



# **MULTI-YEAR ACCESSIBILITY PLAN**

**2019-2023**

## **FEEDBACK**

Your comments will help us improve future accessibility plans. Please let us know what you think about Montague Township's 2019-2023 Accessibility Plan.

### **Contact for Comments and Inquiries**

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## **EXECUTIVE SUMMARY**

The purpose of the *Ontarians with Disabilities Act, 2001, (ODA)* is to improve opportunities for people with disabilities and to provide for their involvement in the identification, removal and prevention of barriers. To this end, the ODA mandates that each municipality prepare an annual accessibility plan.

In 2005, a second piece of legislation, the *Accessibility for Ontarians with Disabilities Act, 2005, (AODA)* was enacted. Through the AODA, Ontario is working to make the province fully accessible for people with disabilities by 2025. Under the Act, standards have been developed that must be followed to identify, remove and prevent barriers so that people with disabilities have more opportunities to participate in everyday life.

The Integrated Accessibility Standard requires municipalities to develop a multi-year plan every five years.

### **Aim**

Through its multi-year accessibility plan, the Municipality aims to become barrier free by 2025. This includes complying with the following accessibility standards:

- Customer Service
- Information and Communication
- Employment
- Transportation
- Built Environment

This plan describes the measures that the Municipality may undertake to identify, remove and prevent barriers so that goods, services, facilities, accommodation, employment, buildings, structures and premises are accessible to persons with disabilities.

### **Statement of Commitment**

The Municipality is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and shall do so by preventing and removing barriers to accessibility and meeting the accessibility requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*.

## MUNICIPAL HIGHLIGHTS

### Township Owned Facilities

1. Municipal Office / Fire Hall
2. Community Hall – Centennial (Rosedale) Hall
3. Municipal Garage (Municipal Office)  
*\*not accessed by the public*

## **CONSULTATION ACTIVITIES**

### **Council**

The Council of the Corporation of the Township of Montague is committed to implementing the necessary policies and providing the necessary resources so that goods, services, facilities, accommodation, employment, buildings, structures and premises of the Municipality are accessible to persons with disabilities.

The accessibility plan has been prepared in order to enable Council to meet these commitments.

### **Staff**

Township staff are encouraged to comment on and recommend improvements to policies and practices with regard to accessibility.

### **Lanark County Accessibility Advisory Sub-Committee**

When practicable, staff attend meetings of the Lanark County Accessibility Advisory Sub-Committee (LCAAC). These meetings provide an opportunity to consult with people with disabilities, to discuss, share and develop accessibility information and to ensure that this plan addresses measures to identify, remove and prevent barriers to people with disabilities.

## **2019 TO 2023 ACCESSIBILITY PLAN**

The Municipality's accessibility plan focuses on three areas. These initiatives will support compliance with the existing Accessibility Standards for Customer Service, as well as with the new Integrated Accessibility Standards of Information and Communication and Employment. The Municipality does not provide public transportation and therefore the requirements of the Transportation Standard do not apply.

2019-2023 Accessibility Plan – See Schedule “A”

Past Achievements – See Schedule “B”

## **ASSESSING THE ORGANIZATION**

An assessment will help the Municipality determine where it stands with respect to accessibility for people with disabilities and determine what specific steps the Municipality needs to take to increase accessibility and how it can reach the goals in its accessibility policy. The assessment will also assist in developing an effective plan to prevent and remove barriers.

Assessments will be conducted as per the schedule set out in the 2019-2023 Accessibility Plan.

Accessibility Assessment Form – See Schedule “C”

## **BARRIERS IDENTIFIED**

Upon completion of an Accessibility Assessment, the Clerk will develop a plan to address any barriers that have been identified.

Barrier Removal Plan – See Schedule “D”

## **REVIEW AND MONITORING OF THE PROCESS**

Council is committed to following through with this plan. This plan will be reviewed and updated at least once every five years, allowing Council, staff and the public to assess its effectiveness and reflect changing community requirements.

An annual status report on the progress on implementing this plan will be available on the Township website as well as at the Municipal Office.

## **COMMUNICATION OF THE PLAN**

This plan will be available on the Township website as well as at the Municipal Office. Every effort will be made to make the plan and annual status report available to those with disabilities for their perusal and review. They will be provided in an accessible format upon request.



## SCHEDULE “A” - 2019 to 2023 ACCESSIBILITY PLAN

<b>2019 - ACTION</b>	<b>RESPONSIBILITY</b>	<b>COSTS</b>	<b>TARGET DATE</b>
Multi-Year Accessibility Plan – 2019 to 2023 <ul style="list-style-type: none"> <li>• Develop Plan</li> <li>• Adopt Plan</li> <li>• Post Plan on Website</li> </ul>	Clerk Council	Staff Time	December 31 <sup>st</sup> , 2019
Accessibility Assessment Part of overall Building Condition Assessment <ul style="list-style-type: none"> <li>• Interior of Municipal Office / Fire Hall</li> <li>• Develop Plan for Removing Barriers</li> </ul>	Senior Management	Staff Time, part of the Building Condition Assessment	December 31 <sup>st</sup> , 2019
Ensure website and all content are WCAG Level 2.0 Compliant	Clerk	Staff Time, new website development	October 1 <sup>st</sup> , 2019
Accessibility Report to Province	Clerk	Staff Time	December 31, 2019
Annual Status Report <ul style="list-style-type: none"> <li>• Complete Form</li> <li>• Post on Website and at Municipal Office</li> </ul>	Clerk	Staff Time	December 31, 2019

<b>2020 - ACTION</b>	<b>RESPONSIBILITY</b>	<b>COSTS</b>	<b>TARGET DATE</b>
Repairs and work to the Rosedale Hall to address the floor accessibility	Clerk	Construction work	May 1 <sup>st</sup> , 2020
Annual Status Report <ul style="list-style-type: none"> <li>• Complete Form</li> <li>• Post on Website and at Municipal Office</li> </ul>	Clerk	Staff Time	December 31, 2020

<b>2021 - ACTION</b>	<b>RESPONSIBILITY</b>	<b>COSTS</b>	<b>TARGET DATE</b>
Annual Accessibility Report to Province	Clerk	Staff Time	December 31, 2021
Annual Status Report <ul style="list-style-type: none"> <li>• Complete Form</li> <li>• Post on Website and at Municipal Office</li> </ul>	Clerk	Staff Time	December 31, 2021

<b>2022 - ACTION</b>	<b>RESPONSIBILITY</b>	<b>COSTS</b>	<b>TARGET DATE</b>
Annual Accessibility Report to Province	Clerk	Staff Time	December 31, 2022
Annual Status Report <ul style="list-style-type: none"> <li>• Complete Form</li> <li>• Post on Website and at Municipal Office</li> </ul>	Clerk	Staff Time	December 31, 2022

<b>2023 - ACTION</b>	<b>RESPONSIBILITY</b>	<b>COSTS</b>	<b>TARGET DATE</b>
Multi-Year Accessibility Plan – 2023 to 2027 <ul style="list-style-type: none"> <li>• Develop Plan</li> <li>• Adopt Plan</li> <li>• Post Plan on Website</li> </ul>	Clerk Council	Staff Time	December 31, 2023
Accessibility Report to Province	Clerk	Staff Time	December 31, 2023
Annual Status Report <ul style="list-style-type: none"> <li>• Complete Form</li> <li>• Post on Website and at Municipal Office</li> </ul>	Clerk	Staff Time	December 31, 2023

## SCHEDULE “B” - PAST ACHIEVEMENTS

This section outlines the Municipality’s accomplishments with regards to the measures implemented to identify, remove and prevent barriers.

<b>PAST ACHIEVEMENTS</b>
<b>2002 ACHIEVEMENT</b> <ul style="list-style-type: none"> <li>• Created a text-only website to work with existing website for screen readers and users of older technology</li> </ul>
<b>2003 ACHIEVEMENT</b> <ul style="list-style-type: none"> <li>• Carried out a site audit of municipally-owned building to identify barriers with the assistance of the Lanark County Accessibility Advisory Committee</li> </ul>
<b>2004 ACHIEVEMENTS</b> <ul style="list-style-type: none"> <li>• Amended the Township’s Parking By-law to establish accessible parking spaces at the municipal complex and Centennial (Rosedale) Hall</li> </ul>
<b>2005-6 ACHIEVEMENTS</b> <ul style="list-style-type: none"> <li>• Replaced the main doors at Centennial Hall</li> <li>• Replaced the main walkway into the municipal complex</li> </ul>
<b>2007 ACHIEVEMENTS</b> <ul style="list-style-type: none"> <li>• \$20,000 put into a capital reserve for Centennial Hall improvements to address a variety of barriers</li> </ul>
<b>2008 ACHIEVEMENTS</b> <ul style="list-style-type: none"> <li>• A building condition report was completed showing exterior access at the Centennial Hall was good, identifying barriers in the washrooms</li> </ul>
<b>2010 ACHIEVEMENTS</b> <ul style="list-style-type: none"> <li>• Carried out renovations at Centennial Hall improving access, including the washrooms, and removing a variety of barriers</li> </ul>
<b>2013 ACHIEVEMENTS</b> <ul style="list-style-type: none"> <li>• Upgraded website to ensure compliance with IASR</li> </ul>
<b>2014 ACHIEVEMENTS</b> <ul style="list-style-type: none"> <li>• Develop consolidated Accessibility Policy &amp; Procedures (Customer Service Standard &amp; Integrated Standards)</li> <li>• Development of multi-year Accessibility Plan</li> <li>• Amended Procurement Policy to address accessibility training requirements</li> </ul>
<b>2015 ACHIEVEMENTS</b> <ul style="list-style-type: none"> <li>• Return to Work Policy Developed and Approved</li> <li>• Individual Accommodation Policy Developed and Approved</li> </ul>
<b>2016 ACHIEVEMENTS</b> <ul style="list-style-type: none"> <li>• Amended Hiring Policy to address Accessibility in the hiring requirements</li> </ul>
<b>2017 ACHIEVEMENTS</b> <ul style="list-style-type: none"> <li>• Repaving of municipal administrative building parking lot removing potholes and gravel from customer parking lot</li> </ul>
<b>2019 ACHIEVEMENTS</b> <ul style="list-style-type: none"> <li>• Municipal Website - Ensure Website and Content meet the WCAG 2.0 requirements at Level AA and ensure PDF’s are accessible</li> </ul>

## SCHEDULE "C" - ACCESSIBILITY ASSESSMENT FORM

<b>TOWNSHIP OF MONTAGUE ACCESSIBILITY ASSESSMENT FORM</b>
<b>Location:</b>
<b>Date of Assessment:</b>
<b>Completed By (Name, Position):</b>

<b>Barriers</b>	<b>Y</b>	<b>N</b>	<b>Possible Solutions and Notes</b>
Are signs or posted information clear and easily understood?			
Are there communication supports available?			
Are there assistive devices available?			
Are computers loaded with the following software and hardware? <ul style="list-style-type: none"> <li>• Printer that can handle large and enlarged fonts</li> <li>• Non-distorting monitors that can be set to a resolution which enlarges the information on the screen to the desired size</li> <li>• Keyboard with tactile markings for home keys</li> <li>• Text to speech</li> <li>• Conversion software</li> <li>• Speakers</li> <li>• Sound output jacks</li> </ul>			
<b>Emergency Procedures</b>	<b>Y</b>	<b>N</b>	<b>Possible Solutions and Notes</b>
Is an evacuation plan, emergency response plan or public safety information available for visitors with disabilities in case of an emergency?			
Has staff been trained on evacuation for people with disabilities?			
Is staff fully trained in response procedures?			
<b>Physical Barriers</b>	<b>Y</b>	<b>N</b>	<b>Possible Solutions and Notes</b>
Are there alternative accessible entrance(s) clearly signed from the main entrance?			
Is there a route of travel that does not require the use of stairs?			

<b>Barriers</b>	<b>Y</b>	<b>N</b>	<b>Possible Solutions and Notes</b>
Is the route of travel stable, firm and slip-resistant?			
Is the route at least 36 inches wide?			
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 27 inches of the ground. Objects hanging or mounted overhead must be higher than 80 inches to provide clear head room. It is not necessary to remove objects that protrude less than 4 inches from the wall.			
Do curbs on the route have curb cuts at drives, parking and drop-offs?			
Is there signage and landmarks to aid orientation?			
Are vehicle and pedestrian routes clearly distinguished?			
Are path surfaces suitable?			
Is planting kept well-trimmed?			
Is there a drop-off point near the main entrance?			
<b>Ramps</b>	<b>Y</b>	<b>N</b>	<b>Possible Solutions and Notes</b>
Are ramps easily identifiable or clearly signed?			
Are steps easily identifiable or clearly signed?			
Are the slopes of ramps no greater than 1:12?  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.			
Do all ramps longer than 6 feet have railings on both sides?			
Are railings sturdy and between 34 and 38 inches high?			
Is the width between railings or curbs at least 36 inches?			
Are ramps non-slip?			

<b>Barriers</b>	<b>Y</b>	<b>N</b>	<b>Possible Solutions and Notes</b>
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?			
<b>Parking and Drop-Off Areas</b>	<b>Y</b>	<b>N</b>	<b>Possible Solutions and Notes</b>
Are an adequate number of accessible parking spaces available (8 feet wide for car plus 5 foot access aisles)?			
Are 8 foot wide spaces, with minimum 8 foot wide access aisles, and 98 inches of vertical clearance, available for lift-equipped vans?			
Are the access aisles part of the accessible route to the accessible entrance?			
Are the accessible spaces closest to the accessible entrance?			
Are accessible spaces marked with the International Symbol of Accessibility? Are there signs reading "Van Accessible? At van spaces?"			
Is there an enforcement procedure to ensure that accessible parking is used only by those who need it?			
<b>Entrance</b>	<b>Y</b>	<b>N</b>	<b>Possible Solutions and Notes</b>
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 should be safe and accessible for everyone, including people with disabilities.			
If there are stairs at the main entrance, is there also a ramp or lift, or is there an alternative accessible entrance?  Note: Do not use a service entrance as an accessible entrance unless there is no other option.			
Do all inaccessible entrances have signs indicating the location of the nearest accessible entrance?			
Can the alternate accessible entrance be used independently?			
Does the entrance door have at least a 32 inch clear opening (for a double door, at least one 32 inch leaf)?			

<b>Barriers</b>	<b>Y</b>	<b>N</b>	<b>Possible Solutions and Notes</b>
<p>Is there at least 18 inches of clear wall space on the pull side of the door next to the handle?</p> <p>Note: A person using a wheelchair or crutches needs this space to get close enough to open the door.</p>			
Is the threshold edge ¼ inch high or less, or if beveled edge, no more than ¾ inch high?			
If provided, are carpeting or mats a maximum of ½ inch high?			
Are edges securely installed to minimize tripping hazards?			
<p>Is the door handle no higher than 48 inches and operable with a closed fist?</p> <p>Note: The “closed fist” test for handles and controls: 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.</p>			
Can doors be opened without too much force (exterior doors reserved; maximum is 5 lbs for interior doors)?			
If the door has a closer, does it take at least 3 seconds to close?			
<p><b>Access to Good and Services</b></p> <p>Ideally, the layout of the building should allow people with disabilities to obtain goods, materials or services without assistance.</p>	<b>Y</b>	<b>N</b>	<b>Possible Solutions and Notes</b>
Does the accessible entrance provide direct access to the main floor, lobby or elevator?			
Are all public spaces on an accessible route of travel?			
Is the accessible route to all public spaces at least 36 inches wide?			
Is there a 5 foot circle or a T-shaped space for a person using a wheelchair to reverse direction?			

<b>Barriers</b>	<b>Y</b>	<b>N</b>	<b>Possible Solutions and Notes</b>
<b>Doors</b>	<b>Y</b>	<b>N</b>	<b>Possible Solutions and Notes</b>
Do doors into public spaces have at least a 32 inch clear opening?			
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?			
Can doors be opened without too much force (5 lbs maximum for interior doors)			
Are door handles 48 inches high or less and operable with a closed fist?			
Is the threshold edge ¼ inch high or less, or if beveled edge, no more than ¾ inch high?			
<b>Emergency Way Out</b>	<b>Y</b>	<b>N</b>	<b>Possible Solutions and Notes</b>
If emergency systems are provided, do they have both flashing lights and audible signals?			
Are emergency evacuation alarms regularly checked?			
<b>Rooms and Spaces</b>	<b>Y</b>	<b>N</b>	<b>Possible Solutions and Notes</b>
Are all aisles and pathways to materials and service at least 36 inches wide?			
Is there a 5 foot circle or T-shaped space for turning a wheelchair completely?			
Is carpeting low-pile, tightly woven, and securely attached along edges?			
In 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)?			
Are there ramps, lifts, or elevators to all levels?			
On each level, if there are stairs between the entrance and/or elevator and essential public areas, is there an accessible alternate route?			
<b>Signage for Goods and Services and Directions</b>	<b>Y</b>	<b>N</b>	<b>Possible Solutions and Notes</b>
If provided, do signs designating permanent rooms and spaces where goods and services are provided comply with the appropriate universal			



<b>Barriers</b>	<b>Y</b>	<b>N</b>	<b>Possible Solutions and Notes</b>
<p>requirements for such signage?</p> <p>Signs must be mounted with centreline 60 inches from floor.</p> <p>Signs must be mounted on wall adjacent to latch side of door, or as close as possible.</p> <p>Signs must have raised characters, sized between 5/8 and 2 inches high, with high contrast.</p>			
<p>Are directional signs provided for accessibility of people with disabilities?</p>			
<p>Are directional signs in a logical position, at an appropriate height and not obstructed?</p>			
<p>For directional signage, if mounted above 80 inches, do they have letters at least 3 inches high, with high contrast, and non-glare finish and are they well lighted?</p>			
<p>Do directional and informational signs comply with legibility requirements?</p> <p>Are they easily identifiable against their background?</p> <p>Is there adequate visual contrast between text and sideboard?</p> <p>Are the words a suitable text size?</p> <p>Are symbols used to supplement text?</p>			
<p>Are tactile signs used where appropriate and positioned at a suitable height?</p>			
<p>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?</p> <p>Reach ranges: The maximum height for a side reach is 54 inches; for a forward reach, 48 inches. The minimum</p>			

<b>Barriers</b>	<b>Y</b>	<b>N</b>	<b>Possible Solutions and Notes</b>
reachable height is 15 inches for a front approach and 9 inches for a side approach.			
Are controls operable with a closed fist?			
<b>Seats, Tables and Counters</b>	<b>Y</b>	<b>N</b>	<b>Possible Solutions and Notes</b>
Are the aisles between fixed seating (other than assembly area seating) at least 36 inches wide?			
Are spaces for wheelchair seating distributed throughout?			
Are counter heights suitable for standing and seated users?			
Is there suitable space to write or sign documents on the counter?			
Is there adequate lighting on the counter?			
Are the tops of tables or counters between 28 and 34 inches high?			
Are knee spaces at accessible tables at least 27 inches high, 30 inches wide, and 19 inches deep?			
At each type of cashier counter, is there a portion of the main counter that is no more than 36 inches high?			•
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?			
<b>Stairs/Surfaces</b>	<b>Y</b>	<b>N</b>	<b>Possible Solutions and Notes</b>
The following questions apply to stairs connecting levels not serviced by an elevator, ramp, or lift.			
Do treads have a non-slip surface?			
Do stairs have continuous rails on both sides with extensions beyond the top and bottom stairs?			
Are floor surfaces slip resistant?			
Are floor and wall surfaces free of confusing glare and reflection?			
Are bright and boldly patterned floors avoided?			
Are busy, distracting wall coverings avoided?			

<b>Barriers</b>	<b>Y</b>	<b>N</b>	<b>Possible Solutions and Notes</b>
<b>Usability of Restrooms</b>	<b>Y</b>	<b>N</b>	<b>Possible Solutions and Notes</b>
When restrooms are available to the public, is at least one restroom fully accessible?			
Are there signs at inaccessible restroom that give directions to accessible ones?			
Is there tactile signage identifying restrooms?  Note: Mount signs on wall, on the latch side of the door, complying with the permanent signage.			
Are pictograms or symbols used to identify restrooms, and, if used, are raised characters and Braille included below?			
Is the doorway at least 32 inches clear?			
Are doors equipped with accessible handles (operable with a closed fist), 48 inches high or less?			
Can doors be opened easily (5 lbs maximum force)?			
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.			
Is there a 36 inch wide path to all fixtures?			
If they are stalls, are stalls operable with a closed fist, inside and out?			
Is there a wheelchair accessible stall that has an area of at least 5 feet clear of the door swing, OR is there a stall that is less accessible but that provides greater access than a typical stall (either 36 by 69 inches or 48 by 69 inches)?			
In the accessible stall, are there grab bars behind and on the side wall nearest			

<b>Barriers</b>	<b>Y</b>	<b>N</b>	<b>Possible Solutions and Notes</b>
to the toilet?			
Is the toilet seat 17 to 19 inches high?			
If a lavatory, does one lavatory have a 30 inch wide by 48 inch deep clear space in front?  Note: A maximum of 19 inches of the required depth may be under the lavatory.			
Is the lavatory rim no higher than 34 inches?			
Is there at least 29 inches from the floor to the bottom of the lavatory apron (excluding pipes)?			
Can the faucet be operated with one closed fist?			
Are soap and other dispensers and hand dryers within reach ranges and usable with one close fist?			
Is the mirror mounted with the bottom edge of the reflecting surface 40 inches high or lower?			
Is there a 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)?			
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)			
<b>Telephones</b>	<b>Y</b>	<b>N</b>	<b>Possible Solutions and Notes</b>
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?			
Is the highest operable part of the phone no higher than 48 inches (up to 54 inches if a side approach is possible)?			
Does the phone protrude no more than 4 inches into the circulation space?			
Does the phone have push-button controls?			
Is the phone hearing-aid compatible?			
Is the phone adapted with volume control?			
Is the phone with volume control			

<b>Barriers</b>	<b>Y</b>	<b>N</b>	<b>Possible Solutions and Notes</b>
identified with appropriate signage?			
If there are four or more public phones in the building, is one of the phones equipped with text telephone (TT or TDD)?			
Is the location of the text telephone identified by accessible signage bearing the International TDD symbol?			
<b>Building</b>	<b>Y</b>	<b>N</b>	<b>Possible Solutions and Notes</b>
Is information readily available on the accessibility of the building?			
Are building management procedures and policies regularly reviewed and updated?			

**SCHEDULE "D" - BARRIER REMOVAL PLAN**

<b>Barrier Location</b>	<b>Type of Barrier</b>	<b>Strategy for Removal or Prevention</b>	<b>Estimated Cost</b>	<b>Status Update</b>
		<b>SUB-TOTAL</b>		
		<b>TOTAL</b>		