

# Comprehensive Accessibility Checklist

## AODA COMPLIANCE CRITERIA

AODA Compliance	Yes	No
If you provide public safety information (e.g., warning signs or evacuation routes), make it accessible to persons with disabilities on request.		
An accessibility plan has been created and put in place.		
All existing and new staff (including volunteers, contractors, and any other people in your organization who interact with the public) have received customer service training as outlined in the AODA.		
If you have 20 or more employees, are you in compliance with your reporting requirements? For more information please visit <a href="http://www.Ontario.ca/Accessibility">www.Ontario.ca/Accessibility</a>		

## BREAKING BARRIERS TO BUSINESS CRITERIA

Building: Entry Access	Yes	No
Entrance is accessible, i.e., without threshold or step.		
Curb cuts or ramps ...are wide enough to accommodate wheelchairs, scooters, or other mobility devices		
...have a non-slip finish		
...are kept clear of snow and ice in winter weather		
There is an accessible door that: ...opens automatically, ...has power assisted door operators, or ...can be easily opened with one hand.		
On both sides of ramps of exterior stairs, continuous handrails are: ...a bright contrasting colour,		
...have horizontal or vertical rails to prevent people from slipping through.		
Awnings or canopies extending over exterior walkways have clear headroom.		
Revolving door openings move slowly and safely to accommodate people using mobility aids.		

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<b>Building: Interior Access</b>		
All door handles in areas open to the public are equipped with either handles and/or push/pull plates.		
All corridors or hallways open to the public are sufficiently wide to accommodate a range of mobility aid devices.		
Thresholds are sloping to accommodate different floor materials.		
Mats are level with the floor and do not create a tripping hazard.		
Floor finishes have non-slip surfaces under wet and dry conditions.		
Colours of doors and/or door frames in hallways contrast with the colour(s) of the surrounding walls.		
Glass doors have a continuous opaque strip of a colour and brightness that contrasts with the background behind the door.		
Where floors are carpeted, the carpet is of firm, dense construction and easy for a wheelchair user to roll over without difficulty.		
Tripping hazards are clearly marked with a ...bright colour, ...cane-detectable floor finish, or ...guard.		
Walls in busy areas, corridors, ramps, or staircases are finished in smooth, non-glossy, non-abrasive finishes.		
Wall mirrors are limited in size, or are clearly marked when large.		
Appropriate lighting is installed to ensure colours, patterns, and signage are all clearly identifiable.		
In the case of larger building, fire exit doors are coloured consistently throughout the building so that they are easily distinguishable from other doors.		
Open-concept, accessible routes provide directional cues using: ...bright colour, or ...textural changes at floor level.		
<b>Washroom Access</b>	<b>Yes</b>	<b>No</b>
An accessible stall is provided for each gender when integrated into regular washrooms, or an accessible stand-alone unisex or family washroom is located nearby.		
Accessible washroom is wide enough to provide manoeuvrability to a wide variety of mobility aid devices.		
There are grab bars installed at an appropriate, accessible height.		

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The following washroom features are accessible (i.e., considerations have been made for height, removal of obstacles, etc.)		
...coat hook(s)		
...flush controls		
...sink		
...toilet paper dispenser		
...call button for emergencies		
...mounted automatic hand-dryers or paper towel holders		
...lever-handed or automatic faucets		

### CUSTOMER SERVICE CRITERIA

Customer Service Items	Yes	No
Patrons can easily find information, a reception counter, an accessible call bell, or information phone for persons requiring assistance.		
Policies or procedures are in place with regards to service animals (e.g., guide dogs).		
Areas listed below are accessible, wide enough, and/or useable by patrons with disabilities (e.g., those using mobility aids, persons with low vision, persons with hearing loss, persons with cognitive or developmental impairments, etc.):		
...queueing areas and serving aisles		
...cashier desks		
...counters and/or tables in eating areas		
...coat racks		
...display shelves		
...public telephones		

### PARKING CRITERIA

Parking Accessibility Items	Yes	No
Accessible parking spaces are clearly marked with the International Symbol of Accessibility.		
Accessible parking spaces are sufficiently wide to accommodate mobility aid devices.		
There is a safe, clearly marked, accessible route from the designated parking area to an accessible building entrance or elevator lobby.		
Accessible pedestrian route is made of firm, level material.		

## VISUAL ACCESS CRITERIA

Visual Accessibility Items	Yes	No
Building and route signage includes large, high-contrast text.		
Fire alarms include a visual component.		
Documents (e.g., policies, menus, listings) are available in Braille, in large print, or digitally.		
Videos and/or television programs are telecaptioned.		
Exit instructions are printed in large text, and mounted in an accessible, highly visible location.		

## AUDITORY ACCESS CRITERIA

Auditory Accessibility Items	Yes	No
Fire alarms include an auditory component.		
Alternate means of communication for consumers with hearing impairments are available (e.g., TTY devices, ASL interpreters).		
Signage displays the universal hearing disability symbols where these services are available.		

## COGNITIVE ACCESS CRITERIA

Cognitive Accessibility Items	Yes	No
Area boundaries are clearly, visually marked.		
Signage includes appropriate pictographs wherever possible (e.g., on washroom doors).		
Policies or procedures are in place with regards to support persons or shopper assistance.		

## SIGNAGE CRITERIA

Signage Items	Yes	No
Posted signage includes Braille information.		
There is an alternate system put in place to communicate information on signs to consumers with visual impairments (e.g., large print, or electronic formats).		
Are mounted at a convenient height for both users of seated mobility devices and people with visual disabilities.		
Display the International Symbol of Accessibility.		

## ELEVATOR SYSTEMS CRITERIA

Elevator Systems Items	Yes	No
Elevators doorways are ...wide enough to allow persons using wheelchairs to pass through easily.		
... stay open long enough to allow persons using wheelchairs to pass through easily.		
Braille signage and controls can easily be accessed or reached.		
A two-way emergency call system or telephone is provided.		
Audible signals announce floors and up/down direction of elevator cars.		

## ACCESSIBLE AMENITIES CRITERIA

Amenities Items	Yes	No
Transfer bench or sit down area(s) available in the bath, shower, and/or bathroom.		
Hand-held shower head is available in the bathroom.		