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Access Board Seeks Comments on Access to Shared Use Paths

In the March 28, 2011, Federal Register, the US Architectural and Transportation Barriers Compliance Board (Access Board) published an Advanced Notice of Proposed Rulemaking (ANPRM) to develop accessibility guidelines for shared use paths. Shared use paths are designed for both transportation and recreation purposes and are used by pedestrians, bicyclists, skaters, equestrians and others. The guidelines include technical provisions for making newly constructed and altered shared use paths covered by the Americans with Disabilities Act of 1990 (ADA) and the Architectural Barriers

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Fairfax County, Virginia

Fairfax County, Virginia, to Improve Access to Civic Life for People with Disabilities

Fairfax County is the most populous county in Virginia, with more than 1 million residents, comprising more than 13 percent of the state's total population. According to US Census data, more than 100,000 County residents have a disability. In order to ensure access to all aspects of civic life for people with disabilities, Fairfax County reached an agreement with the US Department of Justice (DOJ) earlier this year under Project Civic Access (PCA), the Department's wide-ranging initiative to ensure that cities, towns and counties throughout the US comply with the Americans with Disabilities Act (ADA).

As part of the PCA initiative, DOJ investigators, attorneys and architects survey state and local government facilities, services and programs in communities across the country to identify the modifications needed for compliance with ADA requirements. The agreements are tailored to address the steps each community must take to improve access. The project now includes 188 settlement

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by John P. S. Salmen

New v. Old and Maintenance of Accessible Features

Until recently, when I heard the presentation by Jim Bostrom and Sally Conway at the DBTAC: Mid-Atlantic ADA Center's training session on the new Title II and III Americans with Disabilities Act (ADA) Regulations, I had not fully understood the subtle but logical

balance the US Department of Justice (DOJ) has struck between use of the new 2010 Standards and the old 1991 Standards for Accessible Design in their application to new construction, existing buildings, the ongoing requirements for barrier removal and maintenance of accessible features. Nor had I appreciated its likely impact on decision making and interpretations.

Since the September 15, 2010, publication of the new 2010 ADA Regulations and their 2010 Standards for Accessible Design by the DOJ, we at Universal Designers & Consultants, Inc. (UD&C) have been wondering how to deal with elements in existing buildings that meet the new standards, but do not meet the respective criteria found in the old standard (1991 ADAAG). For example, a toilet paper dispenser that is too far from the back wall by the old rules but is compliant by the new rules because it is within the range allowed as measured from the front of the toilet, the new point of reference found in the 2010 Standards.

This has been especially confusing, as the DOJ has said that there should be no "cherry picking," and only one of the standards (new or old) can be used in new construction, alterations or barrier removal, until 3/15/12. At that highly valuable technical assistance briefing by the DOJ staff, we found out that the Department had addressed this issue but that the answer is not found in the 2010 Standards. Instead, it is a change to the Maintenance of Accessible Features paragraphs of the regulations for Title II at Section 35.133(c) and Title III at Section 36.211(c). These changes can be found in the regulations online, at

<http://www.ada.gov/regs2010/ADAregs2010.htm>. The new text says that when looking at any accessible element that is already in place, if the 2010 Standards reduce the technical requirements or the number of required accessible elements below the

"We have been wondering how to deal with elements in existing buildings that meet the new standards, but do not meet the respective criteria found in the old standard."

number required by the 1991 Standards, the covered entity may reduce the level of accessibility in accordance with the 2010 Standards when evaluating the compliance of that element.

So when you build new or alter an existing building, or your building undergoes barrier removal, you may use the 1991 ADAAG (until 3/15/12) or the new 2010 Standards, but you cannot mix them. However, when looking at things that are in place, elements can remain if they meet either the new or the old standard. But when they are changed or altered after 3/15/12, they generally will have to meet the new criteria. □

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UNIVERSAL
Accessibility and the Americans with Disabilities Act
DESIGN

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EEOC Announces Final Regulations to Implement ADA Amendments Act

The US Equal Employment Opportunity Commission (EEOC) published its final bipartisan regulations to implement the ADA Amendments Act (ADAAA) in the March 25, 2011, Federal Register. Like the law they implement, the regulations are designed to simplify the determination of who has a “disability,” and they make it easier for people to establish that they are protected by the Americans with Disabilities Act (ADA).

“The ADAAA is a very important civil rights law,” said EEOC Chair Jacqueline Berrien. “The regulations developed by the Commission to implement the ADAAA clarify the requirements of the law for all stakeholders, which is one of the Commission’s most important responsibilities.”

The ADAAA went into effect on January 1, 2009. In the ADAAA, Congress directed the EEOC to revise its regulations to conform to changes made by the Act, and expressly authorized the EEOC to do so. The EEOC issued a Notice of Proposed Rulemaking on September 23, 2009, seeking comment on proposed implementing regulations, and received over 600 public comments in response. The final regulations reflect feedback the EEOC received from a broad spectrum of stakeholders.

“Just as the ADAAA was the result of a considerable bipartisan effort by Congress, the final rule represents a concerted effort of EEOC Commissioners representing both parties to arrive at regulations that hold true to that bipartisan Congressional intent,” said Commissioner Constance S. Barker.

The ADAAA and the final regulations keep the ADA’s definition of the term “disability” as a physical or mental impairment that substantially limits one or more major life activities; a record (or history) of such an impairment; or being regarded as having a disability. But the law made significant changes in how those terms are interpreted, and how the regulations implement those changes. The regulations clarify that the term “major life activities” includes “major bodily functions,”

such as functions of the immune system, normal cell growth, as well as brain, neurological, and endocrine functions. The regulations also make clear that, as under the old ADA, not every impairment will constitute a disability. The regulations include examples of impairments that should easily be concluded to be disabilities, such as HIV infection, diabetes, epilepsy and bipolar disorder. Following the dictates of the ADAAA, the regulations also make it easier for individuals to establish coverage under the “regarded as” part of the definition of “disability.” Under the new law, the focus is on how the person was treated rather than on what an employer believes about the nature of the person’s impairment.

The regulations will take effect May 24, 2011. The EEOC has released two documents about the regulations, which can be found on the Commission’s web site, at www.eeoc.gov/laws/statutes/adaaa_info.cfm.

Pedestrian Safety Enhancement Act Signed into Law

The number of electric and hybrid electric vehicles is increasing rapidly. While having more of these vehicles on the road is good for the environment, this increase is potentially dangerous for pedestrians with limited or no vision. Because these cars operate so quietly, particularly at low speeds, they are involved in more accidents with pedestrians and cyclists who can’t hear the vehicle coming. This problem is even bigger for those with visual impairments, who rely on sounds for guidance.

As a result, Congress passed the Pedestrian Safety Enhancement Act, which President Obama signed into law in early 2011. The law directs the Department of Transportation to study and establish a motor vehicle safety standard that provides for a means of alerting those pedestrians who are blind or have visual impairments, of motor vehicle operation for otherwise silent vehicles, such as hybrids. The National Highway Traffic Safety Administration is already at work testing synthetic sounds, to find the right balance between ensuring pedestrian safety and enhancing quieter roads.

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Universal Design and Technology – A New Frontier with Aaron Steinfeld

by Lindsey Scherloun

In a small Pittsburgh office, Aaron Steinfeld watches the snow through his window and works on a presentation for a Rehabilitation Engineering Research Center (RERC). The RERCs are federally funded centers that develop and promote technology for persons with disabilities. RERCs vary in scope from early detection and prevention of visual impairment, to prosthetics and orthotics; telecommunications products to accessibility in the workplace. It is a program that supports the work of hundreds of researchers, engineering better ways of living.

Steinfeld is a Systems Scientist at the Robotics Institute of Carnegie Mellon University (CMU) which, with the IDeA Center at SUNY Buffalo, comprises the RERC on Accessible Public Transportation. They work in collaboration with The Port Authority bus system of Allegheny County, PA.

Pittsburgh, like many places, is something like hell in winter. Sidewalks are piled with slush, and snow is a constant challenge to navigating the city. Like many these days, the already struggling bus system is losing funds.

“We’ve seen [from numerous studies] that limited transportation negatively impacts employment,” Steinfeld says. “We’re pretty sure it negatively impacts social interactions within a community too.” In a city laying claim to its “green” status, reliable transportation has particular importance. For this project, Steinfeld’s

question is simple: how do you use technology to help bring riders and providers together?

Steinfeld has been working in Intelligent Transportation Systems, but has always been interested in its human aspects. Son of universal designer Edward Steinfeld, AIA, Aaron grew up valuing the comprehensive usability of a resource. “I’ve always been trying to pull Universal Design and Intelligent Transportation Systems together,” he says, and since coming to CMU, he has.

He speaks in general terms, in universals applied to any area. Fitting, for to him, Universal Design means universal right down to aesthetics.

“It is really easy for Universal Design to look medical, disability centric,” Steinfeld says. His team consciously tries to make functions designed for those with impairments inconspicuous to anyone who isn’t looking for them. “People without disabilities don’t like to perceive their abilities as limited,” he observes, so he packages information universally as well.

Steinfeld asserts, “Technology is not exactly a strategy for Universal Design, but one way to embody it.” As the world changes, the attempt to accommodate as many users as possible changes as well. Concepts of “universal” even penetrate technology’s internal design, quick recovery from failure, easy interface, and predictable technology behavior.

With these philosophies, Steinfeld and his colleagues at the RERC on Accessible Public Transportation are thinking outside of the box to solve a problem: public transportation in Pittsburgh. Inconsistencies in schedules and routes are some of the consequences of an underfunded system. How can the busses become a reliable form of transportation that will then encourage use and raise their own funds?

Steinfeld whips out his cell phone and scrolls to a new app his team has been working on – a way for transit riders to communicate with one another. This is an answer. By using photos and GPS information from riders’ cell phones, the app generates live schedule information, and identifies potential problems. Delays and crowds bother everyone, but for elderly people, those with disabilities, or groceries, or children, they make busses even harder to use. Essentially the solution is a reimagining of Universal Design concepts to utilize the communication and technology already ubiquitous in our society.

Others at CMU can see innovation in even broader directions: one student is working on an auto-correct program so visually impaired riders can take good pictures as well.

And the RERC is only one project involved in this kind of integrative work. In the same building the Quality of Life Technology Center and

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“We’ve seen [from numerous studies] that limited transportation negatively impacts employment.”

Aaron Steinfeld



Elderly Pittsburgh bus passengers wait in the snow for their delayed bus.

JAPAN

Japan Demonstrates Leadership in Universally Designed Airports

People of all ages and abilities pass through Japan’s airports on a daily basis, so it seems truly fitting that the country has been rapidly improving the buildings and facilities of its airports based on the concepts of Universal Design (UD).

The international terminal of Tokyo’s Haneda Airport, which opened in October 2010, is the latest to employ UD principles; in fact, incorporating UD into the terminal was deemed so important that a Universal Design consideration panel was appointed. Toyo University professor Yoshihiko Kawauchi, who uses a wheelchair, served as vice chairman of the panel, and said, “I believe the design of this airport is world class.”

Among construction issues for the terminal, the design of the doors for multifunction toilets was one of the most hotly contested topics. All restrooms in the terminal building are equipped with multifunction toilets intended mainly for people in wheelchairs, those with other physical disabilities and those with baby strollers. Not only were the interior fixtures designed for easy use, but the doors were as well.

People in wheelchairs, especially those with limited arm strength, usually find automatic doors convenient. However, when accompanied by an aide or assistant, an automatic door to a toilet can become troublesome—if the assistant helps the individual get situated on the toilet and then politely steps away to provide some privacy, the door’s sensors may think it is time to leave and open the door, possibly exposing the person on the toilet. Additionally, for people with visual impairments, the buttons to open and close the automatic doors can be difficult to locate. Thus, the airport’s Universal Design panel finally chose doors that open manually and are made of very lightweight material.

In addition to the doors of the toilets, the terminal building introduced the world’s first non-sloping jetway boarding bridges, and it also features toilets exclusively for assistance dogs.

The electronic flight information boards employ fonts that make it easier to distinguish the number “0” from the letter “O.” The boards also

display the content of announcements from speakers, convenient not only for those with hearing impairments, but also for those who might have missed hearing the announcements.

The UD approach has also been used in Centrair, in Tokonami, Aichi Prefecture, which opened in 2005, and the international terminal of New Chitose Airport in Chitose, Hokkaido, which opened in March 2010.

CANADA

Seeking to Promote Accessibility and Inclusion at Conferences

In an effort to improve accessibility for people with disabilities at conferences, the Canadian government recently launched an initiative that encouraged nonprofit organizations to submit proposals for accommodation projects under the Social Development Partnerships Program — Disability component. Organizations can receive up to \$20,000. Eligible expenses could include: sign language interpretation, real-time captioning, readers and scribes, and support persons.

The Disability component of the Social Development Partnerships Program (SDPP) supports projects that are designed to improve the participation and integration of people with disabilities in all aspects of Canadian society. The Program’s objectives include:

- supporting the development and use of effective approaches to address social issues and challenges;
- developing, exchanging, and applying knowledge, tools and resources that address social needs of individuals, families and communities;
- recognizing and supporting the ability of not-for-profit organizations to identify and address social development priorities; and
- recognizing and promoting community engagement initiatives that mobilize community assets and develop capacities and resources for action. 

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“World Update” is compiled by Elaine Ostroff, Hon. AIA, founding director of the Institute for Human Centered Design, and Larry Hoffer, **UDN** Editor.

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DOJ Issues Corrections

In the March 11, 2011, Federal Register, the US Department of Justice issued corrections to its final regulations implementing Title II and Title III of the Americans with Disabilities Act (ADA). These changes correct several inadvertent errors and omissions, and an error reflected in several sections regarding service animals. The corrections took effect March 15, 2011.

Metropolitan Opera Quickly Settles ADA Lawsuit with DOJ

Earlier this year, New York's Metropolitan Opera settled a lawsuit with the US Department of Justice less than an hour after it was filed. The settlement requires the Met to eliminate remaining obstacles to movement for individuals with disabilities, and ensure seats are reserved for patrons who use wheelchairs. The Met agreed to install additional wheelchair and companion seating, renovate its restrooms, install braille signs and add more wheelchair-accessible drinking fountains. In recent years, a number of New York City landmarks, including Madison Square Garden and Harlem's Apollo Theatre, have been forced to make modifications in order to comply with the ADA.

The settlement requires the Met to eliminate remaining obstacles to movement for individuals with disabilities...

"The comprehensive measures agreed by the Met ensure that people with disabilities will have an equal opportunity to enjoy the performances offered by one of New York's finest cultural institutions," said Manhattan US Attorney Preet Bharara.

FCC Issues Proposed Rules

The Federal Communications Commission (FCC) recently issued proposed rules for implementing the "video description" and updated disability access mandates of the 21st Century Communications and Video Accessibility Act of 2010. Signed into law last October, the Act expands disability accessibility requirements to text messaging, video conferences, internet videos and other forms of newer technology.

The FCC is seeking comments on how to define terms in the statute, such as "manufacturer," "end-user equipment," "software" and "non-interconnected VoIP [voice-over internet protocol] service," all of which will be factors in determining which services, products and entities are covered by the Act. The FCC is also gathering comment on the Act's directive to reinstate video description requirements that it adopted in 2000. Comments are due by April 13; reply comments are due by May 13. 

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Act of 1968 (ABA) accessible to persons with disabilities.

The Board invites comments on the guidelines to be developed, including their scope of coverage and the definition of "shared use paths." Feedback is also requested regarding draft technical provisions that address various features of paths, including surface characteristics, width, grade and cross slopes, changes in level, surface joints and openings, protruding objects, gates and barriers, and intersections and curb ramps. In the ANPRM, the Board explains the provisions and poses specific questions to the public on certain topics.

The guidelines that are ultimately developed as a result of this effort will complement the guidelines that the Access Board is develop-

ing for outdoor developed areas, including trails, and public rights-of-way. During the rulemaking efforts for those guidelines, the Board received comments that urged the Board to specifically address shared use paths, which differ significantly from trails and public sidewalks in their use and design. Shared use paths are primarily designed for bicyclists and others for off-road transportation, such as commuting to work, as well as for recreation purposes.

Comments are to be submitted no later than **June 27, 2011**. The ANPRM includes instructions on how to submit comments; however, the notice can also be accessed via www.regulations.gov. For further information, contact Peggy Greenwell at 202.272.0017 (voice), 202.272.0075 (TTY) or greenwell@access-board.gov. 

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agreements with 174 localities in all 50 states, the District of Columbia and Puerto Rico. In most of these matters, the compliance reviews were undertaken on the Department's own initiative under the authority of Title II of the ADA and, in many cases, Section 504 of the Rehabilitation Act of 1973, because the governments receive financial assistance from the Department and are prohibited by the Act from discriminating on the basis of disability. Some matters were undertaken in response to complaints filed against the localities. Compliance review sites were chosen based upon the Department's desire to visit every state, the population of the site, and, in some cases, its proximity to a university or tourist attraction. The majority of the compliance reviews occurred in small cities and towns, because they represent the most common form of local government.

"Access to public programs and facilities is a civil right, and individuals with disabilities must have the opportunity to participate in local government programs, services and activities on an equal basis with their neighbors," said Thomas E. Perez, Assistant Attorney General of the DOJ's Civil Rights Division. "Fairfax County has made significant progress towards achieving full ADA compliance, and this agreement sets out a realistic plan for the county to get there. I commend county officials for making this commitment to its residents and visitors with disabilities, and for working with us to attain equal access to all of its programs, activities and services."

Under the agreement, Fairfax County will take a number of steps to improve access for individuals with disabilities, including:

- Making physical modifications to facilities surveyed by the department so

that parking, routes into buildings, entrances, services areas and counters, restrooms, public telephones and drinking fountains are accessible to people with disabilities;

- Ensuring that any county programs for victims of domestic violence and abuse are accessible to people with disabilities;
- Providing accessible polling places;
- Providing effective communication;
- Ensuring that 9-1-1 emergency service calls placed by persons with disabilities who use text telephones (TTYs) are answered as quickly as other calls, that such calls are monitored for timing and accuracy, and that employees are trained and practiced in using a TTY to make and receive calls;
- Ensuring that the county's official web site and other web-based services are accessible to people with disabilities; and
- Implementing a comprehensive plan to improve the accessibility of the county's sidewalks and pedestrian crossings by installing accessible curb ramps throughout Fairfax County.

The DOJ will actively monitor the county's compliance with the agreement, which will remain in effect for 7½ years, and will ensure all required actions have been completed.

"We've been waiting for this agreement for almost two years," said Ken Fredgren, chair of the Reston Accessibility Committee. "It's wonderful to see the Department of Justice and Fairfax County moving forward in addressing accessibility issues." 

"We've been waiting for this agreement for almost two years."

Ken Fredgren
Chair, Reston Accessibility Committee

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the Human Computer Interaction Institute are working on other projects, like using sensors from computer mice to convert mobile phones into pointing or gestural devices, or encouraging independent living by combining technology that assists physical manipulation with responsive environments. "We consider it to be robotics, but we have a very broad definition of what robotics is," Steinfeld smiles. "If you ever want to derail a

conversation with a robotics person, just ask them 'what is a robot?'"

Steinfeld settles back into his work and reflects on the energy working in the building. "It's a toy factory," he says, incredulous. "People ask me why I'm here!" But he knows that taking Universal Design into the future of Universal Design is a pretty exciting endeavor. 

Add to the Growing Body of Knowledge about Universal Design

The field of Universal Design is constantly evolving, and while no one knows it all, we all have something to contribute. Universal Design is a user-centered process that evolves as interested designers and users broaden their own understanding, perspectives and experience by working with the range of users in a variety of environments. The key to this process is learning about how people interact with their environment, something that we all do throughout our lives.

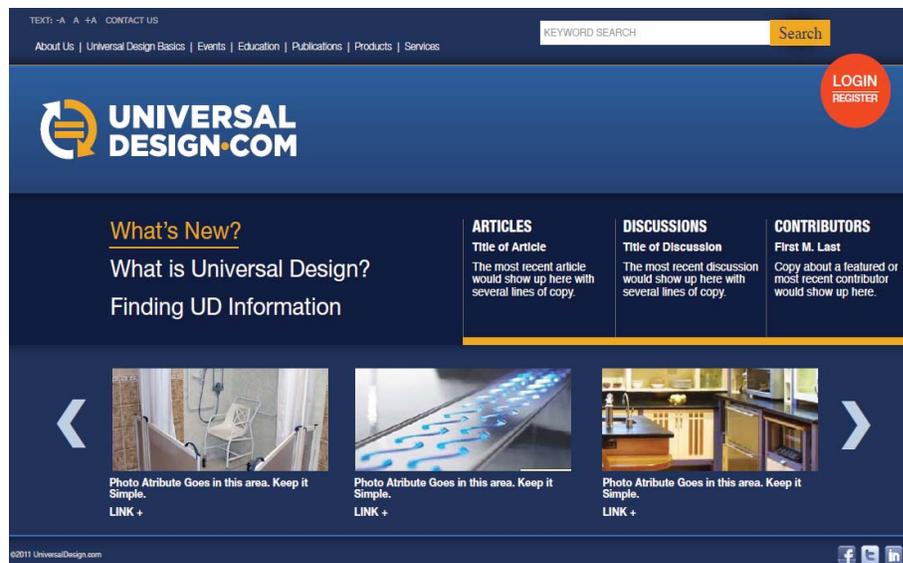
As announced in the January issue of *Universal Design Newsletter*, the totally revamped UniversalDesign.com (now set to launch in late April) will be a broad-based, philanthropic web site for information, commerce and professional networking, aimed at supporting the growth of the field of Universal Design. It will be an inclusive and collaborative effort, spearheaded by Universal Designers & Consultants, Inc. (UD&C), with the involvement and support of organizations, companies and individuals dealing with any aspect of Universal Design and accessibility—including everything from urban design, architecture, residential design and product design to employment, education and web site design. UniversalDesign.com will advance the movement of UD by helping Students of Universal Design (those who complete a free registration form in order to have full access to the site) find resources, eliminate duplication of

effort, build on each other's work and coordinate parallel efforts. As a central and credible location for people looking for UD resources, the site will facilitate new relationships among disparate constituencies of the UD community.

For the web site to become a truly valuable asset to the field, two things are necessary—community and content. Visit the site, become a Student of Universal Design, ask questions, share your opinions and participate in discussion forums on pressing, unresolved topics. And use the site to share your organization or company's newsletters, articles, case studies, photos, resources, notices of educational opportunities, job announcements, etc. If you provide the information for free, there will be no charge to share it on UniversalDesign.com; if you wish to sell your products, services or information, there will be a small fee (monetary or in-kind) assessed to advertise it on the site.

Take the opportunity to be part of the UD community, where no one truly knows it all, but everyone can learn and make valid contributions. With your use and that of your organization or company, you can enhance lifelong learning and advance the entire UD field. If you have questions or want further information on how to be a part of UniversalDesign.com, contact Larry Hoffer at lhoffer@UDConsultants.com or 301.270.2470. 

Universal Design is a user-centered process that evolves as interested designers and users broaden their own understanding, perspectives and experience by working with the range of users in a variety of environments.



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Elevance™ rising wall bath

With the Elevance Rising Wall bath, Kohler offers a stylish alternative to institutional-looking or walk-in baths, providing a relaxing bathing experience with added accessibility. Unlike walk-in or traditional baths, the Elevance is designed to allow you to sit down with ease as soon as you enter. It is sized for a standard 5-foot alcove so it can replace an existing bath or be used in new construction.

Elevance’s extra wide opening, chair-height seat and integrated grab bar ease entry and exit from a standing, chair or wheelchair position. Its easy-to-lift rising wall requires less than five pounds of force to raise and lower, and the integral footwell lets you easily test the water temperature and allows your body to recline, relieving pressure on your back and knees. An integrated waterfall fill enhances the bathing experience and fills the bath in just 3-5 minutes; its dual drain system empties the bath in just 2 minutes.



Elevance rising wall bath

aXs Pool Lift

The ADA-compliant aXs (pronounced “access”) is a removable aquatic lift, requiring a stainless steel anchor. It supports a lifting capacity of 300 pounds. Perfect for simple pool designs, the aXs is powered by a rechargeable

battery and can be operated by the user via a waterproof hand control.

The aXs comes with a battery, charger, battery console cover, waterproof hand control, stainless steel anchor socket with cover, footrest and seatbelt assembly. It is constructed of stainless steel and aluminum and is powder coated for maximum durability. (The 2010 ADA Standards require swimming pools under 300 linear feet to have one means of access, and pools with greater than 300 linear feet of wall must have a second means of access.)



aXs Pool Lift

FreeStyle Linear Drains™

FreeStyle linear drains are ideal for use in curbless, barrier-free and ADA wet area applications, such as roll-in showers and healthcare facilities. The drains allow the use of larger tiles for greater design flexibility—larger tiles also mean greater point load strength. Simple and practical to install, the drain’s membrane clamping mechanism assures a watertight seal with the shower’s membrane system. The drain’s internal, vertical pre-strainer acts as a safety net, keeping plumbing clear and preventing foreign



FreeStyle Linear Drains

objects from going down the drain.

The FreeStyle drains feature contemporary styling with six drain length options and four brushed stainless steel strainer styles, and range in size from 24-60 inches. 



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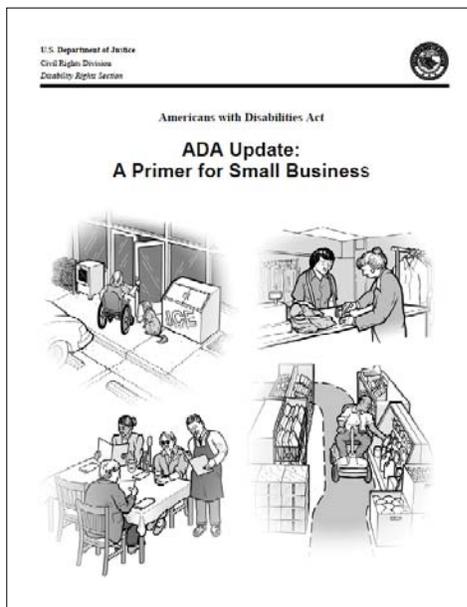
ADA Update: A Primer for Small Business

More than 50 million Americans—18 percent of the US population—have a disability. People with disabilities are often excluded from everyday activities, such as shopping, going to a neighborhood restaurant or movie with family and friends, or using the swimming pool at a hotel or resort while on vacation. Studies show that once people with disabilities find a business where they can shop or get services in an accessible manner, they become repeat customers.

The revisions to Title II and Title III of the Americans with Disabilities Act (ADA), including many of the provisions in the 2010 ADA Standards for Accessible Design, took effect in mid-March 2011. As a result, the US Department of Justice (DOJ) recently issued ***ADA Update: A Primer for Small Business***, a publication which provides general guidance to help business owners understand how to comply with the

Department's revised ADA regulations and the 2010 Standards, its design standards for accessible buildings. The ADA applies to both the built environment and to policies and procedures that affect how a business provides goods and services to its customers; using this

guidance, a small business owner or manager can ensure that it will not unintentionally exclude people with disabilities and will know when it needs to remove barriers in its existing facilities. This publication is available on the ADA web site, at <http://www.ada.gov/regs2010/smallbusiness/smallbusprimer2010>.



US Department of Justice

ADA Update: A Primer for Small Business provides general guidance to help business owners understand how to comply with the Department's revised ADA regulations and the 2010 standards.

Accessible Tourism: Concepts and Issues

Inclusion, disability, an aging population and tourism are increasingly important areas of study due to their implications for both tourism demand and supply. ***Accessible Tourism: Concepts and Issues***, a new book edited by researchers Dimitrios Buhalis and Simon Darcy, sets out to explore and document the current theoretical approaches, foundations and issues in the study of accessible tourism. It is an edited collection of contributions by leading practitioners and researchers in the field, and it answers the need for a solid and comprehensive textbook for teachers, students, researchers and professionals.

As with any area of academic study, accessible tourism is an evolving field of academic research and industry practice, and it is multidisciplinary, influenced by various disciplines including geography, disability studies, economics, public policy, psychology and marketing. Chapters include "Disability Legislation and Empowerment of Tourists with Disability: The UK Case," "Blind People's Tourism Experiences: An Exploratory Study," "Aging Travelers: Seeking an Experience and Not Just a Destination" and "Developing a Business Case for Accessible Tourism." For further information, or to order to the book, visit <http://www.channelviewpublications.com/display.asp?isbn=9781845411602>.

Renewing the Commitment: An ADA Compliance Guide for Nonprofits

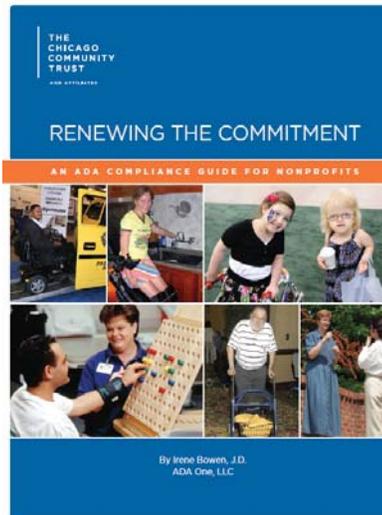
The Chicago Community Trust, in partnership with ADA One, LLC, and an advisory group of nonprofit associations and organizations of people with disabilities, recently released ***Renewing the Commitment: An ADA Compliance Guide for Nonprofits***, an online publication intended to assist nonprofits with understanding the principles of the Americans with Disabilities Act (ADA) and developing their own plans for compliance. The guide begins with an overview of how individuals may experience disability, and the law's principles. It includes a checklist for taking stock of current efforts and explores issues faced by many nonprofit organizations, including communica-

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tions, access to facilities, and holding meetings and events. It then applies these concepts to specific types of services and activities, such as health care, human services, recreation and the arts. Practical tools include:

- An Agenda for Action, with seven steps to compliance;
- One-page tip sheets to guide staff in day-to-day matters such as choosing and using interpreters, holding accessible meetings and admitting individuals with service animals;
- Customizable templates for meeting notices, policies and information about accessible building features;
- Suggestions for interacting with individuals with disabilities in ways that are effective and not condescending; and
- Extensive resources and links.

“The *ADA Guide* should give nonprofits of any type or size a solid foundation in their



The Chicago Community Trust

obligations and an understanding of opportunities to integrate individuals with disabilities into the fabric of their organizations and activities,” said Irene Bowen, JD, ADA One President.

“The book offers tools that all private entities can use and adapt according to their resources, their size and their specific type of programs.” The online version of the guide can be accessed at <http://www.cct.org/disabilities>.

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Irene Bowen, JD
President
ADA One

Aha!

↑↓↔ Moments

Service Dogs and Miniature Horses in the 2010 ADA

So what’s the deal with limiting acceptable service animals to dogs, and eliminating all the supposed service pigs, service snakes, service chimpanzees, service iguanas, etc., but allowing service miniature horses?

While the menagerie of psychological support animals are no longer allowed, the Department of Justice reports miniature horses are highly hypo-allergenic, and people with disabilities who are allergic to dogs but still need a trained service animal to perform some function, find the life span, intelligence and disposition of miniature horses comparable to those of dogs, without the allergic reactions. Miniature horses generally weigh up to 100 lbs. and measure 34 inches in height to the withers.



The Guide Horse Foundation

Events to be placed in the UDN Calendar must be received three weeks before the publication date.

April 11-14, 2011: "The Americans with Disabilities Act: A New Road Map," National Spring Conference of the National Association of ADA Coordinators, Miami, FL. Details: www.askjan.org/naadac.

April 12-15, 2011: Retrofitting for Accessibility: A National Center on Accessibility Training Course, Bloomington, IN. Details: www.ncaonline.org.

April 18-19, 2011: Pacific Rim International Conference on Disabilities, Honolulu, HI. Details: <http://www.pacrim.hawaii.edu/>.

April 18-20, 2011: Include 2011: The 6th International Conference on Inclusive Design, Royal College of Art, London, UK. The theme of this year's conference is "The Role of Inclusive Design in Making Social Innovation Happen." Details: <http://www.hhc.rca.ac.uk/2968/all/1/include-2011.aspx>.

April 26-28, 2011: Kitchen & Bath Industry Show, Las Vegas, NV. UD expert Mary Jo Peterson will lead a session entitled "Universal Design Today" on April 27 from 3:00-5:00 pm. Details: <http://www.kbis.com/>.

April 26-30, 2011: Aging in America Conference, San Francisco, CA. Details: <http://www.agingconference.org/AiA11/index.cfm>.

May 8-11, 2011: National ADA Symposium, Las Vegas, NV. Details: <http://www.adasymposium.org>.

May 9-11, 2011: US Architectural & Transportation Barriers Compliance Board Meeting, Washington, DC. Details: <http://www.access-board.gov/about/meetings.htm>.

May 18-20, 2011: 2011 Hospitality Design Expo, Las Vegas, NV. Details: <http://www.hdexpo.com/hde/>.

June 5-8, 2011: Festival of International Conferences on Caregiving, Disability, Aging and Technology (FICCDAT), Toronto, Canada. Includes the International Conference on Best Practices in Universal Design. Details: <http://www.ficcdat.ca/>.

June 9-10, 2011: International Conference on Stairway Usability and Safety, Toronto, Canada. Details: <https://www.confmanager.com/main.cfm?cid=1807&nid=14519>.

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