

# **City of Yorkton**

## **Age/Dementia Friendly Facilities Audit Report**

*September, 2021*

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## Executive Summary

Many seniors are physically active their whole lives, and some become more active after retirement, due to having more time to explore recreational activities. Not all seniors lose mobility. Many people with diseases like Alzheimers go undiagnosed for years before their symptoms become evident. Yet it is common to encounter people who assume that the word “dementia” implies the person is functionally incapable of doing anything independently. This is simply not the case!

Where facilities can excel in serving their community is in anticipating the needs of those in that gray area between perfectly healthy and able and being confined to a wheelchair or being placed in long-term care. As Age-Friendly Saskatchewan states:

Age-friendliness makes your business accessible and welcoming to more than mainstream citizens. It also makes your business accessible and welcoming to persons with disabilities, people with reduced mobility, people with limited sight or hearing, young families, people from different cultures, those who speak a variety of languages, and many other members of the community. A broader customer base means greater opportunity.<sup>1</sup>

This project assessed some City of Yorkton facilities to make recommendations to improve the physical environment aimed at becoming more age- and dementia-friendly. Guided by the previous research done by the Alzheimer’s Society of Saskatchewan (ASOS) and Age-Friendly Saskatchewan, 12 City of Yorkton venues were assessed against a checklist of physical barriers that may prevent seniors and people living with dementia from enjoying those facilities and their desired lifestyle.

While the assessment, or audit, was limited to and focused on the physical environment and making recommendations for increasing accessibility through improvements to the physical facilities, it is important to keep in mind that true inclusivity can only become a reality with trained staff and increased public awareness to reduce the stigma faced by people living with dementia.

Recommendations are enclosed for each of the 12 facilities assigned, organized according to the same categories used in the audit checklist criteria adapted from the Alzheimers Society of Saskatchewan.

- Entrances and Exits
- Surfaces (Walls and Floors)
- Bathroom Facilities
- Lighting
- Seating
- Quiet Areas and Customer Service Desks
- Signage and Navigation.

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<sup>1</sup> Age Friendly Saskatchewan. *Creating an Age-Friendly Business in Saskatchewan*. Page 3

The majority of recommendations are toward improvement of signage to become more dementia-friendly in assisting people living with dementia to be able to navigate more independently and find services on their own. The most significant cost attached to recommendations is the addition of a private family washroom facility on the second floor of the Gallagher Centre.

## Scope of the Project

The City of Yorkton has taken the lead in exploring the age/dementia-friendly changes to some of their facilities. With the overall goal of making City facilities more inclusive and accessible for seniors living in Yorkton and its surrounding communities, this report may be used to inform plans and strategies to create more inclusive public spaces.

This report includes checklists from the Alzheimer Society of Saskatchewan (ASOS), as presented in the document, *Dementia Friendly Toolkit: The Library Edition*. The toolkit includes key features that have been found to enhance the usability of physical spaces for those living with dementia. As many of these features also apply to many seniors, any features that might also impact accessibility to seniors were noted. The resource, *Creating an Age-Friendly Business in Saskatchewan*, developed by Age-Friendly Saskatchewan, provided more accessibility considerations.

The importance of the physical environment in assisting people living with dementia to be able to continue to enjoy the same activities and events that they have always enjoyed is invaluable. The following list is adapted from Alzheimer Society's *10 Warning Signs of Dementia*<sup>2</sup>:

- Memory loss which affects day-to-day function
- Difficulty performing familiar tasks
- Problems with language (spoken and written)
- Disorientation of time and place
- Impaired judgement
- Problems with abstract thinking.
- Misplacing things
- Changes in mood and behaviour
- Changes in personality
- Loss of initiative

These complex symptoms may come and go; they may present as single symptoms, or as a cluster of symptoms. (Visit the website for examples of each of these symptoms.)

People living with dementia are able and willing to continue activities for varying lengths of time after symptoms appear and/or a diagnosis is made, and often are able to maintain their lifestyle for many years. This is usually made easier with the support of a care partner, often a spouse. A very important element of a person living with dementia being able to carry on with their lifestyle is the support and acceptance of people they encounter while doing so. Referring to the above examples makes clear that each situation can be much better or much worse depending on the knowledge and understanding of facility personnel.

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<sup>2</sup> Alzheimer Society of Canada. <https://alzheimer.ca/en/about-dementia/do-i-have-dementia/10-warning-signs-dementia>

## Methodology

The focused outcomes of the facility audits were to

- identify any physical barriers to people living with dementia that might keep them from attending or participating in activities or events that they would have done before being diagnosed with dementia; and
- recommend changes, upgrades that would reduce or eliminate those barriers.

Observations that were made of barriers to seniors were also noted.

The audits were completed by a team of five<sup>33</sup>:

- Marilyn Bader, a Training Consultant from Buchanan, Saskatchewan;
- RG and VG, a retired couple from Kamsack, Saskatchewan; and
- PW and RW, a retired couple from Melville, Saskatchewan.

The team members were familiar with each other from a previous project sponsored by SPHERU through Parkland Valley Sport, Culture, and Recreation in 2020-21. One spouse in each of the expert couples have been diagnosed with Alzheimers, and were eager to share their insights for the project. Facility tours by each couple were guided by Marilyn, in order that each was observed twice, with the exception of the Kinsmen Area and the Tourism Yorkton/Chamber of Commerce Building, which were both toured as a group of five.

Having been provided with guiding reference materials, the team referred to the checklists in the *Library Edition* as they each toured the following City of Yorkton' facilities:

1. Flexihall – Gallagher Centre
2. Access Communications Water Park – Gallagher Centre
3. Westland Arena – Gallagher Centre
4. Yorkton Curling Rink – Gallagher Centre
5. Ravine and Youth Meeting Rooms – Gallagher Centre
6. Convention Centre Rooms – Gallagher Centre
7. Gloria Hayden Community Centre
8. Yorkton Public Library
9. Kinsmen Arena
10. Godfrey Dean Cultural Centre/Land Titles Building
11. Tourism Yorkton/Chamber of Commerce Building
12. City Hall

The 12 checklists are included in the Appendix. As much as this report attempts to include all the information gathered during the facility audits in this section of the report, there is more information in the checklists.

Each checklist had the team study features determined by ASOS to be important to those living with dementia in terms of being able to continue lifestyle activities without being faced with

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<sup>33</sup> Initials for the expert couples are used throughout the report in order to protect their privacy.

barriers. The facility features can be summarized as falling into 6 areas of attention, with some overlap between:

With each audit, the observations began in the parking lot, and every entrance and exit were used at least once. Doing so results in the whole of the Gallagher Centre being observed, rather than just the rooms/arenas/facilities within it. With each audit, the team role-played attending an event – such as a hockey game – and going through all the activities that would be involved in doing so.

## **1. Entrances and Exits**

ASOS recommends signing both doors, where they exist, and both sets of doors as IN and OUT on both sides. Some people living with dementia may become disoriented by the space created by multiple doors in entryways or may be confused by the flow of traffic after an event (such as the rush after a hockey game). Due to COVID-19, exactly this type of additional signage had been installed at the Gallagher Centre, which made it easy to see the benefit of doing so. Likewise, traffic flow was directed to ensure safe distancing using orange tape and arrows in tight spaces and stairways.

Some doors are very heavy to open; elderly people who may be frail in general may have difficulty entering the building, and may also add to disorientation and frustration facing people living with dementia. The automatic door options at all Gallagher Centre entryways are the best mitigation of this potential barrier. Other facilities also used automatic doors, or doors were easy to open. Some facilities had automatic door openers that have rather small activation buttons, or buttons that were placed away from the door handles: These may be overlooked by people living with dementia, who would then be left to struggle with heavy doors.

Changes in the level of the flooring coming into many buildings from outdoors – the need to step over doorjambs, or the presence of stepped entrances – may result in trips and falls by people unsteady on their feet. None of the facilities observed presented these hazards.

Entryway doors with doorknobs instead of handles have been known to be more difficult to open for some people with various frailties (arthritic hands, for example): All of the City of Yorkton facilities use handles or bars; no publicly accessible doors were observed that used round knobs.

## **2. Surfaces (wall and floors)**

ASOS recommends against highly reflective wall surfaces as unexpected reflection can be distressing to some people living with dementia; such surfaces may also make objects difficult to recognize, and affect depth perception. Reflective floor surfaces may have the same effect, making walking difficult.

Some people living with dementia may have a different perception of colour, and some flooring colours may be perceived as a change in level. Some colours – i.e. dark blue, may appear like water. Flooring misperceptions may result in walking difficulty or tripping if the person tries to step over what is perceived to be water on the floor, or take an extra step for an unperceived

change in level, which may cause a back injury. There are several floor level changes in the Gloria Hayden Centre walking track that need to be marked with either a different colour or by adding yellow and black tape.

The experts did not find any wall or flooring surfaces to present a problem with their visual perception. Some windows - i.e. the upstairs seating area at Godfrey Dean - did have an unsettling effect on one of the experts living with dementia, as well as the top of the stairway seating area at Gloria Hayden. Not every combination of reflection and light can be anticipated, nor will everyone living with dementia experience visual distortion as a result of their condition; knowing that it may do so may assist support people and staff to better deal with situations that may arise.

### **3. Bathroom Facilities**

Features that make public washrooms *accessible* include convenient location, wheelchair accessible stalls, family or spacious individual rooms that allow a care partner to assist. For the most part, all the facilities had satisfactory wheelchair access stalls. People walking with the aid of a cane or walker generally have space in wheelchair accessible facilities for parking their walkers; hooks or bars to hang canes would be helpful. Once dropped, a cane can be difficult to retrieve from the floor.

While there are family washroom facilities in the Gallagher Centre, they are not in convenient locations, being found only in the swimming pool area. The washrooms in City Hall and Godfrey Dean are spacious enough to allow for a care partner to accompany someone with special needs, but are not signed as such. The Kinsmen Arena public washrooms cannot be locked in order to protect the many children who use the arena, thus rendering them difficult to use privately. The facilities in the Blue Room at the Kinsmen Arena could be used as family washrooms, but the room is reserved for private functions. The washrooms in the Tourist Centre and the locker rooms at the Gloria Hayden are adequate, but are labelled Male and Female. The Library has a spacious Parenting Room with a sink and change table but no toilet.

Another area of concern for people living with dementia is the risk of accidental scalding when washing hands. ASOS recommends that hot and cold settings are clearly marked on each tap: Markings typically include the words HOT and COLD, the letters H and C, or the colours blue and red. Because some people living with dementia lose words, or see letters and colours differently as a result of their condition, the experts thought these symbols don't go far enough: Many of the City of Yorkton facility washrooms use automated taps. There are some taps that have no markings at all, some which one must bend over to see, as well as those that meet the basic labelling criteria. If the objective is truly to avoid scalding, the best tool is an automated tap.

### **4. Lighting**

People diagnosed with dementia do not suffer vision loss as a result, but rather the dementia may affect how they perceive things visually. Efforts to ensure that unnecessary shadows and dark areas are eliminated serve to make those areas safer and more welcoming. Walking into a dark



room can be intimidating to many people, and may be more so for people living with dementia. Using light switches that are in logical places and are easy to use help to reduce any stress as a result of walking into a dark room.

Some of the waterproof switches used in the change rooms in the pool area of the Gallagher Centre may be frustrating for someone living with dementia as they are not of familiar design and take two steps to operate. Many areas in the Yorkton facilities would not require a patron to turn lights on, and many others use automatic lighting.

The team agreed that the connecting stairwell/hallway from the Godfrey Dean to the Land Titles Building is potentially treacherous: It is poorly lit; there is uneven flooring and steps, and poor signage which combine to reach this description.

## **5. Seating**

Due to Covid-19 restrictions being in place during the expert tours, much of the seating areas one would expect to find were not in place. For example, the ample cafeteria seating area in the main entrance hall of the Gallagher Centre was not set up. Limited seating was set up at the Library. We were all easily able to see where seating would be set up during normal operation, and found no negative areas in any facility.

ASOS recommends that seating is beneficial to people living with dementia in order to have a spot where one can reorient oneself should one become disoriented. Seating ideally will not have casters, and provide arm and back rests to enhance the restfulness and/or comfort of the chair or bench. Seating was readily available in most facilities and areas within them. Most seating was readily recognizable as such and was of simple, comfortable design. We noted that the benches placed strategically in the Godfrey Dean art gallery rooms – clearly placed to maximize viewing of displayed art – were without backs or arms, and of hard wooden uncomfortable construction.

One area that was identified as a problem was the single bench provided for people entering the pool area at the Gallagher Centre. Patrons are required to remove street footwear. Most seniors prefer to sit down to remove or put on footwear, and if there were more than three or four people in the area, the single bench would be inadequate. Worse, there are no boot racks on which to place footwear once removed, creating a trip hazard with dozens of shoes scattered about the bench area. A further problem is then created when exiting the area and trying to locate one's shoes or boots. Having some shelves for footwear painted in bright colours would make the space more functional and aid seniors in relocating their belongings.

Finally, seating in arenas tends to be very difficult for fragile seniors to access. The Westland Arena is built with steep stairs with few handrails and seats that are very close to the row in front, making walking extremely difficult. There is a section at the top for wheelchair parking, which is welcomed, but again we refer to that black and white lens which neglects to include those in the gray area of needing a cane or walker to assist. In the Kinsmen Arena it would be very difficult for anyone with a walker or cane to access seating as it involves climbing over very high steps.

## **6. Quiet Areas and Customer Service Desks**

The Guest Services desk in the Gallagher Centre is centrally located, easily accessible on the main level, and well-signed for access from the second level. While we found the desk personnel very friendly, efficient, and helpful, we wondered what might happen if the employee at the Guest Services desk has left on a washroom break or to assist another patron when a person living with dementia and their care partner needed to be admitted into the pool area to find and use the family washroom. Fear of public embarrassment may be a barrier that keeps this couple and other elderly people or those living with dementia home instead of out enjoying the hockey game.

We did not notice any facility that had a hook or bar for people to hang a cane while at a counter area. It is easy enough to prop a cane against a wall, but infirm people who require the use of a cane may lose their balance while trying to pick it up if it falls.

The Gallagher Centre did not have quiet areas set up in any of the locations toured; this may have been due to COVID-19 regulations. The main cafeteria, had it been set up, would be an ideal example of a seating area available to visitors, although it could be noisy, which many people living with dementia find distracting. There were many areas on the second floor that would be ideal for a seating area, but it was not clear if these were removed due to COVID-19 regulations.

The Library, Godfrey Dean, and Kinsmen Centre had seating areas should any patron need a few minutes to rest or re-orient. The Tourism Centre and City Hall did not, but the experts pointed out that one wouldn't expect a social gathering area in a business setting. The Tourism Centre outdoor area was very nice, with picnic tables and a pleasant setting, but of course is only usable in nice weather. Team members were confused by signage in City Hall that referred to a wheelchair refuge, which we thought might be a rest area but turned out to be a place for unused wheelchairs to park.

## **7. Signage and Navigation**

For people living with dementia, more signage rather than less is generally found to be helpful in navigating any building. ASOS recommends signing areas leading both to and from toilets, customer service desks, seating areas, and check-out counters (such as in the Library) as most helpful to people living with dementia. The team had a big advantage in assessing the value of signage throughout all the facilities visited as all live outside Yorkton, and for many of the facilities, it was the first visit. We kept in mind that for some people living with dementia, visiting a familiar place may seem like a new place each time. Signage needs to anticipate the navigational value of signs, not just for people living with dementia but for first-time visitors.

We agreed that next to finding the actual meeting room or sports arena we were planning to attend, the next most important place to locate were the washrooms. Many seniors and care partners pay attention to washroom locations when they first enter a room for later reference. We found signage in Gallagher Centre often missing in this regard; if one didn't know where the washrooms were located, it could be difficult to figure out. In the Westland Arena and Curling

Rink there are no signs with direction to the washrooms. There is no indication that there is no washroom in either area. We never saw signs indicating there were family washrooms available anywhere in the building. There are no washrooms available in the Conference Centre rooms, nor are there any directional signs in the hallway out of any of the three rooms. There is a family-sized washroom located in the Ravine room, but it doesn't have a sign on the door, so if attending a meeting, one might not realize it was a washroom as it may be assumed it is a storage room. The Flexihall has two locker rooms with toilets in the back part of the room but no signs to that effect. The wheelchair accessible family-sized washroom near the front entrance of the Flexihall has a sign on the door that cannot be seen if the door is left open.

There are few signs for washroom facilities in the Godfrey Dean. Given that there are no washroom facilities on the upper floor, this seems like an oversight that needs to be corrected. The washrooms are located down a hallway that from the main lobby appears not to be meant for public traffic. From the large meeting room on the main floor, we were surprised that there were no directions to the washroom from within that room.

Signs for City Hall, Gloria Hayden, Kinsmen Arena, Tourism Office, and the Library washrooms are easily seen on entry.

ASOS recommends that signs are consistent throughout a facility, with simple text fonts, common colours, with first letters capitalized in each word and to avoid shadow effects, cursive writing, or any styling that detracts from the signs message. They recommend a background colour for the sign itself that contrasts with the colour of the wall or door on which it is mounted. The team found all signs to be satisfactory in this regard.

Another ASOS recommendation is that wherever logical to do so, signs include both text and symbols. As some people living with dementia lose word connections, they may instead recognize symbols for washrooms, sports areas (i.e., curling rock, hockey stick, or racket). Signs pointing to a cafeteria could include a coffee cup. Elevators could be signed with the universal symbol for elevator as well as the word.

Finally, ASOS recommends that the location of recognizable landmarks (i.e., the trophy display on the second floor of the Gallagher Center) not be relocated as a frequent visitor living with dementia may recognize and navigate using familiar items. If rotating or seasonal displays are set up in front of fixed landmarks, ensure that the landmark itself is not covered or obscured. As COVID-19 restrictions were in place during the team's tours, we were unable to assess any rotating décor, but the landmarks like the trophy display and the stairwell art were likely to be useful as navigational aids. The stairwell landings of both City Hall and the Godfrey Dean are also distinctive and centrally located.

## Recommendations

Create an informational brochure describing the age and dementia-friendly features of that facility. The information can be presented as a print hand-out within each facility and posted on the City of Yorkton website for easy access. This would assist patrons to learn of the features and feel more welcome at each facility. It may also eliminate stress in locating elevators, stairways, exits, or washrooms by becoming familiar with them before arrival. Include directions to difficult-to-access areas like the Gallagher Centre's family washrooms and the spectator's gallery of the Flexihall for someone in a wheelchair.

Please refer to the checklists in the Appendix for each location for more detail for each of the 12 locations evaluated. The following recommendations are based on the same categories used to evaluate each facility for its age and dementia-friendly features.

### 1. Entrances and Exits

- Replace the Gallagher Centre directory at each door to better reflect the actual location of the person viewing it.
- Leave IN/OUT signs on entry doors which were placed temporarily on each door to manage traffic for personal spacing during COVID-19 regulations. These may avoid confusion for some people living with dementia.
- Increase the visibility of automatic door openers that are not directly in front of the person entering.

### 2. Surfaces (Walls and Floors)

- Replace mats at entryways at all facilities that have curled edges as they are trip hazards. The heavier the mat, the less likely they are to develop this hazard when cleaned. Some people with mobility challenges may shuffle their feet as they walk, but *anyone* might trip over a rug.
- Consider hanging art at Godfrey Dean in the windows on the second floor table-seating area. Having one of our experts experience discomfort and sitting at a table while looking down from the windows, prompted the suggestion that mobiles or sun catchers hanging along the glass would create a better sense of separation and of feeling safe from the height perception.

### 3. Bathroom Facilities

- Change the signage on bathroom doors to be gender neutral whenever possible. This allows a wife to accompany her husband into a private space to assist with personal needs, or a husband to assist his wife. Many care providers are not the same gender as those in their charge. A husband accompanying his wife into a wheelchair accessible stall in the main women's washroom would be inappropriate.

- Change to automated water faucets. Where this is not feasible, ensure that faucets have clearly visible hot/cold words or colours.
- Add a toilet to the Parent's Room in the Library and rename it a Family Washroom.
- Create family room bathroom facilities that are easy to locate. This is especially needed in the Gallagher Centre, where the only designated family rooms are in the pool area and require considerable time to access. Consider opening the bathroom in the Ravine meeting room during events for people with special needs who may be accompanied by a care partner of a different gender. Consider renovating a room on the second floor in order to create a family room. This recommendation is likely the most costly.
- Make the Blue Room at the Kinsmen Arena available to people with special needs during games. This room would provide quiet, comfortable seating and private family washroom access.

#### **4. Lighting**

- Improve the lighting in the connecting passageway between the Godfrey Dean and Land Titles buildings.
- Change the water resistant light switches in the pool area to automated lights. Consider replacing more manual switches to automated lighting in the future.

#### **5. Seating**

- Add parking areas for walking assists such as canes, crutches, and walkers. Many mobility issues are resolved through the use of these aids without having to use a wheelchair, but if there is no space provided, particularly for walkers, some seniors may avoid attending events in order to avoid stigma or 'being a bother'.
- Add back rests and/or arm rests to the benches in the Godfrey Dean art gallery. There is also a bench near the elevator to which both could be added.
- Add comfortable seating in out of the way spots throughout facilities. Creating a pleasant, private seating area with comfortable, simple, attractive surroundings may be a comfort to someone in need of a short rest, or a few minutes to reorient themselves.
- Improve the seating by the entry to the pool where patrons are expected to remove street footwear. Provide boot racks to minimize the trip hazard created by discarded boots and shoes and make retrieval easier.
- Continue using the chairs with baskets in the Gallagher Centre pool area for personal belongings after COVID-19 regulations have been removed. We recommended using

different-coloured chairs rather than the current multiple same-coloured chairs as the distinctive colour may be easier to find on exiting the pool.

## **6. Quiet Areas and Customer Service Desks**

- Add hooks or bars for patrons to hang walking assists such as canes. This is recommended for each customer service desk or counter in any facility.

## **7. Signage and Navigation**

- Name and sign each entrance. For example, the Gallagher Centre's East Entrance is referred to on the directories but is not actually signed at the exit, nor in the parking lot. It may seem logical that the door on the east side of the building is the east entrance, but many people do not "do" directions.
- Correct the Directories at the Gallagher Centre entryways which have the wrong orientation for the location being viewed.
- Add symbols to text only signs, and text to symbol-only signs. Ensure each sign communicates what is actually in the room, i.e., the locker rooms at the Gloria Hayden Centre do not communicate that there are washroom facilities within.
- Ensure all signage is clear: Do not refer the "Office" in one sign or map, when the sign above the counter reads "Administration".
- Add more signs:
  - Visible above the book shelves in the Library, use signage to direct patrons to the magazine area, children's area, etc.
  - Add posters in large areas (like the Westland Arena and the main floor meeting room in the Godfrey Dean) with bathroom locations marked and/or post building directories within each venue. Arrows to follow are still needed.
  - Washroom location should be indicated within each meeting room or sport venue, with signs including arrows in each hallway or around each turn until the bathroom is reached.
  - Where bathroom doors may be propped open, add signs to the wall beside the door so the sign is visible.
  - Place projecting wall signs for each room in the hallway leading to the pool change rooms in the Gallagher Centre. Ensure they are big enough to be read from the shoe removal bench.
  - Add text and arrow signs to indicate the direction to the pool from each change room. Consider using colour coding to help people living with dementia find their way back to the change rooms from the pool. From certain points in the large pool area, it is not possible to see where the change room entrance is located.
  - Sign the elevator on the Gallagher Centre second floor.

- Provide directions (map) in the main foyer of the Gloria Hayden Centre to access the elevator.

## Funding Resources

The following list includes some possible funding opportunities that appear to cover the types of renovations recommended in the report:

1. Community Initiative Fund (up to \$25,000). Information available at <http://www.cifsask.org/grants>
2. Federation of Canadian Municipalities (FCM) Community Building Retrofit Initiative. (Varying funds) Information available at <https://fcm.ca/en/programs/green-municipal-fund/community-buildings-retrofit-initiative>
3. New Horizons for Seniors Program (Up to \$25,000) Information available at <https://www.canada.ca/en/employment-social-development/programs/new-horizons-seniors.html>
4. Senior Well-Being Grant (up to \$10,000) sponsored by HelpAge Canada. Information available at <https://helpagecanada.ca/seniors-can/>



# Appendix

<b>Flexihall/Gallagher Centre</b>	<b>Notes</b>	Satisfactory	Needs Improvement	N/A
<b><i>Entrances and Exits</i></b>				
All entrances and exits are clearly marked	<p>Balcony is very well marked.</p> <p>Add chairs all around the track in case someone needs to sit and can't make it all the way to the area with chairs.</p> <p>n/a for the Flexihall but a building directory is located inside entrances.</p>	X		
Signs are placed directly on the door and indicate pathways both into, and out of, the building.		X		
Entrances/Exits are well-lit and welcoming		X		
Glass doors have easily recognizable handles and a distinguishable frame to indicate the borders.				X
There are no unavoidable level changes in the floor.		X		
Steps and other level changes have visible edges marked with distinctive tape.		X		
Seating areas are available near entrances and exits.		X		
Seating locations provide clear sightlines to parking lots, pickup zones, or public transportation access areas.				X
A building directory is located within each elevator and/or stairwell.				X
Stairwells include signage at each entrance and exit door to clearly identify levels.				X
Doors are easy to open (not heavy).		X		
Doorknobs are not used in preference to levers or handles.		X		
<b><i>Surfaces (Floors, Walls)</i></b>				
Highly reflective surfaces are used minimally.		X		

<b>Flexihall/Gallagher Centre</b>	<b>Notes</b>	Satisfactory	Needs Improvement	N/A
Mats and rugs are used minimally and do not pose a “trip hazard”.	The floors are very shiny, but not likely to create a disorienting effect.		X	
Flooring is plain and non-reflective.		X		
Flooring has no changes in level; if there is a change in level, it is clearly marked.		X		
<b>Washroom Facilities</b>				
Accessible washroom stalls are available.*	Add signage to indicate that existing washrooms are “Family-Friendly”.	X		
Provision is made for a care partner to provide personal and private assistance.		X		
Where double doors exist, both sides of each door are identified as entrance/exit as well as push/pull.	Please keep the additional IN/OUT signage post-Covid.	X		
Taps indicate hot and cold handles.	There are set-temperature taps.	X		
Toilet seats and hand rails are of contrasting colours.		X		
The balcony is a great resource for spectators to enjoy watching others activities: Spectators in wheelchairs have no designated area, although space exists, and no easy access to washroom facilities or signage to assist with getting there.				
<b>Lighting</b>				
Lighting is adequate to reduce dark shadows and improve visibility.		X		
Natural lighting from windows avoids bright glare and shadows.				X
Light switches can be located and operated OR automated switches are in use.				X

Flexihall/Gallagher Centre	Notes	Satisfactory	Needs Improvement	N/A
<b>Seating</b>				
Plenty of seating is available, particularly in waiting areas or within sightlines of the parking lot.		X		
Seating is easily identifiable and of simple, recognizable design.		X		
<b>Quiet Areas and/or Customer Service Desks</b>				
Quiet areas or designated spaces are provided for private conversation in a comfortable, less distracting atmosphere.		X		
If there is background music, it is not too loud so as to be distracting.	Fans are very loud; there may be no alternative.		X	
<b>Signage and Navigation</b>				
All key navigational decision-making areas are adequately marked with obvious cues positioned where sightlines end.			X	
Signage is placed at eye-level.		X		
Signage incorporates consistent colour coding which serves to create a navigational path.		X		
Signage includes a combination of text and unambiguous images.	If the Wheelchair Accessible washroom door is closed, it is very difficult to know it's there: add a sign to the WALL beside the door.		X	
Signage uses a simple font for text and symbols that is bold and large enough to be clearly visible.		X		
Signage is designed with a matte surface with contrast between background and font.		X		
Landmarks or recognizable features are permanent and provide navigational aids which help preserve a familiar routine.		X		

<b>Flexihall/Gallagher Centre</b>	<i>Notes</i>	Satisfactory	Needs Improvement	N/A
<p>Washroom locations need to be better signed; Right inside the entrance would be an ideal place to have a &lt;=Washroom sign.</p> <p>The signage indicating the Flexihall entrance is inconsistent with the rest of the building signs.</p> <p>Bleacher area should be made more accessible for spectators in wheelchairs: the website could warn patrons that wheelchairs must enter from the 2<sup>nd</sup> floor via the elevator. Another option would be to prepare an “Accessibility Brochure” for people to pick up at Guest Services or other distribution resource to make people aware of the dementia-friendly and general disability-friendly resources available at this wonderful facility, but also to warn of the few areas for which access is more challenging and may need some assistance.</p> <p>The bleacher area has no signage to indicate where washrooms, concessions, or Guest Services are located; this should be posted.</p>				

<b>Access Communications Water Park/Gallagher Centre</b>	<b>Notes</b>	Satisfactory	Needs Improvement	N/A
<b><i>Entrances and Exits</i></b>				
All entrances and exits are clearly marked	<p>General observations: there could be signs within and at the end of each change room to indicate the direction to the pool.</p> <p>Colour-coded walls might be considered in the future – colour is used beautifully for esthetic purposes; it could be used to aid navigation.</p>		X	
Signs are placed directly on the door and indicate pathways both into, and out of, the building.		X		
Entrances/Exits are well-lit and welcoming		X		
Glass doors have easily recognizable handles and a distinguishable frame to indicate the borders.		X		
There are no unavoidable level changes in the floor.		X		
Steps and other level changes have visible edges marked with distinctive tape.		X		
Seating areas are available near entrances and exits.		X		
Seating locations provide clear sightlines to parking lots, pickup zones, or public transportation access areas.		X		
A building directory is located within each elevator and/or stairwell.				X
Stairwells include signage at each entrance and exit door to clearly identify levels.		X		
Doors are easy to open (not heavy).		X		
Doorknobs are not used in preference to levers or handles.		X		
<b><i>Surfaces (Floors, Walls)</i></b>				
Highly reflective surfaces are used minimally.		X		

<b>Access Communications Water Park/Gallagher Centre</b>	<i>Notes</i>	Satisfactory	Needs Improvement	N/A
Mats and rugs are used minimally and do not pose a “trip hazard”.		X		
Flooring is plain and non-reflective.		X		
Flooring has no changes in level; if there is a change in level, it is clearly marked.		X		
<b><i>Washroom Facilities</i></b>				
Accessible washroom stalls are available.	The large washrooms should be more clearly indicated as family accessible – text and symbols. Wheelchair accessibility is excellent.	X		
Provision is made for a care partner to provide personal and private assistance.		X		
Where double doors exist, both sides of each door are identified as entrance/exit as well as push/pull.	IN/OUT is marked on exterior doors; text only; no symbols are present. Marked hot/cold but one must bend over to see them; auto taps would be better.	X		
Taps indicate hot and cold handles.		X		
Toilet seats and hand rails are of contrasting colours.		X		
<b><i>Lighting</i></b>				
Lighting is adequate to reduce dark shadows and improve visibility.	Motion lights are nice; the change rooms have water-resistant light switches that are complicated to turn on. Motion-activated lighting would be better.	X		
Natural lighting from windows avoids bright glare and shadows.		X		
Light switches can be located and operated OR automated switches are in use.		X		
<b><i>Seating</i></b>				
Plenty of seating is available, particularly in waiting areas or within sightlines of the parking lot.				X
Seating is easily identifiable and of simple, recognizable design.		X		

<b>Access Communications Water Park/Gallagher Centre</b>	<i>Notes</i>	Satisfactory	Needs Improvement	N/A
<b><i>Quiet Areas and/or Customer Service Desks</i></b>				
Quiet areas or designated spaces are provided for private conversation in a comfortable, less distracting atmosphere.	No hanger for canes is provided.	X		
If there is background music, it is not too loud so as to be distracting.		X		
<b><i>Signage and Navigation</i></b>				
All key navigational decision-making areas are adequately marked with obvious cues positioned where sightlines end.	Down the entry hallway, there are NO navigational aids. The use of projecting wall signs for at least each change/washroom area would greatly benefit this situation.		X	
Signage is placed at eye-level.		X		
Signage incorporates consistent colour coding which serves to create a navigational path.		X		
Signage includes a combination of text and unambiguous images.			X	
Signage uses a simple font for text and symbols that is bold and large enough to be clearly visible.		X		
Signage is designed with a matte surface with contrast between background and font.		X		
Landmarks or recognizable features are permanent and provide navigational aids which help preserve a familiar routine.		X		



Westland Arena/Gallagher Centre	Notes	Satisfactory	Needs Improvement	N/A
<b><i>Entrances and Exits</i></b>				
All entrances and exits are clearly marked.*	Yes, but most of the directories have a different orientation than the person who is viewing it; for example, the directory at the East Entrance is a mirror image of the real person's experience. Very confusing as a directional aid.	X		
Signs are placed directly on the door and indicate pathways both into, and out of, the building.		X		
Entrances/Exits are well-lit and welcoming		X		
Glass doors have easily recognizable handles and a distinguishable frame to indicate the borders.				X
There are no unavoidable level changes in the floor.		X		
Steps and other level changes have visible edges marked with distinctive tape.**		X		
Seating areas are available near entrances and exits.				X
Seating locations provide clear sightlines to parking lots, pickup zones, or public transportation access areas.				X
A building directory is located within each elevator and/or stairwell.			X	
Stairwells include signage at each entrance and exit door to clearly identify levels.			X	
Doors are easy to open (not heavy).		X		
Doorknobs are not used in preference to levers or handles.		X		
<p>*Many doors have IN/OUT signage to keep people from running into each other. These are a great idea!</p> <p>**Most of the stairs in the seating area do not have the edges marked. Each change in floor level, and each step, should be clearly marked. The black and yellow tape used elsewhere is very effective and would serve inexpensively and well.</p>				

<b>Westland Arena/Gallagher Centre</b>	<b>Notes</b>	Satisfactory	Needs Improvement	N/A
<p>The gutter behind the glass around the ice is very narrow, with unmarked steps in several places. Suggest the entire floor of the gutter should be painted in orange. The space at the top of the steps needs an accessible sign for occasional seating.</p>				
<b>Surfaces (Floors, Walls)</b>				
Highly reflective surfaces are used minimally.	There are several changes in floor level, as noted elsewhere. All changes in floor levels and stair edges should be marked.	X		
Mats and rugs are used minimally and do not pose a “trip hazard”.		X		
Flooring is plain and non-reflective.		X		
Flooring has no changes in level; if there is a change in level, it is clearly marked.			X	
<b>Washroom Facilities</b>				
Accessible washroom stalls are available.*			X	
Provision is made for a care partner to provide personal and private assistance.			X	
Where double doors exist, both sides of each door are identified as entrance/exit as well as push/pull.		X		
Taps indicate hot and cold handles.		X		
Toilet seats and hand rails are of contrasting colours.		X		
<p>If someone were in need of a family washroom while at a hockey game, the person and their care partner would have to climb the stairs from their seats to leave the arena, get to the main level, find the Guest Services desk (which is hopefully manned) to be buzzed into the pool area, locate the correct change room area with the family washrooms, and hope there had been enough time. This is a real barrier to people living not just with dementia, but a variety of disabilities, and may be keeping many people from enjoying their favourite sports.</p>				

<b>Westland Arena/Gallagher Centre</b>	<b>Notes</b>	Satisfactory	Needs Improvement	N/A
<b><i>Lighting</i></b>				
Lighting is adequate to reduce dark shadows and improve visibility.		X		
Natural lighting from windows avoids bright glare and shadows.		X		
Light switches can be located and operated OR automated switches are in use.		X		
<b><i>Seating</i></b>				
Plenty of seating is available, particularly in waiting areas or within sightlines of the parking lot.	Front row seating is really treacherous for someone with depth-perception challenges, or who is a bit unsteady on their feet. Marking the gutter along the plexiglass might help by making walkers more alert. A Handrail might be installed for added support – it's really too narrow for someone with a cane to manoeuvre.	X		
Seating is easily identifiable and of simple, recognizable design.		X		
<b><i>Quiet Areas and/or Customer Service Desks</i></b>				
Quiet areas or designated spaces are provided for private conversation in a comfortable, less distracting atmosphere.	Not really able to assess seating outside the arena and other venues dues to COVID rules being in place.	X		
If there is background music, it is not too loud so as to be distracting.		X		
<b><i>Signage and Navigation</i></b>				
All key navigational decision-making areas are adequately marked with obvious cues positioned where sightlines end.	There is a general lack of signage to indicate the direction in which to find washrooms. There should be a sign placed so that when leaving any venue, one can turn in the right direction to find the nearest washroom.	X		
Signage is placed at eye-level.		X		
Signage incorporates consistent colour coding which serves to create a navigational path.	The map was helpful, despite being backward. Some of the signage	X		

<b>Westland Arena/Gallagher Centre</b>	<i>Notes</i>	Satisfactory	Needs Improvement	N/A
Signage includes a combination of text and unambiguous images.	was unhelpful or absent: for example, we were looking for the hockey arena and the directory and signs indicate it is just inside the entrance. In reality, the map and signs point to the players' entrance (dressing room) so for first time visitors, it is somewhat confusing and unwelcoming.	X		
Signage uses a simple font for text and symbols that is bold and large enough to be clearly visible.		X		
Signage is designed with a matte surface with contrast between background and font.		X		
Landmarks or recognizable features are permanent and provide navigational aids which help preserve a familiar routine.		X		
	The whole facility has many excellent and beautiful landmarks, such as the trophy display, or the artwork.			

<b>Curling Rink/Gallagher Centre</b>	<b>Notes</b> Note that the Curling Rink facilities were not set up for use while being observed (over the summer) and the tables and chairs were piled up either for cleaning or to accommodate summer programs.	Satisfactory	Needs Improvement	N/A
<b><i>Entrances and Exits</i></b>				
All entrances and exits are clearly marked	As first time visitors entering from the East Entrance, we weren't sure which door to use to get to the curling viewing area, nor if we should go to the upstairs or downstairs room.		X	
Signs are placed directly on the door and indicate pathways both into, and out of, the building.		X		
Entrances/Exits are well-lit and welcoming		X		
Glass doors have easily recognizable handles and a distinguishable frame to indicate the borders.		X		
There are no unavoidable level changes in the floor.		X		
Steps and other level changes have visible edges marked with distinctive tape.		X		
Seating areas are available near entrances and exits.				X
Seating locations provide clear sightlines to parking lots, pickup zones, or public transportation access areas.		X		
A building directory is located within each elevator and/or stairwell.			X	
Stairwells include signage at each entrance and exit door to clearly identify levels.		X		
Doors are easy to open (not heavy).		X		
Doorknobs are not used in preference to levers or handles.		X		
<b><i>Surfaces (Floors, Walls)</i></b>				
Highly reflective surfaces are used minimally.		X		

<b>Curling Rink/Gallagher Centre</b>	<b>Notes</b> Note that the Curling Rink facilities were not set up for use while being observed (over the summer) and the tables and chairs were piled up either for cleaning or to accommodate summer programs.	Satisfactory	Needs Improvement	N/A
Mats and rugs are used minimally and do not pose a “trip hazard”.	Two of the three mats at the East Entrance were trip hazards.		X	
Flooring is plain and non-reflective.		X		
Flooring has no changes in level; if there is a change in level, it is clearly marked.		X		
<b>Washroom Facilities</b>				
Accessible washroom stalls are available.	As previously noted, the only family washrooms are located in the pool area, so while they are accessible, it is not an easy access.  Temperature regulated taps are in use.		X	
Provision is made for a care partner to provide personal and private assistance.			X	
Where double doors exist, both sides of each door are identified as entrance/exit as well as push/pull.		X		
Taps indicate hot and cold handles.		X		
Toilet seats and hand rails are of contrasting colours.		X		
<b>Lighting</b>				
Lighting is adequate to reduce dark shadows and improve visibility.		X		
Natural lighting from windows avoids bright glare and shadows.		X		
Light switches can be located and operated OR automated switches are in use.		X		
<b>Seating</b>				
Plenty of seating is available, particularly in waiting areas or within sightlines of the parking lot.		X		
Seating is easily identifiable and of simple, recognizable design.		X		

<b>Curling Rink/Gallagher Centre</b>	<b>Notes</b> Note that the Curling Rink facilities were not set up for use while being observed (over the summer) and the tables and chairs were piled up either for cleaning or to accommodate summer programs.	Satisfactory	Needs Improvement	N/A
<b>Quiet Areas and/or Customer Service Desks</b>				
Quiet areas or designated spaces are provided for private conversation in a comfortable, less distracting atmosphere.				X
If there is background music, it is not too loud so as to be distracting.				X
<b>Signage and Navigation</b>				
All key navigational decision-making areas are adequately marked with obvious cues positioned where sightlines end.	There were no signs indicating where to find the washrooms.	X		
Signage is placed at eye-level.		X		
Signage incorporates consistent colour coding which serves to create a navigational path.		X		
Signage includes a combination of text and unambiguous images.		X		
Signage uses a simple font for text and symbols that is bold and large enough to be clearly visible.		X		
Signage is designed with a matte surface with contrast between background and font.		X		
Landmarks or recognizable features are permanent and provide navigational aids which help preserve a familiar routine.		X		

<b>Ravine and Youth Meeting Rooms/Gallagher Centre</b>	<i>Notes</i>	Satisfactory	Needs Improvement	N/A
<b><i>Entrances and Exits</i></b>				
All entrances and exits are clearly marked		X		
Signs are placed directly on the door and indicate pathways both into, and out of, the building.		X		
Entrances/Exits are well-lit and welcoming		X		
Glass doors have easily recognizable handles and a distinguishable frame to indicate the borders.		X		
There are no unavoidable level changes in the floor.		X		
Steps and other level changes have visible edges marked with distinctive tape.		X		
Seating areas are available near entrances and exits.		X		
Seating locations provide clear sightlines to parking lots, pickup zones, or public transportation access areas.		X		
A building directory is located within each elevator and/or stairwell.		X		
Stairwells include signage at each entrance and exit door to clearly identify levels.		X		
Doors are easy to open (not heavy).		X		
Doorknobs are not used in preference to levers or handles.		X		
<b><i>Surfaces (Floors, Walls)</i></b>				
Highly reflective surfaces are used minimally.		X		



<b>Ravine and Youth Meeting Rooms/Gallagher Centre</b>	<i>Notes</i>	Satisfactory	Needs Improvement	N/A
Mats and rugs are used minimally and do not pose a “trip hazard”.		X		
Flooring is plain and non-reflective.		X		
Flooring has no changes in level; if there is a change in level, it is clearly marked.		X		
<b><i>Washroom Facilities</i></b>				
Accessible washroom stalls are available.	The private washroom in the Ravine was spacious enough to be used as a family washroom. It lacked bars so not fully accessible. There is no sign on the door to indicate it is a washroom.	X		
Provision is made for a care partner to provide personal and private assistance.		X		
Where double doors exist, both sides of each door are identified as entrance/exit as well as push/pull.		X		
Taps indicate hot and cold handles.		X		
Toilet seats and hand rails are of contrasting colours.		X		
<b><i>Lighting</i></b>				
Lighting is adequate to reduce dark shadows and improve visibility.		X		
Natural lighting from windows avoids bright glare and shadows.				X
Light switches can be located and operated OR automated switches are in use.		X		
<b><i>Seating</i></b>				
Plenty of seating is available, particularly in waiting areas or within sightlines of the parking lot.		S		
Seating is easily identifiable and of simple, recognizable design.		S		

<b>Ravine and Youth Meeting Rooms/Gallagher Centre</b>	<i>Notes</i>	Satisfactory	Needs Improvement	N/A
<b><i>Quiet Areas and/or Customer Service Desks</i></b>				
Quiet areas or designated spaces are provided for private conversation in a comfortable, less distracting atmosphere.		S		
If there is background music, it is not too loud so as to be distracting.		S		
<b><i>Signage and Navigation</i></b>				
All key navigational decision-making areas are adequately marked with obvious cues positioned where sightlines end.	There is no internal navigational signage; for example, if someone were at a convention and needed to go to the Ravine for a breakout session, conference organizers would have to post signs or people would have to go to an entrance to view the directory.	X		
Signage is placed at eye-level.		X		
Signage incorporates consistent colour coding which serves to create a navigational path.		X		
Signage includes a combination of text and unambiguous images.		X		
Signage uses a simple font for text and symbols that is bold and large enough to be clearly visible.		X		
Signage is designed with a matte surface with contrast between background and font.		X		
Landmarks or recognizable features are permanent and provide navigational aids which help preserve a familiar routine.		X		

<b>Convention Centre Rooms/Gallagher</b>	<b>Notes</b>	Satisfactory	Needs Improvement	N/A
<b><i>Entrances and Exits</i></b>				
All entrances and exits are clearly marked	See comments elsewhere regarding the directories.	X		
Signs are placed directly on the door and indicate pathways both into, and out of, the building.		X		
Entrances/Exits are well-lit and welcoming		X		
Glass doors have easily recognizable handles and a distinguishable frame to indicate the borders.		X		
There are no unavoidable level changes in the floor.		X		
Steps and other level changes have visible edges marked with distinctive tape.		X		
Seating areas are available near entrances and exits.		X		
Seating locations provide clear sightlines to parking lots, pickup zones, or public transportation access areas.		X		
A building directory is located within each elevator and/or stairwell.		X		
Stairwells include signage at each entrance and exit door to clearly identify levels.		X		
Doors are easy to open (not heavy).		X		
Doorknobs are not used in preference to levers or handles.		X		
<b><i>Surfaces (Floors, Walls)</i></b>				
Highly reflective surfaces are used minimally.		X		

<b>Convention Centre Rooms/Gallagher</b>	<b>Notes</b>	Satisfactory	Needs Improvement	N/A
Mats and rugs are used minimally and do not pose a “trip hazard”.	Many building entryways have mats that pose a trip hazard.		X	
Flooring is plain and non-reflective.		X		
Flooring has no changes in level; if there is a change in level, it is clearly marked.		X		
<b><i>Washroom Facilities</i></b>				
Accessible washroom stalls are available.	The lack of a family washroom on the second floor poses a true barrier for many people living with a disability; for a person living with dementia, the extra time it would take for him/her and the care partner to get to the family washroom in the pool area is significant.	X		
Provision is made for a care partner to provide personal and private assistance.		X		
Where double doors exist, both sides of each door are identified as entrance/exit as well as push/pull.		X		
Taps indicate hot and cold handles.		X		
Toilet seats and hand rails are of contrasting colours.		X		
<b><i>Lighting</i></b>				
Lighting is adequate to reduce dark shadows and improve visibility.		X		
Natural lighting from windows avoids bright glare and shadows.		X		
Light switches can be located and operated OR automated switches are in use.		X		
<b><i>Seating</i></b>				
Plenty of seating is available, particularly in waiting areas or within sightlines of the parking lot.		X		
Seating is easily identifiable and of simple, recognizable design.		X		

<b>Convention Centre Rooms/Gallagher</b>	<b>Notes</b>	Satisfactory	Needs Improvement	N/A
<b><i>Quiet Areas and/or Customer Service Desks</i></b>				
Quiet areas or designated spaces are provided for private conversation in a comfortable, less distracting atmosphere.		X		
If there is background music, it is not too loud so as to be distracting.		X		
<b><i>Signage and Navigation</i></b>				
All key navigational decision-making areas are adequately marked with obvious cues positioned where sightlines end.	As stated elsewhere, there is an absence of signs pointing the way to washrooms. This seems very obvious in the convention centre, as it was clear there were no washrooms within the room(s), but when using any of the exit doors, it was expected to see a sign pointing to the washroom location. One has to go the full length of the hallway and cross the foyer in order to see the washroom sign. This seems to be an oversight.		X	
Signage is placed at eye-level.				X
Signage incorporates consistent colour coding which serves to create a navigational path.		X		
Signage includes a combination of text and unambiguous images.			X	
Signage uses a simple font for text and symbols that is bold and large enough to be clearly visible.		X		
Signage is designed with a matte surface with contrast between background and font.		X		
Landmarks or recognizable features are permanent and provide navigational aids which help preserve a familiar routine.		X		

<b>Gloria Hayden Community Centre</b>	<b>Notes</b>	Satisfactory	Needs Improvement	N/A	
<b><i>Entrances and Exits</i></b>					
All entrances and exits are clearly marked	The front doors are confusing to exit – one should be marked EXIT.		x		
Signs are placed directly on the door and indicate pathways both into, and out of, the building.		x			
Entrances/Exits are well-lit and welcoming		x			
Glass doors have easily recognizable handles and a distinguishable frame to indicate the borders.		x			
There are no unavoidable level changes in the floor.		x			
Steps and other level changes have visible edges marked with distinctive tape.		x			
Seating areas are available near entrances and exits.		x			
Seating locations provide clear sightlines to parking lots, pickup zones, or public transportation access areas.		x			
A building directory is located within each elevator and/or stairwell.		It is a fairly small foyer with most doors signed. We were confused as the sign over the ADMINISTRATION door was referred to on the floor easel by a different name (OFFICE).		x	
Stairwells include signage at each entrance and exit door to clearly identify levels.			x		
Doors are easy to open (not heavy).	x				
Doorknobs are not used in preference to levers or handles.	x				
While not on our checklist, we all thought it was worth mentioning that roadside directional signs are too small and poorly placed. (We all missed the entrance road.)We agreed that Gloria Hayden is not a facility designed for seniors, as the stairs may be too much for older people. Also, the elevator					

<b>Gloria Hayden Community Centre</b>	<i>Notes</i>	Satisfactory	Needs Improvement	N/A
to the walking track is so inconveniently placed that it would not make sense for a lot of seniors to come to this walking track.				
<b><i>Surfaces (Floors, Walls)</i></b>				
Highly reflective surfaces are used minimally.	The corners of the walking track has some level changes significant enough to trip someone, yet are not marked. The different level could be painted a brighter colour or even just marked with tape to make it more apparent. Likewise, the landing on the stairs should be marked: someone with a cognitive impairment, or even trifocals could miss their step as the colours blend too well. Black and yellow tape would fix this.	X		
Mats and rugs are used minimally and do not pose a “trip hazard”.		X		
Flooring is plain and non-reflective.		X		
Flooring has no changes in level; if there is a change in level, it is clearly marked.			X	
<b><i>Washroom Facilities</i></b>				
Accessible washroom stalls are available.	The signs on the washroom doors are not clear. They are labelled as change rooms, with no indication that they are also washrooms.  Taps were not labelled.	X		
Provision is made for a care partner to provide personal and private assistance.			X	
Where double doors exist, both sides of each door are identified as entrance/exit as well as push/pull.				X
Taps indicate hot and cold handles.			X	
Toilet seats and hand rails are of contrasting colours.		X		
<b><i>Lighting</i></b>				
Lighting is adequate to reduce dark shadows and improve visibility.		X		
Natural lighting from windows avoids bright glare and shadows.		X		
Light switches can be located and operated OR automated switches are in use.		X		

<b>Gloria Hayden Community Centre</b>	<b>Notes</b>	Satisfactory	Needs Improvement	N/A
<b><i>Seating</i></b>				
Plenty of seating is available, particularly in waiting areas or within sightlines of the parking lot.	Some seating is available; it was not really expected in a building clearly meant for sports, not visiting.	x		
Seating is easily identifiable and of simple, recognizable design.		x		
<b><i>Quiet Areas and/or Customer Service Desks</i></b>				
Quiet areas or designated spaces are provided for private conversation in a comfortable, less distracting atmosphere.	The seating area at the top of the stairs was a nice place where one could sit. One of our experts living with dementia found the combination of the height and the windows distressing.	x		
If there is background music, it is not too loud so as to be distracting.				x
<b><i>Signage and Navigation</i></b>				
All key navigational decision-making areas are adequately marked with obvious cues positioned where sightlines end.	We found no signs directing us to the elevator.	x		
Signage is placed at eye-level.		x		
Signage incorporates consistent colour coding which serves to create a navigational path.		x		
Signage includes a combination of text and unambiguous images.			x	
Signage uses a simple font for text and symbols that is bold and large enough to be clearly visible.		x		
Signage is designed with a matte surface with contrast between background and font.		x		
Landmarks or recognizable features are permanent and provide navigational aids which help preserve a familiar routine.		x		



<b>Yorkton Public Library</b>	<b>Notes</b> Please note that all tours of the library took place during COVID restrictions so no seating was set out. Other furniture arrangements may have been in use that were not typical.	Satisfactory	Needs Improvement	N/A
<b><i>Entrances and Exits</i></b>				
All entrances and exits are clearly marked	No directory was apparent.	X		
Signs are placed directly on the door and indicate pathways both into, and out of, the building.		X		
Entrances/Exits are well-lit and welcoming		X		
Glass doors have easily recognizable handles and a distinguishable frame to indicate the borders.		X		
There are no unavoidable level changes in the floor.		X		
Steps and other level changes have visible edges marked with distinctive tape.		X		
Seating areas are available near entrances and exits.		X		
Seating locations provide clear sightlines to parking lots, pickup zones, or public transportation access areas.		X		
A building directory is located within each elevator and/or stairwell.			X	
Stairwells include signage at each entrance and exit door to clearly identify levels.				X
Doors are easy to open (not heavy).		X		
Doorknobs are not used in preference to levers or handles.		X		
<b><i>Surfaces (Floors, Walls)</i></b>				
Highly reflective surfaces are used minimally.				

<b>Yorkton Public Library</b>	<b>Notes</b> Please note that all tours of the library took place during COVID restrictions so no seating was set out. Other furniture arrangements may have been in use that were not typical.	Satisfactory	Needs Improvement	N/A
Mats and rugs are used minimally and do not pose a “trip hazard”.	(mostly carpeted)	X		
Flooring is plain and non-reflective.		X		
Flooring has no changes in level; if there is a change in level, it is clearly marked.		X		
<b>Washroom Facilities</b>				
Accessible washroom stalls are available.	There is a FAMILY ROOM but it does not have a toilet. If a toilet were installed it would be perfect for a care partner to assist.	X		
Provision is made for a care partner to provide personal and private assistance.		X		
Where double doors exist, both sides of each door are identified as entrance/exit as well as push/pull.		X		
Taps indicate hot and cold handles.		X		
Toilet seats and hand rails are of contrasting colours.		X		
<b>Lighting</b>				
Lighting is adequate to reduce dark shadows and improve visibility.		X		
Natural lighting from windows avoids bright glare and shadows.		X		
Light switches can be located and operated OR automated switches are in use.		X		
<b>Seating</b>				
Plenty of seating is available, particularly in waiting areas or within sightlines of the parking lot.				X
Seating is easily identifiable and of simple, recognizable design.		X		

<b>Yorkton Public Library</b>	<b>Notes</b> Please note that all tours of the library took place during COVID restrictions so no seating was set out. Other furniture arrangements may have been in use that were not typical.	Satisfactory	Needs Improvement	N/A
<b><i>Quiet Areas and/or Customer Service Desks</i></b>				
Quiet areas or designated spaces are provided for private conversation in a comfortable, less distracting atmosphere.	No hanger for canes is provided.			X
If there is background music, it is not too loud so as to be distracting.				X
<b><i>Signage and Navigation</i></b>				
All key navigational decision-making areas are adequately marked with obvious cues positioned where sightlines end.	There were a few navigational signs on the wall above the bookshelves. We missed aids to sections, for example, a sign that identified the MAGAZINE section.  The washroom signs were not visible as they were mounted on the doors and the doors were propped open. Suggest mounting signs on the wall beside the doors.  We looked up a few books to see if the navigational signs were helpful and all of us quickly and easily found both fiction and non-fiction books using the signs at the end of each row.	X		
Signage is placed at eye-level.		X		
Signage incorporates consistent colour coding which serves to create a navigational path.		X		
Signage includes a combination of text and unambiguous images.		X		
Signage uses a simple font for text and symbols that is bold and large enough to be clearly visible.		X		
Signage is designed with a matte surface with contrast between background and font.		X		
Landmarks or recognizable features are permanent and provide navigational aids which help preserve a familiar routine.		X		

<b>Kinsmen Arena</b>	<b>Notes</b>	Satisfactory	Needs Improvement	N/A
<b><i>Entrances and Exits</i></b>				
All entrances and exits are clearly marked	Signs were easy to find and follow.	X		
Signs are placed directly on the door and indicate pathways both into, and out of, the building.		X		
Entrances/Exits are well-lit and welcoming		X		
Glass doors have easily recognizable handles and a distinguishable frame to indicate the borders.				X
There are no unavoidable level changes in the floor.		X		
Steps and other level changes have visible edges marked with distinctive tape.			X	
Seating areas are available near entrances and exits.		X		
Seating locations provide clear sightlines to parking lots, pickup zones, or public transportation access areas.		X		
A building directory is located within each elevator and/or stairwell.		X		
Stairwells include signage at each entrance and exit door to clearly identify levels.				X
Doors are easy to open (not heavy).		X		
Doorknobs are not used in preference to levers or handles.		X		
<b><i>Surfaces (Floors, Walls)</i></b>				
Highly reflective surfaces are used minimally.		X		

<b>Kinsmen Arena</b>	<b>Notes</b>	Satisfactory	Needs Improvement	N/A
Mats and rugs are used minimally and do not pose a “trip hazard”.	Great flooring! Non-slip and non-reflective; easy to walk on. In the rink seating area, there were some level changes that could be marked with black and yellow tape. The black edge currently used may be a depth-perception problem for some people living with dementia.	X		
Flooring is plain and non-reflective.		X		
Flooring has no changes in level; if there is a change in level, it is clearly marked.			X	
<b>Washroom Facilities</b>				
Accessible washroom stalls are available.	The washrooms in the rink area are not private as the main door cannot be closed in a facility with lots of children. However, the BLUE ROOM is an ideal dementia-friendly and age-friendly area, with private washrooms, and seating away from the noise of the game. A problem may be when this room is not open for spectators; if this room could be open while each game is on, this would be a dementia-friendly facility. If not open, there are several barriers. It was nice to see baby-changing tables in both washrooms.	X		
Provision is made for a care partner to provide personal and private assistance.		X		
Where double doors exist, both sides of each door are identified as entrance/exit as well as push/pull.		X		
Taps indicate hot and cold handles.			X	
Toilet seats and hand rails are of contrasting colours.		X		
<b>Lighting</b>				
Lighting is adequate to reduce dark shadows and improve visibility.		X		
Natural lighting from windows avoids bright glare and shadows.				X
Light switches can be located and operated OR automated switches are in use.				X
<b>Seating</b>				
Plenty of seating is available, particularly in waiting areas or within sightlines of the parking lot.		X		

<b>Kinsmen Arena</b>	<b>Notes</b>	Satisfactory	Needs Improvement	N/A
Seating is easily identifiable and of simple, recognizable design.	The bench seating in the arena is difficult for seniors to climb; adding extra steps and some railing would go a long way to improving this until an upgrade might take place. There is no designated wheelchair viewing area.		X	
<b><i>Quiet Areas and/or Customer Service Desks</i></b>				
Quiet areas or designated spaces are provided for private conversation in a comfortable, less distracting atmosphere.	See note above re: BLUE ROOM	X		
If there is background music, it is not too loud so as to be distracting.	Suggest a sign indicating volume if seated too near the speakers.	X		
<b><i>Signage and Navigation</i></b>				
All key navigational decision-making areas are adequately marked with obvious cues positioned where sightlines end.	This is an older building of older design so most people attending a child's or grandchild's game would not expect much different than what is here.	X		
Signage is placed at eye-level.			X	
Signage incorporates consistent colour coding which serves to create a navigational path.			X	
Signage includes a combination of text and unambiguous images.			X	
Signage uses a simple font for text and symbols that is bold and large enough to be clearly visible.		X		
Signage is designed with a matte surface with contrast between background and font.		X		
Landmarks or recognizable features are permanent and provide navigational aids which help preserve a familiar routine.				X

<b>Godfrey Dean Cultural Centre/Land Titles Building</b>	<i>Notes</i>	Satisfactory	Needs Improvement	N/A
<b><i>Entrances and Exits</i></b>				
All entrances and exits are clearly marked	<p>Someone with depth perception problems might bump into the upstairs gallery windows – suggest using the space to hang art such as mobiles or sun catchers to create a more defined boundary.</p> <p>There is a building directory in the main entrance. Also, there was an easel used to direct people to a specific current function. More signage would have been appreciated, especially to the washroom and elevator locations, both of which were down a hallway and around a corner.</p> <p>The main entry door was automated, but the push-button was not in an obvious location; it could be bigger to assist.</p>	X		
Signs are placed directly on the door and indicate pathways both into, and out of, the building.		X		
Entrances/Exits are well-lit and welcoming		X		
Glass doors have easily recognizable handles and a distinguishable frame to indicate the borders.		X		
There are no unavoidable level changes in the floor.		X		
Steps and other level changes have visible edges marked with distinctive tape.			X	
Seating areas are available near entrances and exits.			X	
Seating locations provide clear sightlines to parking lots, pickup zones, or public transportation access areas.				X
A building directory is located within each elevator and/or stairwell.			X	
Stairwells include signage at each entrance and exit door to clearly identify levels.		X		
Doors are easy to open (not heavy).	X			
Doorknobs are not used in preference to levers or handles.		X		
<b><i>Surfaces (Floors, Walls)</i></b>				
Highly reflective surfaces are used minimally.		X		

<b>Godfrey Dean Cultural Centre/Land Titles Building</b>	<i>Notes</i>	Satisfactory	Needs Improvement	N/A
Mats and rugs are used minimally and do not pose a “trip hazard”.	Some mat edges were lifting; some mats were on top of other carpeting; both could be trip hazards.		X	
Flooring is plain and non-reflective.		X		
Flooring has no changes in level; if there is a change in level, it is clearly marked.		X		
While there were coat racks, there were no boot racks.				
<b><i>Washroom Facilities</i></b>				
Accessible washroom stalls are available.	No Push/Pull signage.  Automatic temperature control.	X		
Provision is made for a care partner to provide personal and private assistance.*			X	
Where double doors exist, both sides of each door are identified as entrance/exit as well as push/pull.				X
Taps indicate hot and cold handles.		X		
Toilet seats and hand rails are of contrasting colours.		X		
*The men’s washroom on the main floor could easily be designated a family washroom just by naming it “Washroom” without a gender designation. A locking door would facilitate the required privacy.				
<b><i>Lighting</i></b>				
Lighting is adequate to reduce dark shadows and improve visibility.	Regarding the passageway from the Godfrey Dean Centre – the lighting was inadequate, especially as a well-lit path was necessary to navigate the several floor level changes and changes to stair height.		X	
Natural lighting from windows avoids bright glare and shadows.			X	
Light switches can be located and operated OR automated switches are in use.			X	



<b>Godfrey Dean Cultural Centre/Land Titles Building</b>	<i>Notes</i>	Satisfactory	Needs Improvement	N/A
<b><i>Seating</i></b>				
Plenty of seating is available, particularly in waiting areas or within sightlines of the parking lot.	In the upper art gallery, the benches provided for viewing the art are well-placed, but need back rests and/or arms for those who need the seating for a rest. Seating elsewhere was satisfactory, although the bench provided near the elevator was also without arms.			X
Seating is easily identifiable and of simple, recognizable design.			X	
<b><i>Quiet Areas and/or Customer Service Desks</i></b>				
Quiet areas or designated spaces are provided for private conversation in a comfortable, less distracting atmosphere.	Regarding the Godfrey Dean rooms, the building is very nice for sitting, visiting and discussing the art. Regarding the Land Titles Building, the acoustics are very bad for visiting, and may well be distracting for someone living with dementia or a hearing impairment.	X		
If there is background music, it is not too loud so as to be distracting.			X	
<b><i>Signage and Navigation</i></b>				
All key navigational decision-making areas are adequately marked with obvious cues positioned where sightlines end. *	Washroom signs on the doors are not visible when the door is propped open. Consider placing an additional sign on the wall beside or above the door when there is no wall space available.		X	
Signage is placed at eye-level.		X		
Signage incorporates consistent colour coding which serves to create a navigational path.		X		
Signage includes a combination of text and unambiguous images.			X	
Signage uses a simple font for text and symbols that is bold and large enough to be clearly visible.		X		
Signage is designed with a matte surface with contrast between background and font.		X		
Landmarks or recognizable features are permanent and provide navigational aids which help preserve a familiar		X		

<b>Godfrey Dean Cultural Centre/Land Titles Building</b>	<i>Notes</i>	Satisfactory	Needs Improvement	N/A
routine.				
<p>A sign in the main lobby indicating that the art gallery is upstairs might spare someone from wandering around to see if there were art displays in one of the meeting or office rooms downstairs.</p> <p>The lobby should include a sign pointing the patron to the washrooms and elevator.</p>				

<b>Tourism Yorkton/Chamber of Commerce Building</b>	<i>Notes</i>	Satisfactory	Needs Improvement	N/A
<b><i>Entrances and Exits</i></b>				
All entrances and exits are clearly marked	<p>Outdoor seating is very nice.</p> <p>Directory exists but is very small.</p>	X		
Signs are placed directly on the door and indicate pathways both into, and out of, the building.		X		
Entrances/Exits are well-lit and welcoming		X		
Glass doors have easily recognizable handles and a distinguishable frame to indicate the borders.		X		
There are no unavoidable level changes in the floor.		X		
Steps and other level changes have visible edges marked with distinctive tape.		X		
Seating areas are available near entrances and exits.		X		
Seating locations provide clear sightlines to parking lots, pickup zones, or public transportation access areas.		X		
A building directory is located within each elevator and/or stairwell.		X		
Stairwells include signage at each entrance and exit door to clearly identify levels.		X		
Doors are easy to open (not heavy).		X		
Doorknobs are not used in preference to levers or handles.		X		
<b><i>Surfaces (Floors, Walls)</i></b>				
Highly reflective surfaces are used minimally.		X		

<b>Tourism Yorkton/Chamber of Commerce Building</b>	<i>Notes</i>	Satisfactory	Needs Improvement	N/A
Mats and rugs are used minimally and do not pose a “trip hazard”.	Without mats, the floor might be slippery when wet.  Floor was very shiny; this might be distracting to some people.	x		
Flooring is plain and non-reflective.			x	
Flooring has no changes in level; if there is a change in level, it is clearly marked.		x		
<b><i>Washroom Facilities</i></b>				
Accessible washroom stalls are available.	While there is no designated family room, the washroom was accessible to wheelchairs.	x		
Provision is made for a care partner to provide personal and private assistance.		x		
Where double doors exist, both sides of each door are identified as entrance/exit as well as push/pull.		x		
Taps indicate hot and cold handles.		x		
Toilet seats and hand rails are of contrasting colours.		x		
<b><i>Lighting</i></b>				
Lighting is adequate to reduce dark shadows and improve visibility.		x		
Natural lighting from windows avoids bright glare and shadows.		x		
Light switches can be located and operated OR automated switches are in use.		x		
<b><i>Seating</i></b>				
Plenty of seating is available, particularly in waiting areas or within sightlines of the parking lot.	While no seating was available outside the board room, the exterior seating was very nice. Picnic tables set up in a shady area – a great idea which is likely well-used.			x
Seating is easily identifiable and of simple, recognizable design.		x		

<b>Tourism Yorkton/Chamber of Commerce Building</b>	<i>Notes</i>	Satisfactory	Needs Improvement	N/A
<b><i>Quiet Areas and/or Customer Service Desks</i></b>				
Quiet areas or designated spaces are provided for private conversation in a comfortable, less distracting atmosphere.	Very business-like atmosphere. No hanger for canes is provided.	X		
If there is background music, it is not too loud so as to be distracting.		X		
<b><i>Signage and Navigation</i></b>				
All key navigational decision-making areas are adequately marked with obvious cues positioned where sightlines end.		X		
Signage is placed at eye-level.		X		
Signage incorporates consistent colour coding which serves to create a navigational path.		X		
Signage includes a combination of text and unambiguous images.		X		
Signage uses a simple font for text and symbols that is bold and large enough to be clearly visible.		X		
Signage is designed with a matte surface with contrast between background and font.		X		
Landmarks or recognizable features are permanent and provide navigational aids which help preserve a familiar routine.		X		

City Hall	Notes	Satisfactory	Needs Improvement	N/A
<b><i>Entrances and Exits</i></b>				
All entrances and exits are clearly marked.*	<p>Granite steps have no edge marking or treads; edges blend in some natural light.</p> <p>No seating area (except for Council Meetings) but this is expected in an all-business facility.*</p> <p>The elevator is not signed.</p> <p>The 2<sup>nd</sup> level is well-marked.</p>	X		
Signs are placed directly on the door and indicate pathways both into, and out of, the building.		X		
Entrances/Exits are well-lit and welcoming		X		
Glass doors have easily recognizable handles and a distinguishable frame to indicate the borders.		X		
There are no unavoidable level changes in the floor.		X		
Steps and other level changes have visible edges marked with distinctive tape.			X	
Seating areas are available near entrances and exits.				X
Seating locations provide clear sightlines to parking lots, pickup zones, or public transportation access areas.				X
A building directory is located within each elevator and/or stairwell.		X		
Stairwells include signage at each entrance and exit door to clearly identify levels.			X	
Doors are easy to open (not heavy) OR automated doors were in use.		X		
Doorknobs are not used in preference to levers or handles.**		X		
<p>*The elevator is not signed.</p> <p>** Due to COVID rules, many double doors have signage indicating IN and OUT sides. We found this extra signage helpful, and hope that it will be left up post-pandemic.</p>				

City Hall	Notes	Satisfactory	Needs Improvement	N/A
***The button to open the automated doors was very small; could be bigger.				
<b>Surfaces (Floors, Walls)</b>				
Highly reflective surfaces are used minimally.	Some of the natural light has an effect of blurring edges of stairs; add reflective tape. The rugs in front of customer service area had curled edges.	X		
Mats and rugs are used minimally and do not pose a “trip hazard”.			X	
Flooring is plain and non-reflective.		X		
Flooring has no changes in level; if there is a change in level, it is clearly marked.		X		
<b>Washroom Facilities</b>				
Accessible washroom stalls are available.	There WERE accessible washrooms but there were no signs to indicate that.*		X	
Provision is made for a care partner to provide personal and private assistance.		X		
Where double doors exist, both sides of each door are identified as entrance/exit as well as push/pull.	There were markings but they were too low to see.	X		
Taps indicate hot and cold handles.**			X	
Toilet seats and hand rails are of contrasting colours.		X		
*There is no washroom designated as “Family Room” but the spacious current rooms could easily become more inclusive by simply changing signs to read simply, “Washroom”.				
**As noted elsewhere, we question the usefulness of labelling taps HOT and COLD or RED and BLUE. Many are not easy to see, and the words may not have meaning to someone with dementia. If the intent is to avoid someone being burned, we suggest that temperature-controlled taps be installed.				
<b>Lighting</b>				
Lighting is adequate to reduce dark shadows and improve visibility.		X		

<b>City Hall</b>	<b>Notes</b>	Satisfactory	Needs Improvement	N/A
Natural lighting from windows avoids bright glare and shadows.	The switches in the public washrooms are counter-intuitive. Using and automated light would be preferable.	X		
Light switches can be located and operated OR automated switches are in use.		X		
<b><i>Seating</i></b>				
Plenty of seating is available, particularly in waiting areas or within sightlines of the parking lot.	There seems to be no reason for public seating in a business environment but elderly or disabled people may need to sit for a few minutes after getting inside from street parking so a chair near the entrance would be nice.	X		
Seating is easily identifiable and of simple, recognizable design.			X	
<b><i>Quiet Areas and/or Customer Service Desks</i></b>				
Quiet areas or designated spaces are provided for private conversation in a comfortable, less distracting atmosphere.	None were provided but none were expected in a business facility; it would be nice to see a chair or two just in case someone needs to sit for a few minutes.* No hanger for canes is provided.	X		
If there is background music, it is not too loud so as to be distracting.		X		
*We followed the signs on the 2 <sup>nd</sup> floor to the “Wheelchair Refuge” and were disappointed to find a parking space for unoccupied wheelchairs rather than a quiet space for those in wheelchairs.				
<b><i>Signage and Navigation</i></b>				
All key navigational decision-making areas are adequately marked with obvious cues positioned where sightlines end.	Some signs were above eye-level but were very visible and logically located.  Good signage for the washrooms (text/symbols) but not in other	X		
Signage is placed at eye-level.		X		
Signage incorporates consistent colour coding which serves to create a navigational path.		X		
Signage includes a combination of text and unambiguous images.		X		



<b>City Hall</b>	<i>Notes</i>	Satisfactory	Needs Improvement	N/A
Signage uses a simple font for text and symbols that is bold and large enough to be clearly visible.	locations.	X		
Signage is designed with a matte surface with contrast between background and font.		X		
Landmarks or recognizable features are permanent and provide navigational aids which help preserve a familiar routine.		X		

## References

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