



New Denver

# ACCESSIBLE ATTRIBUTES

## CHECKLIST FOR TOURISM BUSINESSES



INFORMATION ABOUT ACCESSIBLE SERVICES AND PROGRAMS IS KEY TO PROVIDING GOOD CUSTOMER SERVICE AND HELPING GUESTS DETERMINE IF YOUR BUSINESS MEETS THEIR INDIVIDUAL NEEDS.

Accessibility attributes indicate whether your business' parking, entrance, public spaces, elevator, services, and programs are accessible for people with mobility needs, visual and/or hearing requirements, or for people with diverse cognitive or sensory abilities. The purpose of this self-assessment check list is to provide accurate information about your business' accessibility and to help inform you as to what accessible attributes you might want to incorporate at your business.



Cumberland

This accessible attributes checklist was developed by Destination BC in 2019 after a review and evaluation of work done by a number of other organizations and jurisdictions. These included the Rick Hansen Foundation, Google My Business, AirBnB, Quebec (Keroul), Australia (Travability), Visit England, as well as input from subject matter experts such as TOTA's Accessibility Specialist, Spinal Cord Injury BC, Canadian National Institute for the Blind (CNIB), a representative from the Provincial Deaf and Hard of Hearing Services, Autism BC, Canucks Autism Network, Community Living Society BC,

Inclusion BC, the Alzheimer's Society of BC, the European Network for Accessible Tourism, and BC's Accessibility Secretariat. The measurement guidelines contained throughout this document for structures are in accordance with the British Columbia Building Code 2012 and the BC Building Access Handbook 2014. BC Building Codes change from time to time. Builders should not use the attributes contained within this document in the development of their plans and should refer to the most recent BC Building Code and Accessibility Handbook.

## ACCESSIBLE ATTRIBUTES CHECK LIST – MOBILITY

### PARKING

- Designated accessible parking near an accessible entrance that is specifically marked.
- Space specifically marked with a van-accessible sign, at minimum 4.7 metres wide, large enough to accommodate a vehicle with a side lift/ramp.

### ENTRANCE

- Entrance has no steps or if there are one or more steps, there is a non-slip ramp with a maximum 5% slope.
- Entry route has a door that is at minimum 815 millimetres wide.
- One or more entry points are automated.

### LOBBY OR RECEPTION AREA

- Lowered counter at the reception or ticket desk.

### RESTROOM IN PUBLIC AREA

- Can be reached without going up or down stairs, has a main entrance and/or stall that is a minimum 815 mm wide and has an outward swing door.
- Designated gender-neutral/family restroom that can also accommodate a support person.
- Adult change table and lift.

### FOOD SERVICES

- Accessible path of travel and accessible style tables/booths.

### ELEVATOR

- Multiple floors with an elevator that is large enough for a 180° turn with a mobility device (minimum turning area of 1,500 millimetres in diameter).

### SHUTTLE SERVICE

- Shuttle service equipped with a lift or roll-in access.

## ACCOMMODATIONS ONLY

### GUEST ROOMS

- Rooms for guests using mobility devices.
- Accessible route to accessible rooms.
- Your accessible room has:
  - o Entry door is a minimum 815 millimetres wide.
  - o Lowered “spyhole” in door.
  - o Lever type handle on entrance door.
  - o Easy pull or push door (max 22 newtons or 2.24 kilograms-force).
  - o Lowered room controls (light switches, temperature controls).
  - o Lowered bed height (550-600 millimetres).
  - o Space between furniture is a minimum of 900 millimetres.
  - o Space on both sides of bed for a 180° turn with a mobility device (minimum turning area of 1,500 millimetres in diameter).
  - o Lowered hanging space in closet.
  - o Portable or ceiling track lift system.
  - o Additional guest rooms have visually or hard of hearing features.

### ACCESSIBLE GUEST ROOM BATHROOM

- Door is a minimum 815 millimetres wide.
- Fixed maximum hot water temperature.
- Roll-under sink minimum roll under height 684 millimetres.
- Insulated pipes under sink vanity, where these pipes are exposed.
- Lever style faucet controls.
- Lowered mirror at sink vanity.
- No threshold roll-in shower.
- Shower chair with backrest (fixed or portable) within reach of controls.
- Fixed grab bars in shower.
- Handheld showerhead with lever controls.
- Bathtub with grab bars.
- Bath bench or chair with backrest.
- Handheld showerhead with lever controls.
- Raised toilet—430–480 millimetres above floor.
- Grab bars at toilet.

### ACTIVITIES, ATTRACTIONS AND TRANSPORTATION ONLY

- Key activities are accessible to guests using mobility devices.
- Information displays (if applicable) at a lower height.
- Accessible spaces have clear views of the main activity (i.e. stage, viewing area).
- Pathways are hard packed surfaces with a maximum slope 5%.
- Transportation (i.e.: sightseeing bus, coach, (if applicable) equipped with a lift or roll in.



Victoria

## ACCESSIBLE ATTRIBUTES CHECK LIST—VISUAL

- Braille/large print signage for all publicly accessible areas.
- Braille/large print restaurant menus, brochures and documents available.
- Audible alarm and/or public service system.
- Multiple lighting sources to improve visibility.
- Audio description headsets available for presentations, films or movies.
- Customer service staff have been trained, and prepared to verbally describe rooms, menus, business amenities and contracts/waivers in detail.
- Staff are available to accompany guests through the venue as a guide, and to describe the sights.
- Elevators (if applicable) have verbal announcements at each floor, and braille on the buttons.

## ACCESSIBLE ATTRIBUTES CHECK LIST—DEAF AND HARD OF HEARING

- Accommodation has closed captioning on TVs/video boards.
- Guest rooms have a doorbell flasher.
- Business has a visual warning (alarm) system.
- Accommodation has a bed shaker alarm system.
- Staff available on request that can communicate using American Sign Language.
- Staff are trained to use alternative communication tools such as Apps or text messaging.
- Hearing loop technology available.

## ACCESSIBLE ATTRIBUTES CHECK LIST—COGNITIVE & SENSORY FRIENDLY

### OVERALL SPACE

- Neutral or muted colours that are calming and subdued.
- Surfaces, window coverings, and décor with minimal glare or reflection, as well as minimal use of bold patterns, shapes, or stripes.
- Subtle and/or natural lighting, no florescent or harsh lighting, and no dark shadows.
- Minimal visual clutter and obstacles, with clear central access throughout the space.
- Nonslip floor surfaces with minimal reflection.
- Steps and slope changes are clearly marked and lit, and have handrails.
- Door handles have colour contrast with the body of the door; doors and frames have colour contrast with adjacent walls; any glass doors are marked to make them clearly visible.
- Background noise is minimal, and alarms or auditory cues are on a low frequency.
- Fragrance-free areas.
- Designated quiet spaces with comfortable seating for individuals feeling anxious or confused.
- Staff are available to accompany guests through the venue as a guide, and to describe the sights.
- An on-loan Sensory Kit is available with items such as fidgets, headphones, and a weighted blanket.
- Specific times are available for quiet visits to support people requiring low stimuli.
- Cognitive- and sensory-friendly information is included on the website.

## SIGNS & NAVIGATION

- Directional signs at key decision points, including main entrances, restrooms, lounges, and reception desks.
- Signs are clear and concise, in large, plain font with good contrast between text and background.
- Signs include both text and pictures to help indicate the use of different rooms.
- Signs are well lit.
- Signs have minimal glare or reflection.
- A video or “storybook” guide is available in advance of visits, identifying such things as light/dark, noise and smell stimuli, lineups and security checks, quiet spaces, entrances/exits, restrooms, parking, and quieter times to visit.

## RESTROOM IN PUBLIC AREA

- Designated gender-neutral/family restroom that can also accommodate a support person.
- Adult change table and lift.
- Entrance and exit are clearly identified on doors (including stalls and back of the main door).

## FOOD SERVICES

- Menus use large, plain fonts and simple descriptions, with minimal visual stimuli.
- Menus contain simple pictures or photos to help identify menu items.

## GUEST ROOMS

- Guest rooms with clear yet calm-sounding door alarms to indicate that someone has exited the room.



Big White

## ACCESSIBLE ATTRIBUTES CHECK LIST—GENERAL

### EMERGENCY PLAN

- Emergency plan includes staff trained to provide in-person assistance for people with mobility, visual, and hearing requirements.
- Emergency plan includes staff trained to provide in-person assistance for people with cognitive disabilities.
- System in place for guests to contact a staff member for help if required.

### HIGH SPEED INTERNET

- Business has high-speed internet service available for video application use.

### SERVICE DOGS

- Staff have been trained on guide and service dog policies.
- Business has a dog relief area on site.

### SUPPORTING PROGRAMS

- Business accepts [Access2Card](#) or permits a support person to accompany the customer at no cost or at a discount.
- Do you have a specific website URL for information about accessibility at your business.



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