







## Points to Certification!

The following list provides some simple fixes related to features rated under the Rick Hansen Accessibility Certification™ (RHFAC) to help building owners and property managers improve their Sites:

<p><b>Parking</b></p> 	<ul style="list-style-type: none"> <li>• Ensure accessible parking spaces can be easily identified upon entering a parking lot, by providing directional signage to and vertical signage at the accessible parking space.</li> <li>• Designate, by marking, pedestrian pathways through the parking lot to improve visibility and safety.</li> <li>• Ensure the path of travel between the accessible parking spaces and the building entrance is safe and kept clear at all times.</li> </ul>
<p><b>Passenger Drop-Off &amp; Pick-Up Zones</b></p> 	<ul style="list-style-type: none"> <li>• Provide clearly designated passenger drop-off and pick-up zones for site users, by marking space with paint and installing signage. A dedicated curb ramp should be provided, if there is a level change.</li> <li>• Provide seating and shelter at passenger drop-off/pick-up zones. Seating and shelter are important for seniors, people with mobility or vision disabilities as they often need a comfortable and weather protected place to wait.</li> </ul>
<p><b>Building Entrances</b></p> 	<ul style="list-style-type: none"> <li>• Ensure building entrance(s) can be easily identified from the site arrival points. Use of colour, architectural elements, texture contrast along path leading to entrance, and/or signage with large and colour contrasted text, are some examples that can make building entrances more visible to site users.</li> <li>• Provide continuous colour contrasting strips or markings at two levels on glazed panels and doors to be visible from both standing and seated positions, if building entrances have significant doors with significant glazing. This ensures that glazing are clearly visible so people do not walk into them.</li> </ul>
<p><b>Doors</b></p> 	<ul style="list-style-type: none"> <li>• Install lever style door handles as they are easier to operate for everyone. Knob-style door handles and other types of hardware, requiring tight grasping, pinching or twisting of the wrist, are not accessible.</li> <li>• Adjust self-closers on doors so that they require less effort to push open, if doors are not power-operated.</li> <li>• Provide colour contrast between doors and surrounding walls to allow people with low vision to identify them.</li> <li>• Where power-operated doors are provided, ensure they can be easily identified (e.g., large high contrast control visible before reaching the door). It is important for power-operated door controls to be installed out of the door swing, but also not too far from door to ensure user is able to manoeuvre in and out of the door safely.</li> <li>• If new power-operated door controls are installed, ensure they can be used at multiple heights (e.g., elongated power-operated door controls that can be operated by foot at a lower height).</li> </ul>

<p><b>Lobby and Open Plan Areas</b></p> 	<p>Navigating through a lobby can be challenging for people with vision disabilities when they enter a building if there is no reference points for them to identify the locations of elevators or reception areas. Additionally, large open plan areas with high ceiling are difficult for people who are blind to navigate because of interference from background noise or excessive reverberation.</p> <ul style="list-style-type: none"> <li>• Install high contrast and cane-detectable art work and/or water feature in lobbies so that people with vision disabilities and reference point when navigating through the lobby.</li> <li>• Arrange furniture in lobby to aid in navigation and definition of path of travel open-plan areas.</li> <li>• Install sound damping materials in lobby (e.g., carpets, foam boards, ceiling tiles, wall padding and soft surface upholstery) to help reduce noise.</li> </ul>
<p><b>Reception Areas and Counters</b></p> 	<ul style="list-style-type: none"> <li>• Ensure reception area is visible from the entrance. Directional signage can be used if it is not in an obvious location from the lobby.</li> <li>• Provide a sign with large, high contrast and sans-serif lettering to help identify reception counters.</li> <li>• Ensure there is colour contrast between the reception counter and the surrounding surfaces.</li> <li>• Provide an accessible height counter with suitable space underneath for both public and staff using mobility devices to approach the counter from the front allowing them to conduct any transaction, such as completing forms or conversing without having to turn their head to face someone. Consider providing adjustable height counters allow for flexible use.</li> <li>• If the reception counter has both a standing and an accessible height counter, ensure the accessible counter is part of the main area of the counter and located not on the side. Accessible height counter should not be used as storage and the space underneath the counter should be kept clear at all times.</li> </ul>

## Washrooms



Having an accessible washroom is essential to individuals who work or visit a building. The following provide simple fixes in regards to washrooms:

### **Directional and Identification Signage:**

- Provide tactile markings with both raised characters and braille on washroom identification signage. Ensure the sign is mounted on the latch side of the door and not on the door itself so that people with vision disabilities can read them safely.
- Ensure accessible washrooms are clearly identified, if they are not in main and obvious locations.

### **Toilets with Back Support:**






- Provide a back support at toilets, if toilets do not include a tank at the back. This offers support to people who have limited, or no core strength and balance to lean on as the lack of back support makes it difficult or impossible for them to use toilets.

### **Toilet Paper Dispensers:**

- Provide open roll dispensers within easy reach in front of the toilet seat. Large industrial style toilet paper canisters are hard to use by people with limited hand dexterity.
- Ensure toilet paper dispenser is not installed too close to the adjacent grab bar.

### **Washroom Accessories (Soap dispensers, paper towel dispensers/hand dryers, garbage bins):**

- Install washroom accessories close to and within reach of lavatory, at an accessible height. This prevents water transfer to floor surfaces which can become slippery.
- Ensure the washroom accessories are easy to operate and do not require grasping, pinching or twisting of the wrist. Automatic sensor controls are recommended.

<p><b>Fire Alarm Systems</b></p> 	<ul style="list-style-type: none"> <li>• Ensure fire pull stations are unobstructed and mounted at an accessible height. The space in front of fire pull stations should be kept clear at all times so people using mobility devices can approach and reach them.</li> </ul>
<p><b>Evacuation Signs</b></p> 	<ul style="list-style-type: none"> <li>• Ensure evacuation plans and procedures for people with disabilities are in place.</li> <li>• Ensure evacuation plans are legible with large print and high contrast. Evacuation plans should be on a surface material that does not produce glare.</li> <li>• Ensure evacuation plans are installed at an accessible height.</li> </ul>
<p><b>Wayfinding and Signage</b></p> 	<ul style="list-style-type: none"> <li>• Install high contrast blade signage to identify key facilities and amenities such as elevators, rooms, meeting spaces, and washrooms. Blade signs project perpendicular to the direction of travel and helps users identify facilities and amenities along long corridors and hallways.</li> <li>• Install directional and identification signage with large print and high contrast to help site users navigate through the building. Be conscious of colour contrast – at least 70% colour contrast is required between information on sign and its background (e.g., no silver or grey lettering on silver backgrounds).</li> </ul>
<p><b>Seating/Rest Areas</b></p> 	<ul style="list-style-type: none"> <li>• Provide a variety of seating, including ones with back supports, with and without arm rests, so that people can easily lower and raise themselves from the seat.</li> <li>• If seating has been removed due to COVID-19 protocols, ensure some seating is provided for people with limited mobility. People with limited mobility and stamina require a safe place to rest.</li> </ul>
<p><b>Other Important Considerations</b></p> 	<ul style="list-style-type: none"> <li>• Ensure there are no protruding or overhead obstructions less than 1980 mm along paths of travel or a clear headroom of 2050 mm high minimum is provided. If protruding or overhead objects are present, a cane detectable feature must be installed or the area must be blocked with planters or other items. For example, angled columns that project into the path of travel can be dangerous for people with vision disabilities as they can bump their head on the column.</li> <li>• Provide assistive listening and communication technologies, such as hearing loops at reception/service counters, so that people with hearing disabilities can communicate better. <b>Note:</b> This is especially important due to the installation of plexiglass at those counters and the use of masks/face coverings, which makes it harder to hear. Other options to provide alternative way of communication include the use of a whiteboard or pen and paper to exchange information.</li> </ul>