

521 CMR 41.00: SIGNAGE

41.1 GENERAL

The following types of *signage* shall be provided:

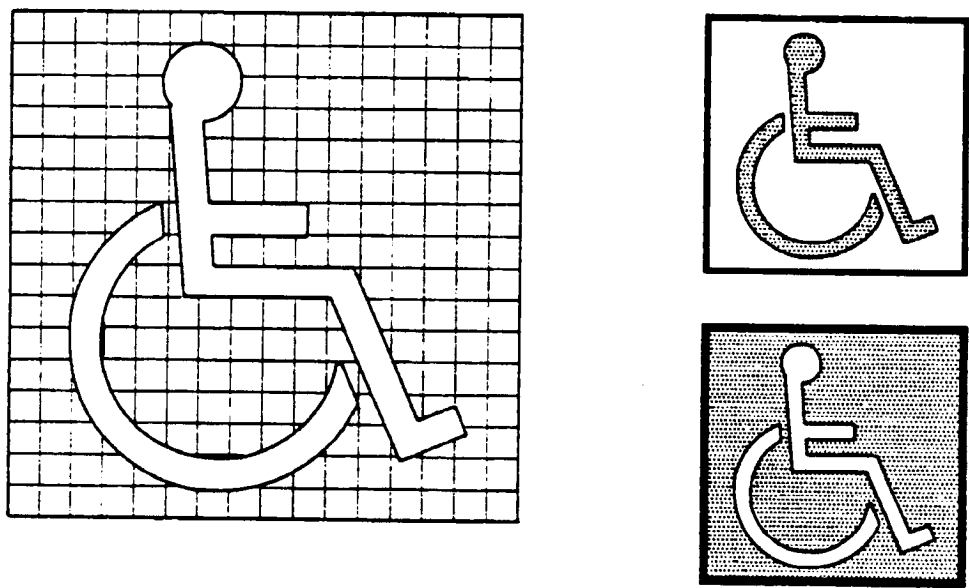
41.1.1 Signs that designate permanent rooms and *spaces* shall comply with **521 CMR 41.2, 41.5 and 41.6**. These include toilet room signs, room numbers, stair signs, etc.

Exception: *Building* directories, menus, and all other signs that are temporary are not required to comply.

41.1.2 Other signs that provide direction to, or information about, functional *spaces* of the *building* shall comply with **521 CMR 41.3, 41.4, and 41.6**.

41.1.3 Elements and *spaces* of *accessible facilities* which shall be identified by the International Symbol of Accessibility (See **Fig. 41a**) and which shall comply with **521 CMR 41.7, Symbols of Accessibility** are:

- a. Parking *spaces* designated as reserved for individuals with disabilities;
- b. Accessible passenger loading zones;
- c. Accessible entrances when not all are accessible (inaccessible entrances shall have directional signage to indicate the route to the nearest accessible entrance);
- d. Accessible toilet and bathing facilities when not all are accessible.
- e. Emergency egress signs, which are required to be illuminated.



International Symbol of Accessibility  
Figure 41a

41.2 MOUNTING LOCATION AND HEIGHT

Where permanent identification is provided for rooms and *spaces*, signs shall be installed on the wall adjacent to the latch side of the door. Where there is no wall *space* to the latch side of the door, including at double leaf doors, signs shall be placed on the nearest adjacent wall.

41.2.1 Mounting location shall allow a person to approach within three inches (3"=76mm) of *signage* without encountering protruding objects or standing within the swing of a door.

41.2.2 Mounting height shall be 60 inches (60"=1524mm) above the finish floor to the centerline of the sign.

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**41.3 CHARACTER PROPORTION**

Letters and numbers on signs shall have a width-to-height ratio between 3:5 and 1:1, and a stroke-width-to-height ratio between 1:5 and 1:10.

**41.4 CHARACTER HEIGHT**

Characters and numbers on signs shall be sized according to the viewing distance from which they are to be read.

41.4.1 The minimum height of suspended or overhead characters is three inches (3" = 76mm) and is measured using an upper case X.

41.4.2 Lower case characters are permitted.

**41.5 RAISED AND BRAILLED CHARACTERS AND PICTORIAL SYMBOL SIGNS**

Shall comply with the following:

41.5.1 Letters and numerals shall be raised one thirty-second of an inch ( $1/32"$  = 0.8mm), upper case, sans serif or simple serif type.

41.5.2 Letters and/or numerals shall be accompanied with Grade 2 *Braille*.

41.5.3 Raised characters shall be at least  $\ominus$  of an inch ( $\ominus$  " = 16mm) high, but no higher than two inches (2" = 51mm).

41.5.4 Pictograms shall be accompanied by the equivalent verbal description placed directly below the pictogram. The border dimension of the pictogram shall be six inches (6" = 152mm) minimum in height.

**41.6 FINISH AND CONTRAST**

The characters and background of signs shall be eggshell, matte, or other non-glare finish. Characters and symbols shall contrast with their background: either light characters on a dark background or dark characters on a light background.

**41.7 SYMBOLS OF ACCESSIBILITY**

Facilities and elements required to be identified as *accessible* by 521 CMR 41.1.3 shall use the international symbol of *accessibility*. The symbol shall be displayed as shown in Fig. 41a.

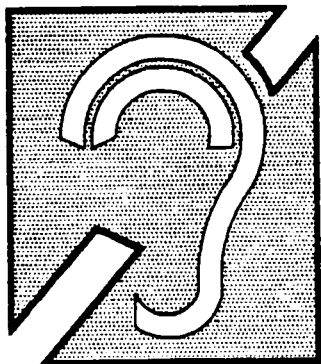
**41.8 VOLUME CONTROL TELEPHONES**

Telephones required to have a volume control under **521 CMR 37.5**, shall be identified by a sign containing a depiction of a telephone handset with radiating sound waves.

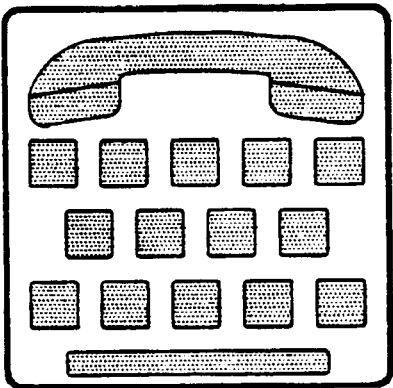
**41.9 TEXT TELEPHONES (TTY)**

*Text telephones (TTY)* required by **521 CMR 37.8, Text Telephones** shall be identified by the international *TTY* symbol (*See Fig. 41c*). In addition, if a facility has a public *text telephone (TTY)*, directional *signage* indicating the location of the nearest *text telephone (TTY)* shall be placed adjacent to all banks of telephones that do not contain a *text telephone (TTY)*. Such directional *signage* shall include the international *TTY* symbol. If a *facility* has no banks of telephones but a public *text telephone (TTY)* is available, the directional signage shall be provided at the entrance (e.g., in a *building directory*).

41.00: continued



International Symbol of Access  
for Hearing Loss  
Figure 41b



International TTY Symbol  
Figure 41c

**41.10 ASSISTIVE LISTENING SYSTEMS**

In *assembly areas* where permanently installed *assistive listening systems* are required by **521 CMR 14.5, Assistive Listening Devices** the availability of such systems shall be identified with *signage* that includes the international symbol of access for hearing loss. See **Fig 41b**.

**41.11 ILLUMINATION LEVELS** (reserved)