



BDEL

**Lansdowne Park
Redevelopment**

**Accessible
Signage
Guidelines**

April 2012

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1. INTRODUCTION

Upon entering an environment such as the integrated park and retail environment of Lansdowne Park, all site users need suitable information to make their way around safely and efficiently. People with disabilities particularly benefit from a comprehensive accessible signage and wayfinding system. A signage and wayfinding program based on the principles of Universal Design creates an environment and wayfinding experience that is “usable by all people, to the greatest extent possible, without the need for adaptation or specialized design”.

All users, including seniors, people using mobility aids and visitors to a park or facility who are unfamiliar with their surroundings benefit from consistent provision and placement of informational and directional signage. In addition, the tactile wayfinding system being incorporated at Lansdowne will need to be coordinated with the signage. It makes wayfinding and orientation throughout the mixed use site and buildings safer, intuitive and quicker.

With this in mind, the Accessible Signage Guidelines recognize the importance of accessible signage for diverse users:

- People who are Deaf, deafened or hard of hearing rely heavily on signage for information, recognizing others may not be able to communicate with them and they may not be able to hear answers given to them;
- People with limited mobility may not have the stamina to walk very far searching for a store or area of the park. They wish to get to their destination with the greatest of ease and minimum effort.
- People with vision disabilities often have the use of residual vision, which can be maximized through the provision of suitable fonts and colour contrast on signage print.
- Blind people who cannot see regular signage benefit from tactile features which allow them to understand their environment and assist them in wayfinding and navigating;
- Symbols & pictograms benefit everyone, particularly people with limited literacy and people who speak a language other than English or French.

2. GENERAL GUIDELINES

Effective signage should be:

- Noticeable - the sign should be well located and easily distinguishable from the surrounding and background.
- Readable - text should be easy to read, with good color contrast, and sized in relation to its intended viewing distance.
- Provide clear, concise, “easy-to-understand” information .
- Use minimal text with graphic symbols to convey the message efficiently.
- Bilingual.

Follow these basic guidelines in order to develop signs capable of providing essential information to everyone:

Sign Design

- Keep the information on signs short and simple.
- Use tactile and Braille markings to supplement the text.
- The colour of the sign should be used consistently and should contrast with its background.
- Use typefaces, colours, and graphics logically and consistently.
- Use a uniform design and placement.
- Use signage that is consistently shaped and coloured.
- Use the same sign for the same type of information.
- All signs should have a glare free finish - avoid gloss finish or a reflective surface on any sign surface.

Characters

- The size of characters are determined by their purpose and viewing distance.
- Letters should be sans serif and numbers in Arabic. Arial, Verdana, Futura, Helvetica and Univers 55 are good sans serif typefaces. Avoid variations that are “narrow”, “*italic*”, or “**bold**”. Choose a typeface that is in the regular or medium range.
- For overhead signs and other signs which are not tactile, use a combination of Upper and Lower case letters because it increases legibility for all users.
- Pictograms and symbols should be used for identifying many site features, including washrooms, parking, public telephones and evacuation routes.
- Use symbols and pictograms for both regular and tactile signs.

Tactile

- For tactile characters (raised print designed to be read by touch), upper case characters should be used.
- Tactile signs should be placed so they can be easily reached and read. Overhead signs are not required to be tactile.
- Avoid sharp corners or sharp edged characters.

Braille

- Braille text/characters should always be placed in the same relative position mounted near the bottom edge of signage.
- Grade 1 Braille is letter-for-letter, and is used on signs with 10 words or less. Grade 2 Braille contains contracted words and is used on signs with more than 10 words.
- Avoid sharp corners or sharp edged characters.

Location

- Signs should be located at key decision making points, and coordinated with the tactile walking surface indicators.
- Signs shall be mounted on the latch side of the door.
- Signs for a particular purpose should be mounted at the same height throughout the building.
- Doors and openings that lead to a public place should be identified by signage.
- In crowded areas, signs shall be placed above head level so as to increase their visibility.
- Nearsighted persons may have to approach very close to read a sign. Signs at eye level allow persons to get close to the sign.
- Sandwich boards and free standing moveable signs should not be used because they may create trip hazards for people who are visually impaired, and they may interfere with the tactile walking surface indicators (TWSI's).

If such signage is used (e.g.; on a temporary, limited basis) ensure signs are placed away from the main path of travel of pedestrians. Sandwich board signs should also be placed away from the tactile walking surface indicators. (** Lease holders and retailers will need to be provided information on the purpose of the TWSI's so they do not use signage or displays that would interfere with the safe use of them by vision impaired persons.)

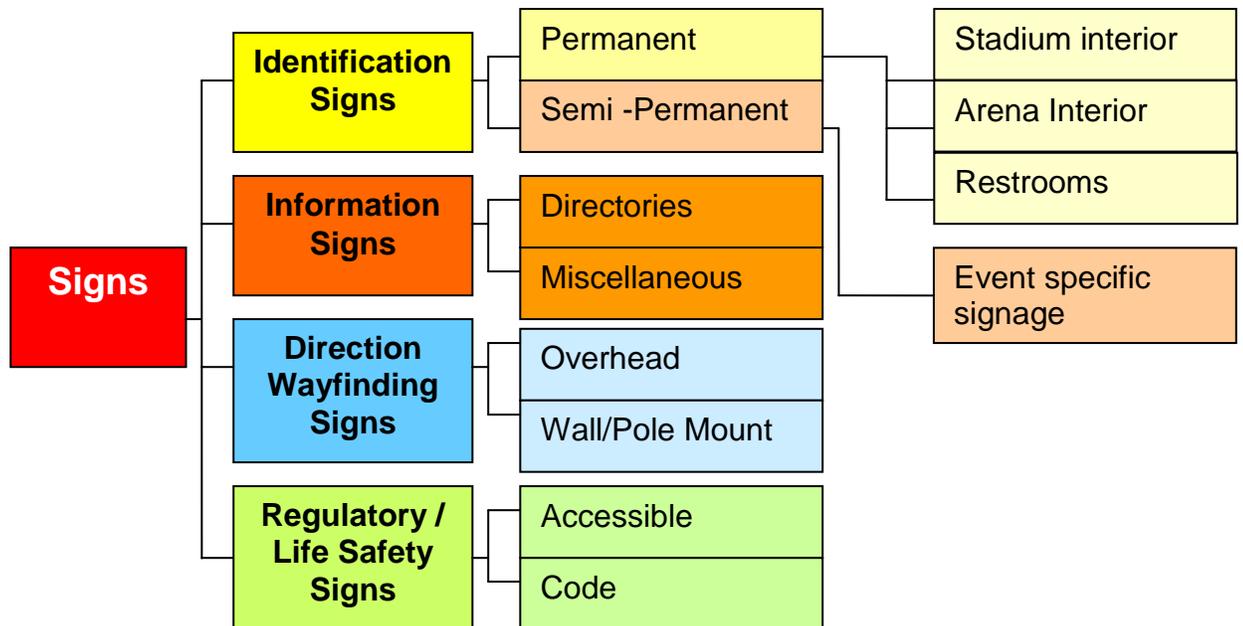
Illumination & Electronic Signage

- Lighting levels should be consistent over the entire surface of signage, to a minimum level of at least 200 lx.
- Electronic illuminated signs should avoid using red, green or blue letters on a black background (People who are colour blind and many people with a visual impairment cannot differentiate these colours).
- Vertical wording and electronic scrolling signage should be avoided. Where scrolling signage has to be used, characters and symbols should move slowly across the screen and be visible for not less than 10 seconds.
- Signage suspended from the ceiling should have illumination on the sign.

3. SIGNAGE SYSTEMS

Signs can inform, direct, identify, or regulate. A comprehensive signage system groups each sign by type and usage - applying a consistent size, graphic format, and configuration to each sign within a group. This consistent use of common design elements helps the viewer obtain information quickly, intuitively and in an orderly progression.

- Prohibition signs denote an order forbidding an action, while Mandatory signs denote an order requiring an action.
- Caution signs denote a potential hazard, while Danger signs denote a definite hazard.
- Identification signs denote general orientation or specific information, such as at washrooms, routes of egress, stairwells, doorways, or offices.



3.1 Signage systems can best be organized according to various levels:

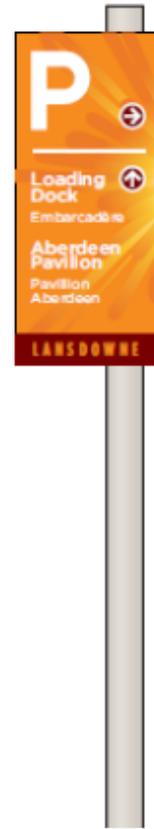
Level I Signage – Gateway and Park Site Indicators

Site indicators are located at entry gateways and key intersections.



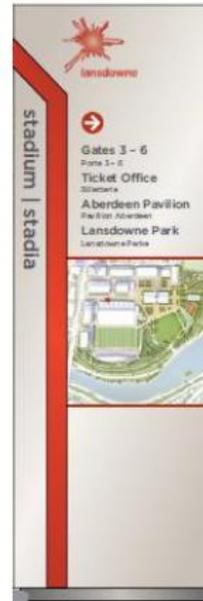
Level II Signage – Site and Facility Locators

Provide key information point signage to help visitors locate specific site facilities. (e.g., Vehicular and bicycle wayfinding). These signs are located in close proximity to the actual site and consideration for turning and entry points should be integrated into circulation framework actions.



Level III Signage – Wayfinding & Pedestrian Directories

Provide orientation maps at key gathering and decision points. Areas such as retail, stadium, market and other key pedestrian destinations should clearly indicated.



Level IV Signage – Interior Pedestrian Signage & Directories

Provide interior signage for Offices, Temporary Directional, Washrooms and Informational



Level IV Signage – Regulatory & Warning

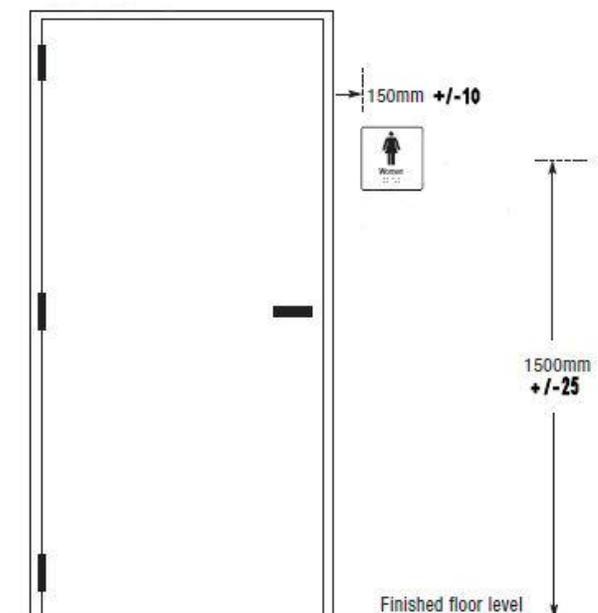
Regulatory and warning signage must be accessible to everyone as they identify safety related issues.



4 TECHNICAL SPECIFICATIONS

4.1 Location of Signs

- Identification signs shall be mounted on the wall beside the latch edge of the door.
- The sign should be mounted
 - with the horizontal centreline 1500 ± 25 mm from the floor,
 - with the leading vertical edge 150 ± 10 mm from the door jamb, and
 - with a clear wall area around the sign at least 75 mm wide.
- Where there are double-leaf doors or there is no wall space next to the door's frame, the sign should be mounted on the nearest adjacent wall.
- Overhead hanging or protruding signs shall have the bottom edge no lower than 2100 mm from the ground or floor surface.

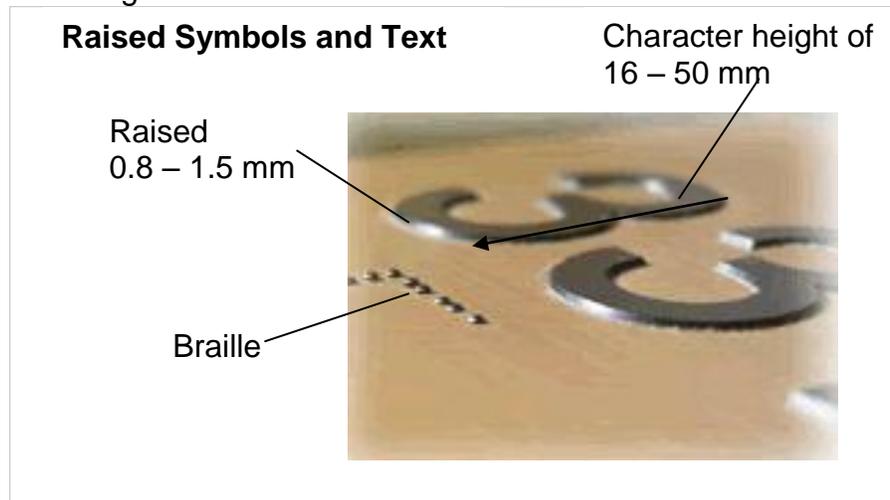


4.2 Characters – Letters and Numbers

- Characters shall be sans serif (eg: Arial, Verdana, Helvetica),
NOT:
 - *italic*,
 - oblique,
 - script,
 - highly decorative, **or**
 - other unusual form.

4.3 Tactile Signs

- Letters and numerals on tactile signs shall have
 - their surface raised 0.8 to 1.5 mm above the background surface, and
 - be a minimum of 16 – 50 mm in height.
- The characters should have a width-to-height ratio between 3:5 and 1:1 and a stroke-width-to-height ratio between 1:5 and 1:10, using an upper case “O” for character measurement
- Pictograms and symbols on tactile signs shall have
 - their surface raised 0.8 to 1.5 mm above the background surface;
 - have minimum height and width of 150 mm;
 - be smooth at its edges; and
 - be accompanied by Braille.
- A person should be able to approach the sign to within 100 mm without encountering protruding objects or standing within a door swing.
- Signs containing tactile characters shall be located so there is a clear floor space of 455 x 455 mm beyond the arc of any door swing.



4.4 Braille

- Braille dots shall have a domed or rounded shape.
- Tactile characters shall be accompanied by Grade I Braille.
- Braille shall be located below the corresponding text and be placed below the entire text.
- Braille shall be separated 10 mm minimum from any other tactile characters and separated 5 mm minimum either directly below or adjacent to the corresponding raised characters or symbols.
- Braille shall be in accordance with literary Braille.
 - The indication of an upper case letter shall only be used before the first word of sentences, proper nouns and names, individual letters of the alphabet, initials, or acronyms.
- Braille on tactile signs shall be located a minimum of 1015 mm, and a maximum of 1525 mm, above the finish floor, measured from the baseline of the Braille cells.

4.5 Measurement Range for Standard Braille Sign

Measurement Ranges for	Minimum mm	Maximum mm
Dot base diameter	1.5	1.5
Dot height	0.6	0.8
Distance between any two dots in same cell, centre to centre	2.3	2.5
Distance between corresponding dots in adjacent cells, centre to centre	6.1	7.6
Distance between corresponding dots from one cell to the cell directly below, centre to centre	10.0	10.1

4.6 Character Stroke thickness

- Characters with rectangular cross-sections shall have a stroke thickness that is 10% minimum and 15% maximum of the height of the character, based on the upper case letter “L”.
- Characters with other cross-sections shall have a stroke thickness at the base of the cross-sections that is 10% minimum and 30% maximum of the height of the character, and a stroke thickness at the top of the cross-sections that is 15% maximum of the height of the character, based on the upper case letter “L”.

4.7 Character Spacing

- Where characters have rectangular cross-sections, spacing between individual characters shall be 3 mm minimum to 10 mm maximum.
- Where characters have other cross-sections, spacing between individual characters shall be 2 mm minimum to 10 mm maximum at the base of the cross-sections and 3 mm minimum to 10 mm maximum at the top of the cross-sections.
- Spacing shall be measured between the baselines of separate lines of characters and shall be 135% minimum to 170% maximum of the character height.

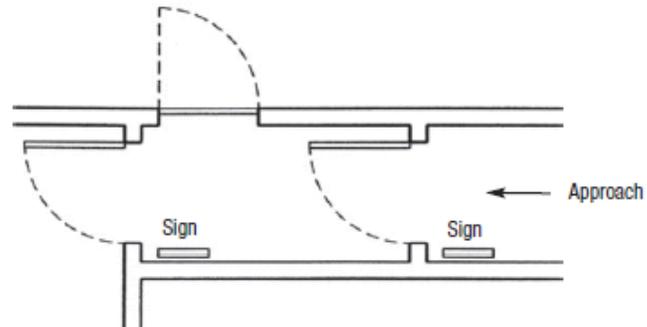
4.8 Character Height - Relative to Viewing Distance

- Characters should be designed so they are the correct size to allow them to be read from a specific distance.

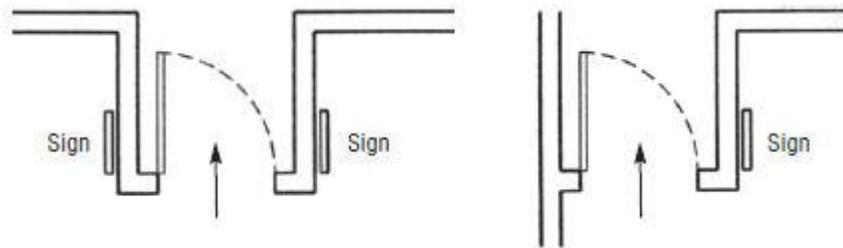
Minimum Character Height mm	Maximum Viewing Distance mm
25	750 (75 cm)
50	1500 (1.5 m)
75	2250 (2.25 m)
100	3000 (3m)
150	4500 (4.5 m)
200	6000 (6 m)
250	7500 (7.5 m)
300	9000 (9m)

5. SIGNAGE INSTALLATIONS IN CHALLENGING ENVIRONMENTS

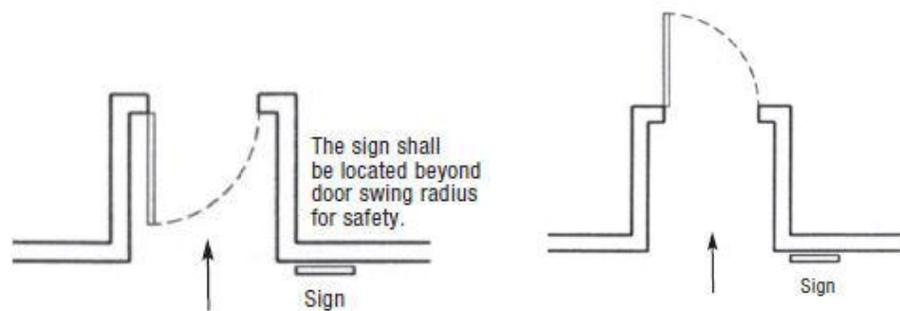
5.1 Two doors in a series



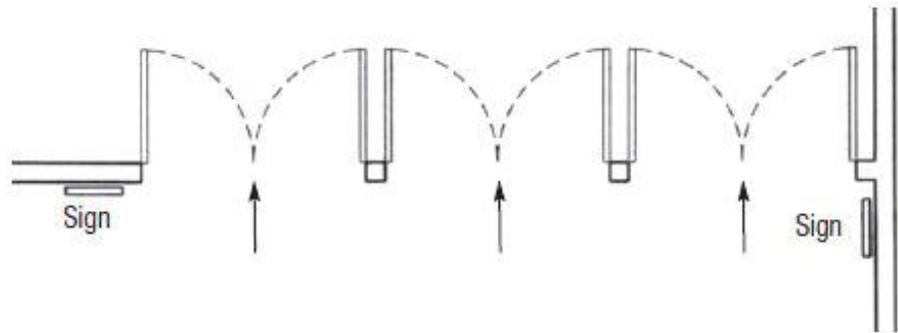
5.2 Protruding Doors



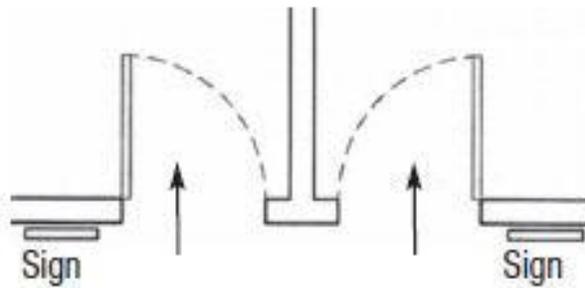
5.3 Recessed Doors



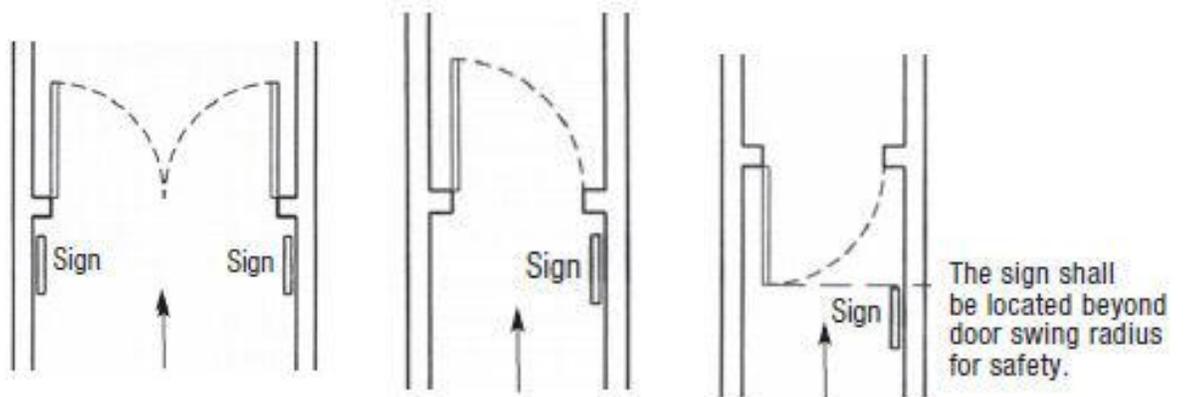
5.4 Multiple Doors



5.5 Doors in Close Proximity



5.6 Doors Across Corridors



APPENDIX I – ISO SYMBOLS



International Symbol of Access



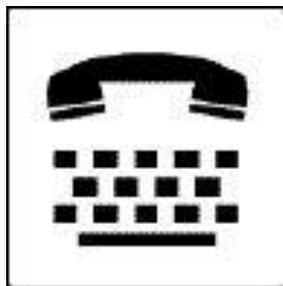
Accessible Parking



Men's Washroom
Accessible Features



Women's Washroom
Accessible Features



Text Telephone



Facilities for the
Hearing Impaired