ACCESSIBILITY COMMITTEE AGENDA

Village of **Kaslo**

DATE: 2023.08.15

TIME: 4:15 p.m.

LOCATION: Council Chambers – City Hall

413 Fourth Street, Kaslo

1. **Call to Order**

2. **Election of Chair**
   2.1 Nominations
   2.2 Election
   2.3 Declaration

3. **Adoption of the Agenda**
   3.1 Adoption of the Agenda for the 2023.08.15 Accessibility Committee Meeting

4. **Information Items**
   4.1 Review Framework
     4.1.1 Provincial Legislation
     4.1.2 Committee Terms of Reference
     4.1.3 Draft Workplan

5. **Question Period**
   An opportunity for members of the public to ask questions or make comments relating to items on the agenda.

6. **Business**
   6.1 **DRAFT Accessibility Plan**
   To consider the content of the Accessibility Plan and recommend changes.
     6.1.1 Consultation – Process
     6.1.2 Consultation – Key Themes
     6.1.3 Barriers – Committee Input
     6.1.4 Priorities – Goals
     6.1.5 Priorities – Action Plan

   6.2 **Meeting schedule**
   To establish a schedule of meetings for the remainder of 2023.

7. **Late Items**
   Consideration of any late items added to the agenda (resolution required).

8. **Next Meeting**
   Unless otherwise specified the next meeting will be held at the call of the Chair.

9. **Adjournment**

Requirements for Local Governments under the Accessible B.C. Regulation

Local governments are among over 750 public sector organizations listed in the [Accessible B.C. Regulation](#) and are required by September 1, 2023 to establish:

- An accessibility committee
- An accessibility plan
- A tool to receive feedback on accessibility

These requirements are intended to get organizations planning for accessibility in a way that is informed by people with disabilities. They are flexible and there are lots of different ways to approach the requirements.

Accessibility Plan

- An Accessibility Plan outlines the activities the organization plans to do to identify, remove and prevent barriers.
- Organizations can determine the content of their own plans.
- Organizations must consult with the accessibility committee, and make the plan publicly available.
- The plan must be reviewed and updated every 3 years.
- **By September 1, 2023** local governments must have a publicly available accessibility plan. This can be a draft plan, a plan that the organization is consulting on, an existing plan that is amended to include accessibility, a plan developed jointly with others, a webpage with links to strategies and plans that already exist that remove barriers, etc.

Strategies to comply:

- Local governments could adapt existing plans or strategies, such as Healthy Community Plans, Disability Assessments, Age-Friendly Plans, Official Community Plans, or Diversity and Inclusion Strategies to include language on accessibility For example, the City of Nanaimo has included an "Access for All" section in their [City Plan – Nanaimo ReImagined](#).
- Local governments could choose to work together to create plan for a wider region.
  Local governments might have a web page listing next steps in developing their accessibility plan.

Accessibility Committee

- An Accessibility Committee provides advice to the organization on their accessibility plan and how to remove and prevent barriers.
- Accessibility committees should aim to have at least half of its members be persons with disabilities and/or represent a disability-serving organization.
- Membership should also aim to reflect the diversity of British Columbians and include Indigenous peoples.
- **By September 1, 2023** local governments must have an accessibility committee.

Strategies to comply:

- Local governments could adapt an existing committee such as an Age-friendly committee or a Healthy Communities Network with an updated terms of reference to include accessibility.
- Local governments could work with other organizations to develop a joint committee.
- Local governments could start small with a group of employees to be their first accessibility committee.
- Local governments can list their initial actions and intent to create an accessibility committee on the local government website

Feedback Mechanism

- A feedback mechanism provides a way for those in or interacting with the organization to provide feedback on barriers and the accessibility plan.
- Feedback received must be considered when updating the accessibility plan
- Feedback can be shared with the accessibility committee to support their work
- **By September 1, 2023** local governments must have a way for people to provide feedback on barriers.

Strategies to comply:

- This might be an email address, a webform, a designated individual in the organization such as a social planner, etc.

For more information please visit: [Frequently Asked Questions about the Accessible B.C. Regulation for Organizations.](#)
For questions about compliance requirements please contact:
engageaccessibility@gov.bc.ca

Resources to Support Compliance

1. DABC has created the [BC Accessibility Hub](#) website with shared resources that support all prescribed organizations. DABC also recently launched an [Accessibility Toolkit](#) that guides prescribed organizations through the process of establishing an accessibility committee, an accessibility plan and a feedback mechanism.

Scan the QR code on the right side of this page to access the Accessibility Toolkit.

Please reach out to DABC with your questions or requests for support: aop@disabilityalliancebc.org

Current Funding Opportunities (as of May 10, 2023)

- Local governments are eligible to receive free workplace disability management assessments, and up to $7,500 in funding to implement the recommendations. This initiative can help local governments meet requirements under the *Accessible BC Act* to have accessibility plans in place by September 2023. Please contact NIDMAR staff, Bill Dyer at bill.dyer@nidmar.ca with questions about this initiative.
- Age-Friendly Planning grants. Grants open May 16, 2023. More information can be found on the [Plan H website](#)

Future Opportunities

- Watch out for further announcements of funding during AccessAbility Week May 29 to June 3, 2023!

Village of Kaslo

ACCESSIBILITY COMMITTEE

EFFECTIVE DATE: July 25, 2023	RESOLUTION #: 224/2023

PURPOSE: The committee is an advisory body established in accordance with the Accessible British Columbia Act.

Mandate

The Accessibility Committee is tasked with identifying barriers to individuals in or interacting with the Village and will advise Council on how to remove and prevent such barriers. The Accessibility Committee will provide input into the creation of an Accessibility Plan and future updates to the Accessibility Plan. The Accessibility Committee will consider the following principles in making its recommendations to Council: inclusion, adaptability, diversity, collaboration, self-determination, and universal design.

Reporting

The committee will report to Council as required.

Schedule

The committee will meet on an as-needed basis, at the call of the Chair. A schedule of meetings will be established at the inaugural meeting, and at the first meeting in each calendar year.

MEMBERSHIP: All appointments to voting positions must be made by resolution of Council.

Term

Appointments shall be for a 4 year term. Appointments may be rescinded at any time by Council and vacancies may be filled by Council resolution.

Composition

The majority of committee members shall have lived experience of disability, either as a disabled person or as an individual who supports a person with disabilities or is an employee or volunteer with an organization that supports persons with disabilities. The composition of the committee aims to reflect the diversity of the community and, to the extent possible, at least one member should be an indigenous person. All appointed members of the committee shall have voting rights.

- The Mayor of Kaslo or their designate
- 1 additional member of Council
- up to 8 members of the public

Staff may attend meetings at the discretion of the CAO, to provide procedural or subject matter advice, but will not have voting rights.

Quorum

Quorum shall be 4 voting members (one must be a member of Council) of the Committee.

RESOURCING:

The Corporate Officer or their designate will ensure that meeting notices are posted, agenda packages are distributed, minutes are recorded, and meeting materials are available for public inspection.

PROCEDURE:

Council may refer specific matters to the Committee at any time.
The provisions in the Council Procedures Bylaw regarding Committees will apply.

2023 ACCESSIBILITY COMMITTEE WORKPLAN

ESTABLISH PROCESS	CALL FOR MEMBERS	APPOINT MEMBERS	INAUGURAL MEETING	DRAFT PLAN	CONSULT	REVIEW
JULY 11TH COUNCIL MEETING • Choose to participate in RDCK program or establish municipal committee **JULY 25TH COUNCIL MEETING** • Establish Terms of Reference	JULY 24TH PENNYWISE JULY 27TH VALLEY VOICE • Kaslo.ca website (Opportunities page & Committees page) • Village Bulletin Boards • Kaslo Facebook	**AUGUST 8TH COUNCIL MEETING** • Appoint committee members • Schedule inaugural meeting	AUGUST 15TH COMMITTEE MEETING • Committee orientation and review of Terms of Reference • Set meeting schedule for remainder of 2023	**AUGUST 22ND COUNCIL MEETING** • Present draft plan to Council • Add draft plan and feedback mechanism to website before September 1st deadline	SEPTEMBER 26TH COMMITTEE MEETING • Consider possible revisions to Draft Plan	DATE TBD • Review this year's progress, make plans for next year
JULY		AUGUST			SEPTEMBER	OCT-DEC

REQUEST FOR COMMITTEE DECISION

Village of **Kaslo**

PREPARED BY: Catherine Allaway, Corporate Officer   DATE: August 11, 2023

SUBJECT: Draft Accessibility Plan

PURPOSE: To consider the content of the Draft Accessibility Plan and recommend changes.

OPTIONS:

Recommendation is indicated in **bold**. Implications are in *italics*.

1. Recommend that the plan be adopted as presented. *The draft plan will be placed on the 2023.08.22 agenda for adoption, and posted to the Kaslo.ca website.*
2. **Recommend that the draft plan be publicized. *The draft plan will be placed on the 2023.08.22 agenda for information only, and posted to the Kaslo.ca website.***
3. Recommend that the draft plan be publicized as amended [amendments to be specified]. *The updated draft plan will be placed on the 2023.08.22 agenda for information only, and posted to the Kaslo.ca website.*
4. Refer back to staff for further review and report.

RECOMMENDATION:

> THAT the Accessibility Committee recommend to Council that the Draft Accessibility Plan be made public so additional feedback can be gathered.

ANALYSIS:

A. **Background**: The Province has mandated that the Village comply with the requirements of the Accessible BC Act, and this includes creating an Accessibility Committee, developing an Accessibility Plan and establishing a mechanism for gathering feedback, prior to September 1, 2023. At the 2023.08.08 Council meeting, 5 individuals were appointed to the Accessibility Committee and a call for feedback will be placed on the Kaslo.ca website prior to the September 1st deadline.

   The framework for a Draft Accessibility Plan is being presented to the Accessibility Committee for feedback. The Accessibility Committee must decide whether to recommend that Council adopt the Draft Accessibility Plan as presented or delay adoption until additional content can be incorporated. A motion is required to confirm the recommendation.

B. **Discussion**: The current version of the Draft Accessibility Plan provides an outline only, as much of the content will be determined by the Accessibility Committee members. Some documents containing general information about barriers to accessibility and possible solutions are attached to this report to assist the committee with its work. Making the draft version of the document publicly available will ensure that broad input can be gathered and incorporated, resulting in a more useful plan. Provincial guidance has indicated that evidence of progress towards the requirements of the ABCA is adequate, as many communities are struggling to meet the legislated September 1, 2023 deadline for compliance.

C. **Attachments**:
- Draft Accessibility Plan 2023.08.11
- Common Barriers and Solutions
- Rick Hansen Foundation Tip Sheet

D. **Financial Implications**: Application-based funding is available through SPARC BC for the implementation of projects identified in an adopted Accessibility Plan.

E. **Corporate Priority**: Compliance with provincial legislation

F. **Environmental Impact**: Nil

G. **Communication Strategy**: The draft plan and directions for providing feedback will be posted on the Kaslo.ca website.

Village of Kaslo
Accessibility Plan

1. Introduction

1.1   About the Village of Kaslo

The Village of Kaslo was established in 1898 and is the oldest incorporated community in the Kootenays. With a population of approximately 1000 residents, Kaslo is known for its heritage character, lively arts and culture community, and spectacular setting with amazing outdoor recreation opportunities.

1.2   Our Vision

Kaslo supports a full, productive, and meaningful life for all citizens through policies, services and programs that respect community values of inclusivity, diversity, accessibility, and sustainable development. Kaslo is a diverse, inclusive, and welcoming community that aspires to be a model for small, mountain communities across British Columbia and around the world.

2. Framework

2.1   Accessible British Columbia Act

The Accessible British Columbia Act (ABCA) received royal assent on June 17, 2021 and in 2022 the Accessible British Columbia Regulation came into effect. Municipal governments are among the types of organizations that must meet the accessibility requirements outlined in the provincial legislation, beginning September 1, 2023. In order to comply, the Village must establish:

- An accessibility committee
- An accessibility plan
- A tool to receive feedback on accessibility

2.2   Our Approach

The Village of Kaslo has established an Accessibility Committee and created Terms of Reference to guide the work of committee members. The Village has advertised for committee members and has adopted the framework for a draft plan. The draft plan has been posted to the Village's website, and feedback from the public is being gathered. The Accessibility Committee will review the draft plan and any comments on the plan that are submitted to the Village, make suggestions for additions and improvements, and present revisions to Council for consideration.

3. Accessibility Committee

3.1 Terms of Reference

The Terms of Reference for the Accessibility Committee were presented to Council at the 2023.07.25 Council Meeting and adopted at that time. As indicated in the Terms of Reference, the role of the committee is to advise Council about how to remove barriers that prevent individuals from accessing municipal facilities or services. In addition to the Mayor and another member of Council, there are 8 seats available for members of the public. Recognizing that not all committee members may be able to attend a given meeting, quorum has been set at just 4 members, at least one of whom must be a member of Council. Appointments are made for a four year term. Committee meetings are open to the public, and a schedule of meetings will be established annually.

3.2 Recruitment & Membership

Public notices calling for members were posted on the Village's website and bulletin boards, on Facebook, and in the July 24, 2023 edition of the Pennywise and the July 27, 2023 edition of the Valley Voice newspapers. As required by the provincial legislation, and reflected in the Terms of Reference, preference is given to individuals with a lived experience of disability (either a person with a disability, or someone who has worked with or cared for a person with a disability) or individuals who identify as indigenous. Expressions of interest were received from 3 residents and they, along with Mayor Hewat and Councillor Leathwood, were appointed to the Accessibility Committee at the 2023.08.08 Council Meeting, leaving 5 unfilled seats.

4. Consultation

4.1 Process

[to be determined in consultation with the Accessibility Committee]

4.2.1 Key Themes

[to be determined in consultation with the Accessibility Committee]

5. Feedback

5.1 How to Participate

The draft plan is available on the Village of Kaslo website, or in printed form from City Hall. Members of the public are invited to provide their suggestions and feedback to the Village, either in written form (via mail, email, or hand delivery) or they may make a presentation to the Accessibility Committee. Written comments received regarding the plan will be provided to the Accessibility Committee for their consideration.

6. Barriers

6.1   Internal Review

A preliminary review of municipal practices and facilities was performed by staff in late summer 2023. The following barriers to accessing municipal services were identified:

- Many Village-owned buildings are old and do not meet current universal design specifications. For example, access to the top floor of City Hall is limited by the lack of an elevator.
- The Village's website does not meet accessibility standards
- Written material created by the Village of Kaslo does not meet plain language standards
- Print material created by the Village of Kaslo may not be accessible to people with visual impairments
- Village of Kaslo regulatory and/or wayfinding signage may not be legible to people with visual impairments
- Disabled parking spaces may not be clearly indicated
- Sidewalk encroachments may limit access for mobility impaired individuals
- Emergency plans may not address the needs of disabled populations

6.2   Committee Input

[to be determined]

7. Priorities

7.1   Goals

[to be determined in consultation with the Accessibility Committee]

7.2   Action Plan

[to be determined in consultation with the Accessibility Committee]

8. Review

8.1   Monitoring

The Accessibility Committee will review feedback that the Village receives regarding the plan, and will report to Council whenever the need for updates or changes is identified.

8.2   Evaluating

The Village of Kaslo will conduct a review and evaluation of the accessibility plan every three years, following adoption of the plan. The plan will be updated as required, with the current version available on the Village's website.

IMPROVING ACCESSIBILITY

Common barriers and solutions

Some people see disabilities as the barrier. But that's not the case. For example, Sarah has low vision and has a hard time reading some restaurant menus. Her low vision is not the barrier. The barrier is the small print on the menus. When a restaurant gives Sarah a large print menu, she can read it and place her order easily on her own.

The tables below illustrate the various types of barriers that exist and some possible solutions for their removal.

Attitudinal barriers

These may result in people with disabilities being treated differently than people without disabilities.

Attitudinal Barriers	Possible Solutions
Thinking that people with intellectual disabilities are not able to make decisions.	Do not assume what employees or customers with disabilities can or cannot do. Ask them.
Assuming that a person who has a speech impairment cannot understand you.	Train staff to interact and communicate with people with different types of disabilities.
Believing a person who has a mental health disability or someone who uses a wheelchair would not be a good employee.	Learn about ways you can accommodate employees with disabilities.
Assuming that a person with vision loss cannot enjoy movies, TV or concerts.	Learn about the different ways and available technologies that help people with vision loss enjoy movies, TV and concerts.
Avoiding a person with a disability in fear of saying the wrong word or offending them.	Train staff to interact and communicate with people with different types of disabilities.
Thinking that every person with a disability will need costly accommodation.	Learn about the types of accommodations for people with disabilities. Many are low cost.

Informational and communication barriers

These barriers arise when a person with a disability cannot easily receive and/or understand information that is available to others.

Informational and Communication Barriers	Possible Solutions
Print that is too small to read.	Make everyday documents, like signs and menus, easy to read by making sure that the print is legible for most people.
Presentation materials for meetings, such as slide decks and videos, are not accessible to employees with low vision or who have hearing loss.	Develop a template for slide decks using large fonts, high contrast colours and clean layout. Provide a visual description of the slides when making a presentation.
Videos don't have captions and are not accessible to people who have hearing loss.	Provide captions for videos and, when this is not possible, provide a text transcript of the video.
Brochures, guides and advertisements are not clear or easily understood.	Use plain language, symbols and pictures to get your message across.
Website pictures are not described and are not accessible to people who rely on assistive technology.	Provide descriptions or alt tags for pictures for people who rely on assistive technology.
Complicated, busy or confusing signs.	Keep signs clean and clear. Make information available in another form, such as a chart or pictogram.
Seating arrangements make it difficult for people who have hearing loss to fully participate in meetings.	Arrange seating at a round table to facilitate lip reading. Use assistive listening or amplification devices as appropriate.
Marketing and communications are not inclusive, either in depicting people with disabilities, including them as a potential target audience, or in considering them.	Check that your marketing and communications efforts reach people with disabilities. Include people with disabilities of all generations in photos, testimonials and other communications. Ensure marketing collateral such as flyers, brochures, podcasts and YouTube videos, are accessible.

Technological barriers

These occur when technology or the way it is used does not meet the needs of people with disabilities.

Technological Barriers	Possible Solutions
Emails or other electronic communications are not accessible to people who use screen readers.	Make sure every email is accessible to people who use screen readers and offer alternative methods of communication.
Having only one way for your customers to reach you, for example, by telephone only.	Allow customers to contact you in a variety of ways including telephone, email, TTY or train your staff on using the relay service over the phone.
Accepting only online job applications.	Welcome job applications in a number of formats.

Systemic barriers

These are aspects of policies, practices and procedures that result in people with disabilities being treated differently than others or sometimes excluded altogether.

Systemic Barriers	Possible Solutions
People with disabilities are excluded from events, or included as an after-thought when planning events.	Make sure that accessibility is considered when making plans for events and invite attendees to tell you if they have different needs. Consider using an accessibility checklist for events.
Not knowing about the different types of accommodations an employee might need to return to work after an absence due to a disability.	Learn about the types of accommodations employees might need. Talking with employees about their specific needs is a good first step.
There is no leadership or accountability for issues related to accessibility for people with disabilities.	Designate a point person to implement accessibility policies and procedures.
Hiring policies do not encourage applications from people with disabilities.	Review current hiring processes to identify and remove barriers, such as inaccessible locations for interviews.
Procedures may exclude some employees, such as directing maintenance/housekeeping staff to only use certain cleaning products that can cause allergic reactions.	Implement a "fragrance-free" policy.

Physical and architectural barriers

These barriers in the environment prevent access for people with disabilities.

Physical/Architectural Barriers	Possible Solutions
Aisles are blocked by displays or merchandise making them too narrow for a person using a wheelchair or walker.	Consider the paths that your employees and customers take when creating displays or storing merchandise.
Event or meeting spaces are inaccessible.	Think about potential barriers when selecting a venue. Do not just look for a ramp. Consider the washrooms, lighting and signage.
Accessibility features such as power-operated doors are broken and not fixed promptly.	Develop a maintenance plan and ensure prompt response times when equipment is broken.

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:

Parking	• 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. • Designate, by marking, pedestrian pathways through the parking lot to improve visibility and safety. • Ensure the path of travel between the accessible parking spaces and the building entrance is safe and kept clear at all times.
Passenger Drop-Off & Pick-Up Zones	• 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. • 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.
Building Entrances	• 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. • 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.
Doors	• 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. • Adjust self-closers on doors so that they require less effort to push open, if doors are not power-operated. • Provide colour contrast between doors and surrounding walls to allow people with low vision to identify them. • 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. • 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).

Lobby and Open Plan Areas	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. • 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. • Arrange furniture in lobby to aid in navigation and definition of path of travel open-plan areas. • Install sound damping materials in lobby (e.g., carpets, foam boards, ceiling tiles, wall padding and soft surface upholstery) to help reduce noise.
Reception Areas and Counters	• Ensure reception area is visible from the entrance. Directional signage can be used if it is not in an obvious location from the lobby. • Provide a sign with large, high contrast and sans-serif lettering to help identify reception counters. • Ensure there is colour contrast between the reception counter and the surrounding surfaces. • 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. • 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.

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.

Fire Alarm Systems	• 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.
Evacuation Signs	• Ensure evacuation plans and procedures for people with disabilities are in place. • Ensure evacuation plans are legible with large print and high contrast. Evacuation plans should be on a surface material that does not produce glare. • Ensure evacuation plans are installed at an accessible height.
Wayfinding and Signage	• 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. • 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).
Seating/Rest Areas	• 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. • 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.
Other Important Considerations	• 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. • Provide assistive listening and communication technologies, such as hearing loops at reception/service counters, so that people with hearing disabilities can communicate better. **Note:** 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.