Guideline for Planning Accessible Events

Planning and Development Department

March 2010
Introduction

The City of Kingston is a community that recognizes that people are our most valuable asset. We create opportunities for all people to enjoy our city and contribute as productive citizens. We will work to prevent and remove barriers for persons with disabilities to City properties and services. We will also create public awareness and educate both the public and private sectors regarding the requirements of the Accessibility for Ontarians with Disabilities Act (AODA), the Ontario Building Code, and the Ontario Human Rights Code. It is recognized that guidelines and regulations regarding Accessibility are evolving and it may be necessary to review this guideline on an annual basis.

An accessible event is one in which everyone can participate fully regardless of their ability. Accessibility is not only for persons with disabilities but also for seniors and parents pushing strollers with young children.

It is anticipated that this guide will be used when planning events such as festivals, concerts, meetings, seminars and conferences. Reference should also be made to the City of Kingston guide to Holding an Accessible Meeting and the City of Kingston Accessible Customer Service Policy. It is anticipated that this guideline will be used by all staff and third parties planning events on City property or in City facilities.

Visible disabilities are obvious and readily seen. Examples are physical disabilities that require use of a wheelchair, crutches, cane or other mobility aids, amputation, etc.

Invisible disabilities are not obvious and can’t be readily seen. Examples are a person who is blind, deaf, deafened or hard of hearing, or with a visual impairment, speech impediment, developmental disability, mental health or psychiatric disability, intellectual disability, learning disability or cardiac disability or physical disabilities (i.e. asthma, emphysema).

The City of Kingston is grateful to the City’s Municipal Accessibility Advisory Committee for their assistance and the City of London for permission to use their planning document as a basis for this guide.

If you have any questions or comments, please contact:

Accessibility Coordinator
Planning & Development Department
Sustainability and Growth
Phone: 613-546-4291, Ext. 3182
E-mail: bkaplan@cityofkingston.ca
1. **Event Pre-Registration**
   - Identify key staff and/or volunteers to assist with the registration
   - Consult with the Facility Supervisor regarding accessible features
   - Provide a list of accessible accommodation(s)
   - Request information on the type of accommodation the participant(s) will require
   - Identify the date by which the accommodation must be confirmed
   - Provide a list of accessible lodging(s)

2. **Notifications (forms, ads, posters, media)**
   - Provide notification of the event in a variety of accessible formats (for example: posters, websites, print ads)

3. **Event Registration**
   - Registration tables must be 860mm (34”) in height
   - Print material must be available in a variety of accessible formats (large font, diskette, etc.)

4. **Emergencies**
   - Staff must be trained in evacuation procedures
   - Auditory Alarms
   - Visual alarms

5. **Parking**
   - Designate accessible parking spaces (replace any that your event displaces)
   - Accessible parking spaces and passenger drop-off areas must be located on an accessible route close to the entrance of the event
   - Familiarize staff with the location of these parking spaces and drop-off areas
   - Ensure proper signage is posted

6. **Public Entrances**
   - All entrances must be accessible (equal or greater than 950mm (38”) in width)
   - If the main entrance is not accessible, ensure proper signage directing guests to the accessible entrance

7. **Crowd Control**
   - Ensure any crowd control features such as barriers are accessible (equal or greater than 950mm (38”) in width)

8. **Support Persons**
   - Review the City of Kingston Accessible Customer Service Policy
9. **Washrooms**
   - Provide accessible outdoor portable washrooms along an accessible route for the participants
   - Familiarize staff with the location of these accessible washrooms
   - Ensure proper signage is posted

10. **Way Finding Signage**
    - Refer to the City of Kingston Facilities Signage Guideline
    - Pictograms with large clear letters and plain language must be used on signs directing people to specific areas
    - Reduce glare when possible

11. **Entertainment Seating**
    - Refer to City of Kingston Facility Accessibility Design Standards (FADS)

12. **Lighting**
    - Artificial lighting and natural light sources should provide comfortable, evenly distributed light at all areas, in all circulation routes and in all areas of potential hazard
    - Outdoor lighting should be provided at entrances, along frequently used access routes and at frequently used outdoor amenities

13. **Trip Hazards**
    - Provide covers over electrical cables and/or cords that cross aisles and pathways
    - Cable covers should be no more than 13mm (5”) thick so that they do not become a tripping hazard
    - Mark cable covers with contrasting coloured tape

14. **Concession**
    - Food counter must be 860mm (34”) in height
    - Provide accessible routes between tables
    - Provide accessible tables

15. **Tickets**
    - Provide advance purchase options for accessible seating areas
    - Refer to the City of Kingston Accessible Customer Service Policy

**Reference Material**

(1) City of Kingston, Facilities Signage Guideline
(2) City of Kingston, Accessible Customer Service Policy
(3) City of Kingston, Facility Accessibility Design Standards