



## TOWN OF MENDON, MASSACHUSETTS

### ADA SELF-EVALUATION AND TRANSITION PLAN

Updated June, 2013

The Town of Mendon's original Americans with Disabilities Act (ADA) Self-Evaluation and Transition Plan was completed in 1993. This update supersedes and replaces that older plan.

This 2013 ADA Self-Evaluation and Transition Plan consists of the following sections:

- **Self Evaluation:** A self-evaluation of all town-owned buildings (**Pages 2-10**)
  
- **Transition Plan:**
  - A list of all facilities that need improvement and a suggested timeline for compliance with the ADA ( based on the priorities listed in the *Checklist for Existing Facilities* [version 2.1 – © revised August, 1995] from Adaptive Environments Center, Inc. for the National Institute on Disability and Rehabilitation Research, as provided by the Massachusetts Office on Disability) (**Pages 11-15 / Summary of Recommendations by Fiscal Year on pages 14-15**)
  - A suggested training plan for municipal employees (**Page 16**)
  - Handicapped- accessible transportation (**Page 17**)
  
- **Grievance Plan:** A suggested grievance plan for handling and resolving complaints regarding the ADA compliance of municipal buildings and programs (**Pages 18**)

The ADA Coordinator is grateful for the assistance and guidance provided by the Massachusetts Office on Disability (MOD) and the Town of Milford, MA Commission on Disability to enable the preparation of this plan.

Prepared By:  
Kevin Rudden  
ADA Coordinator

## Self-Evaluation

To prepare this ADA Self-Evaluation and Transition Plan, the Town's ADA Coordinator inspected each town-owned facility for compliance during 2012, based on the priorities listed in the *Checklist for Existing Facilities* (version 2.1 – © revised August, 1995) from Adaptive Environments Center, Inc. for the National Institute on Disability and Rehabilitation Research, as provided by the Massachusetts Office on Disability.

A copy of the *Checklist for Existing Facilities* is included in the Appendix (**pages 19-27**) to this report.

The ADA Coordinator presented his findings to the Board of Selectmen in June, 2012 –after his own inspections – and was asked to work with the Town's Finance Committee to both determine the costs of needed remediation and to prioritize needed remediation across various fiscal years.

As a result of discussions between the ADA Coordinator and the Finance Committee, and then with the Town's Community Preservation Committee, Town Meeting agreed in late 2012 to hire Kessler, McGuinness & Associates, LLC of Newton, MA at a cost of up to \$8,000 to both verify the Town's ADA Coordinator's findings and to project the costs for needed remediation. A total of \$6,845.72 was expended in this effort.

Following receipt of Kessler, McGuinness & Associates' report\* in early 2013, the ADA Coordinator discussed the findings in various meetings with the Board of Selectmen, Finance Committee, Community Preservation Committee, Board of Park Commissioners and Capital Expenditures Committee. From these meetings, it was agreed that the Community Preservation Committee would support expenditures falling under applicable categories for Community Preservation Act funding (i.e., historical preservation and open space and recreation) and other town funds would be sought for the remaining remediation.

\* A copy of the Kessler, McGuinness & Associates report is available from the ADA Coordinator upon request.

## **Open Space and Recreational Facilities**

To date, the Town of Mendon has not conducted a systematic re-evaluation of its Open Space and Recreational facilities for compliance with the ADA beyond those falling under the jurisdiction of the Board of Park Commissioners.

The remaining facilities (i.e., those not re-evaluated) are open space parcels consisting of wooded lands and fields. The conundrum in making such areas ADA-complaint is that any remediation may destroy the very reason why these lands were acquired: namely, to preserve them in their natural state.

As a compromise between creating fully ADA-compliant trails and leaving them in their natural state, the ADA Coordinator is in the process of walking all historical trails (e.g., cart paths) and recently created trails for horses and pedestrians on these lands to ensure that any such trails which pose difficulties are clearly delineated by signage and that handicapped-accessible trails are also so delineated by signage.

In addition, the ADA Coordinator is working with the appropriate town boards and commissions (i.e., Land Use Committee, Community Preservation Committee and Conservation Commission) to ensure that trails created in the future try to avoid any sharp turns and slopes that would make them difficult to navigate.

<b>Town of Mendon – Municipal Buildings</b>				
<b>Building</b>	<b>Street Address</b>	<b>Square Footage</b>	<b>Year Constructed</b>	<b>Date Inspected</b>
Fire Headquarters	8 Morrison Drive	8,560	2001	6/7/12
Fire Station (old)	22 Main Street	3,969	1949	6/14/12
Highway Department “Barn”	64 Providence Street	9,056	1991	6/14/12
Historical Museum	1 Main Street	640	1900	6/6/12
Memorial Field – Bathrooms & Portable Classroom	Taft Avenue			6/6/12
Police Station	20-1 Main Street	2,400	1948	6/7/12
Police Station (under construction)	8 Morrison Drive	5,932	2010	6/7/12
Records Room	13 Main Street	588	1900	6/6/12
Senior Center	64 Providence Street	3,240	1989	6/7/12
Taft Public Library	18 Main Street	2,512	1910	6/8/12
Town Beach	Taft Avenue	14,804	1935	6/6/12
Town Hall	20 Main Street	9,861	1853	6/7/12

*Note: “Square Footage” and “Date Constructed” data from Town of Mendon, MA Board of Assessors’ records.*

<b>Mendon-Upton Regional School District – School Buildings</b>	
<b>Building</b>	<b>Address</b>
H.P. Clough Elementary School	10 North Avenue
Miscoe Hill Middle School	148 North Avenue

*Note: School buildings fall under the jurisdiction of the Mendon-Upton Regional School District. ADA-related issues should be addressed to the Superintendent’s Office: 150 North Avenue, Mendon, MA 01756. Telephone: 508-634-1585.*

<b>Priority 1: Accessible Approach and Entrance</b>	
<b>Building</b>	<b>Comments</b>
Fire Headquarters	The main entrance to the Mendon Fire Headquarters building should have an automatic “push button” door installed. While this is not required by law, it would facilitate entrance for those in wheelchairs.
Fire Station	This building is not handicapped-accessible. <b>NOTE:</b> As long as the building is used for storage purposes only, it is not in need of any renovations.
Historical Museum	The entrance to this building is not handicapped accessible. The location and topography of this building present unique challenges in trying to make it accessible (i.e., you could build a ramp to adjacent Founder’s Park, but that area must still be accessed from Main Street).
Memorial Field – Bathrooms	The entrances to the bathroom facility are completely accessible, however the location is reached via dirt/bark mulch covered pathways – as opposed to impervious surfaces – which makes handicapped accessibility to the building extremely difficult.
Memorial Field – Portable Classroom	The front entrance access to this building is not handicapped accessible. The rear doorway exit also is not accessible, but could be via construction of a ramp and creating an impervious path between the access driveway and the ramp.
Police Station (current)	The entrance to this building is not handicapped accessible. Until the new Police Station building being constructed by volunteers is completed, an entrance doorbell should be installed on the outside of the existing building so that someone could come out and assist a person who needs to see police officers or E-911 dispatchers.

<b>Priority 1: Accessible Approach and Entrance (continued)</b>	
<b>Building</b>	<b>Comments</b>
Police Station (new)	Although this building is being constructed by volunteers, it will become a town- owned facility once completed. It is imperative that the front and rear doors that were installed be exchanged for handicapped-accessible entries, as neither currently complies.
Records Room	The entrance to this building is not handicapped accessible. <b>NOTE:</b> As long as the building is used for storage purposes only, it is not in need of any renovations.
Senior Center	The only portion of the Senior Center that poses an accessibility problem is the entrance from the garage to the basement/lower level. However, the only purpose for the public going into this level would be to use the Food Pantry, and those people can be accommodated by having Food Pantry workers meet and service them in the garage.
Taft Public Library	The entrance to the lower floor is handicapped-accessible, but a proper entry handle needs to be installed. The upper floor entrance poses a problem because of the topography. A ramp and new front access doors could be constructed, but people would still have to travel up a sloping terrain to access them. There is no way for handicapped patrons to move from one floor to another without exiting the building. <b>NOTE:</b> Rectifying access to the library this can be put “on hold” until plans by library trustees to relocate the library are finalized or abandoned.
Town Beach	The entrances to the “office” building at the Town Beach are not handicapped accessible. The front entrance can be made accessible with the installation of an automatic door opener and proper entry handles. The rear entrance will need proper entry handles, a ramp and an impervious pathway to be installed. The current designated handicapped parking spaces in the parking lot for the Town Beach are not the correct size.

**Priority 1: Accessible Approach and Entrance (continued)**

<b>Building</b>	<b>Comments</b>
Town Hall	<p>Town Hall is an accessible facility. However, there are problems with the access points as re-constructed when the building was renovated in the early 2000s. Using the current handicapped-accessible main entry means going up a sloping area and out into the paved Main Street roadway area and then going up a sloping area to access a concrete ramp which is now crumbling from exposure to road salt. There have been repeated problem with the automatic door opener, with anecdotal reports that wind has kept it open and caused problems with its motor. The alternate entry involves going up the ramp along the right side of the building – a concrete structure that is crumbling at its entrance and along various points – to a door that has no automatic opener. It is recommended to relocate the handicapped entrance to the current entrance to the lower floor. To do so, signs should be erected at the main entrance and at the entrance to the ramp alongside the building directing them to the accessible door. The designated handicapped parking lot space now at the entrance to the ramp alongside the building should be relocated to next to the lower door. An automatic opener should be installed on this door, which leads to the lower floor and the elevator to the upper floors.</p>

<b>Priority 2: Access to Goods and Services</b>	
<b>Building</b>	<b>Comments</b>
Fire Headquarters	The pathway to the public meeting room is not wide enough, due to the ropes cordoning off the 9/11 display. Two stanchions and the velvet rope need to be relocated further away from the front counter to widen the access path.
Historical Museum	Because the entrance to this building is not handicapped accessible, the exhibits held at this facility 2-3 times a year should be relocated to an accessible facility.
Memorial Field – Portable Classroom	Because the entrances to this building is not handicapped accessible, any programs held in it should be relocated to another town facility.
Records Room	Because the entrance to this building is not handicapped accessible, town boards/commissions should relocate their meetings to another town facility.
Taft Public Library	The widths among the stacks on the upper and lower floors are too narrow for proper handicapped-accessible access. The pathway from the front door to the upper level area is too narrow, due to blockage by storage material. The computers are on tables that are not handicapped-accessible. The upper level counter is too high. There is no way for handicapped patrons to move from one floor to another without existing the building. <b>NOTE:</b> Rectifying problems with the library can be put “on hold” until plans by library trustees to relocate the library are finalized or abandoned.

<b>Priority 3: Access to Rest Rooms</b>	
<b>Building</b>	<b>Comments</b>
Fire Headquarters	The public restroom located off the lobby area is not properly handicapped accessible. The lavatory should be free-standing, but it currently has a cabinet beneath it. The sign reading “Men” outside should be corrected to indicate the room is for either sex. This bathroom should have been constructed correctly at the time the building was renovated.
Highway Department “Barn”	The bathroom lacks proper “grab bars.” The Highway Surveyor will install them as soon as the ADA Coordinator marks the locations for the grab bars.
Memorial Field – Bathrooms	The entrances to the bathroom facility are completely accessible, however the location is reached via dirt/bark mulch covered pathways – as opposed to impervious surfaces – which make reaching the building extremely difficult. To correct this, impervious paving should be used to approach the building.
Police Station (current)	The bathrooms in this building have minor compliance issues. However, because the building itself is not handicapped-accessible, the rest rooms are, therefore, completely non-accessible. <b>NOTE:</b> Rectifying these problems can be put on hold while a new police station is being constructed.
Police Station (new)	Although this building is being constructed by volunteers, it will become a town- owned facility once completed. It is imperative that any bathroom facilities constructed comply with all ADA regulations.

<b>Priority 3: Access to Rest Rooms (continued)</b>	
<b>Building</b>	<b>Comments</b>
Taft Public Library	The only bathroom in this building is on the lower level. Proper entry handles need to be installed on the door to this restroom. The magazine rack impeding proper access to the bathroom door needs to be relocated. There is no way for patrons on the upper floor to access the bathroom without exiting the building and re-entering it on the lower floor. <b>NOTE:</b> Rectifying problems with the library building can be put “on hold” until plans by library trustees to relocate the library are finalized or abandoned.
Town Beach	There are three bathroom facilities at the buildings located at this facility. The one inside the main building needs to be upgraded to comply with ADA regulations, and signs need to be posted on the outside of this building and on the restroom doors of the adjacent building directing patrons to the accessible bathroom.
Town Hall	The basement bathroom facility in this building should have been upgraded to handicapped-accessible status at the time the building was renovated in the early 2000s. A sign needs to be erected on the door directing people to the nearest handicapped-accessible bathrooms.

<b>Priority 4: Any Other Measures Necessary</b>	
<b>Building</b>	<b>Comments</b>
Police Station (new)	Although this building is being constructed by volunteers, it will become a town- owned facility once completed. It is imperative that all construction comply with all applicable ADA regulations.

## Transition Plan

The following Transition Plan is based upon:

- The items identified as needing to be corrected, in order of Priority #1-4;
- The amount of use of each town facility – that is, the buildings/facilities used the most have the highest priority for improvements and, correspondingly, the buildings/facilities with the least public use have the lowest priority for improvements; and,
- A recognition of the town’s financial constraints by recommending a multi-year course of action.

➤ **Priority 1: Accessible Approach and Entrance**

<b>Building</b>	<b>Timetable for Correction</b>
Police Station	Correct in Fiscal Year 2014 (install doorbell)
Town Hall	Obtain cost estimates in Fiscal Year 2013
Town Hall	Correct in Fiscal Year 2014
Memorial Field – Portable Classroom	Obtain cost estimates in Fiscal Year 2013
Town Beach	Obtain cost estimates in Fiscal Year 2013
Memorial Field – Portable Classroom	Correct in Fiscal Year 2014
Town Beach	Correct in Fiscal Year 2015
Fire Headquarters	Obtain cost estimates in Fiscal Year 2013
Fire Headquarters	Correct in Fiscal Year 2015
<b>Police Station</b>	<b>ON HOLD while new building is constructed.</b>
<b>Taft Public Library</b>	<b>ON HOLD while relocation plans finalized</b>

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

<b>Building</b>	<b>Timetable for Correction</b>
Fire Headquarters	Correct in Fiscal Year 2013 (widen pathway to conference room)
Historical Museum	Address in Fiscal Year 2014
Records Room	Address in Fiscal Year 2014
Memorial Field – Portable Classroom	Obtain cost estimates in Fiscal Year 2013
Town Beach	Obtain cost estimates in Fiscal Year 2013
Town Beach	Correct in Fiscal Year 2015
Memorial Field – Portable Classroom	Correct in Fiscal Year 2014
<b>Police Station</b>	<b>ON HOLD while new building is constructed.</b>
<b>Taft Public Library</b>	<b>ON HOLD while relocation plans finalized</b>

➤ **Priority 3: Access to Rest Rooms**

<b>Building</b>	<b>Timetable for Correction</b>
Highway Department “Barn”	Correct in Fiscal Year 2013
Town Hall”	Correct in Fiscal Year 2014
Fire Headquarters	Obtain cost estimates in Fiscal Year 2013
Fire Headquarters	Correct in Fiscal Year 2015
Memorial Field – Bathrooms	Obtain cost estimates in Fiscal Year 2013
Memorial Field – Bathrooms	Correct in Fiscal Year 2014
Town Beach	Obtain Cost Estimates in Fiscal Year 2013
Town Beach	Correct in Fiscal Year 2015
<b>Police Station</b>	<b>ON HOLD while new building is constructed.</b>
<b>Taft Public Library</b>	<b>ON HOLD while relocation plans finalized</b>

➤ **Priority 4: Any Other Measures Necessary**

<b>Building</b>	<b>Timetable for Correction</b>
Police Station (new)	Although this building is being constructed by volunteers, it will become a town- owned facility once completed. It is imperative that all construction comply with all applicable ADA regulations.

**Summary of Recommendations by Fiscal Year**

*Note: The Town of Mendon Fiscal Year runs from July 1<sup>st</sup> through June 30<sup>th</sup>. Fiscal Year 2013 covers the period from July 1, 20-12 through June 30, 2013.*

<b>Timetable for Correction</b>	<b>Building</b>
Fiscal Year 2013	<ul style="list-style-type: none"> <li>• Obtain cost estimates for remediation</li> <li>• Correct Highway Department “Barn”: Priority #3</li> </ul>
Fiscal Year 2014	<ul style="list-style-type: none"> <li>• Correct Police Station: Priority #1</li> <li>• Correct Town Hall: Priority #1</li> <li>• Correct Memorial Field – Portable Classroom: Priority #1</li> <li>• Correct Fire Headquarters: Priority #2</li> <li>• Correct Memorial Field – Portable Classroom: Priority #2</li> <li>• Address Historical Museum: Priority #2</li> <li>• Address Records Room: Priority #2</li> <li>• Correct Town Hall: Priority #3</li> </ul>
Fiscal Year 2015	<ul style="list-style-type: none"> <li>• Correct Town Beach: Priority #1</li> <li>• Correct Fire Headquarters: Priority #1</li> <li>• Correct Town Beach: Priority #2</li> <li>• Correct Fire Headquarters: Priority #3</li> </ul>

<b>Timetable for Correction</b>	<b>Building</b>
Fiscal Year 2016	<ul style="list-style-type: none"><li data-bbox="797 205 1307 237">• Correct Colonial Drive Soccer Field</li></ul>

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## **Suggested Training Plan for all Municipal Employees**

[NOTE: the term “employees” in this context refers to all full-time and part-time employees receiving salaries and/or wages as well as elected and appointed board and committee members]

**Recommendation #1:** It is unknown if any of the Town of Mendon’s employees (other than the Highway Surveyor and the ADA Coordinator) have received any type of training regarding the Americans with Disabilities Act.

Just as employees periodically receive training from the Massachusetts Ethics Commission, it is highly recommended that the Board of Selectmen ask the Massachusetts Office on Disability (MOD) to conduct periodic training sessions to give employees an overview of what the ADA is and what the regulations associated with this entail.

This training should prevent ADA-accessibility and/or discrimination problems from occurring.

For example, when Founder’s Park was “renovated,” it should have been made handicapped accessible. This, in turn, would have facilitated easier handicapped accessibility to the adjacent Historical Museum.

**Recommendation #2:** Given the non-compliance issues with the recently renovated Mendon Fire Headquarters Building and with the new Police Station under construction, it is recommended that all Building Department officials receive in-depth training regarding the federal and state building code regulations associated with the ADA.

**Recommendation #3:** Given that the Planning Board and Zoning Board of Review conduct reviews and approve special permits for commercial development in town, it is recommended that their members also receive in-depth training regarding the federal and state building code regulations associated with the ADA.

### **Handicapped-Accessible Transportation**

Accessible public transportation for disabled residents is provided by the Mendon Senior Center van, subject to the funding available to operate the van.

These trips may be scheduled by contacting the Mendon Senior Center at 508-478-6175.

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**TOWN OF MENDON, MASSACHUSETTS  
AMERICANS WITH DISABILITIES ACT  
GRIEVANCE PROCEDURE**

Section 1: In accordance with the Americans with Disabilities Act (ADA), The Town of Mendon may not discriminate on the basis of disability against any qualified individual with a disability (QID) in the services, programs or activities it provides, in accessibility to public meetings and in its employment practices.

Section 2: In the event that a (QID) believes he/she has been discriminated against, a complaint may be filed, using the following format:

1. Complaint shall be in writing, signed by the Complainant or an authorized representative.
2. Complainant shall include Complainant's name, address and telephone, or alternative method of contact.
3. Complaint shall identify the Town Department, employee, officer or agency committing the alleged discriminatory action.
4. Complaint shall describe, in detail, the alleged discriminatory action.

Section 3: The Complaint shall be submitted, within thirty (30) days of the alleged discriminatory action, or knowledge thereof, to the appropriate ADA Coordinator:

Town of Mendon – Board of Selectmen's Office  
Attn: ADA Coordinator  
20 Main Street  
Mendon, MA 01756

Section 4: The designated Coordinator shall investigate the Complaint and meet with the appropriate board, official or employee(s), to resolve the Complaint. Within seven (7) days after such meeting, the Coordinator shall inform the complainant of the resolution.

Section 5: Nothing in this Grievance Procedure shall preclude the Complainant from filing a complaint with: any appropriate state or federal agencies, or by the filing of a lawsuit in Federal Court.

## Appendix

<b>CHECKLIST FOR EXISTING FACILITIES (version 2.1)</b>		
<b>PRIORITY 1: ACCESSIBLE APPROACH/ENTRANCE</b>		
<b>Route of Travel</b>		
	<b>Yes/No</b>	<b>Comment</b>
Is there a route of travel that does not require the use of stairs?		
Is the route of travel 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?		
<b>Ramps</b>		
	<b>Yes/No</b>	<b>Comment</b>
Are the slopes of ramps no greater than 1:12?		
Do all ramps longer than 6 feet have railings on both sides?		
Are railings sturdy, and between 34 and 38 inches high?		
Are ramps non-slip?		
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?		
Does the ramp rise no more than 30 inches between landings?		
<b>Parking and Drop-off Areas</b>		
	<b>Yes/No</b>	<b>Comment</b>
Are an adequate number of accessible parking spaces available (8 feet wide for car plus 5-foot access aisle)?		
Are 8-foot wide spaces, with a 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 the 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?		

**PRIORITY 1: ACCESSIBLE APPROACH/ENTRANCE (continued)**

<b>Entrance</b>		
	<b>Yes/No</b>	<b>Comment</b>
If there are stairs at the main entrance, is there also a ramp or lift, or is there an alternative accessible entrance?		
Do all inaccessible entrances have signs indicating the location of the nearest accessible entrance?		
Can the alternate entrance be used independently?		
Does the entrance door have at least 32 inches clear opening (for a double door, at least one 32-inch leaf)?		
Is there at least 18 inches of clear wall space on the pull side of the door, next to the handle?		
Is the threshold edge ¼-inch high or less, or if beveled edge, no more than ¾-inch high?		
If provided, are carpeting mats a maximum of ½-inch high?		
Are edges securely installed to minimize tripping hazards?		
Is the door handle no higher than 48 inches and operable with a closed fist?		
Can doors be opened without too much force?		
If the door has a closer, does it take at least 3 seconds to close?		

<b>PRIORITY 2: ACCESS TO GOODS AND SERVICES</b>		
<b>Horizontal Circulation</b>		
	<b>Yes/No</b>	<b>Comment</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>Doors</b>		
	<b>Yes/No</b>	<b>Comment</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?		
Are door handles 48 inches high or less and operable with a closed fist?		
Are all threshold edges ¼-inch high or less, or if beveled, no more than ¾-inch high?		
<b>Rooms and Spaces</b>		
	<b>Yes/No</b>	<b>Comment</b>
Are all aisles and pathways to materials and services at least 36 inches wide?		
Is there a 5-foot circle or a 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?		

<b>PRIORITY 2: ACCESS TO GOODS AND SERVICES (continued)</b>		
<b>Signage for Goods and Services</b>		
<b>Emergency Egress</b>		
	<b>Yes/No</b>	<b>Comment</b>
If emergency systems are provided, do they have both flashing lights and audible signals?		
If provided, do signs and room numbers designating permanent rooms and spaces where goods and services are provided comply with the appropriate requirements for such signage?		
<ul style="list-style-type: none"> <li>• Signs mounted with centerline 60 inches from floor?</li> </ul>		
<ul style="list-style-type: none"> <li>• Mounted on wall adjacent to latchside of door, or as close as possible?</li> </ul>		
<ul style="list-style-type: none"> <li>• Raised characters, sized between 5/8 and 2 inches high, with high contrast (for room numbers, rest rooms, exits)?</li> </ul>		
<ul style="list-style-type: none"> <li>• Brailled text of the same information?</li> </ul>		
<ul style="list-style-type: none"> <li>• If pictogram is used, is it accompanied by raised characters and Braille?</li> </ul>		
<b>Directional and Information Signs</b>		
	<b>Yes/No</b>	<b>Comment</b>
If mounted above 80 inches, do they have letters at least 3 inches high, with high contrast, and non-glare finish?		
Do directional and informational signs comply with legibility requirements?		

**PRIORITY 2: ACCESS TO GOODS AND SERVICES (continued)****Seats, Tables, and Counters****Controls**

	<b>Yes/No</b>	<b>Comment</b>
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?		
Are the aisles between fixed seating (other than assembly area seating) at least 36 inches wide?		
Are the spaces for wheelchair seating distributed throughout?		
Are the tops of tables or counters between 28 and 34 inches high?		
Are knee spaces at accessible table 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?		

**Vertical Circulation**

	<b>Yes/No</b>	<b>Comment</b>
Are there ramps, lifts, or elevators to all public levels?		
On each level, if there are stairs between the entrance and/or elevator and essential public areas, is there an accessible alternate route?		

**Stairs**

	<b>Yes/No</b>	<b>Comment</b>
Do treads have a non-slip surface?		
Do stairs have continuous rails on both sides, with extensions beyond the top and bottom stairs?		

**PRIORITY 2: ACCESS TO GOODS AND SERVICES (continued)****Elevators**

	<b>Yes/No</b>	<b>Comment</b>
Are there both visible and verbal or audible door opening/closing and floor indicators (one tone = up, two tones = down)?		
Are the call buttons in the hallway no higher than 42 inches?		
Do the controls inside the cab have raised and Braille lettering?		
Is there a sign on both door jambs at every floor identifying the floor in raised and Braille letters?		
If an emergency intercom is provided, is it usable without voice communication?		
Is the emergency intercom identified by Braille and raised letters?		

**Lifts**

	<b>Yes/No</b>	<b>Comment</b>
Can the lift be used without assistance? If not, is a call button provided?		
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?		
Are controls between 15 and 48 inches high (up to 54 inches if a side approach is possible)?		

<b>PRIORITY 3: USABILITY OF REST ROOMS</b>		
<b>Getting to Rest Rooms</b>		
	<b>Yes/No</b>	<b>Comment</b>
If rest rooms are available to the public, is at least one rest room (either one for each sex, or unisex) fully accessible?		
Are there signs at inaccessible rest rooms that give directions to accessible ones?		
<b>Doorways and Passages</b>		
	<b>Yes/No</b>	<b>Comment</b>
Is there tactile signage identifying rest rooms?		
Are pictograms or symbols used to identify rest rooms, and, if used, are raised characters and Braille included below them?		
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 lb maximum force)?		
Does the entry configuration provide adequate maneuvering space for a person using a wheelchair?		
Is there a 36-inch-wide path to all fixtures?		
<b>Stalls</b>		
	<b>Yes/No</b>	<b>Comment</b>
Is the stall door operable with a closed fist, inside and out?		
Is there a wheelchair-accessible stall that has an area of at least 5 feet by 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 to the toilet?		
Is the toilet seat 17 to 19 inches high?		

**PRIORITY 3: USABILITY OF REST ROOMS (continued)**

**Getting to Rest Rooms**

**Lavoratories**

	<b>Yes/No</b>	<b>Comment</b>
Does one lavatory have a 30-inch-wide by 48-inch-deep clear space in front?		
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 closed fist?		
Is the mirror mounted with the bottom edge of the reflecting surface 40 inches high or lower?		

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<b>PRIORITY 4: ADDITIONAL ACCESS</b>		
<b>Drinking Fountains</b>		
	<b>Yes/No</b>	<b>Comment</b>
I there at least one fountain with clear floor space of at least 30 by 48 inches in front?		
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)?		
Are controls mounted on the front or on the side near the front edge, and operable with one closed fist?		
Is each water fountain cane-detectable (located within 27 inches of the floor or protruding into the circulation space less than 4 inches from the wall)?		
<b>Telephone</b>		
	<b>Yes/No</b>	<b>Comment</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 identified with appropriate signage?		
If there are four or more public phones in the building, is one of the phones equipped with a text telephone (TT or TDD)?		
Is the location of the text telephone identified by accessible signage bearing the International TDD Symbol?		
<b>Source: Adaptive Environments Center, Inc. / Barrier Free Environments, Inc. ©1995 Provided to Town of Mendon by Massachusetts Office on Disability</b>		