff Time	January 1, 2017
Recruitment <ul style="list-style-type: none"> <li>• Develop Template for Job Postings</li> <li>• Develop Telephone Script for Scheduling Interviews</li> <li>• Develop a Template for Letters of Offer and Employment Contracts</li> </ul>	Clerk	Staff Time	April 1, 2016
Multi-Year Accessibility Plan – 2016 to 2019 <ul style="list-style-type: none"> <li>• Develop Annual Status Report Template</li> </ul>	Clerk	Staff Time	Completed
Individual Accommodation Plans <ul style="list-style-type: none"> <li>• Develop Policy &amp; Procedures</li> <li>• Adopt Policy</li> <li>• Implement Procedures</li> </ul>	Clerk Council	Staff Time	December 1, 2016
Return to Work Process <ul style="list-style-type: none"> <li>• Develop Policy &amp; Procedures</li> <li>• Adopt Policy</li> <li>• Implement Procedures</li> </ul>	Clerk Council	Staff Time	December 1, 2016

Accessibility Assessment <ul style="list-style-type: none"> <li>• Municipal Office</li> <li>• Develop Plan for Removing Barriers</li> </ul>	Public Works Manager Senior Management	Staff Time	October 1, 2016
Accessibility Assessment <ul style="list-style-type: none"> <li>• Community Halls</li> <li>• Develop Plan for Removing Barriers</li> </ul>	Public Works Manager Senior Management	Staff Time	October 1, 2016
Accessibility Assessment <ul style="list-style-type: none"> <li>• Community Recreation Centres-Arena/</li> <li>• Develop Plan for Removing Barriers</li> </ul>	Public Works Manager Senior Management	Staff Time	October 1, 2016
Municipal Website <ul style="list-style-type: none"> <li>• Ensure Website and Content meet the WCAG 2.0 requirements at Level AA</li> <li>• Ensure PDF's are accessible</li> </ul>	Clerk Senior Management		On going
Training on Policies and Procedures that relate to Accessibility <ul style="list-style-type: none"> <li>• Develop Training Material</li> <li>• Provide Training</li> </ul>	Clerk	Staff Time Materials	March 1, 2016
Annual Accessibility Report to Province	Clerk	Staff Time	April 7, 2016
Annual Status Report <ul style="list-style-type: none"> <li>• Complete Form</li> <li>• Post on Website and at Municipal Office</li> </ul>	Clerk	Staff Time	April 7, 2016

<b>2017 - ACTION</b>	<b>RESPONSIBILITY</b>	<b>COSTS</b>	<b>TARGET DATE</b>
Accessibility Assessment <ul style="list-style-type: none"> <li>• Municipal Office</li> </ul>	Public Works Manager Senior Management	Staff Time	October 1, 2017
Accessibility Assessment <ul style="list-style-type: none"> <li>• Community Halls</li> </ul>	Public Works Manager Senior Management	Staff Time	October 1, 2017
Accessibility Assessment <ul style="list-style-type: none"> <li>• Community Recreation Centres-Arena/</li> </ul>	Public Works Manager Senior Management	Staff Time	October 1, 2017
Annual Accessibility Report to Province	Clerk	Staff Time	December 31, 2017
Annual Status Report <ul style="list-style-type: none"> <li>• Complete Form</li> <li>• Post on Website and at Municipal Office</li> </ul>	Clerk	Staff Time	December 31, 2017

<b>2018 - ACTION</b>	<b>RESPONSIBILITY</b>	<b>COSTS</b>	<b>TARGET DATE</b>
Accessibility Assessment <ul style="list-style-type: none"> <li>• Municipal Office</li> </ul>	Public Works Manager Senior Management	Staff Time	October 1, 2018
Accessibility Assessment <ul style="list-style-type: none"> <li>• Community Halls</li> </ul>	Public Works Manager Senior Management	Staff Time	October 1, 2018
Accessibility Assessment <ul style="list-style-type: none"> <li>• Community Recreation Centres-Arena/</li> </ul>	Public Works Manager Senior Management	Staff Time	October 1, 2018
Annual Accessibility Report to Province	Clerk	Staff Time	December 31, 2018
Annual Status Report <ul style="list-style-type: none"> <li>• Complete Form</li> <li>• Post on Website and at Municipal Office</li> </ul>	Clerk	Staff Time	December 31, 2018

<b>2019 - ACTION</b>	<b>RESPONSIBILITY</b>	<b>COSTS</b>	<b>TARGET DATE</b>
Accessibility Assessment <ul style="list-style-type: none"> <li>• Municipal Office</li> </ul>	Public Works Manager Senior Management	Staff Time	October 1, 2019
Accessibility Assessment <ul style="list-style-type: none"> <li>• Community Halls</li> </ul>	Public Works Manager Senior Management	Staff Time	October 1, 2019
Accessibility Assessment	Public Works	Staff Time	October 1, 2019
Annual Accessibility Report to Province	Clerk	Staff Time	December 31, 2019



## SCHEDULE B-PAST REPORTS-2016 REVIEW-BARRIERS IDENTIFIED AND ADDRESSED

Barrier Location	Type of Barrier	Strategy for Removal or Prevention	Estimated Cost	2010 Status Update	2016 Outcomes
Municipal Office	Architectural	Accessible Entrance - ramp is sunk where panel/button is located - panel too high - threshold too high	\$2,000	2010	Completed 2014
	Architectural	Accessible Washroom - not located on main floor with other washrooms - replace knob taps with levers - wrap exposed pipes under sink with insulation	\$30,000	Deferred	Deferred Replaced 2013
	Architectural	Offices/Cubicles too Small	?	Deferred	Deferred
	Architectural	Office Doors too Narrow	?	Deferred	Deferred
	Architectural	Interior doors too difficult to open, require accessible doors (4 doors)	10,000	Deferred	Deferred
	Architectural	Lobby Next to Elevator too Narrow - no turning room for wheelchair	?	Deferred	Deferred
	Physical	Reception - install a lower section of counter - have assistive listening devices	\$10,000	Deferred	Deferred
	Physical	Wall Switches Located 4" too High	?	Deferred	Deferred
	Physical	Barrier Free Path of Travel in Office Areas	?	Deferred	Deferred
	Physical		\$500	Deferred	Deferred

<b>Barrier Location</b>	<b>Type of Barrier</b>	<b>Strategy for Removal or Prevention</b>	<b>Estimated Cost</b>	<b>2010 Status Update</b>	<b>2016 Outcomes</b>
		Staff Picnic Table/Area not Accessible			
	Physical	Accessible Parking - install fine information - outdoor lighting	\$200	Deferred	Signage as Per R.R.O. 1990, Reg. 581 2014
	Technological	Council Chambers - install microphones & speakers	\$12,000	Researching Options	Researching Options
	Communication	No Accessible Signage - accessible washroom, directional - location of telephone - location of elevator	\$500	2010	Complete
Public Library	Architectural	Entrance Doors are heavy to open	\$5,000	Deferred	Deferred
	Communication	No signage is available for the hearing or sight impaired	\$500	2011	2011
Lanark & District Community Centre (Arena)	Architectural	Accessible Entrance - no automatic door opener - asphalt ramp to be built up to meet ½" threshold	\$5,000	Deferred	Installed Ramp Elevated
	Physical	Accessible Entrance add opaque strip to glass doors	\$65	Deferred	Deferred
	Physical	Accessible Entrance - add opaque strip to glass doors	\$65	2011	2011

<b>Barrier Location</b>	<b>Type of Barrier</b>	<b>Strategy for Removal or Prevention</b>	<b>Estimated Cost</b>	<b>2010 Status Update</b>	<b>2016 Outcomes</b>
	Physical	Accessible Parking - install fine information - install outdoor lighting	\$200	Deferred	Signage as Per R.R.O. 1990, Reg. 581 2014
	Physical	Ramp Inside 2 <sup>nd</sup> Double Doors - install contrasting strips	\$10	2011	2011
	Physical	Top & Bottom Step & Each Landing - install colour contrasting strips	\$25	2011	Complete
	Physical	Brighter Lighting in Entrance & Corridors	\$500	Deferred	Complete
	Physical	Counter too High at Ticket Window	\$250	Deferred	Not in Use
	Physical	Public Phone - add shelf - lower pay phone	\$50	2011	Removed
	Physical	Hand Rails Required - install for ramps to main floor - stair handrail too thick & too high - minimum clearance not met - install handrail on other die of stairs - all handrails to be double (kids)	\$500	Deferred	Completed 2013
	Physical	Second Floor Not Accessible - install chair seat or other alternative	?	Deferred	Deferred
	Physical	Accessible Washroom - remove permanent grab bar - replace with pull down grab bar - replace knob taps with levers - wrap exposed pipes under sink with insulation - lower mirror - install shelf	\$250	2011	Deferred

Barrier Location	Type of Barrier	Strategy for Removal or Prevention	Estimated Cost	2010 Status Update	2016 Outcomes
		- lower coat hook			
	Communication	No Accessible Signage - accessible entrance - accessible washroom, directional - location of telephone	\$200	2011	Complete Complete Removed
		<b>SUB-TOTAL</b>	<b>\$7,115 (min.)</b>		
Municipal Garage #3 – Middleville  <i>(*Not a Public Building)</i>	Architectural	Accessible Entrance - no automatic door opener	\$2,500	Deferred	Deferred
	Physical	No Accessible Parking - designate one space, front of building, left of door - install fine information - install outdoor lighting	\$225	Deferred	Deferred Lighting Completed
		<b>SUB-TOTAL</b>	<b>\$2,725</b>		
Municipal Garage #5 – Joe’s Lake  <i>(*Not a Public Building)</i>	Architectural	Accessible Entrance - no automatic door opener	\$2,500	Deferred	Deferred
	Architectural	No Accessible Washroom (outhouse)	\$4,000	Deferred	Deferred
	Physical	No Accessible Parking - designate one space - install fine information - install outdoor lighting	\$225	Deferred	Deferred Lighting Completed
		<b>SUB-TOTAL</b>	<b>\$6,725</b>		
Lanark Highlands Youth Centre	Architectural	Accessible Entrance - no automatic door opener	\$2,500	Deferred	Deferred
	Architectural	No Accessible Washroom	\$4,000	Deferred	Deferred

<b>Barrier Location</b>	<b>Type of Barrier</b>	<b>Strategy for Removal or Prevention</b>	<b>Estimated Cost</b>	<b>2010 Status Update</b>	<b>2016 Outcomes</b>
	Physical	Accessible Entrance - install Barrier Free Ramp	\$4,000	Deferred	Deferred
		<b>SUB-TOTAL</b>	<b>\$10,500</b>		
North Lavant Community Centre	Physical	Accessible Parking - install fine information - install outdoor lighting	\$225	Deferred	Complete
	Physical	Accessible Washrooms - install grab bars - replace knob taps with levers - install coat hooks	\$800	2011	Complete
	Physical	Accessible Washrooms - brighter lighting	?	2011	Complete
	Physical	Lower Telephone	?	2011	Removed
	Communication	No Accessible Signage - accessible entrance - accessible washroom, directional - location of telephone	\$500	2011	Complete
South Lavant Community Centre	Architectural	Accessible Entrance - no automatic door opener	\$2,500	Deferred	Deferred
	Physical	Accessible Entrance - install Barrier Free Ramp at Main & Alternate Exits	\$4,000	Deferred	Complete
	Physical	Accessible Parking - install signage & fine information - install outdoor lighting	\$500	Deferred	Complete
	Physical	Accessible Washrooms - install grab bars - replace knob taps with levers	\$800	Deferred	Complete

<b>Barrier Location</b>	<b>Type of Barrier</b>	<b>Strategy for Removal or Prevention</b>	<b>Estimated Cost</b>	<b>2010 Status Update</b>	<b>2016 Outcomes</b>
	Communication	No Phone	?	2012	N/A
	Communication	No Accessible Signage - install once items in place - accessible entrance - accessible washroom, directional -	\$500	Deferred	Complete
Watsons Corners Community Centre	Physical	Lower Telephone	\$200	2012	N/A
McDonald's Corners/Elphin Recreation and Arts (MERA)	Architectural	Pottery Room in basement is not wheelchair accessible	\$3,000	Deferred	Deferred
	Physical	Require wheelchair path from parking lot to building	\$5,000	Deferred	Complete
	Physical	Accessible Entrance - install ramp - no automatic door opener	?	Deferred	Ramp complete
	Physical	Accessible Washrooms - remove lip at door - install accessible door handle - install grab bars	\$500	Deferred	Complete 2014
	Communication	Accessible Signage - exterior signage for programs - location of washroom, directional	\$500	Deferred	Complete

Barrier Location	Type of Barrier	Strategy for Removal or Prevention	Estimated Cost	2010 Status Update	2016 Outcomes
Hopetown Community Centre	Physical	Accessible Entrance - install ramp	\$ 4,000	2012	Complete
Middleville Community Centre	Architectural	Accessible Entrance - no automatic door opener	\$2,500	Deferred	Deferred
	Physical	No Accessible Parking - designate one space, left of building - paint lines & international symbol - install signage & fine information - install outdoor lighting	\$400	Deferred	Deferred-Difficult to achieve/no parking lot
	Physical	Hand Rail - install for upper part of ramp to main floor - install outdoor lighting	\$1,500	Deferred	Complete
	Physical	Accessible Washrooms - install grab bars - replace knob taps with levers	\$800	Deferred	Complete
	Communication	No Accessible Signage - accessible entrance - accessible washroom, directional - directions at bottom of stairs, lower level at corner	\$500	Deferred	Complete Not at bottom of stairs
Lanark & District Museum	Architectural	No Accessible Entrance	\$5,000	Deferred	Deferred

Barrier Location	Type of Barrier	Strategy for Removal or Prevention	Estimated Cost	2010 Status Update	2016 Outcomes
Middleville & District Museum	Architectural	No Accessible Washroom	\$4,000	Deferred	Deferred
	Physical	No Exit Lights	\$ 200	Deferred	Deferred
	Physical	No Accessible Entrance - lip at door, install ramp - install outdoor lighting	\$500	Deferred	Deferred
	Physical	No Accessible Parking - designate one space - install signage & fine information - install outdoor lighting	\$200	Deferred	Deferred
	Physical	No Barrier Free Path of Travel – Outside - ground is uneven	\$500	Deferred	Deferred
	Physical	Barrier Free Path of Travel - remove obstacles	\$0	Deferred	Deferred
	Physical	Second Floor Not Accessible - install chair seat or other alternative	?	Deferred	Deferred
	Communication	Accessible Signage - identify telephone location, etc.	\$ 100	Deferred	Deferred
Robertson Lake Park	Architectural	Accessible Change Rooms	?	Deferred	Deferred
	Architectural	Outdoor Accessible Washroom	?	Deferred	Deferred
	Communication	Accessible Signage - name buildings	\$200	Deferred	Deferred
Joe's Lake Ball Park	Architectural	No Washrooms	?	Deferred	Deferred



Barrier Location	Type of Barrier	Strategy for Removal or Prevention	Estimated Cost	2010 Status Update	2016 Outcomes
	Communication	No Signage	\$200	Deferred	Deferred
Vincent Hall Memorial Ball Park	Physical	<u>Canteen</u> No Accessible Entrance - install ramp	?	Deferred	Deferred
	Physical	No Accessible Washrooms	?	Deferred	Deferred
	Physical	No Accessible Parking - install signage & fine information	\$225	Deferred	Deferred
	Communication	No Accessible Signage - accessible entrance - accessible washroom, directional - location of telephone	\$500	Deferred	Deferred
Centennial Park	Physical	No Accessible Washrooms (steep hill to washrooms)	?	Deferred	Deferred
	Communication	No Accessible Signage - accessible washroom, directional	\$500	Deferred	Deferred

**SCHEDULE "C"**

**TOWNSHIP OF LANARK HIGHLANDS  
ACCESSIBILITY ASSESSMENT FORM**

<b>Location:</b>
<b>Date of Assessment:</b>
<b>Completed By (Name, Position):</b>

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

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

Are path surfaces suitable?			
Is planting kept well-trimmed?			
Is there a drop-off point near the main entrance?			
<b>Ramps</b>	<b>Y</b>	<b>N</b>	<b>Possible Solutions and Notes</b>
Are ramps easily identifiable or clearly signed?			
Are steps easily identifiable or clearly signed?			
Are the slopes of ramps no greater than 1:12?  Note: Slope is given as a ratio of the height to the length. 1:12 means for every 12 inches along the base of the ramp, the height increases one inch.			<ul style="list-style-type: none"> <li>• <i>Lengthen ramp to decrease slope</i></li> <li>• <i>Relocate ramp</i></li> <li>• <i>If available space is limited, reconfigure ramp to include switchbacks</i></li> </ul>
Do all ramps longer than 6 feet have railings on both sides?			<ul style="list-style-type: none"> <li>• <i>Add railings</i></li> </ul>
Are railings sturdy and between 34 and 38 inches high?			<ul style="list-style-type: none"> <li>• <i>Adjust height</i></li> <li>• <i>Secure handrails to fixtures</i></li> </ul>
Is the width between railings or curbs at least 36 inches?			<ul style="list-style-type: none"> <li>• <i>Relocate the railings</i></li> <li>• <i>Widen the ramp</i></li> </ul>
Are ramps non-slip?			<ul style="list-style-type: none"> <li>• <i>Add non-slip surface material</i></li> </ul>
Is there a 5 foot long level landing at every 30 foot horizontal length of ramp, at the top and bottom of ramps and at switchbacks?			<ul style="list-style-type: none"> <li>• <i>Remodel or relocate ramp</i></li> </ul>

<b>Parking and Drop-Off Areas</b>	<b>Y</b>	<b>N</b>	<b>Possible Solutions and Notes</b>
Are an adequate number of accessible parking spaces available (8 feet wide for car plus 5 foot access aisles)?			
Are 8 foot wide spaces, with minimum 8 foot wide access aisles, and 98 inches of vertical clearance, available for lift-equipped vans?			
Are the access aisles part of the accessible route to the accessible entrance?			<ul style="list-style-type: none"> <li>• <i>Add curb ramps</i></li> <li>• <i>Reconstruct sidewalk</i></li> </ul>
Are the accessible spaces closest to the accessible entrance?			
Are accessible spaces marked with the International Symbol of Accessibility? Are there signs reading "Van Accessible? At van spaces?			
Is there an enforcement procedure to ensure that accessible parking is used only by those who need it?			<ul style="list-style-type: none"> <li>• <i>Implement a policy to check periodically for violators and report them to the proper authorities</i></li> </ul>
<b>Entrance</b> People with disabilities should be able to arrive on the site, approach the building, and enter as freely as everyone else. At least one route of travel should be safe and accessible for everyone, including people with disabilities.	<b>Y</b>	<b>N</b>	<b>Possible Solutions and Notes</b>
If there are stairs at the main entrance, is there also a ramp or lift, or is there an alternative accessible entrance?  Note: Do not use a service entrance as an accessible entrance unless there is no other option.			
Do all inaccessible entrances have signs indicating the location of the nearest accessible entrance?			<ul style="list-style-type: none"> <li>• <i>Install signs before inaccessible entrances so that people do not have to retrace the approach.</i></li> </ul>

<p>Can the alternate accessible entrance be used independently?</p>			<ul style="list-style-type: none"> <li>• <i>Eliminate as much as possible the need for assistance – to answer a doorbell, operate a lift, or put down a temporary ramp, for example.</i></li> </ul>
<p>Does the entrance door have at least a 32 inch clear opening (for a double door, at least one 32 inch leaf)?</p>			
<p>Is there at least 18 inches of clear wall space on the pull side of the door next to the handle?</p> <p>Note: A person using a wheelchair or crutches needs this space to get close enough to open the door.</p>			<ul style="list-style-type: none"> <li>• <i>Remove or relocate furnishings, partitions or other obstructions</i></li> <li>• <i>Move door</i></li> <li>• <i>Add power-assisted or automatic door opener</i></li> </ul>
<p>Is the threshold edge ¼ inch high or less, or if beveled edge, no more than ¾ inch high?</p>			<ul style="list-style-type: none"> <li>• <i>If there is a single step with a rise of 6 inches or less, add a short ramp</i></li> <li>• <i>If there is a threshold greater than ¾ inch high, remove it or modify it to be a ramp</i></li> </ul>
<p>If provided, are carpeting or mats a maximum of ½ inch high?</p>			<ul style="list-style-type: none"> <li>• <i>Replace or remove mats</i></li> </ul>
<p>Are edges securely installed to minimize tripping hazards?</p>			<ul style="list-style-type: none"> <li>• <i>Secure carpeting or mats at edges</i></li> </ul>
<p>Is the door handle no higher than 48 inches and operable with a closed fist?</p> <p>Note: The “closed fist” test for handles and controls: Try opening the door or operating the control using only one hand, held in a fist. If you can do it, so can a person who has limited use of his or her hands.</p>			<ul style="list-style-type: none"> <li>• <i>Lower handle</i></li> <li>• <i>Replace inaccessible knobs with levers or loop handles</i></li> <li>• <i>Retrofit with an add-on lever extension</i></li> </ul>

Can doors be opened without too much force (exterior doors reserved; maximum is 5 lbs for interior doors)?			<ul style="list-style-type: none"> <li>• <i>Adjust the door closers and oil the hinges</i></li> <li>• <i>Install power-assisted or automatic door openers</i></li> <li>• <i>Install lighter doors</i></li> </ul>
If the door has a closer, does it take at least 3 seconds to close?			<ul style="list-style-type: none"> <li>• <i>Adjust door closer</i></li> </ul>
<b>Access to Good and Services</b> Ideally, the layout of the building should allow people with disabilities to obtain goods, materials or services without assistance.	<b>Y</b>	<b>N</b>	<b>Possible Solutions and Notes</b>
Does the accessible entrance provide direct access to the main floor, lobby or elevator?			<ul style="list-style-type: none"> <li>• <i>Add ramps or lifts</i></li> <li>• <i>Make another entrance accessible</i></li> </ul>
Are all public spaces on an accessible route of travel?			
Is the accessible route to all public spaces at least 36 inches wide?			
Is there a 5 foot circle or a T-shaped space for a person using a wheelchair to reverse direction?			
<b>Doors</b>	<b>Y</b>	<b>N</b>	<b>Possible Solutions and Notes</b>
Do doors into public spaces have at least a 32 inch clear opening?			<ul style="list-style-type: none"> <li>• <i>Install offset (swing-clear) hinges</i></li> <li>• <i>Widen doors</i></li> </ul>
On the pull side of doors, next to the handle, is there at least 18 inches of clear wall space so that a person using a wheelchair or crutches can get near to open the door?			<ul style="list-style-type: none"> <li>• <i>Reverse the door swing if it is safe to do so</i></li> <li>• <i>Move or remove obstructing partitions</i></li> </ul>

Can doors be opened without too much force (5 lbs maximum for interior doors)			<ul style="list-style-type: none"> <li>• <i>Adjust or replace closers</i></li> <li>• <i>Install lighter doors</i></li> <li>• <i>Install power-assisted or automatic door openers</i></li> </ul>
Are door handles 48 inches high or less and operable with a closed fist?			<ul style="list-style-type: none"> <li>• <i>Lower handles</i></li> <li>• <i>Replace inaccessible knobs or latches with lever or loop handles</i></li> <li>• <i>Retrofit with add-on levers</i></li> <li>• <i>Install power-assisted or automatic door openers</i></li> </ul>
Is the threshold edge ¼ inch high or less, or if beveled edge, no more than ¾ inch high?			<ul style="list-style-type: none"> <li>• <i>If there is a threshold greater than 3.4 inch high, remove or modify it to be ramp</i></li> <li>• <i>If between ¼ and ¾ inch high, add bevels to both sides</i></li> </ul>
<b>Emergency Way Out</b>	<b>Y</b>	<b>N</b>	<b>Possible Solutions and Notes</b>
If emergency systems are provided, do they have both flashing lights and audible signals?			<ul style="list-style-type: none"> <li>• <i>Install visible and audible alarms</i></li> <li>• <i>Provide portable devices</i></li> </ul>
Are emergency evacuation alarms regularly checked?			
<b>Rooms and Spaces</b>	<b>Y</b>	<b>N</b>	<b>Possible Solutions and Notes</b>
Are all aisles and pathways to materials and service at least 36 inches wide?			<ul style="list-style-type: none"> <li>• <i>Rearrange furnishings and fixtures to clear aisles</i></li> </ul>
Is there a 5 foot circle or T-shaped space for turning a wheelchair completely?			<ul style="list-style-type: none"> <li>• <i>Rearrange furnishings to clear more room</i></li> </ul>
Is carpeting low-pile, tightly woven, and securely attached along edges?			<ul style="list-style-type: none"> <li>• <i>Secure edges on all sides</i></li> <li>• <i>Replace carpeting</i></li> </ul>



In circulation paths through public areas, are all obstacles cane-detectable (located within 27 inches of the floor or higher than 80 inches, or protruding less than 4 inches from the wall)?			<ul style="list-style-type: none"> <li>• <i>Remove obstacles</i></li> <li>• <i>Install furnishings, planters or other cane-detectable barriers underneath</i></li> </ul>
Are there ramps, lifts, or elevators to all levels?			<ul style="list-style-type: none"> <li>• <i>Install ramps or lifts</i></li> <li>• <i>Modify a service elevator</i></li> <li>• <i>Relocate goods or service to an accessible area</i></li> </ul>
On each level, if there are stairs between the entrance and/or elevator and essential public areas, is there an accessible alternate route?			<ul style="list-style-type: none"> <li>• <i>Post clear signs directing people along an accessible route to ramps, lifts or elevators</i></li> </ul>
<b>Signage for Goods and Services and Directions</b>	<b>Y</b>	<b>N</b>	<b>Possible Solutions and Notes</b>
<p>If provided, do signs designating permanent rooms and spaces where goods and services are provided comply with the appropriate universal requirements for such signage?</p> <p>Signs must be mounted with centreline 60 inches from floor.</p> <p>Signs must be mounted on wall adjacent to latch side of door, or as close as possible.</p> <p>Signs must have raised characters, sized between 5/8 and 2 inches high, with high contrast.</p>			
Are directional signs provided for accessibility of people with disabilities?			
Are directional signs in a logical position, at an appropriate height and not obstructed?			

For directional signage, if mounted above 80 inches, do they have letters at least 3 inches high, with high contrast, and non-glare finish and are they well lighted?			
Do directional and informational signs comply with legibility requirements?  Are they easily identifiable against their background?  Is there adequate visual contrast between text and sideboard?  Are the words a suitable text size?  Are symbols used to supplement text?			
Are tactile signs used where appropriate and positioned at a suitable height?			
Are all controls that are available for use by the public (including electrical, mechanical, cabinet, game, and self-service controls) located at an accessible height?  Reach ranges: The maximum height for a side reach is 54 inches; for a forward reach, 48 inches. The minimum reachable height is 15 inches for a front approach and 9 inches for a side approach.			<ul style="list-style-type: none"> <li>• <i>Relocate controls</i></li> </ul>
Are controls operable with a closed fist?			<ul style="list-style-type: none"> <li>• <i>Replace controls</i></li> </ul>
<b>Seats, Tables and Counters</b>	<b>Y</b>	<b>N</b>	<b>Possible Solutions and Notes</b>
Are the aisles between fixed seating (other than assembly area seating) at least 36 inches wide?			<ul style="list-style-type: none"> <li>• <i>Rearrange chairs or tables to provide 36 inch aisles</i></li> </ul>
Are spaces for wheelchair seating distributed throughout?			<ul style="list-style-type: none"> <li>• <i>Rearrange tables to allow room for wheelchairs in seating areas throughout the area</i></li> <li>• <i>Remove some fixed seating</i></li> </ul>

Are counter heights suitable for standing and seated users?			
Is there suitable space to write or sign documents on the counter?			
Is there adequate lighting on the counter?			
Are the tops of tables or counters between 28 and 34 inches high?			<ul style="list-style-type: none"> <li>• Lower part or all of high surface</li> <li>• Provide auxiliary table or counter</li> </ul>
Are knee spaces at accessible tables at least 27 inches high, 30 inches wide, and 19 inches deep?			<ul style="list-style-type: none"> <li>• Replace or raise tables</li> </ul>
At each type of cashier counter, is there a portion of the main counter that is no more than 36 inches high?			<ul style="list-style-type: none"> <li>• Provide a lower auxiliary counter or folding shelf</li> <li>• Arrange the counter and surrounding furnishings to create a space to hand items back and forth</li> </ul>
Is there a portion of food-ordering counters that is no more than 36 inches high, or is there space at the side for passing items to customers who have difficulty reaching over a high counter?			<ul style="list-style-type: none"> <li>• Lower section of counter</li> <li>• Arrange the counter and surrounding furnishings to create space to pass items</li> </ul>
<b>Stairs/Surfaces</b> The following questions apply to stairs connecting levels not serviced by an elevator, ramp, or lift.	<b>Y</b>	<b>N</b>	<b>Possible Solutions and Notes</b>
Do treads have a non-slip surface?			<ul style="list-style-type: none"> <li>• Add non-slip surface to treads</li> </ul>
Do stairs have continuous rails on both sides with extensions beyond the top and bottom stairs?			<ul style="list-style-type: none"> <li>• Add or replace handrails if possible within existing floor plan</li> </ul>

Are floor surfaces slip resistant?			
Are floor and wall surfaces free of confusing glare and reflection?			
Are bright and boldly patterned floors avoided?			
Are busy, distracting wall coverings avoided?			
<b>Elevators</b>	<b>Y</b>	<b>N</b>	<b>Possible Solutions and Notes</b>
Are there both visible and verbal or audible door opening/closing and floor indicators (one tone = up, two tones = down)?			<ul style="list-style-type: none"> <li>• <i>Install visible and verbal or audible signals</i></li> </ul>
Are the call buttons in the hallway no higher than 42 inches?			<ul style="list-style-type: none"> <li>• <i>Lower call buttons</i></li> <li>• <i>Provide a permanently attached reach stick</i></li> </ul>
Do the controls inside the cab have raised and Braille lettering?			<ul style="list-style-type: none"> <li>• <i>Install raised lettering and Braille next to buttons</i></li> </ul>
Is there a sign on both door jambs at each floor identifying the floor in raised and Braille letters?			<ul style="list-style-type: none"> <li>• <i>Install tactile signs to identify floor numbers, at a height of 60 inches from floor</i></li> </ul>
If an emergency intercom is provided, is it usable without voice communication?			<ul style="list-style-type: none"> <li>• <i>Modify communication system</i></li> </ul>
Is the emergency intercom identified by Braille and raised letters?			<ul style="list-style-type: none"> <li>• <i>Add tactile identification</i></li> </ul>

<b>Lifts</b>	<b>Y</b>	<b>N</b>	<b>Possible Solutions and Notes</b>
Can the lift be used without assistance? If not, is a call button provided?			<ul style="list-style-type: none"> <li>• <i>At each stopping level, post clear instructions for use of the lift</i></li> <li>• <i>Provide a call button</i></li> </ul>
Is there at least 30 by 48 inches of clear space for a person in a wheelchair to approach to reach the controls and use the lift?			<ul style="list-style-type: none"> <li>• <i>Rearrange furnishings and equipment to clear more space</i></li> </ul>
Are controls between 15 and 48 inches high (up to 54 inches if a side approach is possible)?			<ul style="list-style-type: none"> <li>• <i>Move controls</i></li> </ul>
<b>Usability of Restrooms</b>	<b>Y</b>	<b>N</b>	<b>Possible Solutions and Notes</b>
When restrooms are available to the public, is at least one restroom fully accessible?			<ul style="list-style-type: none"> <li>• <i>Reconfigure restroom</i></li> <li>• <i>Combine restrooms to create one unisex accessible restroom</i></li> </ul>
Are there signs at inaccessible restroom that give directions to accessible ones?			<ul style="list-style-type: none"> <li>• <i>Install accessible signs</i></li> </ul>
Is there tactile signage identifying restrooms?  Note: Mount signs on wall, on the latch side of the door, complying with the permanent signage.			<ul style="list-style-type: none"> <li>• <i>Add accessible signage, placed to the side of the door, 60 inches to centreline (not on the door itself)</i></li> <li>• <i>If symbols are used, add supplementary verbal signage</i></li> </ul>
Are pictograms or symbols used to identify restrooms, and, if used, are raised characters and Braille included below?			<ul style="list-style-type: none"> <li>• <i>If symbols are used, add supplementary verbal signage with raised characters and Braille below pictogram symbol</i></li> </ul>
Is the doorway at least 32 inches clear?			<ul style="list-style-type: none"> <li>• <i>Install offset (swing-clear) hinges</i></li> <li>• <i>Widen doorway</i></li> </ul>

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

Is the toilet seat 17 to 19 inches high?			<ul style="list-style-type: none"> <li>• <i>Add raised seat</i></li> </ul>
<p>If a lavatory, does one lavatory have a 30 inch wide by 48 inch deep clear space in front?</p> <p>Note: A maximum of 19 inches of the required depth may be under the lavatory.</p>			<ul style="list-style-type: none"> <li>• <i>Rearrange furnishing</i></li> <li>• <i>Replace lavatory</i></li> <li>• <i>Remove or alter cabinetry to provide space underneath</i></li> <li>• <i>Make sure hot pipes are covered</i></li> <li>• <i>Move a partition or wall</i></li> </ul>
Is the lavatory rim no higher than 34 inches?			<ul style="list-style-type: none"> <li>• <i>Adjust or replace lavatory</i></li> </ul>
Is there at least 29 inches from the floor to the bottom of the lavatory apron (excluding pipes)?			<ul style="list-style-type: none"> <li>• <i>Adjust or replace lavatory</i></li> </ul>
Can the faucet be operated with one closed fist?			<ul style="list-style-type: none"> <li>• <i>Replace faucet handles with paddle type</i></li> </ul>
Are soap and other dispensers and hand dryers within reach ranges and usable with one close fist?			<ul style="list-style-type: none"> <li>• <i>Lower dispensers</i></li> <li>• <i>Replace with or provide additional accessible dispensers</i></li> </ul>
Is the mirror mounted with the bottom edge of the reflecting surface 40 inches high or lower?			<ul style="list-style-type: none"> <li>• <i>Lower or tilt down the mirror</i></li> <li>• <i>Add a larger mirror anywhere in the room</i></li> </ul>
Is there a fountain with its spout no higher than 36 inches from the ground, and another with a standard height spout (or a single “hi-lo” fountain)?			<ul style="list-style-type: none"> <li>• <i>Provide cup dispensers for fountains with spouts that are too high</i></li> <li>• <i>Provide accessible water cooler</i></li> </ul>

Is each water fountain cane-detectable (located within 27 inches off the floor or protruding less than 4 inches from the wall into the circulation path)			<ul style="list-style-type: none"> <li>• <i>Place a planter or other cane-detectable barrier on each side at floor level</i></li> </ul>
<b>Telephones</b>	<b>Y</b>	<b>N</b>	<b>Possible Solutions and Notes</b>
If pay or public use phones are provided, is there clear floor space of at least 30 by 48 inches in front of at least one?			<ul style="list-style-type: none"> <li>• <i>Move furnishings</i></li> <li>• <i>Replace booth with open station</i></li> </ul>
Is the highest operable part of the phone no higher than 48 inches (up to 54 inches if a side approach is possible)?			<ul style="list-style-type: none"> <li>• <i>Lower telephone</i></li> </ul>
Does the phone protrude no more than 4 inches into the circulation space?			<ul style="list-style-type: none"> <li>• <i>Place a cane-detectable barrier on each side at floor level</i></li> </ul>
Does the phone have push-button controls?			<ul style="list-style-type: none"> <li>• <i>Contact phone company to install push-buttons</i></li> </ul>
Is the phone hearing-aid compatible?			<ul style="list-style-type: none"> <li>• <i>Contact phone company to replace with hearing-aid compatible phone</i></li> </ul>
Is the phone adapted with volume control?			<ul style="list-style-type: none"> <li>• <i>Contact the phone company to add volume control</i></li> </ul>
Is the phone with volume control identified with appropriate signage?			<ul style="list-style-type: none"> <li>• <i>Add signage</i></li> </ul>
If there are four or more public phones in the building, is one of the phones equipped with text telephone (TT or TDD)?			<ul style="list-style-type: none"> <li>• <i>Install a text telephone</i></li> <li>• <i>Have a portable text telephone available</i></li> <li>• <i>Provide a shelf and outlet next to the phone</i></li> </ul>



Is the location of the text telephone identified by accessible signage bearing the International TDD symbol?			<ul style="list-style-type: none"> <li>• <i>Add signage</i></li> </ul>
<b>Building</b>	<b>Y</b>	<b>N</b>	<b>Possible Solutions and Notes</b>
Is information readily available on the accessibility of the building?			
Are building management procedures and policies regularly reviewed and updated?			

