



Farm Sanctuary

Accessibility Assessment



FINAL REPORT

Findings and Recommendations

September 2021



ACKNOWLEDGMENTS

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Farm Sanctuary

Accessibility Assessment Summary of Findings and Recommendations

Assessment Dates: May 17–21, 2021

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Assessment Scope

The Eppley Institute’s National Center on Accessibility (Eppley-NCA) contracted with Farm Sanctuary to conduct an accessibility assessment of visitor use areas at their location in Watkins Glen, New York. Specific sites evaluated include the tour path and associated barns, donor recognition area, visitor parking area and pedestrian routes, visitor barn, staff and intern housing (Hilda, Vegan, and Corner Houses), main office, guest cabins, tiny houses, Melrose Small Animal Hospital, and Rainbow Bridge Memorial. The assessment team identified accessibility barriers in all of these locations, referenced throughout this report and in the accompanying action tables.

Prior to the onsite assessment, Eppley-NCA facilitated the development of an equity and inclusion vision statement with respect to individuals with disabilities. This process engaged Sanctuary staff in the development of accessibility-related values and themes. The resulting statement and summary report are included as an appendix to this document.

Purpose, History, and Themes

Farm sanctuaries exist to save animals from harmful environments and to give them their “forever home,” where they are kept safe for the remainder of their lives. Farm sanctuaries were created specifically in response to the violence that farmed animals experience in factory farms (Donaldson & Kymlicka, 2015). There are hundreds of farm sanctuaries in the United States (Compassionate Farming Education Initiative, n.d.). Although sanctuaries have a primary function of rescuing farmed animals, many farm sanctuaries advocate for animal rights and veganism, engage in public outreach and fundraising, and are open to the public in order to help shift perceptions of farmed animals.

Farm Sanctuary was founded in 1986 and is one of the oldest farm sanctuaries in the United States. Their mission is to reduce cruelty against animals, instill compassion, and promote the benefits of a plant-based lifestyle to create incremental change in the fight for animal rights. In addition to rescuing animals and raising awareness about the impact of

the agricultural industry, Farm Sanctuary advocates for the local and national reform of institutional policies regarding factory farming.

Farm Sanctuary has two locations: one in New York and one in California. They collectively have 10,000 visitors per year and house over 900 animals, including pigs, cows, chickens, turkeys, and other farmed animals. Guided by organizational values of compassion, understanding, integrity, transformation, and freedom, the Farm Sanctuary leadership recognizes the inherent value in all beings, including individuals with disabilities.

The meanings and significance visitors take from Farm Sanctuary are embedded in an educational and highly interactive visitor experience. Providing physical and programmatic access to these experiences is paramount to achieving the Farm Sanctuary mission, which references both justice and compassion.

We pursue bold solutions to end animal agriculture and foster just and compassionate vegan living.

FARM SANCTUARY MISSION

The Epley-NCA accessibility site assessment supports the work already accomplished by Farm Sanctuary in the areas of diversity, equity, and inclusion. Further, it provides data for sound decision making and necessary compliance with the Americans with Disabilities Act and other legislation.

The National Center on Accessibility Assessment Approach

The National Center on Accessibility assessment process has been designed to identify barriers to participation for people with disabilities, make recommendations for barrier removal and improved access, and assist facility personnel in long-term planning. Epley-NCA utilizes the American

Disabilities Act standard for program access as a guiding principle for viewing the programs, activities, and services at Farm Sanctuary in their entirety for consideration of barrier removal. The assessment team looks critically at programs for effective communication and equitable opportunities for participation for people who have disabilities related to vision, hearing, mobility, and cognitive processes. This approach focuses the assessment process and outcomes on the visitor experience, beyond the realm of solely the physical environment. The Epley-NCA assessment team views the physical environment as a catalyst for program access and thus forms recommendations for barrier removal with program access at the forefront of the investigative and reporting processes.

At Farm Sanctuary, the assessment team from Epley-NCA conducted an accessibility assessment of the physical elements of the Watkins Glen, New York, site, including the tour path and associated barns, donor recognition area, visitor parking area and pedestrian routes, visitor barn, staff and intern housing (Hilda, Vegan, and Corner Houses), main office, guest cabins, tiny houses, Melrose Small Animal Hospital, and the Rainbow Bridge Memorial. This assessment included three days on-site for primary data collection. The team also spoke with key personnel and reviewed Farm Sanctuary documents to collect information needed to provide a broad range of recommendations for improving access for visitors with disabilities.

Referenced Standards and Guidelines

All places of public accommodation accessed by and open to the public are required to be compliant with The Americans with Disabilities Act's guidelines for accessibility to persons with disabilities. In addition, the requirement of reasonable accommodations extends to providing necessary alternatives so that people with disabilities are not prevented from use of programs, services, and activities of public areas. The following accessibility standards and guidelines are used to identify areas of noncompliance and barriers



to full participation by individuals with disabilities, as well as to inform recommendations for improved access to experiences and the built environment.

The Americans with Disabilities Act (ADA)

The Americans with Disabilities Act is a civil rights law that prohibits discrimination against individuals with disabilities in all areas of public life, including jobs, schools, transportation, and all public and private places that are open to the general public. The purpose of the law is to make sure that people with disabilities have the same rights and opportunities as everyone else. The ADA gives civil rights protections to individuals with disabilities similar to those rights provided to individuals on the basis of race, color, sex, national origin, age, and religion. It guarantees equal opportunity for individuals with disabilities in public accommodations, employment, transportation, state and local government services, and telecommunications.

The ADA is divided into five “titles,” sections that relate to different areas of public life: Title I – Employment, Title II – State and Local Government, Title III – Public Accommodations, Title IV – Telecommunications, and Title V – Miscellaneous Provisions.

Farm Sanctuary falls into Title III, Public Accommodations. This title prohibits private places of public accommodation from discriminating against individuals with disabilities. Examples of

public accommodations include privately-owned, leased or operated facilities like hotels, restaurants, retail merchants, doctor’s offices, golf courses, private schools, day care centers, health clubs, sports stadiums, movie theaters, and so on. Title III of the ADA sets the minimum standards for accessibility for alterations and new construction of facilities. It also requires public accommodations to remove barriers in existing buildings where it is easy to do so

without much difficulty or expense. Title III directs businesses to make “reasonable modifications” to their usual ways of doing things when serving people with disabilities. It also requires that they take steps necessary to communicate effectively with customers with vision, hearing, and speech disabilities.

Title II of the ADA sets the *minimum standards* for accessibility.

The ADA is broken down into 10 chapters.

Chapter 1: Application and Administration,
Chapter 2: Scoping Requirements,
Chapter 3: Building Blocks,
Chapter 4: Accessible Routes,
Chapter 5: General Site and Building Elements,
Chapter 6: Plumbing Elements and Facilities,
Chapter 7: Communication Elements and Features,
Chapter 8: Special Rooms, Spaces, and Elements,
Chapter 9: Built-In Elements,
Chapter 10: Recreation Facilities.

Each chapter provides specific information relating to equitable use and access for individuals with disabilities. Barriers to access and recommendations to improving access can be found in the action tables in Appendix B.

The Architectural Barriers Act (ABA)

The Architectural Barriers Act requires access to facilities that are designed, built, or altered with federal funds or leased by federal agencies. Passed in 1968, it is one of the first laws to address access to the built environment. The law applies to federal buildings, including post offices, social security offices, federal courthouses and prisons, and national parks. It also covers non-federal facilities, such as public housing units and mass transit systems, built or altered with federal grants or loans. The Americans with Disabilities Act of 1990 has similar design mandates but applies to facilities in the private sector and the state and local government sector without regard to federal funding.

Four agencies establish ABA Standards according to guidelines issued by the Access Board: the General Services Administration (GSA), the Department of Defense (DOD), the Department of Housing and Urban Development (HUD), and the US Postal Service (USPS). The latest editions of the ABA Standards issued by GSA, DOD, and USPS are substantively the same and replace the earlier Uniform Federal Accessibility Standards. HUD's update of the standards is still pending. Regulations and directives from these agencies apply the standards to facilities within their purview.

The most recent provisions for outdoor areas developed by the federal government, which address access to trails, picnic and camping areas, viewing areas, and beach access routes, are included in a 2006 revision of the ABA Accessibility Standards. Eppley-NCA recommendations relating to outdoor areas at Farm Sanctuary reference ABA standards as a suggested method for achieving equitable, readily achievable access to the publicly available services and activities provided at the Sanctuary.

Principles of Universal Design

Universal Design is the design of products and environments to be usable by all people, to the greatest extent possible, without the need for adaptation or specialized design. The intent of universal design is to simplify life for everyone by making products, communications, and the built environment more usable by as many people as possible. Universal design

benefits people of all ages and abilities.

The Eppley-NCA recommends application of universal design principles to all components of projects that impact visitor use. Examples include providing recommendations for benches in the outdoor environment, using plain language in publications, installing power-assisted exterior doors, marking van accessible parking spaces uniformly 11 feet wide, and utilizing the advisories in the Architectural Barriers Act Accessibility Standards (ABAAS) when appropriate, due to accessibility issues that contribute to safety risks.

During the accessibility assessment, the Eppley-NCA assessment team identified some barriers to accessibility that are best addressed utilizing the principles of universal design and best practices. The principles of universal design should be applied wherever it is practical to do so. Barriers and solutions that fall into these categories are included in the recommendations and cited as such in the action tables.

Key Findings and Recommendations

This section, arranged by site locations, provides descriptions of identified barriers and the assessment team's recommendations for barrier removal. The corresponding action tables for these locations go into further detail, outlining the criticality and timeframe.

Criticality

Each identified deficiency is rated proportionate with how much it inhibits or prohibits access for someone with a physical, sensory, or cognitive disability. A compiled list of deficiencies grouped by criticality is located in Appendix A. The National Center on Accessibility establishes three levels of criticality: critical, serious, and minor. A similar rating system is presented in consideration of accessibility deficiencies:



Critical: A critical priority is given to those physical or programmatic deficiencies that impact a significantly high number of visitors or prohibit people with physical, sensory, or cognitive disabilities from utilizing a facility or accessing a program.

Serious: A serious priority is given to those physical or programmatic deficiencies that substantially inhibit an individual with a physical, sensory, or cognitive disability from utilizing a facility or accessing a program.

Minor: A minor priority is given to those deficiencies that only slightly inhibit an individual with a physical, sensory, or cognitive disability from utilizing a facility or accessing a program.

Timeframe

An implementation timeframe is provided for each solution. These timeframes are intended to help the Sanctuary transition from an evaluation of deficiencies to an action plan for removing barriers (for more information on action planning, see Section VII of this report). The timeframes were reviewed by the Sanctuary during the data review process. As funding, staffing, or other factors will likely change these timeframes, the Sanctuary should evaluate and update these on a regular basis.

Definitions for timeframes:

Immediate: less than 1 year

Short-term: 1–2 years

Mid-term: 3–7 years

Long-term: more than 7 years

Deficiency Solutions Versus Best Practice Recommendations

Many of the deficiencies noted in the action tables are deficiencies because they do not meet an accessibility standard or program access. These deficiencies need to be addressed because they do not meet a legal requirement. Other deficiencies are identified as best practices. These indicate deficiencies where the proposed solution is recommended because it achieves good universal design and best contributes to providing complete program access, but the barrier is not specifically addressed by or applicable to an accessibility standard. All of these barriers are presented in this report for the Sanctuary's consideration.

Accessibility standards and laws often specify what an element, program, or feature should be doing in terms of accessibility, but not how to achieve that function. An Eppley-NCA accessibility assessment has two parts: (1) identify the barriers that must be corrected, then (2) provide, in consultation with the organization, a corrective action or actions that work best for the site. A barrier, once identified, can be addressed in any way that will remove it, which provides flexibility for the Sanctuary in carrying out these actions.

Sanctuary-wide Considerations

Accessibility Webpage

The Sanctuary website is often the first point of contact for people planning a visit. At this time, Farm Sanctuary has a website accessibility statement available to the public. It is our recommendation to also include the Accessibility Vision Statement on the website. Currently, this statement reads:

Farm Sanctuary is a community that values empathy, compassion, and respect for all living things, including those with disabilities. Our organization promotes freedom, justice, and equity and works for a kinder, more compassionate world.

We recognize that the attitudes, biases, and perceptions of our staff, and the usability of our facilities, have the potential to contribute to larger systems of oppression and injustice. As a result, Farm Sanctuary is actively pursuing bold and innovative solutions to dismantle exclusion and discrimination for individuals with disabilities in its facilities, programs, and activities.

We are committed to fostering community that promotes safety, dignity, and a sense of belonging for all people. There is power in the interconnectedness of all things. We recognize that individuals with disabilities strengthen our community and enrich our work through diverse knowledge, thoughts, and experiences.

We understand that learning is a lifelong process and are dedicated to ongoing improvement and innovation in ourselves and others. To achieve a shared understanding of accessibility, we commit to purposefully seeking input from, and establishing relationships with, the disability community. In our continued pursuit of equity and inclusion, we are committed to promoting full participation, enjoyment, and acceptance in all that we do.

This statement exemplifies Farm Sanctuary's commitment to diversity, equity, and inclusion in programs and facilities and should be made available for public viewing. For a full report on the process used to develop this vision statement, see Appendix C.

Accessibility Guide

Farm Sanctuary shares a packet of information with visitors, donors, and stakeholders. Currently, the packet has some accessibility language, but it should include a specific section or document that highlights accessibility features at Farm Sanctuary.

Gathering the information on accommodations and the accessibility of programs and facilities at the Sanctuary is an important step in providing accessible experiences. These stand-alone documents provide useful resources for both trip planning and on-site navigation and information specifically relevant to visitors with disabilities. They acknowledge the Sanctuary's present conditions, while also demonstrating its commitment to full inclusion. The Accessibility Guide should be a living document; that is, it should be regularly updated so that the public is aware of Farm Sanctuary's offerings. As accessibility improvements are implemented and more accessible features and programs are available for people with disabilities at Farm Sanctuary, the guide should be easily updated for use by individuals with disabilities who are preparing to visit the Sanctuary.

Accommodations

Auxiliary aids and services, such as sign language interpreters and assistive listening devices (ALDs), are widely considered minimally necessary to achieve effective communication with individuals who are deaf or hard-of-hearing. Effective communication is a fundamental requirement of the ADA. Eppley-NCA recommends that staff contact local resources for qualified sign language interpreters and other services not currently offered at the Sanctuary and learn their requirements for minimum advance notice for availability. According to the ADA, a qualified interpreter can be defined as one "who is able to interpret effectively, accurately and impartially, both receptively and expressively, using any necessary specialized vocabulary."

Ensure information about these resources are available to the necessary staff members. Policies and procedures for the request, acquisition, and scheduling of interpreter services, real-time captioning, and live audio description should be developed. The procedures for a visitor to request an interpreter or other auxiliary aids and services should be posted on the accessibility page of the Sanctuary website and should include the amount of advanced notice necessary to make such requests. Continue to include contact information for the

appropriate sanctuary staff person to assist with questions or provide more information.

It is important to remember when providing accommodations that the intent is to meet the individual visitor “where they are” with respect to their disability. For example, adapting the physical setting of a program or facility to accommodate wheelchair use is appropriate; however, it is never appropriate to expect that the visitor will transfer from their chair to one that more easily fits the facility (i.e., is narrower than the standard). In cases where an accommodation is not technically feasible, it is the Sanctuary’s responsibility to provide adequate information to the visitor so that they can make their own determination about access.

Service Animal Regulations

Service animals are used by people with a variety of physical, sensory, and cognitive disabilities. Individuals with disabilities use service animals to improve health, achieve independence, and otherwise facilitate full participation in everyday activities. The ADA defines “service animals” as:

“Dogs that are individually trained to do work or perform tasks for people with disabilities. Examples of such work or tasks include guiding people who are blind, alerting people who are deaf, pulling a wheelchair, alerting and protecting a person who is having a seizure, reminding a person with mental illness to take prescribed medications, calming a person with Post-Traumatic Stress Disorder (PTSD) during an anxiety attack, or performing other duties. Service animals are working animals, not pets. The work or task a dog has been trained to provide must be directly related to the person’s disability. Dogs whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA.”

The Department of Justice revised its regulations for implementing the Americans with Disabilities Act in September 2010. These regulations establish that public entities must be sufficiently prepared to accommodate service animals in their programs and facilities.

Farm Sanctuary should update its own policies to allow individuals with service animals access to all areas of the Sanctuary. At a minimum, some general information about the policies should be posted on the Sanctuary’s webpage, along with a link to relevant regulations on the topic. At this time, Farm Sanctuary is concerned that service animals pose a risk to the farm animals. However, much as we can’t make assumptions about a person’s functional abilities, we also can’t assume that farm animals will be harmed by the presence of a trained service animal. Notably, the ADA does not make an exception for animal containment areas that are open to public circulation (ADA 203.12). Limiting or excluding service animals and individuals who utilize them poses a risk to the civil rights of individuals with disabilities. This should take precedence to any perceived threat to Sanctuary residents.

Audio Description

A tremendous amount of the visitor experience at Farm Sanctuary is derived through visual information. Visitors who are blind or have low vision are unable to obtain the same information as other visitors through these predominately visual programs. Audio description is narration that describes visual content in order to communicate essential details and elements of experiences such as live performances, presentations and events, exhibits, films and videos, and the surrounding environment. Audio description delivery can be provided through a variety of hardware options, software formats, and methods of distribution.

It is our recommendation that Farm Sanctuary purchase a microphone and amplification system to provide live audio description for areas that are accessed on tours. Guides should receive skills training on providing live audio description to make the visual elements of tours more accessible to people with low or no vision. Areas that are accessed independently (without Sanctuary staff) should have stand-alone audio description. A single system could provide audio description for the exhibits and the grounds, or they could be separate systems.

Work with a consultant to determine what equipment would be most appropriate for the Sanctuary’s specific audio description needs. Upon

selection of the equipment, ensure that units are hands-free or have a hands-free option (so that visitors can explore their surroundings tactilely), able to be independently operated, and hearing-aid compatible. Display signage at the main office information desk indicating that audio description is available, and include a notice on the website when the system is established.

When choosing equipment for assistive listening systems and audio description services, consider multi-channel receivers, as it may be possible to combine both services into one system and to also provide the tour in multiple languages. Develop a policy and user-friendly procedure for the loan and return of the equipment needed for both services. Additionally, develop a procedure for storage and distribution of equipment, regular testing, and maintenance of cleanliness and function. Once obtained and ready for use, inform visitors that both services are available through signage, publications, and the website.

A NOTE ON CELL PHONES:

While cell phones are often used as audio tour delivery systems, not all visitors may have a cell phone, or they may prefer not to use it because it depletes the battery. Some people with disabilities rely on cell phones to maintain their independence and must avoid nonessential use. On the other hand, some people prefer the familiarity of their own phone. If cell phones are used to provide audio description, an alternative delivery system should be made available, such as a wand, mp3 player, or a cell phone that can be checked out from the visitor barn or main office. Alternatively, offering a charging system for visitors' phones could be considered. Develop a policy for lending this equipment, as well as procedures for distribution, maintenance, storage, and cleaning of the devices.

Educational programs utilizing information and communication technology shall meet the minimum requirements of the ADA Web Content Accessibility Guidelines (WCAG). The WCAG is an internationally recognized set of guidelines for digital accessibility. Use of new technology, such as cell phones,

smartphones, mp3 players, and portable GPS should include purposeful planning to accommodate the range of needs of people with hearing loss, visual impairments, mobility impairments, or cognitive impairments. Consideration should also be given to the diversity of the Sanctuary visitor population, including those traveling with children, older adults, and large groups.

Publications – Best Practices

Publications offer a wide range of information for visitors; therefore, it is critical that people with disabilities receive the same information, of the same quality, as other visitors. When disseminating publications, it is important to consider the principles of Universal Design so that the teaching and learning products can be usable by all people, to the greatest extent possible, without the need for adaptation or specialized design. The seven principles of Universal Design are: equitable use, flexibility in use, simple and intuitive, perceptible information, tolerance for error, low physical effort, and size and space for approach and use. It's important to integrate these principles when writing and distributing publications for ease of access for individuals with and without disabilities.

When documents are available for the public to take with them, all hard-copy alternate formats (braille, large print) must be available for visitors to take with them as well. Publications provided in electronic format should be included on the Sanctuary's website. Staff should identify a local center for independent living, disability organization, or business that has the ability to translate publications to braille when needed. Secondary publications should include a statement that the publication is available in alternate formats upon request and a minimum length of advanced notice should be provided. When individuals request a document, Farm Sanctuary can work with them to determine the format that best suits their needs.

Informational & Educational Signage

Signage on Farm Sanctuary grounds is lacking in readability and physical accessibility. For example, the



sign at the duck and goose barn is a serif font, which can be difficult to read for individuals with low vision. This particular sign is also located behind a gated area and is installed high on the barn siding. Accessible signs should have basic elements including large, easily readable text; high contrast graphics; audio and tactile components; and dimensions that comply with basic accessibility standards. All signs should be a sans- or simple serif font to enhance readability by individuals with low vision. Signs that are too high or blocked by objects should be relocated to the edge of tour paths to enhance readability by individuals with disabilities. Level, clear, ground space should be available directly in front of signs to ensure there are no protruding objects within the general circulation path. Other things to consider include text size and contrast, complexity and reading level, corresponding audio or audio description components, and tactile or other sensory experiences, as applicable to the setting and content.

Parking and Vehicle Circulation

This is often the first point of contact for visitors on site. From this location, visitors typically proceed along the paved route to the front entrance of the Visitor Barn. There are several parking areas throughout the Sanctuary. Recommendations for each location are provided below.

SUMMARY OF FINDINGS AND RECOMMENDATIONS

Sheep and Goat Barns

Description and recommendations:

Design and designate an accessible parking space at the rear of the Goat Barn that will permit safe



entry and exit from personal vehicles for individuals who require a proximity parking option as an accommodation for their disability. The accessible parking area shall meet all applicable requirements for a van accessible parking space.

Note: This solution to be executed in conjunction with a site policy or procedure for permitting vehicle access to this location on request.

Visitor Parking Area

Description and recommendations:

Currently, in the southwest corner of the Visitor Parking Area, accessible parking signs are mounted too low (20–27 inches). Install signs at accessible spaces on poles so that they are displayed at a minimum of 60 inches above the ground surface (measured to the bottom of the sign).

For current visitor capacity, there are too few spaces designated for accessible parking. Van accessible parking spaces should be added to the lot, utilizing the areas with the least slope (potentially the NW corner of the lot). These spaces should be lined and have signage to indicate parking spots. Farm Sanctuary could also delineate accessible spots by striping or using brightly colored survey marking whiskers.

It is also our recommendation to add a passenger loading zone, marked with signage, for general and event use. This could be located in front of the visitor barn to access the route from the driveway.

At the west end of the parking lot, the slopes in the access aisle, which is unmarked, and nearby



areas exceed the maximum allowed (2%). Consider relocating the accessible spaces to the north side of the lot, where grade is slightly less than the current accessible parking area. Grading would still be required to meet the 2% maximum.

Main Office Parking Lot

Description and recommendations:

The parking spaces in the main office parking lot are not lined and there are no accessible parking spots for a lot that holds an estimated 36 cars.

This lot should have lines or parking whiskers (flexible markers that stick up from the ground) to delineate between spaces. We recommend making two accessible parking spots: one van and one standard. It is recommended to position the access aisle linking the concrete path to the front door.

Tiny Houses

Description and recommendations:

Currently there is no accessible parking at the tiny houses. An accessible space should be designated with space for loading and unloading. The current slope on the road is >8% and is not accessible without regrading. Installing a pad for this purpose would allow for access to the tiny houses.

Melrose Animal Hospital

Description and recommendations:

The parking lot at Melrose Animal Hospital lacks striping to delineate parking spots and access aisle.

The area at the current accessible spot (and toward the south) has ground slope greater than 6%.

Designate one van and one car accessible space on the more level (>2% slope) section of the current lot. (The two spots to the north of the sign have an appropriate slope.) Add appropriate signage at each spot and a shared access aisle.

Other Parking Considerations and Recommendations

Parking information, including the location and number of accessible parking spaces, bus parking, and loading zones, should be made available on the Sanctuary's website. Additionally, information about the distance between accessible parking and other amenities is important and should be included online and on site.

New York State building code requires that all accessible parking spaces be van accessible, making them eight-foot wide, with an eight-foot access aisle. This exceeds the standards for accessible parking in the ADA. In addition, the state code requires that each access aisle have a "no parking anytime" sign permanently installed between 60 inches and 84 inches above grade. Note that the signs cannot interfere with someone's accessible route when using the access aisle. When designing the accessible parking for the various sites at Farm Sanctuary, be sure to consult Building Code of NYS, Section 1106.1.1 to ensure compliance with this higher level of accessibility.

Pedestrian Circulation – Tour Path and Animal Barns

The tour path serves multiple purposes: as a roadway for vehicles and equipment as well as a walking path for tour groups and individuals visiting the Sanctuary. Visitors are led through the facility, along the road/path and are able to view informational signs and animals in both indoor and outdoor enclosures.

SUMMARY OF FINDINGS AND RECOMMENDATIONS

Accessible Pedestrian Routes

The tour route is sometimes modified to include going into the pastures to interact with the animals, depending on where they are. The proposed designated accessible route should include information that lets visitors know that while every effort has been made to designate accessible viewing areas, they may not be able to see the animals up closely. Close interactions with the animal residents may require routing over natural surfaces which can be uneven and difficult to navigate under adverse weather conditions.

In general, accessibility improvements to the animal living areas and pastures are not recommended unless such improvement would be beneficial for human guests and animal residents alike. An accessible route and viewing area immediately adjacent to each of the barns or pastures that allows for animal viewing opportunities is required to provide equitable opportunities for viewing and interaction with animal residents by persons with disabilities.

Accessible Viewing Opportunities

Accessible viewing opportunities are essential to ensure that all visitors can have the full Farm Sanctuary experience. Currently, there are not enough accessible viewing opportunities throughout program areas and animal enclosures to ensure an equitable opportunity to benefit from the on-site experiences afforded to visitors with disabilities.

SUMMARY OF FINDINGS AND RECOMMENDATIONS

The Farm Sanctuary animal care team will have to determine a method for providing accessible viewing opportunities and promote animal safety, containment, and well-being. Eppley-NCA recommends adding the following accessible viewing opportunities:

- Main tour path: adjacent to the cow pasture, Wisconsin barn, pig pasture, new chicken barn, goat pasture, and chicken and turkey pasture
- Animal care barns
- Proposed legacy donor area, overlooking the pond

Details on the proposed accessible viewing opportunities and their specifications can be found in the action tables located in the appendix.

Farm Sanctuary invests in maintaining and replacing fencing each year. Once an equitable solution is determined for animal care and accessibility, staff should plan to implement the design as fencing is scheduled to be replaced and repaired.

Accessible Seating Opportunities

SUMMARY OF FINDINGS AND RECOMMENDATIONS

There are a variety of seating options currently provided and proposed on the grounds of the animal care campus. Benches and picnic tables are currently available in dispersed locations with no accessible route provided to those features. Benches and picnic tables each provide different experiences for seating, rest, reflection, education, and other purposes. Wherever benches are provided on the grounds, they should be provided along an accessible route and include an associated clear ground space for companion seating. Wherever picnic tables are provided, they should be installed along an accessible route, have clear space on all usable sides, and include at least one wheelchair seating space integrated into the table design. Eppley-NCA recommends that an accessible seating option be provided in each of the previously mentioned proposed accessible viewing locations.

Multi-Sensory Experiences

Multi-sensory experiences are necessary for effective communication and equitable experiences for people with and without disabilities. Rather than having separate exhibits and learning opportunities for individuals with disabilities, create these experiences as available for everyone to promote inclusivity. This recommendation most directly applies to guided tours, self-guided tours, visitor barn exhibits, and educational elements (signage and tactile models) recommended for the animal care barns.



SUMMARY OF FINDINGS AND RECOMMENDATIONS

Farm Sanctuary should provide more opportunities for tactile and multi-sensory exploration. The following items are recommended as priorities: a tactile map or model of the grounds, including the location of the tour path and barns, and scale models of the animal inhabitants depicting the variety and differences in breeds, sizes, and types (e.g., sheared vs. un-sheared sheep, emaciated vs. healthy cows, turkeys vs. chickens). It is highly recommended that the tactile opportunities be installed in locations that are meaningful to the items being depicted. For example, tactile models of sheep should be provided in or adjacent to the sheep barn. Any tactile elements should be installed in consideration of accessible reach range requirements for adults and children, be provided along accessible routes, and include associated clear ground space. An audio component accompanying the tactile features and any associated signage is strongly recommended.

Other Location-Specific Findings and Recommendations

Visitor Barn

The Visitor Barn is the first point of contact for all visitors to Farm Sanctuary. In this location, visitors check-in with staff prior to going on self-guided tours, view and interact with exhibits and educational displays, gather brochures and other

literature, purchase items from the gift shop, receive an orientation and safety briefing for guided tours, and view the informational video. The site also serves as the starting point for all self-guided and staff- or volunteer-led tours. The public restrooms in this location also serve the guest cabins. A breakfast room is available for guests staying in overnight bed-and-breakfast accommodations. Staff offices are located on the second floor and various storage rooms are available to staff only. A large open field at the rear of the Visitor Barn serves as a multi-use space for special events and various seating options (picnic tables and Adirondack chairs) are provided on the expansive back porch overlooking the field and other site features. The restroom and shower facilities at the rear of the Visitor Barn are used by day-use visitors (restrooms only) and overnight guests staying in the cabins.

SUMMARY OF FINDINGS AND RECOMMENDATIONS

The front and back entrances of the Visitor Barn have ramps but both require improvements to meet ADA standards. The door leading into the barn requires improvements and repair to prevent sticking and the doors in the bed-and-breakfast room and the Kid's Korner also require attention. A plethora of fixtures, both in and outside the barn (brochure holders, doorbell, light switches, TVs, first aid kits, sinks, hooks, etc.) need to be lowered to allow for ease of access and all obstructions and barriers in the immediate vicinity of these fixtures should be removed. In some instances, such as the corner shelf and the TV in the bed-and-breakfast

room and the racks in the gift shop, an object should be added underneath so that someone who is blind or who has low vision can easily detect the protruding object. There are also bathrooms located within the Visitor Barn that require immediate attention. From adding compliant signage next to doors to removing dangerous objects, corrective action needs to be taken to address these deficiencies. It is important to install handrails and edge protection along ramps and stairways for added safety. Additional details relating to deficiencies and corrective actions can be found in the action tables.

Staff and Intern Housing

The staff housing is provided for employees and at present does not require accessibility accommodations. The recommended solutions would be required upon request and could be offered as an amenity to potential future staff. In order to further the Sanctuary's commitment to diversity, equity, and inclusion, accessible housing is a critical piece of attempting to recruit a diverse workforce.

SUMMARY OF FINDINGS AND RECOMMENDATIONS

The criticality of corrective action in staff and intern housing is mostly minor. Addressing deficiencies in the entryways to all the houses will allow for ease of operation and safety when entering the dwelling. The appliances should be updated to devices with front controls and low reach ranges. There are several long-term projects including widening door frames, renovating bathrooms, and reconstructing stairs, ramps, and pathways. All fixtures within the houses should also be lowered. Specifications for all recommendations can be found in the action tables.

Main Office

The office is primarily for staff use but does have a small office with information for visitors who arrive when the facility is not open for guided tours. There is a restroom and group meeting room and library as well.

SUMMARY OF FINDINGS AND RECOMMENDATIONS

Corrective actions and recommendations at the

main office range from critical to serious. The parking lot and paved path to the front entrance both require immediate attention. Lowering the alarm system and the thermostat will ensure that an individual using a wheelchair or a person who has a short stature can access them. There are several critical repairs and updates necessary to improve the safety and accessibility of the bathroom. Details of these corrective actions can be found in the action tables.

Guest Cabins

There are three guest cabins available for overnight accommodations, one of which has a ramped egress. Visitors who stay in these cabins use the nearby visitor barn restrooms and showers.

SUMMARY OF FINDINGS AND RECOMMENDATIONS

There are only a few corrective actions suggested for the guest cabins. Reconstructing a ramp and rebuilding stairs will improve ease of access upon entering the cabins. Similarly, adding accessible hardware to the door will help accommodate individuals with less hand dexterity or strength. Lastly, lowering the interior fixtures will be of critical importance to accommodate individuals using a wheelchair or of shorter stature.

Tiny Houses

There are currently three tiny houses on site, which include kitchenettes and offer overnight guest accommodations. Farm Sanctuary would benefit from building a fully accessible tiny house and employing an advanced reservation system for the tiny houses. This would ensure that the accessible unit is reserved as the last available option, should other units be reserved to capacity. This would also help visitors who require accommodations feel more comfortable and confident about their stay at the Sanctuary. This reservation system could also be used at the guest cabins.

SUMMARY OF FINDINGS AND RECOMMENDATIONS

At this time, there is no designated parking area for the tiny houses. Creating a parking pad and adding



ramps with accessibility features would allow for greater access to the tiny houses. The lack of an under-counter cutout at the sink in the kitchen prevents full access by someone using a wheelchair or needing other physical assistance. The microwave and the rods in the bedroom are both out of accessible reach. In addition to the recommendations made in the action table for the existing houses, Eppley-NCA also recommends that Farm Sanctuary combine all of these corrective actions in the creation of a new tiny house that meets ADA standards, adjacent to the current houses.

Action Planning

The summaries in this report and the corresponding action tables represent Eppley-NCA's recommendations for barrier removal. Where specific solutions are not stipulated, it is the Sanctuary's responsibility to consider all possible solutions and determine the most feasible option that will provide the required access. Some solutions, such as providing accessible parking and access or modifying exhibit displays, may require significant time and funding.

Upon receipt of the assessment data and report, it will be critical for Sanctuary personnel to review and embark on a series of actions to continue planning

for improved access to the programs and facilities at Farm Sanctuary. Sanctuary senior management is encouraged to establish a core accessibility management team with representation from various divisions. Representation should include individuals with decision-making authority in order to appropriately prioritize funds while assuming responsibility for compliance oversight. The core accessibility management team should be convened to prioritize accessibility improvements, review procedures, and ensure policies are consistent with accessibility legislation.

A process to review and prioritize corrective actions to improve access for visitors with disabilities should be developed. In addition, a strategy and timeline should be outlined to conduct accessibility assessments of facilities and programs as they are changed or updated. Any deficiencies should be documented and proposed corrective actions can be cost estimated for future planning and budget requests.

A process to review all new construction and renovation plans or designs should be implemented to ensure the minimum accessibility standards and guidelines are appropriately applied and opportunities for the application of universal design are seized. In addition, a process to inspect all construction projects for compliance with the

minimum accessibility standards and guidelines should be established.

Farm Sanctuary should provide training for full-time staff, seasonal staff, and volunteers on select topics including the application of the accessibility standards and guidelines for Sanctuary maintenance, the principles of universal design, program access, methods for developing accessible educational programs, the accommodation process, techniques for interacting with people with disabilities, and the use of people-first language.

Tour guides and other education staff should receive more specific training on the provision of audio description for people with visual impairments and tailoring talks for people with cognitive impairments. Frontline customer service staff should also receive a seasonal update on accessibility improvements in order to field or refer questions on accessibility from the public. Staff should be trained on the use of the available auxiliary aids, such as the assistive listening system, and a routine maintenance program for auxiliary aids and other accessibility equipment should be instituted.

To ensure Farm Sanctuary continues to meet the needs of visitors with disabilities, a system of ongoing evaluation of the Sanctuary's programs, services, and activities should be developed and instituted. All visitors must have equal access to participate in and benefit from all programs and services, regardless of ability. Sanctuary staff is encouraged to contact the National Center on Accessibility to discuss possible solutions to any accessibility issue to ensure compliance is met and program access is guaranteed.

The Eppley-NCA team supports the work already accomplished by Farm Sanctuary in the areas of diversity, equity, and inclusion. Lessons learned throughout the accessibility visioning and evaluation process should be applied to Farm Sanctuary as a whole, including making upgrades to facilities and experiences at Farm Sanctuary's California location. By removing barriers and improving program access, Farm Sanctuary will further its goal of promoting freedom, justice, and equity and working for a kinder, more compassionate world.

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Appendix A.

List of Deficiencies by Criticality and Timeframe

Locations and corrective actions listed within each level of criticality. Please see the corresponding action tables for the complete description of each deficiency and the recommended solution.

Critical

Critical—Immediate

PAVED PATH FROM LOT TO VISITOR BARN

Location: Transition from lot to paved path

Corrective Action: Bevel pavement

PAVED PATH FROM LOT TO VISITOR BARN

Location: Landing at bottom of rear ramp to Visitor Barn

Corrective Action: Eliminate change in level

PAVED PATH FROM LOT TO VISITOR BARN

Location: Bed & Breakfast after hours check-in

Corrective Action: Lower rack for paperwork/key retrieval

VISITOR BARN

Location: Front entrance

Corrective Action: Perform maintenance to front doors to increase ease of opening

VISITOR BARN – EXHIBITS AND VISITOR INFORMATION

Location: Wall-mounted Information racks

Corrective Action: Remove barriers and rearrange information

VISITOR BARN – EXHIBITS AND VISITOR INFORMATION

Location: Visitor Barn - Television

Corrective Action: Lower television monitor

VISITOR BARN – EXHIBITS AND VISITOR INFORMATION

Location: Visitor Barn – Posters and other printed media

Corrective Action: Adjust height of posters, redesign some sections for readability

RESTROOM HALLWAY, VISITOR BARN

Location: Doorway from main barn area to hall with restrooms

Corrective Action: Eliminate change in level

RESTROOM HALLWAY, VISITOR BARN

Location: Interior hall at restrooms

Corrective Action: Lower kit to within reach range

RESTROOM HALLWAY, VISITOR BARN

Location: Interior hall at restrooms

Corrective Action: Remove protruding objects

RESTROOM HALLWAY, VISITOR BARN

Location: Interior hall at restrooms

Corrective Action: Remove dangerous object

VISITOR BARN – PROGRAMMING AND VISITOR EXPERIENCE

Location: Visitor Barn – Introductory Video

Corrective Action: Record video with captioning and audio-description

VISITOR BARN

Location: Visitor Barn - Kid's Korner

Corrective Action: Increase height of door

VISITOR BARN

Location: Visitor Barn - Bed & Breakfast Room

Corrective Action: Place object underneath corner shelving

VISITOR BARN

Location: Visitor Barn – Gift Shop

Corrective Action: Place object on floor under hangers

VISITOR BARN

Location: Visitor Barn – 3 Back Barn Doors

Corrective Action: Place non-slip mat over gap

VISITOR BARN

Location: Visitor Barn – Kid's Korner

Corrective Action: Regular review of movable objects

MAIN OFFICE

Location: Main Building (Office) - Parking Lot

Corrective Action: Line parking lot & add 1 van and 1 standard accessible parking spot with access aisles

MAIN OFFICE

Location: Main Building (Office) - Front entrance

Corrective Action: Trim hedges to widen path, fill in gap in pavement, decrease change in surface level

MAIN OFFICE

Location: Main Building (Office) - 1st Floor Hallway

Corrective Action: Change doorknobs to lever handles

MAIN OFFICE

Location: Main Building (Office) - 1st Floor Hallway

Corrective Action: Place object under coat rack

MAIN OFFICE

Location: Main Building (Office) - Bathroom

Corrective Action: Wrap pipes, move cabinet, install toilet seat, install grab bars, lower fixtures

MAIN OFFICE

Location: Main Building (Office)

Corrective Action: Install handrails along stair flight

GUEST CABINS

Location: Door

Corrective Action: Add transition plate and change handle

GUEST CABINS

Location: Interior fixtures

Corrective Action: Lower fixtures

MELROSE ANIMAL HOSPITAL

Location: Parking lot

Corrective Action: Create accessible parking

Critical—Short-term

TOUR PATH & ASSOCIATED BARNES

Location: Main Tour Path

Corrective Action: Provide seating and shade areas along tour path

TOUR PATH & ASSOCIATED BARNES

Location: Route to Cow Pasture Entrance

Corrective Action: Provide accessible route between roadway and cow pasture entrance

VISITOR BARN

Location: Front entrance

Corrective Action: Replace ramp leading to front door

VISITOR BARN

Location: Visitor Barn – Second Floor

Corrective Action: Add bilateral handrails and risers to stairways and switch doorknob to lever handle

VISITOR BARN

Location: Visitor Barn – Back Porch

Corrective Action: Add edge protection along entire length of porch and add bilateral handrails and risers to stairways

VISITOR BARN

Location: Visitor Barn – Back Ramp

Corrective Action: Reconstruct ramp

Critical—Mid-term

TOUR PATH & ASSOCIATED BARNES

Location: Tour Path/Shelter Road

Corrective Action: Designate accessible path throughout shelter campus

TOUR PATH & ASSOCIATED BARNES

Location: Grounds

Corrective Action: Provide accessible picnic area

TOUR PATH & ASSOCIATED BARNES

Location: Farm Sanctuary Grounds, Tour Path, and Animal Care areas

Corrective Action: Provide tactile elements

PAVED PATH FROM LOT TO VISITOR BARN

Location: Landing at foot of ramp to front porch

Corrective Action: Remove and extend ramp

WOMEN'S RESTROOM, VISITOR BARN

Location: Restroom Stall

Corrective Action: Reconfigure stall and replace toilet and fixtures

MEN'S RESTROOM, VISITOR BARN

Location: Sink area

Corrective Action: Lower fixtures

MEN'S RESTROOM, VISITOR BARN

Location: Restroom Stall

Corrective Action: Reconfigure stall and replace toilet and fixtures

MEN'S RESTROOM, VISITOR BARN

Location: Urinal

Corrective Action: Lower urinal

MEN'S RESTROOM, VISITOR BARN

Location: Shower Room and Stalls

Corrective Action: Lower fixtures and relocate outlet

GUEST CABINS

Location: Exterior Ramp, Cabin #2

Corrective Action: Reconstruct ramp

GUEST CABINS

Location: Exterior, stairs

Corrective Action: Rebuild steps

TINY HOUSES

Location: Outside path from road

Corrective Action: Connection ramp and parking pad

TINY HOUSES

Location: Front porch

Corrective Action: add ramp and accessibility features

TINY HOUSES

Location: Doors

Corrective Action: Install ramp

TINY HOUSES

Location: Bathroom

Corrective Action: Install handheld shower head and grab bars, lower items, insulate pipes

MELROSE ANIMAL HOSPITAL

Location: Restroom

Corrective Action: Redesign cabinet

MELROSE ANIMAL HOSPITAL

Location: Lobby

Corrective Action: Lower features

Serious

Serious—Immediate

TOUR PATH & ASSOCIATED BARNS

Location: Goat barn

Corrective Action: Relocate fixtures

TOUR PATH & ASSOCIATED BARNS

Location: Grounds, Pig Barns

Corrective Action: Relocate/lower survey box

VISITOR PARKING AREA

Location: Parking Lot, SW corner

Corrective Action: Raise sign height

VISITOR PARKING AREA

Location: Parking Lot

Corrective Action: Add accessible parking spaces

VISITOR PARKING AREA

Location: Parking lot, West end

Corrective Action: Grading

RESTROOM HALLWAY, VISITOR BARN

Location: Interior hall at restrooms

Corrective Action: Add compliant signage next to doors

VISITOR BARN – PROGRAMMING AND VISITOR EXPERIENCE

Location: Visitor Barn - Bench seating

Corrective Action: Arrange benches for companion seating, provide alternative seats w back/arm support

VISITOR BARN

Location: Visitor Barn – Bed & Breakfast Room

Corrective Action: Change doorknobs to lever handles and perform maintenance to door

VISITOR BARN

Location: Visitor Barn – Bed & Breakfast Room

Corrective Action: Place object under DVD table and television

VISITOR BARN

Location: Visitor Barn – Gift Shop

Corrective Action: Ensure 24" of clear space on countertop with clear ground space directly in front of countertop

VISITOR BARN

Location: Visitor Barn – DVD shelf

Corrective Action: Label and provide accessible DVDs

VISITOR BARN

Location: Visitor Barn – Gift Shop

Corrective Action: Arrange stock to within reach range

MELROSE ANIMAL HOSPITAL

Location: Restroom door

Corrective Action: Add signage, Adjust door closer

Serious—Short-term

TOUR PATH & ASSOCIATED BARNs

Location: Animal Care Barns & Pastures, Various

Corrective Action: Provide accessible viewing spaces

TOUR PATH & ASSOCIATED BARNs

Location: Sheep and goat barns

Corrective Action: Provide accessible parking area

TOUR PATH & ASSOCIATED BARNs

Location: Goat pasture bench seating

Corrective Action: Provide accessible route to seating area

TOUR PATH & ASSOCIATED BARNs

Location: Turkeys & Chickens barn

Corrective Action: Provide accessible route

TOUR PATH & ASSOCIATED BARNs

Location: Hilda's gravesite

Corrective Action: Provide accessible route and seating area

TOUR PATH & ASSOCIATED BARNs

Location: Pig barn adjacent to Hilda's gravesite

Corrective Action: Provide accessible route into barn

TOUR PATH & ASSOCIATED BARNs

Location: Pig barn adjacent to Hilda's gravesite

Corrective Action: Relocate/lower fixtures

TOUR PATH & ASSOCIATED BARNs

Location: Pig barn (tour route)

Corrective Action: Relocate/lower fixtures

TOUR PATH & ASSOCIATED BARNs

Location: Pig barn (tour route)

Corrective Action: Repair change in level at entrance

MAIN OFFICE

Location: Main Building (Office) - Lobby

Corrective Action: Change doorknob to lever handle. Lower alarm system

MAIN OFFICE

Location: Main Building (Office) - 1st Floor Hallway

Corrective Action: Lower thermostat to a height between 15-48 inches

RAINBOW BRIDGE

Location: Memorial area surfacing

Corrective Action: Install stable, compacted surfacing

RAINBOW BRIDGE

Location: Memorial area seating

Corrective Action: Provide accessible seating area and shade structure

Serious—Mid-term

TOUR PATH & ASSOCIATED BARNs

Location: Legacy donor area (proposed)

Corrective Action: Provide accessible route and accessible seating

WOMEN'S RESTROOM, VISITOR BARN

Location: Sink area

Corrective Action: Lower fixtures

WOMEN'S RESTROOM, VISITOR BARN

Location: Shower Room and Stalls

Corrective Action: Lower fixtures and relocate outlet

TINY HOUSE(S)

Location: Kitchen

Corrective Action: Redesign counter and cabinets

RAINBOW BRIDGE

Location: Route to the memorial from end of current paved sidewalk at cabins

Corrective Action: Grade and resurface trail to memorial

Minor

Minor—Immediate

TOUR PATH & ASSOCIATED BARNs

Location: Wisconsin Barn

Corrective Action: Relocate/lower fixtures

Location: Sheep barn

Corrective Action: Relocate/lower fixtures

VISITOR BARN

Location: Front entrance

Corrective Action: Lower brochure holder and doorbell

VISITOR BARN

Location: Visitor Barn

Corrective Action: Lower light switch

RESTROOM HALLWAY, VISITOR BARN

Location: doorway(s) to restrooms

Corrective Action: Fill/bevel change in level

VISITOR BARN

Location: Visitor Barn - Kid's Korner

Corrective Action: Lower information panels, change and enlarge font

VISITOR BARN

Location: Visitor Barn - Alcove

Corrective Action: Lower information pamphlets

VISITOR BARN

Location: Visitor Barn - Bed & Breakfast Room

Corrective Action: Lower wall-mounted phone and thermostat

VISITOR BARN

Location: Visitor Barn – 3 Back Barn Doors

Corrective Action: Perform maintenance on doors, and add D-loop handles

TINY HOUSES

Location: Front room

Corrective Action: Designate accessible location for TV controls

TINY HOUSES

Location: Bedroom

Corrective Action: Lower rods in closets

Minor—Short-term

TOUR PATH & ASSOCIATED BARNs

Location: Rena's Peaceful Pasture

Corrective Action: Relocate signage

TOUR PATH & ASSOCIATED BARNs

Location: Ron's Rescue and Refuge Barn

Corrective Action: Relocate signage

TOUR PATH & ASSOCIATED BARNs

Location: Charlotte's Pasture

Corrective Action: Relocate signage

TOUR PATH & ASSOCIATED BARNs

Location: Turkeys & Chickens Barn

Corrective Action: Relocate signs

TOUR PATH & ASSOCIATED BARNs

Location: Duck & Goose barn

Corrective Action: Relocate signage and lower door locking mechanisms

Minor—Mid-term

TOUR PATH & ASSOCIATED BARNs

Location: Grounds, various

Corrective Action: Provide accessible water hydrants for staff use

TOUR PATH & ASSOCIATED BARNs

Location: Turkeys & Chickens barn

Corrective Action: Replace stairs

TOUR PATH & ASSOCIATED BARNs

Location: Pig barn adjacent to Hilda's gravesite

Corrective Action: Repair staff doorway access

MELROSE ANIMAL HOSPITAL

Location: Front door

Corrective Action: Lower locks and install accessible hardware

MELROSE ANIMAL HOSPITAL

Location: Exterior

Corrective Action: Replace bench, improve seating area, and upgrade signage

Minor—Long-term

STAFF HOUSING – HILDA HOUSE

Location: Hilda House - Entrance

Corrective Action: Reconstruct stairs

STAFF HOUSING – HILDA HOUSE

Location: Hilda House - Entrance

Corrective Action: Switch push button of screen door and doorknob of front door to lever handles

STAFF HOUSING – HILDA HOUSE

Location: Hilda House - Entrance

Corrective Action: Install transition plate or reconstruct threshold of front door

STAFF HOUSING – HILDA HOUSE

Location: Hilda House - Kitchen

Corrective Action: Replace kitchen stove/oven with front controls and refrigerator with bottom drawer freezer

STAFF HOUSING – HILDA HOUSE

Location: Hilda House - Laundry

Corrective Action: Replace washing machine and dryer with front controls and front-load

STAFF HOUSING – HILDA HOUSE

Location: Hilda House – Side Doorway

Corrective Action: Widen doorway and increase maneuvering clearing in hallway to doorway

STAFF HOUSING – HILDA HOUSE

Location: Hilda House - Kitchen

Corrective Action: Lower light switch

STAFF HOUSING – HILDA HOUSE

Location: Hilda House – Doorways

Corrective Action: Widen doorways

STAFF HOUSING – HILDA HOUSE

Location: Hilda House - Bathroom

Corrective Action: Reconstruct Bathroom

STAFF HOUSING – HILDA HOUSE

Location: Hilda House- Side Porch

Corrective Action: Reconstruct stairs

STAFF HOUSING – VEGAN HOUSE

Location: Vegan House – front entrance

Corrective Action: Adding a firm path leading to the front door

STAFF HOUSING – VEGAN HOUSE

Location: Vegan House – front entrance

Corrective Action: Reconstruct front stairs

STAFF HOUSING – VEGAN HOUSE

Location: Vegan House – front entrance

Corrective Action: Reconstruct front porch

STAFF HOUSING – VEGAN HOUSE

Location: Vegan House – front door

Corrective Action: Switch push button of screen door and doorknob of front door to lever handles

STAFF HOUSING – VEGAN HOUSE

Location: Vegan House – front room

Corrective Action: Lower thermostat and light switches

STAFF HOUSING – VEGAN HOUSE

Location: Vegan House – kitchen

Corrective Action: Replace kitchen stove/oven with front controls and refrigerator with bottom drawer freezer

STAFF HOUSING – VEGAN HOUSE

Location: Vegan House – First Floor Bathroom

Corrective Action: Reconstruct bathroom

STAFF HOUSING – VEGAN HOUSE

Location: Vegan House – Door between Kitchen & Back Porch

Corrective Action: Widen doorway and reconstruct threshold

STAFF HOUSING – VEGAN HOUSE

Location: Vegan House – Back Porch

Corrective Action: Reconstruct steps

STAFF RESIDENCE – CORNER HOUSE

Location: Corner House - Outside, front sidewalk and side porch

Corrective Action: Redesign route and add ramp

STAFF RESIDENCE – CORNER HOUSE

Location: Corner House - Exterior doorways

Corrective Action: Make at least one exterior door accessible

STAFF RESIDENCE – CORNER HOUSE

Location: Corner House - House Communications

Corrective Action: Install notification systems

STAFF RESIDENCE – CORNER HOUSE

Location: Corner House - Kitchen

Corrective Action: Replace refrigerator and redesign counter/cabinets

STAFF RESIDENCE – CORNER HOUSE

Location: Corner House - Interior hallway and doors

Corrective Action: Widen doorways and replace knobs

STAFF RESIDENCE – CORNER HOUSE

Location: Corner House - Bathrooms

Corrective Action: Make one bathroom accessible

STAFF RESIDENCE – CORNER HOUSE

Location: Corner House - Living Room

Corrective Action: Lower wall-mounted items

Appendix B.

Action Tables

Please See Supplemental Booklet

Appendix C.

Visioning Report

Farm Sanctuary Accessibility Vision Statement

As part of the accessibility assessment for Farm Sanctuary in Watkins Glen, New York, the Eppley Institute’s accessibility team facilitated a series of meetings to create a vision statement for equity and inclusion of people with disabilities. The Farm Sanctuary leadership saw this as part of a larger process of improving equity, diversity, and inclusion in their programs and facilities. This work was conducted in February 2021.

Farm Sanctuary and Eppley-NCA agreed to hold two one-hour online meetings preceded by the distribution of a short e-course and survey. The invited participants from across Farm Sanctuary’s administration and operations were asked to review the e-course and respond to the survey prior to the first meeting.

Data collection and education

The information collected informed the meetings, and summaries were presented to the workgroup. The survey items are listed in the table below.

Visioning Meeting One - Process

Goals of the first meeting were to: 1) define what “equity and access” means for Farm Sanctuary, and 2) describe how inclusionary accessibility language would be used internally and externally. A common understanding of the vocabulary for accessibility and diversity topics was established by reviewing some of the e-course content and offering a set of definitions for contemplation and by the participants. Results of survey question 1 were shared to highlight the ideas most important to the group (see Image 1).

IMAGE 1. Word cloud of responses to survey question #1.



TABLE 1. Pre-workshop Survey items

Survey Question	Response Type	Purpose
1. Thinking about an inclusive accessibility statement for Farm Sanctuary, what words come to mind?	Open-ended	Focus thinking and define terms
2. How would an inclusive accessibility statement be used at Farm Sanctuary?	Multiple response: Four options and open response	Idea generation and prodding use
3. What conditions at Farm Sanctuary currently detract from an equitable visitor experience?	Multiple response: Five options and open response	Identifying opportunities for growth
4. What conditions at Farm Sanctuary currently contribute to an equitable visitor experience?	Multiple response: Five options and open response	Identifying assets from which to build
5. What are three things that must be included in a Farm Sanctuary inclusive accessibility statement?	Open-ended	Structuring content statement

TABLE 2: Themes and Summative Phrases

Accessibility Vision Themes	
Strength in Community	We are committed to fostering community that promotes a sense of belonging and recognizes the power of diversity.
All People are Included	In the spirit of defining Sanctuary as a necessity for all living things, Farm Sanctuary strives for justice.
Sanctuary for all individuals	<i>the pursuit of a kinder, more compassionate world—a world where every individual is respected and free from harm.*</i>
Alignment with Organizational Values	Farm Sanctuary is an organization that values empathy, compassion, freedom, and integrity for all people, including individuals with disabilities.
Valuing Diversity	We value the contributions of people with disabilities to our community and celebrate the diverse abilities, thoughts, and experiences that enrich our work.
Removing Barriers	<i>organizational values of promoting greater justice, compassion and respect*</i>
Respect	We recognize that the attitudes, biases, and perceptions of our staff and the usability of our facilities have the potential to contribute to larger systems of oppression and inaccessibility in the world. As a result, Farm Sanctuary is actively pursuing bold solutions to dismantle exclusion and discrimination for individuals with disabilities in its facilities, programs, and activities.
Knowledge	To achieve a shared understanding of accessibility, we commit to purposefully seeking input from and establishing relationships with the disability community.
Action- and Change-orientation	In our continued pursuit of equity and inclusion, we are committed to exceeding visitor expectations promoting full participation, enjoyment, and acceptance in our programs and experiences.
Committed Continuous Learning and Improvement	We understand that learning is a lifelong process and are dedicated to ongoing improvement in ourselves and others.
*wording from Farm Sanctuary Anti-Racism Statement, June 2020	

Eppley-NCA shared and highlighted pros and cons of a variety of similar DEI statements for park, recreation, and other outdoor agencies. Then, responses to survey question #5 (regarding what must be included in a statement) were presented and compared to previously identified accessibility statement key components. The Farm Sanctuary list and the researched list were very similar and are listed below.

- Relate to Mission/Vision/Sanctuary
- Acknowledge that this is an ongoing process

- Transparency about the journey and the challenges
- Define the commitment to equity
- Describe what the ideal looks like

At the end of the first meeting, participants met in three breakout groups to brainstorm the words, phrases and sentences to include in their statement. The results from this brainstorming were recorded by the Eppley-NCA facilitators and compiled for the second meeting.

Visioning Meeting Two

Goals of the second meeting were to: 1) Create a statement on equity and access for Farm Sanctuary sites and facilities, and 2) define success factors (indicators) of inclusive experiences at Farm Sanctuary. Eppley-NCA presented the themes from the previous meetings' brainstorm sessions (Table 2) and the process used to discover these themes from the notes. In addition, the Eppley-NCA presented "summative phrases" that captured these themes and reviewed each with the workgroup. The team members provided feedback on these components and then on a draft statement using those statements.

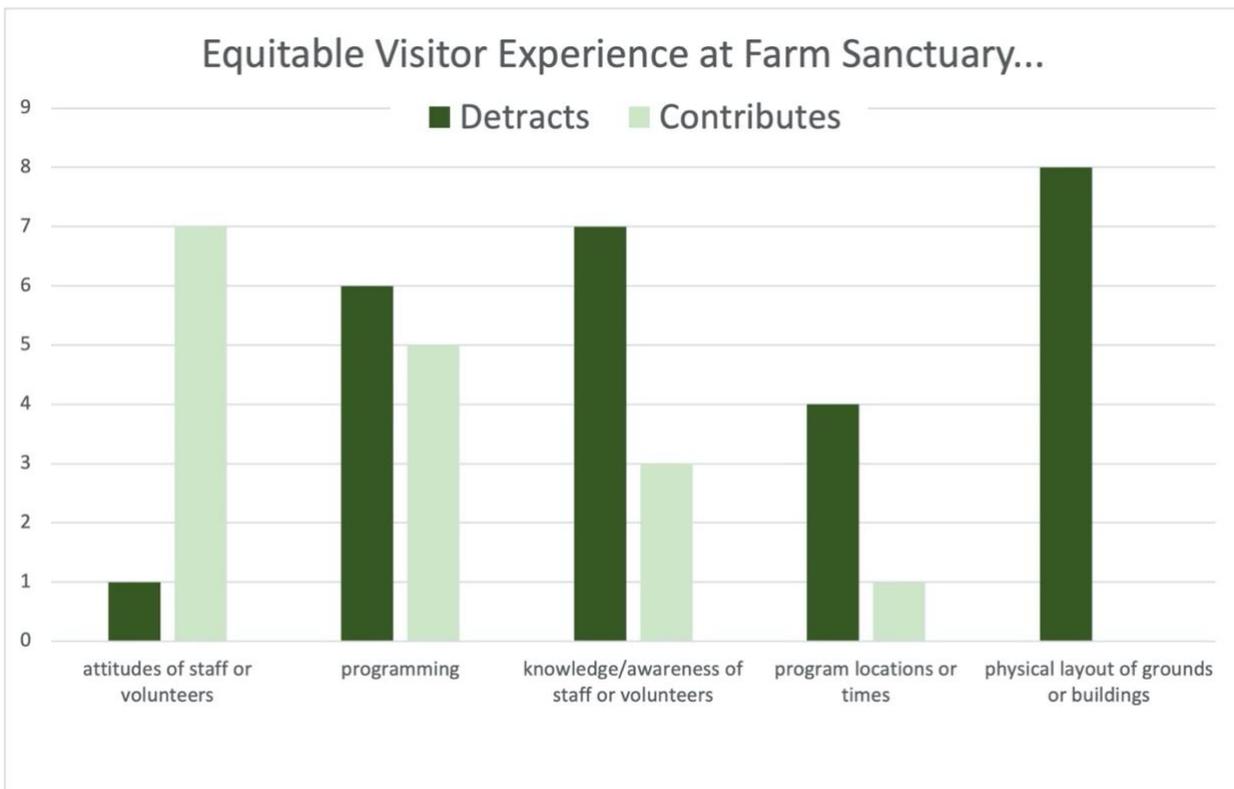
The Eppley-NCA team revised the Vision Statement based on the input and discussion at this second workgroup meeting. The completed statement is meant to be a living document that can be edited as needed to reflect the evolution of Farm Sanctuary's EDI efforts. The second goal for this meeting was then addressed through a presentation and discussion of Farm Sanctuary's accessibility assets and identified areas for growth.

Success Factors

Evaluation of an organization's work toward achieving their stated vision is an ongoing process based on measurable, action-oriented goals that relate directly back to the content of the vision statement. Eppley-NCA identified key phrases from the draft vision statement that could be translated into metrics. For example, wording in the first draft included "a world where every individual is respected and free from harm." Asking visitors, staff, and other stakeholders whether they felt safe and supported when participating with Farm Sanctuary could be a measure for this statement.

Further review of the vision statement to identify these key goal-oriented statements and identifying measures will be an ongoing process. Some suggestions from the workgroup included reviewing hiring and recruitment for evidence of diversity, as well as identifying levels of representation among Farm Sanctuary staff and volunteers. Publicly acknowledging diversity and inclusion with special events was also suggested.

FIGURE 2: Accessibility Assets and Liabilities



More specifically, Farm Sanctuary is encouraged to look at their accessibility assets, those items at their immediate disposal, or that could be easily cultivated, to achieve the success factors for equity and access for visitors with disabilities. Returning to the pre-workshop survey, items three and four asked about things at Farm Sanctuary that contribute or detract from equitable visitor experience. The responses, which can be used to identify where to look for improvements, are presented in Figure 2.

Implementation

In order to operationalize accessibility equity and inclusion across programming and facilities, Farm Sanctuary should consider the following:

- Set a timeline for incorporating people with disabilities into operations at a variety of levels.
- Establish an accessibility advisory board that includes people with disabilities to assist with implementation of accessibility goals.
- Commit to continued learning by identifying training opportunities related to accessibility and inclusion.
- Continue to review and adjust your vision statement and evaluation of your accessibility climate.
- Combine the physical accessibility assessment findings with targets identified in the vision statement to implement holistically.

The above recommendations are both areas for action and evaluation as Farm Sanctuary continues its accessibility equity journey.

Farm Sanctuary Accessibility Vision Statement

Farm Sanctuary is a community that values empathy, compassion, and respect for all living things, including those with disabilities. Our organization promotes freedom, justice, and equity and works for a kinder, more compassionate world.

We recognize that the attitudes, biases, and perceptions of our staff, and the usability of our facilities, have the potential to contribute to larger systems of oppression and injustice. As a result, Farm Sanctuary is actively pursuing bold and innovative solutions to dismantle exclusion and discrimination for individuals with disabilities in its facilities, programs, and activities.

We are committed to fostering community that promotes safety, dignity, and a sense of belonging for all people. There is power in the interconnectedness of all things. We recognize that individuals with disabilities strengthen our community and enrich our work through diverse knowledge, thoughts, and experiences.

We understand that learning is a lifelong process and are dedicated to ongoing improvement and innovation in ourselves and others. To achieve a shared understanding of accessibility, we commit to purposefully seeking input from, and establishing relationships with, the disability community. In our continued pursuit of equity and inclusion, we are committed to promoting full participation, enjoyment, and acceptance in all that we do.

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Appendix D.

Contents of Flash Drive

Referenced Standards and Guidelines

AMERICANS WITH DISABILITIES ACT (ADA) ACCESSIBILITY STANDARDS

Americans with Disabilities Act Accessibility Standards (ADAAS) (2010 Edition)

Americans with Disabilities Act Title III, Section 36 CFR

Outdoor Developed Areas – Guide (2014)

US Access Board: ADA Standards Guide: Drinking Fountains (2020)

US Access Board: ADA Standards Guide: Bathrooms (2020)

US Access Board: ADA Standards Guide: Toilet Rooms (2020)

US Access Board: ADA Standards Guide: Accessible Sports Facilities (2003)

US Access Board: Guidance on Use of the International Symbol of Accessibility (2017)

DEPARTMENT OF JUSTICE (DOJ) GUIDANCE

Service Animals (2017)

Wheelchairs, Mobility Aids, and Other Power-Driven Mobility Devices (2014)

UNIVERSAL DESIGN

Principles of Universal Design

Other Resources

ASSISTIVE LISTENING

The Kennedy Center: Assistive Listening Systems for People with Hearing Loss: A Guide for Museums

Hearing Loss Association of America: Comparison of Large Area Assistive Listening Systems

EXHIBITS AND PROGRAMS

National Endowment for the Arts: Design for Accessibility: A Cultural Administrator's Handbook

National Park Service Program Accessibility Guidelines, v2.4

National Park Service Wayside Guide (2009)

NEW YORK STATE

ComplianceSigns, Inc: Compliance Resource Bulletin: New York – Dynamic “Accessibility Symbol” Laws (2019)



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