

Business & Disabilities Helpful Hints

- When conversing with a person who uses a wheelchair or scooter, **position yourself** so that you are at eye level in front of the person to facilitate the conversation. It is preferable to sit or crouch down, when possible. **Focus on the person**, not on his or her disability.
- Be aware of **what is & what is not accessible** to a person who uses mobility devices. Rearrange furniture if there is something blocking the person's path.
- Offer to tell where accessible restrooms, telephones, & water fountains are located; making sure that the **path** to these **is unobstructed** both vertically & horizontally.
- Most people with vision loss do not use Braille, & not all hearing-impaired people use sign language. Prepare to present any important information in **large-print** or **audio formats**.
- Ensure that **signage** uses large type (18-pt), is bright, high in contrast, & at a level or angle that is **visible to all**.
- **Provide level access** to your premises; if level access is not possible, ramps are a good alternative.
- Make sure **doors are wide**, automated, opened, or made lighter to allow wheelchair & walker access.
- **Act naturally**. Do not be afraid to use phrases like "I am going for a walk", "I have to run" or "see you later!" People with disabilities or impairments say these things too.
- **Have a pen & paper ready** to jot down a message for a hearing-impaired person.
- **Do not assume** that a person using a manual wheelchair needs to be pushed. Ask before giving any assistance.
- When addressing the person with mobility impairment who has a companion or attendant, **engage directly** with the person with a disability.
- If you are able-bodied, **leave accessible parking places** for those who need them. Likewise, do not park in the hatch marks of accessible spaces. These areas are to allow safe operation of vehicle lifts.
- **Do not make assumptions** about what a person can or cannot do,

based on his/her disability. All people with disabilities are not alike, & have a wide variety of skills & personalities.

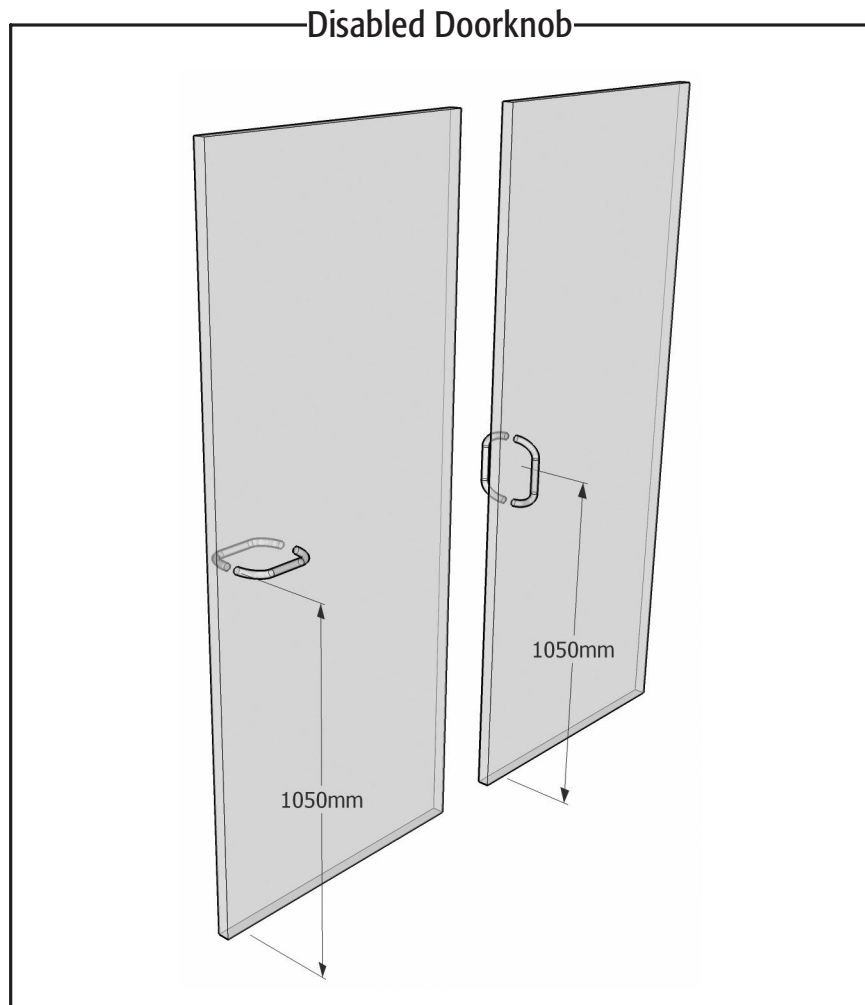
- **Reduce overall noise** in your establishment to help those with hearing impairments, especially background music; hearing aids amplify all sounds equally.
- **Don't pet guide dogs** or other service animals...they are working.
- **Provide seating options** throughout your establishment, especially outside fitting rooms, or where someone is likely to have to wait for a while.
- About 10% of North Americans have a condition that could be considered an invisible disability. **Be considerate & patient with your customers.**
- **Train your staff** to provide good & understanding customer service to persons with a disability.
- When posting material on the World Wide Web, **use the guidelines** provided by the Web Accessibility Initiative (WAI). www.w3.org/WAI/

Suggestions for Appropriate & Respectful Language use:

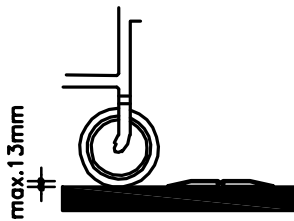
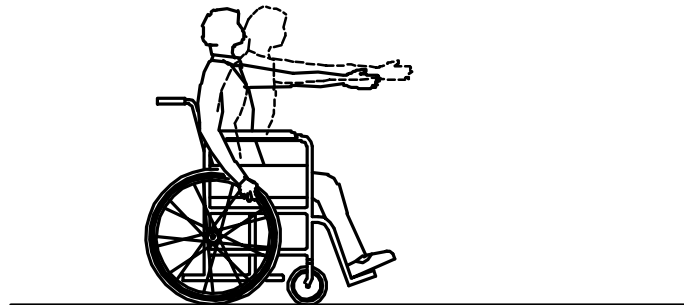
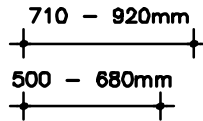
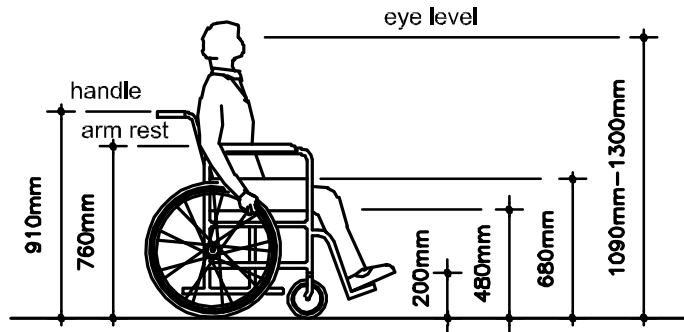
INSTEAD OF	PLEASE SAY
Normal or Healthy	Able-bodied
Handicap/ Handicapped	Disability/Person with a Disability
Disabled/lame/ Handicapped/ Cripple/Physically Challenged	Person with a Disability (PWD)
Stricken/Suffers from	Person who has
The Blind	Person who is Visually Impaired/ Person who is Blind
Insane/Crazy/Nuts/ Mad/Loony	Person with a Mental Health Disability
Mental/Mentally-Retarded/Retard/ Retarded	Person with a Developmental Disability
Deaf &/or Dumb	Person with a Hearing or Speech Impediment
Confined to a Wheelchair/ Wheelchair-Bound	Wheelchair User or Mobility- Impaired

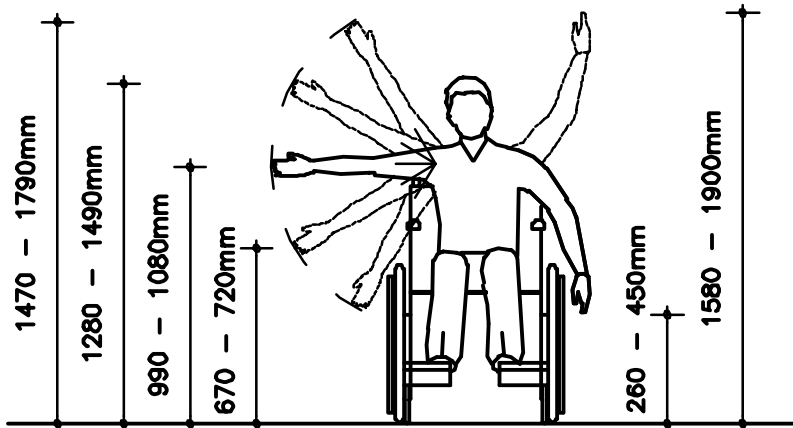
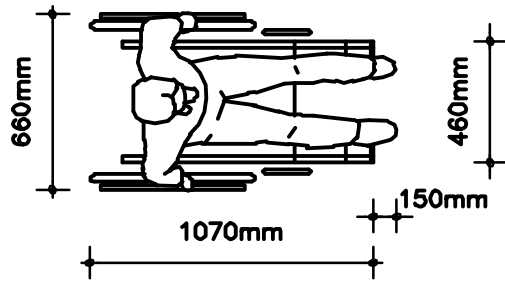
Heading About Diagrams

Can we put a little explanation here about the diagrams and what they are etc.?

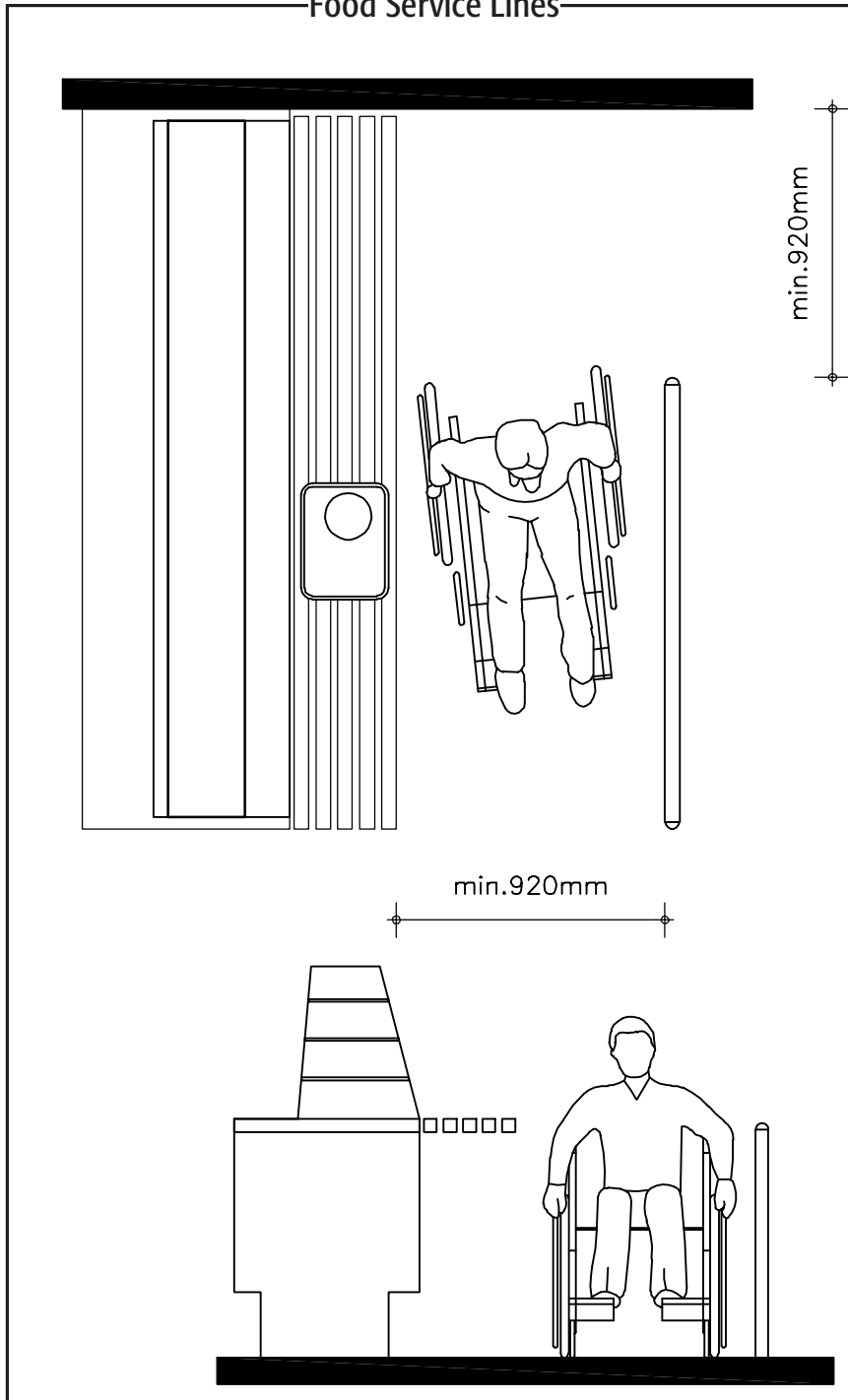


Person in wheelchair



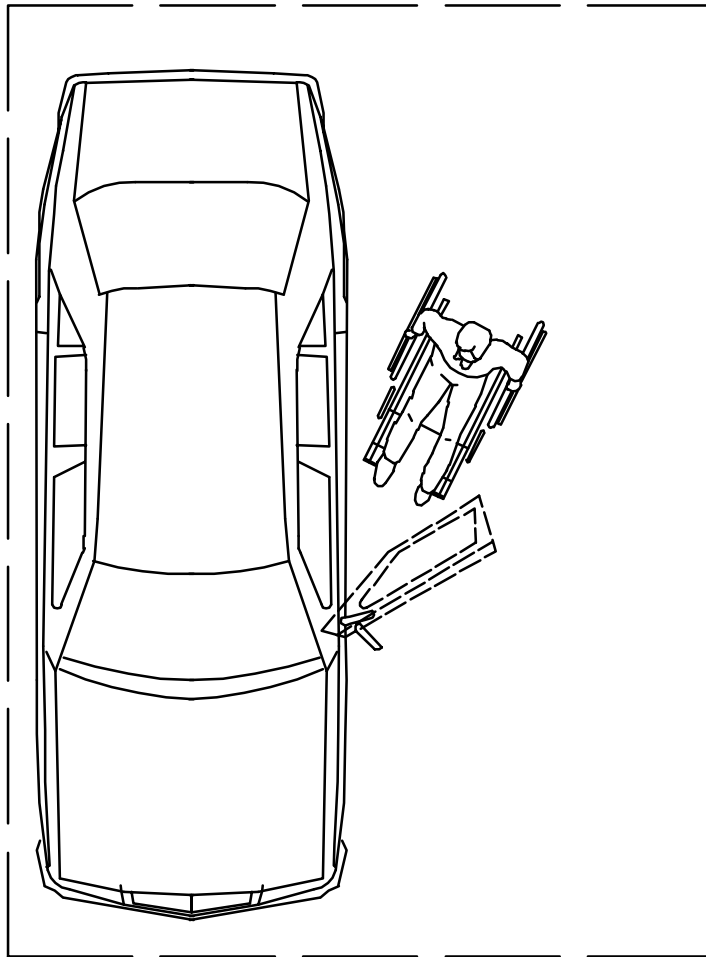


Food Service Lines

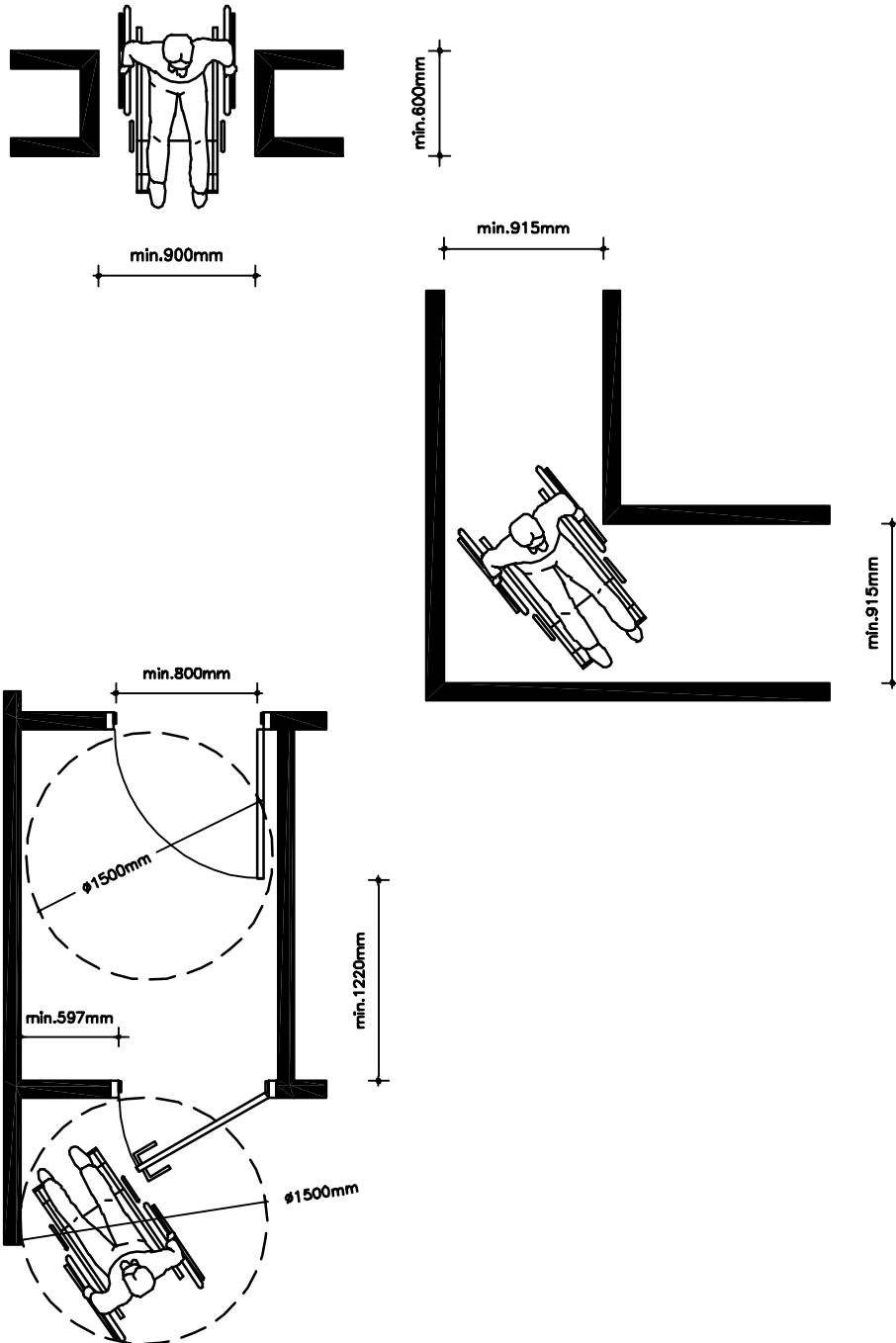


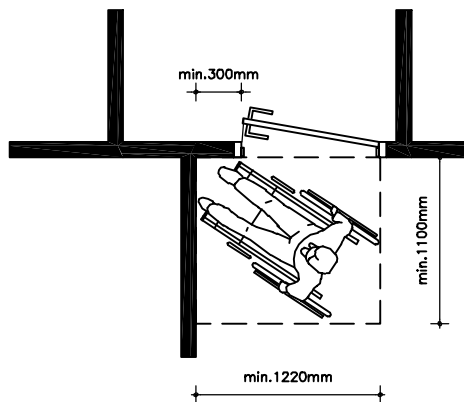
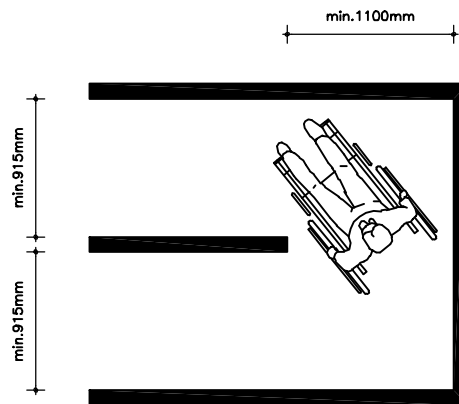
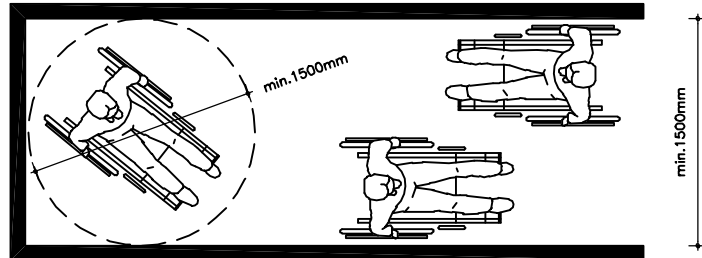
Parking

3700mm



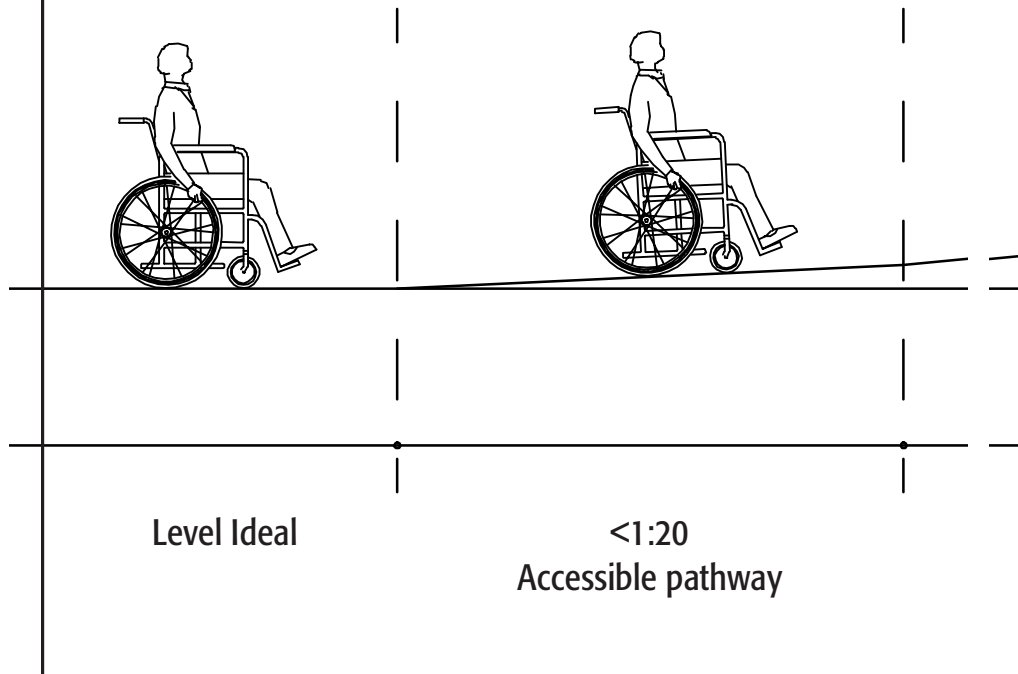
Hallways





Ramp Specifications

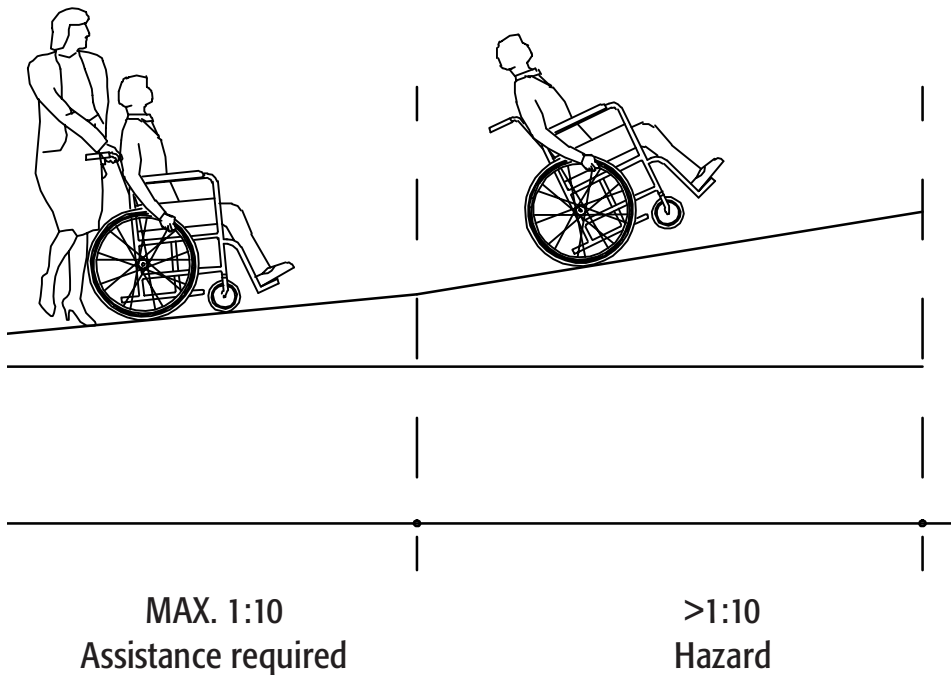
Maximum Slope	Maximum Length	Maximum Height	Minimum Width	Handrails
1 : 20	None	None	920 mm or 36 inches	None
1 : 16	12000 mm or 40 feet	750 mm or 30 inches	920 mm or 36 inches	Handrails on 2 sides if over 2000 mm or 80 inches
1 : 12	9000 mm or 30 feet	750 mm or 30 inches	920 mm or 36 inches	Handrails on 2 sides if over 2000 mm or 80 inches



- The slope of the ramp should be as gentle as possible. The steeper the ramp, the more likely persons in wheelchairs will require some assistance.
- The slope should be no steeper than 1:12. This means a rise of 300 mm (12 inches) for every 3660 mm (144 inches or 12 feet) or ramp length.
- The maximum cross slope of the ramp is 1:50.

If the ramp is not adjacent to a wall, an edge protection is required:

- A curb with a minimum height of 75 mm (3 inches)
- A raised barrier with its lower edge not more than 75 mm (3 inches) from the ramp.
- A rail with the bottom edge not more than 75 mm (3 inches) from the ramp.



Landings

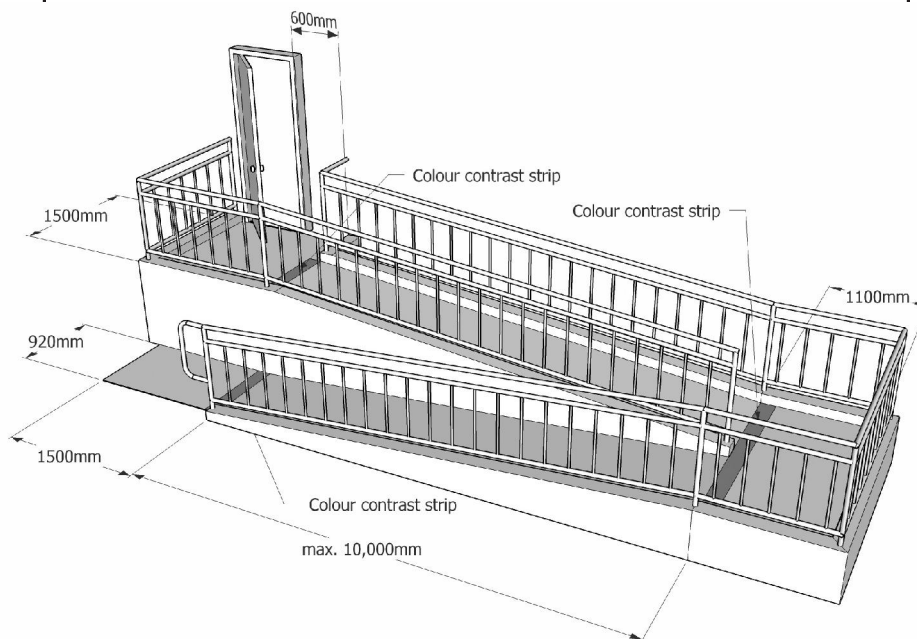
Landings should be available:

- At the top and bottom of the ramp.
- Whenever there is a change in the direction of a ramp

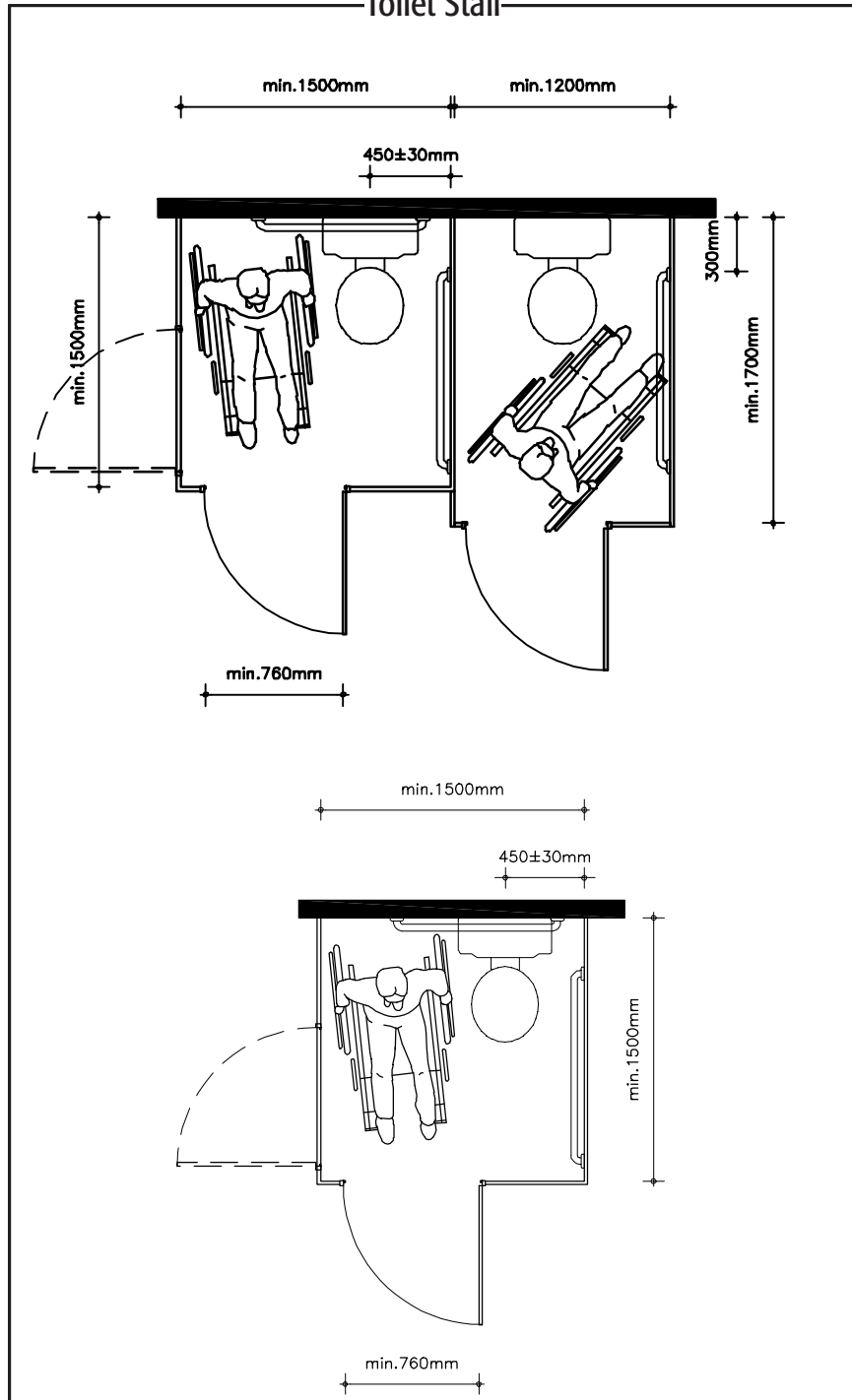
The landing should:

- Be at least as wide as the widest ramp run leading to it
- Have a minimum length of 1500 mm (59 inches).
- Have a minimum size not less than 15000 mm x 15000 mm (59 inches x 59 inches) if served by a doorway.

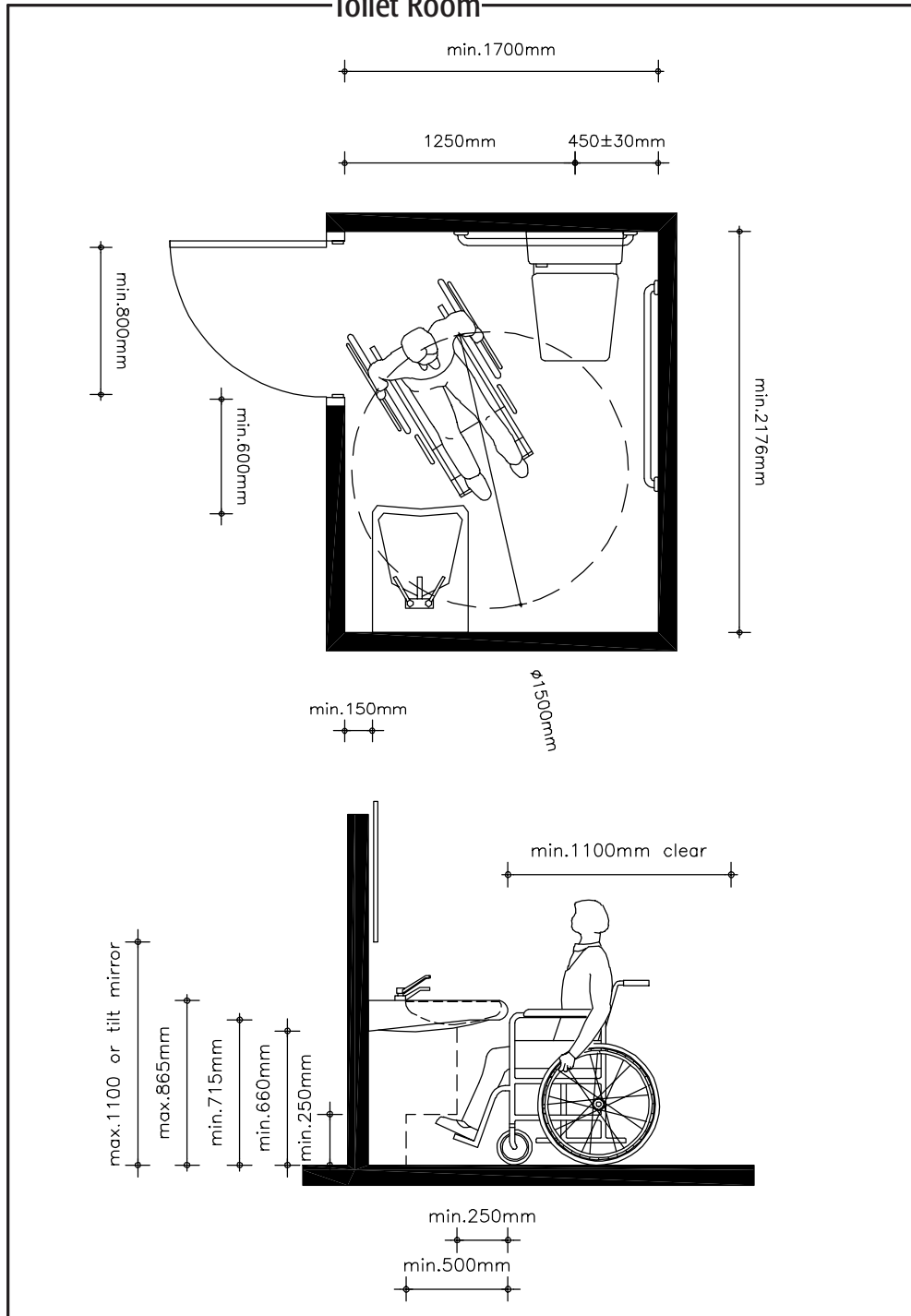
Source: Accessible Design for the Built Environment, Registered trade-mark of Canadian Standards Association, 2004, Ontario.

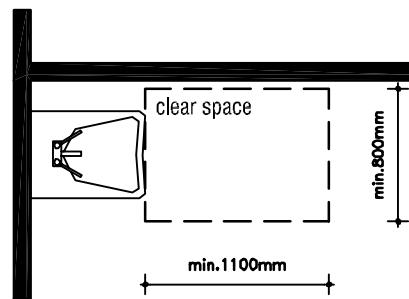
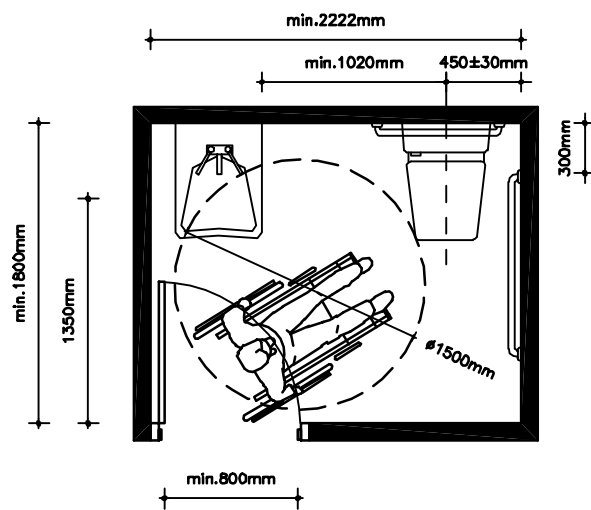
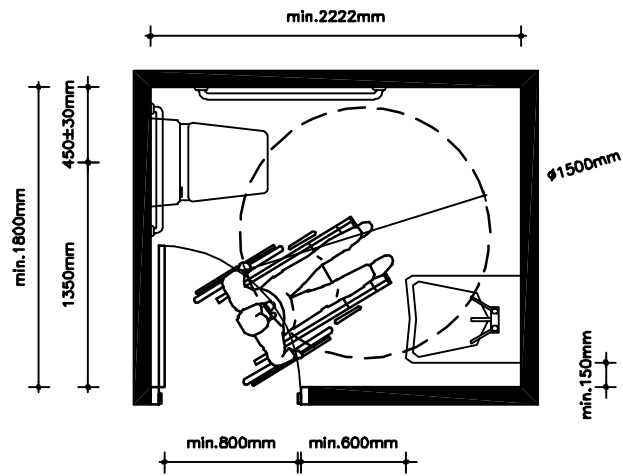


Toilet Stall



Toilet Room





clearance behind wash basin