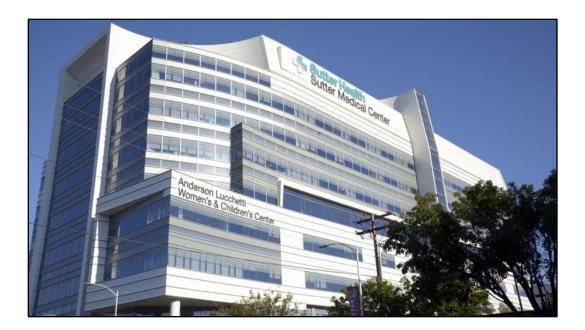
# Sutter Signage Accessibility Compliance

June 7 , 2016



Bill Zellmer AIA, CASp – Accessibility Architect - Sutter Health

## Bill Zellmer AIA, CASp, Accessibility Architect Sutter Health

#### 1995 – 2009: OSHPD

- Plan Review North Region, Coastal Region, South Region
- Development of OSHPD Policies / Interpretations / CAN 2-11B

#### **2009 – 2012:** Stafford King Wiese Architects

- Barrier Removal Work Kaiser
- Various Hospital Remodel Projects, Queen of the Valley Hospital Napa
- 3<sup>rd</sup> Party Plan Review Highland Hospital, Sutter Castro Valley

#### **2012 – 2014:** Vanir Construction Management

- Accessibility Field Surveying Sutter Health, California State Prisons
- 3<sup>rd</sup> Party Plan Review Sutter Health , King Khalid Medical City

#### 2014-2016: Accessibility Architect – Sutter Health

- Manage Technical Interpretations by Sutter Consultants
- Survey Facilities / Prepare Reports
- Develop Policies / Interpretations
- Assist Project Teams in Project Scoping
- California Building Standards Commission Healthcare Advisory Committee
- Certified Access Specialist Institute (CASI) President
- California Society of Healthcare Engineers (CSHE) Facility Member

# Outline

### Start at 9:00 AM

Sutter ADA Consent Decree:	5 min.
Accessibility Standards	5 min.
Signage - Scoping	5 min.
Signage – Technical Requirements	5 min.
<b>Recent Projects - Specific Problems</b>	20 min.
Recent Projects - Specific Problems Sutter Signage Standards	<b>20 min.</b> 5 min.

## Sutter ADA Consent Decree



# Sutter ADA Consent Decree

### Class Action Lawsuit – Consent Decree 2008 - 2018

### Physical Access Compliance = PAC (Under FPS)

- Program Manager:
- Accessibility Architect:
- Project Manager:
- Project Manager:
- Project Control Technician:
- Project Control Technician: E

Stella Sze

Bill Zellmer CASp

- Mary Ellen Medinilla
- Stephanie Juskie
- Oscar Gonzales
- Burnette Allen

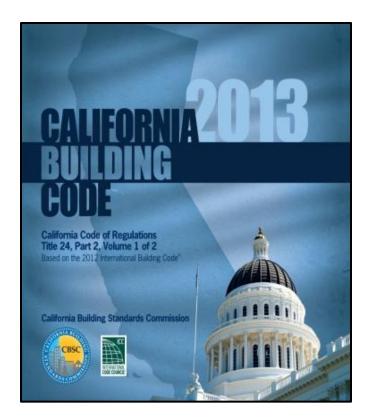
### 3<sup>rd</sup> Party Access Specialists

Plan Review and Field Monitoring

### Legal - Team Members

- Julie Rainey <u>Sutter</u> Office of General Counsel
- Disability Rights Advocates (DRA) Class Counsel for Plaintiff
- Evan Terry Associates (ETA) Court Appointed Access Experts

## **Accessibility Standards**

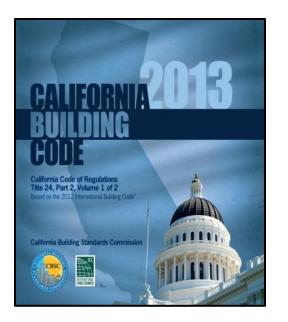


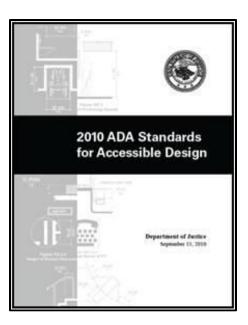
# Two Standards

California Building Code - (CBC) ADA Standards - (ADAS)

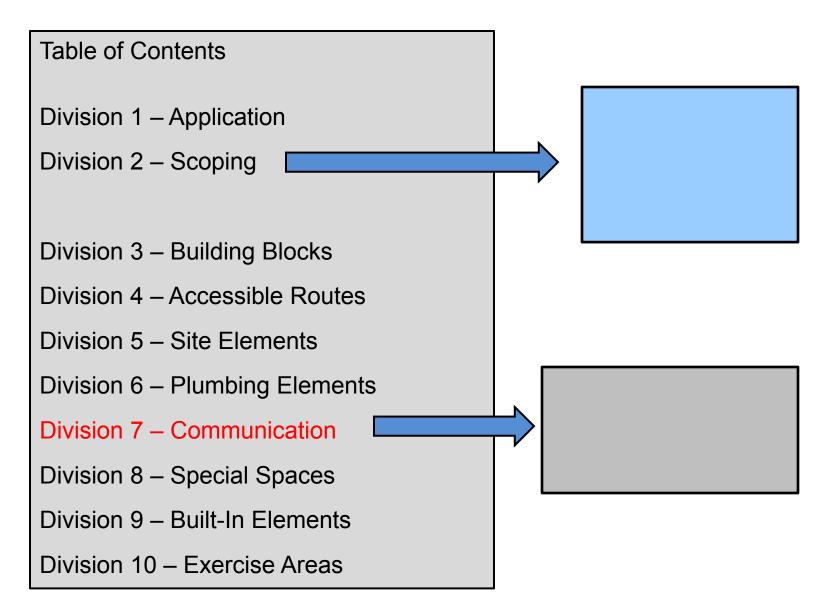
CBC is our primary resource.

State Law <u>requires</u> that CBC <u>Standards</u> at least meet the ADAS But, the ADA Standards have <u>concepts</u> that are not in the CBC





## 2013 CBC: Chapter 11B – Accessibility



## Signage – Scoping



# Signage - Scoping

#### **CODE CITATIONS:**

**11B-216.1 General.** New or altered signs shall be provided in accordance with Section 11B-216 and shall comply with Section **11B-703**. The addition of or replacement of signs shall not trigger any additional path of travel requirements.

#### **Exceptions:**

1. Building directories, menus, seat and row designations in assembly areas, occupant names, building addresses, and company names and logos shall not be required to comply with Section 11B-216.

Examples of signage that must meet access requirements:

- Hours of operation
- 'No smoking'
- Room numbers and names
- Exit signage
- 'Credit cards accepted'
- 'Please turn off cell phones'

Examples of signage that are exempt from access requirements:

- Company Name
- Building Address
- Company Logo
- People's names

# Designations (Tactile Signage)

#### **CODE CITATIONS:**

**11B-216.2 Designations.** Interior and exterior signs identifying **permanent rooms and spaces** shall comply with Sections:

11B-703.1 11B-703.2 11B-703.3 11B-703.5

Where pictograms are provided as designations of permanent rooms and spaces, the pictograms shall comply with Section 11B-703.6 and shall have text descriptors complying with Sections 11B-703.2 and 11B-703.5.

Exception: Exterior signs that are not located at the door to the space they serve shall not be required to comply with Section 11B-703.2..3

11B-703 Signs

11B-703.1 General11B-703.2 Raised Characters11B-703.4 Braille11B-703.5 Visual characters.

# Designations (Tactile Signage)

#### **ADVISORIES:**

#### DOJ Advisory 11B-216.2 Designations.

Section 11B-216.2 applies to signs that provide designations, labels, or names for interior rooms or spaces where the sign is not likely to change over time. Examples include interior signs labeling restrooms, room and floor numbers or letters, and room names.

Tactile text descriptors are required for pictograms that are provided to <u>label or identify</u> <u>a permanent room or space</u>.

Pictograms that provide <u>information about</u> a room or space, such as "no smoking," occupant logos, and the International Symbol of Accessibility, are not required to have text descriptors.

#### DSA Advisory 11B-216.2 Designations

People with visual impairments benefit from tactile signs containing raised characters and/or symbols and accompanying Braille. They also benefit from an orderly scheme of consecutive room numbers for way-finding, though wayfinding is not required by code.

Tactile exit signs complying with Chapter 10 contribute to a safe environment for people with visual impairments.

# Designations (Tactile Signage)

### **Examples:**

- □ 1. Room Names and Room Numbers
  - Note that Chapter 10 (Egress) also requires exit signage at doors to comply with tactile requirements





# Directional / Informational (Visual Signage)

#### **CODE CITATIONS:**

#### 11B-216.3 Directional and informational signs.

Signs that provide direction to or information about interior and exterior spaces and facilities of the site shall comply with Section:

#### 11B-703.5 (Visual Characters)

# Directional / Informational (Visual Signage)

#### **ADVISORIES:**

## DOJ Advisory 11B-216.3 Directional and informational signs.

Information about interior and exterior spaces and facilities includes <u>rules of conduct, occupant</u> <u>load</u>, and similar signs.

Signs providing direction to rooms or spaces include those that <u>identify egress routes</u>.

# Directional / Informational (Visual Signage)

### **Examples:**

**1**. Direction, Information, Rules of Conduct





## Signage – Technical Requirements



## Signage

#### **CODE CITATIONS:**

**11B-703.2 Raised characters.** Raised characters shall comply with Section 11B-703.2 and shall be duplicated in Braille complying with Section 11B-703.3. Raised characters shall be installed in accordance with Section 11B-703.4. 11B-703.2.1 Depth. Raised characters shall be 1/32 inch (0.8 mm) minimum above their background.

11B-703.2.2 Case. Characters shall be uppercase.

**11B-703.2.3 Style.** Characters shall be sans serif. Characters shall not be italic, oblique, script, highly decorative, or of other unusual forms.

**11B-703.2.4 Character proportions.** Characters shall be selected from fonts where the width of the uppercase letter "O" is 60 percent minimum and 110 percent maximum of the height of the uppercase letter "I".

**11B-703.2.5 Character height.** Character height measured vertically from the baseline of the character shall be 5/8 inch (15.9 mm) minimum and 2 inches (51 mm) maximum based on the height of the uppercase letter "I".

**11B-703.2.6 Stroke thickness.** Stroke thickness of the uppercase letter "I" shall be 15 percent maximum of the height of the character.

**11B-703.2.7 Character spacing**. Character spacing shall be measured between the two closest points of adjacent raised characters within a message, excluding word spaces...

**11B-703.2.8 Line spacing.** Spacing between the baselines of separate lines of raised characters within a message shall be 135 percent minimum and 170 percent maximum of the raised character height.

**11B-703.2.9 Format.** Text shall be in a horizontal format

## Signage

#### **CODE CITATIONS:**

**11B-703.3 Braille.** Braille shall be contracted (Grade 2) and shall comply with Sections 11B-703.3 and 11B-703.4.

**1B-703.5 Visual characters.** Visual characters shall comply with Section 11B-703.5.

**11B-703.5.1 Finish and contrast**. Characters and their background shall have a non-glare finish. Characters shall contrast with their background with either light characters on a dark background or dark characters on a light background.

## 11B-703.7.2.6 Toilet and bathing facilities geometric symbols. Doorways leading to toilet

rooms and bathing rooms shall be identified by a geometric symbol complying with Section 11B-703.7.2.6. The symbol shall be mounted at 58 inches minimum and 60 inches maximum above the finish floor or ground surface measured from the centerline of the symbol. Where a door is provided the symbol shall be mounted within 1 inch of the vertical centerline of the door. DOJ Advisory 11B-703.3 Braille. Contracted Braille uses special characters called contractions to make words shorter. Standard English uses contractions like "don't" as a short way of writing two words, such as "do" and "not." In Braille there are many additional contractions. Some contractions stand for a whole word and other contractions stand for a group of letters within a word. In addition to contractions, the Braille code includes short-form words which are abbreviated spellings of common longer words. For example, "tomorrow" is spelled "tm", "friend" is spelled "fr", and "little" is spelled "ll" in Braille.

## Signage

#### **CODE CITATIONS:**

**11B-703.3 Braille.** Braille shall be contracted (Grade 2) and shall comply with Sections 11B-703.3 and 11B-703.4.

**1B-703.5 Visual characters.** Visual characters shall comply with Section 11B-703.5.

**11B-703.5.1 Finish and contrast**. Characters and their background shall have a non-glare finish. Characters shall contrast with their background with either light characters on a dark background or dark characters on a light background.

## 11B-703.7.2.6 Toilet and bathing facilities geometric symbols. Doorways leading to toilet

rooms and bathing rooms shall be identified by a geometric symbol complying with Section 11B-703.7.2.6. The symbol shall be mounted at 58 inches minimum and 60 inches maximum above the finish floor or ground surface measured from the centerline of the symbol. Where a door is provided the symbol shall be mounted within 1 inch of the vertical centerline of the door. **11B-703.3 Braille.** Braille shall be contracted (Grade 2) and shall comply with Sections 11B-703.3 and 11B-703.4.

**DOJ Advisory 11B-703.3 Braille.** Contracted Braille uses special characters called contractions to make words shorter. Standard English uses contractions like "don't" as a short way of writing two words, such as "do" and "not." In Braille there are many additional contractions. Some contractions stand for a whole word and other contractions stand for a group of letters within a word. In addition to contractions, the Braille code includes short-form words which are abbreviated spellings of common longer words. For example, "tomorrow" is spelled "tm", "friend" is spelled "fr", and "little" is spelled "II" in Braille.

## Recent Projects – Specific Problems



## Recent Projects – Specific Problems

- 1. Specifications cite 2010 CBC instead of 2013
- 2. Lack of Contrast in Sign (Between Letters and Background)
  - A. Standard Application
  - B. Vinyl Letters on Glass
- 3. Glare on Sign
  - A. Signage Inserts
  - B. Vinyl Letters on Glass
- 4. Letter Size is too small
  - A. Standard Application
  - B. Evacuation Maps
- 5. Braille is not California Compliant (Doesn't Meet 2013 CBC)
- 6. Braille domes are 'blobby' not a 'domed or rounded' shape

# Problem 1:

### Specifications cite 2010 CBC instead of 2013 CBC

- 2010 CBC covers projects through January 1, 2011
- 2013 CBC covers projects from January 1, 2014 to present

#### **Braille Measurements**

Jpdate to 2013 CBC 11B-703.3)

California Braille is significantly different from ADA Braille.

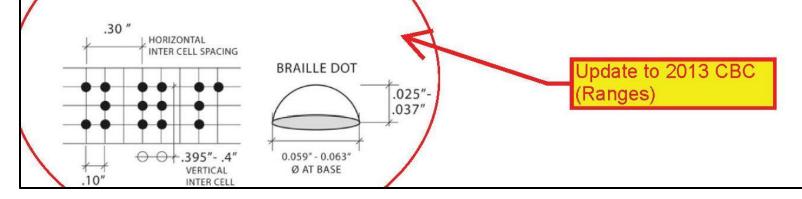
California "Contracted Grade 2 Braille" shall be used whenever Braille symbols are specifically required. (See C.B.C. Section 1178.5.6 Compliance with CBC Braille automatically assures the compliance with Federal 2010 ADA, Sec 703.3 since California requirements are much stricter than the federal ones.

Title 24 requires the following Braille specifications:

1/10th ipen is required between each dot within a cell, measured form the dot centers.

2/10# inch is required between each cell within a word

Measure from the center of the dots in the second column of the first cell to the center of the dots in the first column of the next cell. Dots must be a minimum of 1/40th inch high at the apex, as in the following figures:





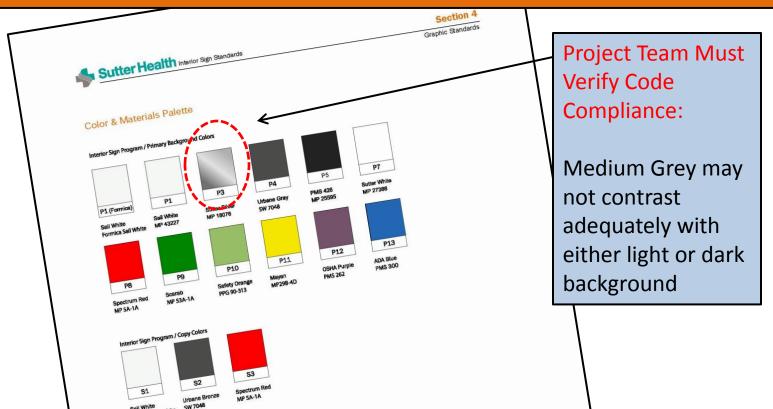
**11B-703.5.1 Finish and contrast**. Characters and their background shall have a non-glare finish. Characters shall contrast with their background with either <u>light</u> characters on a <u>dark</u> background or <u>dark</u> characters on a <u>light</u> background.

# 'Medium' Not Allowed 13 Procedure EXAM Room 2



**11B-703.5.1 Finish and contrast**. Characters and their background shall have a non-glare finish. Characters shall contrast with their background with either <u>light</u> characters on a <u>dark</u> background or <u>dark</u> characters on a <u>light</u> background.

### **Do Not Use 'Medium' Colors From Sutter Standards**





**11B-703.5.1 Finish and contrast**. Characters and their background shall have a non-glare finish. Characters shall contrast with their background with either light characters on a dark background or dark characters on a light background.

## **Glass 'Background' Not Allowed**



### The 'background' changes depending on lighting



11B-703.5.1 Finish and contrast. Characters and their background shall have a non-glare finish. Characters shall contrast with their background with either light characters on a dark background or dark characters on a light background.

## However, it would be OK to have a Vinyl Backing on the Outside of the Glass with Vinyl Lettering over that





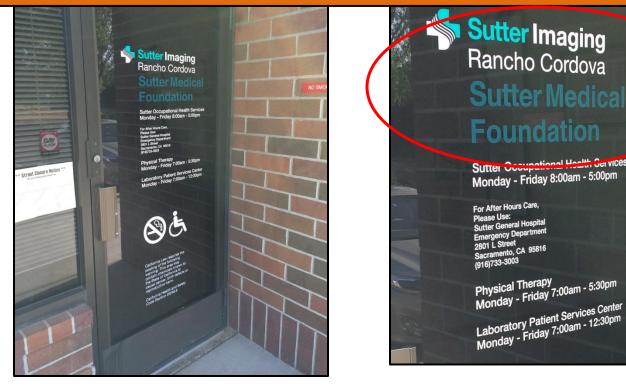
Monday - Friday 7:00am - 12:30pm



#### 11B-216.1 General.

Exceptions: 1. Building directories, menus, seat and row designations in assembly areas, occupant names, building addresses, and company names and logos shall not be required to comply with Section 11B-216.

## **Company Names, Addresses and Logos Allowed**



Problem 2:

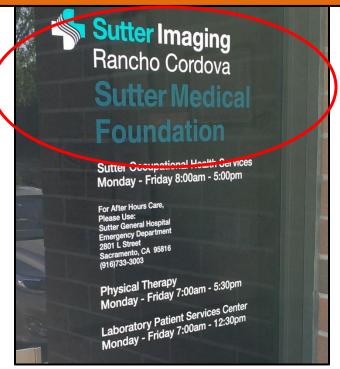
#### 11B-216.1 General.

Exceptions: 1. Building directories, menus, seat and row designations in assembly areas, occupant names, building addresses, and company names and logos shall not be required to comply with Section 11B-216.

## **Various Iterations of 'Sutter Health' Allowed**

#### **Examples of Exemptions Allowed:**

- Sutter Imaging
- Sutter Medical Foundation
- Alta Bates Summit Medical Center
- Sutter Walk-In
- Palo Alto Medical Foundation
- Sutter Psychiatric
- CPMC Davies Campus Family Clinic
- Etc.



# Problem 2: Lack of Contrast in Sign: B. Vinyl Letters on Glass



A <u>List</u> of Services inside the building is <u>NOT exempt</u>, and <u>must comply</u> with signage code requirements for contrast.

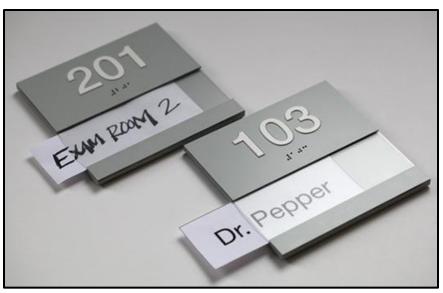
Therefore, signage on glass not allowed in this situation



**11B-703.5.1 Finish and contrast**. <u>Characters</u> and their <u>background</u> shall have a <u>non-glare finish</u>. Characters shall contrast with their background with either light characters on a dark background or dark characters on a light background.

## **Clear Plastic Cover Must Have 'Non-Glare' Finish**







**11B-703.5.1 Finish and contrast**. <u>Characters</u> and their <u>background</u> shall have a <u>non-glare finish</u>. Characters shall contrast with their background with either light characters on a dark background or dark characters on a light background.

## Vinyl Letters on Glass not Allowed due to Glare



However, A Vinyl Backing on <u>Outside</u> of Glass resolves the issue



**Tactile Signage:** 

**11B-703.2.5 Character height.** Character height measured vertically from the baseline of the character shall be <u>5/8 inch minimum</u> and 2 inches (51 mm) maximum based on the height of the uppercase letter "I".

## 5/8" Minimum Height



**Visual Characters:** 

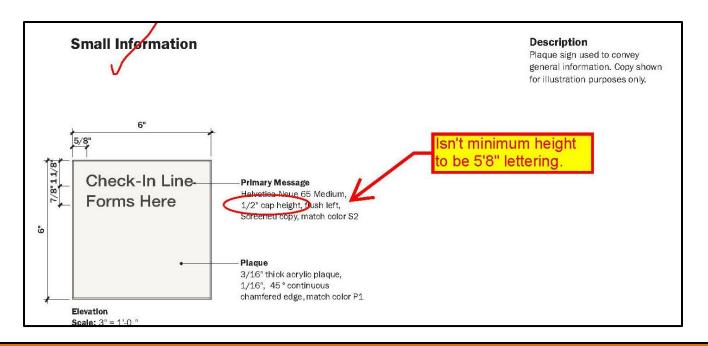
**11B-703.5.5 Character height.** Minimum character height shall comply with Table 11B-703.5.5. Viewing distance shall be measured as the horizontal distance between the character and an obstruction preventing further approach towards the sign. Character height shall be based on the uppercase letter "I".

Height to Finish Floor or Ground From Baseline of Character	Horizontal Viewing Distance	Minimum Character Height
40 inches (1016 mm) to less than or equal to 70 inches (1778 mm)	less than 72 inches ( <i>1829</i> mm)	5/8 inch (15.9 mm)
	72 inches (1829 mm) and greater	5/8 inch (1).9 mm), plus 1/8 inch (3.2 mm) per foot (305 mm) of viewing distance above 72 inches (1829 mm)
Greater than 70 inches (1778 mm)	less than 180 inches (4572 mm)	2 inches (\$1 mm)
to less than or equal to 120 inches (3048 mm)	180 inches (4572 mm) and greater	2 inches (51 mm), plus 1/8 inch (3.2 mm) per foot (305 mm) of viewing distance above 180 inches (4572 mm)
greater than 120 inches ( <i>3048</i> mm)	less than 21 feet (6401 mm)	3 inches (76 mm)
	21 feet (6401 mm) and greater	3 inches (76 mm), plus 1/8 inch (3.2 mm) per foot (305 mm) of viewing distance above 21 feet (6401 mm)

Table 11B-703.5.5 Visual Character Height

Problem 4: Letter Size is <u>Too Small</u>: A. Standard Application

**11B-703.5.5 Character height.** Minimum character height shall comply with Table 11B-703.5.5. Viewing distance shall be measured as the horizontal distance between the character and an obstruction preventing further approach towards the sign. Character height shall be based on the uppercase letter "I".



### 5/8" Minimum Height

Problem 4: Letter Size is <u>Too Small</u>: B. Evacuation Signs

**11B-703.5.5 Character height.** Minimum character height shall comply with Table 11B-703.5.5. Viewing distance shall be measured as the horizontal distance between the character and an obstruction preventing further approach towards the sign. Character height shall be based on the uppercase letter "I".

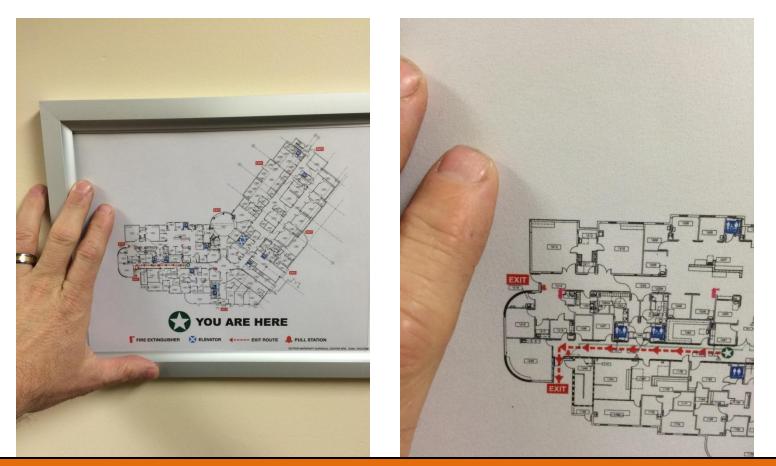
**Exception:** Where provided, floor plans providing <u>emergency procedures</u> information in accordance with Title 19 <u>shall not be required to comply</u> with Section 11B-703.5.5.



## The CBC Exception Does <u>Not</u> Exist in ADA Therefore, the 5/8" Minimum applies

## Problem 4:

### Letter Size is Too Small: B. Evacuation Signs



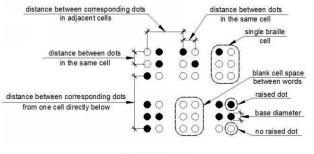
### Solution: Suggest Minimizing Number of <u>WORDS</u> on Evac. Maps

### Problem 5: Braille is not California Compliant (Doesn't Meet CBC Requirements)

**11B-703.3.1 Dimensions and capitalization.** Braille dots shall have a domed or rounded shape <u>and shall comply with Table 11B-703.3.1</u>. The indication of an uppercase letter or letters shall only be used before the first word of sentences, proper nouns and names, individual letters of the alphabet, initials, and acronyms.

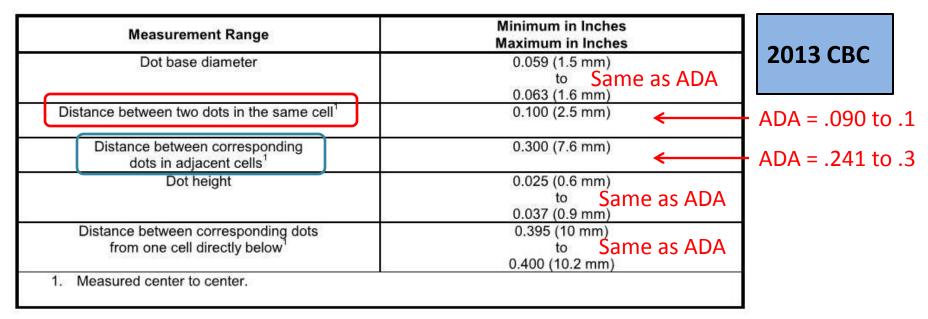
Measurement Range	Minimum in Inches Maximum in Inches
Dot base diameter	0.059 (1.5 mm) to 0.063 (1.6 mm)
Distance between two dots in the same cell <sup>1</sup>	0.100 (2.5 mm)
Distance between corresponding dots in adjacent cells <sup>1</sup>	0.300 (7.6 mm)
Dot height	0.025 (0.6 mm) to 0.037 (0.9 mm)
Distance between corresponding dots from one cell directly below	0.395 (10 mm) to 0.400 (10.2 mm)

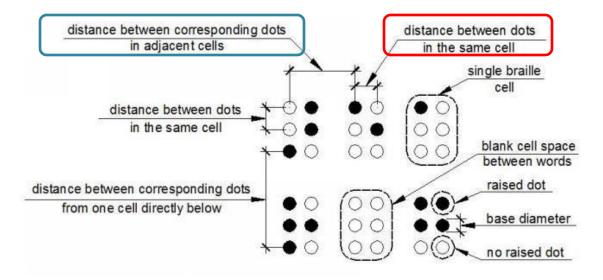
Table 11B-703.3.1 Braille Dimensions











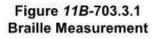


Table 703.3.1 Braille Dimensior
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2010 ADA

Measurement Range	Minimum in Inches Maximum in Inches
Dot base diameter	0.059 (1.5 mm) to Same as CBC 0.063 (1.6 mm)
Distance between two dots in the same cell <sup>1</sup>	0.090 (2.3 mm) to 0.100 (2.5 mm) CBC = .1
Distance between corresponding dots in adjacent cells <sup>1</sup>	0.241 (6.1 mm) to 0.300 (7.6 mm) CBC = .3
Dot height	0.025 (0.6 mm) to Same as CBC 0.037 (0.9 mm)
Distance between corresponding dots from one cell directly below <sup>1</sup>	0.395 (10 mm) to Same as CBC 0.400 (10.2 mm)

1. Measured center to center.

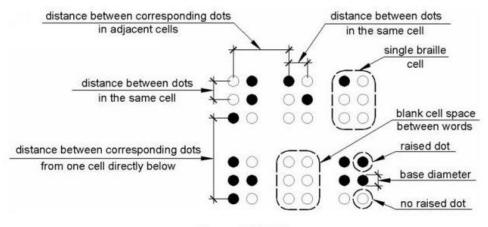


Figure 703.3.1 Braille Measurement

# Problem 5: Braille (Does

Braille is not California Compliant (Doesn't Meet CBC Requirements)

#### Dot Spacing – Case Study:

- Per 2013 CBC: Distance between corresponding dots in adjacent cells must be <u>.3"</u>
- Analyze the 5 letter word 'close' (5 letters = 4 spaces)
- 4 spaces x .3" = <u>1.2"</u>

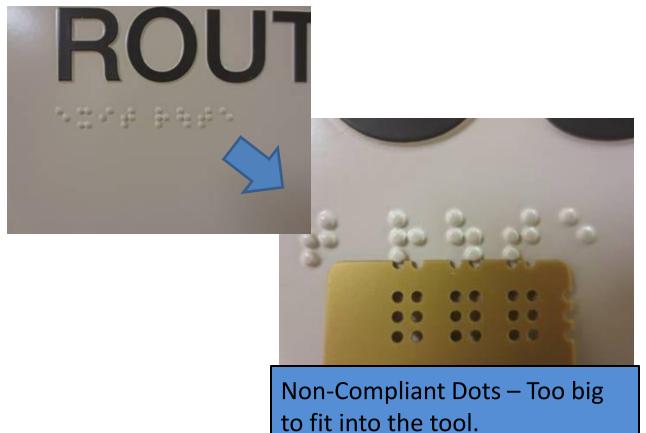


# Problem 5:

Braille is not California Compliant (Doesn't Meet CBC Requirements)

#### Dot Spacing – Tool:

Sharon Toji – (562) 423-6600
 www.accesscommconsulting.com

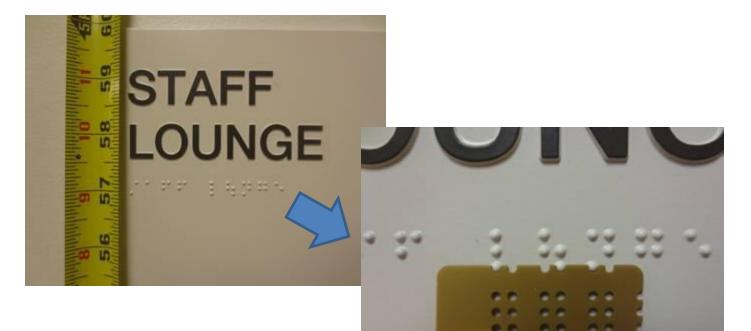


# Problem 5:

Braille is not California Compliant (Doesn't Meet CBC Requirements)

#### Dot Spacing – Tool:

Sharon Toji – (562) 423-6600
 www.accesscommconsulting.com



Compliant Dots – fits snugly into the tool.

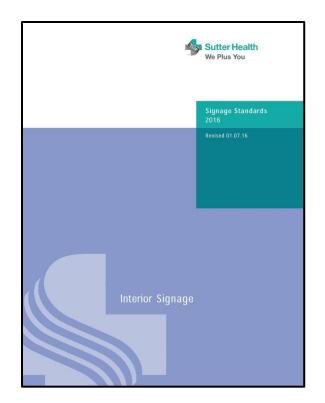
# Problem 6: Braille domes are 'blobby' not a 'domed or rounded' shape

**11B-703.3.1 Dimensions and capitalization.** Braille dots shall have a domed or rounded shape and shall comply with Table 11B-703.3.1. The indication of an uppercase letter or letters shall only be used before the first word of sentences, proper nouns and names, individual letters of the alphabet, initials, and acronyms.



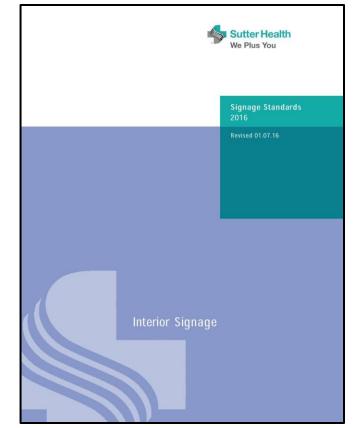
Raster and Thermoformed Braille preferred – (Sharon Toji) Photopolymer not preferred

### Sutter Signage Standard

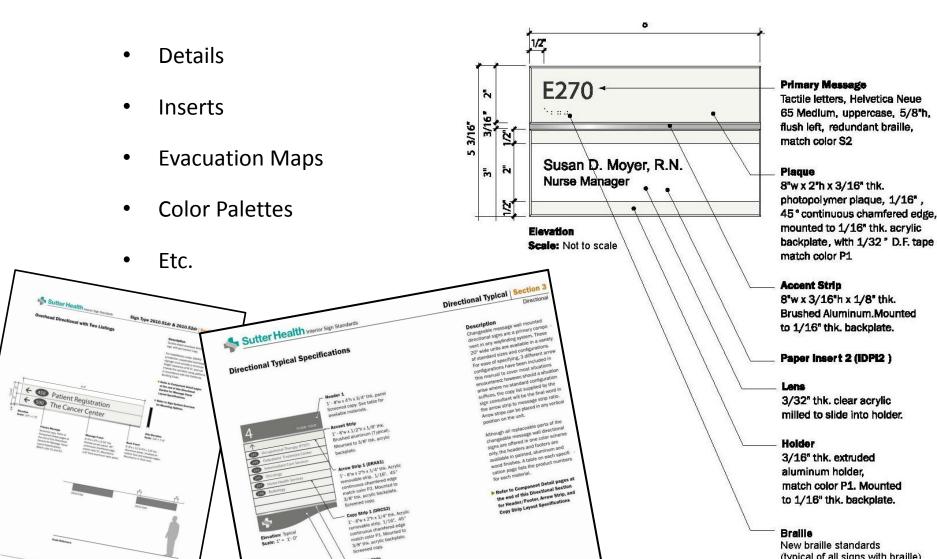


### Sutter Interior Signage Standard:

- Available through your local Affiliate or PM
- Updated in 2016 to Match Sutter Branding



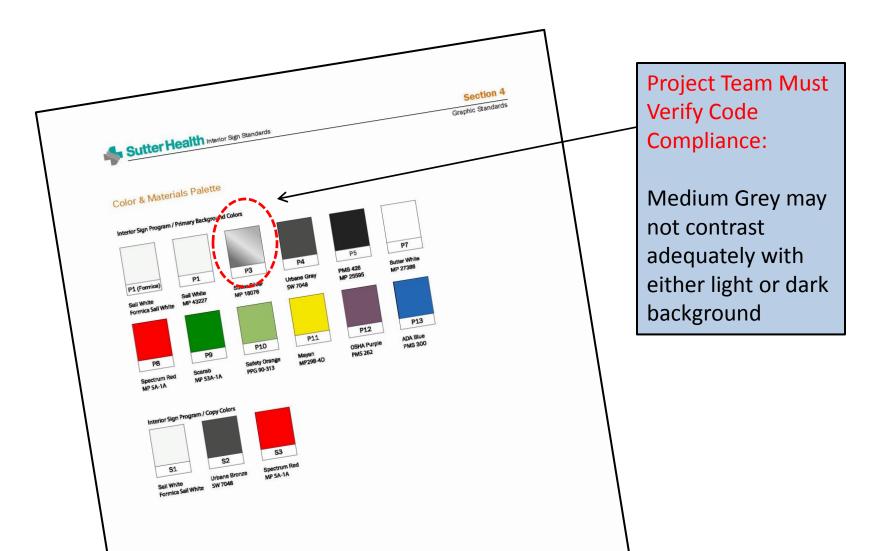
#### Sutter Interior Signage Standard:



□ Sutter Interior Signage Standard:



#### □ Sutter Interior Signage Standard:



### 2016 CBC – Signage Changes





#### 2016 CALIFORNIA Administrative code

CALIFORNIA CODE OF REGULATIONS TITLE 24, PART 1



California Building Standards Commission







### Upcoming 2016 CBC Changes

### 2016 CBC Effective Date: January 1, 2017

- Change from 'Unisex' to 'Gender Neutral'
- □ Change from 'Signage' to 'Signs'
- □ Signage at Parking Intended for Pedestrians
- Geometric Signs at Toilet Room 'Entrance', not 'Door'

## Signage

#### **CODE CITATIONS:**

**11B-216.5.2 Parking facilities.** Signs within parking facilities shall comply with 11B-216.5.2.

#### 11B-216.5.2.1 Signs intended for use by

pedestrians. Signs intended for use by pedestrians within parking facilities, including directional or informational signs indicating parking sections or levels, shall comply with the requirements of Section 11B-216.

11B-216.5.2.2 Additional signs. Signs within parking facilities containing parking spaces complying with Section 11B-502 shall comply with 11B-502.8.

**11B-216.8.1 Geometric Symbols.** Geometric symbols complying with Section 11B-703.7.2.6 shall be provided at entrances to toilet and bathing rooms.

#### Exceptions:

1. Geometric symbols shall not be required at entrances to toilet and bathing rooms located within semi-private rooms or spaces. Such spaces include but are not limited to; patient sleeping rooms, transient lodging guest rooms, and residential dwelling units.

2. Geometric symbols shall not be required at entrances to inmate toilet rooms and bathing rooms in detention and correctional facilities where only one gender is housed.

## Questions

