

Help Phone Standards

Construction Applications

Version 1.0 June 2003

1. Purpose.

The purpose of this document is to standardize Help Phone equipment and the installation on the campus and property of Duke University.

The focus of this document is to address Help Phone specifications as well as installation issues for new construction projects. Renovation and upgrade projects will be addressed on a case-by-case basis by DUPD-CP.

The goal is to ensure compliance with the relevant statutory requirements and standards as specified in the *Americans with Disability Act Accessibility Guidelines for Buildings and Facilities (ADAAG)*. Purchase and installation of each Help Phone on Duke University property must conform to these guidelines. The complete text of the guidelines is available at www.access-board.gov/adaag/html/adaag.htm

2. Procedure.

The Duke University Police Department has been charged with the responsibility of determining need, placement and equipment specifications as it relates to “Help” telephones throughout the Duke System.

Approval of the location, specific type, purchase and installation of any “Help” telephone is mandated by the Chief of Police.

Contact DUPD Crime Prevention Unit to initiate Help Phone request at 684-2444.

3. Standard Equipment.

Exterior Applications:

Talk-A-Phone ETP-MT Emergency Phone Tower (color NC Duke) with the wording “Help” size 6 5/8”h X 4 3/4”w (color Duke Blue with international symbol for telephone) down each side. Talk-A-Phone ETP-400 Single Button Emergency Phone with the wording “Help” replacing Emergency.

Parking Garage Applications:

Talk-A-Phone ETP-WM Wall Mount Emergency Phone Station (color NC Duke) with the wording “Help” size 3”h X 2 1/2”w (color Duke Blue with international symbol for telephone) down each side. Talk-A-Phone ETP-400 Single Button Emergency Phone with the wording “Help” replacing Emergency.

Cellular Applications: Special Circumstances

Talk-A-Phone ETP-WM Wall Mount Emergency Phone Station (color NC Duke) with the wording “Help” size 3”h X 2 1/2”w (color Duke Blue with international symbol for telephone) down each side. Talk-A-Phone ETP-400 Single Button Emergency Phone with the wording “Help” replacing Emergency.

Elevator Applications:

ADA Indoor Help Phones with the wording “Help” replacing Emergency or other approved Talk-A-Phone Brand Elevator Phone that meets the specific elevator requirements.(Models ETP-100E, EB,M, MB or ETP-103)

4. Placement and Installation Summary.

See complete text of the guidelines at www.accessboard.gov/adaag/html/adaag.htm

Clear floor or ground space

For each telephone, you must provide a clear floor or ground space of at least 30 inches by 48 inches to allow either a forward or parallel approach by a person using a wheelchair. To allow wheelchair access, you must not impede approaches by bases, enclosures, or fixed seats. See 4.31 at <http://www.access-board.gov/adaag/html/adaag.htm#4.31>.

Mounting height

The highest operable part of the telephone must be within the reach ranges specified.

Forward reach

If the clear floor space only allows forward approach to an object, the maximum high forward reach is 48 inches. The minimum low forward reach is 15 inches. If the high forward reach is over an obstruction, reach and clearances must be constructed as shown in www.access-board.gov/adaag/html/fig6c.html.

Side Reach

If the clear floor space allows parallel approach by a person in a wheelchair, the maximum high side reach allowed is 54 inches and the low side reach must be no less than 9 inches above the floor. If the side reach is over an obstruction, the reach and clearances be constructed as shown in www.access-board.gov/adaag/html/fig6c.html.

See www.access-board.gov/adaag/html/adaag.htm#4.31.3.

Projecting objects

Leading edges between 27 and 80 inches above the floor: Telephones or other objects projecting from walls with their leading edges between 27 inches and 80 inches above the finished floor shall protrude no more than 4 inches into walks, halls, corridors, passageways, or aisles.

Leading edges at or below 27 inches above the floor: Objects mounted with their leading edges at or below 27 inches above the finished floor may protrude any amount.

Free-standing objects: Free-standing objects mounted on posts or pylons may overhang 12 inches maximum from 27 inches to 80 inches above the ground or finished floor. Protruding objects must not reduce the clear width of an accessible route or maneuvering space.

Head room: Walks, halls, corridors, passageways, aisles, or other circulation spaces must have 80 inches minimum clear head room. If vertical clearance of an area adjoining an accessible route is reduced to less than 80 inches, a barrier to warn blind or visually impaired persons must be provided.

See www.access-board.gov/adaag/html/adaag.htm#4.4.