Physical Accessibility Checklist
for Existing Facilities

This module offers a checklist that agencies can use to examine their facilities and identify physical barriers that may prevent persons with disabilities from having equal access to their services.

D2. Physical Accessibility Checklist for Existing Facilities

Purpose

Agencies can use the Physical Accessibility Checklist to examine their facilities and identify physical barriers that may prevent persons with disabilities from having equal access to their services. (To assess agency programs and policies, see Tools to Increase Access. Programmatic and Policy Accessibility Checklist.)

The Americans with Disabilities Act (ADA) of 1990 and Section 504 of the Rehabilitation Act of 1973 set accessibility standards for state and local governments, public entities and organizations receiving government funds to prevent discrimination or exclusion of people due to their disability (See Disabilities 101. Disability Laws.) The checklist does not cover all of the requirements of the standards, nor does it provide every possible solution. Rather, it is designed to be used as an assessment tool for individual organizations, targeting specific areas of physical access and providing possible solutions for addressing areas of concern. The information gathered from this assessment can be useful when agencies develop their transition plans for increasing the accessibility of their services. (See Tools to Increase Access. Developing a Transition Plan. Note, however, that the module focuses on planning for programmatic and policy changes rather than physical changes.)

Accessibility standards change. This tool was developed in 2010 utilizing the 1991 Americans with Disabilities Act Accessibility Guidelines (ADAAG) that were adopted by the Department of Justice as the Standards for Accessible Design in 1994. New accessibility regulations were released in 2010 and will be published in 2012. (See www.access-board.gov/ada-aba/comparison/comparison.pdf.)

If an agency wishes to conduct an accessibility survey to assess for full compliance with relevant laws, building codes and standards, please contact the Mid Atlantic ADA Information Center at 800-949-4232 or www.adainfo.org for recommendations of individuals who are qualified to provide the expertise needed for a comprehensive compliance review.

In compiling this checklist, the West Virginia Sexual Assault Free Environment (WV S.A.F.E.) project drew from multiple resources, as cited in the endnote section.¹

Preparation

• Select an assessment team. To get started, it is recommended that a two to three member assessment team be created. The composition of the team should be based on the size of the facility and the nature of the services provided. Team members should include the agency’s
designated ADA coordinator and a representative from management. Larger organizations may want to include members of the maintenance staff or building managers to facilitate access to all service areas of the agency, provide building floor plans and assist with taking measurements. If the agency has a designated ADA coordinator, this person should lead this activity. If no ADA coordinator exists, it is best to have the management of the organization designate someone to serve as the team leader. Before beginning the assessment, it is important to determine who will receive the completed checklist and summary of findings. This assessment process must be supported by management so the team can freely access all areas of the facility.

• **Follow the outline.** Completing the checklist as designed will ensure a complete and organized assessment of the facility. The team should review the entire tool prior to beginning the process to ensure they fully understand what is being assessed. You may decide to make additional copies of certain sections of the tool to account for and assess all areas of the facility. For example, if there are two or more restrooms within the facility, you may need to complete a separate accessibility assessment on each of the restrooms. It is important to carefully note the location of each of these areas on the assessment sheets. It may be helpful to have the building floor plans with you while you survey. If the plans are not available, you can use graph paper to sketch the layout of all interior and exterior spaces used by your organization. Make notes on the sketch or plan while you are surveying. Reviewing the checklist prior to starting the process will also help identify the expertise needed. If desired, the Mid Atlantic ADA Information Center can recommend a qualified individual to provide training on accessibility surveys and answer questions related to the standards addressed in the tool.

• **Identify equipment needed.** Each team member should have a copy of the checklist. A clipboard for each team member is helpful in providing a surface when documenting measurements and comments. A flexible steel tape measure will be needed. Document exact measurements; do not round up or down (if the measurement is 32.5 inches, record it as such rather than estimating it to be 32 or 33.) Please note that, if you answer “No” to any question in the checklist that requires a measurement, you should write the actual measurement (within 1/4 inch) in the box provided. One team member should take the measurements while another records the findings. If there are three team members, the third person can clear the area of consumers, answer questions about the assessment, and direct the team to the next area to be surveyed. Taking photographs can be helpful to document findings.

**NOTE:** **Measuring for slope.** For measuring the slope of a walkway, ramp or parking area, you will need a tape measure and a level. Typical slope measurements include the running slope, which is the slope that runs in the direction of travel, and the cross slope, which is the slope running perpendicular (left to right) of the route of travel. The slope reference measurements below are calculated using a 24-inch (2 foot) level, measuring the gap distance from the surface to the tip of the level (back of the level against surface; front held “at level”):

1:50 (or 2%) slope = 1/2 inch gap  
1:20 (or 5%) slope = 1 1/4 inch gap  
1:12 (or 8.3%) slope = 2 inch gap

Some general measurement information and guidelines on slope requirements for various surface areas commonly found at worksites and within this checklist are listed below for reference. For more information or clarification, please contact either your local, state or national
Walkways and sidewalks (or other accessible routes of travel):
  Running slope of no more than 1:20 or 5%
  Cross slope of no more than 1:50 or 2%

Accessible parking and access aisles:
  Running and cross slope of no more than 1:50 or 2%

Ramps and curb ramps
  Running slope of no more than 1:12 or 8.3%
  Crossing slope of no more than 1:50 or 2%

- **Determine how the assessment results will be used.** Once the checklist is completed, summarize any identified barriers. Many older buildings have barriers to access. Most agencies do not have the resources to remove all barriers at one time and will need to develop a plan to set priorities. Some barriers can be easily addressed with simple fixes (e.g., moving a display case that is narrowing a hallway). Other barriers may require qualified individuals and appropriated funds to address them. Again, this assessment is NOT designed to determine full compliance with standards and building codes, but rather to help identify barriers that may be preventing physical access for persons with disabilities. Creating solutions to barriers may require a plan to transition to more accessible services. For agencies interested in making substantial building modifications, it is highly recommended that they obtain the assistance of qualified individuals to ensure that the changes made are compliant with state and federal codes and standards. A strategy for implementing changes should be a component of all transition plans.

**Definitions**

It is helpful for those using this checklist to know the meanings of the terms listed below. Consult with the **ADA Accessibility Guidelines for Building and Facilities (ADAAG)** at [http://access-board.gov/ada-aba/final.cfm](http://access-board.gov/ada-aba/final.cfm) for additional term definitions.

**Circulation path:** An exterior or interior way of passage from one place to another for pedestrians, including, but not limited to: walks, hallways, courtyards, stairways and stair landings.

**Curb ramp:** A short ramp cutting through a curb or built up to it.

**Conical:** An example is there might be cone-shaped curb ramps where the corner of an intersection is rounded and the sidewalk edge drops down to the street. The other side remains high, giving the curb ramp a conical shape that can make a wheelchair unstable.

**Switchbacks:** A landing connecting two ramps where the ramps change or reverse direction. The minimum landing size should be 60 inches by 60 inches.

**Pull side of the door:** The side of the door that swings toward the person pulling the door to an open position. The push side of the door is the side which a person would push the door to an open position.
**Tactile signage:** Signs from which the user or reader receives the message by the sense of touch. Raised characters on a room sign are felt to determine the user’s location. Tactile can be used to describe any object that can be perceived through touch.

**Lavatory apron:** The front lower edge of a bathroom sink; related to knee clearance. Lavatory is defined as “a room equipped with washing and toilet facilities,” which has come to refer to the sink within a toilet room. There are different requirements for “lavatories” (sinks within toilet rooms) and “sinks” (as in kitchens or break rooms).

**QUESTIONS AND SOLUTIONS**

**Priority 1: Accessible Approach/Entrance**

People with disabilities should be able to arrive on the site, approach the building and enter as freely as everyone else. At least one route of travel (e.g., from a parking lot in front of the building to the entrance of an office within the building) should be safe and accessible for everyone, including people with disabilities.

**Route of Travel** (ADAAG 1994: 4.3, 4.4, 4.7; 2010: 402, 307, 406) | YES | NO
---|---|---
**Question 1A. Is there a route of travel that does not require the use of stairs?** | | |
Possible solutions:
☑ Add a ramp if the route of travel is interrupted by stairs.
☑ Add an alternative route on level ground.

**Question 1B. Is the route of travel stable, firm and slip-resistant?** | | |
Possible solutions:
☑ Repair uneven paving.
☑ Fill small bumps and breaks with beveled patches.
☑ Replace gravel with hard top.

**Question 1C. Is the route at least 36 inches wide?** | | |
Possible solutions:
Change or move landscaping, furnishings or other features that narrow the route.
☑ Widen the route.

**Question 1D. Can all objects protruding into the circulation paths be detected by a person with a visual disability using a cane?** | | |
NOTE: In order to be detected using a cane, an object must be within from 27 inches of the ground. Objects hanging or mounted overhead must be higher than 80 inches to provide clear head room. Any objects mounted to the wall should not protrude more than 4 inches from the face of the wall. It is not necessary to remove objects that protrude less than 4 inches from the wall.
Possible solutions:
☑ Move or remove protruding objects.
☑ Add a cane-detectable base that extends to the ground.
Place a cane-detectable object on the ground underneath as a warning barrier.

**Question 1E. Do curbs have curb ramps at drives, parking and drop-offs that are at least 36 inches wide (not conical in shape) and flush with other surfaces?**

<table>
<thead>
<tr>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
</table>

Possible solutions:
- Install a curb cut.
- Add a small ramp up to the curb.

**Ramps (ADAAG 1994: 4.8; 2010: 405)**

**Question 2A. Are the slopes of ramps no greater than 1:12?**

<table>
<thead>
<tr>
<th>YES</th>
<th>NO</th>
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</thead>
</table>

NOTE: Slope is given as a ratio of the height to the length. 1:12 means for every 12 inches along the base of the ramp, the height increases one inch. For a 1:12 maximum slope, at least one foot of ramp length is needed for each inch of height. (See Measuring for slope on page D2.2 of this checklist.)

Possible solutions:
- Lengthen the ramp to decrease slope.
- Relocate the ramp.
- If available space is limited, reconfigure the ramp to include switchbacks.

**Question 2B. Do all ramps longer than 6 feet have railings on both sides that are sturdy and between 34 and 38 inches high?**

<table>
<thead>
<tr>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
</table>

Possible solution:
- Add railings.

**Question 2C. Is the width between railings or curbs at least 36 inches?**

<table>
<thead>
<tr>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
</table>

Possible solutions:
- Relocate the railings.
- Widen the ramp.

**Question 2D. Are ramps non-slip?**

<table>
<thead>
<tr>
<th>YES</th>
<th>NO</th>
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</table>

Possible solution:
- Add non-slip surface material.

**Question 2E. Is there a 5-foot-long level landing at every 30-foot horizontal length of ramp, at the top and bottom of ramps and at switchbacks?**

<table>
<thead>
<tr>
<th>YES</th>
<th>NO</th>
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</table>

Possible solution:
- Remodel or relocate the ramp.

**Question 2F. Does the ramp rise no more than 30 inches between landings?**

<table>
<thead>
<tr>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
</table>

Possible solution:
- Remodel or relocate the ramp.
Parking and Drop-Off Areas (ADAAG 1994: 4.5; 2010: 502)

Question 3A. Are an adequate number of accessible parking spaces available (8 feet wide for car plus 5-foot access aisle)?

NOTE: For guidance in determining the appropriate number of spaces to designate, the table below gives the ADAAG requirements for new construction and alterations (for lots with more than 100 spaces, refer to ADAAG):

<table>
<thead>
<tr>
<th>Total Spaces</th>
<th>Accessible</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 to 25</td>
<td>1 space</td>
</tr>
<tr>
<td>26 to 50</td>
<td>2 spaces</td>
</tr>
<tr>
<td>51 to 75</td>
<td>3 spaces</td>
</tr>
<tr>
<td>76 to 100</td>
<td>4 spaces</td>
</tr>
</tbody>
</table>

Possible solution:
- Reconfigure a reasonable number of spaces by repainting stripes.

Question 3B. Are 8-foot-wide spaces, with minimum 8-foot-wide access aisles and 98 inches of vertical clearance, available for lift-equipped vans?

NOTE: At least one of every 8 accessible spaces must be van-accessible (at least one van-accessible space in all cases) and measurement should be from the center of one painted line to the center of the next painted line.

Possible solutions:
- Reconfigure to provide van-accessible space(s).

Question 3C. Are access aisles part of the accessible route to the accessible entrance?

Possible solutions:
- Add curb ramps.
- Reconstruct the sidewalk.

Question 3D. Are the accessible spaces closest to the accessible entrance?

Possible solution:
- Reconfigure spaces.

Question 3E. Do all accessible parking spaces and access aisles have a slope of no more than 1:50 or 2%? (See Measuring for slope on page D2.2 of this checklist.)

NOTE: For better accuracy when measuring parking spaces and access aisles, take a measurement in three different locations within the space (avoiding pronounced dips and depressions) and record the average of the three measurements.

Possible solutions:
- Reconfigure or relocate accessible spaces to level areas.
- Modify/re-grade the accessible parking area.

Question 3F. Are accessible spaces marked with the International Symbol of Accessibility? Are there signs reading “Van Accessible” at van spaces?

Possible solution:
- Add signs, placed so that they are not obstructed by cars.
**Question 3G.** Are accessible parking signs permanently mounted and at least 60 inches from the ground (from the surface to the bottom of the sign)?

Possible solutions:
- Permanently mount signage to the ground or the wall surface.
- Adjust sign height so that they are not obstructed by cars.

**Question 3H.** Is there an enforcement procedure to ensure that accessible parking is used only by those who need it?

Possible solution:
- Implement a policy to check periodically for violators and report them to the proper authorities.


**Question 4A.** If there are stairs at the main entrance, is there also a ramp or a lift, or is there an alternative accessible entrance?

NOTE: Do not use a service entrance as the accessible entrance unless there is no other option.

Possible solutions:
- If it is not possible to make the main entrance accessible, create a dignified alternate accessible entrance.
- If parking is provided, make sure there is accessible parking near all accessible entrances.

**Question 4B.** Do all inaccessible entrances have signs indicating the location of the nearest accessible entrance?

Possible solution:
- Install signs before inaccessible entrances so that people do not have to retrace their approach.

**Question 4C.** Can the alternate accessible entrance be used independently?

Possible solution:
- Eliminate as much as possible the need for assistance-to answer a doorbell, to operate a lift or to put down a temporary ramp, for example.

**Question 4D.** Does the entrance door have at least 32 inches clear opening (for a double door, at least one 32-inch opening)?

Possible solutions:
- Widen the door to 32 inches clear.
- If technically infeasible, widen to 31 and 3/8 inches minimum.
- Install offset (swing-clear) hinges.

**Question 4E.** Is there at least 18 inches of clear wall space on the pull side of the door, next to the handle?

NOTE: A person using a wheelchair or crutches needs this space to get close enough to open the door.
Possible solutions:
- Remove or relocate furnishings, partitions or other obstructions.
- Move the door.
- Add a power-assisted or automatic door opener.

**Question 4F. Is the threshold edge 1/4-inch high or less, or if beveled edge, no more than 3/4-inch high?**
Possible solutions:
- If there is a single step with a rise of 6 inches or less, add a short ramp.
- If there is a threshold greater than 3/4-inch high, remove it or modify it to be a ramp.

**Question 4G. If provided, are mats or carpeting a maximum of 1/2-inch high?**
Possible solution:
- Replace or remove mats or carpeting.

**Question 4H. Are edges securely installed to minimize tripping hazards?**
Possible solution:
- Secure carpeting or mats at the edges.

**Question 4I. Is the door handle no higher than 48 inches and operable with a closed fist?**
NOTE: The "closed fist" test for handles and controls is as follows—try opening the door or operating the control using only one hand, held in a fist. If you can do it, so can a person who has limited use of his or her hands.
Possible solutions:
- Lower the handle.
- Replace an inaccessible knob with a lever or loop handle.
- Retrofit with an add-on lever extension.

**Question 4J. Can doors be opened without too much force (maximum is 5 lb for interior doors)?**
NOTE: You can use an inexpensive force meter or a fish scale to measure the force required to open a door. Attach the hook end to the doorknob or handle. Pull on the ring end until the door opens, and read off the amount of force required. If you do not have a force meter or a fish scale, you will need to judge subjectively whether the door is easy enough to open.
Possible solutions:
- Adjust the door closers and oil the hinges.
- Install power-assisted or automatic door openers.
- Install lighter doors.

**Question 4K. If the door has a closer, does it take at least 3 seconds to close?**
Possible solution:
- Adjust the door closer.
Other Considerations (Priority 1: Accessible Approach and Entrance)

The following elements are intended as supplemental to the above checklist and are not legally required under the ADA.

**Question 5A. If the agency has a security system which requires ringing a bell or pushing an intercom button, is it clearly marked (5/8 to 2 inch letters with high contrast)?**

- [ ] Yes
- [ ] No

- [ ] Braille text of the same information?
- [ ] Is the system accessible for someone who is deaf?
- [ ] Is the button within reach of someone in a wheelchair?

**NOTE:** **Reach ranges:** ADAAG, 1994, stipulates the maximum height for a side reach is 54 inches; for a forward reach, 48 inches. The minimum reachable height is 15 inches for a front approach and 9 inches for a side approach. ADAAG, 2010, stipulates the maximum height for a side reach is 48 inches (exception: 54 inches for existing structures); for a forward reach, 48 inches. The minimum reachable height is 15 inches for a front approach and 15 inches for a side approach.

Possible solutions:
- [ ] Replace existing signs.
- [ ] Install an intercom for verbal communication.
- [ ] Move push buttons within an accessible reach range.

**Question 5B. Is there accessible informational signage (with good visual contrast and large enough letters) at the entrance that provides directional information for persons with disabilities?**

Possible solution:
- [ ] Install accessible informational signage denoting accessible routes.

**Question 5C. Is there signage at the entrance that lets people know that service animals are welcome?**

Possible solution:
- [ ] Install accessible signage denoting service animals are welcome.

**Question 5D. If there is a sign at the entrance asking “If you need assistance…” does it include the International Symbol of Accessibility and have good visual contrast?**

Possible solution:
- [ ] Install accessible signage that includes the International Symbol of Accessibility and has good visual contrast.

**Question 5E. Is confidentiality possible at the counter, in the waiting room or while filling out forms?**
Possible solution:
- Move intake activities to a private area.

**Priority 2: Access to Goods and Services**

Ideally, the layout of the building should allow people with disabilities to obtain materials or services without assistance.

**Horizontal Circulation (ADAAG 1994: 4.3; 2010: 402)**

**Question 6A.** Does the accessible entrance provide direct access to the main floor lobby or elevator?  
Possible solutions:  
- Add ramps or lifts.  
- Make another entrance accessible.

**Question 6B.** Are all public spaces on an accessible route of travel?  
Possible solution:  
- Provide access to all public spaces along an accessible route of travel.

**Question 6C.** Is the accessible route to all public spaces at least 36 inches wide and 80 inches in height clearance?  
Possible solution:  
- Move furnishings such as tables, chairs, display racks, vending machines and counters to make more room.

**Question 6D.** Is there a 5-foot circle or a T-shaped space for a person using a wheelchair to reverse direction?  
Possible solution:  
- Rearrange furnishings, displays and equipment.


**Question 7A.** Do doors into public spaces have at least a 32-inch clear opening?  
Possible solutions:  
- Install offset (swing-clear) hinges.  
- Widen doors.

**Question 7B.** On the pull side of doors, next to the handle, is there at least 18 inches of clear wall space so that a person using a wheelchair or crutches can get near to open the door?  
Possible solutions:  
- Reverse the door swing if it is safe to do so.  
- Move or remove obstructing partitions.
**Question 7C.** Can doors be opened without too much force (5 pounds maximum for interior doors)?

Possible solutions:
- Adjust or replace closers.
- Install lighter doors.
- Install power-assisted or automatic door openers.

**Question 7D.** Are door handles 48 inches high or less and operable with a closed fist?

Possible solutions:
- Lower handles.
- Replace inaccessible knobs or latches with lever or loop handles.
- Retrofit with add-on levers.
- Install power-assisted or automatic door openers.

**Question 7E.** Is the threshold edge 1/4-inch high or less, or if beveled edge, no more than 3/4-inch high?

Possible solutions:
- If there is a threshold greater than 3/4-inch high, remove it or modify it to be a ramp.
- If between 1/4- and 3/4-inch high, add bevels to both sides.

**Emergency Alarms** (ADAAG 1994: 4.38; 2010: 702)

**Question 8A.** If emergency systems are provided, do they have both flashing lights and audible signals?

Possible solutions:
- Install visible and audible alarms.
- Provide portable devices.

**Rooms and Spaces** (ADAAG 1994: 4.2, 4.4 4.5; 2010: 304, 307)

**Question 9A.** Are all aisles and pathways to materials and services at least 36 inches wide?

Possible solution:
- Rearrange furnishings and fixtures to clear aisles.

**Question 9B.** Is there a 5-foot circle or T-shaped space for turning a wheelchair completely?

Possible solution:
- Rearrange furnishings to clear more room.

**Question 9C.** Is carpeting low-pile, tightly woven, and securely attached along the edges?
Possible solutions:
- Secure edges on all sides.
- Replace carpeting.

**Question 9D.** In the circulation paths through public areas, are all obstacles cane-detectable (located within 27 inches of the floor or higher than 80 inches, or protruding less than 4 inches from the wall)?

Possible solutions:
- Remove obstacles.
- Install furnishings, planters or other cane-detectable barriers underneath.

**Signage for Goods and Services** *(ADAAG 1994: 4.30; 2010: 703)*

Different requirements apply to different types of signs.

**Question 10A.** If provided, do signs designating permanent rooms and spaces where goods and services are provided comply with the appropriate requirements for such signage? (See specifications below.)

<table>
<thead>
<tr>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
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</tbody>
</table>

- Signs mounted with centerline 60 inches from floor.
- Signs mounted on wall adjacent to latch side of door or as close as possible.
- Signs with raised characters, sized between 5/8 and 2 inches high, with high contrast.
- Signs with raised Brailled text of the same information.
- If pictogram is used in the sign, it must be accompanied by raised characters and Braille.

Possible solution:
- Provide signs that have raised letters, Braille and that meet all other requirements for permanent room or space signage.

**Directional and Informational Signage**

The following questions apply to directional and informational signs that fall under Priority 2.

**Question 11A.** If mounted above 80 inches, do signs have letters at least 3 inches high, with high contrast and non-glare finish?

Possible solution:
- Review requirements and replace signs as needed, meeting the requirements for character size, contrast and finish.

**Question 11B.** Do directional and informational signs comply with legibility requirements? *(Building directories or temporary signs need not comply.)*

Possible solution:
- Review requirements and replace signs as needed, meeting the requirements for character size, contrast and finish.
### Controls (ADAAG 1994: 4.27; 2010: 407.2, 308, 309.4)

<table>
<thead>
<tr>
<th>Question</th>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>12A. Are all controls that are available for use by the public (including electrical, mechanical, cabinet, game and self-service controls) located at an accessible height?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>NOTE: For additional reach range information, see “NOTE” on page D2.9, item 5A. Possible solution:</td>
<td>Relocate controls.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Question</th>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>12B. Are controls operable with a closed fist?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Possible solution:</td>
<td>Replace controls.</td>
<td></td>
</tr>
</tbody>
</table>

### Seats, Tables, and Counters (ADAAG 1994: 4.3, 4.32, 7.2; 2010: 306, 902)

<table>
<thead>
<tr>
<th>Question</th>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>13A. Are the aisles between fixed seating (other than assembly area seating) at least 36 inches wide?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Possible solution:</td>
<td>Rearrange chairs or tables to provide 36-inch aisles.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Question</th>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>13B. Are the spaces for wheelchair seating distributed throughout?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Possible solutions:</td>
<td>Rearrange tables to allow room for wheelchairs in seating areas throughout the area. Remove some fixed seating.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Question</th>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>13C. Are the tops of tables or counters between 28 and 34 inches high?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Possible solutions:</td>
<td>Lower part or all of the high surface. Provide an auxiliary table or counter.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Question</th>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>13D. Are knee spaces at accessible tables at least 27 inches high, 30 inches wide and 19 inches deep?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Possible solution:</td>
<td>Replace or raise tables.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Question</th>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>13E. At each type of cashier counter, is there a portion of the main counter that is no more than 36 inches high?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Possible solutions:</td>
<td>Provide a lower auxiliary counter or folding shelf. Arrange the counter and surrounding furnishings to create a space to hand items back and forth.</td>
<td></td>
</tr>
</tbody>
</table>
**Question 13F.** Is there a portion of food-ordering counters that is no more than 36 inches high or is there space at the side for passing items to customers who have difficulty reaching over a high counter?

Possible solutions:
- ☐ Lower the section of the counter.
- ☐ Arrange the counter and surrounding furnishings to create a space to pass items.

**Vertical Circulation** (ADAAG 1994: 4.1.3(5), 4.3; 2010: 203, 206)

**Question 14A.** Are there ramps, lifts or elevators to all levels?

Possible solutions:
- ☐ Install ramps or lifts.
- ☐ Modify a service elevator.
- ☐ Relocate goods or services to an accessible area.

**Question 14B.** On each level, if there are stairs between the entrance and/or elevator and essential public areas, is there an accessible alternate route?

Possible solution:
- ☐ Clearly post signs directing people along an accessible route to ramps, lifts or elevators.

**Stairs** (ADDAG 1994: 4.9; 2010: 504, 505)
The following questions apply to stairs connecting levels not serviced by an elevator, ramp or lift.

**Question 15A.** Do treads have a non-slip surface?

Possible solution:
- ☐ Add a non-slip surface to treads.

**Question 15B.** Do stairs have continuous rails on both sides, with extensions beyond the top and bottom stairs?

Possible solution:
- ☐ Add or replace handrails if possible within the existing floor plan.

**Elevators** (ADDAG 1994: 4.10; 2010: 407)

**Question 16A.** Are there both visible and verbal or audible door opening/closing and floor indicators (e.g., one tone = up, two tones = down)?

Possible solution:
- ☐ Install visible and verbal or audible signals.
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**Question 16B. Are the call buttons in the hallway no higher than 42 inches?**

Possible solutions:
- ☐ Lower the call buttons.
- ☐ Provide a permanently attached reach stick.

**Question 16C. Do the controls inside the cab have raised and Braille lettering?**

Possible solution:
- ☐ Install raised lettering and Braille next to the buttons.

**Question 16D. Is there a sign on both door jambs at each floor identifying the floor in raised and Braille letters?**

Possible solution:
- ☐ Install tactile signs to identify floor numbers, at a height of 60 inches from the floor.

**Question 16E. If an emergency intercom is provided, is it usable without voice communication?**

Possible solution:
- ☐ Modify the communication system.

**Question 16F. Is the emergency intercom identified by Braille and raised letters?**

Possible solution:
- ☐ Add tactile identification.

**Lifts** (ADAG 1994: 4.3, 4.11; 2010: 305.3, 410)

**Question 17A. Can the lift be used without assistance?**

*If not, is a call button provided?* Possible solutions:
- ☐ At each stopping level, post clear instructions for use of the lift.
- ☐ Provide a call button.

**Question 17B. Is there at least 30 by 48 inches of clear space for a person in a wheelchair to approach to reach the controls and use the lift?**

Possible solution:
- ☐ Rearrange furnishings and equipment to clear more space.

**Question 17C. Are controls between 15 and 48 inches high (up to 54 inches if a side approach is possible)? For reach range information, see NOTE on page D2.9, item 5A.**

Possible solution:
- ☐ Move the controls.
Other Considerations (Priority 2: Access to Goods and Services)
The following elements are intended as supplemental to the above check list and may not be legally required under the ADA.

**Question 18A. Is the reception or waiting area noisy and/or busy?**

NOTE: Excessive noise may create difficulties for persons with hearing loss or those with cognitive disabilities.

<table>
<thead>
<tr>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
</table>

- Are there a lot of people talking at once?  
- Is there a TV or music playing in the background?  
- Are announcements made over a loudspeaker?

Possible solutions:
- Divide waiting areas into smaller spaces to decrease the number of people in the room.
- Decrease TV or music volumes or eliminate them altogether.
- Decrease loudspeaker volume or implement an alternative communication system.

**Question 18B. Are the chairs in the facility available in a variety of styles and sizes?**

NOTE: Seating areas should contain chairs that are accessible to people with limited mobility and people who use wheelchairs, including chairs without arm rests, chairs in larger sizes and chairs that do not roll.

Possible solution:
- Install chairs of various sizes and chairs without arms and rollers.

**Question 18C. Is there room to transfer from a wheelchair to a standard chair?**

Possible solutions:
- Reconfigure the space to allow for ample transfer room to accessible chairs.
- Install chairs of various sizes and chairs without arms at the end of rows.

**Question 18D. Are there footrests available with any of the chairs?**

Possible solution:
- Make footrests available.

**Question 18E. Are the offices adequately lighted so that someone with low vision would be able to see written materials or other people; but not too bright, flickering or noisy, which may affect someone with light sensitivity, who has difficulty paying attention, or who has seizures?**

Possible solutions:
- Replace or relocate lighting fixtures.
- Add indirect lighting.

**Question 18F. Is there enough room and is the layout conducive for an interpreter to also be in the office, waiting or intake area?**

NOTE: The layout should allow for an interpreter to sit across from the individual and to not have to be in front of a window.
Possible solution:
- Reconfigure the space.

**Priority 3: Usability of Restrooms**

When restrooms are open to the public, they should be accessible to people with disabilities.

**Getting to the Restrooms** (ADAAG 1994: 4.1; 2010: 201)

**Question 19A.** If restrooms are available to the public, is at least one restroom (either one for each sex, or unisex) fully accessible?

Possible solutions:
- Reconfigure the restroom.
- Combine the restrooms to create one unisex accessible restroom.

**Question 19B.** Are there signs at inaccessible restrooms that give directions to accessible restroom facilities?

Possible solution:
- Install accessible signs.

**Doorways and Passages** (ADAAG 1994: 4.2, 4.13, 4.30; 2010: 404, 304, 703)

**Question 20A.** Is there tactile signage identifying restrooms?

**NOTE:** Mount signs on the wall, on the latch side of the door, complying with the requirements for permanent signage.

Possible solutions:
- Add accessible signage, placed to the side of the door, 60 inches to the centerline (but not on the door itself).
- If symbols are used, add supplementary verbal signage.

**Question 20B.** Are pictograms or symbols used to identify rest rooms, and if used, are raised characters and Braille included below?

Possible solution:
- If symbols are used, add supplementary verbal signage with raised characters and Braille below the pictogram symbol.

**Question 20C.** Is the doorway at least 32 inches clear?

Possible solutions:
- Install offset (swing-clear) hinges.
- Widen the doorway.

**Question 20D.** Are doors equipped with accessible handles (operable with a closed fist), 48 inches high or less?

Possible solutions:
- Lower handles.
- Replace knobs or latches with lever or loop handles.
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☐ Add lever extensions.
☐ Install power-assisted or automatic door openers.

**Question 20E.** Can doors be opened easily (5 pounds maximum force)?
Possible solutions:
☐ Adjust or replace closers.
☐ Install lighter doors.
☐ Install power-assisted or automatic door openers.

**Question 20F.** Does the entry configuration provide adequate maneuvering space for a person using a wheelchair?
NOTE: A person using a wheelchair needs 36 inches of clear width for forward movement and a 5-foot diameter clear space or a T-shaped space to make turns. A minimum distance of 48 inches clear of the door swing is needed between the two doors of an entry vestibule.
Possible solutions:
☐ Rearrange furnishings such as chairs and trash cans.
☐ Remove inner door if there is a vestibule with two doors.
☐ Move or remove obstructing partitions.

**Question 20G.** Is there a 36-inch-wide path to all fixtures?
Possible solution:
☐ Remove obstructions.

**Stalls (ADAAG 1994: 4.17; 2010: 604)**

**Question 21A.** Is the stall door operable with a closed fist, inside and out?
Possible solutions:
☐ Replace inaccessible knobs with lever or loop handles.
☐ Add lever extensions.

**Question 21B.** Is there a wheelchair-accessible stall that has an area of at least 5 feet by 5 feet, clear of the door swing?
Possible solutions:
☐ Move or remove partitions.
☐ Reverse the door swing if it is safe to do so.

**Question 21C.** In the accessible stall, are there grab bars behind and on the side wall nearest to the toilet with a 1 1/2 inch grab clearance?
Possible solution:
☐ Add grab bars.

**Question 21D.** Is the toilet seat 17 to 19 inches high?
Possible solution:
☐ Add a raised seat.

Question 22A. Does one lavatory have a 30-inch-wide by 48-inch-deep clear space in the front?

NOTE: A maximum of 19 inches of the required depth may be under the lavatory.

Possible solutions:
- Rearrange furnishings.
- Replace the lavatory.
- Remove or alter cabinetry to provide space underneath.
  Make sure hot pipes are covered.
- Move a partition or wall.

Question 22B. Is the lavatory rim no higher than 34 inches?

Possible solution:
- Adjust or replace the lavatory.

Question 22C. Are there at least 29 inches from the floor to the bottom of the lavatory apron (excluding pipes)?

Possible solution:
- Adjust or replace the lavatory.

Question 22D. Are any drain pipes or water lines under the lavatory exposed and uncovered?

NOTE: Exposed pipes or hot water lines can potentially cause burn injuries to people who use wheelchairs and must pull their chair under the lavatory apron to reach the faucet handles or soap dispensers.

Possible solution:
- Cover exposed pipes with pipe cover kit.

Question 22E. Can the faucet be operated with one closed fist?

Possible solution:
- Replace faucet handles with paddle type.

Question 22F. Are soap and other dispensers and hand dryers within reach ranges and usable with one closed fist?

NOTE: For reach range information, see “NOTE” on page D2.9, item 5A.

Possible solutions:
- Lower dispensers.
- Replace with or provide additional accessible dispensers.

Question 22G. Is the mirror mounted with the bottom edge of the reflecting surface 40 inches high or lower?

Possible solutions:
- Lower or tilt down the mirror.
- Add a larger mirror anywhere in the room.
Priority 4: Additional Access

Note that this priority is for items not required for basic access in the first three priorities. When amenities such as drinking fountains and public telephones are provided, they should also be accessible to people with disabilities.

Drinking Fountains (ADAAG 1994: 4.15; 2010: 305.3, 602)

Question 23A. Is there at least one fountain with clear floor space of at least 30 by 48 inches in front?

Possible solution:
- ☐ Clear more room by rearranging or removing furnishings.

Question 23B. Is there one fountain with its spout no higher than 36 inches from the ground, and another with a standard height spout (or a single "hi-lo" fountain)?

Possible solutions:
- ☐ Provide cup dispensers for fountains with spouts that are too high.
- ☐ Provide an accessible water cooler.

Question 23C. Are fountain controls mounted on the front or on the side near the front edge and operable with one closed fist?

Possible solution:
- ☐ Replace the controls.

Question 23D. Is each water fountain cane-detectable (located within 27 inches off the floor or protruding less than 4 inches from the wall into the circulation path)?

Possible solution:
- ☐ Place a planter or other cane-detectable barrier on each side at floor level.

Telephones (ADAAG 1994: 4.31; 2010: 704)

Question 24A. If pay or public use phones are provided, is there clear floor space of at least 30 by 48 inches in front of at least one?

Possible solutions:
- ☐ Move furnishings.
- ☐ Replace the booth with open station.

Question 24B. Is the highest operable part of the phone no higher than 48 inches (up to 54 inches if a side approach is possible)?

Possible solution:
- ☐ Lower the telephone.

Question 24C. Does the phone protrude no more than 4 inches into the circulation space?

Possible solution:
- ☐ Place a cane-detectable barrier on each side at floor level.
**Question 24D.** Does the phone have push-button controls?

Possible solution:
- Contact the phone company to install push-buttons.

**Question 24E.** Is the phone hearing-aid compatible?

Possible solution:
- Contact the phone company to replace the current phone with a hearing-aid compatible phone.

**Question 24F.** Is the phone adapted with volume control?

Possible solution:
- Contact the phone company to add volume control.

**Question 24G.** Is the phone with volume control identified with appropriate signage?

Possible solution:
- Add signage.

**Question 24H.** If there are four or more public phones in the building, is one of the phones equipped with a text telephone (TTY or TDD)?

Possible solutions:
- Install a text telephone.
- Have a portable text telephone available.
- Provide a shelf and outlet next to phone.

**Question 24I.** Is the location of the text telephone identified by accessible signage bearing the International TDD Symbol?

Possible solution:
- Add signage.

**Other Considerations (Priority 4: Additional Access)**

The following elements are intended as supplemental to the above checklist and may not be legally required under the ADA.

**Question 25A.** Are there policies in place regarding flash photography at meetings?

NOTE: Flash photography may trigger seizures and/or migraine headaches for those with photo-sensitivity. Policies should require the announcement of the intent to use a flash, providing an opportunity for the person who may be sensitive to leave the area.

Possible solution:
- Implement or modify policy.

**Question 25B.** Are there policies in place about the use of non-scented products?
NOTE: Scented products such as candles, flowers or perfumes may cause reactions for those with chemical sensitivity.
Possible solution:
☑ Implement or modify policy.

**Question 25C. If the agency provides residential housing (temporary or permanent), are there an adequate number of accessible beds?**

NOTE: Bedrooms should be accessible to people with various types of disabilities, including individuals who are deaf. Use the following as a guide in determining the appropriate number of accessible bedrooms:

<table>
<thead>
<tr>
<th>Total Number of Beds</th>
<th>Number of Accessible Beds</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 to 25</td>
<td>1</td>
</tr>
<tr>
<td>26 to 50</td>
<td>2</td>
</tr>
<tr>
<td>51 to 75</td>
<td>3</td>
</tr>
<tr>
<td>76 to 100</td>
<td>4</td>
</tr>
<tr>
<td>101 to 150</td>
<td>5</td>
</tr>
<tr>
<td>151 to 200</td>
<td>6</td>
</tr>
</tbody>
</table>

Possible solution:
☑ Reconfigure or modify beds and/or bedrooms.

**Question 25D. If the agency provides residential housing (temporary or permanent), is at least one type of amenity (washer, dryer, etc.) in common areas accessible and located on an accessible route to any accessible sleeping room?**

Possible solutions:
☑ Reconfigure or modify existing amenities to meet ADA guidelines (appropriate reach ranges, path clearance, etc., as detailed throughout this survey.)
☑ Provide appropriate signage directing individuals to the accessible amenities.

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Thank you for your efforts to increase the accessibility of your facility and your important work in serving people with disabilities.

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Resources drawn from to compile this checklist include: (1) Adaptive Environments Center, Inc. and Barrier Free Environments, Inc., A checklist for existing facilities (for National Institute on Disability and Rehabilitation Research, revised 1995); (2) Metro-Milwaukee DART Initiative, Safe, accessible and welcoming environment survey; (3) Americans with Disabilities Act accessibility guidelines (ADAAG, 1991) and (4) WV S.A.F.E., Rape crisis center accessibility survey (Unpublished, 2007).