



# RATING PLACES

# HOW TO RATE

1

## SEARCH

Search for and select the specific location you want to rate on the AccessNow app by typing in the search bar at the top of the screen. This is going to be the place you are adding to the map.

2

## TAG

Take note of what accessibility features are present and select all relevant tags applicable to the specific location you are rating (ex: accessible washroom, ramp, automatic door, etc.)

3

## RATE

Select the most appropriate level of accessibility of the location. Is it Accessible, Partially Accessible, or Not Accessible? Remember, you are rating based on your understanding. Others can add to this rating later too.

4

## DESCRIPTION

In your own words, describe the location based on your own observation. This is your chance to add as much or as little as you want. Things to note can include friendly staff, table heights, or whatever you deem relevant. Help visualize accessibility of the place by adding photos to your review.

Hit “done” and your pin is now live on the app!

**CONGRATULATIONS, YOU’VE SUCCESSFULLY ADDED A PIN!**

# WRITING A REVIEW

Reviews are a great way to add context to the accessibility rating you give to a place. The more you share, the easier it is for other people to get an idea of what they can expect when visiting a place. Here are a few dos and don’ts to help guide you in writing some stellar reviews.

## WHAT TO DO

- Be clear and concise.
- Describe how to access alternative entrances, if applicable.
- Describe relevant accessibility features that are present at the location.
- Take images of accessibility features that are unique.
- Share your personal experience of the place.

## WHAT NOT TO DO

- Do not leave a review empty without a description.
- Do not describe attributes that are irrelevant to the place’s service or accessibility features.
- Do not speak ill of the staff or slander the business.
- Do not write one-worded reviews, such as “Accessible.”

# PHOTOGRAPHY BEST PRACTICES

- Take pictures with your camera on high resolution, not on the app
  - Get as much light as possible
  - Get close-up shots of the accessibility feature
- Avoid excessive editing or presets (best to upload raw files)





## A GOOD REVIEW

“A very accessible place. The front entrance is barrier-free with automatic doors. The staff were very helpful and rushed ahead to open the second set of doors (which are also power operated). The staff answered all our questions about accessibility. The lounge is spacious. The only areas not accessible are the salt cave and infrared sauna, they both have a lip to get in. This space is not scent-free; there is a diffuser with essential oil smells in the lobby.”



## A BAD REVIEW

“Accessible place. The staff all wear weird uniforms and I don’t like the music they play in the lobby. Overall, it’s nice.”



## A GOOD REVIEW

“Accessible theatre with wide barrier free entrance and automatic doors. There is one lowered counter to pay for tickets and staff also let me know that audio description headsets are available for anyone who needs them. The lobby has a strong smell of popcorn and is very loud and noisy. The entrance to the washrooms have no doors and each has an accessible stall wide enough for a wheelchair to turn. There are grab bars but no automatic features in the washroom.”



## A BAD REVIEW

“I did not like the movie my friends picked to watch tonight. The popcorn was very expensive and tasted stale.”







## A GOOD REVIEW

“This trail is mostly accessible smooth paved paths. Some areas of loose gravel that is a bit bumpy and uneven at times. There are a few picnic tables which do not have a paved path to get to, so you have to traverse through the grass. The terrain has a lot of cracks, where some parts are breaking off, that are hazardous and require some caution to traverse. There was one washroom that was locked so I am not sure if it was accessible inside but there was a ramp available.”



## A BAD REVIEW

“This was a nice trail. There are lots of birds. The path was good with some hazards. There are picnic tables and washrooms.”



## A GOOD REVIEW

“The trail is paved with some gravel and dirt areas and is wide enough for a trike in either lane. Raised strips on pavement for users with low vision. There is a steep hill with two sharp curves, where extreme caution is required. Loose gravel surface to access accessible washrooms. Concrete pad at entrance to washroom is quite small, and has slight lip. Viewpoint overlooking mountain valley is beautiful and includes picnic tables, trail map and an access point.”



## A BAD REVIEW

“This was a cool trail. I just got a new trike and have been excited to try it out on a trail. There were a couple benches but I didn’t check if they are accessible.”

