

AD HOC FACILITIES ACCESS

COMMITTEE REPORT

September 12, 2019



## **A. BACKGROUND**

Green Valley Recreation (GVR) heard from members that they wanted to be more engaged in the future of GVR. In 2017 the GVR Board of Directors (BOD) contracted with the National Research Center, Inc. to conduct a comprehensive assessment of members' needs, wants, interests, and values. The survey results were presented at the March 2018 Annual Meeting at which time the Board of Directors established an Ad Hoc Survey Committee, charged with establishing subcommittees comprised of directors and members to advise the BOD on how to deal with over 50 "troublesome issues" identified in the survey. Four subcommittees were established to address these issues, including the Underserved Subcommittee.

The Underserved Subcommittee recommended to the BOD in December 2018 that the BOD create an Ad Hoc Committee to evaluate ease of access to GVR facilities for GVR members with physical limitations. While 50 percent of all survey respondents felt GVR provided an appropriate amount of access for members with physical limitations, it was unanimously viewed by the Board as an issue of high importance.

The Ad Hoc Facilities Access Committee, consisting of GVR members Gail Ault, Suzan Curtin, Ed Knop, Sandra Rockowitz, and Board Director Sandra Thornton (chair), held its first meeting on January 16, 2019. The Committee was assisted by staff liaison Dan Freeman and by input from GVR Facilities Director David Jund.

In the ensuing months, committee members physically reviewed all eight major and five satellite GVR centers during daylight and nighttime for facility access issues, including at times using assistance devices such as a wheelchair or cane to test centers' accessibility. The Committee also utilized information on access issues provided by members of GVR clubs and individual members with physical limitations, and placed an article in the May 2019 *GVR Now* asking for input from GVR members regarding facility access issues.

During the timeframe the Committee met, some items that made access easier were addressed, specifically: curb cuts were added at Las Campanas and West Center; some parking spaces at Santa Rita Springs were restriped to provide more convenient handicapped parking; and blue push plate door openers were installed for East Center restrooms.

## **B. ACCESSIBILITY ISSUES**

The seven main GVR Centers were built from 1963 to 2008, and the six GVR Satellite Centers were built from 1973 to 1984. The Facility Access Committee identified eight potential facility ease of access areas of concern at the centers: Handicapped Parking, Outside Lighting, Ramps, Doors, Signage, Auto Door Openers, Restroom Doors and Handles, and Restroom Issues. The Committee also found Other Access Issues that were specific to particular centers.

The Committee's goal in identifying and addressing these issues is to encourage GVR members with physical limitations to participate in more GVR activities by making access to GVR facilities "user friendly", safe, and convenient.

1. Handicapped Parking (h/c): Handicapped parking spaces need to be conveniently located near facility entrances for ease of navigating from parking space to entrances. In addition to being an ease of access issue, this is also a safety issue when members with physical

limitations are required to walk some distance through the parking lot, such as when the lack of curb cuts does not provide ease of access to a sidewalk. Suggestions/solutions include adding more or reconfiguring current handicapped parking spaces, removing cement blocks that inhibit safe travel from parking spaces to the sidewalk, and adding curb cuts.

2. **Outside Lighting:** Lack of adequate nighttime outside lighting for parking lots/sidewalks/entrances at some GVR centers is a safety issue in addition to being an ease of access issue. There are constraints on acceptable lighting solutions at different centers depending on their location relative to the telescopes on Mt. Whitman. Suggestions/solutions include using solar bollard lights and/or moveable lights to provide adequate lighting.
3. **Ramps:** Access to h/c parking and facility entrances needs to be convenient for members who cannot use steps and/or use assistive devices such as walkers and wheelchairs. Suggestions/solutions include adding ramps that are not too steep near entrances and h/c parking for someone with physical limitations, and adding railings along ramps as needed.
4. **Signage:** Signs identifying rooms and providing directions in GVR Centers need to be easily readable, consistently located, appropriate, and aesthetically uniform, especially for those who are visually impaired. Interior and exterior signage is not consistent from one center to the next because the GVR Centers were constructed by different builders over 35 years. Suggestions/solutions include putting signs identifying rooms on both sides of meeting room doors and posting interior and exterior maps of each center on the GVR website and in center lobbies.
5. **Automatic Door Openers:** Some exterior and interior doors are not easily opened or closed. Heavy doors can be difficult to negotiate for members with physical limitations, especially if using a walker, wheelchair, cane, etc. Suggestions/solutions include putting buzzers on the doors to some club rooms/studios to alert members of the need to help another member or installing automatic door openers as needed. The average cost for a push plate automatic door opener is \$1,850/button, plus installation which can be done by GVR staff.
6. **Restroom Doors and Handles:** Restroom stall doors that cannot be opened or locked using the American Disability Act (ADA) “closed fist” test can be very difficult to manipulate for someone whose manual dexterity is compromised. Suggestions/solutions include adding a second slider lock or replacing the stall door locks so a closed fist can slide the mechanism to lock the stall door, or adding a magnet to hold the stall door closed.
7. **Restroom Issues:** Sinks and amenities such as paper towels need to be easily accessible for someone in a wheelchair. Restroom/shower floors need to have adequate drainage and not be slippery. Unisex bathrooms need to be clearly identified. Suggestions/solutions include replacing or repositioning paper towel dispensers, using pebble finish floors in showers, using an anti-slip spray on slippery surfaces, and adding Unisex bathroom locations to the GVR Facilities brochure map.
8. **Other Access Issues:** None of the main centers have a place for members using canes to safely store them before using railings/steps to enter the pool or hot tub. Possible solutions: Add umbrella stand to railings by steps into the pool area and hot tub where members can put their canes before they go into the pool. The Committee also discussed GVR’s uncomfortable folding chairs and difficulty for all members to stand or lower into them, to sit for long periods, etc. Some other issues specific to individual centers were also identified, such as

adding a door to the unisex restroom at Abrego North to allow access without navigating outside gates, and placing benches at Las Campanas outside the front entrance and inside along the hallway.

In Appendix A you will find a table identifying which areas of concern are an issue or non-issue for the Main Centers and Appendix B for the Satellite Centers. Appendix C includes individual summaries of issues and possible solutions for each of the seven Main Centers. Appendix D is the individual summaries for the six Satellite Centers. In Appendix E is a copy of the article published in the May 2019 issue of GVR Now “Requesting GVR Members Who Know of Facility Access Issues To Provide Input”. The Committee received no responses to this article.

### **C. GVR CLUB FACILITY ACCESS ISSUES**

The GVR Planning and Evaluation Committee sent out a GVR Club Survey asking the Clubs to “Please list any facility limitations your club has identified that might restrict access or use by physically challenged members or persons with physical disabilities.” The majority of clubs gave no response. The Lapidary and Silversmith Club, Card Crafters Club, Ceramics Club, Cribbage Club, Artisans’ Shop and Glass Artists Club identified aisles/work spaces and/or equipment that are too narrow/small or the wrong height for ease of use by people with mobility issues. The Camera Club stated the GVR projector and sound system does not provide quality visuals or sound, and the Hunting and Fishing Club stated the audio for the hearing impaired is “terrible”. The Camera Club also identified parking issues at Santa Rita Springs for those with physical limitations, and the Woodworkers Club noted that “some machines CANNOT be made operable to some with disabilities”.

### **D. EMERGENCY SITUATIONS**

As a subcategory of our “ease of access” issues we discussed emergency situations: 1) every room having a fire extinguisher, 2) inability to see exit signs when the air is smokey, 3) whether lights flash in an emergency, and 4) whether there are two avenues of egress. Two suggestions were: GVR contact the Fire Marshall to do a walk-thru to address these concerns; and use of phosphorus tape at floor level as an exit guide. The Committee would also suggest changing a corner window in the East Center Fitness Room to a door, to allow for a second exit from the room.

### **E. RECOMMENDATIONS**

A goal of GVR is to bring the greatest benefit to the greatest number of members with success measured by member satisfaction. Benefits decline as members age and there is no identifiable advocate for the interests of our older members who are the majority of members with accessibility issues because of physical limitations. Because of this “seasoned” membership, GVR should strive for more than what the American Disabilities Act requires.

Finally, it is the recommendation of the Ad Hoc Facilities Access Committee that:

- 1) The BOD require an ADA Compliance Review be done in-house of any GVR Main or Satellite Center undergoing major renovations.
- 2) The BOD require GVR staff to evaluate the areas of concern the Facility Access Committee has identified and implement solutions as needed when appropriate to increase ease of facility access for GVR members with physical limitations.

## Appendix A: Tables of Facilities Access Issues/Non-Issues for Main Centers.

		<b>MAIN</b>	<b>RECREATION</b>	<b>CENTERS</b>			
Rec. Center	East Center	West Center	Desert Hills	Canoa Hills	Santa Rita Springs	Las Campanas	Canoa Ranch
Construction Date	1963	1976	1981	1990	1996	1997	2008
Parking	Issue	Issue	Issue	Issue	Issue	Issue	Non-Issue
Lighting	Non Issue	Issue	Issue	Non Issue	Issue	Non Issue	Issue
Ramps	Non Issue	Issue	Non Issue	Non Issue	Issue	Non Issue	Issue
Signage	Issue	Issue	Issue	Issue	Issue	Issue	Issue
Auto Door Openers	Non Issue	Issue	Issue	Issue	Issue	Issue	Issue
Restroom Doors/Handles	Issue	Issue	Issue	Issue	Issue	Issue	Issue
Restroom Issues	Issue	Issue	Non Issue	Issue	Non Issue	Non Issue	Non Issue
Other	Non Issue	Issue	Issue	Issue	Non Issue	Non Issue	Non Issue

## Appendix B: Tables of Facilities Access Issues/Non-Issues for Satellite Centers.

		<b>SATELLITE</b>	<b>RECREATION</b>	<b>CENTERS</b>		
Rec. Center	Casa Paloma 1	Abrego South	Casa Paloma 2	Abrego North	Continental Vista	Madera Vista
Construction Date	1973	1974	1976	1978	1979	1984
Parking	Issue	Non-Issue	Issue	Issue	Issue	Non-Issue
Lighting	Issue	Issue	Non-Issue	Non Issue	Issue	Non-Issue
Ramps	Issue	Non-Issue	Non Issue	Non Issue	Non-Issue	Issue
Signage	Non Issue	Issue	Issue	Issue	Issue	Non-Issue
Auto Door Openers	Issue	Issue	Issue	Issue	Issue	Issue
Restroom Doors/Handles	Non Issue	Issue	Issue	Issue	Issue	Issue
Restroom Issues	Non Issue	Non Issue	Issue	Non Issue	Non Issue	Non Issue
Other	Issue	Non Issue	Issue	Issue	Issue	Non Issue

## Appendix C: Summaries of Issues and Possible Solutions for each of the Main Centers

### East Center

1. Handicapped Parking: The number of designated handicapped parking spots may be adequate for the amount of parking spaces in the front parking and side parking areas; however, consider adding a few more spaces because they fill up quickly.
2. Outside Lighting: The outside is adequate for the building. It is light enough to see and get around with no problem in the evening.
3. Ramps: The number of ramps seems acceptable.
4. Signage: The East Center has signs over the meeting room doors, which have braille on them. Because the signs are over the doors, they are impossible to reach and therefore “read”. The solution would be to move the signs down and put them on both sides of the doors so they can be reached from a wheelchair when the doors are either open or closed.
5. Automatic Door Openers: The main entrance and restrooms have these access buttons.
6. Restroom Doors and Handles: They could use better handles that are easier to grip.
7. Restroom Issues: Poolside restrooms need a different, more textured walking surface to address slipping hazards when entering or leaving the restroom; consider adding handrails.
8. Other Access Issues:
  - Install an “umbrella stand” to handrail at top of pool steps for the purpose of holding canes for swimmers.
  - Seats are not comfortable in the various meeting rooms.
  - Ensure there are benches or other adequate seating by the curb cuts and in the hallways.

### West Center

1. Handicapped Parking: The number of designated handicapped parking spots is modest for the activity level and age of population, and they are some distance from the main building entrances. Fairly simple, quick improvement might include: A) Designating a temporary drop-off lane immediately in front of the sidewalk from the street to the entrance and B) creating more (probably at least two times as many) h/c spaces, especially closer to the entrance and on the south side lot near the pool.
2. Outside lighting: Parking lot lighting is marginal in the handicapped area, especially on the east side. A) A brighter light would help. B) Some tree trimming would help. C) Perhaps some sidewalk bollard lights.
3. Ramps: Although technically compliant, some from the main/upper level down to the pool level seem a bit steep for wheel chairs, walkers, folks with canes and other mobility/balance issues. In the short run, it would be helpful if: A) One or more railings were installed on one

side about 36 inches high and B) ensuring good lighting. Eventually, when doing remodeling or landscape changes, some ramps should be redesigned with a shallower grade on steeper sections.

4. Signage: Presently the signage in the West Center is challenging partly due the building's design with limited sidewalls by double doors on the heavy traffic auditorium side. Improvements include: A) Better lighting signs over doors (perhaps backlighting), larger letters and/or clear contrasts. B) In the entry courtyard, a directional sign (with arrows or an accompanying facility map) might note key locations (e.g., auditorium, ticket sales, art lounge, art shop, various club areas, restrooms, shuffleboard and exercise areas, etc.) C) Where new signs cannot be mounted at a proper height beside doors, they can be placed near doors at proper height, letter size and in braille on moveable standards/weighted poles.
5. Automatic Door Openers: Key exterior doors mostly have buttons; restrooms and other room doors generally do not. Shorter term: A) Restroom doors can be propped open most of the time. B) Some doors usually left closed with occupants inside (as club/meeting rooms, shops, pool card swipe gate) could benefit from conventional radio-signal door bells (\$15-20) to signal someone wants help entering. C) Add automatic buttons as need and funds allow. Longer term, note comments on expanding facilities, following.
6. Restroom Doors and Handles: The West Center has the common stall handles/latch challenges of many other centers. Handicapped stall doors open outward without reasonable handles to grip and most stall handles and locks are not easy to operate. In the short run, door handles and locks could be economically improved in restrooms.
7. Restroom Issues: The number of stalls/facilities seems inadequate for the amount of traffic at times; there are very few (2) enlarged wheel chair stalls overall and not many more standard sized ones. In addition to challenging stall handles/locks, towel and soap dispensers are doubtless challenging for some users, which in some cases could be solved by repositioning them or choosing other models. In the longer run, in conjunction with remodeling, additional restrooms should be considered (perhaps in the meeting room 2 area, and added to the pool area locker rooms).
8. Other Access Issues: Given the center's age and popularity, and that it is being considered for significant addition and remodeling, it should be a priority for a thorough professional ADA compliance audit and recommendations.

## **Desert Hills**

1. Handicapped Parking: On the upper level, there are five handicap parking spaces along the sloping road to the left of the main entrance which seem to be well-used, but they are not suitable for someone in a wheelchair. There is one handicap van parking space with striping and a ramp to the far right of the main entrance door, and two handicap van parking spaces across the parking lot from the main entrance. On the lower level, there are four handicap parking spaces to the left of the pool entrance area gate. Possible solutions: Add another handicap parking space to the right of the main entrance door on the upper level. At one time it was considered that the roundabout on the upper level could be removed to place more handicapped parking spaces directly in front of the main entrance.



2. **Outside Lighting:** On the lower level, the sidewalk area nearest the entrance to the pool area is not well lit. On the upper level, lighting has been improved along the sidewalks with solar bollard lighting; however, some of the lights are directly at eye level for someone pulling into a parking place. Possible solutions: Add solar lighting along the sidewalks on the lower level. New solar structures should provide more lighting at night on the lower level parking lot but there are no solar structures on the upper level parking lot to provide lighting or shade.
3. **Ramps:** Appear to be adequate at this time.
4. **Signage:** Interior signage appears to be adequate - Desert Hills was constructed in 1981. Pool rules in pool area are in small type at the far end of the pool area and not easily readable. Possible solutions: Post pool rules by gate into the actual pool area, including rules about showering before entering the pool and children not being allowed in the hot tub.
5. **Automatic Door Openers:** The main entrance door to the lobby/auditorium level has a push button but the doors into the men and women's restrooms in the lobby do not. Those doors are heavy and at an angle, and would be difficult for someone in a wheelchair to navigate. On the lower level, doors into the restrooms/locker rooms are very heavy. Possible solutions: Put automatic door openers on the upper level and lower level restroom/locker room doors.
6. **Restroom Doors and Handles:** The round handles on the stall doors in the upper level restrooms cannot be locked from the inside with a closed fist. While the bathroom stall doors in restrooms on the lower level have sturdy and easy to operate sliding door locks, the handicap stalls on the lower level could not be turned with a closed fist. Possible solutions: Replace round stall door handles with sliding door locks, or perhaps add a magnet to hold the stall doors closed.
7. **Restroom Issues:** Appear to be adequate, with door issues as already identified. There is a unisex bathroom by the locker rooms on the lower level.
8. **Other Access Issues:**
  - Install an "umbrella stand" to handrail by steps into the pool area and hot tub where members can put their canes before they go into the pool.
  - There are no automatic door openers for rooms along the upper level balcony.
  - Lapidary shop has very narrow aisles and only one low counter top that could be used by someone in a wheelchair.

## **Canoa Hills**

As a newer center Canoa Hills is generally ADA compliant with reasonable access and accommodations. It has an active fitness center, a well used display area adjacent to the lobby which, depending on the display, can be difficult for those with mobility issues to manipulate through. There are some ease of access issues that could be improved for those with permanent and temporary physical limitations.

1. **Handicapped Parking:** The number of designated handicapped parking spots is adequate but some are far from the front entrance with a long ramp and it might increase ease of access to move some handicapped spots to the second row of parking which is nearer the door and serviced by an adequate ramp.

2. Outside lighting: Seems adequate.
3. Ramps: Technically compliant with a shallow grade.
4. Signage: Consistent signage throughout centers should be a goal as changes are made.  
Additionally 1) There is no signage (other than on the Evacuation Map) on location of the AED unit (which is in the pool area). 2) Where signs cannot be mounted at proper height besides doors other arrangements should be made.
5. Automatic Door Openers: Most exterior doors have buttons, rest rooms and other rooms generally do not. Shorter term: The fitness rest room solved the problem by propping doors open on most occasions viewed. Also entering Mesquite Room from main building a push button could be installed to alleviate the need to enter from the back entrance (although this entrance has a lightweight maneuverable gate that opens out).
6. Restroom Doors and Handles: This center has the common stall handles/latch challenges that many centers utilize. Handicapped stall doors lack handles that are easy to grip. Additionally paper towel holders and soap dispensers may be difficult to reach. In the short run door handles/locks could be economically improved in restrooms.
7. Restroom Issues: Appear to be adequate, with door issues as already identified.
8. Other Access Issues: Attach an umbrella stand to pool railings so people with canes could safely store them.

## **Canoa Ranch**

1. Handicapped Parking: OK now.
2. Outside lighting: Poor in the handicapped area but rather easy to remedy with solar or wired bollard or low-intensity motion-activated lights to the sidewalk (front) side.
3. Ramps: Good/not relevant; single level without curbs.
4. Signage: Generally good. A directional sign inside the entrance might help direct people to the single classroom, locker rooms, unisex restroom, inside pool/spa. There are some room signs at proper heights with braille.
5. Automatic Door Openers: OK at entrance and to central corridor; none to the single unisex restroom with a fairly heavy door; opener might be added. There are no doors leading into locker room facilities.
6. Restroom Doors and Handles: Familiar problems with stall handles and locks, which are challenging to operate. Added exterior handles on outward-opening h/c stall doors and slide locks on all stalls would help.
7. Restroom Issues: No other significant restroom issues.
8. Other Access Issues: Install an “umbrella stand” to handrail by steps into the pool area and hot tub where members can put their canes before they go into the pool.

## Santa Rita Springs

1. Handicap Parking: There are no areas between the handicap parking spaces on the side of the building for a wheelchair/walker to maneuver. The handicap parking is on a hill in the back parking lot, which makes it difficult getting out of a vehicle when you are using an assistance item. Possible solution: Remove a parking space next to the handicap parking space and stripe it. Move the handicap parking to a level area as close to the doors of the recreation center as possible.
2. Outside lighting: In the front of the recreation center the trees are over shadowing the lights, so there is very little light lighting up the sidewalks. Possible solution: Trim the trees.
3. Ramps: Appears to be adequate at this time.
4. Signage: There is no braille on the building directory. Some of the meeting room walls have painted signs and are not raised for people who have vision issues. Possible solutions: Get a new directory with braille on it. Attach new signs with braille on the wall next to the doors of the meeting rooms.
5. Automatic Door Openers: There are no automatic door openers for the bathrooms, (except for the pool bathrooms). Some of the meeting rooms and clubs have automatic door openers and some don't. Possible solution: Install automatic door openers for the bathrooms. Standardize doors to all the meeting rooms with either automatic door openers or buzzers.
6. Restroom Doors and Handles: The doors to the stalls are hard to open if you have arthritis. Possible solution: Change the door handles to ones that either slide or latch.
7. Restroom Issues: Appears adequate at this time.
8. Other Access Issues: Shower floors are slippery. Possible solution: Make the surface rough by using.

## **Appendix D: Summaries of Issues and Possible Solutions for each of the Satellite Centers.**

### **Casa Paloma 1 Satellite**

1. Handicapped Parking: Adequate; two handicapped van parking spaces on upper level, two handicapped van parking spaces by south side gate to pool area.
2. Outside Lighting: Adequate.
3. Ramps: Short ramp to front door and longer one to south side pool gate, no ramps to shuffleboard area.
4. Signage: Red emergency telephone and AED in meeting room clearly marked - high for someone in a wheelchair to reach. Doors in meeting room have exit signs above doors but no lights.
5. Automatic Door Openers: No blue buttons, outside door to meeting room is heavy, slight incline leading to it.
6. Restroom Doors and Handles: The doors to the stalls are hard to open if you have arthritis. Possible solution: Change the door handles to ones that either slide or latch.
7. Restroom Issues: Standard height toilets.
8. Other Access Issues:
  - Install an “umbrella stand” to handrail at top of pool steps for the purpose of holding canes for swimmers.
  - Inclined ramps to front door of meeting room and south side gates might be for someone in a wheelchair to navigate without help.
  - Groups in meeting room propping open front door with a rock.
  - No emergency lights by Exit signs in meeting room.
  - Railing by steps into pool but no chair lift.

### **Abrego South Satellite**

1. Handicapped Parking: OK
2. Outside Lighting: Parking lot and entrance lighting could be improved with brighter bulbs, added bollard lights and/or lower-intensity motion-activated lights in the handicapped parking areas, the front entrance, and the two pool gates.
3. Ramps: Generally not relevant; mostly one level (horseshoe area slightly lower with adjacent parking). No curb issues.
4. Signage: Reasonable now. It would probably be useful to add a directional entrance-side signboard indicating what is there and directions to go (arrows, a facility map, a few words). Rest rooms in the single community room could be better identified and labelled.

5. Automatic Door Openers: Presently the only one is at the entrance to the community room and it usually is inoperative from the outside. Make sure it routinely works. Buttons would be a welcome addition to the locker room doors and maybe the front (h/c parking) pool gate (a common two chime radio doorbell would suffice for the two pool gates in the shorter run).
6. Restroom Doors and Handles: The common stall door handle and lock issues occur here. It doubtless would be rather easy and inexpensive to add outside handles to outward-opening h/c stall doors and easier-to-use (slide) locks.
7. Restroom Issues: Wheel chair access to community room restrooms should be kept clear of impediments like the GVR Now distribution rack.
8. Other Access Issues: Umbrella stand for cane storage would be useful in pool/spa area.

### **Casa Paloma 2 Satellite**

1. Handicapped Parking: The number of designated handicapped parking spots may be adequate. However, consider adding another space because they do fill up quickly.
2. Outside Lighting: The outside is adequate for the building. It is light enough to see and get around with no problem in the evening.
3. Ramps: The ramp has a slight downgrade from the parking lot.
4. Signage: Needs improvement and needs to be more specific to room use.
5. Automatic Door Access Buttons: The main entrance and pool restrooms need access buttons.
6. Restroom Doors and Handles: They could use better handles that are easier to grip.
7. Restroom Issues: The showers were too close to the entrance door for both the men's and ladies' rooms; Curbing for the shower stalls inside the women's and men's restrooms in the pool area needs to be installed to prevent slippery wet floors. Consider adding handrails to the entrance/exit areas inside the pool restrooms.
8. Other Access Issues:
  - Install an "umbrella stand" to handrail at top of pool steps for the purpose of holding canes for swimmers.
  - Seats are not comfortable in the various meeting rooms.
  - Ensure there are benches or other adequate seating by the curb cuts.

### **Abrego North Satellite**

As a newly remodeled satellite center Abrego North is generally ADA compliant with reasonable access and accommodations. It has a well used pool area with h/c lifts.

1. Handicapped Parking: Adequate with a couple h/c spots with two curb cuts.

2. Outside lighting: Seems adequate - bollards along sidewalk both directions from main gate.
3. Ramps: None.
4. Signage: Consistent signage throughout centers is a goal to be worked toward. There is no tactile signage and actually very little signage.
5. Automatic Door Openers: Available at main gate. Must swipe card to get in second gate to pool - awkward.
6. Restroom Doors and Handles: This center has the challenges of common stall handles/latch that many centers utilize. Paper towel holders and soap dispensers may be difficult to reach. In the short run door handles/locks could be economically improved in restrooms.
7. Restroom Issues: A) Member indicated h/c shower stall curtain did not pull smoothly. B) Possibly add pebble finish to shower to avoid slipping. C) It might be worthwhile to look at adding a door in the community room to the h/c bathroom - eliminates navigating two doors and also eliminates the problem of no access to bathroom when pool is closed (for lightening).
8. Other Access Issues:
  - Install an “umbrella stand” to handrail by steps into the pool area and hot tub where members can put their canes before they go into the pool.

## Continental Vista Satellite

As satellite center Continental Vistas is generally ADA compliant with reasonable access and accommodations. Some improvements could be made to increase ease of access for those with permanent and temporary physical limitations.

1. Handicapped Parking: There is one designated handicapped parking spot and it may not be adequately signed as golf carts going from the sidewalk have difficulty avoiding it and there is at least one occurrence of running into a vehicle with a h/c placard.
2. Outside lighting: Minimal
3. Ramps: Seems adequate for this satellite center.
4. Signage: Consistent signage throughout centers is a goal to be worked toward. There is no tactile signage and actually very little signage other than the many “rules” signs. In addition here (as well as at other centers) there are “Lockers are for day use only” signs which are not monitored and probably not a problem.
5. Automatic Door Access Buttons: None here and doors are heavy.
6. Restroom Doors and Handles: This center has the common stall handles/latch challenges that many centers utilize. Handicapped stall doors lack handles that are easy to grip. Additionally paper towel holders and soap dispensers may be difficult to reach. In the short run door handles/locks could be economically improved in restrooms.
7. Restroom Issues: Possibly add pebble finish to shower floors to avoid slipping.

8. Other Access Issues:

- Drinking fountain is difficult to access for someone in a wheelchair.
- gate opens out - hard to manage
- pool and hot tub are not accessible for wheelchair users without pool lifts

### **Madera Vista Satellite**

As satellite center Madera Vista is generally ADA compliant. While the ramp is difficult to navigate there are two options for entering the facility that are compliant: the street entrance and the tennis court entrance which was made ADA compliant according to staff reporting.

1. Handicapped Parking; Sufficient parking.
2. Outside lighting: Adequate for this satellite center.
3. Ramps: Ramp grade is above recommended but additional parking is available along Portillo and that entrance is compliant. Possibly add traction strips or pebble finish to avoid slipping.
4. Signage: Consistent signage throughout centers is a goal to be worked toward. There is no tactile signage<sup>15</sup>.
5. Automatic Door Access Buttons: Gates open out - hard to manage - automatic access.
6. Restroom Doors and Handles: Outside shower has grab bar and curtain - no door.
7. Restroom Issues: This center has only two non-designated restrooms. This uncommon setup seems to work for this center.
8. Other Access Issues: Pool and hot tub are not accessible for wheelchair users without pool lifts.

## Appendix E: Article in May 2019 GVR Now

