

Workplace Accommodation Rating System and Standards (WARSS) Part 2

We are now going to go back through the workplace areas and travel routes that we asked you about earlier and ask you to tell us about their characteristics.

If you need to pause and complete the study at a later time, you may save your responses and return to the survey at a later time. Look for a Save and Continue Later link at the top-right of each page (in the black bar), enter your email address, then use the custom link that will be emailed to you to resume where you left off.

Page entry logic: This page will show when: Question "Do you use a parking area at work?" has one of the following answers ("Yes")

Parking Areas (B1)

Think about the area(s) where you regularly park. Which characteristics describe any of these parking areas? Please select all that apply.

- The parking area surface is firm, stable, and relatively smooth for people going to/from their vehicle.
- The parking area surface, overall, is relatively level for people going to/from their vehicle.
- Some individual parking spaces are wider than the standard one car width, or extra space is provided between some of the spaces.
- The wider parking spaces are on a surface that is relatively level.
- The parking area is free of obstacles (e.g., protruding signs, lampposts, low overhanging tree branch, uneven surface) for people going to/from their vehicle.
- There is sufficient lighting in the parking area to ensure that vehicles, signage, and obstacles (e.g., uneven pavement) would be clearly visible, day or night.
- None of the above

Travel to and Using the Company/Organization Entrance

Which characteristics describe any of the paths that you regularly use to get from the parking area, public transportation, or drop off areas to the entrance to the company/organization?

Note: If the company/organization entrance is different from the building entrance (e.g., a store within a mall or an office suite within a larger office building), then please consider the complete path through the building entrance to the company/organization entrance when answering the following questions. Please select all that apply.

- The path is relatively flat, without a noticeable slope.
- The path goes from where employees park or are dropped off to the closest entrance.
- The path from the parking area or drop-off to the building entrance is covered.
- The surface is firm, stable, and relatively smooth.
- The path is free of obstacles (e.g., protruding signs, lampposts, low overhanging tree branch, uneven surface).
- The entire length of the path is wide enough to allow three employees to walk alongside each other.
- The entire length of the path is at least the width of a typical sidewalk.
- There is seating alongside the path.
- There is space for wheelchairs to stop alongside the path.
- There is sufficient lighting to ensure that the path and obstacles (e.g., uneven pavement) would be clearly visible, day or night.
- The path does not cross a street or parking lot entrance/exit.
- None of the above.

Logic: Show if "Which characteristics describe any of the paths that you regularly use to get from the parking area, public transportation, or drop off areas to the entrance to the company/organization? Note: If the company/organization entrance is different from the building entrance (e.g., a store within a mall or an office suite within a larger office building), then please consider the complete path through the building entrance to the company/organization entrance when answering the following questions. Please select all that apply." is not one of the following answers ("The path does not cross a street or parking lot entrance/exit.")

Which characteristics describe any of the paths that you regularly use that cross the flow of traffic? Please select all that apply.

- The crossing is marked with high contrast color or lines.
- The crossing is marked with changes in surface materials or textures.

Page entry logic: This page will show when: Question "The route to the company/organization entrance involves: (check all that apply)" has one of the following answers ("A full level change (e.g., to another floor)", "A flight of 6 or more steps")

Travel to the Organization Entrance: Level Changes - Stairs

Describe the level changes that you encounter when traveling to the company/organization entrance.

Logic: Show if "If there are level changes, what do you use to access the company/organization entrance? Please select all that apply." has one of the following answers ("A set of 2-5 steps")

Characteristics of any of the sets of 2-5 steps include: (check all that apply)

- I don't know (I bypass the steps)
- Handrails located on both sides of the steps.
- Handrails located on only one side of the steps.
- Contrasting color on the edges of the steps.
- Sufficient lighting to ensure that step edges would be clearly visible, day or night.
- Textured surfaces on the ground or floor at the top of sets of steps.

Logic: Show if "If there are level changes, what do you use to access the company/organization entrance? Please select all that apply." has one of the following answers ("A set of 6 or more steps")

Characteristics of any of the flights of 6 or more steps include: (check all that apply)

- I don't know (I bypass the steps)
- Handrails located on both sides of the steps.
- Handrails located on only one side of the steps.
- Contrasting color on the edges of the steps.
- Sufficient lighting to ensure that step edges would be clearly visible, day or night.
- Textured surfaces on the ground or floor at the top of sets of steps.

Page entry logic: This page will show when: Question "If there are level changes, what do you use to access the company/organization entrance? Please select all that apply." has one of the following answers ("A ramp")

Travel to the Organization Entrance: Level Changes - Ramps

Describe the level changes that you encounter when traveling to the company/organization entrance.

Characteristics of any of the ramps include: (check all that apply)

- Ramp surfaces that are firm, stable, and relatively smooth.
- Space provided along the ramp for people to rest without blocking other employees.
- Handrails located on both sides of the ramp.
- Handrails located on only one side of the ramp.
- Textured surfaces on the ground or floor at the top of the ramp.

Page entry logic: This page will show when: Question "If there are level changes, what do you use to access the company/organization entrance? Please select all that apply." has one of the following answers ("An elevator")

Travel to the Organization Entrance: Level Changes - Elevators

Describe the level changes that you encounter when traveling to the company/organization entrance.

Characteristics of any of the elevators include: (check all that apply)

- Space to hold at least four people.
- An elevator call button that can be reached from a seated position.
- Buttons for selecting all floors that can be reached from a seated position.
- Elevator buttons that have Braille, raised numbers, or other tactile labels to indicate floors.
- A key or keycard is required to use the elevator.
- Specific tones or announcements that indicate elevator car arrival.
- Sounds outside the elevator car that indicate the direction of travel.
- Sounds inside the elevator car that indicate the current floor.
- Visual signals that indicate elevator car arrival (e.g., light over elevator door).
- Visual signals outside the elevator car that show the direction of travel (e.g., lit arrow).
- Visual signals inside the elevator car that display the current floor.
- There is ample time to enter the elevator once it arrives.

Company/Organization Entrance and Other Doors on the Path to the Entrance

Which characteristics describe the company/organization entrance(s) and any other doors on these paths?

Check all of the ways these doors are unlocked during business hours.

- Does not apply (they are already unlocked).
- With a push button, directly (e.g., remote control) or indirectly (e.g., intercom button).
- With a proximity-based access card.
- With a swiped access card.
- With a keypad (e.g., code entry).
- With a key.

Check all of the ways these doors open.

- Automatically with a sensor.
- Mechanically, after being activated with an access card, key pad or push button (including intercom).
- With power assist only, by pushing or pulling.
- Manually only, by pushing or pulling.

Page entry logic: This page will show when: (Question "Check all of the ways these doors are unlocked during business hours." has one of the following answers ("With a push button, directly (e.g., remote control) or indirectly (e.g., intercom button).", "With a proximity-based access card.", "With a swiped access card.", "With a keypad (e.g., code entry).", "With a key.") OR Question "Check all of the ways these doors open." has one of the following answers ("Mechanically, after being activated with an access card, key pad or push button (including intercom)."))

Which characteristics describe the company/organization entrance(s) and any other doors on these paths?

Logic: Show if "Check all of the ways these doors are unlocked during business hours." has one of the following answers ("With a key.")

Key locks on any of these doors: (check all that apply for either side of the door)

- Would be clearly visible, day or night.
- Can be reached from a seated position.

Logic: Show if "Check all of the ways these doors are unlocked during business hours." has one of the following answers ("With a keypad (e.g., code entry).")

Keypads on any of these doors: (check all that apply for either side of the door)

- Automatically unlock and open the door.
- Would be clearly visible, day or night.
- Can be reached from a seated position.
- Unlock manually-operated doors, and are positioned within reach of the door (without walking or wheeling between them).
- Unlock manually-operated doors, and leave ample time to open the door after unlocking it.
- Use a highly visible font.
- Have tactile cues (e.g., raised dots or "nub" on the 5 key).
- Provide audible feedback (e.g. clicks) when keys are pressed.
- Have large, separated buttons.

Logic: Hidden by default Hidden unless: (Question "Check all of the ways these doors are unlocked during business hours." has one of the following answers ("With a push button, directly (e.g., remote control) or indirectly (e.g., intercom button).", "With a proximity-based access card.", "With a swiped access card.") OR Question "Check all of the ways these doors open." has one of the following answers ("Mechanically, after being activated with an access card, key pad or push button (including intercom)."))

The access control systems (e.g., access card reader) and/or power door activation mechanisms on any of these doors: (check all that apply, for either side of the door)

- Automatically unlock and open the door.
 - Would be clearly visible, day or night.
 - Can be reached from a seated position.
 - Unlock manually-operated doors, and are positioned within reach of the door (without walking or wheeling between them).
 - Unlock manually-operated doors, and leave ample time to open the door after unlocking it.
-

Page entry logic: This page will show when: Question "Check all of the ways these doors open." has one of the following answers ("With power assist only, by pushing or pulling.", "Manually only, by pushing or pulling.")

Which characteristics describe the company/organization entrance(s) and any other doors on these paths?

Characteristics of any of these doors that are opened manually by pushing or pulling, with or without power assist, include: (check all that apply for either side of the door)

- Space to reach the handle and be clear of the door swing while pulling the door open.
- Push/pull without a latch.
- Push /panic bar.
- Lever handle.
- Doorknob.
- Thumb latch.
- Key-operated latch release.
- Lightweight wood or metal with a hollow core.
- Primarily solid wood, with or without a small glass window.
- Primarily solid metal, with or without a small glass window.
- Primarily glass.
- The threshold is level with the path's surface on both sides.

Page entry logic: This page will show when: Question "Check all of the ways these doors open." has one of the following answers ("Automatically with a sensor.", "Mechanically, after being activated with an access card, key pad or push button (including intercom).")

Which characteristics describe the company/organization entrance(s) and any other doors on these paths?

Characteristics of any of these doors with powered openers include: (check all that apply)

- An audible warning before or during opening.
- An opening mechanism that makes noise and can be heard.
- The threshold is level with the path's surface on both sides.
- Ample time to go through the door after activating the opener.

Travel Within the Company/Organization

Does the company/organization consist of more than one building?

Yes

No

Is there vehicular traffic within the building (e.g., forklifts, automated guided vehicles)?

Yes

No

Next, think about the routes used to move around the company/organization (e.g., hallways, aisles). Which characteristics describe any of the routes that you regularly use? Please select all that apply.

The path is relatively flat, without a noticeable slope.

The surface is firm, stable, and relatively smooth.

The route is free of obstacles (e.g., low overhanging signs, uneven surface).

The entire length of the route is wide enough to allow three employees to walk alongside each other.

The entire length of the route is at least the width of a typical sidewalk.

There is sufficient lighting to ensure that the route would be clearly visible, day or night.

There is sufficient lighting to read signs everywhere along the route.

Changes in floor surface material (e.g. textures, colors) indicate different destinations along the route.

Rooms along the route have signs.

Room signs are in a format that you can use.

The route avoids areas of extreme temperatures or dust.

There are covered connections between buildings (e.g., skybridge, tunnel).

The route does not cross areas where vehicles travel.

None of the above.

Which characteristics describe any of the routes that you use that cross the flow of traffic (e.g., areas where forklifts travel)? Please select all that apply.

The crossing is marked with high contrast color or lines.

The crossing is marked with changes in surface materials or textures.

Page entry logic: This page will show when: Question "Routes within the company/organization involve: (check all that apply)" has one of the following answers ("A full level change (e.g., to another floor)", "A flight of 6 or more steps (not including fire escapes)")

Travel Within the Organization: Level Changes - Stairs

Describe the level changes that you encounter when traveling around the company/organization.

Logic: Show if "If there are level changes, what do you use to travel around the company/organization? Please select all that apply." has one of the following answers ("A set of 2-5 steps")

Characteristics of any of the sets of 2-5 steps include: (check all that apply)

- I don't know (I bypass the steps)
- Handrails located on both sides of the steps.
- Handrails located on only one side of the steps.
- Contrasting color on the edges of the steps.
- Sufficient lighting to ensure that step edges would be clearly visible, day or night.
- Textured surfaces on the ground or floor at the top of sets of steps.

Logic: Show if "If there are level changes, what do you use to travel around the company/organization? Please select all that apply." has one of the following answers ("A set of 6 or more steps")

Characteristics of any of the flights of 6 or more steps include: (check all that apply)

- I don't know (I bypass the steps)
- Handrails located on both sides of the steps.
- Handrails located on only one side of the steps.
- Contrasting color on the edges of the steps.
- Sufficient lighting to ensure that step edges would be clearly visible, day or night.
- Textured surfaces on the ground or floor at the top of sets of steps.

Page entry logic: This page will show when: Question "If there are level changes, what do you use to travel around the company/organization? Please select all that apply." has one of the following answers ("A ramp")

Travel Within the Organization: Level Changes - Ramps

Describe the level changes that you encounter when traveling around the company/organization.

Characteristics of any of the ramps include: (check all that apply)

- Ramp surfaces that are firm, stable, and relatively smooth.
- Space provided along the ramp for people to rest without blocking other employees.
- Handrails located on both sides of the ramp.
- Handrails located on only one side of the ramp.
- Textured surfaces on the ground or floor at the top of the ramp.

Page entry logic: This page will show when: Question "If there are level changes, what do you use to travel around the company/organization? Please select all that apply." has one of the following answers ("An elevator")

Travel Within the Organization: Level Changes - Elevators

Describe the level changes that you encounter when traveling around the company/organization.

Characteristics of any of the elevators include: (check all that apply)

- Space to hold at least four people.
- An elevator call button that can be reached from a seated position.
- Buttons for selecting all floors that can be reached from a seated position.
- Elevator buttons that have Braille, raised numbers, or other tactile labels to indicate floors.
- A key or keycard is required to use the elevator.
- Specific tones or announcements that indicate elevator car arrival.
- Sounds outside the elevator car that indicate the direction of travel.
- Sounds inside the elevator car that indicate the current floor.
- Visual signals that indicate elevator car arrival (e.g., light over elevator door).
- Visual signals outside the elevator car that show the direction of travel (e.g., lit arrow).
- Visual signals inside the elevator car that display the current floor.
- There is ample time to enter the elevator once it arrives.

Travel Within the Company/Organization - Doors

Are there any doors along these routes (e.g., door separating customer and employee areas) that are typically closed and need to be opened?

Yes

No

Logic: Show if "Are there any doors along these routes (e.g., door separating customer and employee areas) that are typically closed and need to be opened?" has the answer ("Yes")

Which characteristics describe any of the doors on these routes that are typically closed and need to be opened?

Logic: Show if "Are there any doors along these routes (e.g., door separating customer and employee areas) that are typically closed and need to be opened?" has the answer ("Yes")

Check all of the ways these doors are unlocked during business hours.

Does not apply (they are already unlocked).

With a push button, directly (e.g., remote control) or indirectly (e.g., intercom button).

With a proximity-based access card.

With a swiped access card.

With a keypad (e.g., code entry).

With a key.

Logic: Show if "Are there any doors along these routes (e.g., door separating customer and employee areas) that are typically closed and need to be opened?" has one of the following answers ("Yes")

Check all of the ways these doors open.

Automatically with a sensor.

Mechanically after being activated with an access card, keypad or push button (including intercom).

With power assist only, by pushing or pulling.

Manually only, by pushing or pulling.

Page entry logic: This page will show when: (Question "Check all of the ways these doors are unlocked during business hours." has one of the following answers ("With a push button, directly (e.g., remote control) or indirectly (e.g., intercom button).", "With a proximity-based access card.", "With a swiped access card.", "With a keypad (e.g., code entry).", "With a key.") OR Question "Check all of the ways these doors open." has one of the following answers ("Mechanically after being activated with an access card, keypad or push button (including intercom)."))

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Continue to think about the routes around the company/organization that are typically used both by you and employees without disabilities. Which characteristics describe any of the doors on these routes that are typically closed and need to be opened?

Logic: Show if "Check all of the ways these doors are unlocked during business hours." has one of the following answers ("With a key.")

Key locks on any of these doors: (check all that apply for either side of the door)

- Would be clearly visible, day or night.
- Can be reached from a seated position.

Logic: Show if "Check all of the ways these doors are unlocked during business hours." has one of the following answers ("With a keypad (e.g., code entry).")

Keypads on any of these doors: (check all that apply for either side of the door)

- Automatically unlock and open the door.
- Would be clearly visible, day or night.
- Can be reached from a seated position.
- Unlock manually-operated doors, and are positioned within reach of the door (without walking or wheeling between them).
- Unlock manually-operated doors, and leave ample time to open the door after unlocking it.
- Use a highly visible font.
- Have tactile cues (e.g., raised dots or "nub" on the 5 key).
- Provide audible feedback (e.g. clicks) when keys are pressed.
- Have large, separated buttons.

Logic: Show if "Check all of the ways these doors are unlocked during business hours." has one of the following answers ("With a push button, directly (e.g., remote control) or indirectly (e.g., intercom button).", "With a proximity-based access card.", "With a swiped access card.") OR "Check all of the ways these doors open." has one of the following answers ("Mechanically after being activated with an access card, keypad or push button")

The power door activation mechanism and/or access control systems (e.g., access card reader) on any of these doors: (check all that apply for either side of the door)

- Automatically unlock and open the door.
- Would be clearly visible, day or night.
- Can be reached from a seated position.
- Unlock manually-operated doors, and are positioned within reach of the door (without walking or wheeling between them).
- Unlock manually-operated doors, and leave ample time to open the door after unlocking it.

Page entry logic: This page will show when: "Check all of the ways these doors open" has one of the following answers ("With power assist only, by pushing or pulling.", "Manually only, by pushing or pulling.")

Continue to think about the routes around the company/organization that are typically used both by you and employees without disabilities. Which characteristics describe any of the doors on these routes that are typically closed and need to be opened?

Characteristics of any of these doors that are opened manually by pushing or pulling, with or without power assist, include: (check all that apply for either side of the door)

- Space to reach the handle and be clear of the door swing while pulling the door open.
- Push/pull without a latch.
- Push /panic bar.
- Lever handle.
- Doorknob.
- Thumb latch.
- Key-operated latch release.
- Lightweight wood or metal with a hollow core.
- Primarily solid wood, with or without a small glass window.
- Primarily solid metal, with or without a small glass window.
- Primarily glass.

Page entry logic: This page will show when: "Check all of the ways these doors open" has one of the following answers ("Automatically with a sensor.", "Mechanically after being activated with an access card, keypad or push button.")

Continue to think about the routes around the company/organization that are typically used both by you and employees without disabilities. Which characteristics describe any of the doors on these routes that are typically closed and need to be opened?

Characteristics of any of these doors with powered openers include: (check all that apply)

- An audible warning before or during opening.
- An opening mechanism that makes noise and can be heard.
- Ample time to go through the door after activating the opener.

Work Spaces and Workstations

The following question asks for more details about the work spaces and workstations described earlier (e.g., private space with one user). Please answer for the workstation that you use the most.

Which characteristics describe the workstation that you use most often? Please select all that apply.

- You can get to all work and seating areas in the space.
 - Work surfaces are provided at different heights or are height adjustable.
 - Chairs are height adjustable.
 - Chairs have postural support (e.g., upper back or lumbar support).
 - You can use all equipment (e.g., computer, phone, cash register).
 - There is sufficient lighting to ensure that equipment, materials, signage, and obstacles would be clearly visible.
 - Lighting, whether artificial or natural, can be adjusted (e.g., brightened/dimmed, repositioned, reduced with blinds) by the people using the space.
 - Background noise levels typically are low enough to hear and understand coworkers.
 - You are able to operate thermostats, fans, heaters, or other equipment to adjust the room temperature.
 - None of the above.
-

Page entry logic: This page will show when: "How many of the meeting spaces can be used by you in person (i.e., not via teleconference)?" has one of the following answers ("All available meeting spaces", "Most meeting spaces (50% or more)", "Some meeting spaces (less than 50%)")

Meeting Spaces

Next, describe the characteristics of the meeting spaces that you use.

Are all of the doors to all of the meeting spaces that you use opened automatically?

- Yes
- No
- Does not apply (none of the spaces have doors)

Logic: Show if "Are all of the doors to all of the meeting spaces that you use opened automatically?" has one of the following answers ("No")

Which characteristics describe any of the doors that are not opened automatically? (check all that apply for either side of the door)

- Space to reach the handle and be clear of the door swing while pulling the door open.
- Push/pull without a latch.
- Lever handle.
- Doorknob.

Which characteristics describe any of the meeting spaces that you use? Please select all that apply.

- You can get to all work and seating areas in the space.
- Work surfaces are provided at different heights or are height adjustable.
- Chairs are height adjustable.
- Chairs have postural support (e.g., upper back or lumbar support).
- You can use all equipment (e.g., projector, computer, whiteboard, conference phone).
- There is sufficient lighting to ensure that equipment, materials, signage, and obstacles would be clearly visible.
- Lighting, whether artificial or natural, can be adjusted (e.g., brightened/dimmed, repositioned, reduced with blinds) by the people using the space.
- Background noise levels typically are low enough to hear and understand coworkers.
- The space is configured so that employees have a clear line of sight with each other for face-to-face communication.
- You are able to operate thermostats, fans, heaters, or other equipment to adjust the room temperature.
- None of the above.

Page entry logic: This page will show when: "How many of the informal gathering spaces can be used by you?" has one of the following answers ("All available break rooms or lounges", "Most break rooms or lounges (50% or more)", "Some break rooms or lounges (less than 50%)")

Break Rooms / Lounges

Next, describe the characteristics of the spaces that you use where people informally gather (e.g., break room, lounge). Do not include cafeterias in your answers.

Are all of the doors to all of the gathering spaces that you use opened automatically?

- Yes
- No
- Does not apply (none of the spaces have doors)

Logic: Show if "Are all of the doors to all of the gathering spaces that you use opened automatically?" has one of the following answers ("No")

Which characteristics describe any of the doors that are not opened automatically? (check all that apply for either side of the door)

- Space to reach the handle and be clear of the door swing while pulling the door open.
- Push/pull without a latch.
- Lever handle.
- Doorknob.

Which characteristics describe any of the gathering spaces that you use? Please select all that apply.

- You can get to all places within the space.
- Work surfaces are provided at different heights or are height adjustable.
- Counters and sinks provide knee space for seated access.
- Chairs are provided at different heights or are height adjustable.
- Chairs have postural support (e.g., upper back or lumbar support).
- You can use all equipment (e.g., coffee machine, microwave).
- There is sufficient lighting to ensure that equipment, materials, signage, and obstacles would be clearly visible.
- Lighting, whether artificial or natural, can be adjusted (e.g., brightened/dimmed, repositioned, reduced with blinds) by the people using the space.
- Background noise levels typically are low enough to hear and understand coworkers.
- The space is configured so that employees have a clear line of sight with each other for face-to-face communication.
- You are able to operate thermostats, fans, heaters, or other equipment to adjust the room temperature.
- None of the above.

Page entry logic: This page will show when: "How many of the cafeterias can be used by you?" has one of the following answers ("All available cafeterias", "Most cafeterias (50% or more)", "Some cafeterias")

Cafeteria

Earlier, you indicated that your company or organization had one or more cafeterias that are used as a dining space for employees (not as your workspace). Please describe the characteristics of the cafeteria(s) that you use.

Are all of the doors to all of the cafeterias that you use opened automatically?

- Yes
- No
- Does not apply (none of the spaces have doors)

Logic: Show if "Are all of the doors to all of the cafeterias that you use opened automatically?" has one of the following answers ("No")

Which characteristics describe any of the doors that are not opened automatically? (check all that apply for either side of the door)

- Space to reach the handle and be clear of the door swing while pulling the door open.
- Push/pull without a latch.
- Lever handle.
- Doorknob.

Which characteristics describe any of the cafeterias that you use? Please select all that apply.

- You can get to all places within the cafeteria.
- Tables are provided at different heights or are height adjustable.
- Counters provide knee space for seated access.
- Chairs are provided at different heights or are height adjustable.
- You can use all equipment (e.g., drink dispenser, microwave).
- There is sufficient lighting to ensure that equipment, materials, signage, and obstacles would be clearly visible.
- Lighting, whether artificial or natural, can be adjusted (e.g., brightened/dimmed, repositioned, reduced with blinds) by the people using the space.
- Background noise levels typically are low enough to hear and understand coworkers.
- You are able to operate thermostats, fans, heaters, or other equipment to adjust the room temperature.
- None of the above.