Elevator Accessibility Guidelines
Disability Task Force

Date of guideline: 25 September 2014
Approval: Refer to “Standards Update Request”

Guidelines
The purpose of this document is to establish universal accessible guidelines to provide effective and efficient access to and from elevator systems for patients, visitors and staff at Cleveland Clinic facilities.

These guidelines are intended to be for new construction and elevator upgrades only. However, it is the Cleveland Clinic’s desire to accommodate these guidelines for existing conditions where it is readily achievable.

1. **Door opening guidelines.** Door opening times shall comply with ADAAG 407.3.4 (2010), and incorporate the following additional requirements. Door opening times for Cleveland Clinic buildings shall be set at minimum levels for the following conditions:
   a. Door and Signal Timing (definition = the time from lantern and audio notification to time that doors begin to close): follow ADAAG requirements, plus the additional requirement that no door shall close in less than 6 seconds.
   b. Dwell time, hall call (definition = the time that the doors stay open in response to a hall call): follow ADAAG requirements, with the additional requirement that no door shall close less than 5 seconds.
   c. Dwell time, car call (definition = the time that the doors stay open in response to a car call): minimum 3 seconds, 4 seconds preferred (no ADAAG requirement).

   **Reference:**
   ADAAG 407.3.4 Door and Signal Timing. The minimum acceptable time from notification that a car is answering a call or notification of the car assigned at the means for the entry of destination information until the doors of that car start to close shall be calculated from the following equation:
   \[ T = \frac{D}{1.5 \text{ ft/s}} \] or \[ T = \frac{D}{455 \text{ mm/s}} = 5 \text{ seconds minimum} \] where \( T \) equals the total time in seconds and \( D \) equals the distance (in feet or millimeters) from the point in the lobby or corridor 60 inches (1525 mm) directly in front of the farthest call button controlling that car to the centerline of its hoistway door.

2. **Elevator nudging:** Generally, the nudging feature on all elevators that serve patients, visitors, caregivers, and staff should be disabled (no ADAAG requirement).
   a. **Exception:** Elevators dedicated solely to support service functions and do not serve patients, visitors or caregivers, may be exempt. These may include elevators in loading docks, kitchen areas or mechanical spaces that are dedicated to only floors serving those types of back-of-house functions.

3. **Elevator handrails:** Elevator handrails should be required at the interiors of all elevator cabs that exclusively serve patients and visitors. Handrails shall be round (1-1/4” minimum diameter).
   a. **Exception:** Elevators that are dedicated to service activities (EVS, Materials Management, Facilities, etc.) do not need to incorporate round handrails but must comply with ADAAG 505 (2010) as required.
4. **Elevator notification:**
   
a. Visual (in addition to ADAAG requirements):
   
i. Lantern: “Green is up / Red is down” (where manufacturer provides)
   
ii. Performance specification: provide a hall lantern that can be seen from several angles; preferably an internally-illuminated, 3-dimensional indicator sign. A perpendicular hall lantern is also acceptable. Flat, acrylic-faced, LED signs are difficult to see from an angle due to glare issues and should not be incorporated into new and renovated projects, as well as elevator upgrade projects.

b. Auditory:
   
i. Audible signals shall comply with ADAAG requirements for audible signals, specifically ADAAG 407.2.2.3
   
ii. One gong – going up / Two gongs – going down, per ADAAG.
   
iii. Signal decibel level. The background (“ambient”) noise level shall be established at the peak times of elevator usage for each location. The 10 dB above ambient requirement shall be set from these peak ambient levels. Comply, with ADAAG 407.2.2.3, except that the minimum audible signal shall be at least 45 dB.

*Reference:*  
ADAAG 407.2.2.3 Audible Signals. Audible signals shall sound once for the up direction and twice for the down direction, or shall have verbal annunciators that indicate the direction of elevator car travel. Audible signals shall have a frequency of 1500 Hz maximum. Verbal annunciators shall have a frequency of 300 Hz minimum and 3000 Hz maximum. The audible signal and verbal annunciator shall be 10 dB minimum above ambient, but shall not exceed 80 dB, measured at the hall call button.

5. **Obstructions at elevator call buttons:** All efforts should be made such that no obstructions, such as garbage cans, signage, displays, etc., are located in front of elevator call buttons as required in ADAAG 407.2.1.3.

*Reference:*  
ADDAG 407.2.1.3 Clear Floor or Ground Space. A clear floor or ground space complying with 305 shall be provided at call controls.

| ADAAG Advisory 407.2.1.3 Clear Floor or Ground Space. The clear floor or ground space required at elevator call buttons must remain free of obstructions including ashtrays, plants, and other decorative elements that prevent wheelchair users and others from reaching the call buttons. The height of the clear floor or ground space is considered to be a volume from the floor to 80 inches (2030 mm) above the floor. Recessed ashtrays should not be placed near elevator call buttons so that persons who are blind or visually impaired do not inadvertently contact them or their contents as they reach for the call buttons. |

**END OF ELEVATOR ACCESSIBILITY GUIDELINES**