Sample Accessibility FAQs for Volunteer Training

“Queen’s University is committed to building a campus community that is inclusive for all individuals, and ensuring that its services, supports and spaces are accessible for persons with disabilities.” (queensu.ca/accessibility)

It is important that all representatives for the university (including volunteers) are provided with the resources and training to foster an inclusive and accessible campus community.

Below are some sample accessibility-related questions volunteers might encounter at a typical Queen’s on-campus event, along with suggested responses.

**Hint:** Include Q&A documents as part of volunteer training packages, and keep a few copies at the registration desk on-site for easy reference. Also, you may wish to encourage volunteers to complete the Ontario Accessible Customer Service Training.

*For a thorough guide to the accessibility resources on campus, including a Campus Accessibility Guide, visit: http://queensu.ca/accessibility.*

**CAMPUS BUILDINGS**

**GRANT HALL**

- **Is the entrance accessible?**
  - Main entrance is accessible and has an automatic door opener.
  - There is accessible access to the main floor only.
  - Access to the stage for an event can be arranged through the event organizers well in advance.

- **Are the washrooms accessible?**
  - Accessible washrooms are located on the main floor near the rear lobby door.

**BAN RIGH HALL**

- **Is the entrance accessible?**
  - There are two entrances to Ban Righ Hall on Bader Lane, one of which is accessible.
  - The northwest entrance (on the right if you’re facing the building) is accessible with an automatic opener and a moderately inclined ramp with railings.
The entrance to the dining hall is accessible. It’s located on the ground floor near the accessible entrance to the building.

The lower level of the building is not usually accessible, but special arrangements can sometimes be made with Event Services to use a non-passenger elevator that passes through the kitchen staff space. There is no accessible washroom on the lower level.

- Are the washrooms accessible?
  o Accessible washrooms are located on the ground floor across from the accessible entrance. There are no automatic door openers.

ATHLETICS & RECREATION CENTRE (ARC)

- Is the entrance accessible?
  o The main entrance off of Earl Street is accessible with an automatic door opener.
  o The back entrance, approached from either University Avenue or Division Street, is accessible with a ramp, railing, and automatic door opener.
  o The elevator is located in the main lobby of the ARC, on the left when you walk in. It goes to all floors.
- Are the washrooms accessible?
  o Yes – accessible washrooms are located on every floor.

SCHOOL OF MEDICINE BUILDING

- Is the entrance accessible?
  o The main entrance off of Arch Street is accessible with an automatic door opener.
  o There is an elevator inside.
- Are the washrooms accessible?
  o Accessible washrooms are available on every floor.

INTEGRATED LEARNING CENTRE (ILC) (in Beamish-Munro Hall)

- Is the entrance accessible?
  o The main entrance is accessible with an automatic door opener.
  o The east entrance near Walter Light Hall’s entrance is accessible with an automatic door opener.
  o There is an elevator located through the lobby on the left. It allows access to all floors in the building.
- Are the washrooms accessible?
  o Accessible washrooms are available on each floor.
**GOODES HALL**

- **Is the entrance accessible?**
  - The main entrance on Union Street is accessible. A long ramp with a railing leads from Alfred Street to the front door which has an automatic opener. Entrance is to level 3 of the building (the main floor).
  - The west entrance from the parking lot off Albert Street is not accessible.
  - The elevator is in the main lobby.

- **Are the washrooms accessible?**
  - There is an accessible washroom on every floor.

**CAMPUS PUBS**

**QUEEN’S PUB (in John Deutsch University Centre, JDUC)**

- **Is the entrance accessible?**
  - The JDUC's main entrance on Union Street is not accessible.
  - The accessible entrance is located on University Avenue. A concrete ramp provides access to the ground floor near the food service area. The door has an automatic opener.
  - The elevator is located in a small hallway off the lower lobby (“Lower Ceilidh”). If you are facing the Walkhome kiosk, move towards the Union Street entrance and turn left, and you will find it (across from the Society of Graduate and Professional Students Office). It provides access from the ground floor up to the third floor – the Queen’s Pub is on the second floor.

- **Are the washrooms accessible?**
  - Accessible washrooms are located on the ground floor and the second floor. They do not have automatic door openers.

**CLARK HALL PUB (in Clark Hall)**

- **Is the entrance accessible?**
  - Clark Hall building is accessible, but Clark Hall Pub is not (there are stairs to the entrance).

- **Are the washrooms accessible?**
  - There is a unisex accessible public washroom on level 1 (not the pub).
THE GRAD CLUB

- **Is the entrance accessible?**
  - The main entrance is accessible with a ramp and railing. Ring the bell at the front door for assistance in entering the building.
  - There is no elevator in the house so only the first floor is accessible.

- **Are the washrooms accessible?**
  - The unisex washroom near the main entrance is accessible with a door operator button.

SERVICES AVAILABLE

TRANSPORTATION

- **What accessible transportation options are available?**
  - Kingston Access Services (KAS) is a charitable non-profit organization, under the laws of the Province of Ontario. It is funded by the City of Kingston, passenger revenue, and donations. KAS oversees the operations of the Kingston Access Bus (KAB), the Kingston Area Patient Shuttle (KAPS) and operates a Dial-A-Bus service in the "rural" portions of the City (Route #9) for Kingston Transit. See [http://www.kingston.org/kas/](http://www.kingston.org/kas/) or call 613-542-2512 for more information.

PARKING

- **Is accessible parking available on/near campus?**
  - Yes. See [http://www.cityofkingston.ca/documents/10180/16225/Accessible+Parking+Map/c4d052f4-1eed-427d-9bff-20641e0c7ecc.](http://www.cityofkingston.ca/documents/10180/16225/Accessible+Parking+Map/c4d052f4-1eed-427d-9bff-20641e0c7ecc.)
  - As long as the individual has an accessible parking permit, the Physical Plant Services Parking Office can make arrangements to add in an accessible parking space on campus where required.
  - The Parking Manager, Donna Stover, can assist with these requests. Her email is stoverd@queensu.ca.