

The Thompson Okanagan Tourism Association is committed to becoming a world-renowned accessible destination and the goal is to promote “Access & Inclusion” in aspects of community and tourism experiences, products, and services in the Thompson Okanagan region.

Creating accessible spaces and environments allows equal opportunity and full inclusion for EVERYONE - regardless of age, size, ability, culture, or gender - and it nurtures a sense of belonging and wellbeing for ALL. Inclusive and accessible experiences are an essential piece to living, working, playing, and travelling, with and alongside family and friends.

For people with mobility requirements to participate and experience the services and products available in the tourism space, below are some **key priority accessible features** to address, which will help to ensure an enjoyable and memorable experience worthy of several repeat visits and recommendations to MANY friends and family members!

Whether you are planning a small or large size renovation or simply wanting to make a few modifications and adaptations one step at a time, here are some helpful resources and best practice recommendations you can start with, towards creating an accessible and inclusive tourism experience and environment.

Access and Inclusion are not only what we build into our physical environment!

It is a collective positive energy and attitude that can be felt upon entering any environment. It transcends directly from the heart and creates a welcoming feeling of belonging and freedom.

This powerful and open mindset towards full integration, inspires meaningful and authentic connections with one another, enriching the lives of EVERYONE along its path.

***“Humans long for integration and full participation -
to live, work, play and travel with and alongside family and friends!”***

For further information or to clarify any of the accessible feature recommendations provided in this document - please don't hesitate to contact Sonja Gaudet at the email below.

Check out this video!

[Accessibility In a New Light](#)

PARKING

- Paved or hard packed crush grade gravel surface.
- Designate accessible parking spaces with clearly marked lines, closest to the main entrance access route and with upright post signage.
- For gravel surface parking lots.
 - Recommended gravel material is ½ minus/high fines at 4 inches deep, firmly packing each 1-inch layer of material.
 - Using spray paint can be very effective for marking parking space lines until a paved or concrete surface is in place.
- See link below for the required specifications and recommendations.
 - These recommendations ensure that spaces are wide enough to accommodate a vehicle that may have a side lift or ramp.
 - [Accessible Parking](#)

ACCESS ROUTES & PATHWAYS TO MAIN ENTRANCE & OTHER ONSITE AMENITIES

- Level or minimal slope, maximum slope is 5° but less is strongly recommended.
 - [Slope Grades](#)
- Minimum 91.5cm wide.
- For gravel surface pathways and ramps.
 - Recommended gravel material is ½ minus/high fines at 4 inches deep, firmly packing each 1-inch layer of material.
- See [Ramp – Best Practice Recommendations](#) if access is via a ramp.
- See [Curb Cuts - Best Practice Recommendations](#) if a curb cut is required.

ENTRANCES & DOORS

- Automatic/low touch/no touch door at a minimum width of 81.5 cm.
 - [NABCO Kelowna - Automatic Entrances](#)
 - [DEPENDABLE - Automatic Door & Gates](#)
- **OR** an easy push/pull door.
 - If applicable, have door tension set at a maximum of 2.3 kg of force for easy push/pull entrance and exit.
 - Have door closing speed set to a minimum 5 seconds from a 90° open position.
- Lever style door handles with push lock or push plate/door pull style depending on the door application.
 - [Lever Handle with Lock](#)
 - [Door Handle Examples](#)

- Install D style handle on inside of all non-self-closing doors for ease of closing from a wheelchair once inside.
 - [D Handle Opposite Side Example](#)
- Level/no step door thresholds.
 - Vertical threshold is nor more than .6 cm high.
 - Beveled threshold is nor more than 1.9 cm high.
- Threshold ramps are a very inexpensive and easy way to eliminate a step-up door threshold that you may have anywhere throughout your site.
 - [Rubber Threshold Ramp](#)
 - [Threshold Transition Ramp](#)

WASHROOM

- See **ENTRANCES & DOORS** section.
- Height of the toilet is between 43-48.5 cm above the floor to the top of the seat.
 - Oblong shaped toilet bowl and seat with cut out space in front is preferred.
 - If the toilet seat has no cover lid that acts as a backrest in the up position, a backrest is strongly suggested.
 - [Toilet Backrest Example](#)
- Grab bars beside the toilet – see measurements in link below.
 - If the toilet measurement from center line to side wall is further away than 48cm – install a “flip down” grab bar on both sides of toilet.
 - [Flip Down Grab Bar](#)
- Roll under sink vanity at a height between 68.5 - 86.5 cm from floor to bottom of sink or counter surface.
 - Insulate pipes below sink to protect against contact to hot pipes.
- Mirrors over the sink are at a maximum height of 101.5 cm above the floor.
- Lever style faucet hardware.
 - [Lever Style Faucets](#)
- Coat hanging hooks or shelving mounted at a height of 121 cm.
- Wall mounted baby change table.
 - Stand along change tables in an accessible washroom can take away from the floor space required for the turning radius of a wheelchair.
 - [Wall Mounted Baby Change Table](#)
- 152 cm² floor space free of any obstruction.
 - An easy initial adjustment to allow for more space inside the washroom, is to ensure that the swing of the door swings out. This is also for safety reasons in case someone was to fall up against the door inside the washroom and access inside was required.

- Until a full renovation is possible, work with the washroom you presently have, to re-configure and modify as best as possible to these “best practice” accessible washroom recommendations.
 - [Single Occupant Accessible Washroom](#)
 - [Accessible Washroom Stall](#)
 - [Accessible Urinal](#)
- For outdoor experience providers who presently do not have access to an accessible washroom facility, consider renting or purchasing an accessible porta potty as an interim solution.

FOOD SERVICE & TASTING BARS

If your experience provides food and beverage services, ensure you have lower height tasting bars and table options for wheelchair users and individuals who require or prefer to be seated while eating and/or spirit tasting.

- Minimum 120 cm long lower counter space or ⅓ of total length of bar.
- Floor to bottom of surface height between 73 - 86 cm.
- Minimum 48.5 cm clear forward approach floor space below bar.
- Minimum 75 cm wide X 120 cm clear floor space for parallel and/or forward approach.
 - See [Computer Desk](#) as a reference for specifications & measurements.

SALES & SERVICE COUNTERS

- Minimum 120 cm long lower counter space or ⅓ of total length of counter.
- Floor to bottom of surface height between 73 - 86 cm.
- Minimum 75 cm wide X 120 cm clear floor space for parallel and/or forward approach.
 - [Service Counters](#)

COMPUTER DESK STATIONS

- Floor to bottom of surface height between 73 - 86 cm.
- Minimum 48.5 cm clear forward approach floor space below desktop.
- Minimum 75 cm wide X 120 cm clear floor space for forward approach.
- If there is a keyboard tray below desktop and it is lower than 73 cm, remove tray and hardware, and set keyboard on top of desk.
 - [Computer Desk](#)

PICNIC TABLES

If picnic tables are designed universally, this ensures that all tables will be inclusive and able to accommodate everyone.

- Floor to bottom of surface height between 73 - 86 cm.
- Minimum 48.5 cm clear forward approach floor space below tabletop.
- Removable bench seating.

ACCOMMODATION

The following accessible features are the **key priorities** to initially address in your guest rooms.

- See **ENTRANCES & DOOR** section
- Bed height between 55 – 60 cm.
- 152 cm² space on one side of bed to accommodate the turning radius of a wheelchair.
- Light switch within reach when in bed.
- Light switches, heat, and air control at a height of 121 cm.
- Audible and visual alarm system in the room.
 - [Audio/Visual Alarm](#)

Guest Room Washroom

- See **WASHROOM** section.
- Wheel-in shower stall is preferred.
 - Handheld shower head.
 - If there is a flip down seat or a molded style seated area, ensure it is minimum 46 cm deep, within reach of the shower controls and the handheld shower head.
 - If there is no flip down seat, ensure you have a recommended portable shower bench with a backrest available for use.
 - [Wheel-in Shower Stall](#)
- If there is a bathtub.
 - Handheld shower head.
 - Ensure you have a recommended portable shower bench with a backrest available for use.
 - [Recommended Portable Shower Bench](#)

Guest Room Kitchen / Coffee Bar

- Cabinet counter surface height between 73 - 86 cm.
- Store utensils, kitchen dishes & small appliances in drawers and cabinets below counter.
- Shelving within reach at a maximum height of 121 cm.
- Ensure microwave is on the counter or shelf at the recommended height of 73 – 86 cm.
 - [Accessible Kitchen Example](#)