Universal accessibility to public events Checklist

2013 Edition

Credits

Introduction

Universal accessibility applies to a product, process, service, information or environment. In a spirit of equity and inclusion, it allows every person to perform activities autonomously and to achieve comparable results[1]. This is a global trend. Universal accessibility to an event is part of this trend and allows everyone to participate.

Every organizer of a public event hopes that it will be a great success and that it will run smoothly and attract a record number of participants. Concrete steps must be taken to guarantee accessibility so that every person may participate in the event. The organizer of a public event must take into account the needs of all possible participants, including those with disabilities. The event must be able to welcome those with strollers, canes, white canes, crutches, walkers, scooters, wheelchairs, etc. The organizer must also ensure that those having difficulty expressing themselves, seeing, hearing or understanding, or behaving differently from the general population may also participate fully in the event. These persons may be participants, family members, employees or volunteers.

AlterGo has prepared an accessibility checklist for public event organizers. Following these guidelines will ensure a positive experience for every person, with or without a disability. Looking at the entire event, the checklist is divided into three sections: before, during and after the event. The checklist also views the event from the point of view of the four components universal accessibility: architecture and urban planning; programs, services and employment; communications; awareness and training.

AlterGo invites all organizers of public events to consider the elements highlighted in the checklist. By filling out the checklist or calling on AlterGo's evaluation service, the organizer will be able to judge the degree of accessibility of the event and identify areas needing improvement. This is a challenge. But universal accessibility itself is a challenge that concerns us all. We would all like to fully enjoy a public event; the gradual application of small improvements will make a great difference for those with disabilities and for the people who accompany them. We recommend evaluating your event and creating an action plan to provide universal accessibility. AlterGo can help you in this task.

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[1] Groupe DÉFI Accessibilité, May 5 2011

Table of contents

Who this guide is for

Every organizer of a public event hopes for the maximum number of attendees and wishes to make their participation in the event agreeable. Universal accessibility provides a better experience for everyone. It meets the needs of the general population and provides optimal conditions for their participation in the event.

This tool is designed as a reference for all personnel organizing a universally accessible event. Sometimes it takes only a few changes to make the event accessible, but they must be thought of ahead of time.

Event accessibility is everyone's business. Communications, registration, installations, planning, reception, services, everything must be considered for an event to be accessible. Everyone in the organization must play a part.

This document is for staff in all areas:
- communications
- reception
- security
- food and beverage service
- animation
- logistics
- technical services
- volunteers

Keys to universal accessibility to a public event

Here are some keys to making an event universally accessible.

For whom
- Persons with disabilities may be participants as well as employees, volunteers, artists and participants' family members.

How
- It is vital to appoint an event organizer who has been trained in universal accessibility.
- There are four components of universal accessibility: architecture and urban planning; programs, services and employment; communications; and awareness and training. All four components must be worked on to achieve UA.
- Event organization must be worked on before, during and after the event.
- Think of organizing in terms of themes: access to information, registration, transport, displacement, participation, security. All elements must be accessible.
- People must not only be able to reach and enter the event site; they must also be able to participate autonomously in the event.
- For a successful event experience, it is important to highlight reception. It will make all the difference to have staff trained to welcome those with disabilities.
- Event accessibility must be publicized. To reach your target clientele you must inform them of the possibilities available to them.
- Make your communications tools legible for those with disabilities.
- A self-evaluation tool will allow you to identify areas that need improvement.
- Remain open to everyone's comments and give them consideration.
- Universal accessibility is evolving rapidly. It is important to keep abreast of developments.

Why
- Producing and being known for an accessible event will create a progressive, caring image.
- Municipalities are keenly interested in universal accessibility. If you become involved now, you will be a pro-active force as you join this emerging social movement.
- Event accessibility provides added value for everyone and improves the experience for all participants.
- An accessible event ensures quality for all participants.
- Friends and family of persons with disabilities will recognize the human value of your organization.

- Your staff will be proud of their role in producing a universally accessible event that meets everyone's needs.
- There are a number of major organizations for persons with disabilities. You will attract a larger clientele by including these groups on your promotional mailing lists.
- Making your event accessible will attract and develop new partners and new networks.
- Given that persons with disabilities represent 33.3%[2] of the population, you will substantially increase your market share by using innovative solutions and extending the influence of your business.
- Do not hesitate to publicize your success. Producing an accessible event is part of moving toward sustainable development and being a good corporate citizen.

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[2] "Rate of disability in the population of Quebec 15 years and older, living in a private or non-institutional group home observed in 2010-2011"
Office des personnes handicapées du Québec (June 2013). La prévalence de l'incapacité au Québec en 2010-2011 (Prevalence of disability in Quebec in 2010-2011). *Passerelle,* volume 5 (1), page 1.

Context

A universally accessible event conforms to international and provincial laws and regulations.

Universal Declaration of Human Rights
Article 24: Everyone has the right to rest and leisure, including reasonable limitation of working hours and periodic holidays with pay.
Article 27: Everyone has the right freely to participate in the cultural life of the community, to enjoy the arts and to share in scientific advancement and its benefits.

International Covenant on Economic, Social and Cultural Rights
Article 7, paragraph d: The states parties to the present Covenant recognize the right of everyone to the enjoyment of just and favourable conditions of work, which ensure, in particular: rest, leisure and reasonable limitation of working hours and periodic holidays with pay, as well as remuneration for public holidays.

Convention on the Rights of Persons with Disabilities
The convention was adopted by the General Assembly of the United Nations on December 13, 2006. Canada ratified the convention on March 11, 2010, and pledged to respect its principles. The first article of the convention states its goal: "to promote, protect and ensure the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disabilities, and to promote respect for their inherent dignity."

Rules on the Equalization of Opportunities for Persons with Disabilities

Adopted by the General Assembly of the United Nations on December 20, 1993, these rules specify "the process through which the various systems of society and the environment, such as services, activities, information and documentation, are made available to all, particularly to persons with disabilities."

The Canadian Human Rights Act
Article 2. The purpose of this Act is to extend the laws in Canada to give effect, within the purview of matters coming within the legislative authority of Parliament, to the principle that all individuals should have an opportunity equal with other individuals to make for themselves the lives that they are able and wish to have and to have their needs accommodated, consistent with their duties and obligations as members of society, without being hindered in or prevented from doing so by discriminatory practices based on race, national or ethnic origin, colour, religion, age, sex, sexual orientation, marital status, family status, disability or conviction for an offence for which a pardon has been granted or in respect of which a record suspension has been ordered.

How to use the checklist

The AlterGo universal accessibility event checklist can be filled out by the event organizer, the person in charge of universal accessibility or by anyone else who is interested in universal accessibility. Here are a few things to consider before filling out the checklist.

1. The checklist is divided into three sections:
   - before the event
   - during the event
   - after the event

2. The event may be:
   - indoors (organ concert, chess tournament, basketball tournament, art exhibit, conference, holiday party, cocktail, etc.)
   - outdoors (rock show, festival, pétanque tournament, picnic, soccer tournament, outdoor exhibit, etc.)

3. The checklist covers the four components of universal accessibility:
   - architecture and urban planning
   - programs, services and employment
   - communications
   - awareness, training and attitudes

4. The checklist is divided into sections. To fill out the "during" section, you must begin at the parking lot and proceed to the centre of your event's activity.

5. In the checklist, fill out:
   - only the forms that apply to your event
   - as many forms as there are points of access (2.1.2), vertical displacements (2.1.4) or service areas (2.1.5), specifying name, number or any other identifier
   - space for comments is provided at the end of tables, if needed

If a particular table does not apply to your event:
   - go directly to the next table

If an item in a table does not apply to your event or is not observable:
   - check n/a[3] or n/o[4], as necessary

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[3] Not applicable
[4] Not observable

6. When you finish filling out the checklist:
- you will be able to determine the accessibility level of the event
- the more often you have answered yes, the more accessible you can say the event is
- your answers will show you what areas require improvement to make the event more accessible

7. Create an action plan
- set objectives for the coming years

1. BEFORE THE EVENT

Detailed table of contents

Before	⇒	During	⇒	After
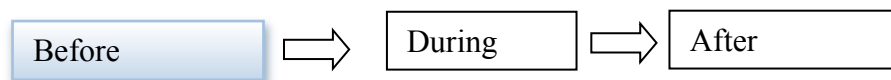
1. BEFORE THE EVENT

1.1- Programs, services and employment

1.1.1 Programs
1.1.2 Services
1.1.3 Employment

2.3 - Communications

1.2.1 Publicity/promotion/information
1.2.2 Registration
1.2.3 Pictograms

1.3- Awareness, training and attitudes

1.3.1 Staff training

Universal accessibility to public events Checklist

1. Before the event

AlterGo

Event:

Location of the event:

Date(s) of the event:

Outdoor event _____   Indoor event _____

Names of evaluators:

_____

1. BEFORE THE EVENT

1.1- Programs, services and employment

1.1.1 Programs	yes	no	n/a	n/o
1. The event is registered with the Tourist and Leisure Companion Sticker (T.L.C.S.) program (see Appendix D)				

Comments:

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_____
_____

1.1.2 Services	yes	no	n/a	n/o
1. There is someone responsible for universal accessibility to the event				
2. Information is available by telephone and email				
3. The coordinates of the information service are clearly indicated				
4. Companion service is provided				
5. Wheelchair loans are available				

6. There is a clean, safe place with at least a bed, table, chair and washbasin to:
  - take medication and rest
  - change diapers
  - withdraw in an emergency (epilepsy, hypoglycemia, etc.)				

7. If there is general seating, advance admission is allowed for persons with disabilities				
8. Expedited admission is provided for persons with disabilities, in order to shorten their wait times				

	yes	no	n/a	n/o
9. Information for persons with disabilities is available during the event by an information line, at kiosks or from security personnel, etc.				
10. Free interpretation service in sign language and/or lip-reading is available for the deaf and hard of hearing (must be reserved 2 weeks in advance)				
11. A reserved space is provided for optimal function of hearing assistance systems and vibration sources				
12. Staff is available to help clients in self-serve situations				

Comments:

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1.1.3 Employees with disabilities	yes	no	n/a	n/o
1. Job offers are posted in employment centres for persons with disabilities				

Comments:

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1.2- Communications

1.2.1 Publicity/promotion/information	yes	no	n/a	n/o
1. Information has been sent to organizations for persons with disabilities				
2. Information has reached organizations for persons with disabilities at the same time as it has reached other organizations				
3. More extensive information is provided to persons with disabilities to enable them to plan their outing - paratransit - Tourist and Leisure Companion Sticker (T.L.C.S.) - interpreter services - staff member in charge of accessibility - precise timetable - emergency telephone number - special roads and access - etc.				
4. Promotional materials mention event accessibility, listing programs and services cited in 1.1				
5. Promotional materials provide the coordinates of a contact person for those with disabilities				
6. Promotional materials are posted so that they can be read by everyone				
7. All promotional materials are available at the same price, whether in regular format or alternate media				

8. Publications are designed to be accessible: - Print contrasts with the background of the document - Materials are printed in 12-pt. Arial - Capital letters are used in moderation - Line spacing is between 1.1 and 1.5 - Text is left-hand justified - Illustrations are accompanied by a legend with text describing the images - The vocabulary is simple				
9. Publication layout is accessible: - Document structure is uniform - The same colours, sizes and fonts are used for information of the same type - Contrast between print colour and background colour is a minimum of 70% - Adequate space is left between paragraphs, titles, tables, etc. - When a table extends over several pages, the titles of columns are repeated on each page - Documents are printed on matte, opaque paper				
10. The Tourist and Leisure Companion Sticker (T.L.C.S.) program is promoted				
11. The Website is accessible - large font - simple language - text-synthesis description of images - easily located telephone numbers				
12. Access to the website is posted				
13. A simple map of the event site is available				
14. Accessible areas are marked on the site map: toilets, passenger drop-off areas				
15. Services for persons with disabilities are identified on the site map				
16. If the event takes place upstairs and there is no elevator, notice is given that a part of the activity is not accessible to those who cannot take the stairs				
17. Information or documents concerning the event are offered in alternate media: Braille, audio (MP3), large print, American sign language (ASL), electronic files (PDF accessible, Word accessible, .txt)				
18. The availability of information in alternate media is publicized in all communications				

Comments:

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1.2.2 Registration	yes	no	n/a	n/o
19. Registration forms indicate the accessibility level of the event				
20. Participants are asked at registration to indicate whether they have special access needs				

Comments:

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Using pictograms	

1.2.3 Pictograms (see Appendix B)	yes	no	n/a	n/o
1. Pictograms are used advisedly in event publications				
2. The above pictograms are used in publications for the event				
3. Pictograms are placed to the right of the address				
4. Pictograms are the same height as capital letters used in the documents				
5. Pictograms are printed in black or blue				
6. Pictograms are used in all print documents for the event: table of contents, contact information directory, descriptions of activities, site map				
7. Pictograms are also used in electronic documents: Website, email, newsletter, social media				

Comments:

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1.3- Awareness, training and attitudes

1.1.3 Staff training	yes	no	n/a	n/o
1. The person responsible for the universal accessibility of the event is trained in the principles of universal accessibility				
2. All staff are trained to receive persons with disabilities				
3. All staff are aware of the services available for persons with disabilities: - accessibility of the premises - accessible entrances - passenger drop-off areas - wheelchair loans				
4. Communications staff are trained in the use of accessible and inclusive communications tools				
5. Telephone agents are trained to accommodate persons with disabilities				

6. Ticket agents are informed: - of the accessibility of the halls - of the fact that there is no charge for companions of holders of the Tourist and Leisure Companion Sticker (T.L.C.S.) - of special reservation conditions for persons with disabilities				
7. Volunteers are trained about the special needs of persons with disabilities				
8. Security agents are offered training in the special needs of persons with disabilities and possible procedures to follow				
9. Staff know that a person with a guide dog or companion dog has the right to have the animal on the premises				

Comments:

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2. DURING THE EVENT
Detailed table of contents

| Before | ⇨ | During | ⇨ | After |
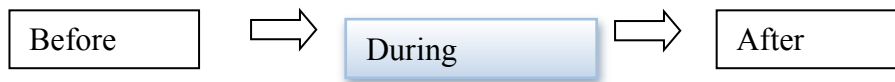
2.1 - Architecture and urban planning

2.1.1 Transport - Parking
2.1.2 Access: entrance and exit
2.1.3 Horizontal displacement
2.1.4 Vertical displacement
2.1.5 Service areas
2.1.6 Event activity spaces
2.1.7 Toilets, coatrooms, dressing rooms
2.1.8 Accessible fixtures
2.1.9 Security

2.2- Services

2.2.1 Services

2.3 - Communications

Universal accessibility to public events
Checklist

2. During the event

Event:

Location of the event:

Date(s) of the event:

Indoor event ___ Outdoor event___

Names of evaluators:

_____

2. DURING THE EVENT

2.1 - Architecture and urban planning (indoor and outdoor installations)

2.1.1 Transport - Parking	yes	no	n/a	n/o
1. The location's civic number is clearly indicated on each entrance; it is visible from the street both during the day and at night				
2. The site is accessible by mass transit				
3. The mass transit schedule and map are posted				
4. If the site is far from mass transit stops, there is a shuttle service				
5. The site is accessible by paratransit				
6. A designated paratransit passenger drop-off area is agreed upon with the mass transit company				
7. The passenger drop-off area is close to the accessible entrance				
8. The passenger drop-off area is close to a pay telephone				
9. The passenger drop-off area is close to shelter				
10. The passenger drop-off is close to a bench				
11. The passenger drop-off area is close to toilets that are accessible to persons with limited mobility				
12. Paratransit is provided if the event takes place at multiple sites				
13. There are one or several reserved parking spaces in the regular parking lots				
14. The reserved parking spaces are close to the entrance				
15. Ice and snow have been removed from the walkway and entrance, if necessary				
16. Surfaces are hard and flat, suitable for persons using wheelchairs or walkers: rock dust, asphalt				

17. Lighting is adequate both in the daytime and at night				

Comments:

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2.1.2 Access: entrance and exit (check each entrance and exit of a location, space or room; fill out a form for each one)	yes	no	n/a	n/o
Identification of the access point:				
1. It is a priority that the entire population use the main entrance				
2. If the main entrance cannot be made accessible, another accessible entrance is provided for persons with a disability, and it is clearly marked				
3. The accessible entrance is marked with a pictogram of a person in a wheelchair on a blue background (see Appendix B)				
4. Where necessary, there is a ramp which has: - a gentle incline - a raised edge on either side - a handrail - room to stop at the top and bottom of the ramp - a larger space between the end of the ramp and the door, if a door must open toward the ramp - a maximum length of 9m (30 ft.) - a landing that allows a complete stop if the access ramp is long - a non-skid surface - a contrasting band indicating the top and bottom of the access ramp - adequate width to accommodate a wheelchair				
5. Doors open automatically with the push of a button or motion activation				
6. The height difference between doorsills and floors is minimal				
7. Changes between surface levels are moderate and are covered to facilitate access				
8. When there is a specific type of entrance (turnstiles, gates), there is another access point to facilitate entry for persons with limited mobility				
9. Reception areas are close to the site entrance				
10. If persons with a disability must use a different exit from other clients, this exit meets the previously stated accessibility criteria: - signage - access ramp - push buttons - doorsills - lighting				

	yes	no	n/a	n/o
- sidewalks - passenger drop-off area - civic number - snow removal, when necessary				

Comments:

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2.1.3 Horizontal displacement (to check throughout the entire installation**)**	yes	no	n/a	n/o
1. There is a footpath from one site to another				
2. The walkways are wide enough to allow a person in a wheelchair or scooter to pass another person				
3. If there are paths, their surface is smooth and hard				
4. The ground surface is non-skid				
5. Every obstacle on the ground (e.g.: railway track) is covered by a carpet				
6. The pedestrian walkway from one site to another is well marked (groove in the soil, demarcation by different textures)				
7. If there are sidewalks, they are wide enough and of uniform height, with curb cuts at intersections				
8. There are one or more benches, seats or chairs at regular intervals along the way and in waiting areas				
9. Routes are not barred by any obstacles				
10. Wires are firmly attached to the ground with adhesive tape or covered with a cable cover in a contrasting colour				
11. Obstacles on walls or above ground (e.g.: drinking fountain, bottom step) are protected (e.g.: by a barrier) or indicated by a tactile marker on the ground				
12. Litter is regularly removed from the ground				
13. Any obstacle on the pedestrian path is removed quickly				
14. The pedestrian paths are safe				

Comments:

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2.1.4 Vertical displacement (fill out a form for each vertical displacement)	yes	no	n/a	n/o
1. There are one or several public elevators if the activity takes place upstairs				
2. There is a telephone in the elevator				
3. The telephone can be reached by a seated person				
4. There is a handrail inside the elevator				
5. The elevator compartment is big enough for a person in a				

	yes	no	n/a	n/o
wheelchair to enter and turn around				
6. The elevator's interior control panel can be reached by a seated person				
7. The controls are also in Braille				
8. The elevator has a light indicating floor number				
9. The elevator has an audible signal indicating floor number				
10. The security system has a sound signal				
11. The security system has a visual signal				
12. Stair steps and level changes are indicated by a tactile strip in a contrasting colour				

Comments:

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2.1.5 Service areas: Reception, information, souvenir, display and food or other stations, stands, kiosks (check all service areas, fill out a form for each one)	yes	no	n/a	n/o
Identification of the service area:				
1. The service area is easy to find				
2. The service area is easily accessible				
3. The service area is well illuminated				
4. Part of the service area counter is low enough for a seated person to reach it				
5. The space below the counters in the service area is open to allow room for the legs of a person in a wheelchair				
6. If the service area is not accessible and there are forms to fill out, a clipboard is available to those in wheelchairs				
7. The self-service display cases are low enough to be accessible to all				
8. Seating is available in the service area				

Comments:

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2.1.6 Event activity spaces - platforms, offices, performance halls, conference rooms (fill out a form for each activity space)	yes	no	n/a	n/o
Identification of the activity space:				
1. There are designated spaces for spectators in wheelchairs				
2. There are designated spaces for companions of persons with disabilities				
3. There is ramp access to the stage				
4. Visual indicators (markers in contrasting colour and texture) line the edges of the stage				
5. There is unimpeded access to the microphone				
6. Microphone height can be adjusted easily				
7. Space close to the speaker is provided for interpreters				
8. Space reserved for interpreters is well illuminated and close to persons with a hearing impairment				
9. There are seats or benches				
10. All interactive activities or objects requiring manipulation are accessible in terms of height, required strength, comprehension, and sensory perception.				

Comments:

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2.1.7 Toilets, coatrooms, dressing rooms				
1. There is a handicapped-access washroom (large enough to allow a person in a wheelchair to turn, with adapted toilet and support bar)				
2. Areas beneath washbasins are unobstructed, and washbasins are low enough to be reached by those in wheelchairs				
3. Hand dryers and soap dispensers are low enough to be reached by those in wheelchairs				
4. Chairs are available				
5. The coatroom has coat hooks at different heights				
6. The coatroom has a counter with a lower section				
7. There is a clean, safe place with at least a bed, table, chair and washbasin to: - take medication and rest - change diapers - withdraw in an emergency (epilepsy, hypoglycemia, etc.)				

Comments:

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_____

2.1.8 Accessible fixtures	yes	no	n/a	n/o

1. There are one or several public telephones
    - The coin slot, dial and receiver can be reached by a seated person
    - There is an audio enhancement system for persons with a hearing impairment
- Telephones are conveniently located (parking lot, entrance, paratransit passenger drop-off areas, at the bottom of stairways, at the reception)				

2. There are one or several vending machines for drinks, snacks, etc., with buttons accommodating persons with a disability (height, Braille)				
3. There are one or several water fountains with space beneath them and at a height allowing wheelchair access				
4. There is an appropriately surfaced pathway to the picnic tables				
5. There are one or several picnic tables that can accommodate wheelchairs				

Comments:

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2.1.9 Security	yes	no	n/a	n/o
1. There are visual cues on glass surfaces				
2. Signage allows everyone to follow safety rules (the signage can be understood by people who cannot read or who cannot see)				
3. Lighting is adequate in the daytime and at night				
4. Dark areas are adequately lit				
5. The alarm system is both audible and visual				
6. There is an evacuation plan that can be read and understood by everyone (the plan is accessible to a person in a wheelchair, or those who do not read or cannot see)				
7. There is an emergency exit that is accessible and wide enough (on the ground floor and upstairs) or a safe waiting area for persons with a disability				

Comments:

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2.2- Services

2.2.1 Services	yes	no	n/a	n/o
1. If there is general seating, advance admission is allowed for persons with disabilities				
2. Particular consideration is given to wait times for persons with a disability				
3. Expedited admission is provided for persons with disabilities				
4. A reserved space is provided for optimal function of hearing aids and vibration sources (close to walls, close to the stage, in the hearing aid use area)				
5. Companion service is provided				
6. Wheelchair loans are available				
7. There is a hearing assistance system				
8. Water is available for companion dogs and guide dogs				
9. Staff is available to help clients in self-serve situations				
10. Information for persons with disabilities is available through an information line, at kiosks or from security personnel, etc.				
11. Ice and snow are removed from the walkway and entrance, if necessary				
12. Starting time for the event is respected				
13. Finishing time for the event is respected				

Comments:

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2.3 - Communications

2.3 Communications	yes	no	n/a	n/o
1. Availability of parking spaces for holders of parking permits is publicized				
2. Signage is clear and simple, in contrasting colours and large print, and easy to find				
3. Announcements are made visibly and audibly				
4. There is an audiovisual presentation of the schedule of the main activities				
5. Visual support is provided during audio presentations				
6. Audio description is provided during visual presentations				
7. Audiovisual presentations have subtitles				
8. The Tourist and Leisure Companion Sticker (T.L.C.S.) program sticker is displayed (see Appendices B and D)				

Comments:

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3. AFTER THE EVENT

| Before | | During | | After |
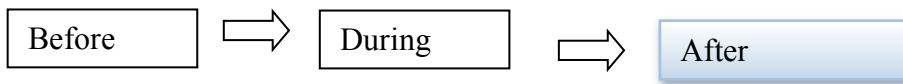
Detailed table of contents

3.1- Communications

3.1.1 Complaint department
3.1.2 Certificates, results, photos
3.1.3 Comments

3.2- Awareness, training and attitudes

3.2.1 Evaluating the event

Universal accessibility to public events
Checklist

3. After the event

Event:

Location of the event:

Date(s) of the event:

Indoor event ___   Outdoor event___

Names of evaluators

_____

3. AFTER THE EVENT

3.1   Communications

3.1.1 Complaint department	yes	no	n/a	n/o
1. The complaint department is accessible to persons with a disability: email, telephone				
2. The event website's complaint department is accessible to persons with a disability: 12-pt. Arial, large print, with text-to-speech synthesis, simplified language				

Comments:

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3.1.2 Certificates, results, photos	yes	no	n/a	n/o
1. The certificate is printed in an accessible format: 12-pt. Arial, large print				
2. If the certificate is sent by mail, it is accessible to persons with a disability: 12-pt. Arial, black, large print				
3. If the certificate is sent by email, it is accessible to persons with a disability: with text-to-speech synthesis				
4. Results are accessible to persons with a disability				
5. All emails sent to participants are accessible (12-pt. Arial, large print, with text-to-speech synthesis, simplified language) to persons with a disability				

Comments:

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3.1.3 Comments	yes	no	n/a	n/o
1. Participants have access to an evaluation form that they can fill out for the event				
2. Participants can make their comments about the event by telephone				
3. Comments on the event can be made on the event website				

Comments:

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3.2- Awareness, training and attitudes

3.2.1 Evaluation of the event	yes	no	n/a	n/o
1. Accessibility to the event was evaluated before, during and after the event				
2. Recommendations will be made to improve accessibility to the event				

Comments:

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Sources

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APPENDICES

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Appendix A - Glossary

Visual alarm: System that transforms sound alarms, such as ringers (doorbell, telephone) or alarms (smoke detector), into a light signal, using residential lamps or strobe lights.

Warning strip: In a colour that is a 70% contrast with the ground, or high-visibility yellow, and anti-skid, while not necessarily detectable by the foot. Warning strips are found at least on the first and last step of a stairway.

Tactile strip: With a texture that can be felt by the feet, with shoes on or with a white cane, for the visually impaired.

Curb cut: Lowered curb level to allow pedestrians to move easily from sidewalk to street.

Braille: A writing system using raised dots, for the visually impaired of whatever degree.

Service dog: Accompanies the person with a disability wherever the person goes, to compensate for certain limitations. The dog helps the person with a disability by pulling the chair, picking up objects, assuming a position to aid transfer between wheelchair and regular chair, sofa or bed.

Guide dog: Helpful for persons with a visual disability. The dog can help the person move about more easily and safely in public places, compensating for the person's limitations.

Walker: A paramedical device that allows people to move about without the assistance of another person.

Sign language interpreter: Person who interprets one or another of the sign languages (produced by hand and body motions and facial expressions) which the hearing impaired have developed in order to communicate. Sign language fulfills all the functions of spoken language.

Oral interpreter: Professional trained to facilitate communication between hearing persons and the hearing impaired. The interpreter reproduces the exact message of the speaker, using words and phrases that are easy to lip-read.

Quebec Sign Language (LSQ): Language used in the Province of Québec and in other French-speaking cities and provinces in Canada.

American Sign Language (ASL): Sign language used for people with a hearing limitation in English-speaking North America**.**

 Lip-reading: Lip-reading consists in recognizing spoken words by the visible movement of the lips, tongue and cheeks of the speaker.

Alternate media: MP3 audio, large print, simplified language, Braille, DVD, ortograf altêrnativ (alternative spelling).

Access ramp: Sloped surface facilitating transition from one level to another.

Handicap situation: According to the Quebec classification of the Disability Creation Process, a handicap situation represents a reduction in the performance of daily activities, as a result of the interaction between personal factors and environmental factors.

Text-to-speech synthesis: computer synthesis of artificial speech from text.

Hearing assistance programs: There are three types of system to amplify sound and assist hearing:
-FM system: system composed of a transmitter of a signal that is received by a personal audio player on a frequency posted at the entrance to the hall.
-Infrared system: system composed of a transmitter and special wireless receivers. The user wears a receiver provided by the hall. Areas of optimal reception are marked.
-Magnetic system: system composed of a telecoil placed around the hall or a section of it. The telecoil creates a magnetic field that is captured by a hearing aid or a special receiver.

Tourist and Leisure Companion Sticker (T.L.C.S.): La Tourist and Leisure Companion Sticker (T.L.C.S.) (VATL) accorde la gratuité d'entrée à l'accompagnateur d'une personne âgée d'au moins 12 ans, ayant une déficience ou un trouble de santé mentale et nécessitant une aide lors de la visite de sites touristiques, culturels et récréatifs participants. Le but de la Vignette d'accompagnement est de permettre à la personne qui a une déficience ou un problème de santé mentale de participer pleinement et de façon sécuritaire à ces activités, au même titre que tout autre citoyen.

Appendix B

Pictograms

A pictogram is a schematic figurative design conceived to provide some simple information for users of public places.[5] The pictogram provides information to the citizen.

The Montreal community has agreed to use the following pictograms. Standardized use allows rapid transmission and comprehension of information no matter what language or reading ability. Some pictograms, including the one for intellectual disability, are still under consideration.

⇨ **Recommended**

Layout
- Pictogram should be the same height as the capital letters
- Pictogram should be blue or black
- Place pictogram beside the address of the event

- **Comprehension**
- Use pictograms in all documents
- Respect the meaning of pictograms
- Always place pictograms in the same position, to the right of the address where the event will take place
⇨ Within one building, there may be several event locations whose pictograms are not the same. You must be careful not to apply the pictograms for one event location to the entire building.

⇨ **Not recommended**
- Changing the design of the pictogram
- Changing the meaning of the pictogram

In communications materials, we recommend using the following pictograms in order to inform persons with a disability of the locations where events they may participate in will take place

Pictograms – Architecture and urban planning

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[5] Dictionnaire d'Antidote, page viewed on July 28, 2012.

Pictogram	Description	Meaning	When to use
	Person in a wheelchair	Designates a place or activity in which a person in a wheelchair may participate.	Use to designate an activity site accessible to persons in wheelchairs, with or without assistance, for one or more of the following elements
	Standing person pushing another person in a wheelchair	Designates a place or activity in which a person in a wheelchair may participate with assistance.	• Entrance • Circulation to the activity site • Toilet • Coatroom • Water entry – for a swimming pool • Majority of documents on shelving units – for a library • Circulation between the shelving units – for a library
	Person in a wheelchair with the letter P for parking	Availability of one or more parking spaces reserved for holders of parking permits.	Used to indicate the availability or presence of a safe, functional parking space, according to accessibility criteria

Pictograms - Programs and services

Pictogram	Description	Meaning	When to use
	Two standing persons holding hands	The organization or the activity is recognized as part of the Tourist and Leisure Companion Sticker (T.L.C.S.) program	Use the pictogram in promotional materials and near reception counters to indicate that the organization is a member of the T.L.C.S. program
	Ear with a bar through it	Presence of a hearing assistance system	Use to indicate an activity site using a hearing assistance system. The frequency to be used by participants must be posted at the activity site
	Person walking with a white cane	Availability of services for persons with a visual impairment	Use to indicate availability of services for the visually impaired: large print documents, audiobooks, materials in Braille, films with audio description.
	Two hands moving	Interpretation service offered at the activity without special request	Use to indicate that an interpreter will be present at the designated activity

Pictogram – Communications – Alternate media
To come

N.B. A pictogram never indicates the level of function of universal accessibility in terms of a building's architecture.

Guide des outils de communications écrits, (Guide to written communications materials) *2014*

Appendix C – List of tools and materials

This partial list provides suggestions and examples of materials that may help make an event accessible. A more comprehensive catalog will be available soon.

Equipment
- Adjustable-height tables
- Large folding chairs
- Wheelchairs for loan at large sites
- Large-format pictograms for event signage
- Supports for writing
- Special wheelchairs for particular types of activity: on sand, in water
- Vibrating elements or materials where there is a sound environment: stretched canvas, plastic cones, balloons, vibrating parquetry stage.

Outdoor equipment
- Accessible picnic tables
- Accessible toilets
- Carpet covering the ground to make it passable

Structures
- Access ramps for stages
- Guide strips on the ground
- Portable access ramps to allow passage from one level to another
- Yellow tactile borders around stages
- Stairways with ramps
- Two-level reception counter for easy access by both staff and public

Protocol
- Adjustable-height lecterns
- Podium on the ground (blocks are placed on the ground, persons position themselves in front or behind) or podium with access ramp