

# Standard Operating Procedures for Accessibility

## 1. General Accessibility

### 1.1 Size of walkways and small spaces.

To ensure that all wheelchair users and people guided by a companion can access all areas of the Police Museum, all walkways and small spaces must meet certain requirements.

* Walkways should be a minimum of 1200mm wide.
* Small, enclosed spaces should be a minimum of 1900mm by 1600mm, which gives a wheelchair user enough room to turn around.

### 1.2 Ramps

Ramps are the best method to ensure that all visitors have access to the Police Museum. Yet, all ramps must meet certain requirements to be accessible.

* Ramps should be a minimum of 1200mm wide.
* Ramps require continuous handrails along both sides of the slope.

### 1.3 Stairs

Stairs are inaccessible to people who use a wheelchair or have ambulatory disabilities; however, if they are in the building, they must meet certain requirements.

* Stairs should be a minimum of 1200mm wide.
* Each step should be set at a standard height with a maximum of 180mm between steps.
* Stairs require continuous handrails along both sides of the staircase.
* Steps should have rounded edges, be colour contrasted, and slip resistant.

### 1.4 Handrails

Handrails are an essential part of any ramp, staircase, or uneven surface. They assist people to navigate the space and lessen the risk of someone falling.

* Handrails need to be continuous, going along the entire length of the ramp or staircase.
* Handrails need to be domed at the top and bottom to gradually indicate that the railing is about to end.

### 1.5 Floor Surfaces

To ensure that everyone can move through the museum easily, floor surfaces must meet certain requirements.

* All flour surfaces should be even, stable, and slip resistant.
* If carpet is installed, it should be short pile.

## 2. Doors and Doorways

### 2.1 Door Width

To ensure that wheelchair users and people with ambulatory disabilities can go through doorways easily, doors must meet certain requirements.

* Doorways should be a minimum opening width of 760mm.
* Doorways should have a clear approach.

### 2.2 Door Handles, Weight, and Direction

To ensure that doors can easily be opened by everyone, they must meet certain requirements.

* All door handles should be lever-action.
* All door handles should be placed at 1000mm above the ground.
* All doors should be light enough to be opened and held by one hand.
* All doors should open outwards into the larger space.

### 2.3 Automated Doors

Automated doors are particularly helpful for people who find it difficult to open doors.

* Automated doors should remain open for a minimum of 5 seconds.

### 2.4 Glass doors

To ensure that people with low vision can see glass doors, the doors must have a form of hazard marking.

* Ideal hazard markings are glazed panels, but brightly coloured tape is also acceptable.
* Hazard markings should be between 900mm and 1200 high.

## 3. Interactive Displays

### 3.1 Placement of interactive displays

Everyone should have the option to be able to use interactive displays, such as screens and activities, therefore they must meet certain requirements.

* Interactive elements placed on walls should be between 900mm and 1200mm tall.
* Horizontal interactive elements should be around 900mm tall.

### 3.2 Drawers and Cupboards

The Police Museum utilises drawers and cupboards as a form of display. To make the drawers and cupboards accessible to all visitors, they must meet certain requirements.

* If a visitor needs to be able to look inside a drawer or cupboard, it should be around 900mm tall.
* Drawers and cupboards should have soft close mechanisms, which do not allow them to close quickly.

## 4. Signage, Panels and Labels

### 4.1 Font and Size of Text

To heighten the chance that people can read all the Police Museum’s signage, panels, and labels, they must meet certain requirements.

* All text should be in a sans serif font.
* All text should be in a minimum of 22-point text.

### 4.2 Appropriate Colours

To make text easy to read, all signage, panels, and labels must use contrasting colours.

* Black or navy on white, or vice versa, is the best choice.
* Other colours are also acceptable if they have a contrast ratio of over 7:1. The maximum contrast ratio score is 21:1.

### 4.3 Use of Images

Images can accompany text on all signs, panels, and labels; however, they should never be used as a background to text.

### 4.4 Placement on Wall

Everyone should have the option to be able to read signage, panels, and labels, therefore they must meet certain requirements.

* All text must be displayed between 1200mm and 1675mm.

## 5. Large Print Documents

### 5.1 Panels, Labels, and Text Objects

As some people with low vision or learning disabilities cannot read small text or text that is too far away, they need large print documents. To make these documents readable, they must meet certain requirements.

* All text should be in a minimum 20-point text with a sans serif font.
* All titles and headings should be larger than the body text.
* Italics should never be used.
* All text should be left aligned.
* There should be line spacing of at least 1.5.
* If bullet points are used, they should use large solid bullet points.
* Matte white paper is necessary to reduce glare.
* All text should be black or a dark navy blue.
* Images and graphs are difficult to read, therefore they should have their own individual pages and image descriptions.

### 5.2 General Information for the Public

Similarly, general information should be made available in large print form. This includes travel information, emergency information, and any signage throughout the museum.

## 6. Lighting and Sound

### 6.1 Lighting

Lighting is an essential part of making a museum accessible to the public and, therefore, it must meet certain requirements.

* Galleries and office spaces must have well-lit areas for people to communicate through sign language and lip reading.
* All hazards must be well lit.

Lighting can have a large effect on people with sensory disorders, such as Autism and Sensory Processing Disorder. To help make people’s visits to the Police Museum enjoyable, the lighting must meet certain requirements.

* Any changes to lighting must be made gradually.
* Any sudden changes to lighting or lighting effects must be publicised.

### 6.2 Sound

Sound can make an exhibition more dynamic; however, sound can also have a large effect on people with sensory disorders, such as Autism and Sensory Processing Disorder. To help make people’s visit enjoyable, sound elements must meet certain requirements.

* Any changes to immersive sound effects must be made gradually.
* Any sudden changes to the noise level or sudden noises must be publicised.
* Interference between sound-producing elements should be avoided.

## 7. Furniture

### 7.1 Chairs

Chairs are a useful aid for people with disabilities as they give them a place to rest, and therefore they should be placed at regular intervals throughout the building. An ideal chair must meet certain requirements.

* The seats of chairs should be 450mm-520mm high, or 350mm high for children and little people.
* If a chair is on wheels, the wheels must be able to lock.

### 7.2 Tables and Service Counters

To make sure that all tables and service counters are accessible to wheelchair users as well as non-disabled people.

* Tables should be a height of 900mm, allowing wheelchairs to slide beneath them.
* If a table is on wheels or casters, these must be able to lock.
* Service counters should be 775mm tall.
* Service counters should have a section of usable space at the front of the counter.

## 8. Bathrooms

### 8.1 Identification

To ensure that everybody understands that the bathrooms have amenities that are accessible to everyone, the bathrooms must be identified correctly.

* The bathrooms should be marked with an accessible bathroom sign.
* The bathrooms should be marked as all-gender.

### 8.2 Amenities

To ensure that everybody can use the bathrooms, the amenities must meet certain requirements.

* All amenities and controls must be installed at an accessible height.
  + Toilet seats must be 450mm to 500mm high.
  + Sinks must be 750mm high and have space for a wheelchair to slide beneath.
  + Hand dryer or paper towels must be placed between 900mm and 1000mm high.
  + The bottom edge of the mirror should be no higher than 1015mm.
* L-shaped grab rails must be installed to the side of the toilet.
  + A grab rail should be 1050mm long at a minimum.
  + They must be installed between 850mm and 900mm above the ground.
* All amenities and controls must be able to be operated by one hand.

## 9. Website and Social Media Content

### 9.1 Information on Accessibility Page

Disabled people often have to plan their trips to museums in much more detail than their non-disabled counterparts. Therefore, the Police Museum website should have an accessibility page.

* A link to the he accessibility page must be placed on the museum’s front page.

The accessibility page should include information on:

* Emergency Information.
* Transport and Parking.
* Wheelchair access.
* Information for Service Dog owners
* Information on any specialised technology or aids that improve accessibility. For example,
  + Hearing Loops
  + Audio Description
  + Large Print Documents
  + Social Stories
* Any accessibility amenities
  + Wheelchair hire
* Accessible Toilets.

### 9.2 Text

While users can alter text on a computer, it is best practice to make it The Police Museum’s website and social media as accessible as possible. On social media, these requirements are usually put in place by the developers.

* All text should be in a sans serif font.
* All text should be in a minimum of 12-point text. Users may zoom in for larger text.
* Black or navy text on a white background, or vice versa, is the best choice.
* Other groups of colours are also acceptable if they have a contrast ratio of over 7:1. The maximum contrast ratio score is 21:1.

### 9.3 Alt Text and Image Descriptions

As people who are blind or have low vision cannot see images published to the Police Museum website or social media pages, it is important to add a description of all images for them.

* Images published to the website should have either alt text or an image description, but alt text is preferable as it is unlikely to glitch.
* Social media posts cannot have alternative text, therefore an image description in the caption is necessary.
  + Image descriptions should be placed at the end of the social media post and formatted like this:
    - [Image Description: Text]

### 9.4 Documents

If any documents are published on the Police Museum’s website, they need to be readable on all forms of technology, including screen readers.

Screen readers are computer programs or internet extensions that read any text or alt text information out loud. They are typically used by people who are blind or have low vision.

In New Zealand, the most common screen reader is JAWS.

* Documents should have simple layouts with clear titles and headers.
* Documents should be published in PDF and Word formats.

## 10. Accessibility Training

### 10.1 Disability Awareness Training

Unfortunately, there are few organisations that offer disability awareness training in New Zealand.

Arts Access Aotearoa is an advocacy group that helps make all forms of art accessible to anyone who is disabled or incarcerated. They do not personally provide disability awareness training but can provide advice on how to improve accessibility in museums.

The Office for Disability Issues is a policy team in the Ministry of Social Development. They also advocate for people and offer disability awareness training, which they call disability responsiveness training.

* All staff should receive an initial round of disability awareness training.
* Refresher courses should be held every 2 years.

### 10.2 Training for Accessibility Aids.

While some accessibility aids can be developed using a set of guidelines, others require some more focused training. The trainings look at the aid, but also the specific knowledgebase you need to work with and include elements of disability awareness training as well.

* Audio Description
  + Judith Jones, Te Papa.
  + Amy Boswell-Hore, author of the Accessibility Report 2021.
* Social Stories
  + Altogether Autism.