



municipality of
Russell Binscarth

ACCESSIBILITY PLAN

2017

Author: Marcia Rowat, Community Development Officer

August 1, 2017

Statement of Commitment:

The Municipality of Russell Binscarth is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence.

We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so, for both residents and visitors, by removing and preventing barriers to accessibility and by meeting requirements of the Accessibility for Manitobans Act.

Overview of Programs and Services:

Formed through the authority of the Province of Manitoba, the Municipality of Russell Binscarth is responsible for the delivery of local services, facilities, safety and infrastructure for residents within its boundaries including:

- Water and sewer
- Roads
- Garbage and recycling collection
- Parks and recreation
- Fire protection and emergency measures services
- Collection of municipal and school taxes

List of Services Offered and respective facilities were applicable:

| FACILITY | PROGRAM OR SERVICE |
|--------------------------------|---|
| Russell Civic Centre | Administrative offices, Public meeting room |
| Binscarth Civic Centre | Administrative offices, fire hall |
| Russell Multiplex | Public skating, skating and hockey lessons, spectator events, hockey games and tournaments, public meeting space, fitness centre, dance and fitness classes, walking track. |
| George P. Bulezuik Centre | Social events, public meeting space, concerts, rentals |
| Russell Elks Hall | Social events, cadets training, public meetings |
| Russell Swimming Pool | Public swimming, swimming lessons |
| Binscarth & Russell Libraries | Book, periodical, video lending, public internet services, reading programs, Beth Naylor collection storage & display, Prairie Arts cARTel workshop & display |
| Russell Curling Rink | Curling, social events |
| Russell Fire Hall | Fire protection services, training |
| Russell Peace Park | Camping and picnic grounds |
| Parks | Playgrounds, pathways, community events |
| Utilities & Public Works | Water, wastewater, garbage collection and disposal, recycling collection, hazardous waste depot |
| Russell & Binscarth Cemeteries | Roads, pathways, grass maintenance |
| Spear Lake | Fishing dock, picnic area |
| Communications | Website, traditional media, Code RED |

Accessibility Achievements:

- Russell Civic Centre, constructed in 1998 has accessible entrances, washrooms and appropriate counter heights for accessible service to the public.
- Russell Multiplex was upgraded in 2012 with accessibility in mind – i.e. elevator, signage, facility access, etc.
- Alt tags have been added to the www.russellbinscarth.com website (provides description of pictures for e-readers)
- The Russell Library is currently undergoing a renovation that will provide for an accessible main entrance and public washrooms.

WORKPLAN:

The Municipality of Russell Binscarth is committed to having policies and practices/measures in place to comply with the accessibility Standard for Customer Service under the Accessibility for Manitobans Act by the end of 2017.

Barriers:

The Municipality is aware that barriers to accessible customer service still exist and has identified a plan to address these concerns:

Attitudinal Barriers – To be addressed through the employee training policy . The Society for Manitoban’s with Disabilities has been contacted to coordinate a training date in the fall of 2017 (anticipated cost of \$450 + mileage for 15 to 25 employees). This will be followed up with in house training and information provided to any new staff members.

Information & Communication Barriers (including Technology) – A communication policy that includes verbal, print, signage and electronic communications is being introduced.

Physical/Architectural Barriers – A review of all municipally owned/operated facilities has taken place. Where possible steps are being taken to address physical barriers within these facilities. In addition, a municipal facility standards checklist has been introduced as a guide to the minimum standard required when identifying a location to host any Municipal gathering.

Systemic Barriers – The policies being implemented by the municipality are being done so to ensure that activities, events and services provided by the municipality are offered in an accessible manner. In addition, the Municipality is an equal opportunity employer with hiring practices that are open to people with of all abilities.

The following pages contain the results of a facility review, proposed measures to address concerns noted along with a proposed timeline for implementation:

FACILITY REVIEW:

Actions Recommended for Municipally Owned Facilities:

| Facility Name | Strengths/Achievements | Issues/Barriers | Proposed Actions | Required Measures to address Action | Time Line |
|--------------------------|---|---|---|---|---|
| Civic Centre – Russell | <ul style="list-style-type: none"> • Ramp to main doors • Accessible entrance with automatic entry system • Accessible public washrooms • Lowered/accessible public service counter • Appropriate signage • Appropriate lighting • Allow Service Animals | <ul style="list-style-type: none"> • No designated accessible parking • Need policy re: Service Animals • Accessibility measure to technology services • Door from lobby to main office and to access Brad Room would be difficult to open for someone in wheelchair. | <p>Designated street parking</p> <p>Specify in policies that Service Animals are allowed</p> <p>Add accessibility measures to website, e-mail and on-line payment features</p> <p>Address issue with heavy doors from Lobby to Office & Brad Room</p> | <ul style="list-style-type: none"> - Amend By-law - Amend policies - Add alt-tags to website - Change e-mail font size to 14 pt default for all staff - review on-line payment feature to ensure it is accessible. - put in a door bell at Office door. - prop open door between lobby and corridor to Brad Room | <ul style="list-style-type: none"> - Summer 2017 -Spring/Summer 2017 - Completed - Spring 2017 - Spring 2017 - Summer 2017 - Immediately |
| Civic Centre – Binscarth | <ul style="list-style-type: none"> • Sidewalk is smooth & accessible • Accessible parking is available although not designated • Service counter height is accessible • Appropriate signage • Appropriate lighting • Allow Service Animals | <ul style="list-style-type: none"> • No ramp • No automatic door and entrance is narrow • No accessible public washroom | <p>Build up sidewalk and widen entrance (if feasible)</p> <p>OR</p> <p>Develop an alternate plan to provide service to individuals that can't enter the building. (i.e. use of Russell Office, meeting spot/delivery service)</p> | <ul style="list-style-type: none"> - Get quote to required renovation to entrance. - Budget for renovation in 2018. - in the mean time, publically offer to conduct business with anyone who is unable enter the building (meet outside; Russell office; meet at Activity Centre, etc.) | <ul style="list-style-type: none"> - Spring/Summer 2017. |
| Russell Elks Hall | | <ul style="list-style-type: none"> • Not accessible due to entrance and basement washrooms | <p>Would recommend that the Municipality not hold functions at this venue</p> | <ul style="list-style-type: none"> - develop policy that Municipal functions will only take place in accessible facilities | <ul style="list-style-type: none"> -Implementation of Facility Standards Checklist |

| Facility Name | Strengths/Achievements | Issues/Barriers | Proposed Actions | Required Measures to address Action | Time Line |
|----------------------|--|--|--|---|---|
| Russell Multiplex | <ul style="list-style-type: none"> • Accessible main entrance with automatic entry door • Elevator • Accessible washrooms • Stair treads provide a visual cue re: step risers. • Designated accessible parking • Allow service dogs • Appropriate signage • Appropriate lighting • Fire protection includes audio and visual cues • Moving fitness centre to Main Floor for better accessibility | Dance Studio (upstairs) is inaccessible. | None – beyond staff training as fitness equipment is moving to main floor, weights to basement (there is a chair lift). <i>Leaves dance studio area inaccessible.</i> | - staff training: Society for Manitoban's with Disabilities has been contacted. | - fall of 2017 |
| Russell Library | Will be implementing accessible entrance and main level washrooms in 2017/18 renovation project. - Need to consider furniture and fixture requirements as well. | | To increase accessibility the library may consider initiating measures like: <ul style="list-style-type: none"> • Clear print guidelines • Assistive computer technology | Renovation project to occur during the 2017 construction season. Bring information to the Board re: clear print guidelines, assistive computer technology. | Completed by Fall 2017/Winter 2018 |
| Binscarth Library | <ul style="list-style-type: none"> • Adequate entrance door width (36") with hand rails • Interior isle widths are good • Counter height is accessible • Service animals are welcome • Lighting is sufficient • Street parking. Sidewalk is level with street on west side. • Sidewalks are in good condition | <ul style="list-style-type: none"> • Two steps up to main door • Emergency exit door is very hard to open & 2 steps down • Exterior sign lettering is small • Washroom is not accessible | Fix emergency exit door Consider new exterior sign with larger lettering Book delivery service | Bring information to library board to determine an appropriate plan of action | Fall/Winter 2017 with plan to be implemented as per timelines identified by the volunteer Board of Directors. |
| Russell Curling Rink | <ul style="list-style-type: none"> • Have handrails at entrance and upstairs access • Ample parking, none is designated accessible • Appropriate lighting • Appropriate seating area • Welcome service animals | <ul style="list-style-type: none"> • Steps into Main Entrance • Bathrooms aren't accessible • Upstairs isn't accessible | Considering current user ship we would not recommend any actions for this building Not suitable for Municipal functions. | - develop policy that Municipal functions will only take place in accessible facilities. | Implementation of Municipal Facility Standards Checklist |

| Facility Name | Strengths/Achievements | Issues/Barriers | Proposed Actions | Required Measures to address Action | Time Line |
|---------------------------------|---|--|--|--|--|
| Spear Lake | <ul style="list-style-type: none"> • Accessible picnic area • Accessible parking though none designated accessible. • Appropriate lighting in picnic area | <ul style="list-style-type: none"> • Outhouses aren't accessible | <p>One dock could be made accessible with small ramp.</p> <p>May consider accessible washroom</p> | <p>Identify costs associated with making one dock accessible.</p> <p>Get quote on an accessible outhouse. (est. \$2,500)</p> | <p>Summer 2017 with construction to follow (5 year plan)</p> |
| Millennium Park | <ul style="list-style-type: none"> • Good access from parking to paved pathways in a few places • Paved pathways – min. 60" • Picnic tables and benches along pathways • All signage is engraved or raised plaques, except for one. At good heights, but low contrast (may make them hard to read) • Street lighting | <ul style="list-style-type: none"> • No access to washroom facilities (locked) • Picnic tables are not the "accessibility" kind although they are located in an accessible location along the pathway | <p>Adding one fully accessible picnic table.</p> <p>Public washroom access – is there some way to address vandalism by having them open during daytime hours only?</p> | <p>Get quote and purchase an accessible picnic table (est. \$1100 each)</p> <p>Investigate timer to lock/unlock public washroom facilities</p> | <p>Summer 2017</p> <p>Summer 2018</p> |
| Former Knights of Columbus Park | <ul style="list-style-type: none"> • Paved pathway – approx. 42" wide. • Benches along pathway • One picnic table is close to the pathway • Street parking is accessible to pathway entrance along south and north park entrances | <ul style="list-style-type: none"> • No signage • Play structure has no accessible components and there isn't a pathway leading to it. • One picnic table is located a distance from the pathway on the grass. • Pathway by the rose garden could be widened (grass is growing into it) • Picnic tables are not the "accessibility" kind. | <p>Consider adding accessibility components to new playground structure</p> <p>Adding one fully accessible picnic table to the park area along the pathway</p> | <p>Get quote and purchase an accessible picnic table (est. \$1100 each)</p> | <p>Summer 2018</p> |
| Russell Pool | <ul style="list-style-type: none"> • Pool is accessible (slope entrance) • Bathroom entrances are 33' wide. • Shower stalls are open/accessible • Each washroom has an accessible toilet stall (no hand rails) • Open parking lot with easy access to front doors • 36" wide entrance way • Signage is clear/large enough print. | <ul style="list-style-type: none"> • No handrails in toilet stalls or shower area • Small step up to sidewalk from parking lot. | <p>Put in hand rails in shower area and accessible toilet stalls</p> | <p>Discuss issue with volunteer board of directors and develop a plan to address both hand rails and an accessible toilet stall including:</p> <ul style="list-style-type: none"> - quote for renovation costs - fundraising/capital funding plan. | <p>Summer 2017 with 5 year renovation plan.</p> |

Community Input:

In addition to a facility review, the following community members were contacted for input and their comments have been considered within the development of the Accessible Customer Service plan:

1. Petra Laubenstein, Executive Director Parkland Regional Community Linc. (mentally and physically challenged adults)
 - Multiplex accessibility and the walking track are very good overall but access from the walking track to a toilet can be difficult due to distance to the elevator from the track.
 - Having an accessible library will be great for clients!
 - The main door at the Leisure Centre has an automatic opener but it closes too quickly which can be hazardous.

2. Gerald and Eileen Best (Gerald has MS and is reliant on a mobility devise)
 - Entry to the clinic is challenging. The entrance way at the top of the ramp and staircase does not have a rail and could pose a danger of falling off of it when you are backing the wheel chair or scooter up to go in the door. And the doorway and vestibule are narrow.
 - The transition from the street to the lane between the clinic and Reavie's Pharmacy is terrible (bumpy & uneven). Gerald has been concerned about tipping his small scooter when trying to access the clinic and pharmacy here.
 - The Handivan service, both within the community and between communities, is too costly and viewed as a deterrent to its regular use by individuals that would benefit from the service.
 - There is no access to respite care within the community. Because of Gerald's needs care has to occur through the hospital and it is very rare that a bed in the Russell Health Centre could be made available for him. Therefore, the only options are Roblin, Shoal Lake, Dauphin or Swan River.
 - The slope of the sidewalk access at the intersections are steeper than they should be, making it difficult to transition from the sidewalk to the cross walk for anyone in a wheel chair.
 - Opportunities for access to the sidewalks from mid-block do not exist on most Main Street Blocks.
 - The Library e-reader service only meshes with the Kobo reader and not Kindle.
 - Gerald regularly uses the pathway at the former Kinsmen Park. It is in good shape except for a tree along the path with boughs that are too low and need to be trimmed.

Policies for Providing Accessible Goods, Services and Facilities:

General Policy:

The Municipality of Russell Binscarth is committed to the Accessibility for Manitobans Act and its accessibility standard.

The Municipality of Russell Binscarth is committed to complying with the Accessibility Customer Service Standard under the Accessibility for Manitoban Act.

The Municipality of Russell Binscarth is committed to excellence in serving all customers including people with disabilities.

Our accessible customer service policies are consistent with the principles of independence, dignity and equality of opportunity for people with disabilities.

1. Communication

The Municipality of Russell Binscarth will communicate with people disabled by barriers in ways that take into account the nature of the barrier. This may include the following:

- easy to read fonts and plain language
- paper and pen available
- all Publications will include “This publication s available in alternate formats upon request.”
- an accessible website with alt tags, links that are distinguished from regular text, and appropriate text size

The Municipality of Russell Binscarth will work with the person to determine the barrier and what method of communication works for them.

1.1 Signage on Municipally Owned Facilities:

The Municipality of Russell Binscarth will initiate a protocol to adopt the following sign guidelines when replacing signage at any Municipally owned facility:

Accessible Sign Guidelines

Signs typically have three functions.

1. Informative, advising about availability of a facility or service
2. Directional, directing individuals to a specific facility
3. Locational, identifying the place where the facility is provided

General

Accessible signs should be provided for any features of a building that would normally be given a print sign. The most accessible sign is one which contains Braille, raised print, and raised pictograms. All three should be included on the same sign.

Readability by Sight:

- Use a sans serif typeface. Suitable typefaces are Arial, and Helvetica
- Avoid using italics, underlining, and block capitals
- Lettering should be in initial upper case
- Ensure the background contrasts with the print. Clear combinations include black text on a white background, white on black, yellow on black or black on yellow
- Do not print information over pictures or patterns
- The size of the text should be related to the distance at which the information will be viewed. Letters should have a minimum height of .6". If signs will be viewed from more than 10' away, the text should have a height of .2" for each 3' of viewing distance. For example, if a sign is to be viewed from 15' away, text should have a height of 1.2"

Readability by Touch:

- Letters should be raised from the surface by at least .05

Pictograms

- Use internationally recognized symbols

Braille and High-Tactile signs should be provided in the following places:

- Washrooms
- Elevators
- Numbers on stair landing hand rails to allow identification of floors
- Emergency doors and exits
- Emergency evacuation instructions
- Cautionary signage
- Floor and building directories

Placement

- Signs should be at a consistent height and location around the building
- Ensure tactile signs can be reached easily without obstruction
- Place signs logically as close as possible to the object they are indicating
- Signs should be placed at a height of 55" from the floor to the bottom of the sign. This is considered optimum viewing height for people standing up and in wheelchairs
- For playgrounds or facilities where the main population is likely to be children, the signs can be 36-40" from the floor to the bottom of the sign.
- Avoid suspended signs; they are difficult to locate and too high to be read by a low-vision person
- Avoid protruding or sandwich boards, they are a safety hazard

Contrast

- Ensure that the sign contrasts with its background so it can be located more easily by low-vision people. For example, on a light colored wall, use a sign with a dark background and light print.
- Avoid placing signs on backgrounds which contain a lot of visual clutter
- Ensure the sign is in an area with good lighting
- Use non-reflective surfaces and ensure there is no glare

Layout

- All text and Braille on a sign should be left-aligned and set horizontally
- Where print and Braille appear on the same sign, place Braille at least one inch below the print

Braille Signage

- Dots should have a domed or rounded shape
- The spherical radius of each dot should be .76-.80mm
- The base diameter of each dot should be 1.2-1.6mm
- Each dot should have a height of .4-.9mm
- Spacing within the same cell should be 2.29-2.54mm
- Spacing between adjacent cells should be 6-7.6mm

2. Assistive devices

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

In cases where the assistive device presents significant and unavoidable health or safety concerns, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

3. Support persons

A person with a disability is welcomed to be accompanied by a support person.

4. Service animals

The Municipality of Russell Binscarth welcomes people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

When it is not easy to identify that an animal is a service animal and if appropriate, staff may ask:

- Is the animal assisting you with a disability?
- What assistance has the dog or other animal been trained to provide related to the disability?

[(A service animal can often be identified through visual indicators, such as its harness or vest, or through the assistance it is providing. In some cases, a person's disability may prevent the individual from maintaining

physical control of the animal. Then, the person is expected to maintain control of the animal through voice, signal or other means.)]

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services or facilities:

- explain why the animal is excluded
- discuss with the customer another way of providing goods, services or facilities

5. Maintain Barrier Free Access

The Municipality of Russell Binscarth will maintain barrier-free access by:

- keeping hallways and waiting meeting rooms clear of clutter such as boxes
- keeping entrance ways cleared of snow and ice
- ensuring the placement of standing signage is not a tripping hazard having space for mobility device devise in waiting room

6. Notice of Temporary Disruption

In the event of a planned or unexpected disruption of services or facilities for customers disabled by barriers, The Municipality of Russell Binscarth will promptly post notices and, when possible, announce the disruption. A clearly posted notice or announcement will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

Services/Facilities include:

accessible washroom
elevator
automatic doors

The notice will be made publicly available in the following ways:

posted on website
posted at entrance
immediately explained by service provider

7. Feedback Process

The Municipality of Russell Binscarth welcome feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Customers will be notified how to provide feedback in the following ways:

- website
- phone

- visit reception desk

All feedback, including complaints, will be handled in the following manner:

- Feedback will be directed to the CAO
- Customers can expect to hear back in 10 business days.

We will make sure our feedback process is accessible to people with disabilities by providing accessible formats and communication supports, on request.

8. Training

The Municipality of Russell Binscarth will provide accessible customer service training to:

- all employees and volunteers
- anyone involved in developing our policies
- anyone providing goods, services or facilities to customers on our behalf

All staff will be trained on accessible customer service within three months after being hired.

Training will include:

- the purpose of *The Accessibility for Manitobans Act* and the requirements of the customer service standard
- explaining all policies relating to the Accessibility Standard for Customer Service
- how to interact and communicate with people disabled by barriers
- how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- what to do if a person with a disability is having difficulty in accessing our goods, services or facilities
- staff will also be informed and or trained when changes are made to our accessible customer service policies.

9. Accessible Public Events

The Municipality of Russell Binscarth will make public events accessible by:

- announcing events in a manner that is accessible
- holding event(s) in accessible meeting places
- inviting requests for relevant disability accommodations

9.1. Municipal Facilities:

The Municipality of Russell Binscarth has adopted a detailed checklist of minimum standards for accessibility including everything from exterior ramps and signage to automatic doors, placement of toilet paper, hand rails and automatic door buttons.

The Municipality of Russell Binscarth will rely on these guidelines when identifying a location to host Municipal gatherings (events, programs, meetings, etc.) so that facilities meet a minimum standard of accessibility.

Municipal Facility Standards Checklist

Parking

- Does the entrance provide vertical clearance of 9 feet, 6 inches?
- Are there accessible parking spaces reserved?
- Are the accessible parking spaces located closest to the accessible route and accessible building entrance?
- Does the accessible space measure 96 inches wide with an adjoining access aisle of 96 inches?
- Is the accessible space identified with a permanent sign 5-7 feet above grade and does it include the international symbol of access?
- Do the access aisles have a cross slope less than 1:50 and have a firm, stable, non-slip surface?
- Do the access aisles connect to an accessible pedestrian route with a minimum clear and unobstructed width of 36 inches?
- Do curbs on the accessible route have curb cuts or ramps at 1:12 slope?
- Is the curb cut/ramp flush with the surrounding grade?
- Is the curb cut/ramp 36 inches wide?
- Required number of accessible parking spaces:

| Total Spaces | Required # of Accessible Spaces |
|--------------|----------------------------------|
| 1-25 | 1 |
| 26-50 | 2 |
| 51-75 | 3 |
| 76-100 | 4 |
| 101-150 | 5 |
| 151-200 | 6 |
| 201-300 | 7 |
| 301-400 | 8 |
| 401-500 | 9 |
| 501-1000 | 2% of total |
| Over 1000 | 20 plus 1 of each 100 over 1,000 |

Exterior Accessible Route

- Does the accessible route provide for a clean, unobstructed width of at least 36 inches?

- If any object is protruding into the accessible route, can it be detected by a person with a visual disability using a cane? (Note, an object must be 27 inches from the ground to be detected by a cane. Objects overhead must be higher than 80 inches to provide clear head room)
- Is the surface firm, stable and slip resistant with no cracks or level change beyond 1 inch?
- Are all slopes along the accessible route less than 1:20?
- If the entire level of the route is 36 inches wide, is a 60 inch x 60 inch passing space provided every 200 feet?
- Are there any grates along the route? If yes, the maximum opening is 1 inch perpendicular to the direction of travel
- Does the accessible route properly connect the accessible buildings, elements and spaces?

Entrance/Exterior Doors

- If there are stairs at the entrance is there also a ramp or lift present?
- If a main entrance is not accessible is a public entrance to the building accessible?
- Do all inaccessible entrances provide directional signage to the accessible entrance?
- Is the international symbol of accessibility provided at the entrance?
- If alternate public entrance is used is it kept unlocked to provide for independent usage?
- Does entrance door have a 32 inch clear opening? (minimum)
- Is there at least 18 inches of clear wall space on the pull side of the door next to the handle? (24 inches is preferred)
- Can door handle be operated with one hand and does not require tight grasping, pinching or twisting of the wrist to operate? Is it located no higher than 48 inches?
- Is the threshold level less than one inch or beveled up to one inch?
- Can the exterior door be opened without much force?
- If the door has a closer does it take at least 5 seconds to close from the door angle of 90 degrees to 12 degrees?
- Is there a kick plate 12 inches high extending the width of the door on the push side? (Except for automatic and power doors)
- Are door mats secured to the floor at all edges?
- If two-hinged or pivoted doors in a series are present, is there a minimum of 48 inches PLUS the width of a door swinging into the space available between doors?

Ramps

- Do all ramps longer than 6 feet have handrails on both sides?
- Are the handrails sturdy and between 34 and 38 inches high?
- Is the width between handrails a minimum of 36 inches?
- Is the ramp firm, stable and non-slip and designed to prevent water build up on the surface?
- Is there a level landing located at the top and bottom of the ramp?

Interior Accessible Route

- Does the accessible entrance provide direct access to the main floor, lobby or elevator?
- Are all public spaces on an accessible path of travel?
- Is the accessible route 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?
- Are all aisles and pathways to all goods and services at least 36 inches wide?
- Is carpeting low-pile, tightly woven and securely attached along the edges?
- On accessible routes through public areas are all obstacles cane-detectable (located within 27 inches of the floor or protruding less than 4 inches from the wall) or are they higher than 80 inches?
- Do signs designating permanent rooms and spaces such as restrooms, meeting rooms and offices comply with the appropriate requirements to accessible signage?
- Are all controls that are available for use by the public (electrical, mechanical, window, cabinet, etc) located at an accessible height? (Note, Reach Ranges: The maximum height for a side reach is 54 inches; for a forward reach 48 inches. Minimum reachable height is 15 inches)
- Can these controls be operated with one hand and does not require tight grasping, pinching and twisting of the wrist?
- Are Assistive Listening Devices available in rooms with occupancy of 50 or more?
- Is there accessible seating in any waiting areas?

Bathrooms

- Is there proper directional signage in Braille and raised letters in place?
- Do washroom entrances have automatic doors?
- If not, are the washroom doors easy to open? Do they have handles that do not require pinching, grasping or a twisting of the wrist?
- Is there at least one accessible washroom facility that includes more space for turning around, with wider doors, pull-up handles and fixtures that are placed no higher than 36 inches?
- Do the sinks allow for toe space and for a wheelchair to fit underneath?
- Are the faucets of the type that don't allow twisting, pinching or grasping?
- For hand-drying, either paper or hot air, is the dispenser placed less than 48" from the floor?

Elevators/Lifts

- Are there both visible and audible door opening/closing and floor indicators?
- Are the call buttons in the hallway no higher than 42 inches? Are buttons raised or flush?
- Do the controls inside the cab have raised and Braille lettering?
- Is there a sign on the jamb at each floor identifying the floor in raised and Braille letters?
- Is the emergency intercom usable without voice communication?
- Is the communication system identified by raised lettering and Braille?
- Can the lift be used without assistance?
- Is there at least 30 x 48 inches of clear space for a person using a wheelchair to approach, reach the controls and use the lift?
- Are controls between 15 and 48 inches high?

Emergency Egress

- Do all alarms have both flashing lights and audible signals?
- Are visual signal appliances provided in buildings and facilities in each of the following areas: restrooms, meeting rooms, hallways, lobbies and any other area for common use?

Stairs

- Do treads have a non-slip surface?
- Do stairs have continuous rails on both sides, with 12 inch extensions beyond the top and bottom stairs?

Drinking Fountain

- If drinking fountains are available, is the spout no higher than 30 inches?
- Is the spout located toward the front of the unit?
- Does the water flow parallel to the front of the unit or within 3 inches of the front edge?
- Is the water flow height at least 4 inches?
- Are the control front-mounted or side-mounted near the front edge?
- Is there clear knee space of at least 27 inches measured from the bottom of the apron to the floor?
- Is the fountain at least 17-19 inches deep?
- Is there clear toe space of at least 9 inches measured from the bottom of the fountain to the floor?

10. Modifications to this or other policies/actions/implementation

Any policies of The Municipality of Russell Binscarth that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

- includes a review of existing policies