

Facility Accessibility Design Manual

City of Stratford



2021

Acknowledgments

July 2021

Re: City of Stratford - Facility Accessibility Design Manual

Dear reader/user of this manual,

On behalf of the City of Stratford, we are pleased to be able to present to you our 2021 Facility Accessibility Design Manual. These standards apply to all newly constructed and/or renovated facilities, owned, leased, or operated by the City of Stratford. We would like to thank and recognize the contributions of:

- The City of London - for its generous permission to use the City of London Facility Accessibility Design Standards as a template for this document.
- The many community participants from the City of London who attended focus-group sessions and took the time to review and provide invaluable input into the parent document. The City of London's Facility Accessibility Design Standards.
- Mr. Bob Topping and other staff of DesignABLE Environments Inc. (www.designable.ca) have been instrumental in creating the City of Stratford's innovative and universally accessible Facility Accessibility Design Manual.
- Members of the City of Stratford Accessibility Advisory Committee and City Staff who have taken the time to provide DesignABLE Environments with their input concerning this design manual.

We would also like to acknowledge the following documents that were utilized to develop the City of Stratford's Facility Accessibility Design Manual:

- **2007 Facility Accessibility Design Standards** for the City of London
- **Accessibility Guidelines** for the City of Toronto
- **Accessibility Guidelines for Buildings and Facilities (ADAAG)** - The American with Disabilities Act
- **Barrier-Free Design** - CAN/CSA-B651
- **Barrier-Free Design Guidelines** - Alberta Safety Codes Council
- **Barrier-Free Design Guidelines** - City of North York
- The **Ontario Building Code**
- **Barrier-Free Design Standards** - Regional Municipality of Hamilton -Wentworth and the Corporation of the City of Hamilton
- **Joint Municipal Guidelines for Accessibility** for the Towns of Richmond Hill, Markham, and Vaughan

In addition to our use of this manual for our own facilities, we encourage the use of the City of Stratford Facility Accessibility Design Manual throughout the community and hope that you find them interesting and valuable for your facility construction and/or renovation projects.

Barrier-Free Policy Statement

The City of Stratford is a city in which the small-town values of community caring and paying attention to all segments of the population are paramount. To do this, we recognize the diverse needs of our citizens and respond by striving to provide services and facilities that are accessible to all.

Our vision of Stratford is that of a well-designed community that is safe, convenient, and comfortable. To this end, the City of Stratford, in consultation with the Stratford Accessibility Advisory Committee, has developed this Barrier Free Policy and associated goals.

Goals

The City of Stratford is committed to Barrier Free access and will:

1. Take a leadership role in achieving and setting an example to the business, institutional and volunteer sectors in terms of access and integration, employment equity, communications, recreation, transportation, housing, and education.
2. Establish a process to identify barriers and gaps in existing services and **facilities**.
3. Improve the level of accessibility of existing municipal services and **facilities**, where feasible.
4. Facilitate input from all segments of the community in the design, development, and operation of new and renovated municipal services and **facilities**.
5. Provide resources and support to give effect to this policy.

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1.0 Introduction

This manual addresses accessibility requirements for the design and construction of new facilities, as well as the retrofit, alteration, or addition to existing facilities, owned, leased, or operated by the City of Stratford, and those affected organizations identified under the Integrated Accessibility Standards Regulation (IASR) O. Reg.191/11.

The requirements of the Design of Public Spaces Standard of the IASR (O. Reg. 191/11) are either met or exceeded in the manual.

This design manual particularly addresses the needs of persons with disabilities, including, but not limited to, persons who are mobility impaired, hearing impaired, visually impaired or cognitively impaired, persons who are deaf-blind, and persons with limited stamina and/or dexterity.

This design manual is intended to encompass the intent of the Ontario Human Rights Code, in terms of respecting the dignity of persons with disabilities. "The phrase 'respects their dignity' means to act in a manner which recognizes the privacy, confidentiality, comfort, autonomy, and self-esteem of persons with disabilities, which maximizes their integration, and which promotes full participation in society." (Ontario Human Rights Commission).

This design manual incorporates the belief in universal design that recognizes the broad diversity of people who use facilities. Universal design is defined as: "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 universal design philosophy is structured around seven design principles. Each principle has a number of design guidelines that apply to it. Refer to Appendix A for further information on the universal design principles and their guidelines.

This design manual reflects the minimum dimensional criteria required for adult persons.

Prior to the design stage of a project, special consideration should be given to the function of the facility and the patrons who will use it. A review and upgrade of the design standards presented in this manual may be required in some instances, particularly if a facility is designed primarily for the use of a particular type of user, such as children or older persons.

Where conflicts exist between scoping and/or dimensional requirements of this design manual and standards or legislation enacted by the federal or provincial governments, the most accommodating requirements shall apply (i.e. the requirement(s) that will result in the most accommodating environment, but never less than the minimum

requirements of the current Ontario Building Code and Accessibility for Ontarians with Disabilities Act Regulations), provided federal or provincial approvals are obtained where required.

The City of Stratford shall review and/or update the design manual every 5 years, to reflect user feedback, technological advancement, and new construction practices, as well as changes to the barrier-free design and requirements of various codes and standards such as the Ontario Building

Code, the CSA Standard B651 – Accessible Design for the Built Environment, and the Design of Public Spaces Standard of the Integrated Accessibility Standards Regulation. Alternate standards may be referenced in some instances.

This design manual recognizes the concept of equivalent facilitation as a means to encourage new and innovative design ideas and solutions. Departures from technical and scoping requirements of this manual through the use of other designs and technologies is encouraged, when the alternatives will provide substantially equivalent or greater access to the usability of the element and/or facility. Design departures from information provided and referenced in this manual should be carefully assessed to determine if it maximizes integration and promotes full participation. The City of Stratford has developed a design to review process which includes a committee to review and evaluate situations that are seemingly technically feasible.

The process is called the FADM Review and Alternative Design Review Process. This design aid is a companion document to the FADM and is applicable for the design and construction of City facilities as set out in the FADM. Refer to Appendix D for further information. A Design Checklist has been developed to assist staff, designers, and contracted consultants with the application of the FADM to ensure that each element has been applied to each project, and to document elements of a project that may be technically infeasible to implement. Refer to Appendix C for further information.

Dimensions used in this manual are in metric units. The nearest imperial equivalent dimensions are in parentheses. For the purposes of this design manual, words and terms in italics have their meanings defined in Section 2.0.

The City of Stratford encourages all users of this manual to provide feedback, as well as to make proposals for changes, additions, and/or deletions. A proposed Change Order Form is included in Appendix B. The City of Stratford Facility Accessibility Design Manual replaces the City of Stratford Guidelines that was adopted by City Council in August 2004.

2.0 Glossary and Definitions

Graphic Conventions

Dimensions that are not marked maximum or minimum are absolute unless otherwise indicated.

General Terminology

Comply with meeting one or more specifications of this manual.

- **"If and "then"** denotes a specification that applies only when the conditions described are present.
- **"May"** denotes an option or an alternative.
- **"Shall"** denotes a mandatory specification or requirement.
- **"Should"** denotes an advisory specification or recommendation.

Definitions

Access aisle: An accessible pedestrian space between elements, such as parking spaces, seating, and desks, that provides clearances appropriate for the use of the **elements**.

Accessible: Describes a site, building, facility, or portion thereof that complies with the requirements of this design manual.

Accessible element: An element specified by this manual (for example, telephone, controls, etc.).

Accessible route: A continuous unobstructed path connecting accessible elements and spaces of a facility. Interior accessible routes may include corridors, floors, ramps, elevators, platform lifts, and clear floor spaces at fixtures. Exterior accessible routes may include parking access aisles, curb ramps, crosswalks at vehicular ways, walks, ramps, and platform lifts.

Accessible space: **Space** that complies with the requirements of this design manual.

Addition: An expansion, extension, or increase in the gross floor area of a **facility**.

Alteration: A change to a facility that affects or could affect the usability of the facility or part thereof. Alterations include but are not limited to, remodeling, renovation, retrofitting, rehabilitation, reconstruction, historic restoration, resurfacing of circulation paths or vehicular ways, changes or rearrangement of the structural parts or elements, and changes or rearrangement in the plan configuration of walls and full-height partitions. Normal maintenance, painting or wallpapering, or changes to mechanical or electrical systems are not alterations unless they affect the usability of the building.

Amenities: Items that provide conveniences or services for use by the public, examples of which include drinking fountains, benches, and garbage receptacles.

Area of refuge: An area which has direct access to an exit, where people who are unable to use stairs may remain temporarily in safety to await further instructions or assistance during an emergency evacuation.

Assembly area: A room or space accommodating a group of individuals for recreational, educational, political, social, civic, or amusement purposes, or for the consumption of food and drink.

Attic or Roof space: The space between the roof and the ceiling of the top storey or between a dwarf wall and a sloping roof.

Automatic door: A door equipped with a power-operated mechanism and controls that open and close the door automatically upon receipt of a momentary actuating signal. The switch that begins the automatic cycle may be a photoelectric device, floor mat, or manual switch. (See Power-assisted door).

Beach Access Routes: Routes that are constructed and are intended for pedestrian use by the public and that provide access from off-street parking facilities, recreational trails, exterior paths of travel, and amenities to an area of a beach that is intended for recreational use by the public.

Bevel: A small slope that helps an individual negotiate an elevation change.

Boardroom: Room used for meetings, which accommodates more than six people.

Building: A structure occupying an area greater than ten square metres, consisting of a wall, roof, and floor or any of them, or a structural system serving the function thereof, including all plumbing, fixtures, and service systems appurtenant thereto; or a structure occupying an area of ten square metres or less that contains plumbing, including the plumbing appurtenant thereto; or structures designated in the Ontario Building Code.

Circulation path: An exterior or interior way of passage from one place to another for pedestrians, including, but not limited to, walks, hallways, courtyards, stairways, and stair landings.

Clear: Unobstructed.

Closed-circuit telephone: A telephone with dedicated line(s), such as a house phone, courtesy phone, or phone that must be used to gain entrance to a facility.

Common use: Refers to those interior and exterior rooms, spaces, or elements that are made available for the use of a restricted group of people (for example, occupants of a homeless shelter, the occupants of an office building, or the guests of such occupants).

Conference Room: See board room.

Cross slope: The slope that is perpendicular to the direction of travel. (See running slope).

Curb ramp: A short ramp cutting through a curb or built up to a curb.

Depressed curb: A continuous area where a curb is lowered to the same level as the adjacent roadway, resulting in a seamless transition between a pedestrian walkway and a vehicular route.

Detectable warning surface: A standardized surface feature built into or applied to walking surfaces or other elements to warn persons who are blind or with low vision of hazards on a circulation path.

Disability: Any restriction or lack of ability to perform an activity in the manner or within the range considered normal for a human being.

Egress, Means of: A continuous and unobstructed way of exit travel from any point in a facility to a public way. A means of egress comprises vertical and horizontal travel and may include intervening room spaces, doorways, hallways, corridors, passageways, balconies, ramps, stairs, enclosures, lobbies, horizontal exits, courts, and yards. An accessible means of egress is one that complies with the design requirements of this manual and does not include stairs, steps, or escalators. Areas of refuge, protected lobbies, or protected elevators may be included as part of an accessible means of egress.

Element: An architectural or mechanical component of a building, facility, space, or site (e.g., telephone, curb, ramp, door, drinking fountain, seating, or water closet).

Entrance: Any access point to a building or a facility used for the purposes of entering. An entrance includes the approach walk, the vertical access leading to the entrance platform, the entrance platform itself, vestibules (if provided), the entry door(s) or gate(s), and the hardware of the entry door(s) or gate(s).

Environmental Mitigation: Activities that are intended to reduce, mitigate, prevent, or compensate for adverse effects of human activities or items, including paths, play spaces, trails, and parking, upon fish, wildlife, plants, invertebrates, species at risk, ecological integrity or natural heritage values.

Environmental Restoration: Activities that are intended to benefit fish, wildlife, plants, invertebrates, species at risk, ecological integrity, or natural heritage values.

Facility or Facilities: All or any portion of buildings, structures, site improvements, complexes, equipment, roads, walks, passageways, parks, parking lots, or other real or personal property located on a site.

Graspable: a shape that allows a user to firmly grip and pull at various angles. Graspable profiles allow fingers to wrap around in a circular shape or have recesses below the widest part to allow for finger and thumb lands.

Ground floor: Any occupiable floor less than one storey above or below grade with direct access to grade. A facility always has at least one ground floor and may have more than one ground floor, as where a split-level entrance has been provided or where a facility is built into a hillside.

Guard: A safety railing used as a barrier to prevent encroachment or accidental falling from heights.

Handrail: A component which is normally grasped by hand for support at stairways and other places needed for the safety of pedestrians.

Heritage Facility: A facility or portions thereof designated under the Ontario Heritage Act or identified within the inventory of built heritage of a Heritage Committee within the City of Stratford.

Maintenance: Activities that are intended to keep existing public spaces and elements in existing public spaces in good working order or to restore the spaces or elements to their original condition, examples of which include painting and minor repairs.

Meeting room: see board room.

Mezzanine or Mezzanine floor: That portion of a storey which is an intermediate floor level, placed within the storey and having occupiable space above and below its floor.

Marked crossing: A crosswalk or other identified path intended for pedestrian use in crossing a vehicular way.

Occupiable: A room or enclosed space designed for human occupancy in which individuals congregate for amusement, educational, or similar purposes, or in which occupants are engaged in labour, and which is equipped with means of egress, light, and ventilation.

Obligated Organization: These include the Government of Ontario, the Legislative Assembly, a designated public sector organization, a large organization, and a small organization to which the standards in the AODA's Integrated Accessibility Standards Regulation apply.

Open space: Large-scale tracts of land without visible evidence of residential, commercial, or industrial development. These areas may be privately or publicly owned and are generally left in a natural state and not programmed for active recreation. The benefits of open lands typically extend beyond the immediate area and usually provide community-wide benefits.

Operable portion: A part of a piece of equipment or appliance used to insert or withdraw objects, or to activate, deactivate, or adjust the equipment or appliance (for example, coin slot, push button, handle).

Park: Land that is privately or publicly held that has been developed for multiple recreational and leisure-time uses. This land benefits the entire community and balances the demands of the public for outdoor recreational facilities and other amenities, such as pathways, plazas, picnic areas, playgrounds, water features, and play spaces for free play and leisure.

Power-assisted door: A door used for human passage that has a mechanism that helps to open the door or relieves the opening resistance of a door, upon the activation of a switch or a continued force applied to the door itself.

Private open space: Privately owned land areas within a subdivision, generally smaller in scale than open space, which have been left free from structures, parking lots, and roads. These types of areas generally benefit only the residents or employees of the subdivision and usually remain in private ownership.

Public Heritage Facility: A facility or portions thereof designated under the Ontario Heritage Act, or identified within the inventory of built heritage of a Heritage Committee within the City of Stratford that is open to the public. (See Heritage Facility).

Public use: Describes interior or exterior rooms or spaces that are made available to the public so that their use is unrestricted. Public use may be provided at a facility that is privately or publicly owned.

Ramp: A walking surface which has a running slope greater than **1:25**.

Recreational Trails: Public pedestrian trails that are intended for recreational and

leisure purposes.

Redeveloped: Planned significant alterations to public spaces, but does not include maintenance activities, environmental mitigation, or environmental restoration.

Retrofit: See Alteration.

Running slope: The slope that is parallel to the direction of travel. (See Cross slope).

Service entrance: An entrance intended primarily for the delivery of goods or services and not intended for use by the public.

Service room: A room provided in a building to contain equipment associated with building services.

Service space: A space provided in a facility to facilitate or conceal the installation of facility service facilities such as chutes, ducts, pipes, shafts, or wires.

Signage: Displayed verbal, symbolic, tactile, and pictorial information.

Site: A parcel of land bound by a portion of a public right-of-way or a property line.

Site improvement: Landscaping, paving for pedestrian and vehicular ways, outdoor lighting, and recreational facilities added to the site.

Sleeping accommodations: Rooms in which people sleep, for example, a dormitory.

Space: A definable area (e.g., room, toilet room, hall, assembly area, entrance, storage room, alcove, courtyard, or lobby).

Species at Risk: A species listed in Schedules 1, 2, 3, or 4 to Ontario Regulation 230/08 (Species at Risk in Ontario List) made under the Endangered Species Act, 2007.

Storey: That portion of a building is included between the upper surface of a floor and the upper surface of the floor next above. If a such portion of a building does not include occupiable space, it is not considered a storey for the purposes of this manual. There may be more than one-floor level within a storey, as in the case of a mezzanine or mezzanines.

Structural frame: The columns and the girders, beams, trusses, and spandrels have direct connection to the columns and all other members which are essential to

the stability of the building.

TDD (Telecommunication Device for the Deaf): See Text telephone.

TTY (Teletypewriter): See Text telephone.

Technically infeasible: Means, with respect to an alteration of a building or a facility, that it has little likelihood of being accomplished, because:

- existing structural conditions would require moving or altering a load-bearing member which is an essential part of the structural frame; or
- other existing physical or site constraints prohibit modification or addition of necessary elements, spaces, or features which are in full and strict compliance with the minimum requirements for new construction.

See Appendix C and D for more information on the process to gain assistance in determining if the alteration of an element is technically infeasible.

Temporary structure: Facility that is not permanent construction but that is extensively used or is essential for public use for a period of time. Examples of temporary facilities covered by the manual include, but are not limited to, reviewing stands, bleacher areas, temporary kiosks, temporary health screening services, or temporary safe pedestrian passageways around a construction site. Structures and equipment directly associated with the actual processes of construction, trailers, are not included.

Text telephone (TTY): Machinery or equipment that employs interactive text-based communication through the transmission of coded signals across the standard telephone network. Text telephones can include, for example, devices known as TDDs (telecommunication display devices or telecommunication devices for deaf persons) or computers with special modems. Text telephones are also called TTYS, an abbreviation for teletypewriter.

Vehicular Way: A route intended for vehicular traffic, such as a street, driveway, or parking lot, within the boundary of the site.

Vibro-Tactile Walk Indicators: means pedestrian crossing signal push-button devices that vibrate and can be felt through the sense of touch to communicate pedestrian crossing timing in a non-visual way.

Visitable: The ability of a dwelling unit to offer a reasonable level of access to accommodate visitors with disabilities, elderly persons, or residents who may be

temporarily disabled – allowing a person to enter safely, maneuver independently, and to utilize a toilet.

Walk: An exterior pathway with a prepared surface intended for pedestrian use, including general pedestrian areas, such as plazas and courts, within the boundary of the site.

3.0 Scope and Application

General

Subject to the implementation criteria specified in Section 5.0, the requirements of this design manual are:

- applicable to all newly constructed and retrofitted facilities owned, leased, or operated by the City of Stratford;
- and encouraged for all other facilities, whether new or retrofitted.

Exceptions: The design requirements of this manual do not apply to:

- privately owned houses, including semi-detached houses, townhouses, row houses, and boarding or rooming houses with fewer than 8 boarders or roomers;
- buildings of Group F Division 1 occupancy, as defined by the Ontario Building Code (latest edition with all amendments);
- and buildings which are not intended to be occupied on a daily or full-time basis, including, but not limited to, automatic telephone exchanges, pump houses, and substations.

General Application

All areas of newly designed or newly constructed facilities and altered portions of existing facilities shall comply with Sections 4.1 to 4.4 of this manual unless otherwise provided in this section or as modified in Section 4.5, Facility-Specific Requirements.

Exceptions: The requirements of Sections 4.1 to 4.4 do not apply to:

- service rooms
- elevator machine rooms
- janitor rooms
- service spaces
- crawl spaces
- attic or roof spaces.

Application Based on Facility Use

The specific facility types listed in Section 4.5 shall, in addition to all of the provisions specified in Section 4.1 to 4.4, comply with the additional design requirements specified in Section 4.5.

Where a facility contains more than one use covered by a special application section, each portion shall comply with the requirements for that section in addition to all other general provisions.

Work Areas and Employee-Designated Areas

3.0 Scope and Application

All facilities shall be accessible for employees, as well as patrons/users. All areas intended for use by employees shall be designed and constructed to comply with the design requirements of this manual.

Temporary Facilities

The design requirements of this manual apply to temporary facilities, as well as permanent facilities.

Retrofitting, Alterations, and Additions

Each addition to an existing facility shall be regarded as an alteration.

Each space or element added to the existing facility shall comply with the applicable provision(s) of this manual.

Except where the provision of accessible features is technically infeasible, no alteration shall decrease or have the effect of decreasing the accessibility or usability of an existing facility to below the requirements for new construction at the time of alteration.

If existing elements, spaces, or common areas are altered, then each such altered element/space/feature/area shall comply with all applicable provisions. If the applicable provision for new construction requires that an element/ space/feature/area be on an accessible route and the altered element/space/ feature/area is not on an accessible route, this route shall be altered to become accessible.

If alterations of single elements, when considered together, amount to an alteration of a room or space in a facility, the entire space shall be made accessible.

No alteration of an existing element, space, or area of a facility shall impose a requirement for greater accessibility than that which would be required for new construction.

If an escalator or stairs are proposed as a means of access where none existed previously, and major structural modifications are necessary for such installations, then a means of accessible access shall also be provided.

If a planned alteration entails alterations to an entrance, and the facility has an accessible entrance, the entrance being altered is required to be accessible.

If the alteration work is limited solely to the electrical, mechanical, or plumbing system, or to hazardous material abatement, or to automatic sprinkler retrofitting, and does not involve the alteration of any elements or spaces required to be accessible under these guidelines, then this manual does not apply (except for alarms, public telephones, and assistive listening systems).

An alteration that affects the usability of or access to an area containing a primary function shall be made to ensure that, to the maximum extent feasible, the path of travel to the altered area, the restrooms, telephones, and drinking fountains serving the altered area are readily accessible to and usable by individuals with disabilities.

Where the provision of accessible features is technically infeasible, and the manual allows a reduction of maneuvering space from the requirements for new construction, the reduced dimensions are minimums. Where possible, larger maneuvering spaces must be provided.

Heritage Facilities

The requirements of this design manual will apply to alterations to a Heritage Facility, however, under the Ontario Human Rights Code, there are allowances for modification to the defining features of a Heritage Facility which are deemed to alter the essential nature or substantially affect the viability of the enterprise. Public Heritage Facilities should be assessed for compliance with accessibility standards on an individual basis, to determine the most effective and least disruptive means of retrofit, where required. Refer to Section 4.5.13 for further information.

Exceptions, General

Exceptions to the requirements within this document are permitted where obligated organizations can demonstrate one or more of the following:

1. The requirements, or some of them, would likely affect the cultural heritage value or interest of a property identified, designated, or otherwise protected under the Ontario Heritage Act as being of cultural heritage value or interest.
2. The requirements, or some of them, would affect the preservation of places set apart as National Historic Sites of Canada by the Minister of the Environment for Canada under the Canada National Parks Act (Canada)
3. The requirements, or some of them, would affect the national historic interest or significance of historic places marked or commemorated under the Historic Sites and Monuments Act (Canada).
4. The requirements, or some of them, might damage, directly or indirectly, the cultural heritage or natural heritage on a property included in the United Nations Educational, Scientific and Cultural Organization's World Heritage List of sites under the Convention Concerning the Protection of the World Cultural and Natural Heritage.
5. There is a significant risk that the requirements, or some of them, would adversely affect water, fish, wildlife, plants, invertebrates, **species at risk**,

ecological integrity, or natural heritage values, whether the adverse effects are direct or indirect.

6. It is not practicable to comply with the requirements or some of them, because existing physical or **site** constraints prohibit modification or **addition** of **elements, spaces,** or features, such as where surrounding rocks bordering the **recreational trail** or **beach access route** impede achieving the required **clear** width.

Exceptions, Limitations

Where an exception is permitted to a requirement, the exception applies solely,

- a. to the particular requirement for which the exception is allowed and not to any other requirement that applies to the recreational trail or beach access route; and
- b. to the portion of the recreational trail or beach access route for which it is claimed and not to the recreational trail or beach access route in its entirety

Equivalent Facilitation

In a retrofit situation where the requirements of a section of this manual are technically infeasible to implement, equivalent facilitation may be proposed. Equivalent facilitation proposals shall be referred to the City of Stratford for review and approval on an individual basis using the Alternate Design Review Process outlined in Appendix D. Refer also to the Technical Infeasibility Justification Form and Equivalent Facilitation Proposal Form included in Appendix C, as well as Section 5.0 - Implementation and Enforcement.

4.0 Design Standards

All areas of newly designed or newly constructed facilities and altered portions of existing facilities shall comply with this section unless otherwise provided in Section 3.0 or as excepted below.

The requirements of this section apply to all facilities except:

- privately owned houses, including semi-detached houses, townhouses, row houses, and boarding or rooming houses with fewer than 8 boarders or roomers;
- buildings of Group F Division 1 occupancy, as defined by the Ontario Building Code (latest edition with all amendments); and
- buildings which are not intended to be occupied on a daily or full-time basis, including, but not limited to, automatic telephone exchanges, pump houses, and substations.

The requirements of this section apply to all areas of a facility except

- service rooms
- elevator machine rooms
- janitor rooms
- service spaces
- crawl spaces
- attic or roof spaces

Maintenance of accessible elements:

In addition to the accessibility plan requirements, obligated organizations, other than small organizations, shall ensure that their multi-year accessibility plans include the following:

1. Procedures for preventative and emergency maintenance of the accessible elements in public spaces as required under this Part.
2. Procedures for dealing with temporary disruptions when accessible elements required under this Part are not in working order.

Access and Circulation

4.1.1 Space and Reach Requirements

Rationale

The dimensions and maneuvering characteristics of wheelchairs and other mobility devices are as varied as the people who use them. Traditionally, accessibility standards have taken a conservative approach to wheelchair maneuverability, reflecting the needs of a physically strong individual using a manual wheelchair. Such an approach excludes the many users without such a degree of strength or using a larger mobility device. This manual more accurately reflects the vast array of equipment that is used by persons to access and use facilities, as well as the diverse range of user abilities. This manual incorporates more generous space requirements, particularly related to the dynamic movement of people using wheelchairs, scooters, or other assistive devices.

Application

Space and reach range provisions for persons who use wheelchairs, scooters, and other mobility devices shall comply with this section.

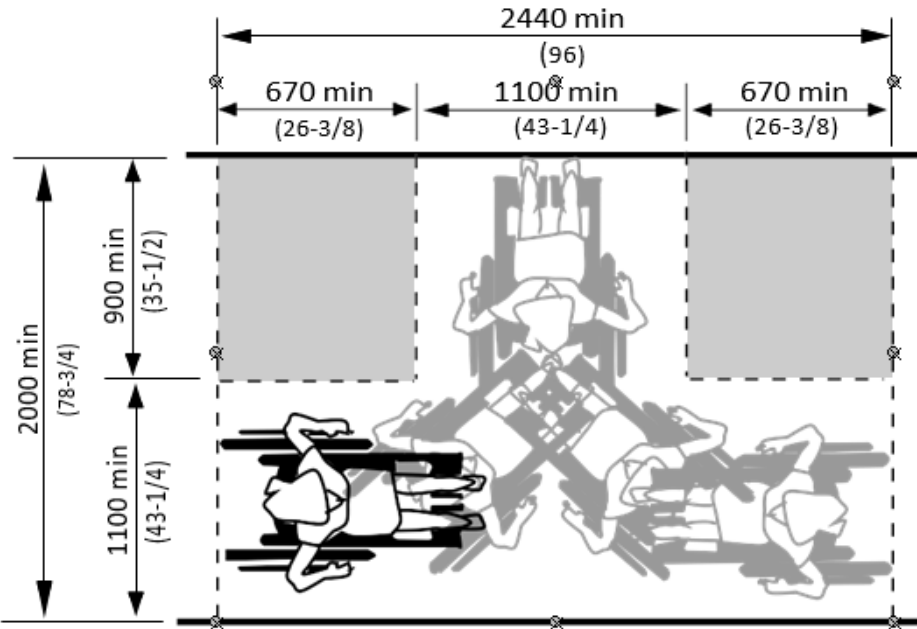


Figure 4.1.1
180° Turning Space

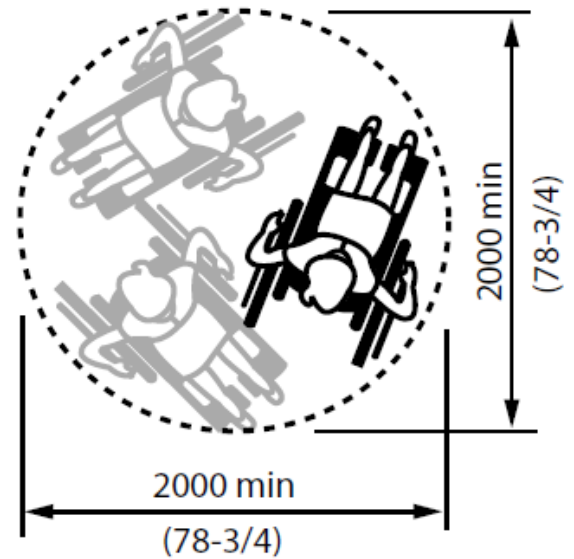


Figure 4.1.1.2
360° Turning Space

4.1.1 Space and Reach Requirements

Design Requirements

The space required for a wheelchair to make a 360-degree turn is a clear space of **2000 mm (78-3/4 in.)** diameter (Figure 4.1.1.2) or a 180-degree turn, as shown in Figure 4.1.1.1.

The minimum clear floor or ground space required to accommodate a single, stationary wheelchair or scooter and occupant shall be **760 mm (30 in.) x 1370 mm (54 in.)**. (Refer to Figures 4.1.1.3 and 4.1.1.4).

The minimum clear floor space or ground space for wheelchairs may be part of the knee space required under some objects.

One full, unobstructed side of the clear floor or ground space for a wheelchair or scooter shall adjoin or overlap an accessible route or adjoin another wheelchair-clear floor space. If a clear space is located in an alcove or otherwise confined on all or part of three sides, additional maneuvering clearances shall be provided as shown in Figures 4.1.1.5, 4.1.1.6, 4.1.1.7, and 4.1.1.8.

The surface of the clear floor or ground spaces for wheelchairs and scooters shall comply with 4.1.2. If the clear floor space only allows a forward approach to an object, the maximum high forward reach allowed shall be **1200 mm (47 in.)**. The minimum low forward reach is **400 mm (15-34 in.)**. Refer to Figure 4.1.1.11. If the high forward reach is over an obstruction, reach and clearances shall be as shown in Figures 4.1.1.12 and 4.1.1.13.

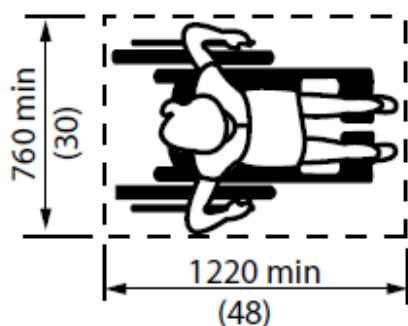


Figure 4.1.1.3
Clear Floor Space for Wheelchair

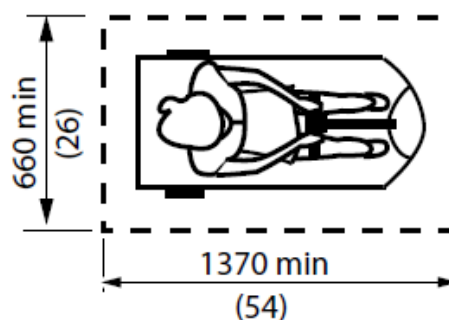


Figure 4.1.1.4
Clear Floor Space for Scooter

If the clear floor space allows a parallel approach to an object, the maximum high side reach allowed shall be **1370 mm (54 in.)** and the low side reach no less than **230 mm (9 in.)** above the floor. Refer to Figure 4.1.1.9. If the side reach is over an obstruction, the reach and clearances shall be as shown in Figures 4.1.1.9 and 4.1.1.13.

4.1.1 Space and Reach Requirements

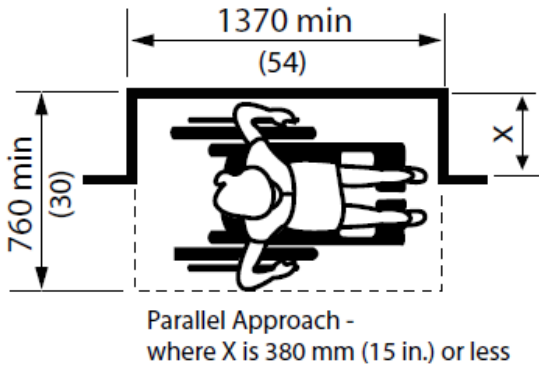


Figure 4.1.1.5
Clearances at Alcove

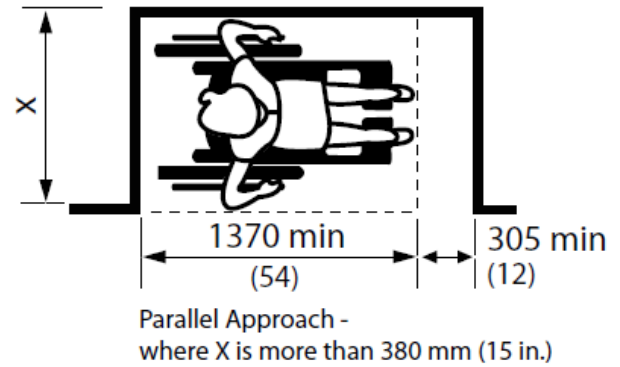


Figure 4.1.1.6
Clearances at Alcove

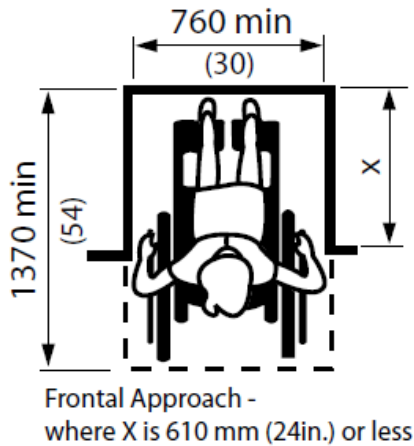


Figure 4.1.1.7
Clearances at Alcove

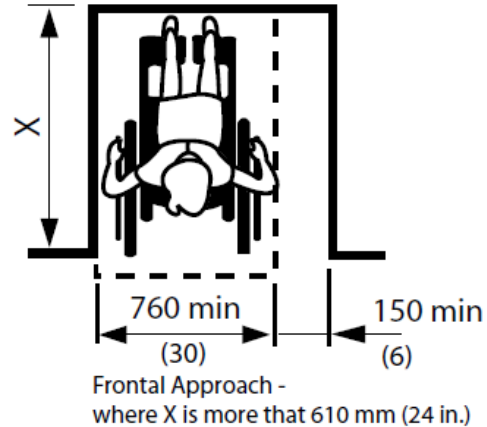


Figure 4.1.1.8
Clearances at Alcove

Notwithstanding these requirements, the Ontario Building Code requires all controls for the operation of facility services and safety devices to be accessible to a person in a wheelchair using a side approach and be no more than **1200 mm (47 in.)** above the floor for thermostats or manual pull stations, and **900-1100 mm (35-1/2-43-1/4 in.)** for all other controls.

NOTE: In Diagrams 4.1.1.12 and 4.1.1.14, X shall be less than or equal to 635 mm (25 in.); Z shall be greater than or equal to X.

When X is less than 510 mm (20 in.), then Y shall be **1220 mm (48 in.)** maximum.
When X is **510 to 635 mm (20 to 25 in.)**, then Y shall be **1120 mm (44 in.)** maximum.

4.1.1 Space and Reach Requirements

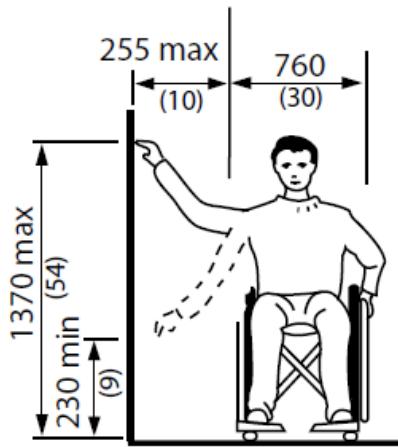


Figure 4.1.1.9
Side Reach

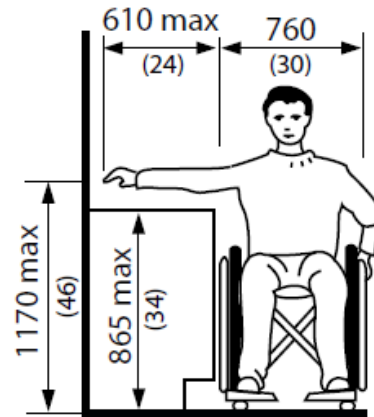


Figure 4.1.1.10
Side Reach over an Obstruction

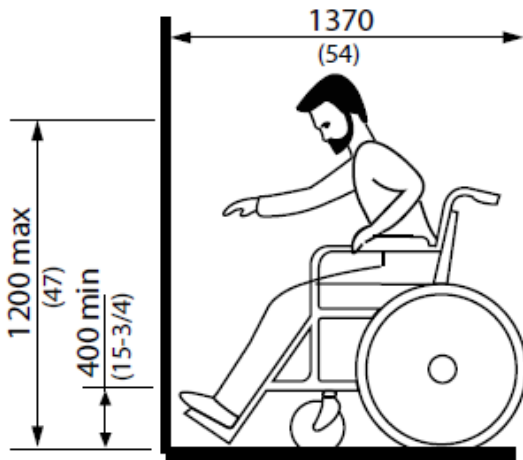


Figure 4.1.1.11
Forward Reach

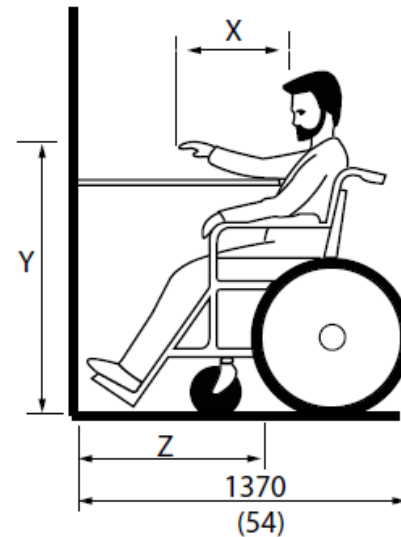


Figure 4.1.1.12
Forward Reach over an Obstruction

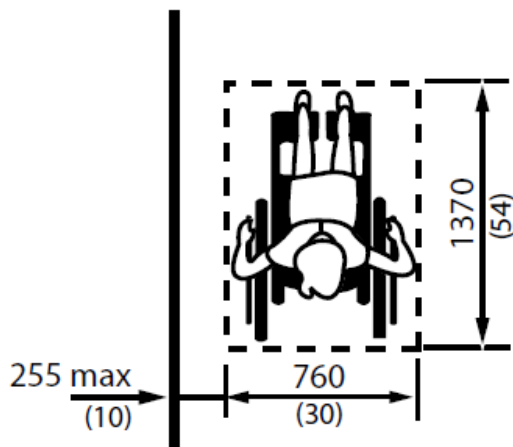


Figure 4.1.1.13
Side Reach – Maximum Distance to Wheelchair

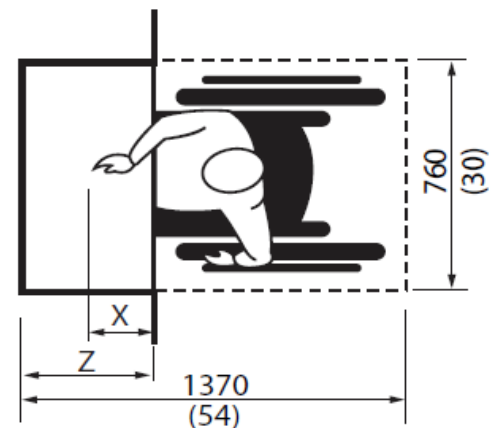


Figure 4.1.1.14
Forward Reach over an Obstruction

4.1.2 Ground and Floor Surfaces

Rationale

Design decisions related to ground and floor surfaces will influence every person who enters the building. Irregular surfaces, such as cobblestones or pea-gravel finished concrete, are difficult for either walking or pushing a wheelchair. Slippery surfaces are hazardous to all individuals and especially for seniors and others who may not be sure-footed.

Glare from polished floor surfaces can be uncomfortable for all users and can be a particular obstacle to persons who are blind or have low vision by obscuring important orientation and safety features. Pronounced colour contrast between walls and floor finishes may be helpful for a person who is blind or has low vision, as change in colour/textures where a change in level or function occurs. Patterned floors should be avoided, as they can create visual confusion.

Thick pile carpeting makes pushing a wheelchair very difficult. Small and uneven changes in floor level represent a further barrier to using a wheelchair but also present a tripping hazard to ambulatory persons. Openings in grates or grilles can catch canes or wheelchair wheels.

Application

Ground and floor surfaces along all routes generally used by staff and the public and within all areas generally used by staff and public shall comply with this section.

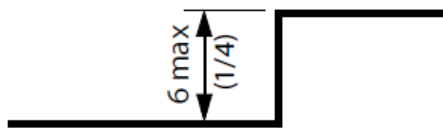


Figure 4.1.2.1
Changes in Level

| Vertical Rise | Edge Treatment |
|--------------------------|---|
| 0 to 6 mm (0-1/4 in.) | May be vertical |
| Over 6 mm (over 1/4 in.) | Treat as a sloped floor, ramp, or curb ramp |

Figure 4.1.2
Changes in Level

Design Requirements

Ground and floor surfaces shall be stable, firm, slip resistant, and glare-free. Changes in level, except for elevators and other elevating devices, shall conform to Table 4.1.2.

Carpets or carpet tile shall:

4.1.2 Ground and Floor Surfaces

- be securely fixed;
- have a firm cushion, pad, or backing, where used;
- have a level loop, textured loop, level cut pile, or level cut/uncut pile texture with a maximum pad and pile height of **13 mm (1/2 in.)**; and
- have exposed edges fastened to floor surfaces with trim conforming to table 4.1.2.

Gratings located on walking surfaces shall:

- have spaces not greater than **13 mm (1/2 in.)** wide in one direction; and
- be placed so that the long dimension is perpendicular to the dominant direction of travel.

Openings larger than 13mm may catch wheelchair wheels or canes.

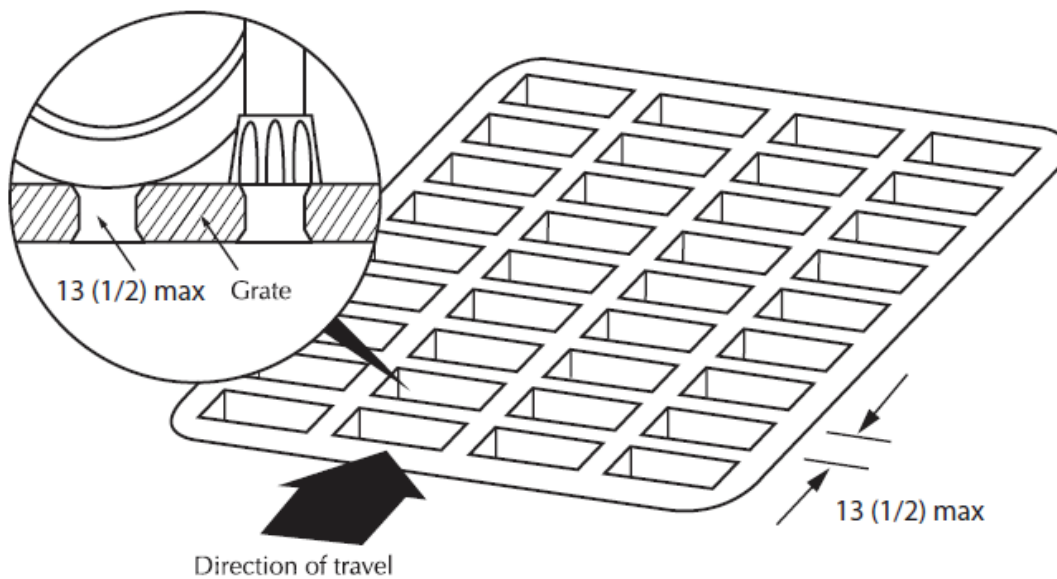


Figure 4.1.2.2
Grills and Gratings

4.1.3 Protruding and Overhead Objects

Rationale

The creation of accessible routes free from protruding objects or freestanding obstacles is important to all facility users. An object protruding from a wall above the detection range of a cane is dangerous for an individual who is blind or has low vision, or a pedestrian distracted by a conversation. The underside of stairways is a common overhead hazard. Temporary construction barriers can also be hazardous if their lower edge is too high to be detected by a person using a long white cane for mobility. Detectable surfaces around freestanding obstacles, such as light standards, are advantageous to anyone using a route.

Application

Protruding objects from a wall ceiling or other location shall comply with this section.

Design Requirements

Objects protruding from walls with their leading edges between **680 mm (26-1/2 in.)** and 2100 mm (82-3/4 in.) from the floor shall protrude not more than **100 mm (4 in.)** into pedestrian areas, such as walkways, halls, corridors, passageways, or aisles.

Objects attached to a wall with their leading edges at or below **680 mm (26-1/2 in.)** from the floor may protrude any amount. Freestanding objects shall not have any overhang or more than **300 mm (11-3/4 in.)** between **680 mm (26-1/2 in.)** and **2100 mm (82-3/4 in.)** from the ground or floor.

The maximum height of the bottom edge of freestanding objects with a space of more than **300 mm (11-3/4 in.)** between supports shall be **680 mm (26-1/2 in.)** from the ground or floor. Protruding objects shall not reduce the clear width required for an accessible route or maneuvering space. The minimum clear headroom in pedestrian areas, such as walkways, halls, corridors, passageways, or aisles, shall be **2100 mm (82-3/4 in.)**. The minimum clear headroom in pedestrian areas, such as walkways, halls, corridors, passageways, or aisles, shall be **2100 mm (82-3/4 in.)**.

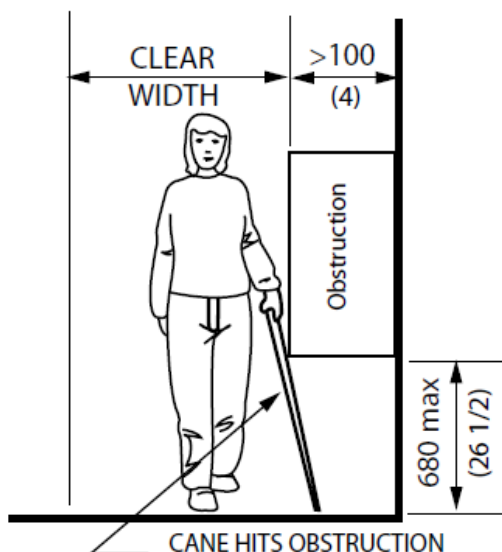


Figure 4.1.3.1
Limits of Protruding Objects

4.1.3 Protruding and Overhead Objects

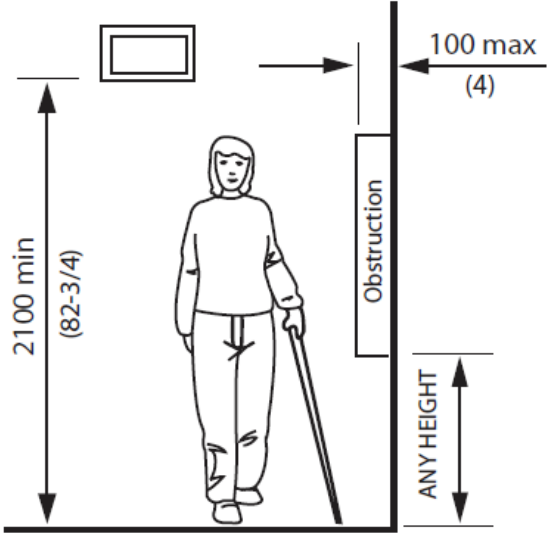


Figure 4.1.3.2
Limits of Protruding Objects

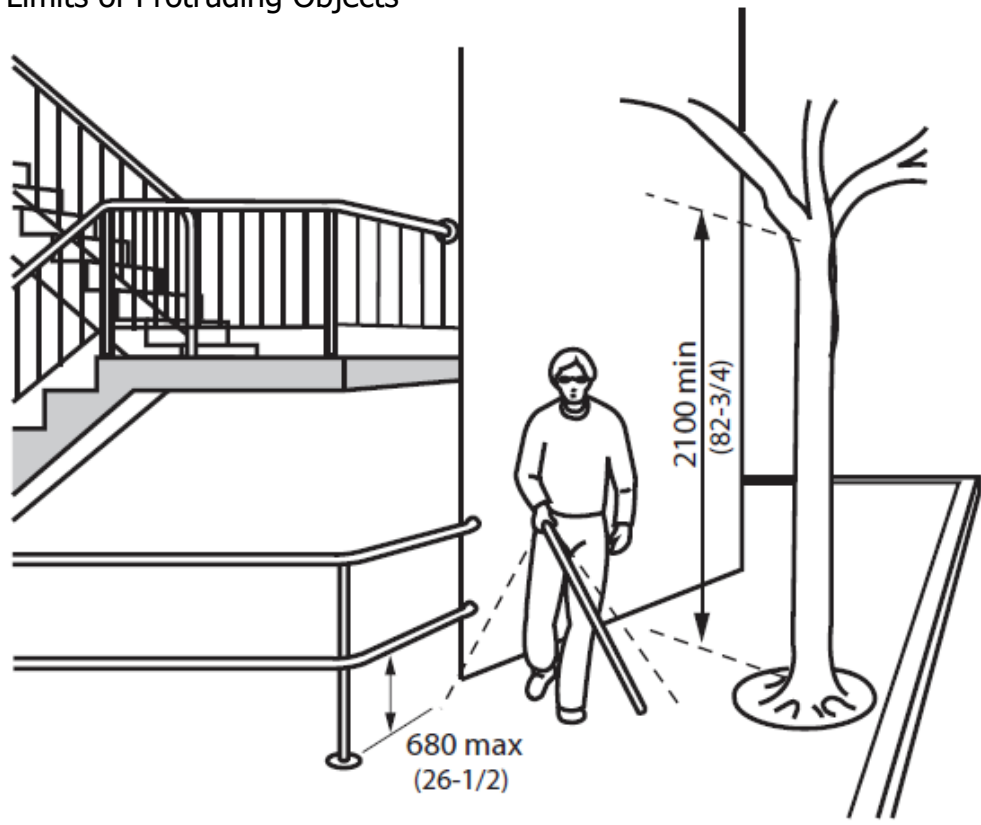


Figure 4.1.3.3
Overhead Obstructions

4.1.4 Accessible Routes, Paths & Corridors

Rationale

Routes of travel through a facility should be addressed to the full range of individuals that may use them. They must provide the clear width necessary for persons using wheelchairs or scooters, those pushing strollers, or those traveling in pairs.

Consideration should be given not just to the width of items, such as wheelchairs and scooters, but also to their maneuverability. While a corridor may be wide enough for a person to drive a scooter in a straight line, it may not be possible to make a turn around a corner. The preferred minimum width for accessible routes is 1830 mm (72 in.).

Strong colour contrasts and/or tactile pathways set into floors may be used to assist individuals who are blind or have low vision to negotiate an environment. Edge protection that guards a change in level is an important safety feature for all users.

Application

Wherever possible, all routes, paths, or corridors shall comply with this section. At least one accessible route complying with this section shall be provided within the boundary of this site from the accessible facility entrance they serve. The accessible route shall, to the maximum extent feasible, coincide with the route for the public. At least one accessible route shall connect accessible buildings, facilities, elements, and spaces that are on the same site. It is preferable to have all routes accessible. If a path or walkway connects two barrier-free storeys in different buildings, the path or walkway that connects the storeys shall be barrier-free.

Except where essential obstructions in a work area would make an accessible route hazardous, an accessible route shall connect accessible entrances with all accessible spaces and elements within the facility. An accessible route complying with this section shall be provided within normally occupiable floor areas.

Exceptions: The provision of an accessible route does not apply

- to service rooms
- to elevator machine rooms
- to janitor rooms
- to service spaces
- to crawl spaces
- to attic or roof spaces
- to high-hazard industrial occupancies
- within portions of a floor area with fixed seats in an assembly occupancy where these portions are not part of an accessible route or space designated for wheelchair use
- within a suite of residential occupancy

Accessible routes are permitted to include ramps, curb ramps, stairs, elevators, or other elevating devices (as permitted in subsection 4.1.15) where there exists a difference in elevation.

Design Requirements

The minimum clear width of accessible routes shall be **1100 mm (43-1/4 in.)** except

- at doors – refer to subsection 4.1.6;
- where additional maneuvering space is required at doorways (See subsection 4.1.6);
- at U-turn around obstacles less than **1220 mm (48 in.)**;
- for exterior routes (not including recreational trails, boardwalks, and beach access routes), it shall be **1500 mm (59 in.)** which can be reduced to **1200mm (47 in.)** to serve as turning space where the path connects to a curb ramp; and
- where space is required for two wheelchairs to pass, it shall be **1830 mm (72 in.)** Accessible routes shall have a running slope not to steeper than **1:25**; and
- have a cross slope not steeper than **1:50**.

Curb ramps along an accessible route shall be in compliance with subsection 4.1.10. Every accessible route less than **1830 mm (72 in.)** wide shall be provided with an unobstructed passing space of not less than **1830 mm (72 in.)** in width and **1830 mm (72 in.)** in length, located not more than **30 meters (98 ft. 5 in.)** apart.

Except at stairs and at elevated platforms such as performance areas or loading docks, where the edges of accessible routes, paths, or corridors are not level with the adjacent surface, they shall be protected by a colour contrasting curb at least **75 mm (3 in.)** high where the change in levels is **200 mm (7-7/8 in.)** to **600 mm (23-5/8 in.)** below the route, path or corridor; and by a guard which meets the requirements of the Ontario Building Code where the change in level is greater than **600 mm (23-5/8 in.)**.

Where there is a change in direction along an accessible route and the intended destination of the route is not evident, directional signage shall be provided.

All portions of accessible routes shall be equipped to provide a level of illumination of at least **50 lux (4.6 ft-candles)**. Exception: Outdoor Park settings where routes are not normally illuminated.

Accessible routes, paths, or corridors having a slope steeper than **1:25 (4%)** shall be designed as ramps in compliance with subsection 4.1.9.

4.1.4 Accessible Routes, Paths & Corridors

Where constructing new or redeveloping existing exterior paths of travel that they intend to maintain, obligated organizations, other than small organizations, shall consult on the design and placement of rest areas along the exterior path of travel and shall do so in the following manner:

1. The Government of Ontario, the Legislative Assembly, designated public sector organizations, and large organizations must consult with the public and persons with disabilities.
2. Municipalities must also consult with their municipal accessibility advisory committees, where one has been established in accordance with subsection 29 (1) or (2) of the Act.

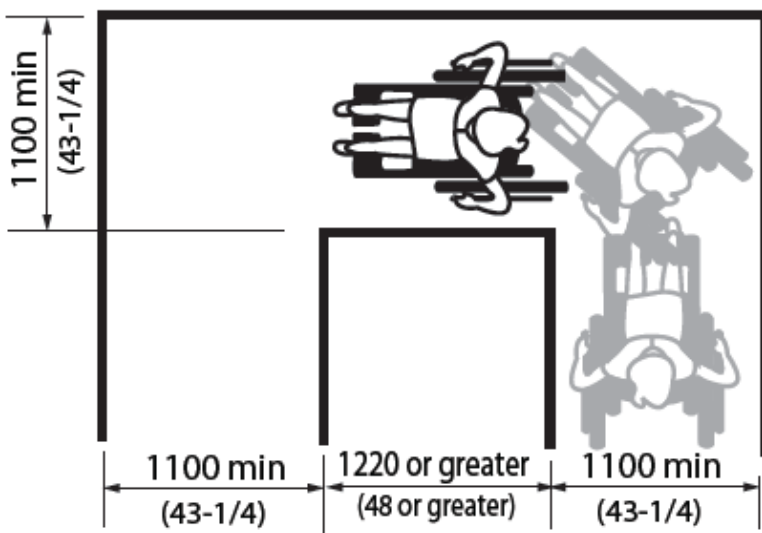


Figure 4.1.4.1
Turn around an Obstacle

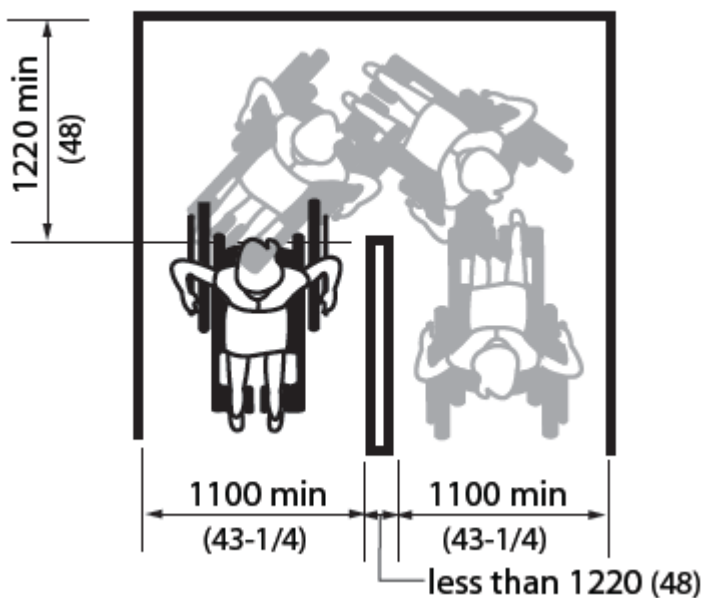


Figure 4.1.4.2
Turn around an Obstacle

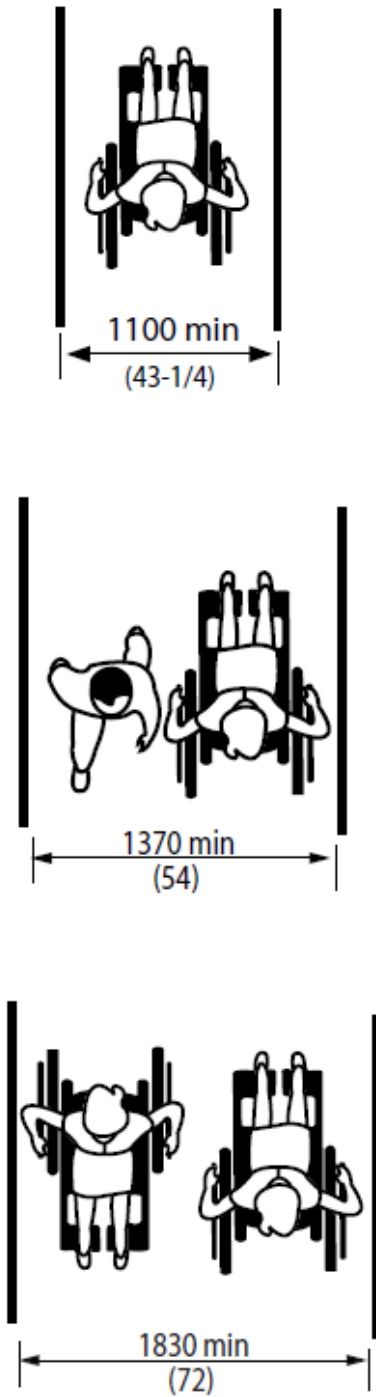


Figure 4.1.4.3
Access Widths

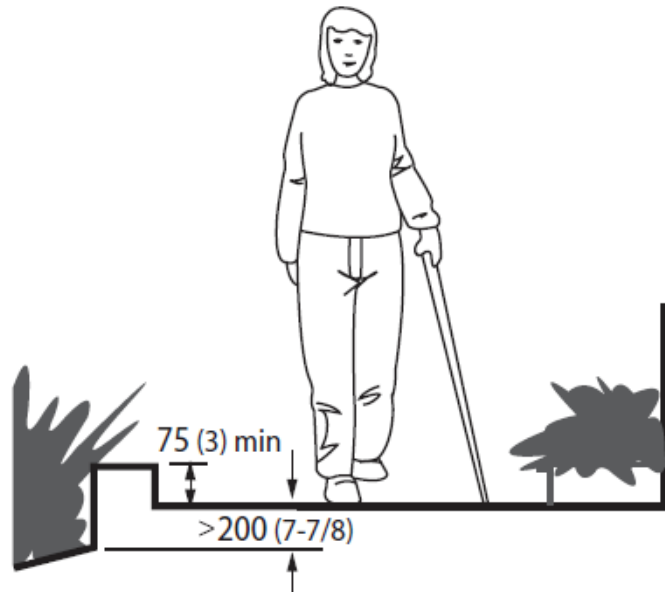


Figure 4.1.4.4
Edge Protection

4.1.5 Entrances

Rationale

Design decisions concerning entrances will have an immediate impact on the independence and dignity of everyone entering a facility. Entrances that address the full range of individuals using the facility promote a spirit of inclusion that separate accessible entrances do not. Features such as canopies can limit the influence of weather conditions on this already busy area and make the entrance more obvious to someone with a cognitive disability or someone unfamiliar with the facility.

Application

A minimum of 50% of entrances used by staff or the public shall be accessible and comply with this section. Primary entrances used by staff and the public shall be accessible. Accessible entrances shall lead from the outdoors at sidewalk level, or a ramp that leads from a sidewalk.

Accessible public entrances must be provided in a number at least equivalent to the number of exits required by the Ontario Building Code. (This paragraph does not require an increase in the total number of public entrances required for a facility). An accessible public entrance must be provided for each tenancy in a facility.

In police stations and municipal courts subject to subsections 4.5.8 and 4.5.9, public entrances that are secured shall be accessible, as required in subsections 4.5.8 and 4.5.9. If direct access is provided for pedestrians from an enclosed parking garage to the facility, at least one direct entrance from the parking garage to the facility must be accessible.

If access is provided for pedestrians from a pedestrian tunnel or elevated walkway, one entrance to the facility from each tunnel or walkway must be accessible. If the only entrance to a facility or tenancy is a service entrance, that entrance shall be accessible.

Entrances that are not accessible shall have directional signage complying with subsection 4.4.7 which indicates the nearest accessible entrance. Accessible entrances shall be identified with signage complying with applicable provisions of subsection 4.4.7.

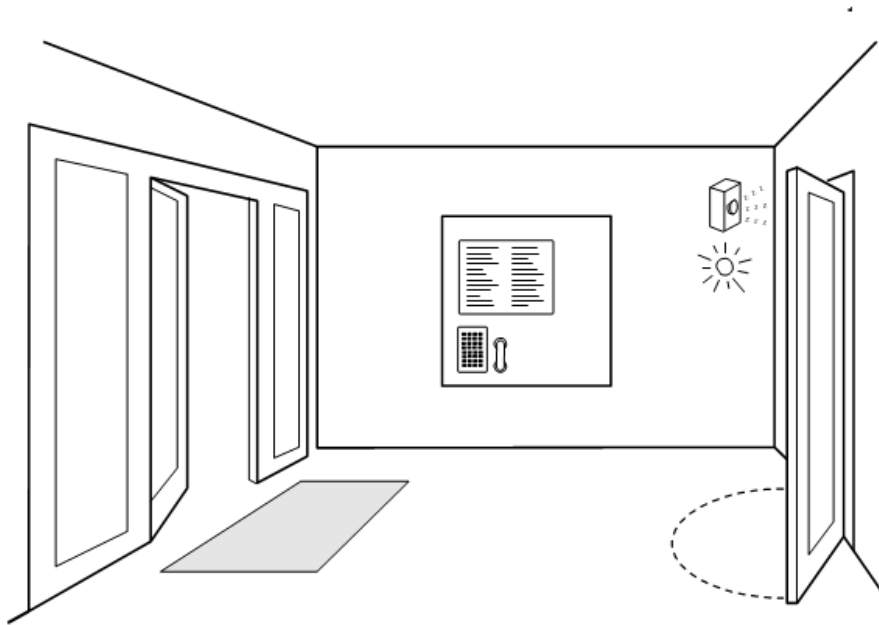


Figure 4.1.5.1
Sample Entrance Design

4.1.6 Doors

Rationale

Sufficiently wide doorways will be advantageous to individuals using wheelchairs, pushing strollers, or making a delivery. However, a raised threshold at the base of the door could impede any one of these same individuals. This same group, with the addition of children, seniors, or even someone carrying packages, would have difficulty opening a heavy door and would benefit from some form of automatic door opener. Entrances without doors are preferred.

Independent use of doors is desirable. Reliance on assistance from others to open doors is not an accessible or dignified solution.

Careful thought in the direction of the door swing can enhance its usability and limit the hazard to other pedestrians. Sliding doors can be easier for some individuals to operate and can also require less wheelchair maneuvering space. Doors that require two hands to operate are not considered to be accessible. Revolving doors are not accessible for persons using wheelchairs and strollers. Also, the coordination required to use such doors may be difficult for children or someone with a cognitive disability.

Glazed doors can present a hazard to all individuals and especially to individuals who are blind or have low vision. The inclusion of colour-contrast strips across the glass, mounted at eye level, as well as colour-contrasting door frames and door hardware, will increase the safety and visibility of a glazed door for a person with low vision.

Application

All exterior and interior doors used by staff, or the public shall comply with this section. In a retrofit situation where it is technically infeasible to make all doors accessible, at least one door at each accessible space shall comply with this section.

Exception: Doors not requiring full user passage, such as shallow closets, may have the clear opening reduced to **510 mm (20 in.)** minimum. Each door that is an element of an accessible route shall comply with this section.

Each door required by subsection 4.4.1 (Emergency Exits, Fire Evacuation, and Areas of Refuge) shall comply with this section. Where a door system incorporates multiple door leaves at a single location, at least one of the door leaves shall comply with this section.

Power operators shall be provided at the following door locations:

- Entrances required by subsection 4.1.5 including both inner and outer vestibule doors (where provided);
- an accessible toilet stall, where there is no universal washroom on the same floor within **45 m (147 ft. 6 in.)**.

Exception: where there is at least one other male and female washroom with accessible toilet stalls on the same floor within **45m (147 ft. 6in.)**, that are equipped with a power door operator;

- universal washrooms;
- accessible change rooms;
- intermediate doorways across primary circulation routes within a facility.

Exception: Doors that are held open using electromagnetic hold-open devices; and

- entrances into primary functional areas within a facility, as designated by the member organization of the City of Stratford.
- Exception: Doors that are held open using electromagnetic hold-open devices.

Mats and mat sinkage at doors shall comply with this section. Revolving doors or turnstiles shall not be the only means of passage at an accessible entrance or along an accessible route. An accessible gate or door shall be provided adjacent to the turnstile or revolving door and shall be designated to facilitate the same use pattern. Frameless glass doors shall not be used. Door hardware on all doors throughout a facility (not only those deemed accessible), shall comply with the door hardware requirements of this section.

Side-hinged door – Front approach (Figure 4.1.6.3) – Floor Space Required

| Context | Depth (mm) | Width (mm) | Space beside latch |
|------------------|---------------|-------------------------------------|--------------------|
| Pull side | 1525 (60 in.) | 1600 (63 in.) *1525 (60 in.) | 600 (23-5/8 in.) |
| Push Side | 1370 (54 in.) | 1250 (49-1/4 in.) *1220 (48 in.) | 300 (11-3/4 in.) |

Side-hinged door – Latch-side approach (figure 4.1.6.3) – Floor Space Required

| Context | Depth (mm) | Width (mm) | Space beside latch |
|------------------|-------------------------------------|---------------------------------|--------------------|
| Pull side | 1370 (54 in.) *1220 (48 in.) | 1600 (63 in.) *1525 (60 in.) | 600 (23-5/8 in.) |
| Push Side | 1370 (54 in.) *1100 (43-1/4 in.) | 1525 (60 in.) | 600 (23-5/8 in.) |

Side-hinged door – Latch side approach (figure 4.1.6.1) – Floor Space Required

| Context | Depth (mm) | Width (mm) | Space beside latch |
|------------------|-------------------------------------|---------------------------------|--------------------|
| Pull side | 2440 (96 in.) *1525 (60 in.) | 2440 (96 in.) *1525 (60 in.) | 600 (23-5/8 in.) |
| Push side | 1370 (54 in.) *1100 (43-1/4 in.) | 1830 (72 in.) | 450 (17-3/4 in.) |

Sliding door (figure 4.1.6.4) – Floor Space Required

| Context | Depth (mm) | Width (mm) | Space beside latch |
|-----------------------|-------------------------------------|-------------------|--------------------|
| Front approach | 1370 (54 in.) | 1500 (61 in.) | 300 (11-3/4 in.) |
| Side approach | 1370 (54 in.) *1100 (43-1/4 in.) | 2150 (84-5/8 in.) | 600 (23-5/8 in.) |

Table 4.1.6

Manoeuvring Space at Doors

In retrofit situations where it is technically infeasible to provide the required clearances at doors, the clearances may be reduced as shown by the Asterix ()

Design Requirements

Accessible doors shall be on an accessible route that complies with subsection 4.1.4. The minimum width of a door leaf in accessible door systems shall be **965 mm (38 in.)**. In retrofit situations where it is technically infeasible to provide this size or door leaf, a **920 mm (360 in.)** door leaf may be used.

Unless equipped with a power door operator, the door shall have level wheelchair-manoeuvring space on both sides of the door, and clear space beside the latch, as described in Table 4.1.6. Exception: Clear space is not required on the inactive side of the door, where access is provided from one side only – such as a closet.

The required clear space beside the latch is to be unobstructed for the full height of the door. The minimum space between two hinged or pivoted doors in series are not aligned, a turning diameter of **1500 mm (59 in.)**, plus the width of any door swinging into the space. Where doors in a series are not aligned, a turning diameter of **1500 mm (59 in.)** shall be provided within the vestibule area, clear of any door swing.

The threshold shall be not more than **6 mm (1/4 in.)** high.

Door hardware (operating devices such as handles, pulls, latches and locks) shall:

- Be operable by one hand;
- Not require fine finger control, tight grasping, pinching, or twisting of the wrist to operate (designed to be operable using a closed fist); and

4.1.6 Doors

- Be mounted between **900 mm (35 in.)** and **1100 mm (43-1/4 in.)** from the floor.

Operating hardware on sliding doors shall be exposed and usable from both sides when sliding doors are fully open.

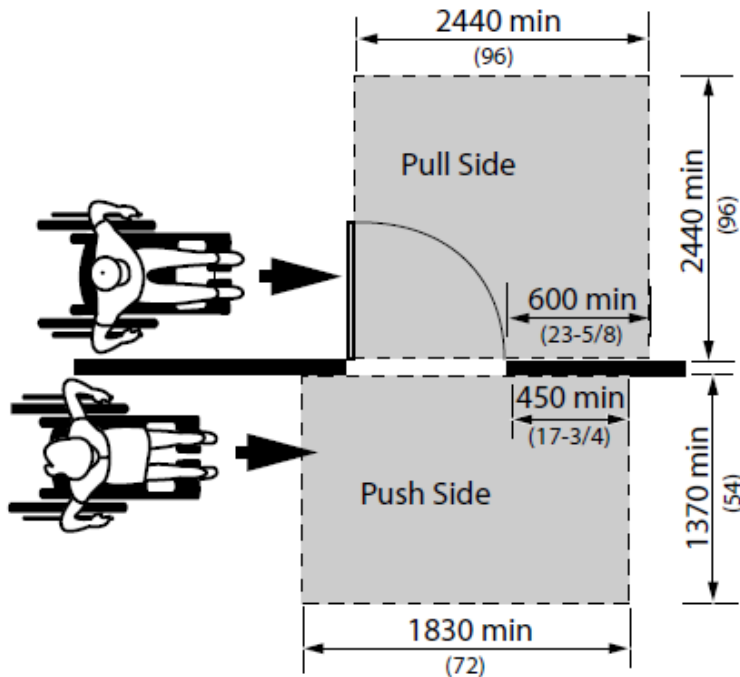


Figure 4.1.6.1
Hinge Side Approach at Hinged Doors

The maximum door opening force or pushing open a door shall be:

- 38 N (8.5 lb.) for exterior hinged doors;
- 22 N (4.6 lb.) for interior hinged doors; and
- 22 N (4.6 lb.) for sliding or folding doors.

Door closers shall be adjusted to the least pressure possible, but never more than the opening forces noted above. The sweep period of door closers shall be adjusted so that, from an open position of 90 degrees, the door will take not less than 3 seconds to move to a semi-closed position of approximately 12 degrees.

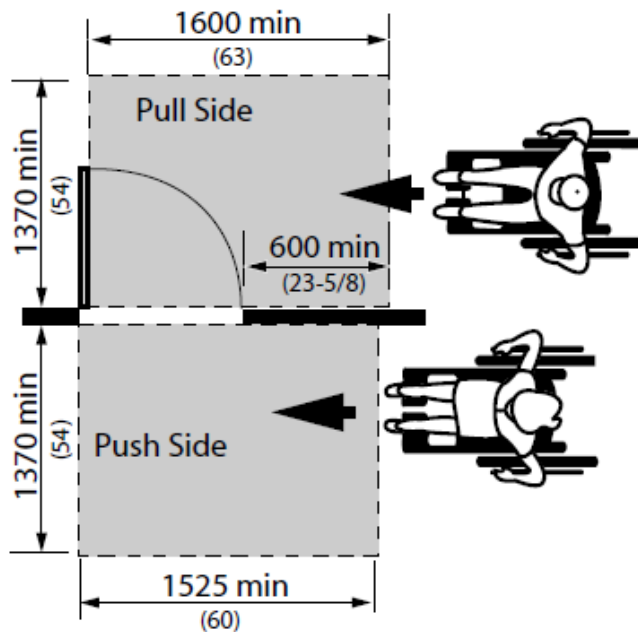


Figure 4.1.6.2
Latch Side Approach at Hinged Doors

Power-assisted swinging doors shall:

- take not less than 3 seconds to move from the closed to the fully open position, and
- require a force of not more than 66 N (13.8 lb.) to stop door movement.

Permanent mats and metal gratings at entrances and in vestibules shall be sunk level with the floor, so as not to create a tripping hazard. Occasional mats (e.g., runners used in bad weather) should be level with the floor surface and/or have a gently bevelled edge, so as not to create a tripping hazard.

(See next page for Figure 4.1.6.3 and Figure 4.1.6.4).

Where door operators are provided they shall:

- be located to allow a person using a wheelchair or scooter to stop immediately adjacent to the control (refer to subsection 4.1.1);
- be located at least **600 mm (23-5/8 in.)** from the inside corner;
- be located on the latch side of the door it controls so as to allow persons to activate the opening of the door from either side;

- be located not less than **600 mm (23-5/8 in.)** and not more than **1500 mm (59 in.)** beyond the door swing, where the door opens towards the control;
- incorporate controls that are clearly visible which are at least **150 mm (5-1/8 in.)** by **914 mm (36 in.)** touch panel;
- have its centre located **1000-1100 mm (39-3/8 – 43-1/4 in.)** from the finished floor, or extending not more than **200 mm (7-7/8 in.)** to not less than **900 mm (35-1/2 in.)** above the finished floor or ground:
- incorporate the International Symbol of Access for Persons with Disabilities;
- where pressure-sensitive mats, overhead beams, or proximity scanners are used to detect traffic, incorporate systems that will detect individuals using wheelchairs; and
- where exterior doors swing open into a pedestrian area, incorporate safety guards that comply with 4.1.3 projecting a minimum of **300 mm (11-3/4 in.)** beyond both sides of the open door. (See Figure 4.1.6.8).

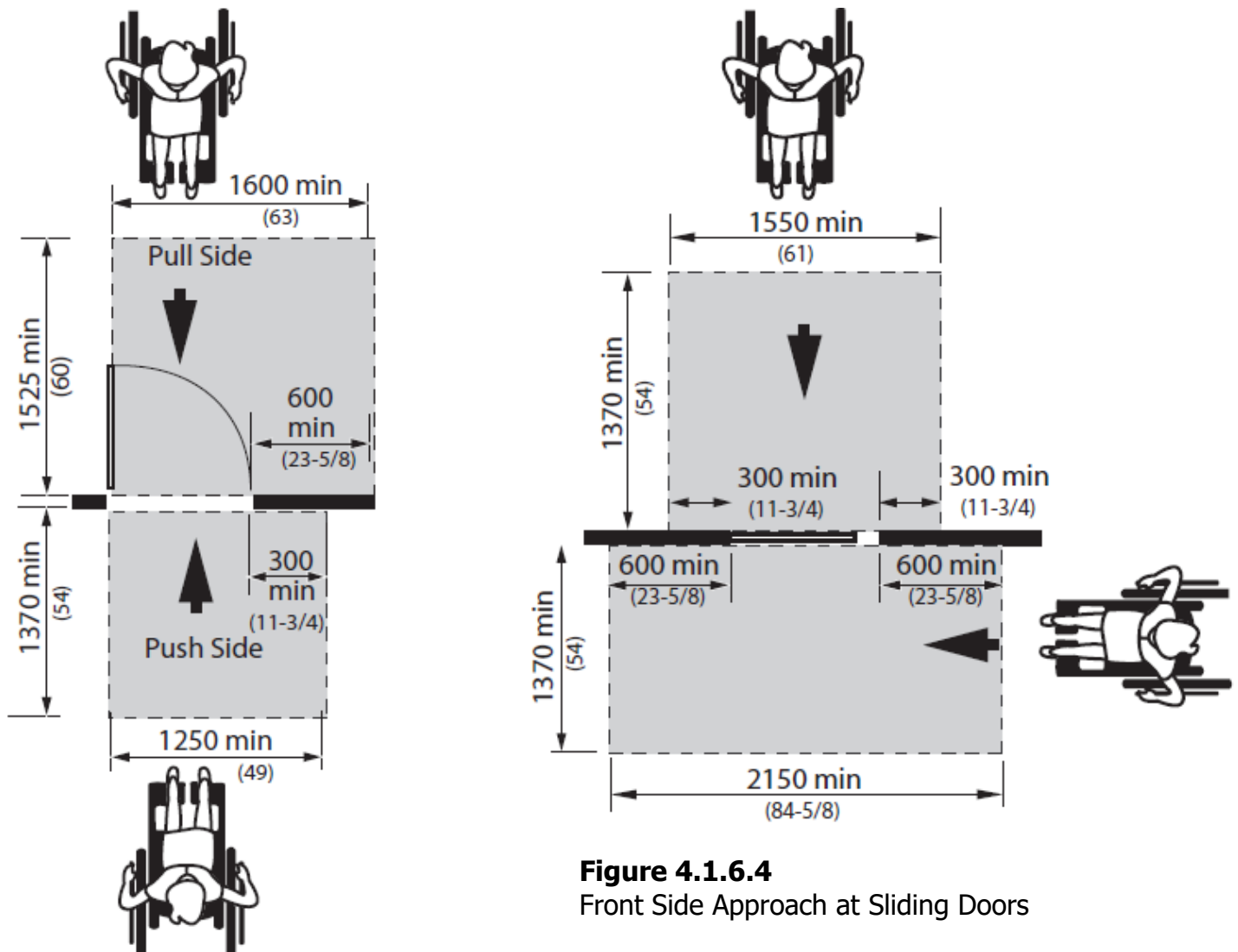


Figure 4.1.6.4
Front Side Approach at Sliding Doors

Figure 4.1.6.3
Front Approach at Hinged Doors

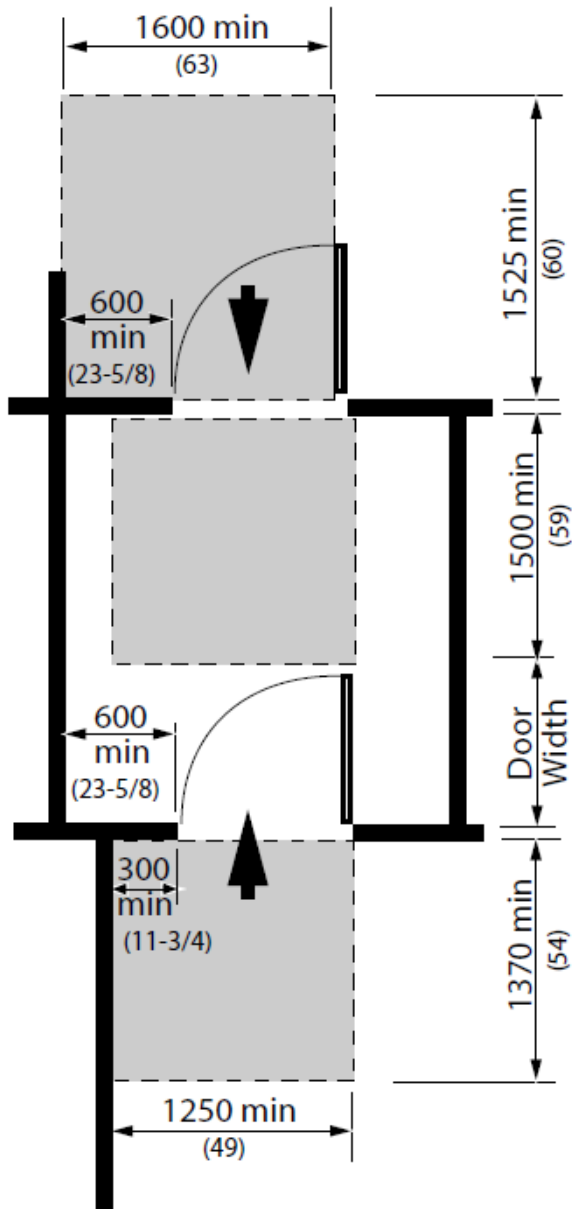


Figure 4.1.6.5
Manoeuvring Space at Doors in Series

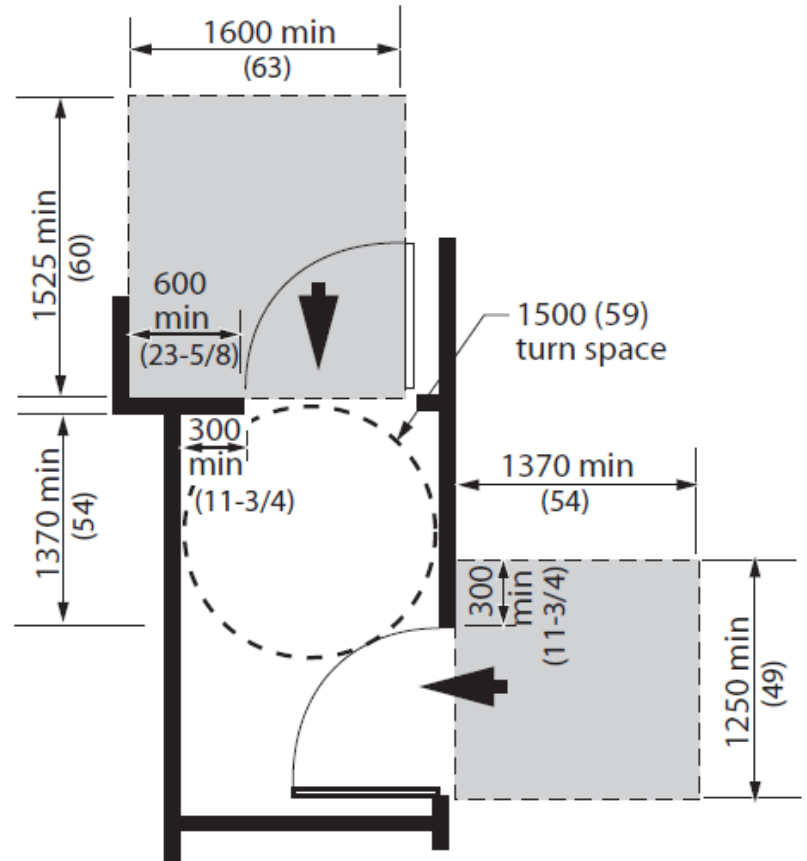


Figure 4.1.6.6
Manoeuvring Space and Doors in Series

Where doors are not equipped with a closing device, the edge of the door shall be colour contrasted to the face of the door. (See Figure 4.1.6.9).

Doors and/or door frames shall incorporate pronounced colour contrast, to differentiate them from the surrounding environment. Door handles and other operating mechanisms shall incorporate pronounced colour contrast, to differentiate them from the door itself. Where a door incorporates glazing or is fully glazed, it shall comply with subsection 4.1.8 (Windows, Glazed Screens, and Sidelights).

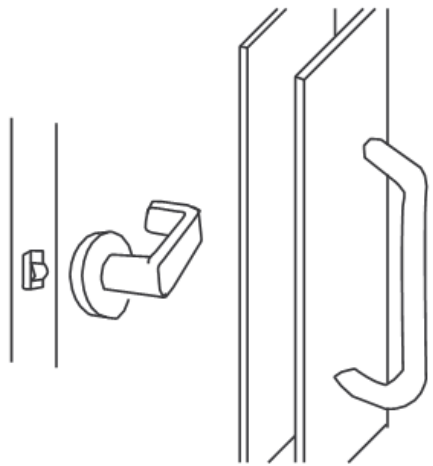


Figure 4.1.6.7
Examples of Accessible Hardware

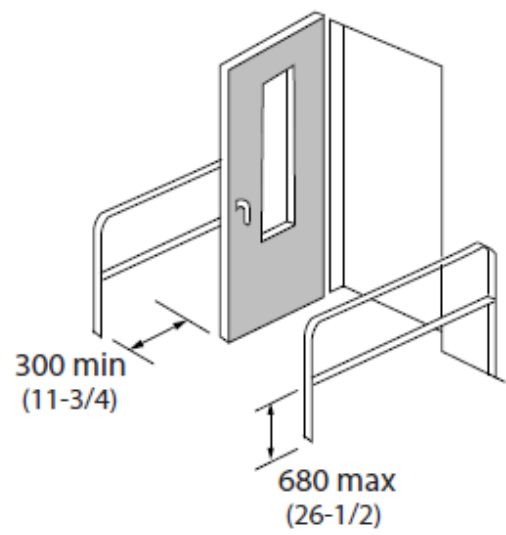


Figure 4.1.6.8
Detectable Safety Guards

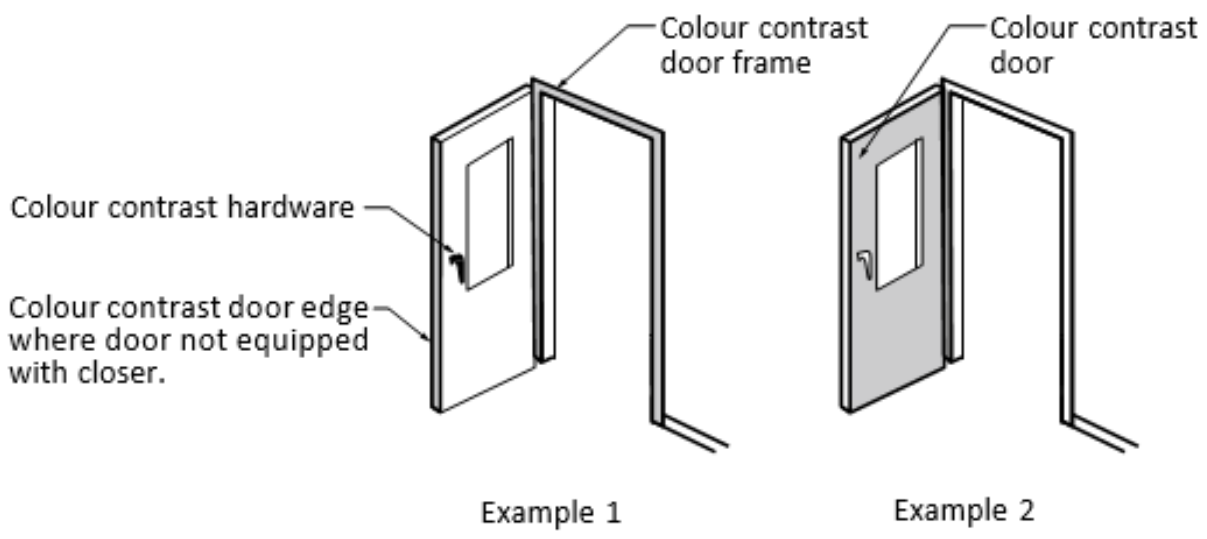


Figure 4.1.6.9
Colour Contrast at Doors

4.1.7 Gates, Turnstiles, and Openings

Rationale

Gates and turnstiles should address the full range of users that may pass through them. Single-bar gates designed to be at a convenient waist height for ambulatory persons are at neck and face height for children and persons who use wheelchairs or scooters. Revolving turnstiles are a physical impossibility for a person in a wheelchair to negotiate. They are also difficult for persons using canes or crutches, or persons with poor balance. An adjacent opening for an appropriate width is essential for wheelchair access, as well as access for those using other mobility devices, strollers, walkers, or delivery carts.

Application

Gates, turnstiles, and openings shall comply with this section.

Design Requirements

Where gates or openings are provided through fences or screens to public use areas, such openings shall be accessible (i.e., a minimum of **950 mm (37-1/2 in.)** wide, to allow free passage of a person in a wheelchair. Hardware should be suitable for autonomous use, and any closing device should not be spring-loaded).

Where turnstiles or other ticketing control devices which are not wheelchair accessible are utilized, then a gate or opening which is accessible shall also be provided in the same location. Turnstiles shall incorporate a pronounced colour contrast, to differentiate them from the surrounding environment. Where gates are incorporated into chain-link fencing systems, the poles at either side of the gate shall incorporate a pronounced colour contrast from the fence and the surrounding environment.

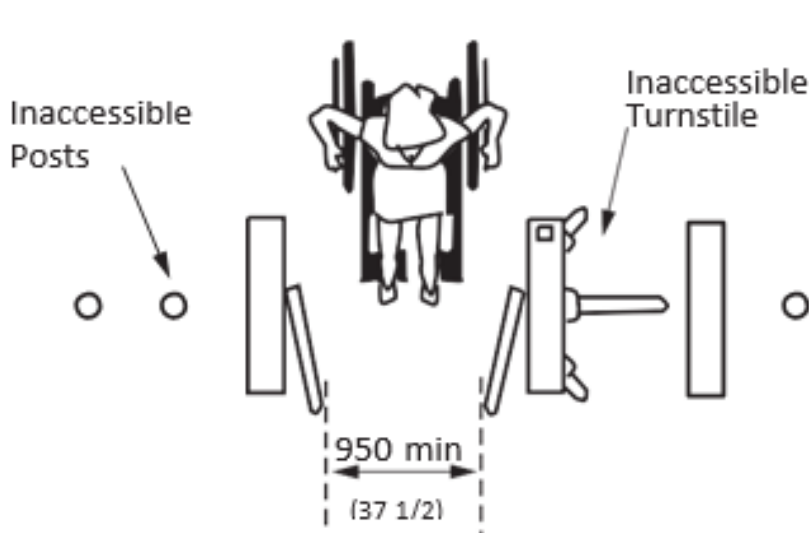


Figure 4.1.7.1
Access to Turnstile

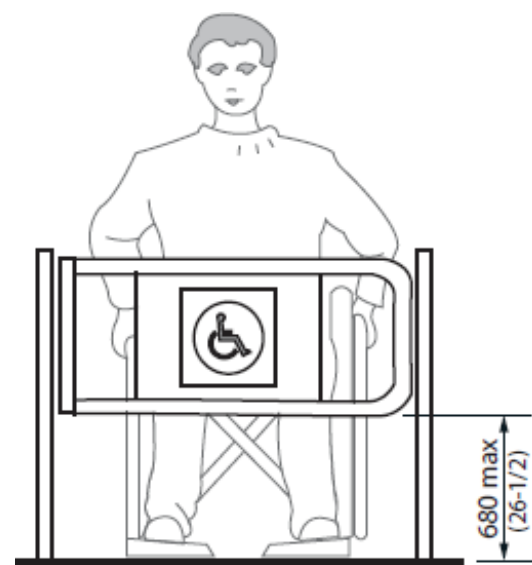


Figure 4.1.7.2
Access to Turnstile

4.1.8 Windows, Glazed Screens, and Sidelights

Rationale

Broad expanses of glazing in screens, sidelights, and doors can be difficult to detect. While this may be a particular concern to persons with visual impairments, it is possible for anyone to walk into a clear sheet of glazing, especially if they are distracted or in a hurry.

Persons who use wheelchairs or scooters experience the facility from a seated position thereby lowering their eye level and reach range. This necessitates the need for lower sill heights and easily reached operating mechanisms. Window controls and operating devices should also respect the limitations of hand strength or dexterity encountered with different types of disabilities, including arthritis.

Application

Windows, glazed screens, fully glazed sidelights, fully glazed doors, and vision panels in doors shall comply with this section. Frameless glass doors shall not be used.

Design Requirements

Fully glazed sidelights at exterior entrances or vestibules, as well as fully glazed screens, shall be clearly identified with a horizontal row of decals, or a continuous stripe, minimum **50 mm (2 in.)** wide and of highly contrasting colour, mounted with its centre line between **1475 mm (58 in.)** and **1525 mm (60 in.)** from the floor or ground. Additionally, a second row of decals, or a continuous stripe, a minimum of 50 mm (2 in.) wide and of highly contrasting colour shall be provided, mounted with its centreline between **1170 mm (46 in.)** and **1220 mm (48 in.)** above the floor or ground.

Where decals are used, they shall be located at a maximum of **150 mm (5-7/8 in.)** from centre to centre. The decals can either be **50 mm (2 in.)** square or round, and/or of a special design (e.g., a logo) provided the solid portion of the decals provides high colour contrast and is easy to identify by persons who are visually impaired.

Where etched or patterned glass is used, decals or a stripe of highly contrasting colour shall still be provided. Where frameless glass panels are used, exposed edges shall be identified with a vertical safety stripe, applied to cap the end glass panel.

Where viewing windows or vision panels are provided,

- the sill height shall be no more than **760 mm (30 in.)** from the floor; and
- where horizontal transoms are incorporated in windows, the transoms shall not be located between **1060 mm (42 in.)** and **1220 (48 in.)** from the floor.

4.1.8 Windows, Glazed Screens, and Sidelights

Where peepholes are used, they shall be of the wide-angle variety that allows the viewer to be at a range of heights or angles.

In facilities with operable windows, window opening hardware shall:

- be mounted between **400 mm (15-3/4 in.)** and **1200 mm (47 in.)** from the floor;
- be operable using one hand; and
- not require fine finger control, tight grasping, pinching, or twisting of the wrist to operate.

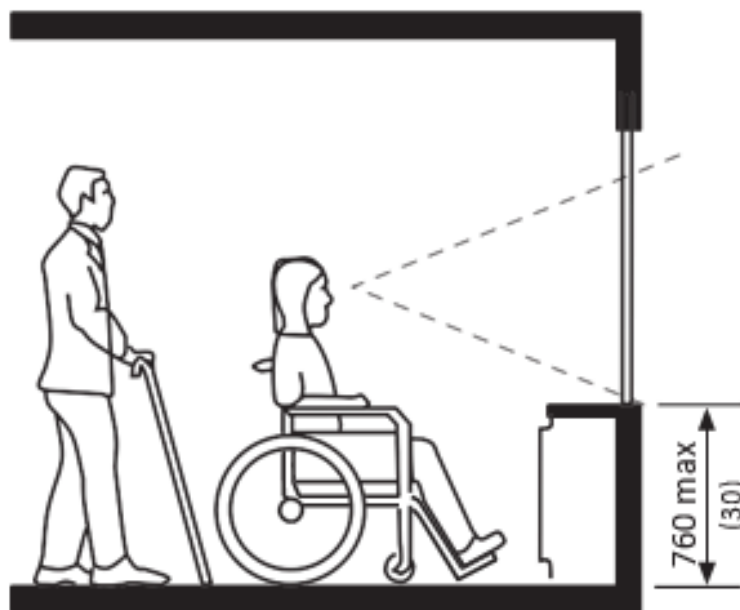


Figure 4.1.8.1
Windowsill Height

4.1.9 Ramps

Rationale

Traditionally, ramps have been synonymous with wheelchair accessibility. However, ramps can be problematic in providing accessibility. Ramps can be difficult and dangerous to negotiate. Also, the physical space required for ramps makes it cumbersome to integrate into a facility. However, where a change in level already exists or cannot be avoided, a properly designed ramp can provide access for those using wheelchairs, pushing strollers, or moving packages on a trolley.

The design of the ramp is critical to its usefulness and safety. A steeply inclined ramp is difficult to ascend when using a wheelchair and can increase the risk of the wheelchair tipping backward. Descending a steep ramp can also be hazardous. Any cross slope will further increase the effort required to negotiate the ramp. Manoeuvring space at the top and bottom are other important factors in a ramp's usability. Level areas at points along a long ramp enable an individual to rest.

Textured surfaces, edge protection, and handrails all provide important safety functions. Heated surfaces are recommended to address the safety concerns associated with snow and ice.

Application

Any part of an accessible route with a slope steeper than **1:25** shall be considered a ramp and shall comply with this section.

Design Requirements

Accessible ramps shall be on an accessible route complying with 4.1.4. The running slope shall be between **1:20** and **1:25**. In a retrofit situation where it is technically infeasible to provide a ramp with a running slope between **1:20** and **1:25**, a running slope not steeper than **1:15** may be used. Shallower slopes are preferred.

The maximum cross slope of ramp surfaces shall be **1:50**. Ramps shall have level landings at the top and bottom of each run and also where the ramp changes direction. The maximum horizontal length between landings shall not exceed **9m (29 ft. 6 in.)**.

Landings shall

- be at least as wide as the widest ramp run leading to it;
- provide a minimum clear turning space of not less than **2440 x 2440 mm (96 x 96 in.)** if located at the top or bottom of a ramp or if served by a doorway. (In a retrofit situation where creating a suitably sized landing is technically infeasible, the required landing size may be reduced to **1670 x 1670 mm. (65-3/4 x 65-3/4 in.)**);

4.1.9 Ramps

- where an intermediate landing at the switchback of a U-shaped ramp (Refer to Figure 4.1.9.1), has a length not less than **1670 mm (65-3/4 in.)** and a width not less than **2440 mm (96 in.)**. In a retrofit situation where creating a suitably sized landing is technically infeasible, the required landing width may be reduced to **2120 mm (84 in.)**;
- where an intermediate landing at a change of 90 degrees or more in the direction of the ramp (Refer to Figure 4.1.9.1), has a length and width not less than **1670 mm (65-3/4 in.)**; and
- where an intermediate landing at a straight ramp (Refer to Figure 4.1.9.1), has a length not less than **1670 mm (65-3/4 in.)**.

Ramp and landing surfaces shall be firm, stable, and slip-resistant, complying with subsection 4.1.2. Outdoor ramps and their approaches shall be designed so that water will not accumulate on walking surfaces. Surface cross slope shall not be greater than **1:50**. Edges of ramps and landings shall be protected with a wall or guard on all sides.

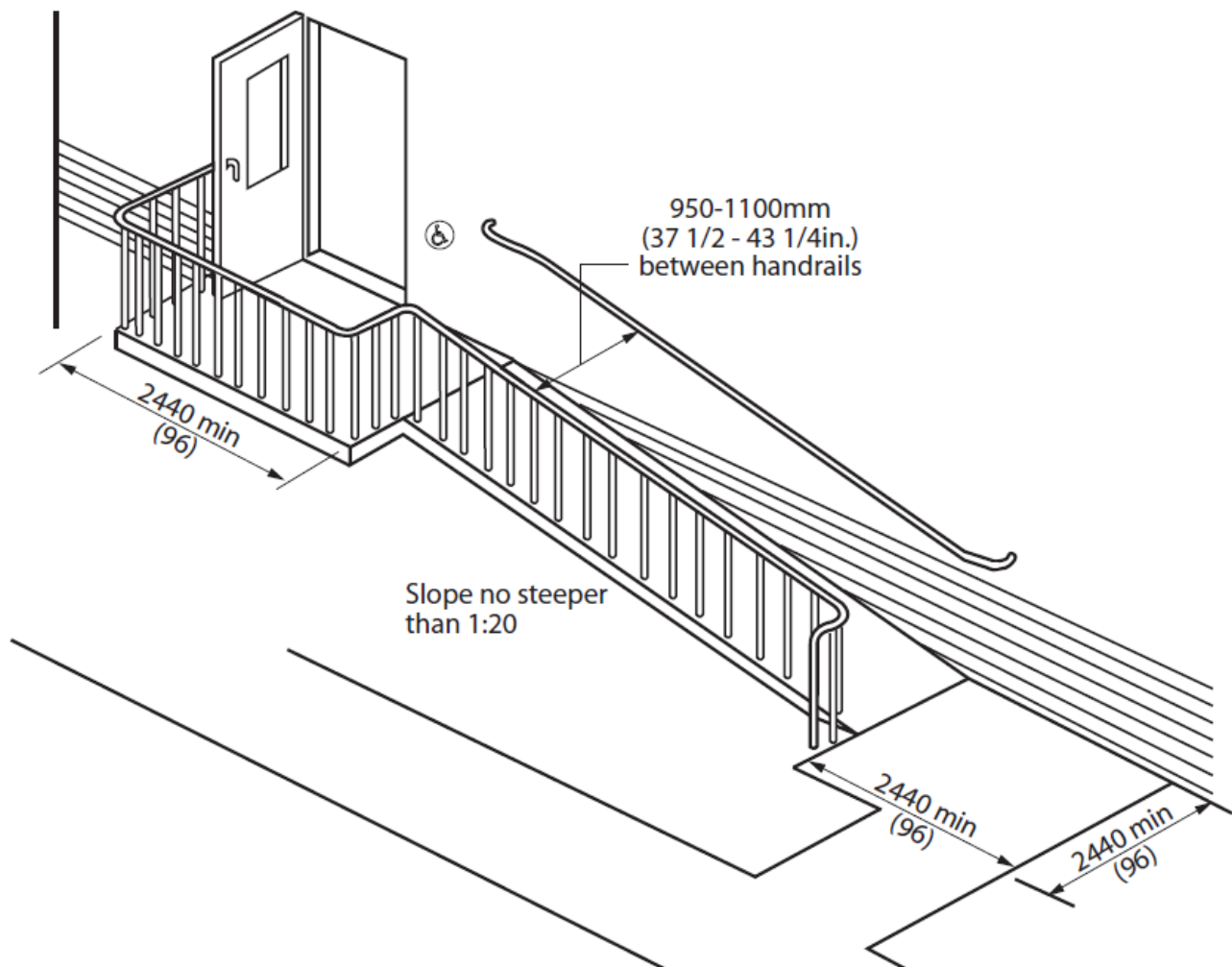


Figure 4.1.9.2
Ramp Criteria

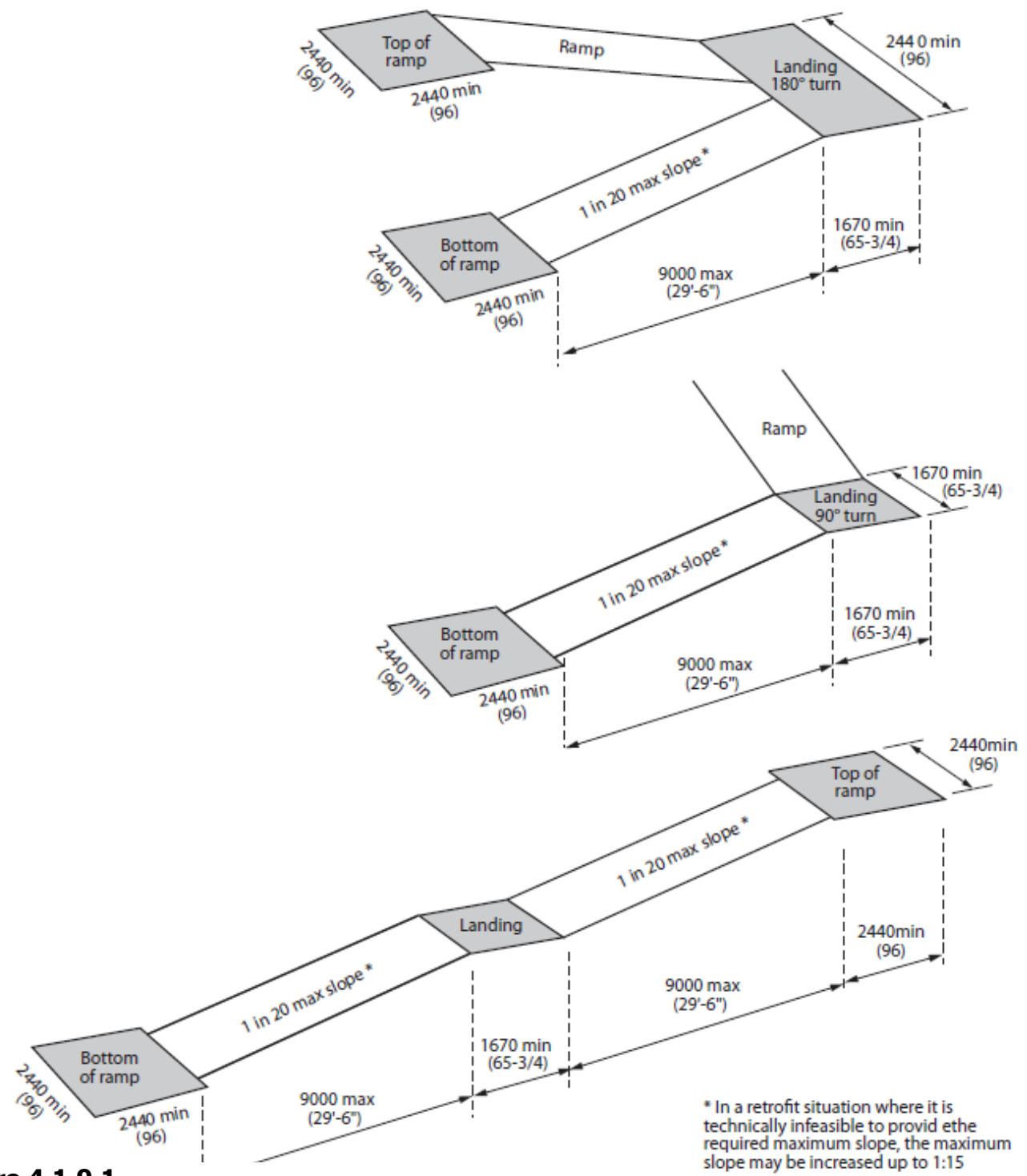


Figure 4.1.9.1
Minimum Ramp Landing Dimensions

4.1.9 Ramps

Ramp and landing surfaces shall be firm, stable, and slip resistant, complying with subsection 4.1.2. Outdoor ramps and their approaches shall be designed so that water will not accumulate on walking surfaces.

Surface cross slope shall not be greater than **1:50**. Edges of ramps and landings shall be protected with a wall or guard on all sides.

Where a guard is provided, it shall:

- Comply with the requirements of the Ontario Building Code;
- Be provided with a curb at least **50 mm (2 in.)** high on any side of the ramp where no solid enclosure or solid guard is provided.
- Be provided with railings or other barriers that extend to within **50 mm (2 in.)** of the finished ramp or have a curb not less than **50 mm (2 in.)** high.

A ramp run with a rise greater than **150 mm (6 in.)** shall have handrails which

- are on both sides;
- comply with subsection 4.1.12;
- are continuous on the inside of switchback (u-shaped) or I-shaped ramps;
- when not continuous, extend horizontally, at least **300 mm (11-3/4 in.)** beyond the top and bottom of the ramp and return to the wall, floor, or post;
- be terminated in a manner that will not obstruct pedestrian travel or create a hazard;
- measure between **865 mm (34 in.)** and **920 mm (36 in.)** from the ramp surface to the top of the handrail; and
- have a width between at least one set of handrails of **950 – 1100 mm (37-1/2 – 43 – 1/4 in.)**

Where a ramp is greater than **2200 mm (86-1/2 in.)** in width, one or more intermediate handrails which are continuous between landings and comply with 4.1.12 must be provided and located so that there is a maximum of **1650 mm (65 in.)** between handrails.

Exception: Where a ramp serves as an aisleway for fixed seating, the requirements for ramp handrails do not apply.

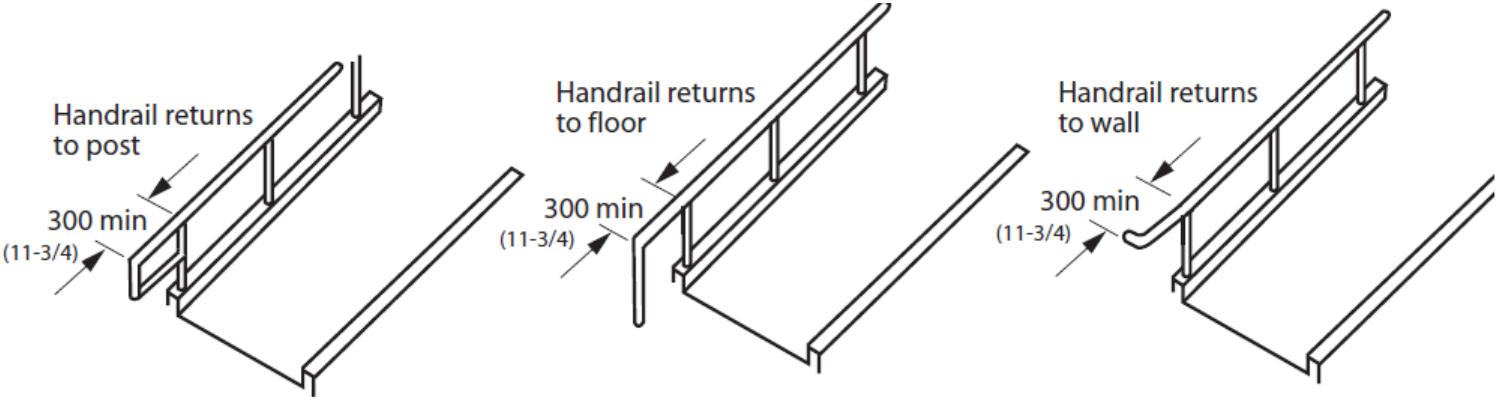


Figure 4.1.9.3
Horizontal Handrail Extensions

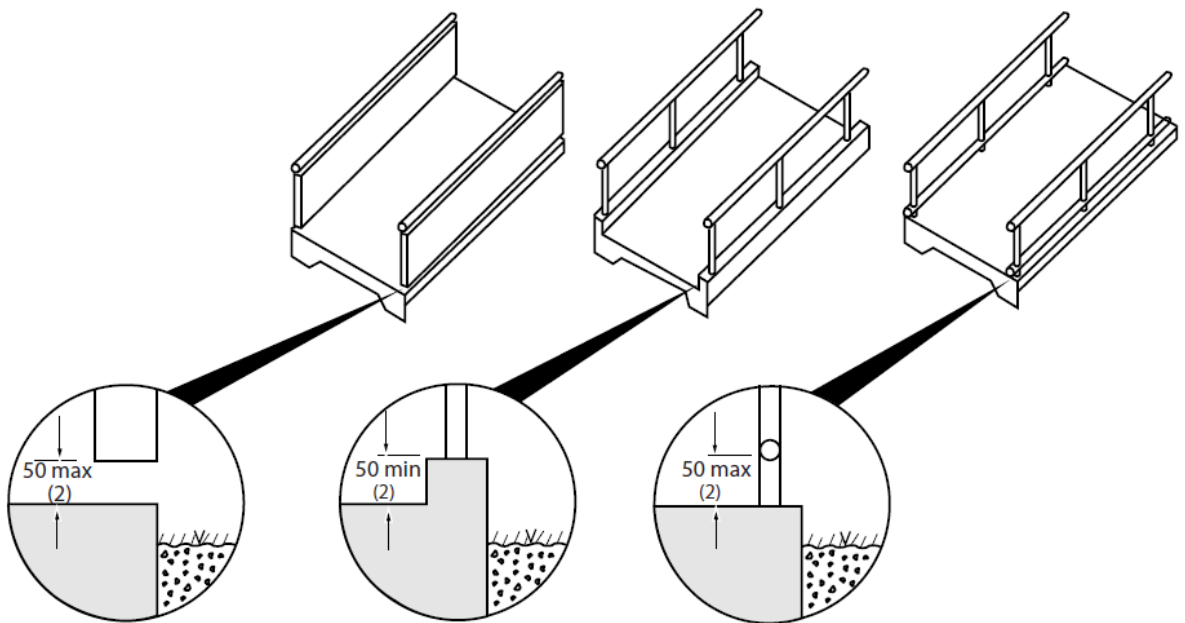


Figure 4.1.9.4
Edge Protection at Ramps

4.1.10 Curb Ramps

Rationale

In the interest of moving people safely and efficiently off a roadway, the design of curb ramps is very important. The same issues related to the slopes of ramps apply equally to the slopes of curb ramps. A well-designed curb ramp can be spoiled by an uneven or gapped transition between the road surface and the curb ramp. Flared sides on the curb ramp eliminate the hazard of a pedestrian stepping off an edge. While smooth transition and minimal slope are ideal for someone in a wheelchair, they are a potential hazard to an individual with visual impairment who may not notice the transition from sidewalk to street. Textured surfaces become an important safety feature scenario.

Application

Curb ramps complying with this section shall be provided wherever any path of travel crosses a curb.

Design Requirements

Accessible curb ramps shall be on an accessible route complying with Figure 4.1.4. The running slope shall be between **1:50 and 1:20 (2% - 5%)**. In retrofit situations where it is impractical to achieve these slopes, a running slope no steeper than **1:12 (8.3%)** may be used.

The minimum width of the curb ramps, exclusive of flared sides, shall be **1500 mm (59 in.)**. The maximum allowable cross slope shall be no more than **1:50**. The maximum slope on flared sides shall be no more than **1:10**. Curb ramp configuration shall be illustrated in Figures 4.1.10.1 to 4.1.10.5.

The maximum counter slope of gutters and road surfaces immediately adjacent to curb ramps shall be **1:20**.

Surfaces of curb ramps shall:

1. be slip-resistant;
2. have a smooth transition from the curb ramp to adjacent surfaces; and
3. incorporate a truncated cone/dome detectable warning surface;
 - in compliance with subsection 4.4.8;
 - located at the bottom of the curb ramp;
 - having high tonal contrast with adjacent surfaces;
 - a minimum **610 mm (23-5/8 in.)** deep, commencing **150 – 200 mm (5-7/8 – 7-7/8 in.)** from the back of the curb edge; and
 - extending the full width of the curb ramp.

4.1.10 Curb Ramps

Curb ramps at pedestrian crosswalks shall be wholly contained within the area designated for pedestrian use.

Raised islands in crossing shall:

- be cut through level with the street; or
- have curb ramps at both sides and a level area not less than **1370 mm long (54 in.)** in the middle.

Island level with the street shall be within the area designated for pedestrians who use detectable warning surfaces in compliance with subsection 4.4.8.

Depressed Curbs:

Where a depressed curb is provided on an exterior path of travel, the depressed curb must;

- have a maximum running slope of **1:20 (5%)** aligned with the direction of travel.
- be aligned with the direction of travel.
- where provided at a pedestrian crossing, it must have tactile walking surface indicators that,
- comply with subsection 4.4.8;
- have high tonal contrast with the adjacent surface;
- are located at the bottom portion of the depressed curb that is flush with the roadway;
- are set back **150-200 mm (5-7/8 – 7-7/8 in.)** from the curb edge; and
- are a minimum of **610 mm (24 in.)** in depth.

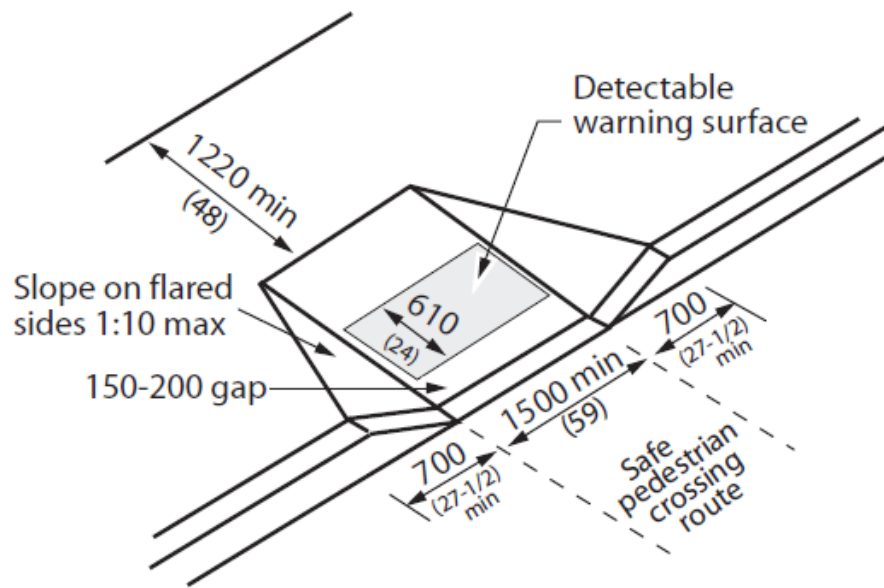


Figure 4.1.10.1
Curb Ramp with Flared Sides

4.1.10 Curb Ramps

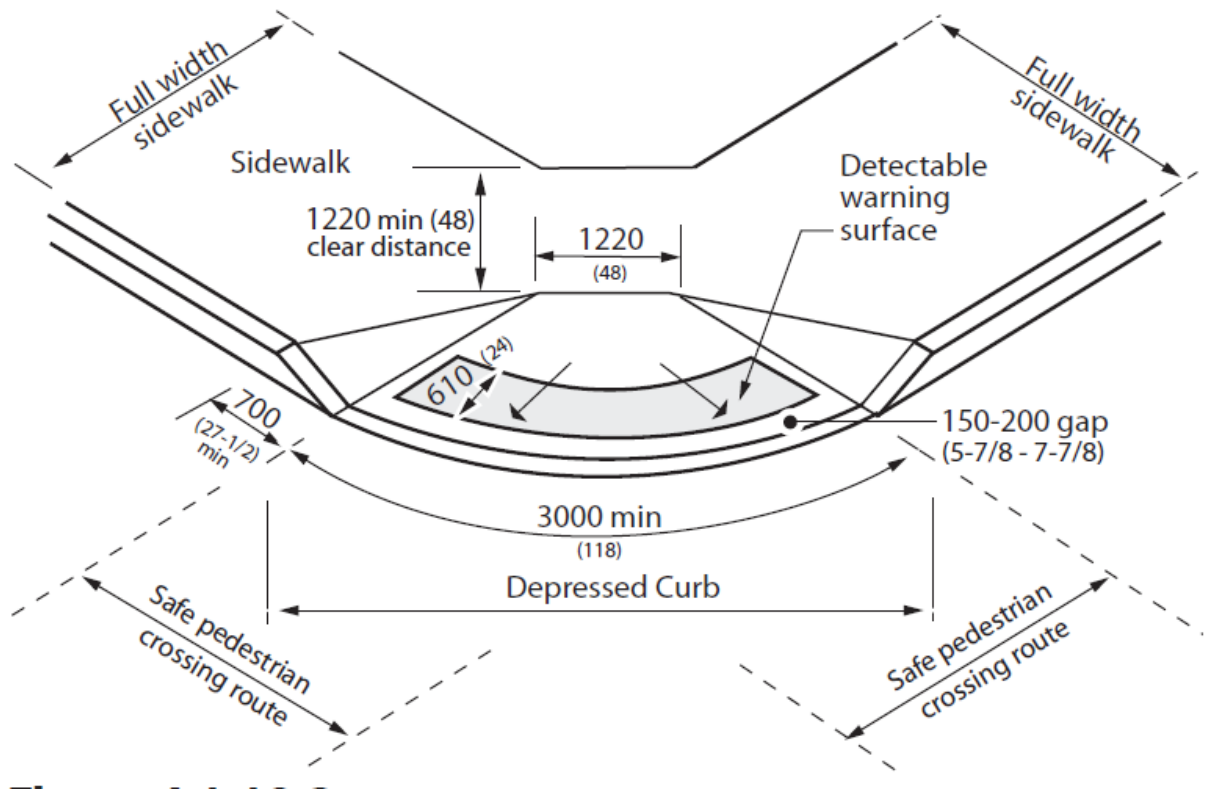


Figure 4.1.10.2
Depressed Curb where Sidewalks are adjacent to Curb.

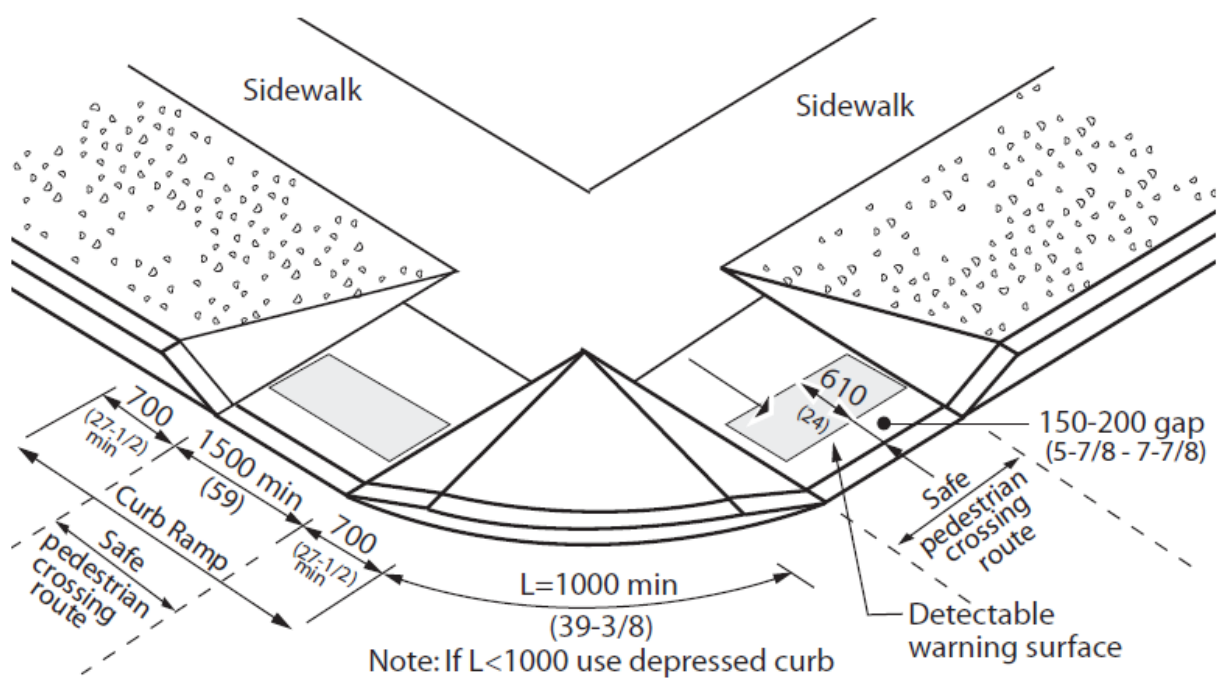


Figure 4.1.10.3
Curb Ramp at Sidewalks with Wide Boulevards

4.1.10 Curb Ramps

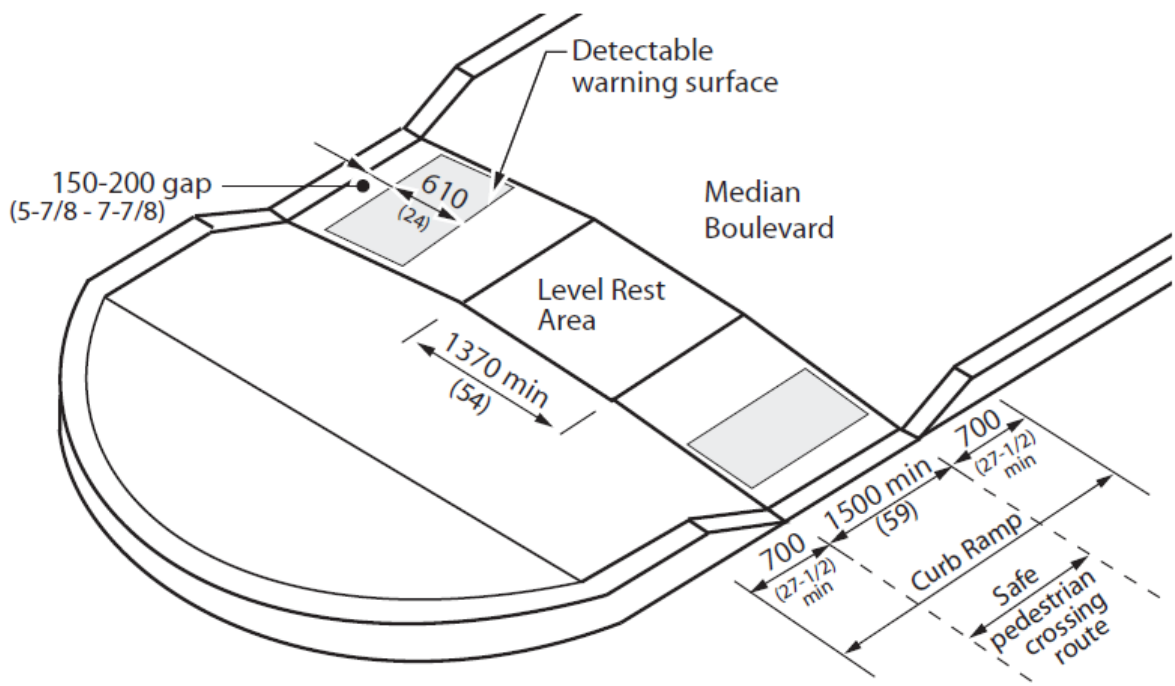


Figure 4.1.10.4
Curb Ramp at Wide Median Sidewalk Crossing

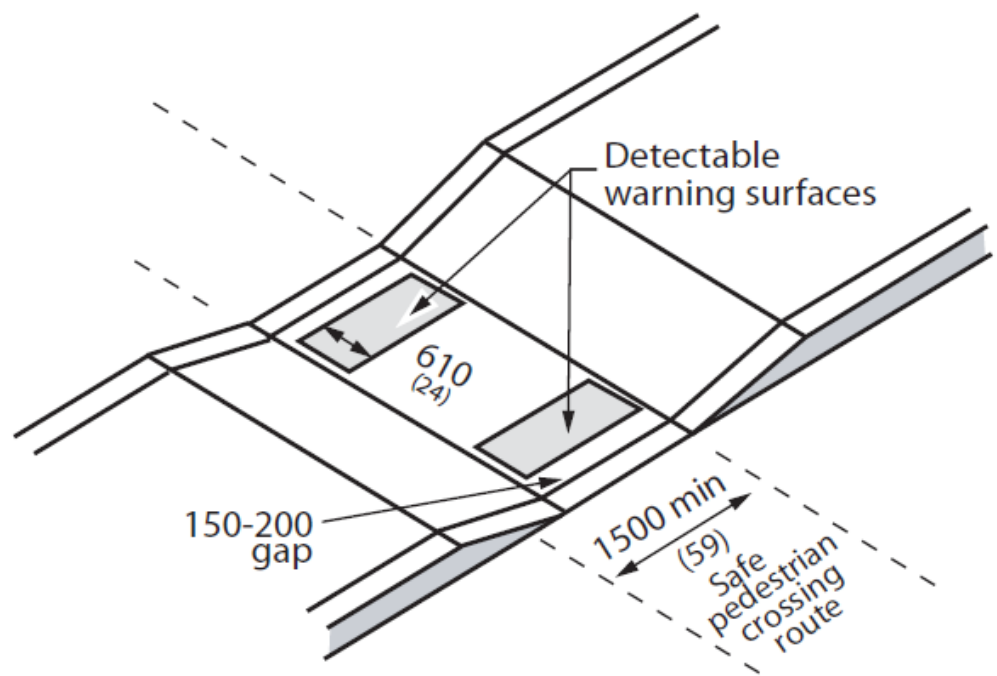


Figure 4.1.10.5
Curb Ramp at Narrow Median Sidewalk Crossing

4.1.11 Stairs

Rationale

Stairs that are comfortable for many adults may be challenging for children, seniors, or persons with short stature. Poorly designed nosings can present tripping hazards, particularly to persons with prosthetic devices or those who use canes. Cues to warn a person with a visual impairment of an upcoming set of stairs are vitally important. These persons will also benefit from stairs designed with contrasting edges on treads. The appropriate application of handrails will aid all users and especially those that have difficulty ascending stairs.

Application

Interior and exterior stairs shall comply with this section. In retrofit situations, stairs need not comply if they connect levels that are accessible by an elevator, ramp, or other accessible means of vertical access. In a retrofit situation dimensional change to steps and landings are not required. All other design requirements must be met.

Design Requirements

A flight of stairs shall have

- uniform riser heights and tread depths;
- risers not more than **180 mm (7 in.)** and not less than **125 mm (4-7/8 in.)** high;
- run not less than **280 mm (11 in.)** and not more than **355 mm (14 in.)** deep, measured from riser to riser;
- slip-resistant tread surface; and
- no open risers.

Nosings shall

- project not more than **25 mm (1 in.)**;
- have no abrupt undersides;
- have a curved or bevelled leading edge of the tread between 6 mm (1/4 in.) and 10 mm (3/8 in.);
- where projecting, be sloped to the riser at an angle not less than 60 degrees to the horizontal;
- be illuminated to a level of at least 100 lux (9.2 ft-candles);
- be slip-resistant and have high tonal contrast markings that extend the full width of the leading edge of step.

Stairs shall incorporate detectable warning surfaces that comply with 4.4.8, at the top of all flights of stairs, and all landings.

Handrails for stairs shall

- comply with subsection 4.1.12;
- be installed on both sides;

4.1.11 Stairs

- be of uniform height, ranging between **865 mm (34 in.)** and **920 mm (36 in.)** from the stair nosing;
- have a continuous inside handrail on switchback stairs; and
- where not continuous
- extend at the bottom of the stairs for a distance of one tread beyond the first riser, then horizontally not less than **300 mm (11-3/4 in.)** at a height of ranging between **865 mm (34 in.)** and **920 mm (36 in.)** above the floor
- extend horizontally at the top of the stairs not less than **300 mm (11-3/4 in.)**, at a height of ranging between **865 mm (34 in.)** and **920 mm (36 in.)** above the floor; and
- be terminated in a manner that will not obstruct pedestrian travel or create a hazard.

Where stairs are greater than **2200 mm (86 -1/2 in.)** in width, one or more intermediate handrails which are continuous between landings and comply with 4.1.12 – Handrails, must be provided and located so that there is MAX **1650 mm (65 in.)** between handrails.

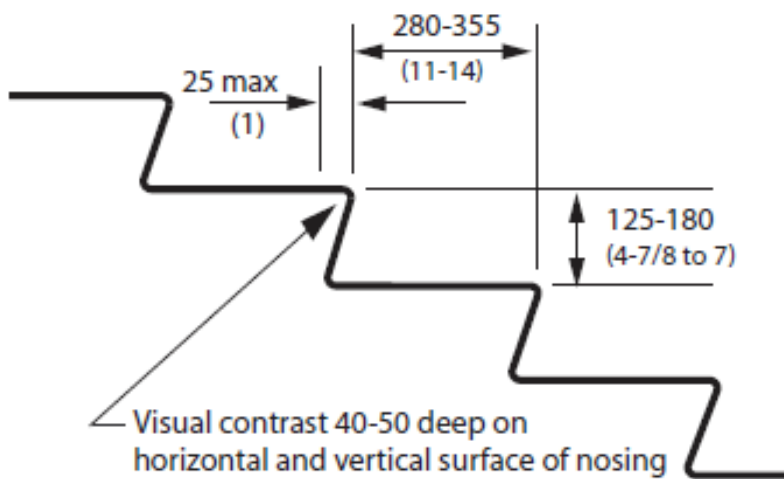


Figure 4.1.11.1
Stair Tread Criteria

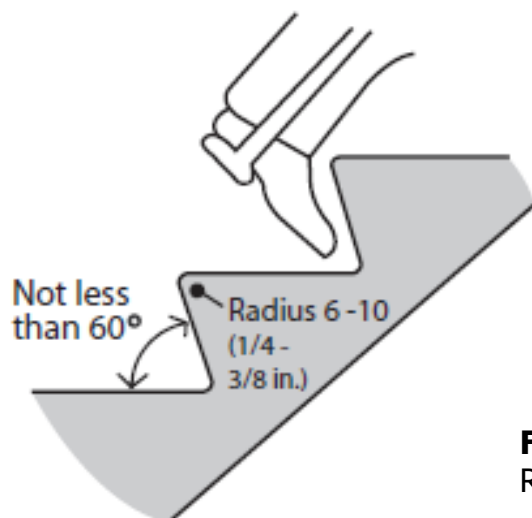


Figure 4.1.11.2
Raked Riser

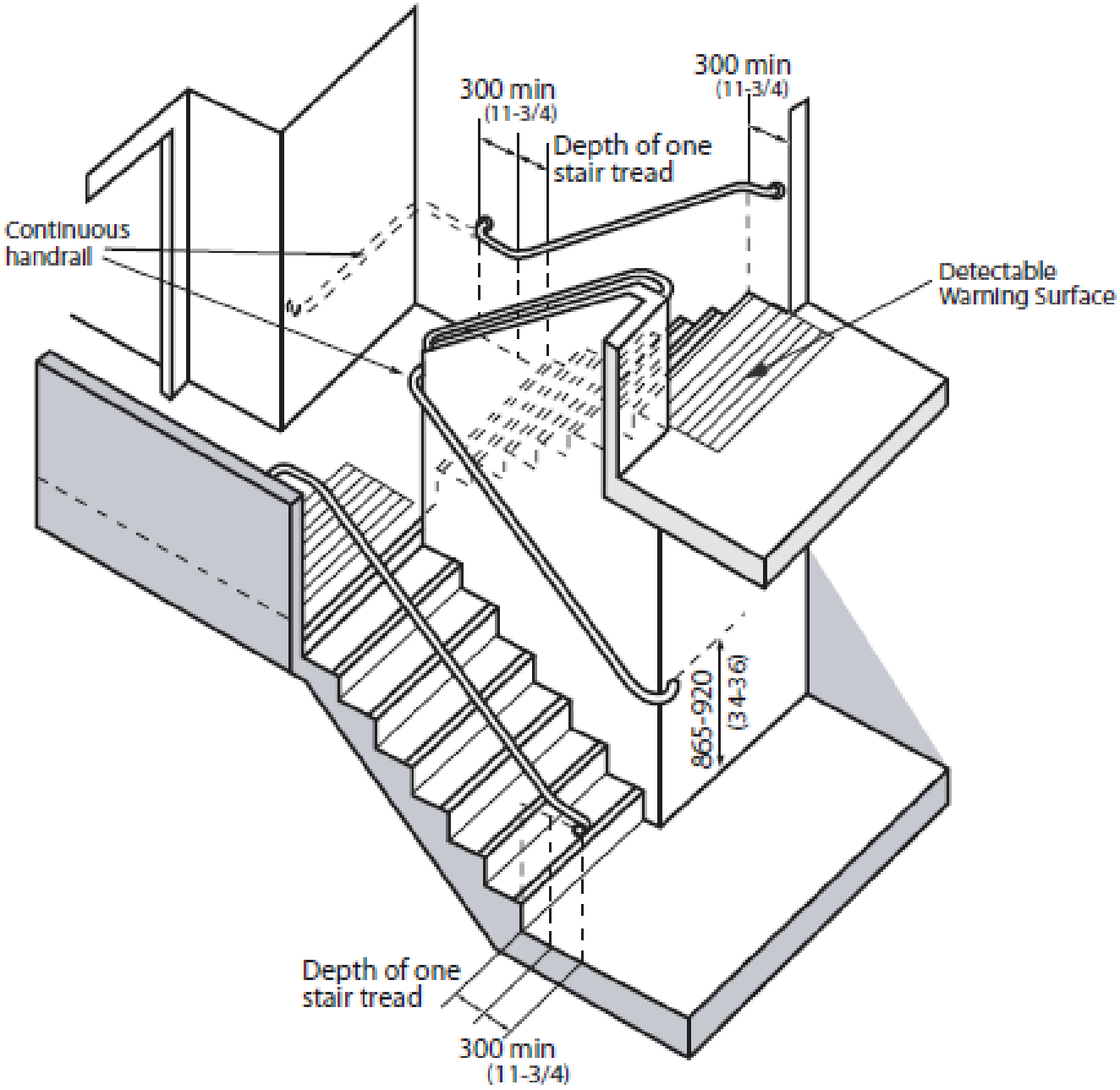


Figure 4.1.11.3
Stair Design Criteria

4.1.12 Handrails

Rationale

In the design of handrails, consideration must be given to the range of hands that will grasp them. A handrail profile should be graspable for an adult hand as well as a child or a person with arthritis. The same is true for the heights of handrails.

Extensions of the handrails at the top and bottom of stairs, along with a use of a contrasting colour, provide important cues for a visually impaired individual, and provide support to ensure a safe and stable gait before ascending or descending the stairs. A continuous handrail with no interruptions ensures that a handhold will not be broken.

The clear space between the wall and handrail is also essential, as it must provide a clear area for the hand and knuckles but must not offer space into which the arm may slip during a fall or stumble on the stairs.

Application

Handrails shall comply with this section.

Design Requirements

Handrails shall

- have a circular section **30-34 mm (1-3/16 in. – 1-9/16 in.)** in diameter or any non-circular shape, with a graspable portion that has a perimeter not less than 100 mm (4 in.) and not more than **155 mm (6 in.)** whose largest cross-sectional dimension is not more than **57 mm (2 in.)**;
- be free of any sharp or abrasive elements;
- have continuous gripping surfaces, without interruption by newel posts, other construction elements, or obstructions that can break a handhold;
- have clear space between the handrail and the wall or guard of wall or guard of
 - a) at least **50 mm (2 in.)**; or
 - b) at least **60 mm (2-3/8 in.)** where the wall has a rough surface; and
- be terminated in a manner that will not obstruct pedestrian travel or create a hazard.

A recess containing a handrail shall extend at least **450 mm (17-3/4 in.)** above the top of the rail.

Handrails and their supports shall be designed and constructed to withstand the loading values obtained from the nonconcurrent application of

- a concentrated load of not less than **0.9 kN (200 lb.)** applied at any point in any direction; and
- a uniform load of not less than **0.7 kN/m (47 lb./ft.)** applied in any direction to the handrail.

4.1.12 Handrails

Handrails shall incorporate a pronounced colour contrast, to differentiate them from the surrounding environment.

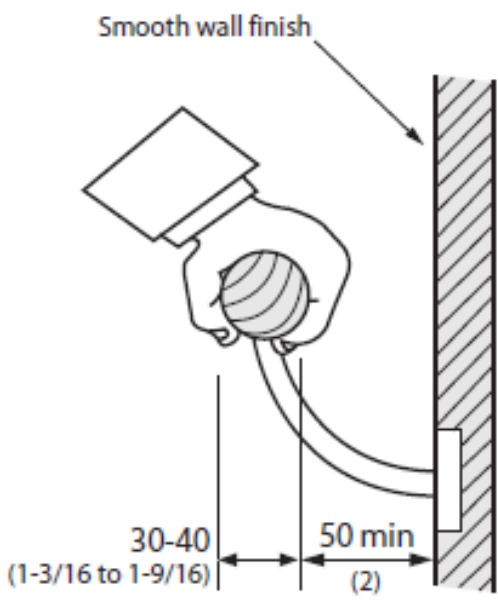


Figure 4.1.12.1
Handrail

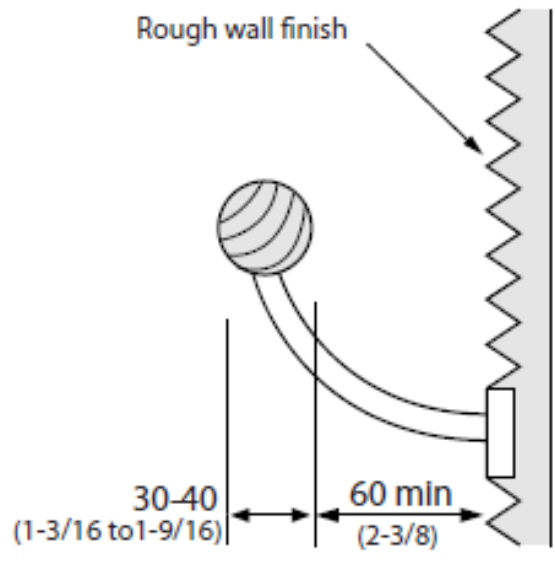


Figure 4.1.12.2
Handrail at Rough Wall

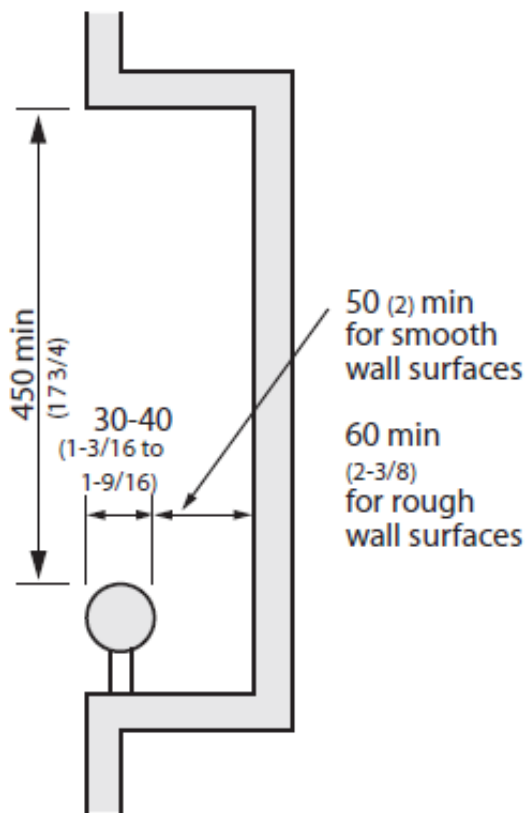


Figure 4.1.12.3
Handrail in Recess

4.1.13 Escalators

Rationale

Boarding and stepping off an escalator can be challenging for many people who could have difficulty with timing or agility. In addition, any lack of contrast on the edge of the steps makes it difficult to determine the position of the steps or judge their speed. Detectable warning surfaces extending in front of the escalator provide a warning to any pedestrian, especially someone with a visual impairment. Contrasting colour strips on stair edges are also necessary.

Application

Escalators shall comply with this section. In a building in which an escalator or inclined moving walk provides access to any floor level above or below the entrance floor level, an interior barrier-free path of travel shall be provided to that floor level.

The route from the escalator or inclined moving walk to the required barrier-free path of travel shall be clearly indicated by appropriate signage. In a building in which moving walk provides access between areas on the same floor level, a barrier-free path of travel shall be provided between the areas served by the moving walk.

Design Requirements

Escalator installations shall include high-definition (colour contrast) tread edges and nosing. Detectable warning surfaces that comply with subsection 4.4.8 shall be provided at the head and foot of the escalator.

The surface of escalator treads shall be in a matte finish, to minimize reflected glare. Lighting over the escalator shall be a minimum of **200 lux (18.4 ft-candles)**, evenly distributed from a low-glare light source.

4.1.14 Elevators

Rationale

The buttons used in elevators need to address a range of functional issues, including reach dexterity and visual impairments, as discussed in subsections 4.4.2 and 4.4.15. More specific to elevators is the need to provide audible cues for individuals with a visual impairment to identify different floor levels, as well as the direction of travel. These are, in fact, of benefit to anyone who uses the elevator. Adequate door-closing delays provide individuals using mobility devices additional time to reach, enter or exit the elevator car. The installation of a mirror can assist individuals using mobility devices to back out of an elevator where there is no space to turn around.

Minimum Dimension of Elevator Cars

| Door Location | Door Clear Width (mm) | Inside Car, Side (mm) | Inside Car, Back Wall to Front (mm) | Inside Car, Back Wall to Inside Face (mm) |
|-------------------|-----------------------|-----------------------|-------------------------------------|---|
| Centered | 1065 | 2030 | 1295 | 1370 |
| Side (off-centre) | 915* | 1725 | 1295 | 1370 |
| Any | 915* | 1370 | 2030 | 2030 |
| Any | 915* | 1525 | 1525 | 1525 |

*a tolerance of minus 16 shall be permitted

Application

One passenger elevator complying with this section shall serve each level, including mezzanines, in all multi-storey facilities, unless exempted below. If more than one elevator is provided, each passenger elevator shall comply with this section.

Freight elevators shall not be required to meet the requirements of this section unless the only elevators provided are used as a combination of passenger and freight elevators for use by the public and employees.

Elevator access is not required:

- In, elevator pits, elevator penthouses, mechanical rooms, piping, or equipment catwalks;
- When accessible ramps complying with subsection 4.1.9 are used in lieu of an elevator; and
- When platform lifts (wheelchair lifts) complying with subsection 4.1.15 and applicable Provincial Codes are used in lieu of an elevator, only under the following conditions:

- a. To provide an accessible route to a performing area in an assembly occupancy;
- b. To comply with wheelchair viewing position line-of-sight and dispersion requirements of subsection 4.3.2;
- c. To provide access to incidental occupied spaces and rooms that are not open to the public and which house no more than five persons, including, but not limited to, equipment control rooms and projection booths; and
- d. To provide access to raised judges' benches, clerks' stations, speakers' platforms, jury boxes, and witness stands or to depressed areas, such as the well of a court.

Design Requirements

Accessible elevators shall be on an accessible route complying with subsection 4.1.4. Accessible elevators shall be identified with signage complying with applicable provisions of subsection 4.4.7.

Elevators shall be automatic and be provided with a two-way automatic-maintaining leveling device to maintain the floor level to **$\pm 13 \text{ mm}$ (1/2 in.)**. Power-operated horizontally sliding car and landing doors opened and closed by automatic means shall be provided.

The clear width for elevator doors shall be at least **950 mm (37-1/2 in.)**. In a retrofit situation where it is technically infeasible to provide a clear elevator door width of **950 mm (37 -1/2 in.)**, the clear elevator door width may be reduced to **900 mm (35 in.)**.

Doors shall be provided with a door re-opening device that will function to stop and reopen a car door and an adjacent hoist way door to at least **950 mm (37-1/2 in.)**, in case the car door is obstructed while closing. This re-opening device shall also be capable of sensing an object or person in a path of a closing door at a nominal **$125 \pm 25 \text{ mm}$ (5 \pm 1 in.)** and **$735 \pm 25 \text{ mm}$ (29 \pm 1 in.)** above the floor without requiring contact for activation.

Elevator doors should remain fully open for at least four (4) seconds. This time may be reduced by the operation of the door-closed button. Elevator car sizes shall comply with Table 4.1.14. Car controls shall be readily accessible from a wheelchair upon entering an elevator.

Floor register buttons in elevator cabs shall:

- Be a minimum of **19 mm (3/4 in.)** in size and may be raised, flushed, or recessed. The depth of flush or recessed buttons, when they are being operated, shall not exceed **10 mm (3/8 in.)**; and

- Be provided with visual and momentary audible indicators to show when each call is registered. The visual indicators shall be extinguished when each call is answered.

All car control buttons shall be designated by Grade 2 Braille characters and by raised standard alphabet for letters, Arabic characters for numbers, and standard symbols. Markings shall be a minimum of **16 mm (5/8 in.)** high and raised a minimum of **0.75 mm (1/32 in.)**, placed immediately to the left of the buttons to which they apply.

Exception: Where the call buttons are mechanical, the raised markings may be on the buttons.

Emergency car controls and door-operating buttons shall be grouped together at the bottom of the control panel. The Centre line of the alarm button and the emergency stop switch shall be not less than **890 mm (35 in.)** from the floor. The centre line of the highest floor button shall be no higher than **1200 mm (47 in.)** from the floor. Other controls may be located where it is convenient.

An indicator shall be provided in the car to show the position of the car in the hoist way, by illuminating the indicator corresponding to the landing at which the car is stopped or passing. Indication characters shall be on the contrasting colour background and a minimum of **16 mm (5/8 in.)** high.

Floors of elevator cabs shall have a firm and slip-resistant surface that permits easy movement of wheelchairs.

Handrails shall be provided on all non-access walls at a height of **800 to 920 mm (31-1/2 to 36 in.)** with a space of **40 to 45 mm (1-9/16 to 2-3/4 in.)** between the rails and the wall.

The illumination at the car controls and landing sills shall be not less than **100 lux (10 ft-candles)**.

The centre line of hall call buttons shall be **920 ± 25 mm (36 ± 1 in.)** above the floor. Buttons shall be a minimum of **20 mm (13/16 in.)** in size, mounted one above the other.

Hall visual indication shall be provided to show each call that is registered and that is extinguished when the call is answered.

Hall or in-car lanterns shall be provided. The centre line of the fixture shall be a minimum of **1830 mm (72 in.)** above the floor. An audible signal shall be provided when the elevator stops at the landing. Visual elements shall be a minimum of **60 mm (2-3/8 in.)** in the smallest direction.

All elevator hoist way entrances shall have raised Arabic numerals and Braille floor designations provided on both jambs. The characters shall be a minimum of **50 mm high (2 in.)** and at least **0.75 mm (1/32 in.)** shall be placed on both sides of the door jambs, with the centreline at **1500 ± 25 mm (59 ± 1 in.)** from the floor.

As the car stops at the floor, the floor and direction of travel shall be announced using voice-annunciation technology.

Elevators shall be linked by an emergency call system to a monitored location within the facility, with two-way communication ability. The highest operable portion of the 2-way communication system shall be a maximum of **1200 mm (47 in.)** from the floor of the car. It shall be identified by a raised symbol or lettering located adjacent to the device. The symbol shall be a minimum of **38 mm (1-1/2 in.)** high and raised a minimum of **0.75 mm (1/32 in.)**.

Permanently attached plates are acceptable. If the system uses a handset, then the length of the cord from the panel to the handset shall be at least 735 mm (29 in.). Additionally, the handset shall be equipped with a receiver that generates a magnetic field in the area of the receiver cap, and the handset shall have volume control and shall comply with CSA standard T515. If the system is located in a closed compartment, the compartment door and hardware shall conform to subsection 4.4.2. The emergency intercommunication system shall not require voice communication.

Lighting in elevator cabs shall be at least **100 lux (9.2 ft-candles)**, measured at the floor level and at the same lighting level as the adjacent lobby space.

Mirrors shall not be used below a height of **2000 mm (78-3/4 in.)** within elevator cabs as a finish material on the wall opposite the door.

Where the dimension of elevator cabs is less than **1500 mm (59 in.)** in any direction, an angled mirror shall be provided above a height of **2000 mm (78-3/4 in.)** on the wall opposite the door, to assist persons who use wheelchairs to back out.

Floor finishes within elevator cabs shall comply with subsection 4.1.2. Where an elevator serves only two floors, it shall be programmed to move automatically, without the need to activate in-car control buttons.

Elevator doors shall incorporate pronounced colour contrast to differentiate them from the surrounding environment. There shall be a pronounced color contrast between the car sill and the facility door.

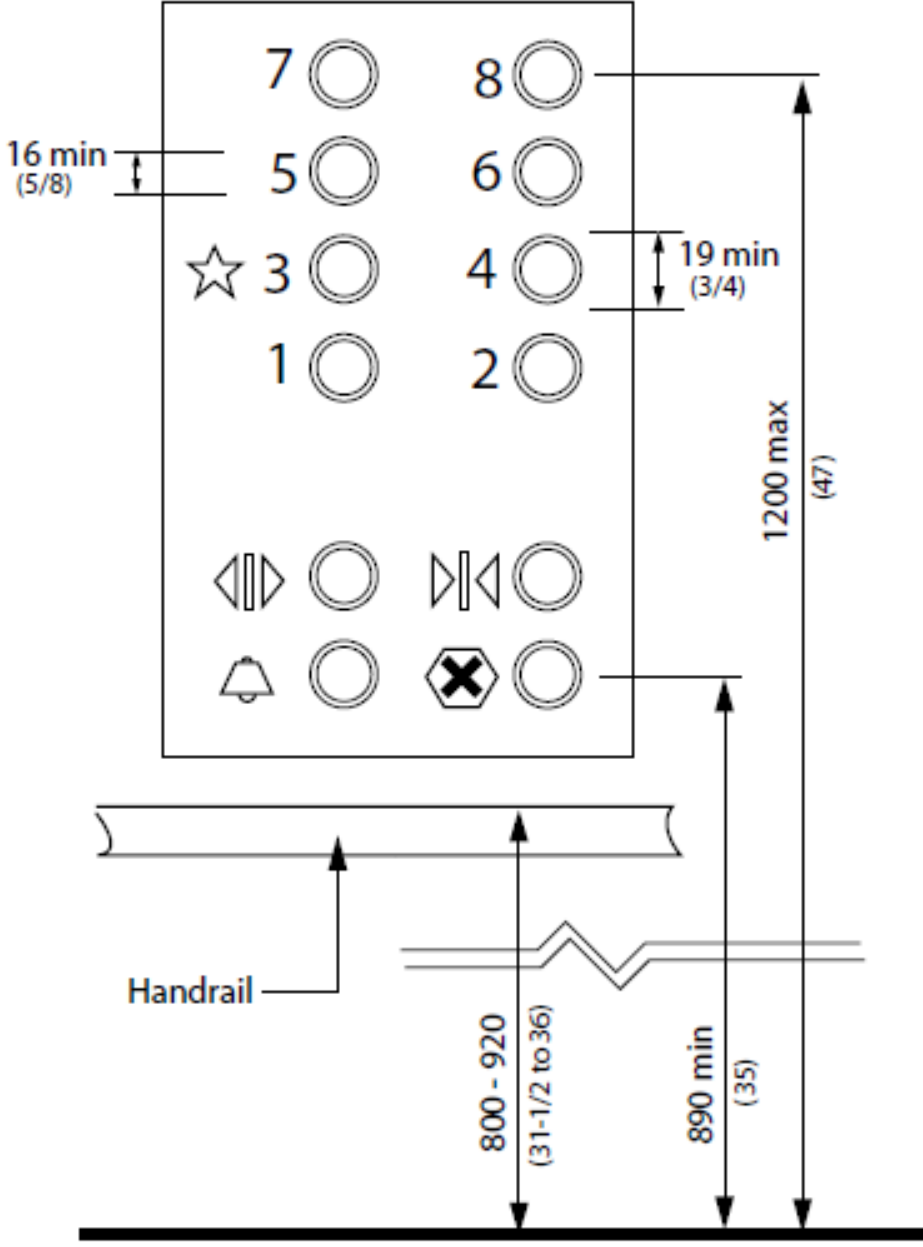


Figure 4.1.14.1
Control Panel

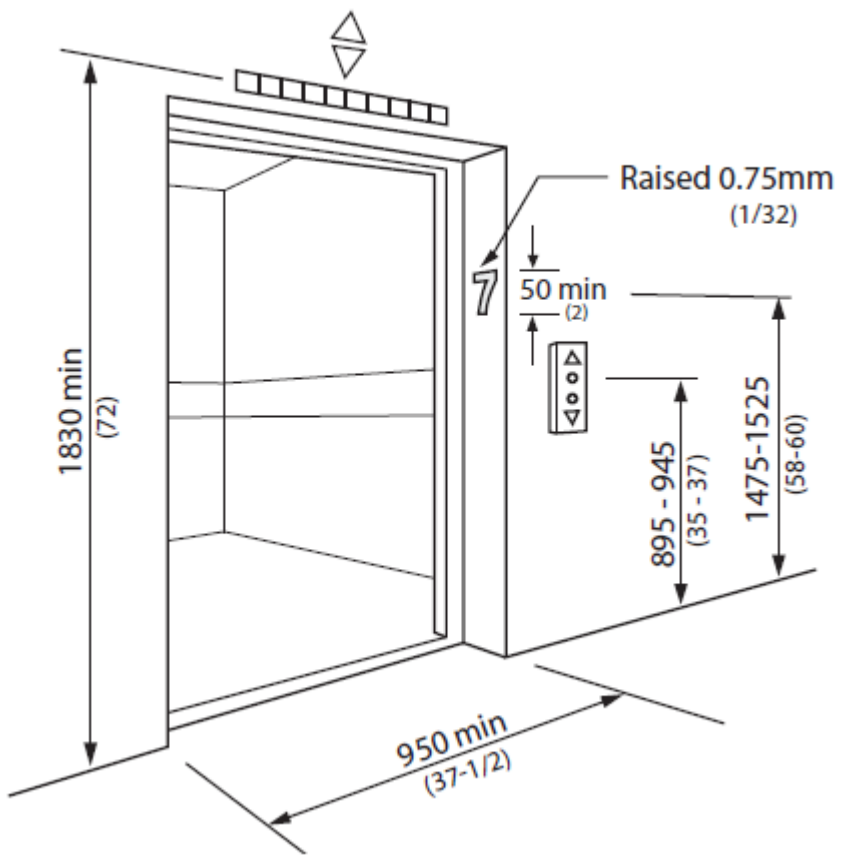


Figure 4.1.14.2
Elevator Entry

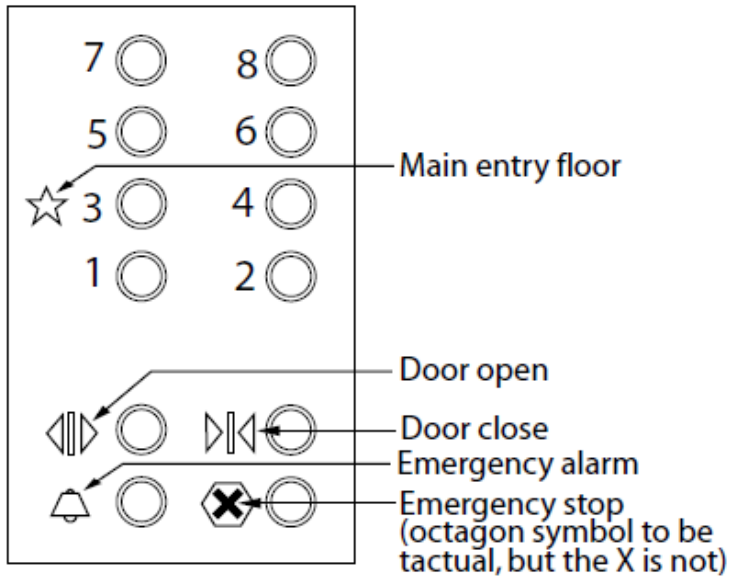


Figure 4.1.14.3
Tactile Symbols

4.1.15 Platform Lifts

Rationale

Platform lifts are typical in retrofit applications. Elevators that are used by all facility users are preferred to platform lifts which tend to segregate persons with disabilities and limit space at entrance and stair locations. Furthermore, independent access is often compromised, as platform lifts are often controlled by key operations. Whenever possible, grading or integrated elevator access should be incorporated to avoid the use of lifts.

If there are no suitable alternatives, lifts must be selected to permit the spatial requirement of larger mobile devices such as scooters.

Application

Accessible platform lifts shall comply with this section. Platform lifts may only be used in lieu of an elevator or ramp where allowable under subsection 4.1.14.

Exception: Where it is technically infeasible to install an elevator or other accessible means of change of level.

Design Requirements

Accessible platform lifts shall:

- be on an accessible route complying with subsection 4.1.4;
- be identified with signage complying with applicable provisions of subsection 4.4.7;
- comply with CSA standard CAN/CSA B355 (latest edition); and
- facilitate unassisted entry, operation, and exit from the lift.

The platform size shall be no less than **915 x 1525 mm (36 x 60 in.)**.

The doors to the platform lift shall comply with subsection 4.1.6. Controls and operating mechanisms shall comply with subsection 4.4.2.

Platform lifts shall be linked by an emergency call system to a monitored location within the facility, with two-way communication ability. The highest operable portion of the two-way communication shall be a maximum of **1200 mm (47 in.)** from the floor of the car. If the system uses a handset, then the length of the cord from the panel to the handset shall be at least **735 mm (29 in.)**. If the system is located in a closed compartment, the compartment door and hardware shall conform to subsection 4.4.2. Floor finishes within the platform lifts shall comply with subsection 4.1.2 and subsection 4.4.14.

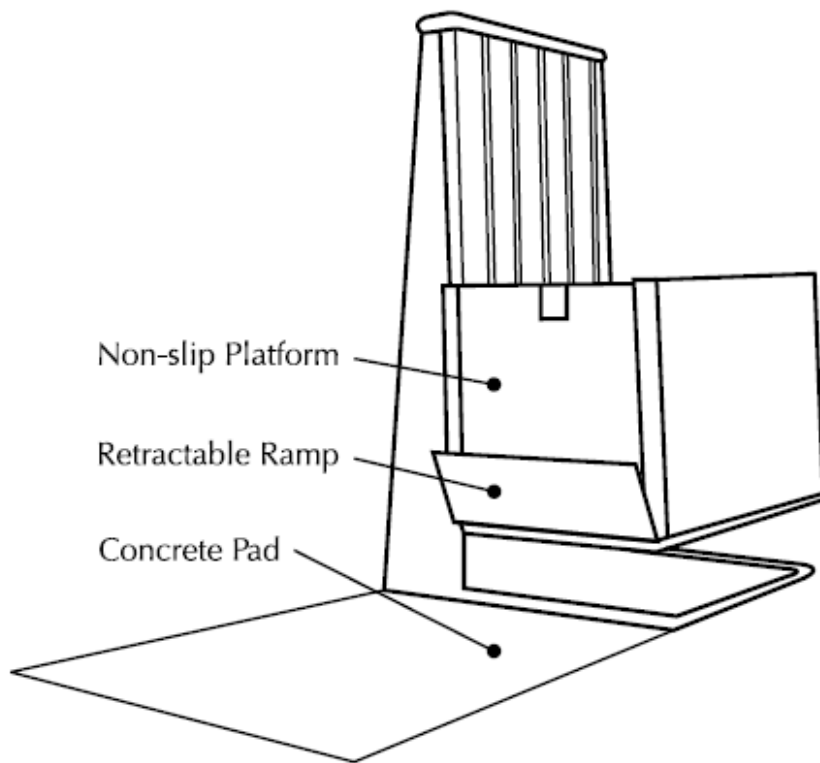


Figure 4.1.15.1
Vertical Platform Lift

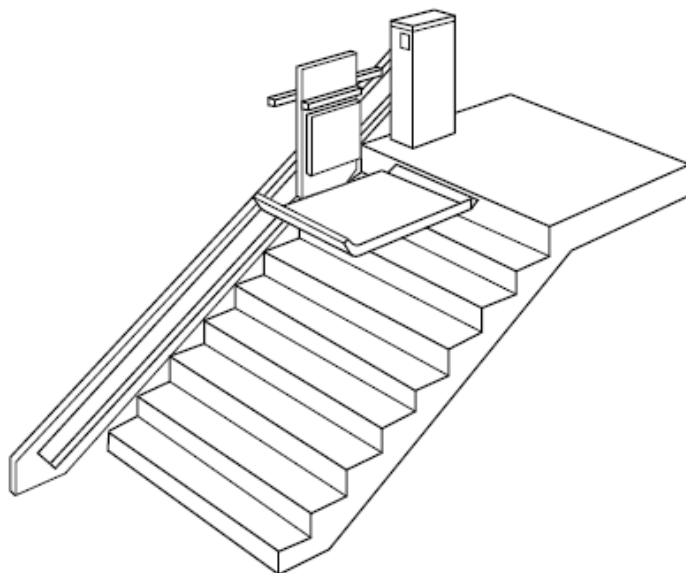


Figure 4.1.15.2
Inclined Platform Stairlift

Washroom Facilities

4.2.1 Toilet and Bathing Facilities

Rationale

As an integral feature of a facility, washroom facilities should accommodate the range of people that will use the space. In some cases, a person with a disability may require assistance using the toilet and bathing facilities. Where the individual providing assistance is of the opposite gender then typical gender-specific washrooms are awkward and a universal washroom is preferred.

Circumstances such as wet surfaces and the act of transferring between toilet and wheelchair can make bathrooms accident-prone areas. Because of the risk of accidents, design decisions such as door swings have safety implications. An individual falling into a bathroom with a door that swings inward could prevent their own rescuers from opening the door. Due to the risk of accidents, bathrooms are prime locations for emergency call switches – consider also related response procedures. The appropriate design of all features will increase the usability and safety of the space.

Signs that are used to identify washrooms should consider the needs of a variety of users. For children or someone who cannot read text, a symbol is preferred. A person with a visual impairment would also benefit from accessible signage. Features such as colour-contrasting doorframes and door hardware will also increase accessibility.

Application

Where toilet facilities are provided, each public or common-use toilet facility shall comply with this section. Other toilet rooms provided for the use of occupants of specific spaces (i.e., private toilet room for the occupant of a private office) shall be adaptable.

In a retrofit situation where it is technically infeasible to make existing public or common-use toilet facilities accessible, the installation of at least one universal washroom complying with subsection 4.2.7 per floor, located in the same facilities will be permitted in lieu of modifying existing toilet facilities to be accessible.

In addition to any accessible public or common-use toilets, at least one universal washroom complying with subsection 4.2.7 shall be provided in a public area of all public buildings.

In addition to any accessible public or common-use toilets, at least one universal washroom complying with subsection 4.2.7 shall be provided on every floor in assembly buildings where the floor incorporates common or public use washroom containing four or more toilet and/or urinal fixtures.

4.2.1 Toilet and Bathing Facilities

The minimum number of universal washrooms per building shall be shown in Table 4.2.1. If universal washrooms are not visible from the common or public use washrooms, directional signage complying with subsection 4.4.7 shall be provided.

If bathing facilities are provided on-site, then each such public or common-use bathing facility shall comply with this section.

| Number of Storeys in Building | Minimum Number of Universal Washrooms per Building |
|--------------------------------------|--|
| 1 to 3 | 1 |
| 4 to 6 | 2 |
| Over 6 | 3, plus 1 for each additional increment of 3 storeys more than 6 storeys |

Table 4.2.1

Minimum number of Universal Washrooms

For single-user portable toilet or bathing units clustered at a single location, at least 5%, but not less than one, toilet unit or bathing unit complying with this section shall be provided at cluster wherever typical inaccessible units are provided.

Exception: Portable toilet units at construction sites used exclusively by construction personnel are not required to comply with this section.

Design Requirements

Accessible toilets and bathing facilities shall be on an accessible route complying with subsection 4.1.4.

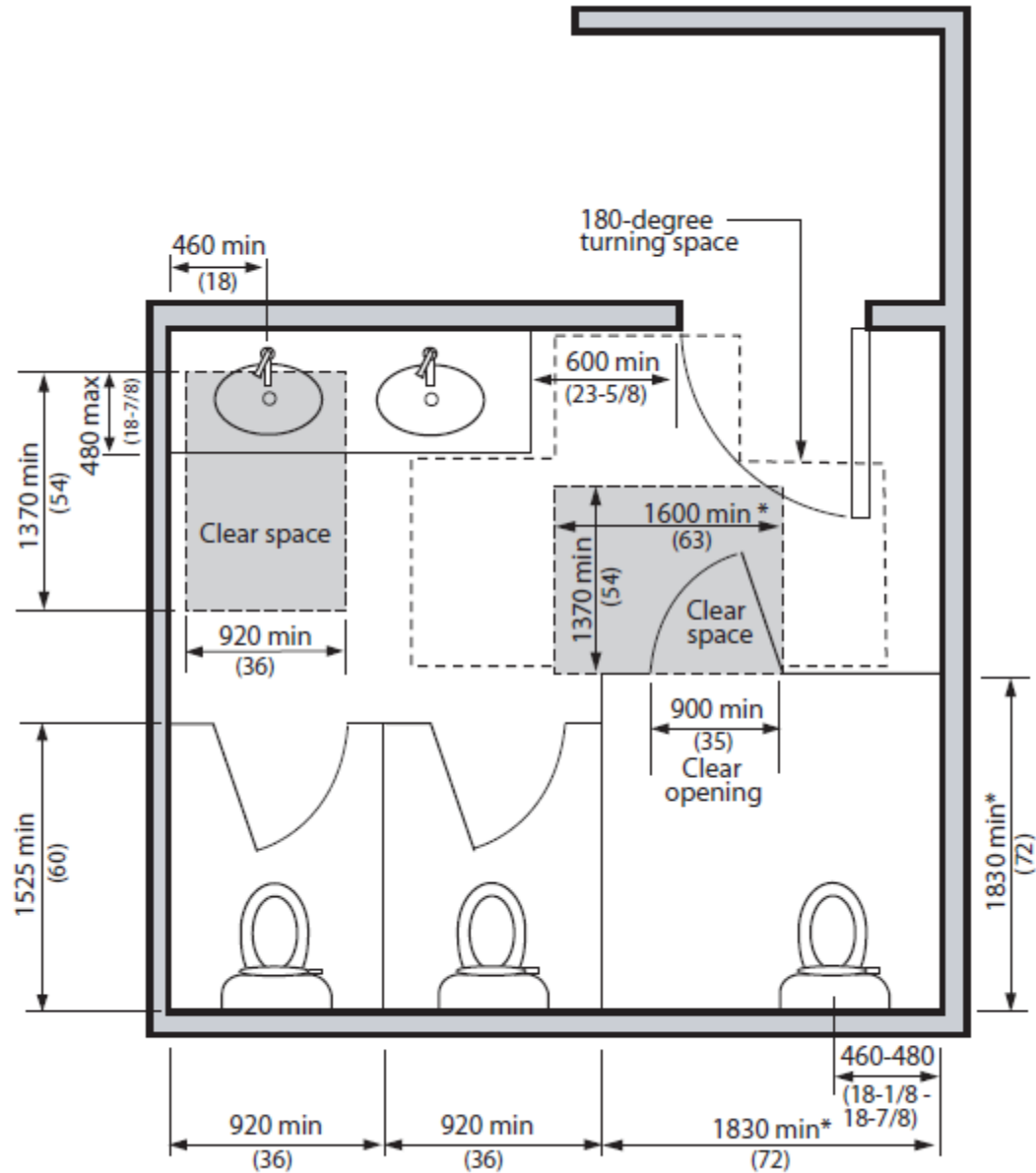
All doors to accessible toilets and bathing rooms shall comply with subsection 4.1.6. Doors shall not swing into the clear floor space required for any fixture. Doors shall be equipped with power door operators.

The accessible fixtures and controls within the toilet and bathing rooms shall be on an accessible route complying with subsection 4.1.4.

Washrooms shall incorporate a clear floor space to allow a person in a wheelchair to make a **180-degree turn**.

Accessible toilets and bathing facilities shall be identified with signage complying with applicable provisions of subsection 4.4.7. Toilet and bathing facilities shall incorporate even illumination throughout of at least **100 lux (10 ft-candles)**.

4.2.1 Toilet and Bathing Facilities



Note: In a retrofit situation where it is technically infeasible to provide the required clearances, the dimensions marked with an * may be reduced to 1525 mm (60 in.).

Figure 4.2.1.1
Washroom Dimensions

4.2.2 Toilet Stalls

Rationale

The maneuverability of a wheelchair or scooter is a principal consideration in the design of an accessible stall. The increased size of the stall is required to ensure there is sufficient space to facilitate the proper placement of a wheelchair or scooter to accommodate a transfer onto the toilet fixture. Not only is space required for the mobility equipment but there may be instances where an individual requires assistance, and the stall will have to accommodate a second person.

Door swings are normally outward for safety reasons and space considerations, but this makes it difficult to close the door once inside. A handle mounted partway along the door makes it easier for someone to close the door behind them.

Minimum requirements for non-accessible toilet stalls are included to ensure that persons who do not use wheelchairs or scooters can be adequately accommodated within any toilet stall. Universal features include accessible hardware and minimum stall widths to accommodate persons of large stature.

Application

If toilet stalls are provided in a toilet or bathing facility, then the number of accessible stalls designated to accommodate persons with disabilities shall comply with Table 4.2.2. Accessible toilet stalls shall comply with this section.

Where a washroom is provided in a storey that does not have a barrier-free path of travel, the washroom shall have:

- an accessible water closet that complies with subsection 4.2.3;
- where more than one urinal complies with subsection 4.2.5;
- at least one accessible lavatory that complies with subsection 4.2.4; and
- at least one ambulatory water closet stall.

| Number of toilet stalls within the washroom | Required number of accessible toilet stalls |
|--|--|
| 1-5 | 1 |
| 6-16 | 2 |
| 17-20 | 3 |
| 21-30 | 4 |
| Over 30 | 5 plus 1 for each additional increment of 10 |

Table 4.2.2

Number of Accessible Toilet Stalls

4.2.2 Toilet Stalls

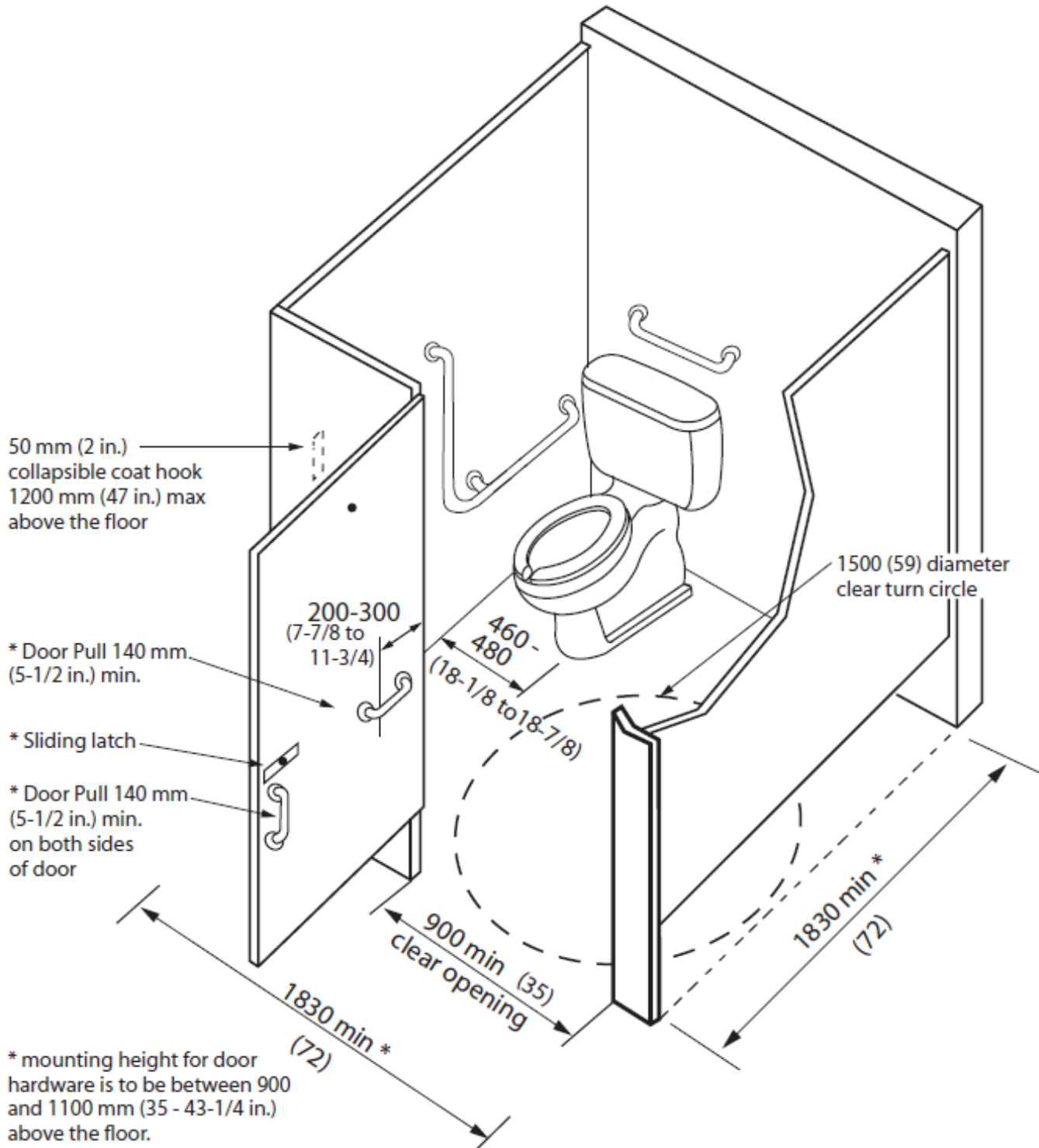


Figure 4.2.2.1
Accessible Toilet Stalls

Design Requirements

Accessible toilet stalls shall:

- be on an accessible route complying with subsection 4.1.4;
- have internal dimensions at least **1830 x 1830 mm (72 x 72 in.)**;
- have a clear turning space within the stall of at least **1500 mm (59 in.)** in diameter;
- have a toilet complying with subsection 4.2.3; and
- be equipped with a collapsible coat hook mounted not more than **1200 mm (47 in.)** from the floor on the side wall and projecting not more than **50 mm (2 in.)** from the wall.

Every barrier-free water closet stall in a washroom shall have a clearance of at least **1700 mm (67 in.)** between the outside of the stall face and the face of an in-swinging washroom door, and **1400 mm (55-1/8 in.)** between the outside of the stall face and any wall-mounted fixture or other obstruction.

Toilet stall doors shall:

- be capable of being latched from the inside with a mechanism that is operable using a closed fist;
- requires a force of not more than **22 N (4.9 lb.)** to activate (e.g., sliding bolt or lever); and be opened from the outside in an emergency situation;
- provide a clear opening of at least **900 mm (35 in.)** with the door in the open position. In a retrofit situation where it's technically infeasible to provide clear opening, the clear opening may be reduced to **860 mm (34 in.)**;
- swing outward unless additional clear space of at least **820 mm x 1440 mm (32-1/4 x 56-3/4 in.)** is provided within the stall, out width the arc of the door swing;
- be aligned with the clear floor space adjacent to the toilet fixture, where applicable;
- be equipped with gravity hinges so that the door closes automatically; be provided with a "D"-type contrasting coloured door pull, at least **140 mm (5-1/2 in.)** long, on the inside of an out-swinging door, located so that the centre line is between **200 and 300 mm (7-7/8 in. and 11-3/4 in.)** from the hinged side of the door, and **800 to 1000 mm (31-1/2 to 39-3/8 in.)** above door level;
- be provided with a "D"-type contrasting coloured door pull at least **140 mm (5-1/2 in.)** long, on both sides of the door, located near the latch at a height no less than **900 mm (35 in.)** and no more than **1100 mm (43-1/4 in.)**.

The transfer space adjacent to the toilet fixture, as required by subsection 4.2.3, shall be clear of obstructions (such as garbage bins or baby change tables).

Designated ambulatory water closet stalls shall:

- be at least **1525 mm (60 in.)** deep and **920 mm (36 in.)** wide;
- have a toilet fixture complying with subsection 4.2.3 and located so that its centre line is centred between the partition walls;
- be equipped with L-shaped grab bars on both sides of the toilet in compliance with subsections 4.2.3 and 4.2.10.

All other toilet stalls within the facility shall be a minimum of **920 mm (36 in.)** wide by **1525 mm (60 in.)** long and shall incorporate door-locking mechanisms in compliance with this section.

Toilet stall partitions and doors shall be colour contrasted with the surrounding environment.

Where more than one accessible toilet stall is provided within a washroom, the stalls shall be configured with the transfer space (i.e., the open space beside the toilet) on opposite sides of the toilet fixtures.

4.2.3 Toilets

Rationale

Automatic flush controls are preferred. If flushing mechanisms are not automated, then consideration must be given to the ability to reach a switch and the hand strength or dexterity to operate it. Level-style handles on the transfer side of the toilet facilitate this. Appropriate placement of grab bars makes sitting and standing or transfers between toilet and wheelchair safer.

Application

Accessible toilets shall comply with this section. Wall-mounted toilets are preferred.

Design Requirements

Toilet fixtures shall have:

- the top of the seat between **430 and 460 mm (17 and 18-1/8 in.)** from the floor.
- no spring activated seat.
- a back support where there is no seat lid or tank; and
- the tank top securely attached.

Toilets shall be located **460 to 480 mm (18-1/8 to 18-7/8 in.)** from the adjacent wall with a clear transfer space on the other side of the toilet fixture, or with clear transfer space on each side of the water closet.

Clear transfer space shall be **900 mm (35-1/2 in.)** wide and **1500 mm (59 in.)** deep.

The clear transfer space shall be clear of obstructions (such as garbage bins or baby change tables).

Toilet flush controls shall be:

- hand operated on the transfer side of the toilet; or
- be electronically automatically controlled. Where automatically controlled, sensors are not to be disrupted by seat lid or backrest.

Hand-operated flush controls shall comply with subsection 4.4.2.

Toilets shall be equipped with grab bars that shall:

- comply with subsection 4.2.10;
- be L-shaped where a water closet is located **460 to 480 mm (18-1/8 to 18-7/8 in.)** from the adjacent wall, with **750 mm (29-1/2 in.)** long horizontal and vertical components mounted with the horizontal component **750 mm (29-**

1/2 in.) above the floor and the vertical component **150 mm (5-7/8 in.)** in front of the toilet bowl; and

- be at least **600 mm (23-5/8 in.)** in length, mounted horizontally on the wall behind the toilet, from **840 mm (33 in.)** to **920 mm (36 in.)** above the floor, and where the water closet has a water tank, be mounted **minimum 150 mm (5-7/8 in.)** above the tank.
- be of a fold-down type at least **760 mm (30 in.)** in length at the open side of the toilet where a water closet is located **460 to 480 mm (18-1/8 to 18-7/8 in.)** from the adjacent wall, or on each side of the water closet where transfer space is provided on each side, mounted **390 to 410 mm (15-3/8 to 16-1/8 in.)** from the centre line of the water closet and with the horizontal component **750 mm (24-3/4 in.)** above the finished floor, requiring a maximum force of 22.2 N to pull it down. Fold-down grab bars are permitted to encroach into the clear turning space or a clear transfer space.

When a toilet paper dispenser is provided, the dispenser shall be:

- wall mounted;
- located below the grab bar;
- in line with or not more than **300 mm (11-3/4 in.)** in front of the toilet seat;
- not less than **600 mm (23-5/8 in.)** above the floor; and
- contrasting in colour to the wall.

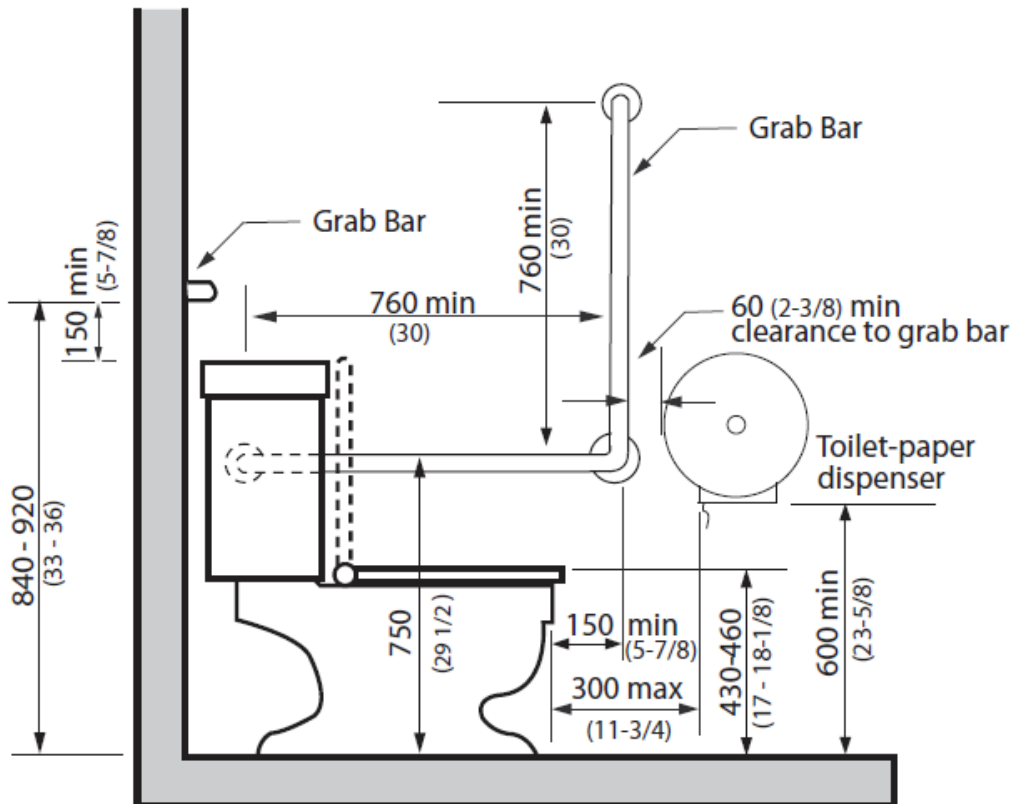


Figure 4.2.3
Grab Bar Configurations

4.2.4 Lavatories

Rationale

The accessibility of lavatories will be greatly influenced by their operating mechanisms. While faucets with remote-eye technology might initially confuse some individuals, their ease of use is notable. Individuals with hand strength or dexterity difficulties can use lever-style handles. For an individual in a wheelchair, a lower counter height and clearance for knees under the counter would be required. This lower counter may also serve children. The insulation using a wheelchair whose legs may come into contact is particularly important when a disability impairs sensation such that the individual would not sense that their legs were being burned. The combination of shallow sinks and higher water pressures can cause unacceptable splashing at lavatories.

Application

All lavatories shall comply with this section. In a retrofit situation where it is technically infeasible to have all lavatories comply with this section, at least only one lavatory in each accessible washroom shall comply.

Design Requirements

Lavatories shall:

- be on an accessible route complying with subsection 4.1.4;
- be mounted so that the minimum distance between the centre line of the fixture and the sidewall is **460 mm (18-1/8)**;
- have the top located between **820 mm (32-1/4 in.)** from the floor;
- have knee space of at least:
 - a. **920 mm (36 in.)** wide;
 - b. **735 mm (29 in.)** high at the front edge;
 - c. **685 mm (27 in.)** high at a point **205 mm (8-1/8 in.)** back from the edge; and
 - d. **350 mm (13-3/4 in.)** high over the distance from a point **300 mm (11-3/4 in.)** back from the front to the wall;
- have a minimum clear floor space **920 mm (36 in.)** wide and **1370 mm (54 in.)** deep of which a maximum of **480 mm (18-7/8 in.)** in depth may be under the lavatory;
- have hot water and drain pipes insulated in they abut the clearances noted above, or have the water temperature limited to a maximum of 43 degrees Celsius (100 degrees F); and
- have soap and towel dispensers that are
 - a. located to be accessible to persons in a wheelchair (i.e., not having to reach over the lavatory to access the devices);

4.2.4 Lavatories

- b. located not more than **610 mm (24 in.)** measured horizontally, from the edge of the lavatory;
- c. located so that the dispensing height is not more than **1200 mm (47 in.)** above the floor;
- d. colour contrasting from the surrounding environment; and in compliance with subsection 4.4.2.

Faucets and other controls shall:

- be in compliance with subsection 4.4.2;
- have lever-type handles without spring loading, or operate automatically; and
- be located so that the distance from the centre line of the faucet to the edge of the basin, or where the basin is mounted in a vanity to the front of the edge of the vanity is not more than **485 mm (19-1/8 in.)**.

The front apron of a vanity shall have a minimum clearance of **920 mm (36 in.)** wide by **735 mm (29 in.)** high.

Shelves or other projections above lavatories shall be located so they will not present a hazard to persons with a visual disability. It shall be located no more than **200 mm (7-7/8 in.)** above the top of the lavatory and not more than **1100 mm (43-1/4 in.)** above the finished floor, and project not more than **100 mm (4 in.)** from the wall. Where mirrors are provided at lavatories or vanity units, they shall comply with subsection 4.2.6.

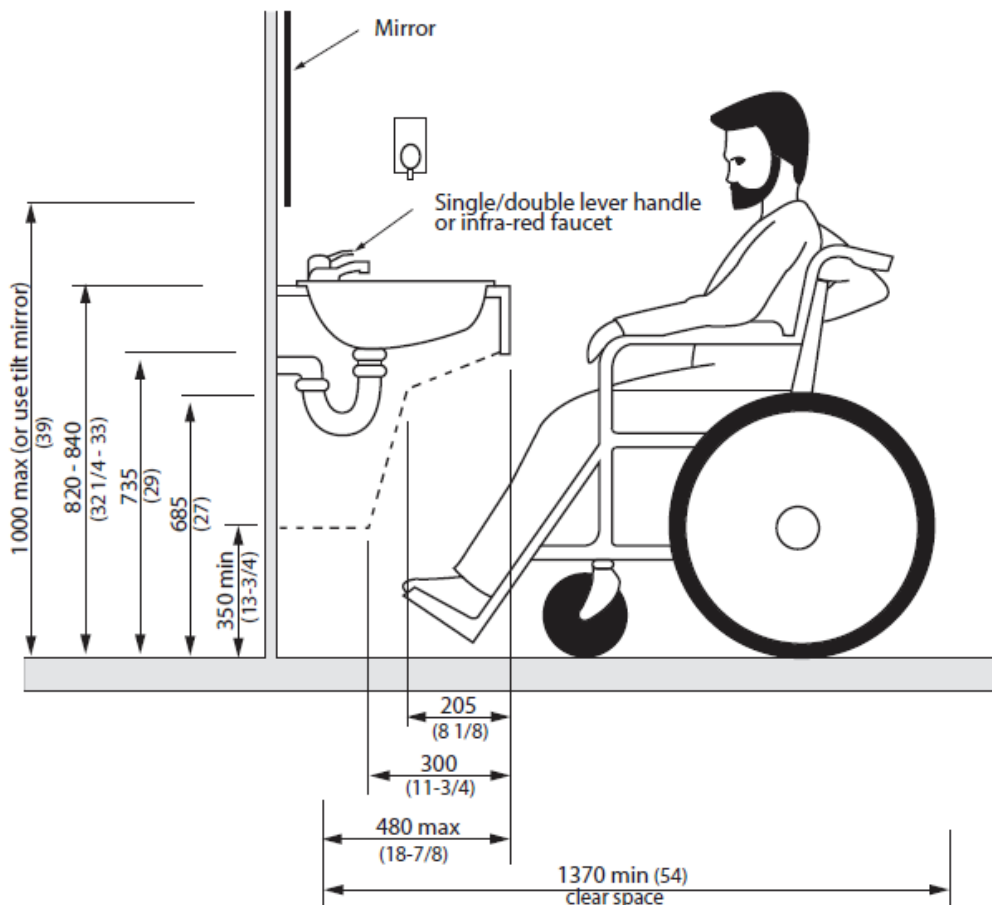


Figure 4.2.4.1
Lavatory Criteria

4.2.5 Urinals

Rationale

A clear floor space is required in front of urinals to manoeuvre a mobility device. The provision of grab bars may assist an individual in rising from the chair and steadying themselves. Floor-mounted urinals accommodate children and persons of short stature as well as make it easier to drain personal care devices. Flush controls should be lever or automatic (preferred). Strong colour contrasts will assist persons with a visual impairment.

Application

Where urinals are provided in an accessible toilet or bathing facility, at least one shall comply with this section.

Design Requirements

Urinals shall be:

- wall-mounted with an elongated rim located with a rim no higher than **430 mm (17 in.)** from the finished floor; or
- floor-mounted, with the rim level at the finished floor.
- A urinal shall have no step at the front of the urinal.

Urinals shall be at least **345 mm (13-1/2 in.)** deep, measured from the outer face of the urinal rim of the back of the fixture.

A clear floor space of **760 mm x 1370 mm (30 in. x 54 in.)** shall be provided in front of the urinal to allow for a forward approach. The clear space shall adjoin or overlap an accessible route and shall comply with subsection 4.1.1.

Where privacy screens are provided:

- there shall be at least 920 mm (36 in.) of clearance between them; and
- they shall incorporate a pronounced colour contrast, to differentiate them from the surrounding environment, with a vertical outer edge that contrasts with the screen and the surrounding environment.

The urinal shall have grab bars installed on each side that:

- are vertically mounted;
- are not less than **600 mm (23-5/8 in.)** long;
- have their lower end located **600-650 mm (23-5/8 to 25 1/2 in.)** above the floor.
- are located 380 mm (15 in.) from the centre line of the urinal; and
- comply with subsection 4.2.10.

4.2.5 Urinals

Flush controls shall be operable using a closed fist or automatic, mounted at no more than 1120 mm (44 in.) above the finished floor, and shall comply with subsection 4.4.2.

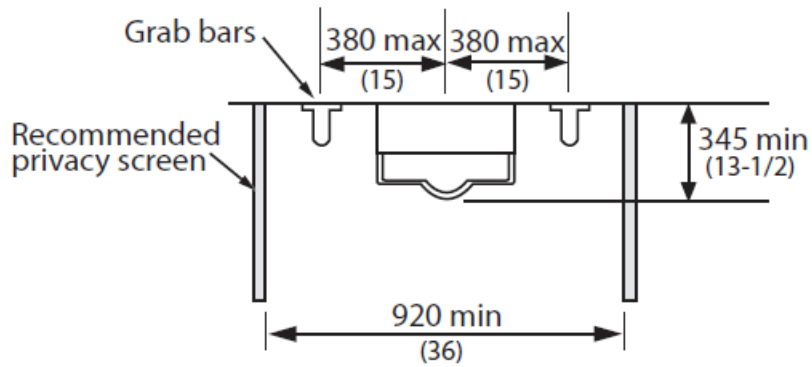


Figure 4.2.5.1
Urinal – Plan view

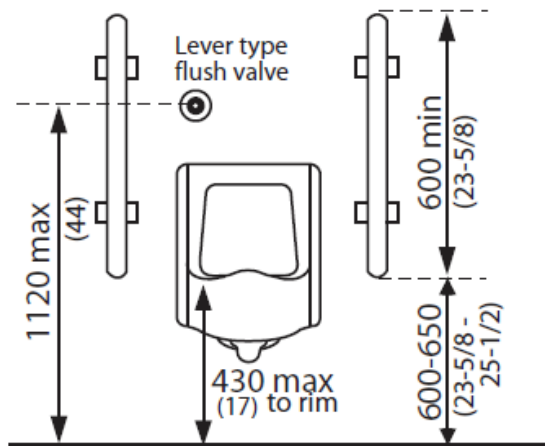


Figure 4.2.5.2
Urinal – Elevation

4.2.6 Washroom Accessories

Rationale

Design issues related to washroom accessories include the hand strength and dexterity required to operate mechanisms. Reaching the accessories is another concern.

Accessories that require the use of two hands to operate can present difficulties for a range of persons with disabilities when the ability to reach or balance is impaired.

Subsection 4.4.2 addresses the operating mechanisms in greater detail.

Application

Where washroom accessories are provided in a toilet or bathing facility, they shall comply with this section. In a retrofit situation where it is technically infeasible to make all washroom accessories comply with this section, at least one of each type of washroom accessory shall comply in all accessible toilet or bathing facilities.

Design Requirements

Each type of washroom accessory provided, except those located in toilet stalls as specified in 4.2.2 and lavatories as specified in subsection 4.2.2 and lavatories as specified in subsection 4.2.4, shall have operable portions and controls mounted between **900 mm (35 in.)** and **1200 mm (47 in.)** from the floor.

The operable controls and mechanisms of washrooms accessories shall comply with subsection 4.4.2.

Where mirrors are provided, at least one shall be:

- mounted with its bottom edge not more than **1000 mm (39-3/8 in.)** from the floor; or
- inclined from the vertical to be usable by a person using a wheelchair.

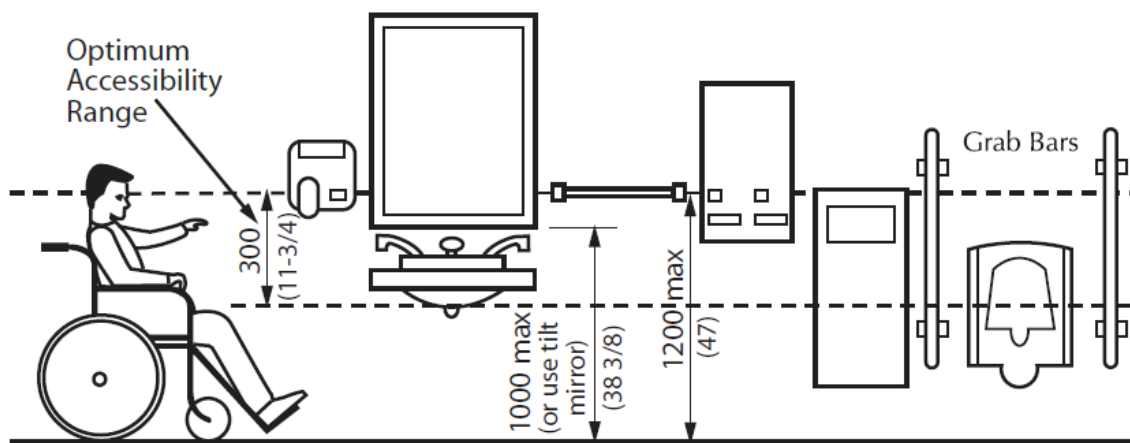


Figure 4.2.6.1

Washroom Accessories

4.2.7 Universal Washrooms

Rationale

The provision of a separate universal washroom is advantageous in a number of instances. For an individual using a wheelchair, the extra space provided with a separate washroom is preferred to an accessible stall. Should an individual require an attendant to assist them in the washroom then the complication of a woman entering a men's washroom or vice versa is avoided. This same scenario would apply to a parent with a young child of a different gender, and members of the 2SLGBTQIA+ community. In the event of an accident or fall by a single individual in this form of washroom, an emergency call switch, and a means of unlocking the door from the outside are important features.

Applications

Universal washrooms shall be provided as required by subsection 4.2.1. Universal washrooms shall also comply with this section.

Design Requirements

Universal washrooms shall be on an accessible route complying with section 4.1.4.

Universal washrooms shall be identified with signage complying with applicable provisions of subsection 4.4.7.

Universal washrooms shall:

- be designed to permit a wheelchair to turn in an open space that has a diameter of not less than **2000 mm (78-3/4 in.)**;
- have no internal dimension between walls that is less than **1700 mm (67 in.)**;
- be equipped with a door that:
 - a. complies with subsection 4.1.6 including a power door operator;
 - b. is capable of being locked from the inside with one hand and being released from the outside in case of emergency;
 - c. has graspable latch operating and locking mechanisms located not less than **900 mm (35 in.)** and not more than **1000 mm (39-3/8 in.)** above the floor;
 - d. if in-swinging, shall not swing across the turning space and be equipped with hinges that allow for quick removal in an emergency;
 - e. if outward swinging, a door pull not less than **140 mm (5-1/2 in.)** long located on the inside so that its midpoint is **200 to 300 mm (7-7/8 to 11-3/4 in.)** from the latch side of the door and **900 to 1000 mm (35 to 39-3/8 in.)** above the finished floor; and
 - f. a door closer or gravity hinges so that the door closes automatically.
- be provided with a lavatory conforming to subsection 4.2.4;

4.2.7 Universal Washrooms

- be equipped with a toilet conforming to subsection 4.2.3;
- be equipped with grab bars conforming to subsection 4.2.10;
- be designed to permit a wheelchair to back into the required clear space beside the toilet fixture;
- be equipped with
 - a. a collapsible coat hook mounted not more than **1200 mm (47 in.)** from the floor on a side wall and projecting not more than **50 mm (2 in.)** from the wall;
 - b. a mirror and washroom accessories complying with subsection 4.2.6;
 - c. a shelf located not more than **1200 mm (47 in.)** above the finished floor; and
 - d. lighting controlled by a motion sensor.

A universal washroom shall have an emergency call system that consists of audible and visual signal devices inside and outside of the washroom that are activated by a control device inside the washroom, and an emergency sign that contain the words: "In the event of an emergency push emergency button and audible and visual signal will activate." In letters at least **25 mm (1 in.)** high with a **5 mm (1/4 in.)** stroke and that is posted above the emergency button.

Where universal washrooms are provided in assembly buildings, such as recreation centres, the washroom shall incorporate an emergency call system linked to a central monitoring location (e.g., office or switchboard).

Universal washrooms shall incorporate a change table:

- that is at least **810 mm (32 in.)** wide by **1830 mm (72 in.)** long;
- that, when fully loaded, has a surface height above the finished floor that is adjustable from between **450 to 500 mm (18 to 19-5/8 in.)** at the low range to between **850 to 900 mm (33 to 35 in.)** at the high range;
- which incorporates an adjacent clear floor space not less than **760 mm (30 in.)** by **1500 mm (59 in.)** long;
- that is equipped with a grab bar that complies with subsection 4.2.10 and be L-shaped with **760 mm (30 in.)** long horizontal and vertical components mounted with the horizontal components **300 mm (11-3/4 in.)** above the surface of the table and the vertical component **150 mm (5-7/8 in.)** in front of the table;
- designed to carry a minimum load of **1.33 kN (300 lbs.);**
- which incorporates signage indicating its weight capacity;
- located on an accessible route in compliance with subsection 4.1.4;
- if of the fold-down type, have no operable portions higher than **1200 mm (47 in.)** and;

4.2.7 Universal Washrooms

- that is installed so that it does not encroach into a clear transfer space.

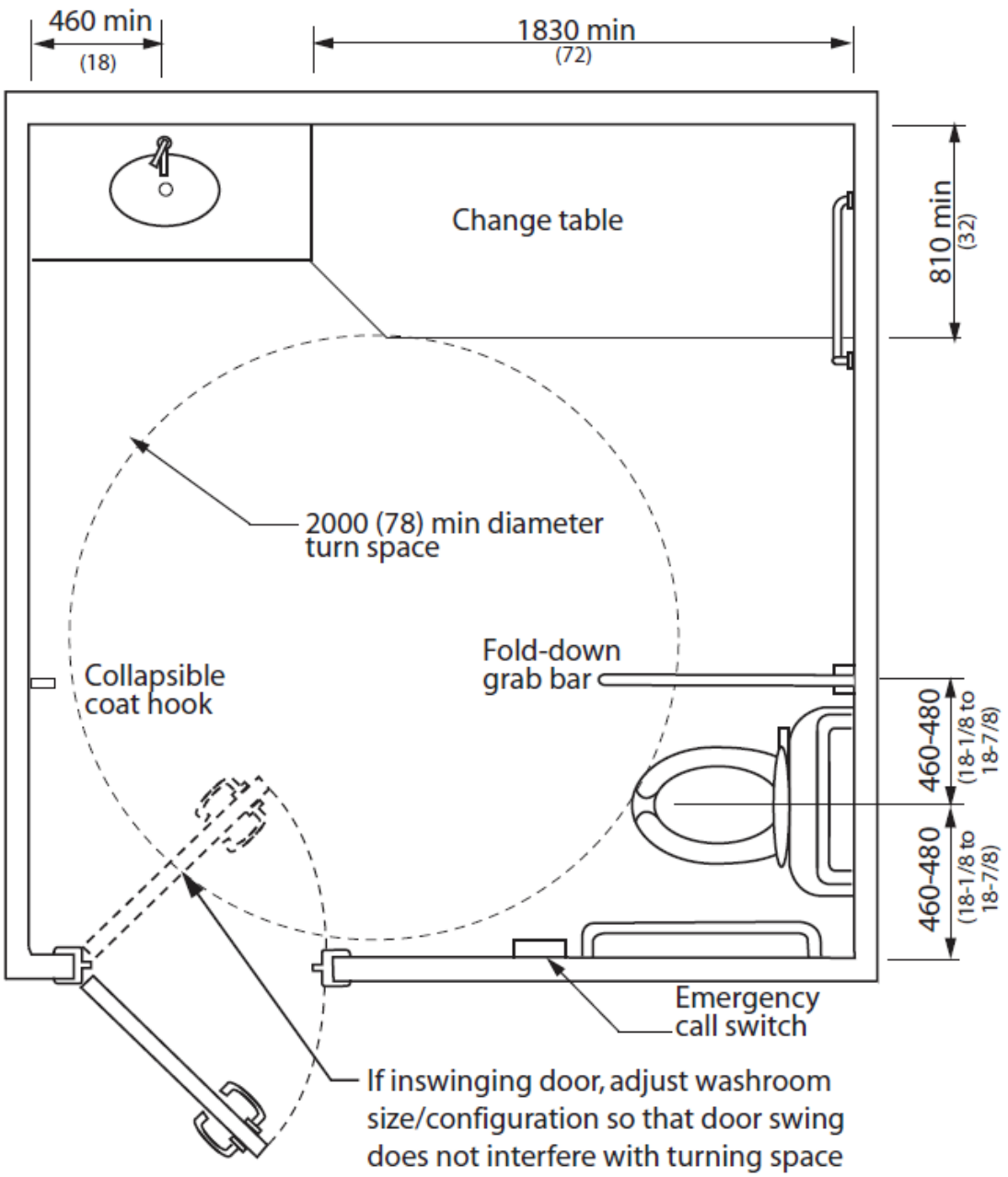


Figure 4.2.7.1
Universal Washroom

4.2.8 Bathtubs

Rationale

Bathtubs can present a slipping hazard. Slip-resistant surfaces are an important feature and will benefit any individual, including those with disabilities. Grab bars also provide stability. Operating systems are subject to limitations in hand strength, dexterity, and reach.

Application

Where bathtubs are provided, all bathtubs shall comply with this section. In a retrofit situation where it is technically infeasible to have all bathtubs comply with this section, at least 10% but never less than one, in each bathing area shall comply with this section.

Individual bathtubs that are provided for the use of patients or residents in buildings of Group B, Division 2, or 3 occupancies shall comply with this section.

Design Requirements

Accessible bathtubs shall be on an accessible route complying with subsection 4.1.4.

Accessible bathtubs shall have:

- a clear floor space at least **920 mm wide (36 in.)** along the length of the bathtub;
- faucet handles of the lever type that are not spring-loaded, or are automatically operable;
- faucet handles that are located that is usable by a person in the bathtub;
- faucets and other controls mounted not more than **450 mm (17-3/4 in.)** above the bathtub rim;
- a shower head complying with subsection 4.2.9;
- unless the bathtub is freestanding, and L-shaped grab bar conforming to 4.2.10 mounted on the long wall.
 - a. with each leg of the "L" being at least **920 mm (36 in.)** in length;
 - b. with the legs of the "L" being located **150 to 200 mm (5-7/8 – 7-7/8 in.)** above and parallel to the rim of the bathtub; and
 - c. with vertical leg of the "L" being located **300 to 450 mm (11-3/4 to 17-3/4 in.)** from the control end of the tub.
- controls equipped with a pressure-equalized or thermostatic-mixing valve, operable from the seated position and in compliance with subsection 4.4.2;
- soap holder(s) which can be reached from the seated position, ideally full recessed; and
- unless the bathtub is freestanding, a grab bar conforming subsection 4.2.10 which is at least **1220 mm (48 in.)** long, mounted vertically at the foot end of

4.2.8 Bathtubs

the tub adjacent to the clear floor space, with the lower end **200 mm (7-7/8 in.)** above the bathtub rim, mounted **150 mm (5-7/8 in.)** from the edge of the bathtub, measured horizontally.

Enclosures for bathtubs shall:

- obstruct controls;
- interfere with a person transferring from a wheelchair; or
- have tracks mounted on the bathtub rim.

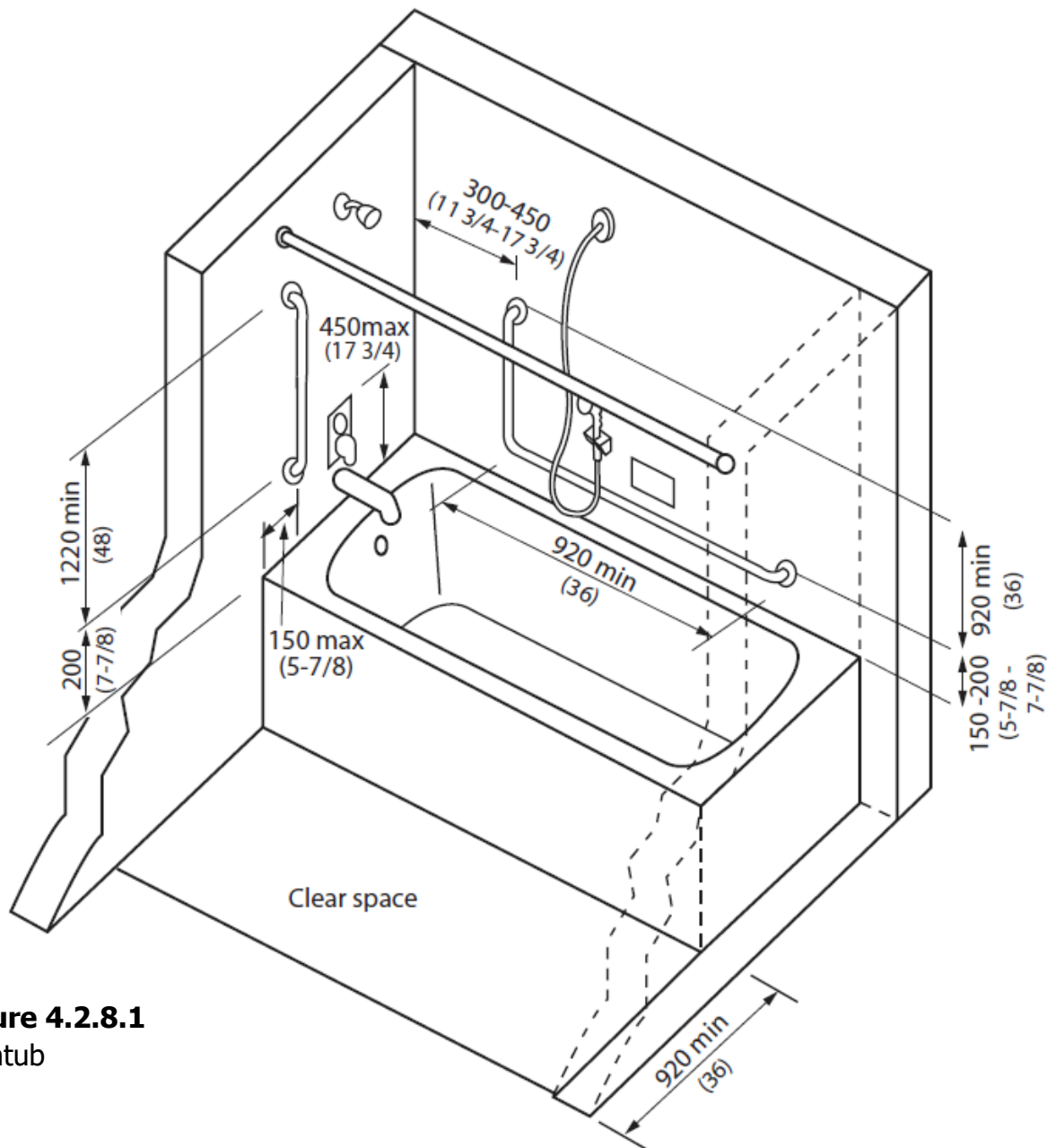


Figure 4.2.8.1
Bathtub

4.2.9 Shower Stalls

Rationale

Grip bars and non-slip material are safety measures which will support any individual. Additional equipment such as a handheld shower or bench may be an asset to someone with a disability but also convenient for others. Equipment that contrasts in colour from the shower stall itself assists individuals with a visual impairment. Roll-in or curb-less shower stalls eliminate the hazard of stepping over a threshold and are essential for persons with disabilities who use wheelchairs in the shower.

Application

Where shower stalls are provided, all shower stalls comply with this section where it is technically infeasible to have all shower stalls comply with this section, if 1-7 shower stalls are provided in a group, at least 1 shower must comply, and if there are more than 7 showers provided in a group, 1 plus 1 for each additional increment of 7 showers in each bathing area shall comply with this section.

Design Requirements

Accessible shower stalls shall:

- be on an accessible route complying with subsection 4.1.4;
- be at least **1525 mm (60 in.)** in width and **920 mm (36 in.)** in depth;
- have a clear floor space at the entrance to the shower of at least **920 mm (36 in.)** in depth and the same width as the shower, except that fixtures are permitted to project into that space, provided they do not restrict access to the shower;
- have a slip-resistant surface;
- have no threshold, or a bevelled threshold not exceeding **6 mm (1/4 in.)** above the finished floor;
- be equipped with a wall-mounted folding seat that is not spring-loaded, or make provisions for a portable seat that is:
 - a. **450 mm (17-3/4 in.)** wide and **400 mm (15 in.)** deep);
 - b. mounted approximately **450 mm (17-3/4 in.)** above the floor;
 - c. designed to carry a minimum load of **1.33 kN (300 lbs.)**; and
 - d. located so that the edge of the seat is within **500 mm (19-5/8 in.)** of the shower controls.
- be equipped with a wall-mounted- continuous L-shaped grab bar that shall
 - a. be located between the shower head and the controls;
 - b. have a horizontal component at least **920 mm (36 in.)** in length;
 - c. be mounted horizontally approximately **850 mm (33 in.)** above the floor;
 - d. have the horizontal component located on the wall so at least **300 mm (11-3/4 in.)** of its length is reachable from one side of the seat;

4.2.9 Shower Stalls

- e. have a vertical component at least **760 mm (30 in.)** in length; and
- f. conform to 4.2.10.
- be equipped with a vertical grab bar on each end wall that:
 - a. is at least **760 mm (30 in.)** in length;
 - b. is mounted **80 to 120 mm (3-1/8 to 4-3/4 in.)** from the front edge, at a point **700 to 800 mm (27-1/2 to 31-1/2 in.)** above the finished floor; and
 - c. conform to subsection 4.2.10.
- be equipped with a pressure-equalizing or thermostatic-mixing valve in compliance with subsection 4.4.2, located above the grab bar but no higher than **1000 mm (39-3/8 in.)** maximum **685 mm (27 in.)** from the seat wall;
- be equipped with a shower head with at least 1525 mm (60 in.) of flexible hose that can be used both as a fixed position shower head and as a handheld shower. The shower spray shall be reachable from the seated position and have an on/off control. Exception: A non-adjustable overhead-mounted shower head is permitted instead of a hand-held spray unit in facilities that are not long-term care facilities or residential dwelling units; and
- have soap holder(s) which can be reached from the seated position and are fully recessed.

Where the showerhead is mounted on a vertical bar, the bar shall be installed so as not to obstruct the use of the grab bar. Enclosure for shower stalls shall not obstruct controls or obstruct transfer from wheelchair onto shower seats.

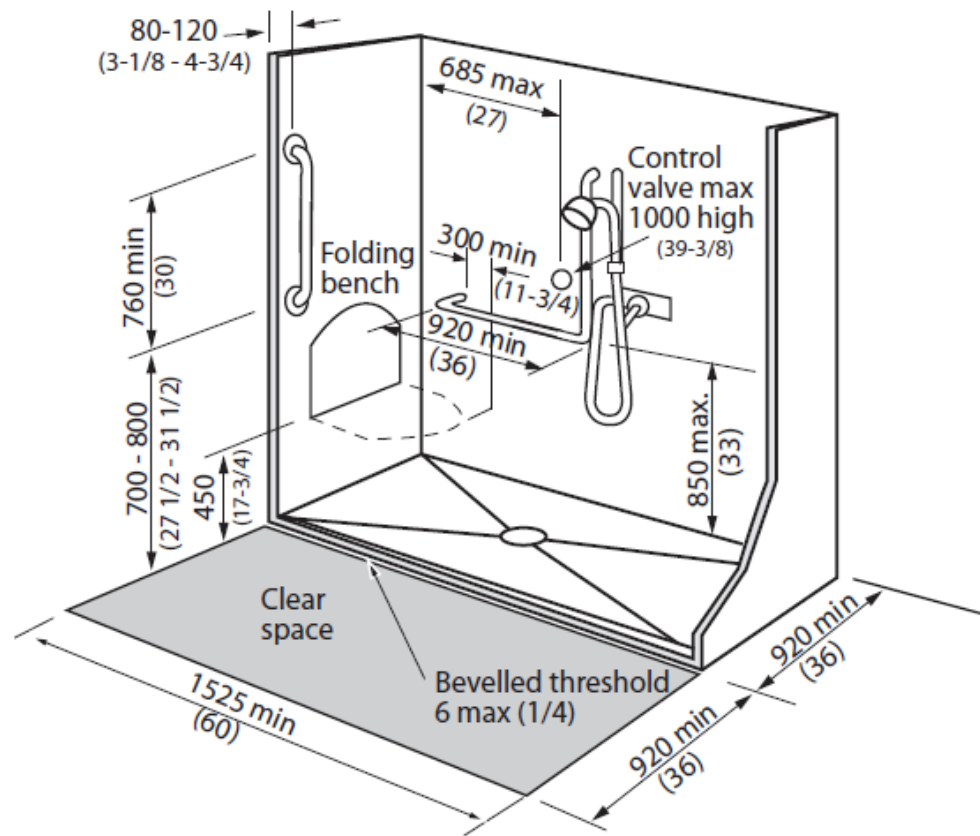


Figure 4.2.9.1
Shower Stall

4.2.10 Grab Bars

Rationale

Grab bars are an important feature to those who require assistance in standing up, sitting down, or stability while standing up, sitting down, or stability while standing. Transferring between the toilet and wheelchair may be another scenario where grab bars are utilized.

Application

Grab bars shall comply with section.

Design Requirements

Grab bars shall:

- be installed to resist a load of at least **1.3kN (300 lbs.)**, applied vertically or horizontally;
- be not less than **35mm (1-3 3/8 in.)** and not more than **40 mm (1-9/16in.)** in diameter;
- have clearance of **50 mm (2 in.)** from the wall;
- be free of any sharp or abrasive elements;
- be colour-contrasted with the surrounding environment; and
- have a slip-resistant surface.

Adjacent surfaces shall be free of any sharp or abrasive elements.

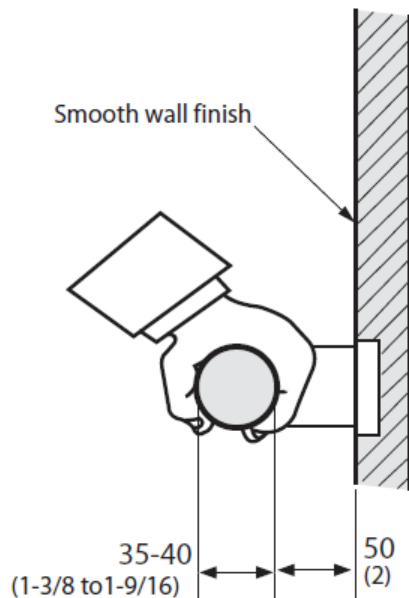


Figure 4.2.10.1

Grab Bar

Other Amenities

4.3.1 Drinking Fountains

Rationale

Planning for the design of drinking fountains should consider the limited height of children or persons using a wheelchair. In the same respect, there may be individuals who have difficulty bending and who should require a higher fountain. The operating system should account for limited hand strength or dexterity. The placement of the fountain is also important. Fountains should be recessed, to avoid protruding into the path of travel, especially if they are wall-mounted above the detectable height of a cane.

Application

Where drinking fountains are floor-mounted, at least one shall comply with this section. Where only one drinking fountain is floor-mounted, it shall incorporate components that are accessible to individuals who use wheelchairs in accordance with this section, as well as components that are accessible to persons who have difficulty stooping or bending. Where more than one drinking fountain or water cooler is provided on the floor, at least 50% shall comply with this section.

Design Requirements

Accessible drinking fountains shall:

- be located on an accessible route complying with subsection 4.1.4;
- have a spout located near the front of the unit between **760 mm (30 in.)** and **900 mm (35 in.)** above the floor or ground surface;
- provide the water stream at a vertical angle of up to
 - a. **30 degrees** where the spout is located less than **75 mm (3 in.)** from the front of the fountain; or
 - b. **15 degrees** where the spout is located not less than **75 mm (3 in.)** and not more than **125 mm (5-7/8 in.)** from the front of the fountain;
- have a spout that provides a water flow at least **100 mm (4 in.)** high;
- be equipped with controls that are located on the front of the unit, easily operated from a wheelchair, using one hand, with a force of not more than **22 N (4.9 lbs.)**, or be automatically operable; and
- be detectable by a cane at a level at or below **680 mm (26-1/2 in.)** from the finished floor.

4.3.1 Drinking Fountains

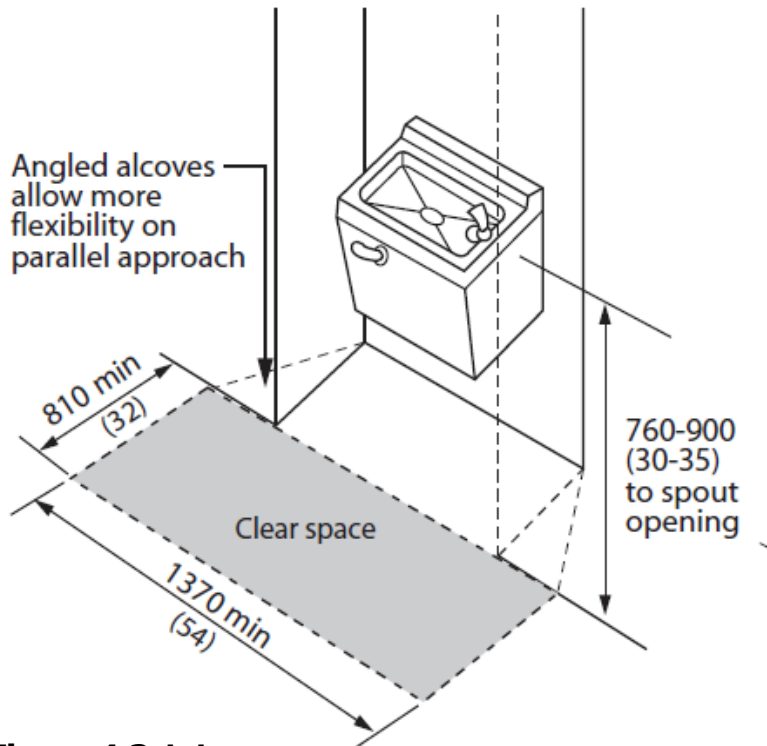


Figure 4.3.1.1
Parallel Approach

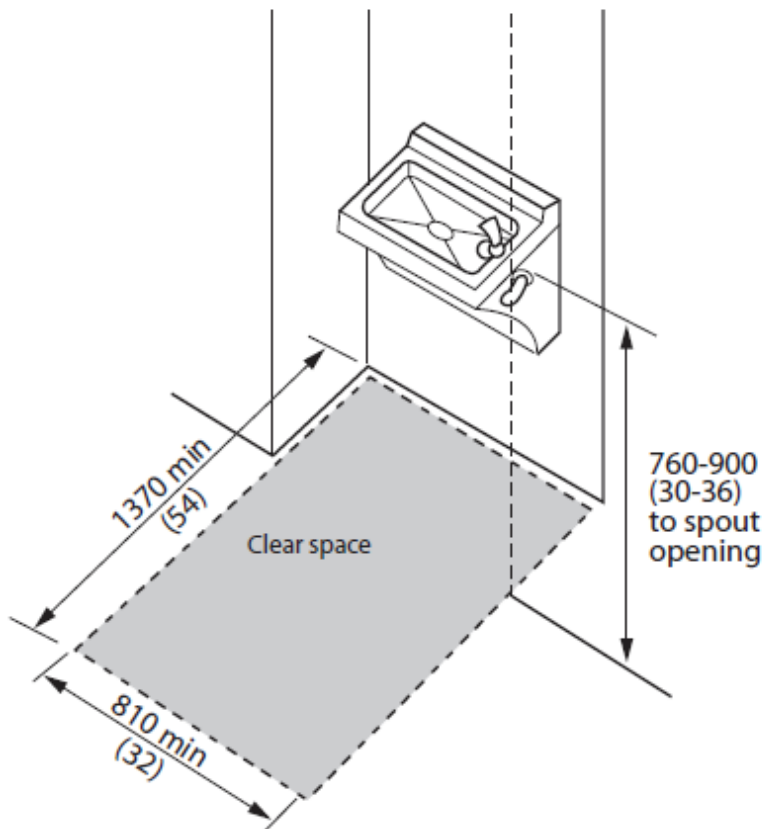


Figure 4.3.1.2
Frontal Approach

4.3.1 Drinking Fountains

Cantilevered drinking fountains shall:

- have a clear floor space of at least **810 mm (32 in.)** by **1370 mm (54 in.)**;
- have a knee space between the bottom of the apron and the floor or ground of at least **810 mm (32 in.)** wide, **500 mm (19-1/2 in.)** deep and 735 mm (29 in.) high;
- have a toe space not less than **760 mm (30 in.)** wide, and **350 mm (13-3/4 in.)** high from a point **300 mm (11-3/4 in.)** back from the front edge to the wall;
- be recessed or otherwise located out of the circulation route; and
- be mounted not more than **915 mm (36 in.)** above the finished floor.

Freestanding or built-in fountains not having a knee space shall have a clear floor space at least **1370 mm (54 in.)** wide by **760 mm (30 in.)** deep in front of the unit.

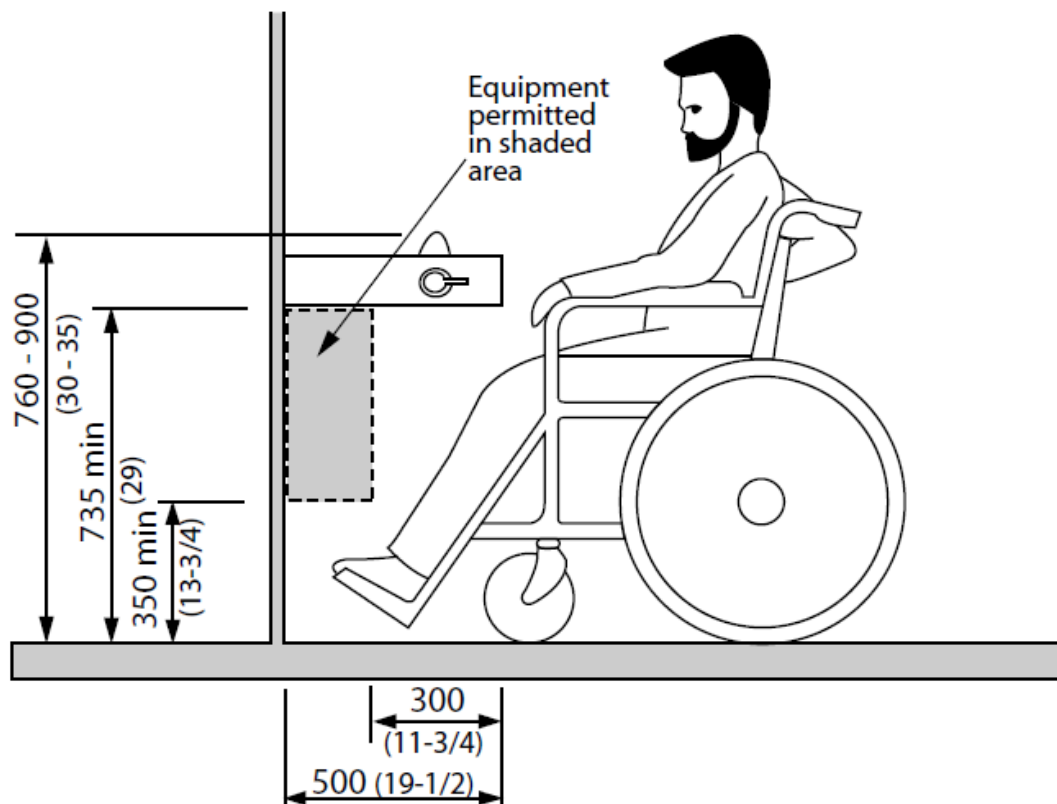


Figure 4.3.4.3

Clearances

4.3.2 Viewing Positions

Rationale

Designated viewing areas are required for individuals unable to use typical seating. Viewing areas need to provide adequate space to manoeuvre a mobility device as large as a scooter and should not be limited to one location. Designated companion seating should also be provided. Guards placed around a viewing area should not interfere with the line of sight of someone sitting in a wheelchair. A choice of locations and ticket price range should be available.

Application

In places of assembly with fixed seating, accessible wheelchair locations shall comply with this section and shall be provided in numbers as indicated by Table 4.3.2.

In addition, 1% but not less than one of, all fixed seats shall be aisle seats with no armrest on the aisle side or shall have removable or folding armrests on the aisle side. Adaptable seating shall be situated, as part of the designated seating plan, to provide a choice of viewing location and a clear view of the event taking place. A sign or marker shall identify each of the seats. Signage notifying patrons of the availability of such seats shall be posted at the ticket office.

| Number of fixed seats in seating area | Minimum number of spaces required for wheelchairs | Minimum number of adaptable seats | Minimum number of storage facilities for wheelchairs |
|--|--|---|---|
| Up to 20 | 2 | 1 | 1 |
| 21-40 | 2 | 2 | 1 |
| 41-60 | 2 | 3 | 1 |
| 61-80 | 2 | 4 | 1 |
| 81-100 | 3 | 5 | 1 |
| 101-200 | Not less than 3% of the seating capacity | The greater of 5 seats or 5% of all aisle seating | 1 |
| Over 200 | Not less than 3% of the seating capacity | The greater of 5 seats or 5% of all aisle seating | 2 |

Table 4.3.2

Wheelchair Viewing Locations

Design Requirements

Accessible wheelchair locations and fixed seats designed for adaptable seating shall adjoin an accessible route complying with subsection 4.1.4, without infringing on egress from any row of seating or any aisle requirement.

Each accessible wheelchair location shall be:

- an integral part of any seating plan. Seats shall be distributed in a manner that provides people with physical disabilities a choice of admission prices and lines of sight comparable to those for members of the public.
- Clear and level, or level with removable seats;
- if the wheelchair enters from a front or rear approach, not less than 920 mm (36 in.) wide and 1370 (54 in.) long;
- arranged so that at least two designated wheelchair locations are side by side;
- arranged so that at least one companion fixed seat is provided next to each wheelchair seating area; and
- where the seating capacity exceeds 100, provided in more than one location. In retrofit situations where it is not technically feasible to distribute seating locations, they may be grouped in one location.

At least one storage space shall be provided for an assembly occupancy that has not more than 200 fixed seats and at least two storage spaces shall be provided where the assembly occupancy has more than 200 fixed seats. The storage of wheelchairs and mobility devices shall be a minimum of 810 mm (32 in.) by 1370 mm (54 in.) and be located on the same level and in proximity to the spaces designated for wheelchair use and seats designated for adaptable seating.

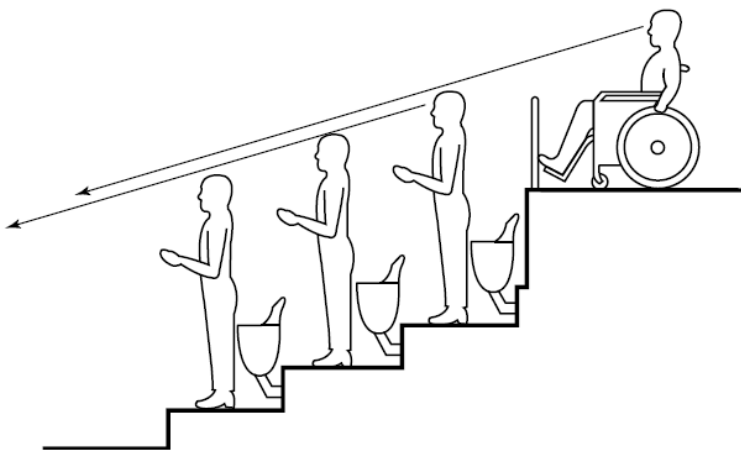


Figure 4.3.2.1

Sightlines at wheelchair locations

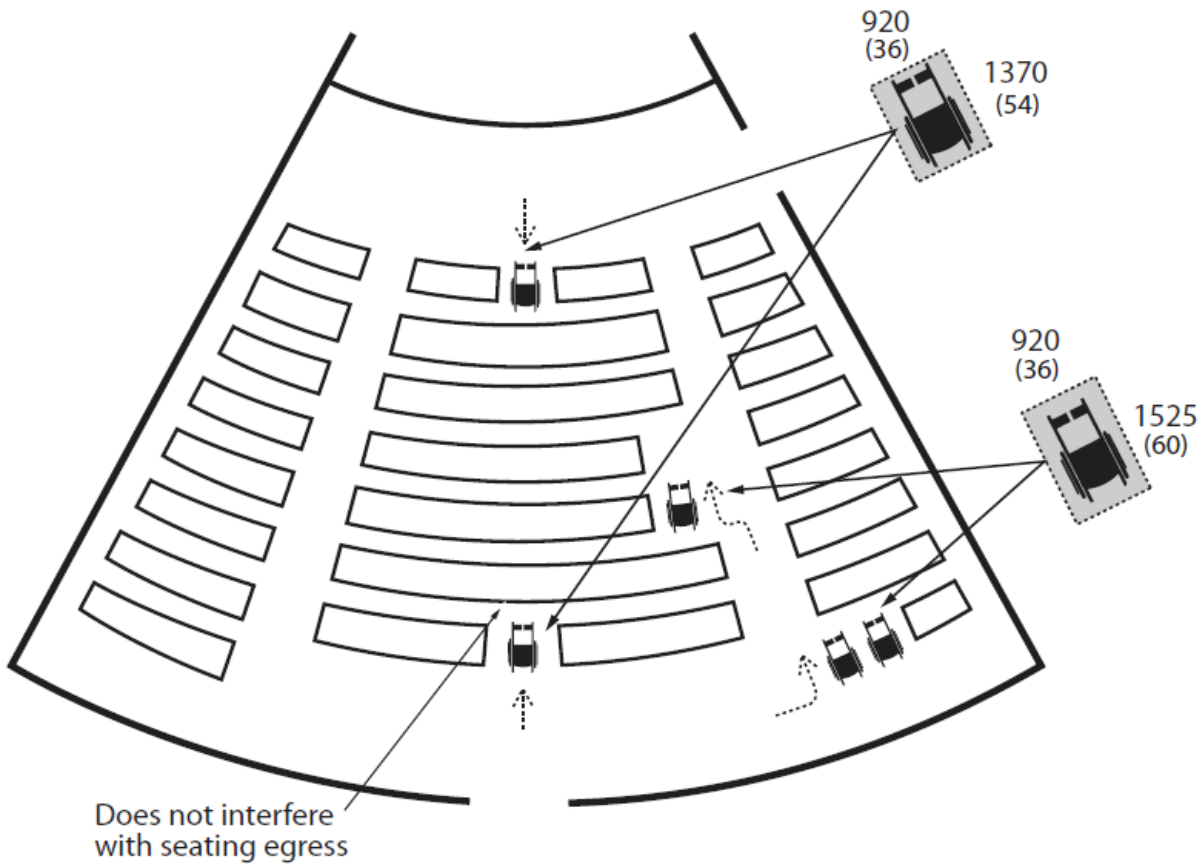


Figure 4.3.2.2
Distribution of Wheelchair Location

4.3.3 Elevated Platforms

Rationale

Elevated platforms, such as stage areas, speaker podiums, etc., should be accessible to all. A marked, accessible route should be provided, along with safety features to assist persons who are visually impaired.

Application

Elevated platforms provided for use by the public, clients, customers, or employees shall comply with this section.

Design Requirements

Elevated platforms shall:

- be located on an accessible route that complies with subsection 4.1.4;
- be capable of being illuminated to at least **100 lux (9.3 ft-candles)** at floor level at the darkest point;
- be sized to safely accommodate wheelchairs and other mobility equipment in compliance subsection 4.1.1; and
- have open platform edges defined by detectable warning surface (does not apply to the front edges of stages).

The detectable warning surface on elevated platforms shall:

- comply with the requirements of subsection 4.4.8;
- be consistent throughout the setting;
- be positioned parallel to the open platform edge, extending the full length of the platform; and
- be a depth of **610 mm (24 in.)**, flush from the open edge of the platform.

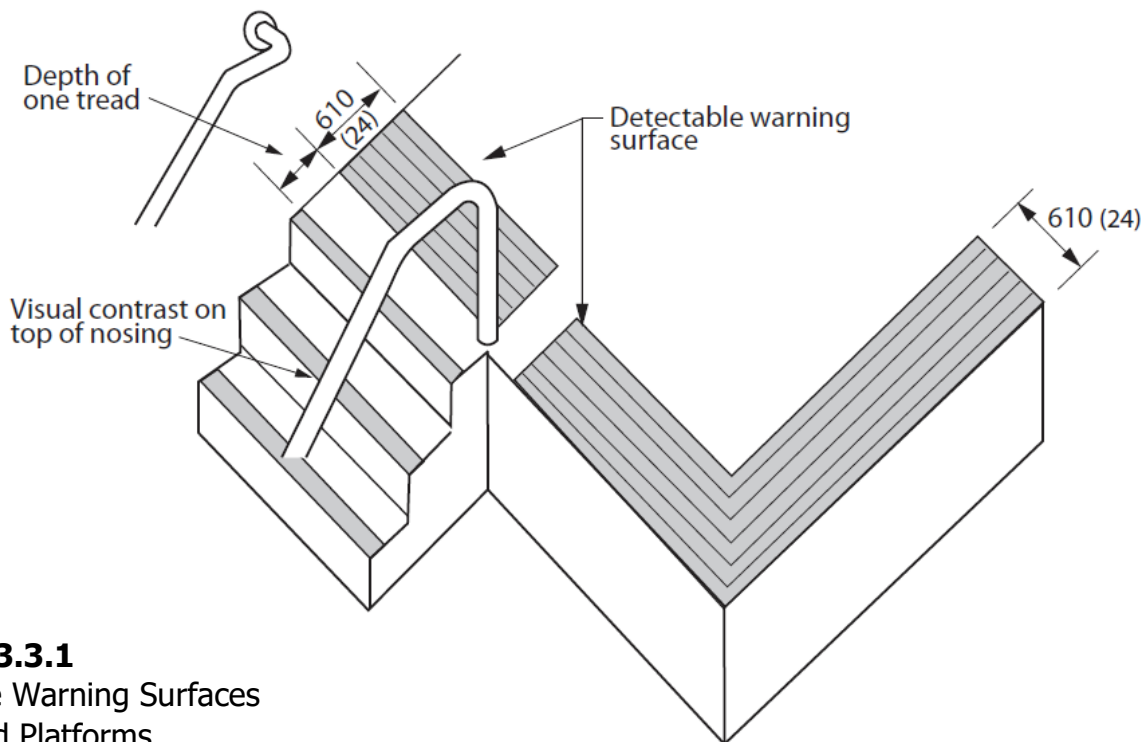


Figure 4.3.3.1
Detectable Warning Surfaces
at Elevated Platforms

4.3.4 Dressing Rooms

Rationale

In addition to accessible common-use dressing rooms, a separate unisex dressing room is useful. This is valuable in a scenario where an attendant of the opposite sex or a parent is an assistant to a child. Sufficient space should be allowed for two people and a wheelchair, along with benches and accessories. The provision of handrails along circulation routes from dressing rooms to the pool, gymnasium, and other activity areas will be of benefit to many people.

Application

Where dressing rooms are provided for use by the public, patients, customers, or employees, they shall comply with this section. In a retrofit situation where it is technically infeasible to have all dressing rooms comply with this section, 10% of dressing rooms, but never less than one, for each type of use in each cluster of dressing rooms shall be accessible and comply with this section.

Design Requirements

Accessible dressing rooms shall be located in an accessible route complying with subsection 4.1.4.

A clear floor space with a **2000 mm (78-3/4 in.)** turn diameter shall be provided within every accessible dressing room, accessed through either a hinged or sliding door. No door shall swing into any part of the required space within the dressing room. Turning space is not required within a private dressing room accessed through a curtained opening at least **950 mm (37-1/2 in.)** wide if clear floor space complying with subsection 4.1.1 renders the dressing room useable by a person in a wheelchair.

All doors to accessible dressing rooms shall be in compliance with subsection 4.1.6. Outward swinging doors shall not constitute a hazard to persons using adjacent circulation routes.

Every accessible dressing room shall have a **760 mm (30 in.) x 1830 mm (72 in.)** bench fixed to the wall along the longer dimension. The bench shall:

- be mounted **450 to 500 mm (17-3/4 in. to 19-5/8 in.)** above the finished floor;
- have a clear floor space provided alongside the bench to allow a person using a wheelchair to make a parallel transfer onto the bench;
- be designed to carry a minimum load of **1.33 kN (300 lbs.)**; and
- where installed in conjunction with showers, swimming pools, or other wet locations, be designed so that:
 - a. water shall not accumulate upon the surface of the bench; and

4.3.4 Dressing Rooms

- b. the top surface is slip-resistant.

Where mirrors are provided in dressing rooms of the same use, then in an accessible dressing room, a full-length mirror measuring at least **460 mm (18 in.)** wide by **1370 mm (54 in.)** high shall be mounted in as position affording a view to a person on the bench, as well as to a person in a standing position.

Provide a collapsible coat hook mounted not more than **1200 mm (47 in.)** from the floor on a side wall and projecting not more than **50 mm (2 in.)** from the wall.

Dressing rooms shall incorporate even illumination throughout of at least **100 lux (10 ft-candles)**.

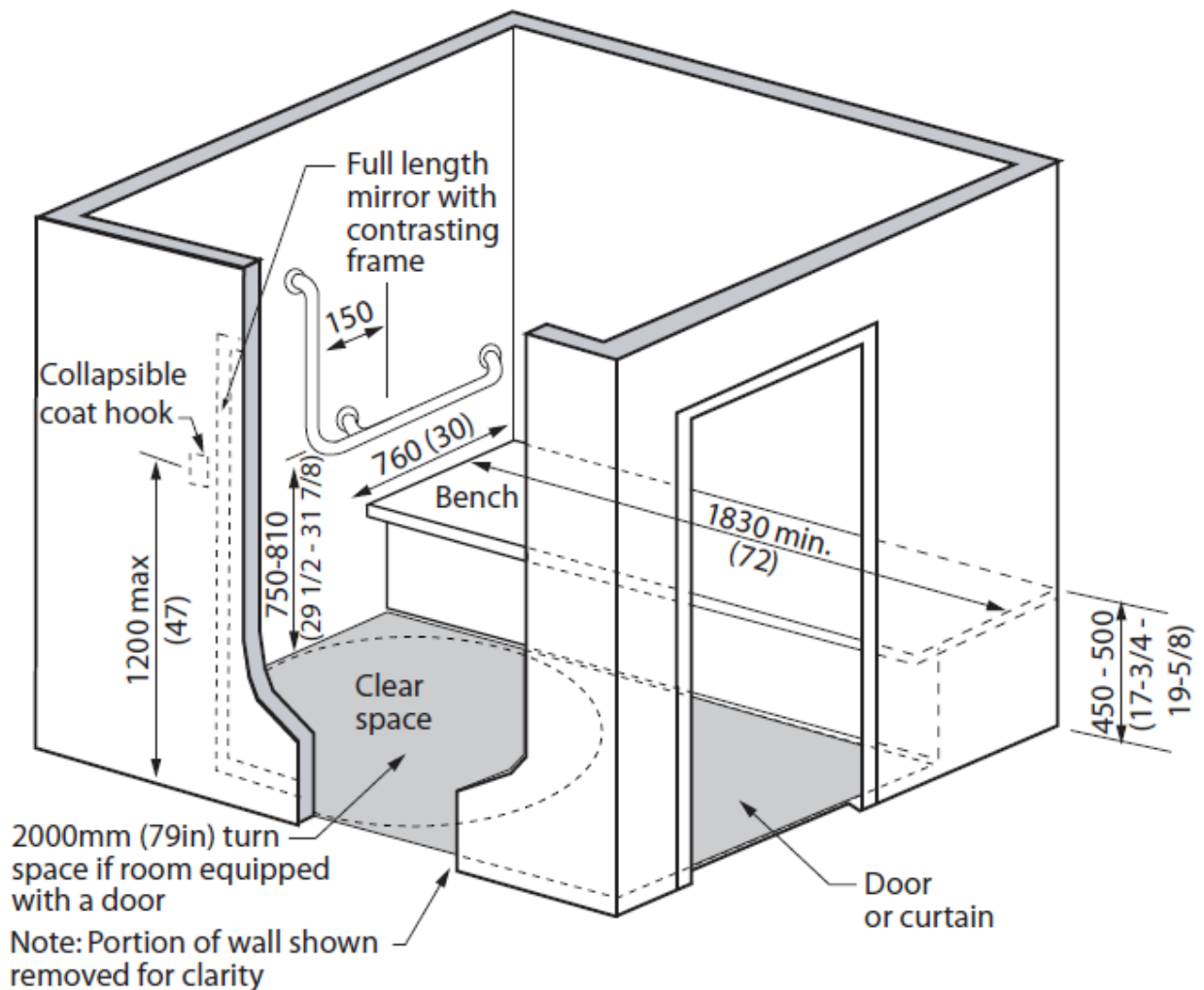


Figure 4.3.4.1

Accessible Dressing Room

4.3.5 Offices, Work Areas, and Meeting Rooms

Rationale

Offices providing services or programs to the public should be accessible to all, regardless of mobility or functional profile. Furthermore, office and related support areas should be accessible to staff and visitors with varying levels of ability. All persons, but particularly those with a hearing impairment, would benefit from having a quiet acoustic environment – background noise from mechanical equipment such as fans, should be minimal. Telephone equipment for individuals with hearing impairments may also be required.

Tables and workstations should address the knee space requirements of the individual in a wheelchair. Circulation areas also need to consider the spatial needs of mobility equipment as large as scooters. Natural coloured task lighting, such as that provided through halogen bulbs, is a design feature that will facilitate use by all, especially persons with vision impairments. In locations where reflective glare might be problematic, such as large expanses of glass with reflective flooring, consideration should be given to providing blinds that can be louvered upwards.

Application

Wherever offices, work areas, or meeting rooms are provided for use by the public, employees, clients, or customers, they shall comply with this section.

Design Requirements

Where offices, work areas, and meeting rooms are provided for use by the general public, clients, or customers, they shall:

- be located on an accessible route complying with subsection 4.1.4;
- where equipped with a door, the door shall comply with subsection 4.1.6;
- incorporate a clear floor space allowing a person in a wheelchair to make a 180-degree turn;
- incorporate an accessible route through the space that does not require the person in a wheelchair to travel backward to enter/leave the space;
- incorporate an accessible route in compliance with subsection 4.1.4 that connects the primary activity elements within the office work area or meeting room;
- incorporate knee clearances below work surfaces that comply with subsection 4.3.7;
- incorporate access in compliance with subsection 4.3.9 to storage, shelving display units, and brochure racks for use by the public, clients or customers;
- provide a clear floor space in front of the equipment that complies with subsection 4.1.1, where equipment such as photocopiers are provided for use by the public, clients, or customers; and be equipped with an assistive listening system that complies with section 4.4.6, where an assistive listening system is required.

4.3.6 Waiting and Queuing Areas

Rationale

Queuing areas for information, tickets, or services should permit persons in wheelchairs or others with disabilities to move through the line safely and conveniently.

Waiting and queuing areas need to provide space for mobility devices, such as wheelchairs and scooters. Queuing lines that turn corners or double back on themselves will need to provide adequate space to manoeuvre mobility devices. Providing handrails in queuing lines may be a useful support for individuals and guidance for those with a visual impairment. The provision of benches in waiting areas is important for individuals who may have difficulty standing for an extended period.

Application

Waiting and queuing areas shall comply with this section.

Design Requirements

Barriers at queuing areas shall be laid out in parallel, logical lines, spaced a minimum of **1100 mm (43-1/4 in.)** apart.

Barriers at queuing areas, provided to streamline people's movement, shall be firmly mounted to the floor, and should have rigid rails to provide support for people who are waiting. Fixed barriers must be cane detectable.

Where floor slots or pockets are included to receive temporary or occasional support, slots or pockets shall be level with the floor finish and have an integral cover, so as not to cause a tripping hazard.

Permanent queuing areas shall incorporate clearly defined floor patterns/colours/textures in compliance with subsection 4.4.15, as an aid to persons who are visually impaired.

There shall be pronounced colour contrast between ropes, bars or solid barriers used to define queuing and the surrounding areas.

When contrasting a new waiting area or redeveloping an existing waiting area where the seating is fixed to the floor, a minimum of three percent (3%) of the new seating must be accessible, but in no case shall there be fewer than one accessible seating space.

For the purposes of this section, accessible seating is a space in the seating area where an individual using a mobility aid can wait.

4.3.7 Tables, Counters, and Work Surfaces

Rationale

Tables, counters, and work surfaces should accommodate the needs of a range of users. Consideration should be given to standing use as well as seated use. For individuals using wheelchairs, tables need to be high enough to provide knee space with enough clear space to pull into. The furniture placement at tables and manoeuvring space at counters should provide sufficient turning space for a person using a wheelchair or scooter.

Application

If fixed or built-in tables, counters, and work surfaces (including, but not limited to, dining tables and study carrels) are provided in accessible public or common use areas, at least 10% but not less than one of the fixed or built-in tables, counters and work surfaces shall comply with this section.

Design Requirements

Accessible tables, counters and work surfaces shall be located on an accessible route complying with subsection 4.1.4. An accessible route complying with subsection 4.1.4 shall lead to and around such fixed or built-in tables, counters and work surfaces.

Wheelchair seating spaces at accessible tables, counters and work surfaces shall incorporate a clear floor space of not less than **810 mm (32 in.) by 1370 mm (54 in.)**.

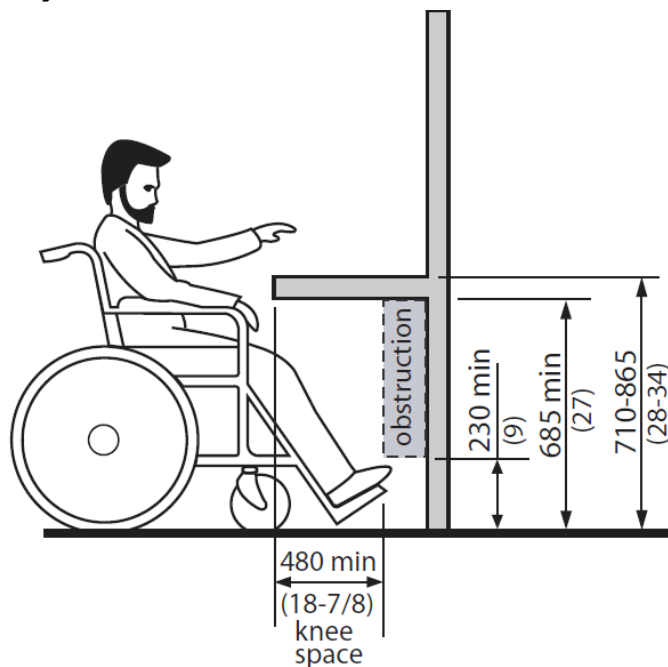


Figure 4.3.7.1

Table, Counter, and Work Surface Clearances

4.3.7 Tables, Counters and Work Surfaces

Where a forward approach is used to access a wheelchair seating space, a clear knee space of at least **810 mm (32 in.)** wide, **480 mm (18-7/8 in.)** deep and **685 mm (27 in.)** high shall be provided. It may overlap the clear floor space by a maximum of **480 mm (18-7/8 in.)**. The top of accessible tables, counters and work surfaces shall be located between **710 mm (28 in.)** to **865 mm (34 in.)** above the finished floor or ground.

Where speaker podiums are provided, they shall:

- be located on an accessible route in compliance with subsection 4.1.4;
- be height-adjustable for use from a seated or standing position;
- incorporate clear floor space of at least **810 mm (32 in.)** by **1370 mm (54 in.)**, configured for forward approach;
- incorporate clear knee space of at least **810 mm (32 in.)** wide, **480 mm (18-7/8 in.)** deep and **685 mm (27 in.)** high; and
- incorporate controls and operating mechanisms in compliance with subsection 4.4.2.

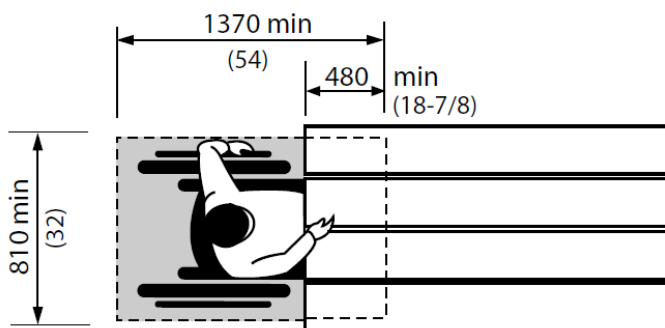


Figure 4.3.7.2

Frontal Approach to Table, Counter or Work Surface

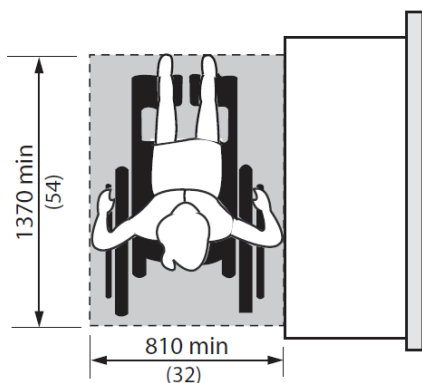


Figure 4.3.7.2

Parallel Approach to Table, Counter or Work Surface

4.3.8 Information, Reception, and Service Counters

Rationale

Information, reception, and service counters should be accessible to the full range of visitors. A choice of counter heights is recommended to provide a range of options for a variety of people. Lowered sections will serve children, persons of short stature, and persons using wheelchairs. The choice of heights should also extend to speaking ports and writing surfaces. The provision of knee space under the counter facilitates use by a person using a wheelchair. The use of colour contrast, tactile difference, or audio landmarks (e.g., receptionist voice or music source) can assist individuals with a visual impairment to locate service counters or speaking ports more precisely.

Application

Counters for information or service shall have at least one section usable by persons in wheelchairs.

Design Requirements

Information, reception, and service counters shall be located on an accessible route complying with subsection 4.1.4.

When constructing new service counters, which include replacing existing service counters, the following requirements must be met:

- there must be at a minimum one service counter that accommodates a mobility aid for each type of service provided and the accessible service counter must be clearly identified with signage, where there are multiple queuing lines and service counters; and
- each service counter must accommodate a mobility aid, where a single queuing line serves single or multiple counters.

An accessible section of a service counter is located between **710 mm (28 in.)** and **865 mm (34 in.)** above the finished floor or ground. This section shall be at least **920 mm (36 in.)** wide.

Accessible sections of information, reception, and service counters shall have on both sides of the counter, knee space below at least **685 mm (27 in.)** high by **480 mm (18-7/8 in.)** deep.

Wheelchair seating spaces at accessible sections of information, reception and service counters shall incorporate a clear floor space not less than **810 mm (32 in.)** by **1370 mm (54 in.)**

Where a forward approach is used to access a wheelchair seating space, a clear knee space of at least **810 mm (32 in.)** wide, **480 mm (18-7/8 in.)** deep and

685 mm (27 in.) high shall be provided. It may overlap the clear floor space by a maximum of **480 mm (18-7/8 in.)**

Where speaking ports are provided at information, reception, or service counters, at least one such position should have a speaking port no higher than **1060 mm (42 in.)** above the finished floor or ground.

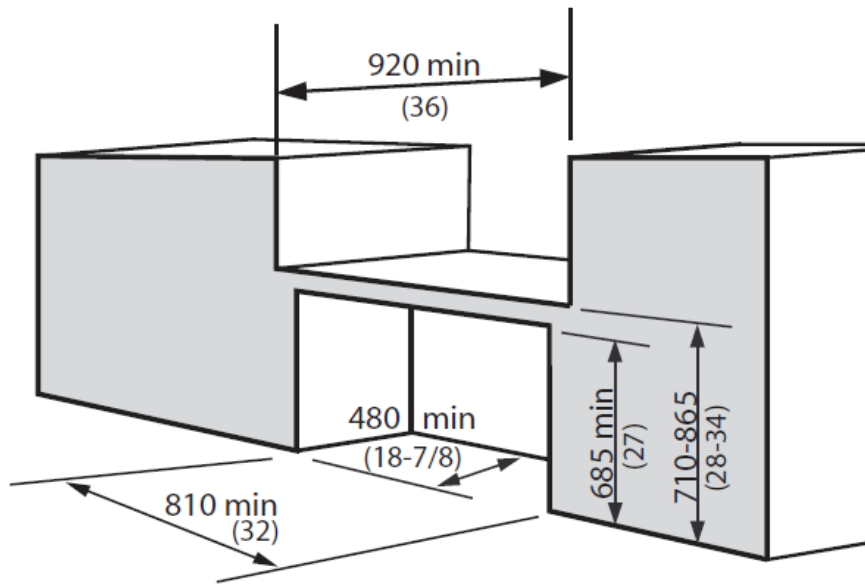


Figure 4.3.8.1
Service Counter

4.3.9 Storage, Shelving, and Display Units

Rationale

The heights of storage, shelving, and display units should address a full range of vantage points including the lower sightlines of children or persons using wheelchairs. The lower heights also serve the lower reach of these individuals. Displays that are too low can be problematic for individuals that have difficulty bending down. Appropriate lighting and colour contrast are particularly important for persons with visual impairments.

Application

If fixed or built-in storage facilities, such as cabinets, closets, shelves and drawers, are provided in accessible spaces, at least one of each type provided shall contain storage space complying with this section.

Shelves or display units allowing self-service by customers in mercantile occupancies shall be located on an accessible route complying with subsection 4.1.4.

Design Requirements

A clear floor space of at least **760 mm (30 in.)** by **1370 mm (54 in.)** complying with subsection 4.1.1 that allows either forward or parallel approach by a person using a wheelchair shall be provided at accessible storage facilities.

Accessible storage spaces shall be within at least one of the reach ranges specified in section 4.1.1. Clothes rods or shelves shall be a maximum of **1370 mm (54 in.)** above the finished floor for a side approach. Where the distance from the wheelchair to the clothes rod or shelf is **255 to 535 mm (10 to 21 in.)** (as in closets without accessible doors) the height of the rod or shelf be no more than **1200 mm (47 in.)**.

Hardware for accessible storage facilities shall comply with subsection 4.4.2. Touch latches and U-shaped pulls are acceptable.

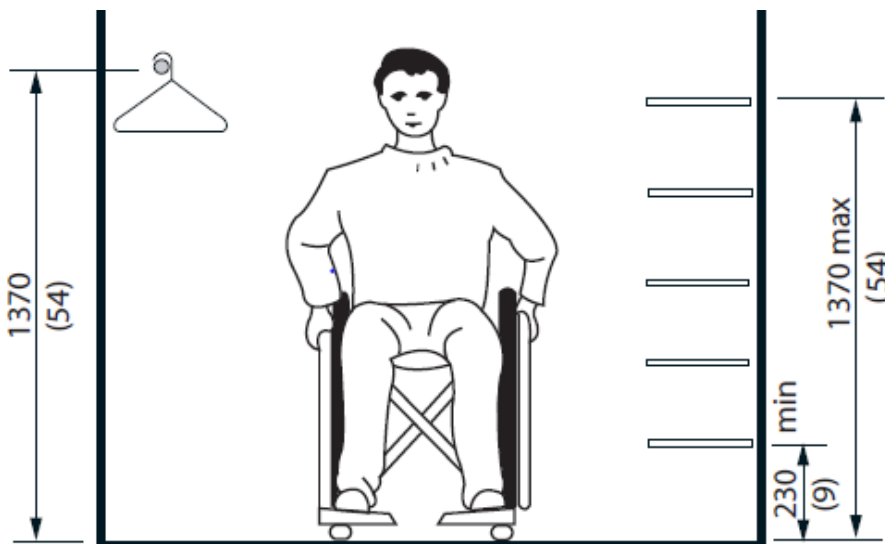


Figure 4.3.9.1
Reach Limits for Storage

4.3.10 Lockers and Baggage Storage

Rationale

In schools, recreational facilities, transit facilities, etc., or whatever public or private storage lockers are provided, at least some of the storage units should be usable by persons using wheelchairs.

The provision of lockers at lower heights serves the reach restrictions of children or persons using wheelchairs. The operating mechanisms should also be at an appropriate height and operable by individuals with restrictions in hand dexterity.

Application

If lockers or baggage storage units are provided in accessible public or common use areas, at least 10%, but not less than one, of the lockers or baggage storage units shall comply with this section.

Design Requirements

Accessible lockers and baggage storage units shall be located on an accessible route complying with subsection 4.1.4. Lockers and baggage storage units shall have their bottom shelf no lower than **400 mm (15-3/4 in.)** and their top shelf no higher than **1200 mm (47in.)** above the floor or ground.

Locks for accessible lockers and baggage storage units shall be mounted no higher than **1060 mm (42 in.)** from the floor or ground. Locks for accessible lockers and baggage storage units shall be mounted no higher than **1060 mm (42 in.)** from the floor or ground and shall comply with subsection 4.4.2.

Numbers or names on lockers and baggage storage units should be in clearly legible lettering, raised or recessed and of a highly contrasting colour or tone (in compliance with the relevant parts of subsection 4.4.7).

Baggage racks or carousels for suitcases, etc. shall have the platform surface no higher than **460 mm (18 in.)** from the floor and shall incorporate a continuous colour-contrasting strip at the edge of the platform surface.

Aisle spaces in front of lockers, baggage compartments and carousels should be a minimum of **1370 mm (54 in.)** deep, to permit forward and lateral approach by wheelchair users.

4.3.11 Balconies, Porches, Terraces, and Patios

Rationale

Where a number of balconies, porches, or terraces are provided, it is desirable to consider options for different levels of sun and wind protection. This is of benefit to individuals with varying tolerances for sun or heat. Doors to these spaces typically incorporate large expanses of glazing. These should be appropriately marked to increase their visibility. Threshold at balcony doors should be provided.

Application

Balconies, porches, terraces, and patios provided for use by the public, clients, customers or employees shall comply with this section.

Design Requirements

Balconies, porches, terraces and patios shall:

- be located on an accessible route complying with subsection 4.1.4; and
- have a minimum depth of **2440 mm (96 in.)**. In retrofit situations where providing a depth of **2440 mm (96 in.)** is technically infeasible, the minimum depth may be **1525 mm (60 in.)**.

Exterior balconies, porches, terraces, and patios, directly accessible from the interior spaces, shall incorporate a threshold in compliance with subsection 4.1.2.

Balcony, porch, terrace, and patio surfaces shall:

- comply with subsection 4.1.2;
- be sloped to ensure the removal of water; and
- be sloped no more than 2%.

Railings and guards at balconies, porches, terraces, and patios shall:

- comply with the section requirements of the Ontario Building Code; and
- be designed to allow clear vision below the rail for persons seated in wheelchairs; and
- incorporate pronounced colour contrast between the railings and guards and the surrounding environments.

Doors opening out onto balconies shall be located to open against a side wall or rail.

4.3.12 Parking

Rationale

The provision of parking spaces near the entrance to a facility is important to accommodate persons with a variety of disabilities. Disabling conditions, such as arthritis or heat conditions, using crutches or pushing a wheelchair, all make it difficult to travel long distances. Minimizing travel distances is particularly important outdoors, where weather conditions and ground surfaces can make travel both difficult and hazardous. The accessible route of travel connecting the parking to the entrance should be well-marked and free of steps and curbs.

In addition to the proximity to entrances, the spatial requirements of accessible parking spaces are important. A person using a mobility aid such as a wheelchair requires a wider parking stall to accommodate the manoeuvring of the wheelchair beside the car or van. A van may also require additional space to deploy a lift or ramp through the side or back door. An individual would then require space for the deployment of the lift itself as well as additional space to manoeuvre on/off the lift. The extra space afforded by an access aisle can however be inviting as a parking space itself. Vehicles squeezing into this space will block others from returning to their vehicles. The placement of bollards can prevent this.

Two types of accessible parking spaces are required. Type A spaces are large enough to accommodate people who use vans with a mechanical lift on the side, which is used to get in. Type B spaces are configured to accommodate people who transfer in and out of their vehicles manually.

Heights along the routes to accessible parking is a factor. Accessible vans may incorporate a raised roof resulting in the need for additional overhead clearance. Alternatively, the floor of the van may be lowered, resulting in lower tolerances for speed bumps and pavement slope transitions.

The number of accessible parking spaces required by this section may not be sufficient in some facilities (such as seniors' centres) where increased numbers of persons with disabilities might be expected.

Application

The design requirements of this manual are applicable to all new parking structures and surface parking lots. For existing structures and surface parking lots undergoing renovations/alterations, the design requirements should be employed whenever feasible.

Off-street parking facilities incorporate two types of parking spaces for the use of persons with disabilities:

4.3.12 Parking

- Type A which is a wider parking space for Van Accessible parking; and
- Type B which is standard accessible parking space.

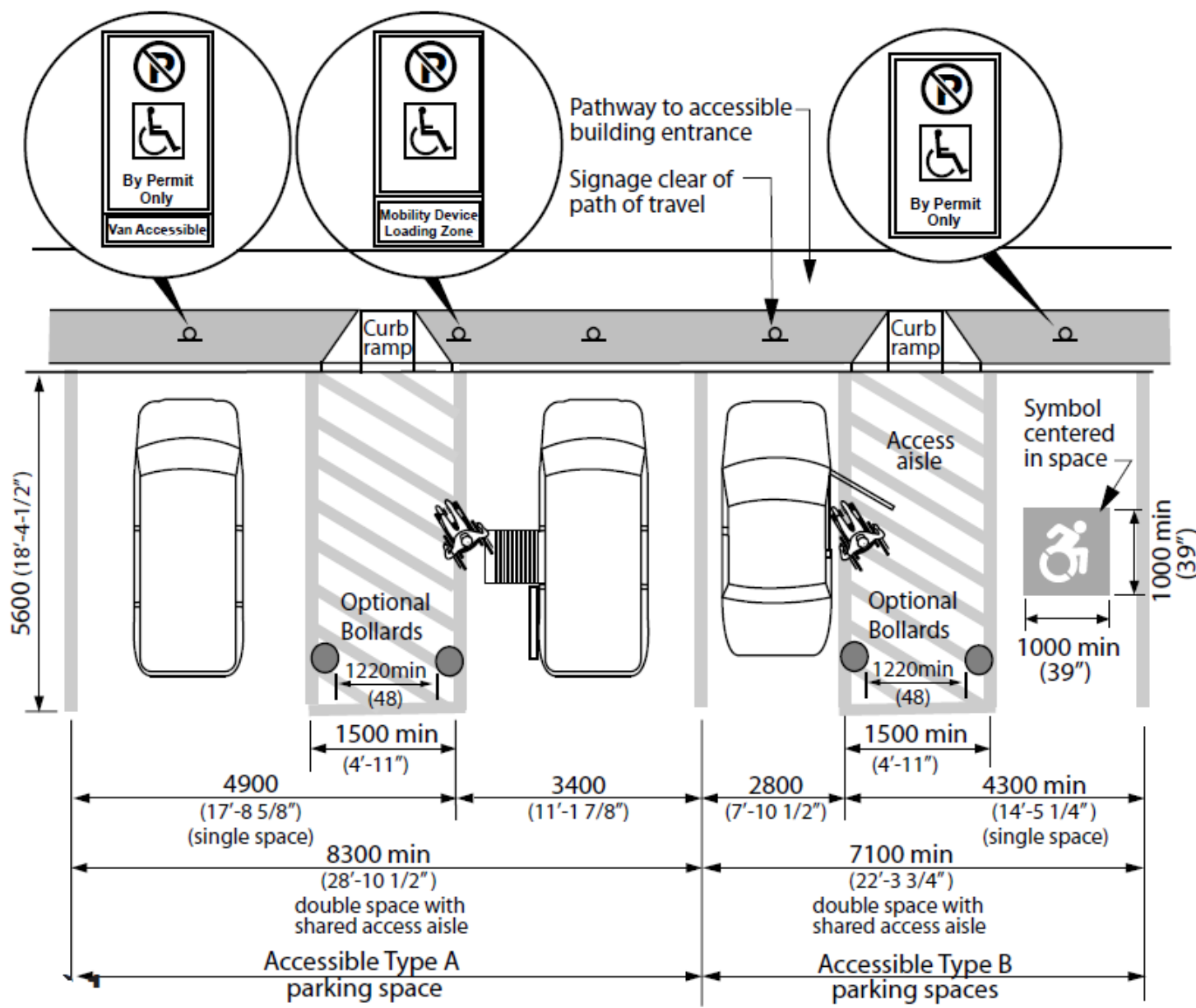


Figure 4.3.12.1
Side-by-side Parking Spaces

The number of Type A and Type B parking spaces designated to accommodate persons with disabilities shall be in accordance with Table 4.3.12.

All designated spaces shall be located on the shortest possible circulation route, with minimal traffic flow crossing, to an accessible facility entrance (e.g., in lots serving a particular facility) or to an accessible pedestrian entrance of the parking facility (e.g., in lots not serving a particular facility).

In facilities with multiple accessible entrances with adjacent parking, accessible parking spaces shall be dispersed and located closest to the accessible entrance. If more than one off-street parking facility is provided, parking requirements are to be calculated individually for each parking facility.

If more than one off-street parking facility is provided, the location of parking spaces for the use of persons with disabilities that must be provided may be distributed among the multiple lots to provide equivalent or greater accessibility in terms of distance from an accessible entrance or user convenience (protection from the weather, security, lighting, comparative maintenance).

Consultation Requirements

When constructing or redeveloping existing on-street parking spaces, designated public sector organizations shall consult on the need, location, and design of accessible on-street parking spaces and do so in the following manner:

1. Designated public sector organizations must consult with the public and persons with disabilities.
2. Municipalities must also consult with their municipal accessibility advisory committees, where one has been established in accordance with subsection 29 (1) or (2) of the Accessibility for Ontarians with Disabilities Act.

Exception: Requirements for off-street parking do not apply to facilities that are used exclusively for parking new buses, delivery vehicles, medical transportation vehicles, or impounded vehicles.

Design Requirements

An accessible route shall be provided from each accessible parking area to an accessible entrance into the facility.

Accessible parking spaces shall:

- be located on an accessible route complying with subsection 4.1.4;
- be 5600 mm (18 ft. 4-1/2 in.) in length;
- if Type A, be at least 3400 mm (11 ft. 1-7/8 in.) wide;
- if Type B, be at least 2800 mm (9 ft. 2-1/4 in.) wide;
- have an adjacent access aisle at least 1500 mm (4 ft. 11 in.) wide;
- have a firm, level surface with a maximum of 2% running slope for drainage;
- where surfaces are asphalt, concrete, or another hard surface:

- a. have access aisles clearly indicated by diagonal markings with a high tonal contrast (Refer to Figures); and
- have a Dynamic Symbol of Access (DSA) (Figure 4.3.12.2) painted as follows:
 - a. at least **1000 mm (39 in.)** long;
 - b. located in the centre of the space; and
 - c. be painted white on a background field of blue;
- have a minimum cross **slope of 1%**; and
- have a height clearance of at least **2750 mm (9 ft.)** at the parking space and along the vehicle access and egress routes. Items such as overhead signage or mechanical equipment may not reduce this overall clearance.

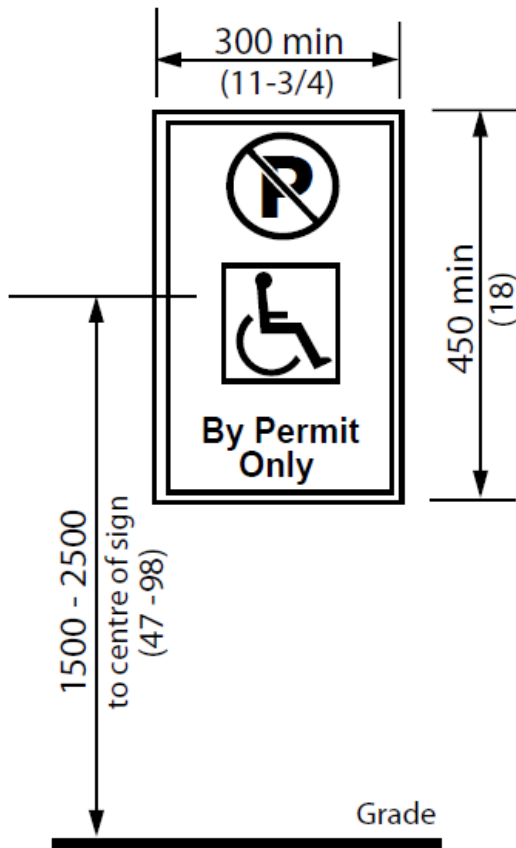


Figure 4.3.12.2
Parking Sign



Figure 4.3.12.3
Dynamic Symbol of Access

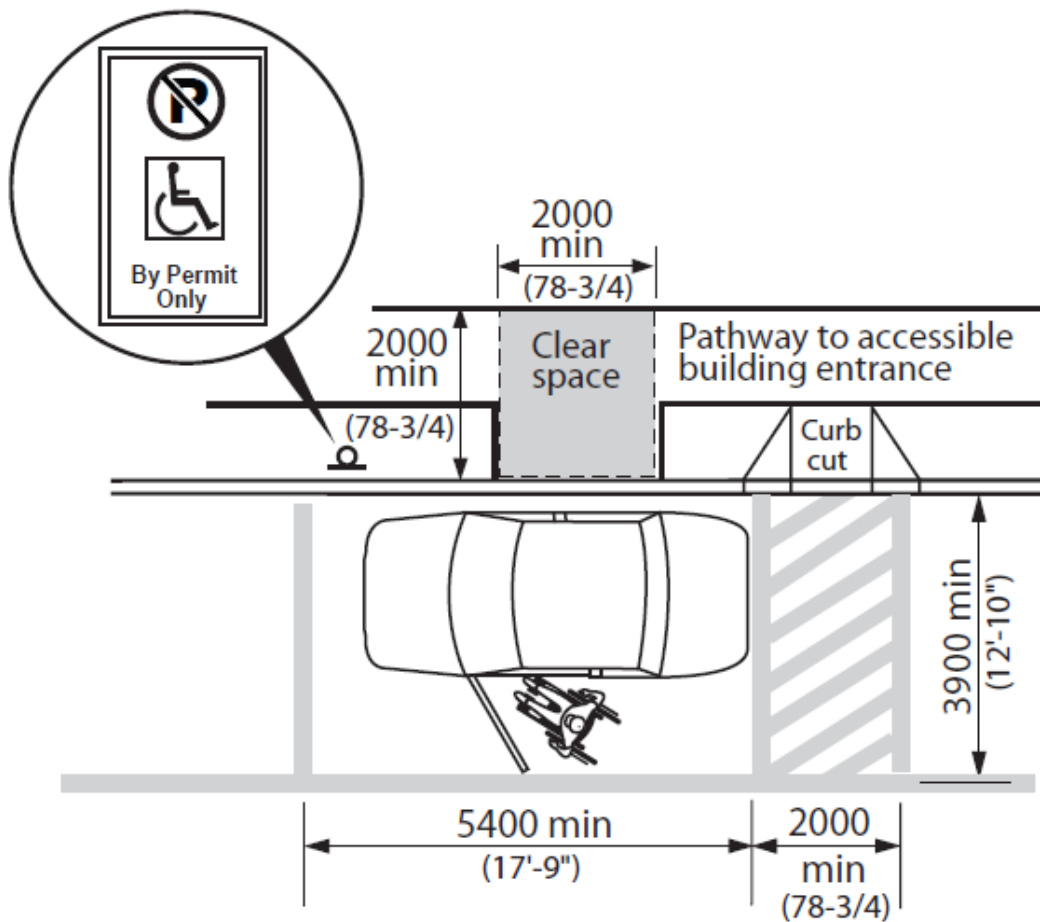


Figure 4.3.12.4
Parallel Parking Space

Accessible parking spaces shall be designed to be reserved for use by persons with disabilities. Accessible parking signage shall be in accordance with section 11 of Regulation 581 of the Revised Regulations of Ontario, 1990 (Accessible Parking for Persons with Disabilities) made under the Highway Traffic Act. O. Reg 413/12, s.6.

Type A parking spaces are to have signage specifying "Van Accessible" parking.

Vertical parking space designation signs shall:

- be at least **300 mm (11-3/4 in.)** wide x **450 mm (17-3/4 in.)** high;
- be installed at a height of **1500 mm (59 in.) to 2500 mm (98 in.)** from the ground/floor surface to the centre line of the sign.
- be clear of path travel; and
- may be mounted on the building face or far side of the sidewalk where required to maintain a clear path of travel.

Where the location of designated parking spaces for persons with disabilities is not obvious or is distant from the approach viewpoints, directional signs shall be placed along the route leading to the designated parking spaces. Directional signage will incorporate the symbol of access and the appropriate directional signage arrows.

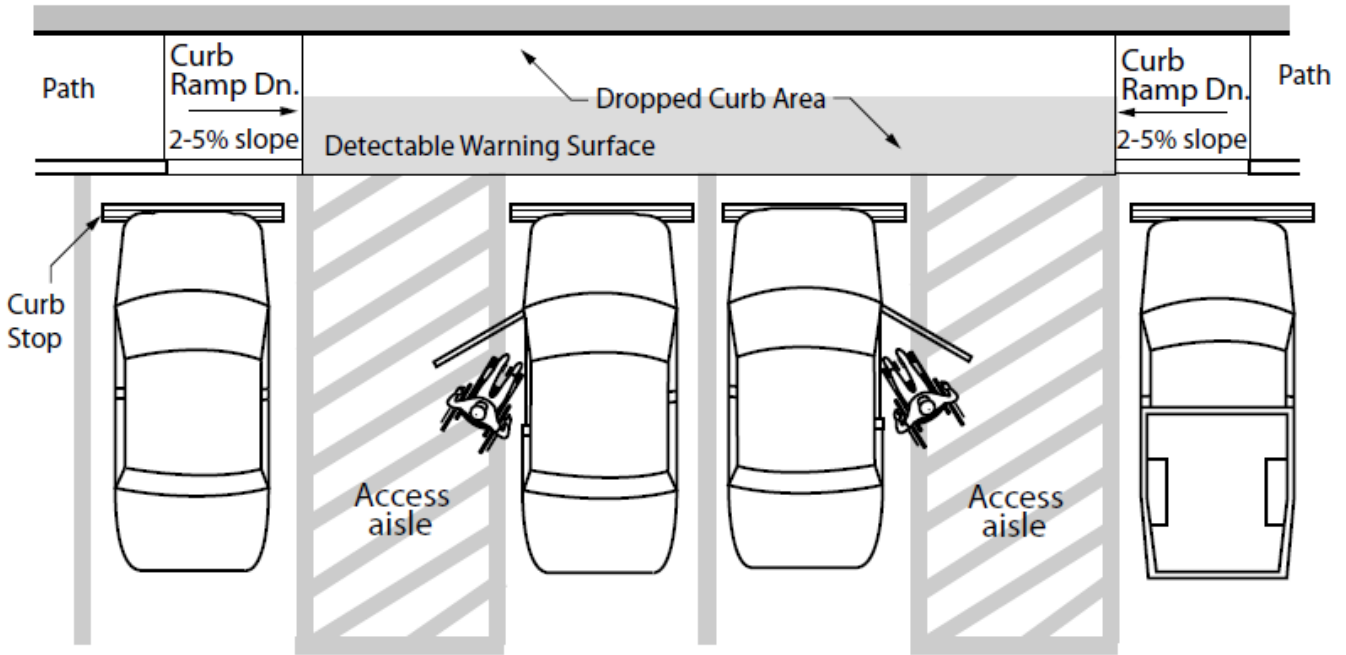


Figure 4.3.12.5

Multiple Parking Spaces at Dropped Curb Area

Design Requirements Continued

Where the location of the nearest accessible entrance is not obvious or is distant from the approach viewpoints, directional signs shall be placed along the route leading to the nearest accessible entrance to the facility. Such directional signage will incorporate the symbol of access and the appropriate directional arrows.

Where parking facilities incorporate bollards at a pedestrian access location, the minimum distance between bollards shall be **1220 mm (48 in.)**. Where parking facilities incorporate speed humps along vehicular routes, the maximum height of the speed hump shall be **90 mm (3-1/2 in.)**.

4.3.12 Parking

| Number of Parking Spaces | Type A Accessible Space (Van) | Type B Accessible Space |
|--------------------------|---|-------------------------|
| 1-25 | 1 | 0 |
| 26-50 | 1 | 1 |
| 51-75 | 1 | 2* |
| 76-100 | 2 | 2 |
| 101-133 | 2 | 3* |
| 134-166 | 3 | 3 |
| 167-250 | 3 | 4* |
| 251-300 | 4 | 4 |
| 301-350 | 4 | 5* |
| 351-400 | 5 | 5 |
| 401-500 | 6 | 6 |
| 501-550 | 6 | 7* |
| 551-600 | 7 | 7 |
| 601-650 | 7 | 8* |
| 651-700 | 8 | 8 |
| 701-750 | 8 | 9* |
| 751-800 | 9 | 9 |
| 801-850 | 9 | 10* |
| 851-900 | 10 | 10 |
| 901-950 | 10 | 11* |
| 951-1000 | 11 | 11 |
| 1001 and over | 11 + 1% of the total number of spaces (rounded up to the next whole number), divided equally between Types A and B. If an odd number of spaces is required, the extra space may be Type B | |

* Where an uneven number of accessible parking spaces are required, the extra Type B space may be changed to a Type A space.

Table 4.3.12

Designated Accessible Parking Spaces

4.3.13 Passenger-loading Zones

Rationale

Passenger-loading zones are important features for individuals who may have difficulty in walking distances or those who use parallel transit systems. Accessible transit vehicles typically require space for the deployment of lifts or ramps and overhead clearances. Protection from the elements will be beneficial to all users and particularly those that may have difficulty with mobility.

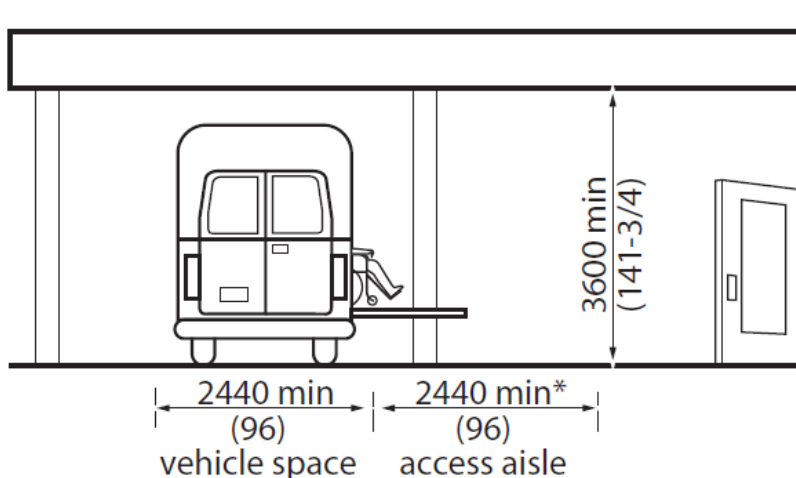
Application

Where passenger-loading zones are provided, at least one shall comply with this section. Accessible passenger-loading zones shall be identified with signage complying with applicable provisions of subsection 4.4.7.

Design Requirements

Passenger-loading zones shall:

- be on an accessible route complying with subsection 4.1.4;
- provide an access aisle at least **2440 mm (96 in.)** wide and **7400 mm (24 ft. 3 in.)** long, adjacent, and parallel to the vehicle pull-up space. (In a retrofit situation where providing a **2400 mm (96 in.)** wide access aisle is technically infeasible, the access aisle width may be reduced to **2000 mm (78-3/4 in.)**;
- have a curb ramp complying with subsection 4.1.10 where there are curbs between the access aisle and the vehicle pull-up space; and
- have a minimum vertical clearance of **3600 mm (141-3/4 in.)** at the loading zone and along the vehicle access route to such areas to and from the site entrances. Items such as signage or mechanical systems may not reduce this overall clearance.



*Note: In a retrofit situation where it is technically infeasible to provide the required access aisle width, the aisle width may be reduced to **2000 mm (78-3/4 in.)**

Figure 4.3.13.1

Clearances at Passenger Loading Zone

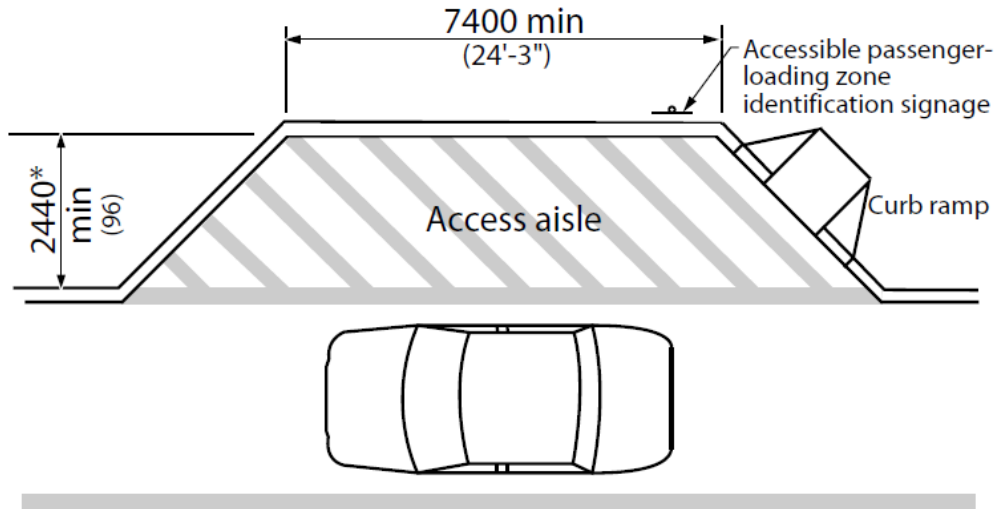


Figure 4.3.13.2
Passenger Loading Zone

4.3.14 Landscaping Materials and Plantings

Rationale

Landscape materials, trees, shrubs, and plants should be selected and located with a wide variety of users in mind. For instance, plants and shrubs with a variety of fragrances can provide an interesting orientation cue for persons with a visual impairment. Using contrasting flowers near walkways can also be helpful as a guide. Plants with thorns may constitute a waking hazard. Plants that drop large seed pods can present slipping hazards, as well as difficulties in pushing a wheelchair. Plantings and tree limbs that overhang pathways can impede all users and be a particular hazard to an individual with a visual impairment.

Raised beds can better allow persons using mobility devices especially those who have difficulty bending over to enjoy or tend to plantings. The use of unit pavers as a walking/wheeling surface is not recommended, unless they are laid on location that is not subject to the effects of settlement and frost heave, such as over a structural slab or indoors.

Application

Landscaping materials and plantings contained within the site shall comply with this section.

Where plant beds are provided for gardening use of the public, clients, customers, or employees, 10% of the area of the plant beds, but not less than one, shall comply with this section. It is preferable to have all plant beds comply with this section.

Design Requirements

Accessible plant beds shall be:

- raised **460 mm (18 in.)** above the adjacent floor or ground surface; and
- located on an accessible route complying with subsection 4.1.4.

The edges of planting beds located immediately adjacent to pedestrian walks, shall incorporate clearly defined, cane-detectable curbs at least **75 mm (3 in.)** high. Where variations in grading immediately adjacent to pedestrian walks are potentially hazardous (particularly to persons who are visually impaired), the hazardous edges of the walk shall incorporate clearly defined, cane-detectable curbs at least **100 mm (4 in.)** high.

Shrubs with thorns and sharp edges be planted at least **920 mm (36 in.)** away from accessible pathways and seating areas. Plants that drop large seed pods shall not overhang or be positioned near accessible paths or walkways.

Permanent that drop large seed pods shall not overhang or be positioned near accessible paths or walkways.

Permanent guy wires shall not be used in any area which is intended for use by the public, clients, customers, or employees. Temporary guy wires, such as those used when planting new trees, shall be clearly identified using strong colour contrast.

Tree guards shall conform to subsection 4.1.3.

Overhanging branches of trees or shrubs over walkways or paths shall not reduce the available headroom at any part of the walkway or path to less than **2100 mm (82-3/4 in.)**.

4.3.15 Benches

Rationale

Indoor and outdoor benches provide convenient resting places for all individuals and are especially important for those who may have difficulty with standing or walking for extended periods. Benches should be placed adjacent to pedestrian walkways to provide convenient rest places without becoming potential obstructions. Appropriate seat heights can facilitate sitting and rising for individuals such as senior citizens. Armrests may also provide assistance in sitting and rising. Persons who are blind will find it easier to locate benches if they are located adjacent to a landmark, such as a large tree, a bend in a pathway, or a sound source.

Application

All benches, except those located in unpaved areas of parks, wilderness, beach or unpaved picnic areas, shall be accessible to persons using wheelchairs or other mobility devices.

Design Requirements

Benches shall:

- be adjacent to an accessible route complying with subsection 4.1.4;
- be stable;
- have a high seat height between **450 mm (17-3/4 in.)** and **500 mm (19-5/8 in.)** from the ground;
- have arm and back rests;
- be of contrasting colour to their background; and
- have an adjacent level, firm ground surface of at least **920 mm (36 in.) x 1370 mm (54 in.)**.

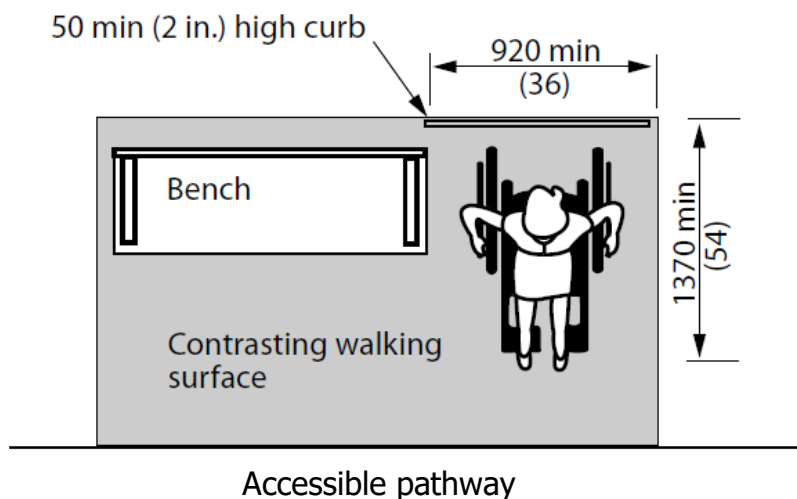


Figure 4.3.15.1
Rest Area

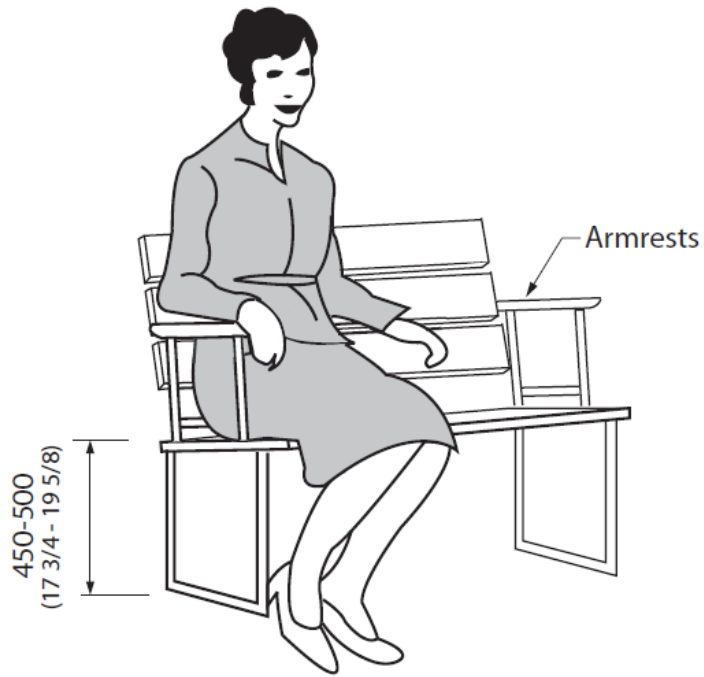


Figure 4.3.15.2
Bench Seating

4.3.16 Public Use Eating Areas

Rationale

Tables with an extension of the table surface make them accessible to persons using wheelchairs. A firm, level surface around the table, with an accessible path leading to the table, is required for wheelchair accessibility. A change in texture from a pathway to the picnic table area is an important cue for a visually impaired individual.

Application

If tables are provided in an accessible public or common use area, at least 20%, but not less than one, for each cluster of tables shall comply with this section. It is preferable to have all picnic tables comply with this section.

Design Requirements

Tables located in public-use eating areas shall:

- provide a ground surface complying with subsection 4.1.2;
- be adjacent to an accessible route complying with subsection 4.1.4;
- have knee space under the table at least **760 mm (30 in.)** wide by **480 mm (19 in.)** deep and **685 mm (27 in.)** high;
- be of contrasting colour to their background; and
- have a level, firm, stable ground surface extending at least **2000 mm (78-3/4 in.)** on all sides of the table.

The top of accessible tables in public-use eating areas shall be from **710 mm (28 in.)** to **865 mm (34 in.)** above the finished floor or ground.

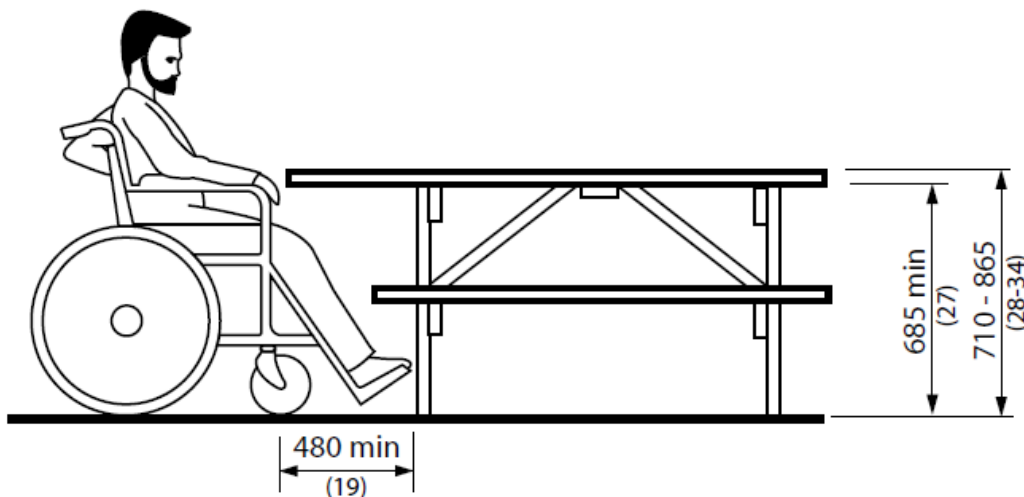


Figure 4.3.16.1

Picnic Table

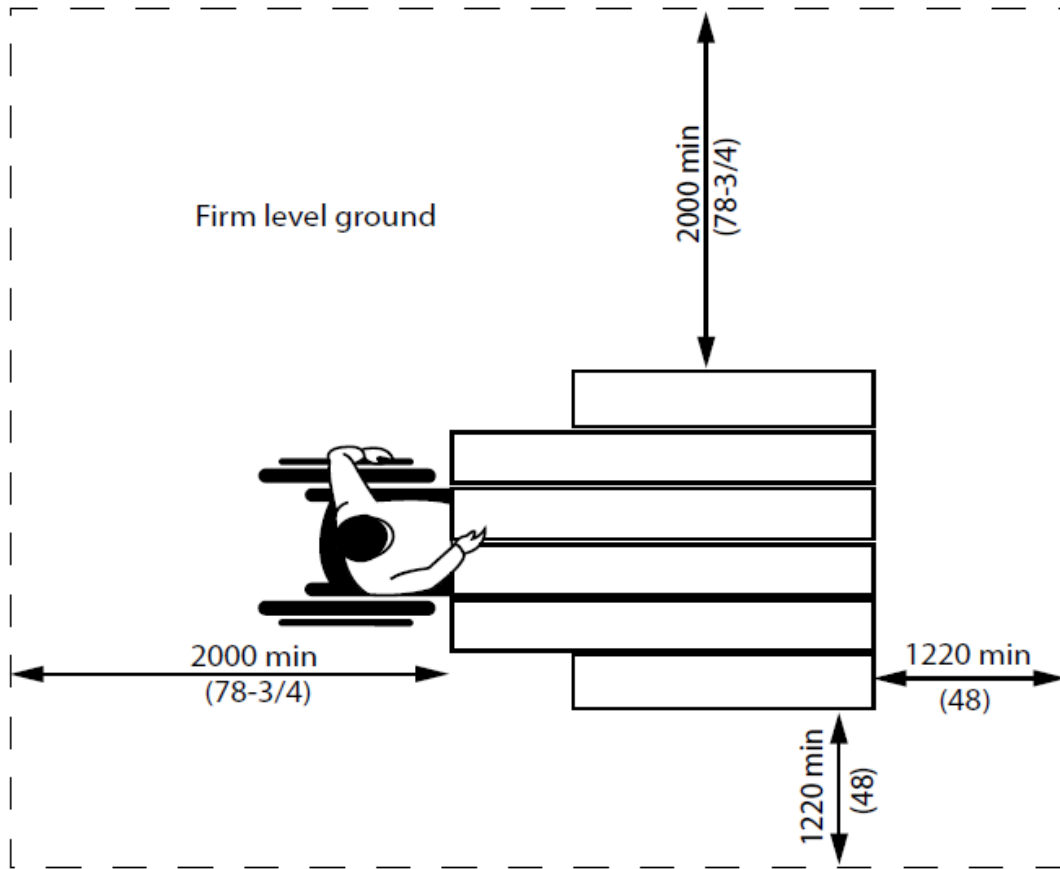


Figure 4.3.16.2
Space around Picnic Table

4.3.17 Street Furniture

Rationale

Street furniture can provide a resting place for an individual with difficulty in walking distances. Such furniture should incorporate strong colour contrasts and be located off pathways to minimize its potential as an obstruction to pedestrians.

Application

Street furniture, including but not limited to, waste receptacles, light standards, planters, mailboxes, vending machines, tent signs and other signs contained within the site, shall comply with this section, including furniture that is located inside or outside of facilities.

Design Requirements

Street furniture shall:

- not reduce the required width of an access route as specified in subsection 4.1.4;
- be cane-detectable, in compliance with subsection 4.1.3;
- be located to one side of the normal path of pedestrian travel, as illustrated in **Figure 4.3.15.1**; and
- be securely mounted on an amenity strip, minimum **600 mm (23-5/8 in.)** wide, located adjoining walkways, paths, sidewalks, and other accessible routes.

Waste receptacles shall be large enough to contain the anticipated amount of waste, so that overflows do not cause a tripping hazard.

Waste receptacles in accessible open areas, such as parks, wilderness areas, benches or picnic areas, shall be mounted on firm, level pads. Waste receptacles shall be clearly identified by suitable lettering, in compliance with the relevant parts in subsection 4.4.7.

Where lids or openings are provided on waste receptacles, they shall be mounted no higher than **1060 mm (42 in.)** above the adjacent floor or ground surface. Opening mechanisms shall comply with subsection 4.4.2.

An exterior waste receptacle shall be provided close to each accessible public entrance. Street furniture shall incorporate pronounced colour contrast to differentiate it from the surrounding environment.

Systems and Controls

4.4.1 Emergency Exits, Fire Evacuation, and Areas of Refuge

Rationale

In order to be accessible to all individuals, emergency exits must include the same accessibility features as other doors specified in subsection 4.16. The doors and routes must also be marked in a way that is accessible to all individuals, including those who may have difficulty with literacy, such as children or persons speaking a different language. Persons with a visual impairment will need a means of quickly locating exits – audio or talking signs could assist. In the event of fire when elevators cannot be used, areas of refuge are an asset to anyone who would have difficulty navigating sets of stairs.

Application

In facilities or portions of facilities, required to be accessible, accessible means of egress shall be provided in the same number as required for exits by the Ontario Building Code. Where required exits from a floor level are not accessible, areas of refuge shall be provided on the floor level in a number equal to that of the required exits.

Every occupiable level in non-residential occupancies above or below the first storey (as defined by the Ontario Building Code) that is accessible shall:

- be served by an elevator that has protection features, as specified in subsection 3.3.1.7 of the Ontario Building Code; or
- be divided into at least two zones by fire separations in subsection 3.3.1.7 of the Ontario Building Code.

In occupiable levels above or below the first storey in residential occupancies, the requirements for a protected elevator or two fire zone may be waived if an appropriate balcony (as specified in subsection 3.3.1.7 of the Ontario Building Code) is provided for each suite. Areas of refuge shall comply with this section. A horizontal exit meeting the requirements of the Ontario Building Code shall satisfy the requirements for an area of refuge.

Design Requirements

Where emergency warning systems are provided, then they shall include both audible alarms and visible alarms. Visual alarms shall comply with subsection 4.4.4. Accessible means of egress shall comply with subsection 4.1.4. Accessible means of egress shall be identified with signage complying with applicable provisions of subsection 4.4.7.

4.4.1 Emergency Exits, Fire Evacuation, and Areas of Refuge

| Occupant load of the floor area served by the area of refuge | Minimum number of refuge spaces |
|--|---|
| 1 to 400 | 2 |
| Over 400 | 3 plus 1 for each additional increment of 200 persons in excess of 400 persons. |

Table 4.4.1

Number of Refuge Spaces

Areas of refuge shall:

- be located on an accessible route complying with subsection 4.1.4;
- incorporate the number of refuge spaces in accordance with Table 4.4.1;
- be of a size that allows a minimum floor space of **850 mm (33-1/2 in.) x 1370 mm (54 in.)** per non-ambulatory occupant;
- be separated from the floor area by a fire separation having a fire-resistance rating at least equal to that required for an exit;
- be served by an exit or firefighter's elevator;
- be designated as an area of refuge for persons with disabilities on the facility plans and in the facility;
- be smoke protected in facilities of more than three storey's;
- incorporate a 2-way voice communication system for use between each area of refuge and the central alarm and control facility; and
- be identified with signage complying with applicable provisions of subsection 4.4.7 stating "Area of Refuge" and incorporating the international symbol for accessibility for persons with disabilities.

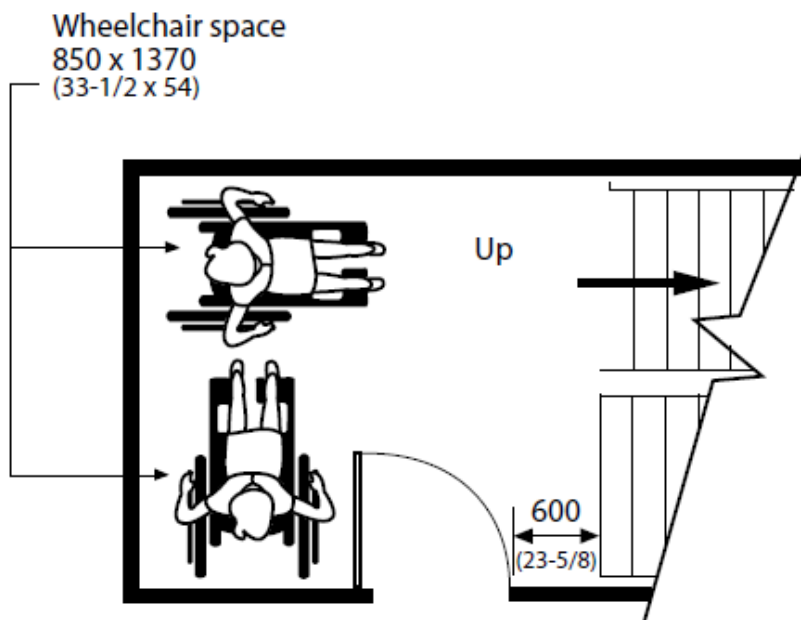


Figure 4.4.1.1

Area of Refuge

4.4.2 Controls and Operating Mechanisms

Rationale

Operating mechanisms that require a high degree of dexterity or strength will be difficult for many people to use. They can also be obstacles for children, individuals with arthritis, or even someone wearing gloves. Controls that require two hands to operate can also be difficult for some people, particularly those who reach or balance limitations, or those who must use their hands to hold canes or crutches.

The placement of controls is integral to their accessibility. For the individual using a wheelchair, the height of the controls and the space to position the wheelchair in front of the controls are important. Controls placed high on a wall are also difficult for children or persons of short stature.

Individuals with a visual impairment may have difficulty with flush-mounted buttons, touch screens, or controls without tactile markings. Controls that contrast in colour from their background, including colour contrasted raised letters may be easier to find by an individual with a visual impairment. Persons with cognitive challenges may find counterintuitive controls or graphics difficult.

Application

Controls and operating mechanisms generally used by staff or public (e.g., light switches and dispenser controls) shall comply with this section. Exception: Restricted access controls.

Design Requirements

A clear, level floor area of at least **760 mm x 1370 mm (30 in. x 54 in.)** shall be provided at controls and operating mechanisms, such as dispensers and receptacles.

The operable portions of controls and operating mechanisms such as electrical switches, thermostats and intercom switches, shall be mounted:

- **1200 mm (47 in.)** above the finished floor in the case of thermostat or manual pull stations;
- not less than 900 mm (35 in.) and not more than 1100 mm (43-1/4 in.) above the finished floor in the case of all controls; and
- not less than 600 mm (23-5/8 in.) from an inside corner.

Exception: Elevators and power door operator controls – refer to subsection 4.1.6 and 4.1.14.

Electrical outlets and other types of devices shall be located no lower than **400 mm (15-3/4 in.)**. Faucets and other controls shall be hand-operated or electronically controlled.

4.4.2 Controls and Operating Mechanisms

Hand-operated controls and mechanisms shall be operable:

- with one hand using a closed fist;
- without tight grasping, pinching, or twisting of the wrist; and
- with a force of less than **22N (5 lbf.)**.

Controls and operating mechanisms shall be capable of being illuminated to at least a level of **100 lux (9.2 ft-candles.)**. Controls and operating mechanisms shall incorporate a pronounced colour contrast, to differentiate them from the surrounding environment.

Audible and visual signals shall be incorporated in controls intended for security systems that control access to a building.

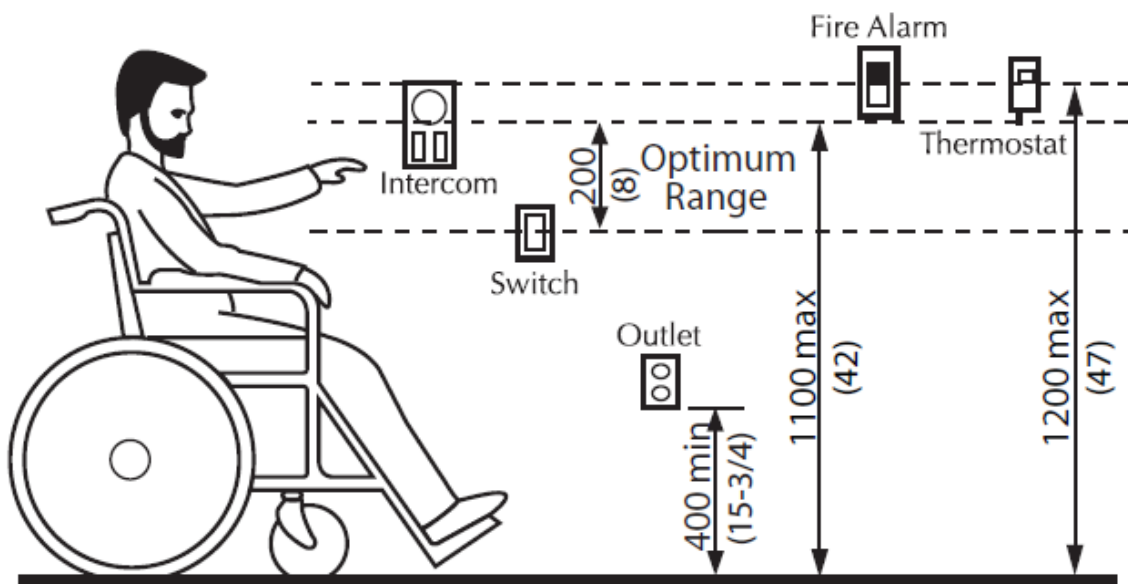


Figure 4.4.2.1

Reach Range for Accessible Controls

4.4.3 Vending and Ticket Machines

Rationale

Space in the vending machine allows for maneuverability of mobility aids. Seating areas and tables adjacent to vending machines offer convenience and should accommodate the spatial requirements of wheelchairs. The selection of the machines should include a number of factors. Operating mechanisms should be within reach of children and individuals with wheelchairs. The mechanisms should be operable with one hand and minimal strength, to accommodate a host of disabilities including arthritis, or the need to stabilize oneself with a cane or a handful of bags. Lighting levels and colour contrasts make the machine more accessible to this with a visual impairment.

Application

Vending and ticketing machines shall comply with this subsection.

Design Requirements

Vending and ticketing machines shall be located on an accessible route in compliance with subsection 4.1.4. Clear floor space in front of vending and ticketing machines shall conform to subsection 4.1.1., and the controls and operating mechanisms shall comply with subsection 4.4.2.

Signage on vending and ticketing machines shall be in highly contrasting lettering, at least **13 mm (1/2 in.)** high. Ideally, lettering and signage shall comply with relevant parts of subsection 4.4.7.

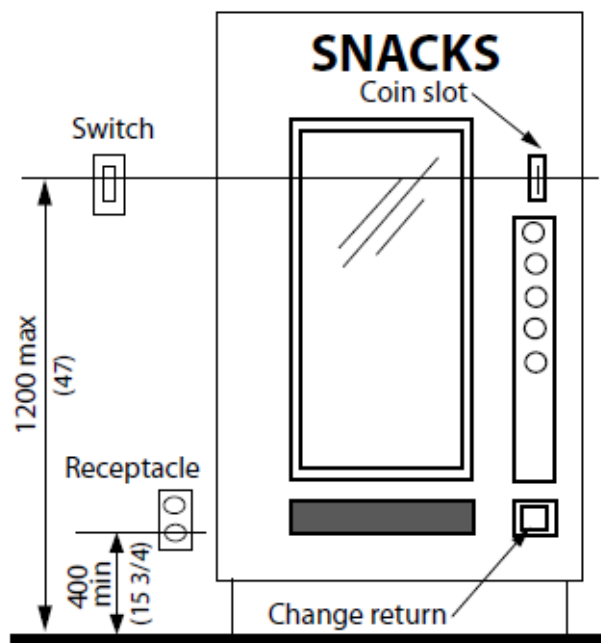


Figure 4.4.3.1
Vending Machine

4.4.4 Visual Alarms

Rationale

Visual alarms are essential safety features for individuals who are deaf, deafened or hard of hearing such that they would not hear an audible alarm.

Application

Visual alarms shall comply with this section.

At a minimum, visual alarm appliances shall be provided in facilities in each of the following areas: restrooms and any other general usage areas (e.g., meeting rooms), hallways, lobbies, and any other areas for common use.

Visual alarm signal appliances shall be integrated into the facility alarm system. If single-station audible alarms are provided, then single-station visual alarms shall be provided.

Design Requirements

Visual alarm signals shall have the following minimum photometric and location features:

- the lamp shall be a Xenon strobe type or equivalent;
- the colour shall be clear or nominal white (i.e., unfiltered or clear filtered white light);
- the maximum pulse duration shall be **two-tenths of one second (0.2 sec)** with a maximum **duty cycle of 40%**. The pulse duration is defined as the time interval between the initial and final points of 10% of the maximum signal;
- the intensity shall be a maximum of **75 candela**;
- the flash rate shall be a minimum of **1 Hz** and a maximum of **3 Hz**;
- the appliance shall be placed **2100 mm (82-3/4 in.)** above the floor level within the space or **150 mm (5-7/8 in.)** below the ceiling, whichever is lower;
- in general, no place in any room or space required to have a visual signal appliance, shall be more than **15 meters (50 ft.)** from the signal (in line horizontal plane). In large rooms and spaced exceeding **30 metres (100 ft.)** across the finished floor, such as auditoriums, devices may be placed around the perimeter, spaced a maximum of **30 metres (100 ft.)** apart, in lieu of suspending appliances from the ceiling; and
- no place in common corridors or hallways in which alarm signaling appliances are required shall be more than **15 metres (50 ft.)** from the signal.

4.4.5 Public Telephones

Rationale

The placement of telephones should address the limited reach of children or persons seated in wheelchairs. Longer cords facilitate the use of the phone due to a mobility device. Adjustable volume controls are important for hard-of-hearing individuals, as are shelves that could support a Telecommunications Device for the Deaf (TDD) device. A fold-down seat is an asset to someone having difficulty standing for extended periods. Telephones projecting from a wall may present a hazard, particularly to persons with a visual impairment, if the sides are not configured to be cane-detectable.

Application

Where public pay phones, public closed-circuit phones, or other public telephones are provided, they shall comply with this section to the extent required by Table 4.4.5.

All telephones required to be accessible shall be equipped with volume control. In addition, 25%, but never less than one, of all other public telephones provided shall be equipped with volume control and shall be dispersed among all types of public telephones, including closed-circuit telephone, throughout the facility.

Signage complying with applicable provisions of subsection 4.4.7 shall be provided. Where an interior public pay telephone is provided, then at least one interior public text telephone (TTY) shall be provided in the facility in a public use area.

Where an interior public pay telephone is provided in the secured area of a detention or correctional facility subject to subsection 4.5.8, then at least one public text telephone shall also be provided in at least one secured area. Secured areas are those areas used only by detainees or inmates and security personnel.

| Number of each type of telephone provided on each floor | Number of telephones required to comply with this section |
|--|---|
| 1 or more single unit | 1 per floor |
| 1 bank | 1 per floor |
| 2 or more banks | 1 per bank. Accessible unit may be installed as a single unit in proximity to (either visible or with signage) the bank. At least one public telephone per floor shall meet the requirements for a forward-reach telephone. |

Note: a bank consists of two or more adjacent public telephones, often installed as a unit.

Table 4.4.5

Accessible Telephone Requirements

Design Requirements

Accessible telephones shall be on an accessible route complying with subsection 4.1.4. Telephones, enclosures, and related equipment shall comply with subsection 4.1.3.

Telephones should have push-button controls where service for such equipment is available. The characters on the push buttons shall contrast with their background, which should be non-glare (matte finish), and the buttons themselves should contrast with their background.

The minimum handset cord length of accessible telephones shall be **1000 mm (39-3/8 in.)**. The minimum illumination level at operating mechanisms, the directory, and the shelf of accessible telephone shall be **200 lux (18.4 ft-candles)**.

Telephones for persons with wheelchairs shall:

- have a maximum height of operable portions, including the coin slot, **1200 mm (47 in.)** above the floor;
- have a clear floor space not less than **810 mm (32 in.)** wide by **1370 mm (54 in.)** deep centred on the telephone;
- have a level telephone directory shelf at least **500 mm (19-3/4 in.)** deep and has no obstruction within **250 mm (9-7/8 in.)** above the surface;
- have the top surface of the shelf or counter located between **775 to 875 mm (30-1/2 – 34 in.)** above the finished floor; and
- have a knee space not less than **740 mm (29 in.)** high.

Text telephones (TTY's) used with a pay telephone shall be permanently affixed within, or adjacent to the telephone enclosure. If an acoustic coupler is used, the telephone cord shall be sufficiently long to allow a connection between the text telephone (TTY) and the telephone receiver.

Where additional telephones are provided for use by persons who are deaf or hard of hearing, and these telephones are designed to accommodate a portable text telephone (TTY), the telephones shall:

- comply with CSA Standard T515;
- have a shelf at least **250 mm (9-7/8 in.)** wide by **350 mm (13-3/4 in.)** deep, with at least **250 mm (9-7/8 in.)** clear space above the shelf, to accommodate the use of a portable text telephone;
- be equipped with an electrical outlet, within or adjacent to the telephone enclosure; and
- be equipped with a handset capable of being placed flush on the surface of the shelf.

4.4.5 Public Telephones

Accessible telephone shall be identified by the appropriate symbol of accessibility for mobility-impaired persons and/or persons who are deaf or hard of hearing. When directional signs for telephones are installed, they shall include the appropriate access symbols.

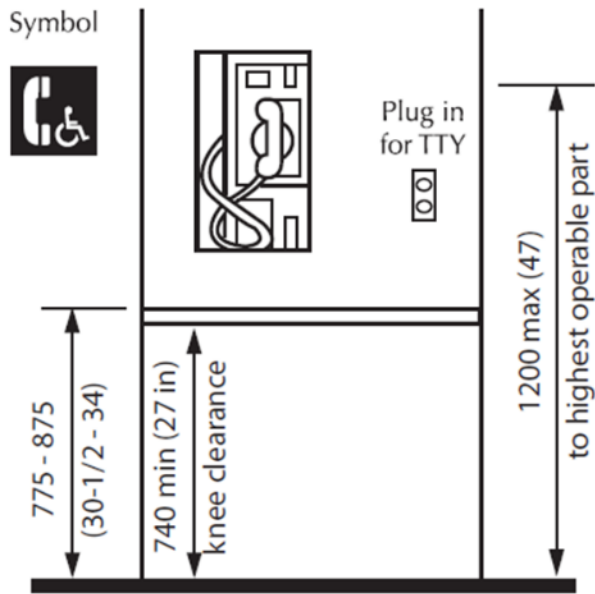


Figure 4.4.5.1
Telephone

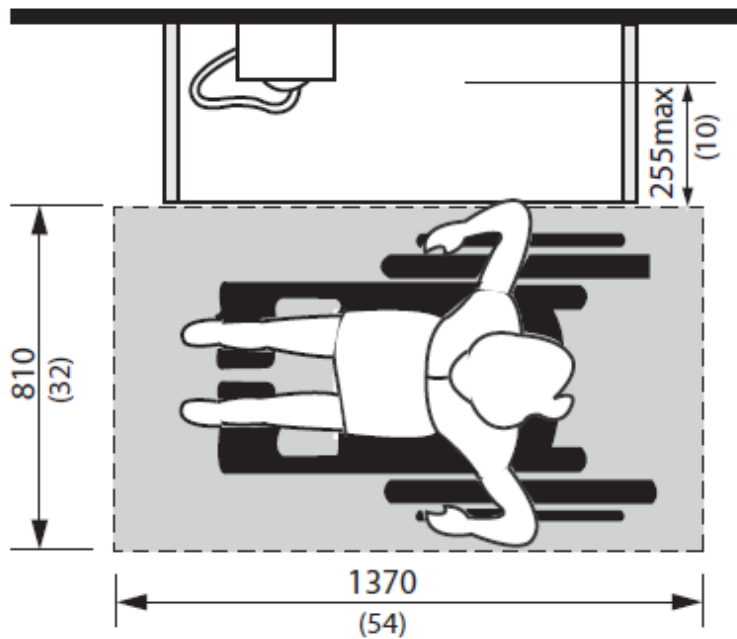


Figure 4.4.5.2
Parallel Approach

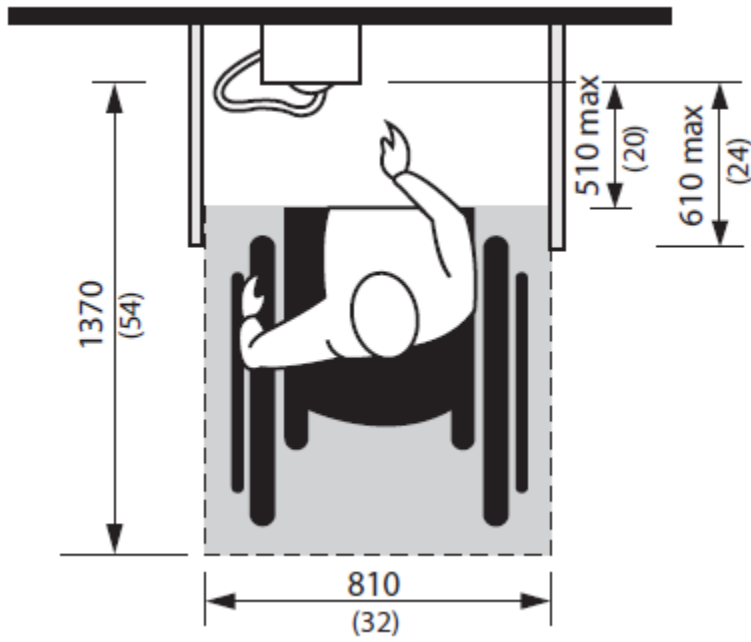


Figure 4.4.5.3
Frontal Approach

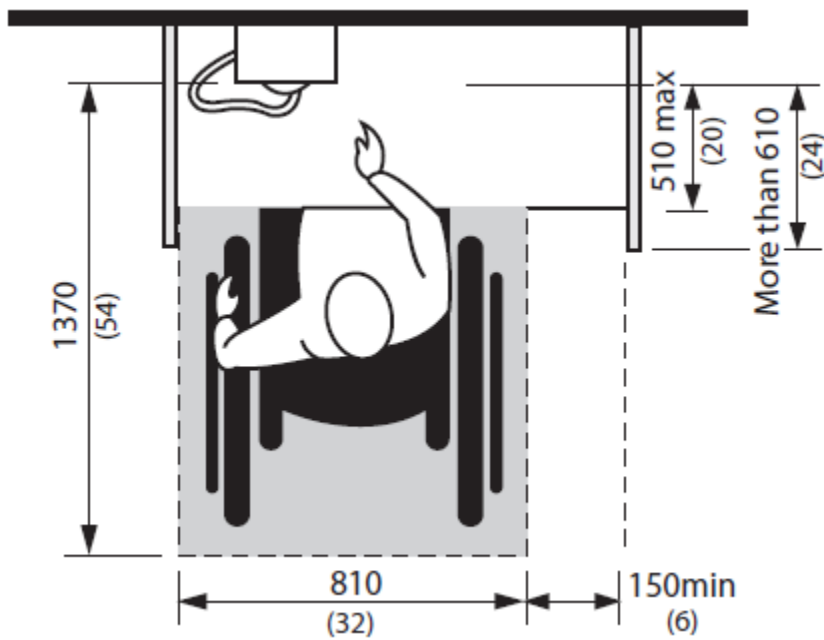


Figure 4.4.5.4
Frontal Approach

4.4.6 Assistive Listening Systems

Rationale

The provision of assistive listening devices is important for the range of individuals who may have difficulty hearing. Adequate and controllable lighting is required for persons who lip-read, or those who require increased task lighting, due to visual impairment.

Application

Assistive listening systems shall comply with this section.

This section applies to assembly areas where audible communications are integral to the use of the space (e.g., concert theatres, meeting rooms, classrooms, auditoria, etc.).

Such assembly areas, where:

1. They accommodate at least 50 persons or where they have audio amplification systems or where greater than **100 sq. m. (1080 sq. ft.)** in floor area; and
2. They have fixed seating and shall have a permanently installed listening system complying with this section.

Where it is technically infeasible to provide a permanently installed system (e.g., arena surface) then provisions for a portable assistive listening system may be made.

For other assembly areas, a permanently installed listening system or an adequate number of electrical outlets or other supplementary wiring necessary to support a portable assistive listening system shall be provided. The minimum number of receivers to be provided shall be equal to 4% of the total number of seats, but no less than two (2).

Design Requirements

Signage complying with applicable provisions of subsection 4.4.7 shall be installed to notify patrons of the availability of a listening system.

Induction loops, infrared systems and FM radio frequency systems shall be considered acceptable types of assistive listening systems for persons who are hard of hearing. Where an induction loop system is installed, dimmer switches and other controls that incorporate transformer coils shall be located so as not to interfere with the audio induction loop.

Where infrared assistive listening devices are used, overhead incandescent lights shall be located so as not to cancel out the infrared signal at the receiver. Where an FM loop system or other assistive listening device are available in public facilities or meeting areas, portable headsets that are compatible with personal hearing aids shall be made available.

Where an induction loop system is utilized, at least half the seating area shall be encompassed.

Where the listening system provides individual fixed seats, such as seats shall be located within **15-meter (50-ft.)** viewing distance of the stage or playing area and shall have a complete view of the stage of playing area.

4.4.7 Signage

Rationale

Signage should be simple, uncluttered, and incorporate plain language. The use of graphic symbols is helpful for individuals such as children; those with limited literacy levels; or speak a different language. Sharp contrasts in colour make signage easier for anyone to read, particularly someone with a visual impairment. The intent of the symbol must be evident, culturally universal, and not counterintuitive. To enhance readability, raised tactile lettering should incorporate edges that are slightly smoothed.

Application

Signage shall comply with this section.

Signs that provide directions to, or information about, functional spaces, shall comply with this section. Exception: Facility directories, menus, and all other signs that are temporary are not required to comply.

Elements and spaces of accessible facilities that shall be identified by the International Symbol Accessibility are:

- parking spaces, designated as reserved for individuals with disabilities;
- accessible passenger loading zones;
- accessible entrances when not all are accessible (inaccessible entrances shall have directional signage to indicate the route to the nearest accessible entrance);
- accessible toilet and bathing facilities, including single use portable units, when not all are accessible;
- accessible telephones;
- accessible elevators and other elevating devices;
- accessible means of egress; and
- areas of refuge.

Audible signs (infrared and digital) that are readable by visually impaired persons using a receiving device may be the sole orientation aid across open spaces. Consideration should be given to including wire drops for future installation.

Design Requirements

Letters and numbers on signs shall:

- be sans serif;*
- have Arabic numbers;
- have a width-to-height ratio between **3:5** and **1:1**; and
- have a stroke-width-to-height ratio between **1:5** and **1:10**

Character height dimensions for viewing distance shall comply with Table 4.4.7.

| Minimum character height, mm | Maximum viewing distance, mm |
|------------------------------|------------------------------|
| 200 (7-7/8 in.) | 6000 (19 ft. 8 in.) |
| 150 (5-7/8 in.) | 4600 (15 ft. 0 in.) |
| 100 (3-15/16 in.) | 2500 (8 ft. 2-1/2 in.) |
| 75 (2-15/16 in.) | 2300 (7 ft. 6-1/2 in.) |
| 50 (2 in.) | 1500 (4 ft. 11 in.) |
| 25 (1 in.) | 750 (2 ft. 5-1/2 in.) |

Table 4.4.7

Character Height of Signs

Characters, symbols, and backgrounds of signs shall have an eggshell, matte, or other glare-free finish. Characters and symbols shall contrast with their background or dark characters on a light background.

Where signs are required to be tactile, letters and numerals shall be:

- raised at least **0.8 mm (1/32 in.)**, not sharply edged;
- be between **16 mm (5/8 in.)** and **50 mm (2 in.)** high; and
- be sans serif* and accompanied by Grade 2 Braille.

Pictograms shall be accompanied by an equivalent visual and tactile verbal description, placed directly below the pictogram. The border dimensions of the pictogram shall be **150 mm (6 in.)** minimum in height.

Where a wall-mounted tactile sign is provided for rooms and spaces, signs shall be installed on the wall adjacent to the latch side of the door, located with their centre line at a height between **1200 mm (47 in.)** and **1500 mm (59 in.)** above the finished floor. 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.

The minimum level of illumination on signs shall be **200 lux (18.4 ft-candles)**.



*This is sans serif font face
This is serif font face.

Figure 4.4.7.1

Colour Contrast on Signs



Figure 4.4.7.2

Pictograms (Note: Must incorporate equivalent verbal description)



Grid for reference only

Figure 4.4.7.4

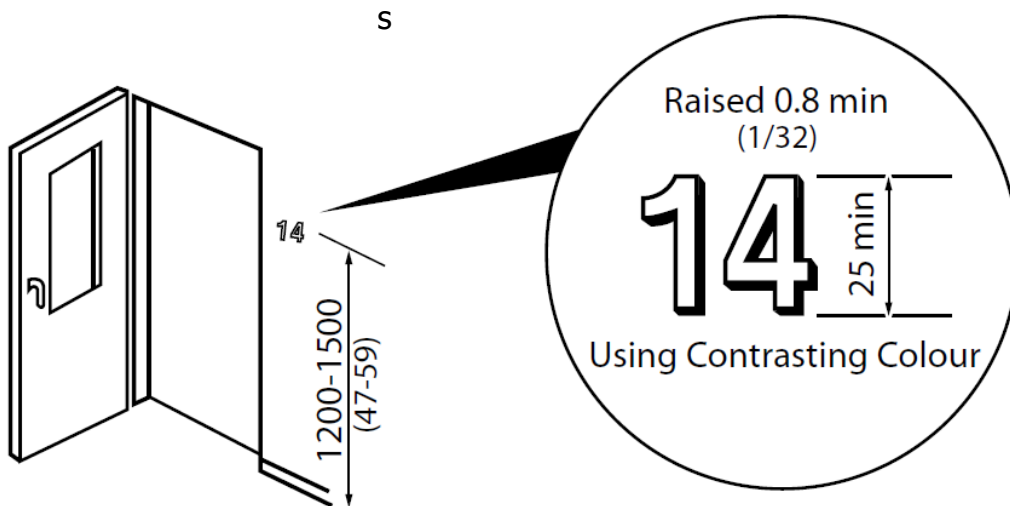


Figure 4.4.7.3

Tactile Lettering

4.4.8 Detectable Warning Surfaces

Rationale

Detectable warning surfaces provide important navigation cues for persons with a visual impairment. These surfaces alert all pedestrians to potential hazards, such as crosswalks or stairs. Suitable surfaces include a change in texture and high colour contrast but should not present a tripping hazard.

Detectable warning surfaces should be used consistently throughout a facility.

Application

Detectable warnings at walkways, curb ramps, stairs, elevated platforms including transit terminals, escalators, and where used to define potential hazards shall comply with this section.

Design Requirements

All textured surfaces used as detectable warning surfaces shall be cane-detectable and clearly differentiated from the surrounding ground or floor surfaces. (Refer also to subsection 4.4.15).

Detectable warning surfaces shall have high tonal contrast with adjacent surfaces, being either light on dark or dark on light.

Detectable warning surfaces at stairs shall extend the full width of the stair for a depth of **610 mm (24 in.)** commencing one tread depth back from the stair. (Refer also to subsection 4.1.11).

Detectable warning surfaces at curb ramps, depressed curbs, exit stairs, exterior stairs and elevated stairs, and elevated platforms shall be composed of flat-topped domes or cones that:

- are **4-5 mm (0.16 – 0.20 in.)** high;
- have a top and bottom dimension as shown in Table 4.4.8; and
- are arranged in a regular pattern with spacing as shown in Table 4.4.8.

| Top diameter of flat-topped domes or cones | Spacing |
|--|---------------------|
| 12 (0.5) | 42 – 61 (1.7 – 2.4) |
| 15 (0.6) | 45 – 63 (1.8 – 2.5) |
| 18 (0.7) | 48 – 65 (1.9 – 2.6) |
| 20 (0.8) | 50 – 68 (2.0 – 2.7) |
| 25 (1.0) | 55 – 70 (2.2 – 2.8) |

Bottom diameter of flat-topped domes or cones 10 +/- greater than the top diameter.

Table 4.4.8

Size and spacing of flat-topped domes or cones

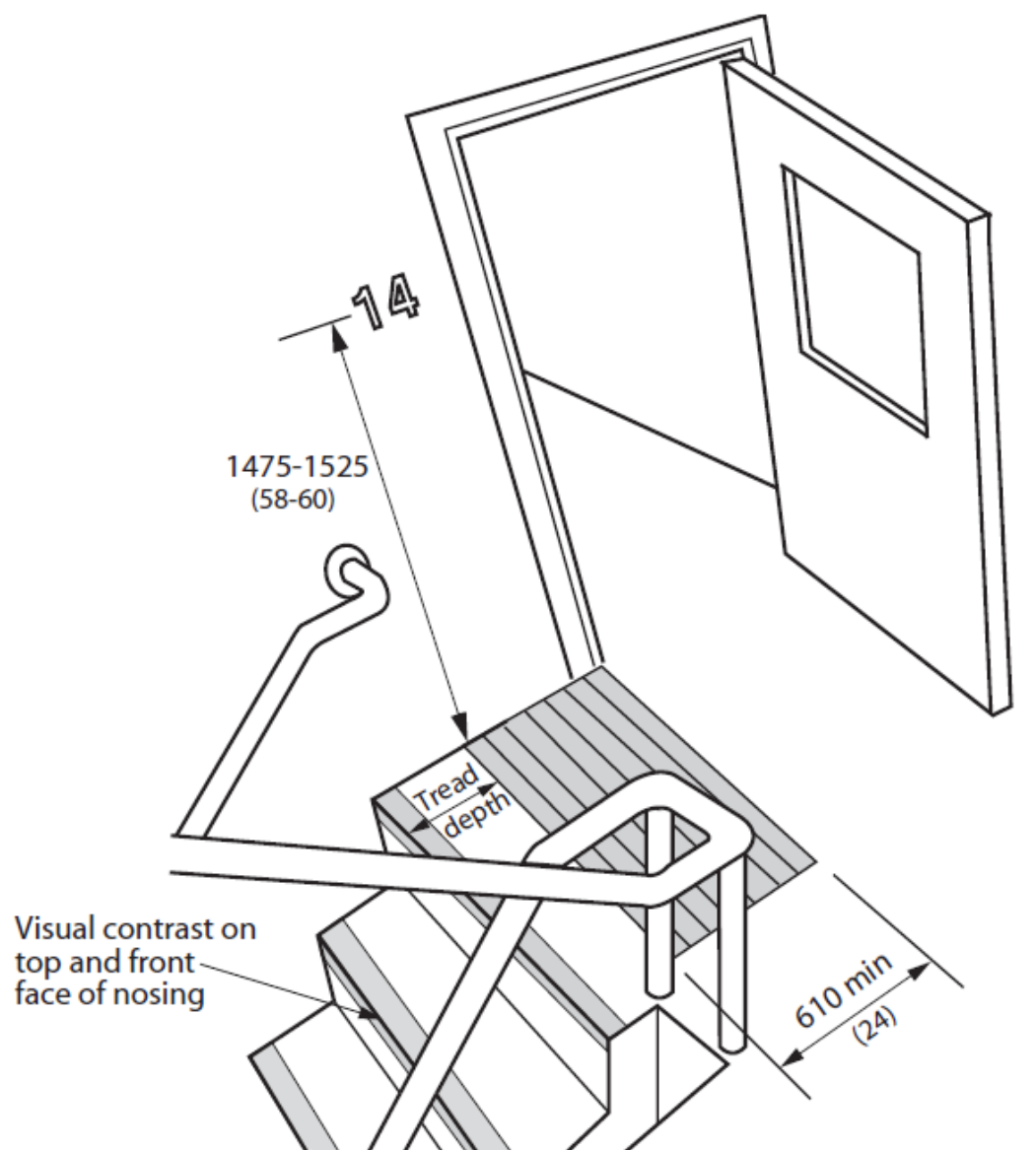


Figure 4.4.8.1
Detectable Warning at Stairs

If a walk crosses or joins a vehicular way and the walking surfaces are not separated by curbs, railings or other elements between the pedestrian areas and vehicular areas, the boundary between the areas shall be defined by a continuous detectable warning surface (refer also to subsection 4.1.10).

Detectable warning surfaces shall also be provided in areas where a change in elevation occurs in an unexpected location (refer also to subsection 4.3.3).

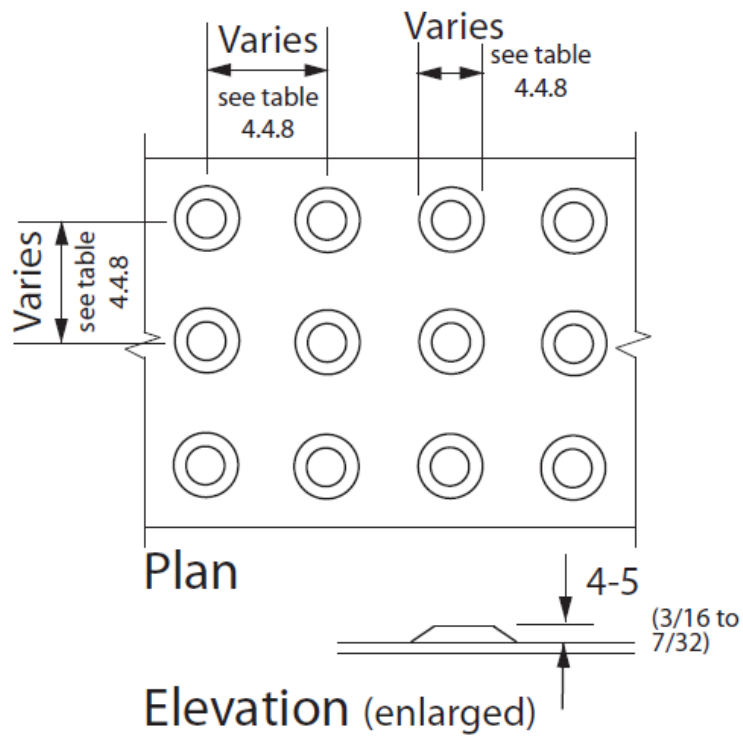


Figure 4.4.8.2
Flat-topped domes or cones/Detectable Warning Surface

4.4.9 Public Address Systems

Rationale

Public address systems should be designed to best accommodate all users, especially those that may be hard of hearing. It should be easy to hear above the ambient background noise of the environment and there should be no distortion or feedback. Background noise should be minimized.

Application

Public address systems shall comply with this section.

Design Requirements

Public address speakers shall be mounted above head level, and provide effective sound coverage in required areas, such as corridors, assembly and meeting room areas, recreational and entertainment facilities, educational facilities, and common use areas in institutional settings.

Public address systems shall be zoned so that information can be directed to key locations only, minimizing background noise in other areas. Where public address systems are used to broadcast background music, the music shall not be broadcasted continuously or throughout the entire facility.

All-point call systems shall only be utilized for fire and emergency information.

Paging systems for staff and other key persons shall be discreet and low volume, and sound only at those devices or locations where such persons might expect to be located.

4.4.10 Information Systems

Rationale

Information should be accessible to all facility users. Where universally accessible formats are not possible then alternate formats should be available. Video display terminals may present particular difficulties for persons with visual impairments. Alternate technology or audio interfaces are required. To ensure that a person using a wheelchair can access an information terminal, consideration should be given to the lower vantage point and reach ranges.

Application

Information systems, such as display kiosks and video display terminals, shall comply with this section.

Design Requirements

Where information is provided by video display terminals to the public, clients or customers, the same information shall be provided in an alternative format, such as audio, Braille and large-text print. The minimum font size for large text print shall be size 16.

Information systems designed for direct access by the public, such as touch-screen video display, keyboard or keypad access, shall be mounted at a height suitable for use by persons using a wheelchair or scooters (refer to subsection 4.4.2).

Where information is provided by a self-serve kiosk, the kiosk must comply with Accessibility for Ontarians with Disabilities Act, Integrated Accessibility Standard Regulation 6 Self- Serve Kiosks.

Essential print information shall be printed in large text on a highly contrasting background colour, and should also be available in other formats, such as audiotape and large text print.

Push buttons or other controls for accessible public information systems should be clearly identifiable by colour and/or tone from the background colour and should include raised numbers or symbols for easy identification by persons who are visually impaired. Tactile identification shall comply with subsection 4.4.15.

4.4.11 Card Access, Safety, and Security Systems

Rationale

In many cases, persons such as seniors and persons with disabilities may be considered to have a higher degree of vulnerability and therefore seek more reassurance and inherent security. Items such as adequate lighting and accessible signaling devices promote this security. Emergency signaling devices are important in universal washrooms where the potential for a fall is increased and an individual may be alone.

Where card-access systems are selected as a means of entry to particular facilities or spaces, the systems and components selected should be suitable for use by persons with varying abilities, including persons with reduced manual dexterity with reaching. The use of heat-sensing activation buttons should be avoided, as they are indiscernible to a person who is blind.

Application

Card access, safety, and security systems shall comply with this section.

Design Requirements

Adequate lighting shall be provided continuously along public walkways, steps and ramps that are actively used at all times of the year and/or where staff and public parking is provided.

Where public telephones are installed, an accessible public telephone complying with subsection 4.4.5 shall be located at, or close to an accessible entrance, for the use of persons requiring assistance.

Where universal washrooms in compliance with subsection 4.2.7 are provided in larger public facilities, such as recreation facilities, the washroom shall incorporate an emergency call system linked to a central location (e.g., office or switchboard).

Card-entry systems shall:

- be wall-mounted, no higher than **1060 mm (42 in.)** above the floor or ground, adjacent to the door, free of the door swing and min **600 mm (23-5/8 in.)** from an inside corner;
- be colour contrasted from the surface on which they are mounted;
- incorporate a card slot that is illuminated or colour contrasted from the mounted plate; and
- use cards that incorporate a distinctive colour, texture or raised graphic/lettering on one side.

Encoded entry/exit systems, such as keypads shall:

- be wall mounted, no higher than **1060 mm (42 in.)** above the floor or ground. adjacent to the floor or ground,
- It must also be adjacent to the door, free of the door swing and minimum **600 mm (23-5/8 in.)** from an inside corner;
- incorporate buttons that:
 - a. are raised;
 - b. are mounted on a clearly differentiated coloured background; and
 - c. include raised numerals or letters in a constant array.

Audible and visual signals shall be incorporated in controls intended for security systems that control access to a building.

4.4.12 Glare and Light Sources

Rationale

Direct or reflected glare from floors, walls, or work surfaces is uncomfortable for all users and a barrier to persons with reduced vision. Therefore, every attempt should be made to select light sources, materials, and finishes which do not add to the problem, and to ensure that natural daylight is controllable.

The strategic use of lighting is valuable to all individuals, and especially important for individuals with some form of visual impairment. In addition, offering a variety of task lighting at work areas is beneficial to all.

Application

Systems used to control glare and excessive reflected light shall comply with this section.

Design Requirements

Monolithic floor surfaces, such as stone, granite, marble, or terrazzo, shall have a matte or honed finish, to minimize reflected glare. Finishes such as vinyl, other composition materials, quarry tile, glazed tile, or mosaics, used on horizontal surfaces, shall be in satin finishes.

Finishes such as paint, vinyl wall coverings, stone, marble, wood, metals, plastic laminate, etc., used on vertical surfaces, such as walls and columns, shall have matte or satin finishes.

Extensive high-gloss floor or wall finishes are not acceptable, but high-gloss materials may be incorporated into finishes details, as long as they do not result in large reflective surfaces.

Curtains, blinds, or other sun-screening systems shall be provided at windows and other places where direct sunlight can adversely affect the level of lighting and/or reflected glare.

Light fixtures shall be selected with diffusers, lenses or recessed light sources, so that no glare is created. Where surface-mounted fluorescent ceiling fixtures are mounted below **2440 mm (96 in.)**, they shall have darkened sides (i.e., not wrap-around lenses) and be positioned perpendicular to the dominate direction of travel or used in valance-type lighting at the sides of the space, so that the lighting is indirect.

The location of special features and key orientation elements shall be enhanced through the use of supplementary lighting. Such lighting shall have upward or downward components only.

4.4.13 Lighting

Rationale

Artificial lighting and natural light sources should provide comfortable, evenly distributed light in all working areas, in all circulation routes, and in all areas of potential hazard. Also, outdoor lighting should be provided at entrances, along frequently used access routes, and at frequently used outdoor amenities.

Application

Exterior and interior lighting systems shall comply with this section.

Design Requirements

Exterior Lighting:

Exterior lighting shall be in compliance with Illuminating Engineering Society of North America Standards in all public thoroughfares, and at all pedestrian routes, to provide safe access for persons with disabilities from sidewalks, bus stops, and parking areas to nearby facilities and amenities.

At pedestrian entrances lighting levels should be minimum **100 lux (9.4 ft-candles)** consistently over the entrance area, measured at the ground. Over frequently used pedestrian routes, including walkways, paths, stairs, and ramps, lighting levels shall be minimum **30 lux (3 ft-candles)** consistently over the route, measured at the ground.

At frequently used steps and stairs, lighting shall be located at or beside the steps or stairs, to clearly define the treads, risers, and nosings.

All lighting shall:

- provide a good colour spectrum; and
- be evenly distributed to minimize cast shadows.

Supplementary lighting shall be provided to highlight key signage and orientation landmarks. Low-level lighting shall be high enough to clear normal snow accumulation.

Lighting fixtures shall comply with relevant parts of subsection 4.1.3 and subsection 4.3.17.

Interior Lighting:

Lighting sources and fixtures shall be selected to minimize direct glare or indirect glare on nearby reflective surfaces. Light sources shall provide as full a spectrum of light as possible, as an aid to edge and colour definition.

Lighting shall be configured to create an even distribution at floor level and to minimize pools of light and areas of shadow.

The leading edge of stairs, steps, ramps or escalators shall be evenly lighted to minimize tripping hazards.

Lighting levels:

Lighting levels in elevator lobbies shall be similar to the lighting levels in elevator cabs, to minimize tripping hazards, and in no case shall be less than **200 lux (20 ft-candles)**.

Washrooms and dressing rooms shall be evenly distributed and no less than **200 lux (20 ft-candles)**.

Office areas shall be evenly distributed no less than **300 lux (30 ft-candles)**.

Emergency lighting over stairs and ramps, in an exit or path of travel, shall be at least **100 lux (10 ft-candles)**, generally at the walking surface, and in no place less than **50 lux (5 ft-candles)**.

Lighting over directional or information signage, or highlighting other orientation features, at public telephones, information or service counters, and card or keypad security systems, shall be no less than **200 lux (20 ft-candles)** at the working surface.

Lighting in meeting rooms and assembly areas shall be evenly distributed, and shall be capable of being adjusted (e.g., dimmers).

Lighting at lecterns, podiums/platforms or other speaker locations shall be capable of being enhanced, even when other lighting is dimmed, to permit ease of lip-reading and/or viewing of the hand actions of a nearby signer for persons who are deaf.

4.4.14 Materials and Finishes

Rationale

The selection of flooring materials can be critical to the safe and easy movement of persons using all kinds of mobility aids, as well as persons with low vision.

Floor finishes, such as carpets, should be selected and installed so that persons using wheelchairs and walkers, or other mobility aids can easily travel over them without using undue energy or tripping. Finishes that are slip resistant and not highly reflective also promote safe travel.

Application

Exterior and interior materials and finishes shall comply with this section.

Design Requirements

Exterior Finish Materials:

Suitable paving surfaces for walkways include macadam, concrete, or compacted gravel screening. Texture of materials shall be limited to that required for slip resistance. Such materials used as walkways shall:

- have joints that are no greater than **6 mm (1/4 in.)** wide, with variations in level of no more than **3 mm (1/8 in.)**;
- be laid to drain.

Where possible, gratings and grills shall be located to one side of the pedestrian walkways, so as not to impede the accessible route. Where this is not possible, the bars of the grating or grill shall be located perpendicular to the dominate path of travel, with openings of no greater than **13 mm (1/2 in.)**.

Ramps surfaces shall be firm and non-slip. Handrails and guards shall be continuous, smooth, and well-maintained.

Interior Materials and Finishes:

Carpets shall be of low-level loop construction, 10- or 12-gauge non-static fibre, directly glued to the subfloor.

Where hard, monolithic materials are selected, they shall be non-slip and non-glare, complying with subsection 4.4.12.

Where floor tiles, bricks, or pavers are used, joints should be no wider than **6 mm (1/4 in.)** and should be flush.

Wall surfaces in corridors shall be non-abrasive below **2000 mm (78-3/4 in.)**.

4.4.15 Texture and Colour

Rationale

The ability of an individual with a visual disability to navigate an environment can be promoted through the strategic use of colour and texture.

Caution is recommended in the selection of heavy or distinct patterns on walls or floors, since these can add visual confusion to settings for persons with low vision. Simple, repetitive, non-directional patterns that feature monochromatic or low-colour contrast are preferred. Changes in material or texture should not necessitate a threshold.

Application

Textural and colour systems shall be used to enhance accessibility and shall comply with this section.

Design Requirements

Exterior colour schemes shall incorporate a pronounced colour contrast, to differentiate boundaries of objects, distinguish objects from their background, and to generally enhance spatial orientation. Generally, for seniors and persons with low vision, colours in the warm end of the spectrum (yellow, orange, bright red, etc.) are easier to recognize than those at the cool end of the spectrum.

Signs shall incorporate pronounced glare-free colour contrast. A minimum contrast of 70% light reflectance is required. For signs, the most visible colours are white or yellow on a black, charcoal, or other dark background, such as brown, dark blue, dark green, or purple. Black lettering on white is also acceptable, although less readable than the reverse. Unacceptable background colours are light grey and pastel colours. Red lettering on a black background is also unacceptable.

Colour contrast shall be used as a safety measure to define edges or boundaries of objects (e.g., stair nosings, doors, handrails, etc.). Colour or tone shall be used to visually define the boundaries of a room (i.e., where the wall meets the floor).

Baseboards in monochromatic environments shall be highly contrasting with the wall and floor colours to provide boundary definition.

Colour shall be used consistently to visually identify distinctive objects (e.g., exit doors).

Bright colours and/or a highly contrasting tone shall be used to assist with wayfinding. If used as part of signage band located on walls at eye level, this band is easier to follow than monolithic wall colouring and can be the visual cue for other essential signs.

End walls or return walls in long corridors shall be visually defined using highly contrasting colours or tone, to enhance a change of direction or the end of the space.

Detectable warning surfaces shall be used to define potential hazards (refer to subsection 4.4.8).

All textured surfaces used as detectable warning devices shall be cane-detectable and clearly differentiated from the surrounding paving surfaces.

Suitable exterior textures include saw-cut concrete with regular grooves, positioned no more than **50 mm (2 in.)** apart; grooves should be at right angles to the path of travel.

Suitable interior textures include raised domes, dots or squares, deeply grooved concrete, terrazzo, or other stone-like materials, with closely centred grooves at right angles to the path of travel, or applied carborundum or other non-slip strips.

Clearly defined boundaries of material like carpeting or floor tiles shall enhance wayfinding by defining such as the junction between walls and floors, doorway recessed and corridor intersections.

Throughout any one site, the same texture shall be used to identify the same type of hazard.

4.4.16 Acoustics

Rationale

The acoustic environment of public buildings and spaces should accommodate the unique needs of persons who are hard of hearing and who need to differentiate essential sounds from general background noise. The sound transmissions of different areas can be used as an orientation cue and help to navigate a space. A well-designed acoustical environment is to everyone's advantage.

Application

The acoustical environment of facilities used by the general public, clients, customers, and employees shall comply with this section.

Design Requirements

Floor finishes, wall surfaces, and ceilings shall be selected so the occasional noise is not unduly amplified (e.g., Hard surfaces such as marble or terrazzo will allow each footstep to be heard by persons who are visually impaired but add another level of confusion for persons who are Deaf or hard of hearing.)

At accessible routes in large facilities where wayfinding is problematic, the sound transmission/reflection characteristics of finish materials shall aurally differentiate major and secondary paths of travel.

Ceiling shapes shall be designed so that echoes do not occur unless an alternate acoustical treatment is incorporated (note: domed shapes tend to distort sound).

Public address and call systems shall be capable of being zoned to key areas, rather than blanketing all areas of a facility at all times (refer to subsection 4.4.9).

In meeting rooms and assembly areas where the spoken word is key to comprehending the proceedings, all unnecessary background noise (e.g., from fans or other mechanical equipment, air diffusers, etc.) shall be dampened and/or the room shall include adequate sound installation.

4.4.17 Pedestrian Signals

Rationale

Pedestrian crossovers should be designed to accommodate all users equally. The physical location of the controls can help identify specific directional paths, and auditory signals will enable users with low vision to locate the controls quickly.

Application

Where new pedestrian signals are being installed or existing pedestrian signals are being replaced at a pedestrian crossover, they must be accessible pedestrian signals.

Design Requirements

Accessible pedestrian signals must:

- have a locator tone that is distinct from a walk indicator tone;
- be installed within **1500 mm (59 in.)** of the edge of the curb;
- be mounted at a maximum of **1100 mm (43-1/4 in.)** above ground level;
- have tactile arrows that align with the direction of crossing;
- include both manual and automatic activation features; and
- include both audible and vibro-tactile walk indicators.

Where the accessible pedestrian signal cannot meet the **3000 mm (118 in.)** minimum requirement due to site constraints or existing infrastructure, two signal assemblies can be installed on a single post, and when this occurs a verbal announcement must clearly state which crossing is active.

In this section, “pedestrian crossover” means a pedestrian crossover as defined in subsection 1 (1) of the Highway Traffic Act.

Facility-Specific Requirements

4.5.1 Arenas, Halls, and Other Indoor Recreation Facilities

Rationale

Opportunities for recreation, leisure, and active sports participation should be available to all members of the community. Access should be provided to halls, arenas, and other sports facilities, including access to the site, all activity spaces, gymnasias, fitness facilities, lockers, change rooms, and showers. Persons with disabilities may be active participants, as well as spectators, volunteers, and members of staff.

Application

In addition to the design requirements specified in subsections 4.1 to 4.4, arenas, halls, and other indoor recreation facilities shall comply with this section. Where dressing facilities are provided for use by the general public, clients, customers, performers or staff, at least 50%, but never less than one, for each type of use in each cluster of dressing facilities shall be accessible and in compliance with subsection 4.3.4. It is preferable to have all dressing facilities accessible.

Design Requirements

Arenas, halls, and other indoor recreation facilities shall:

- where visitor, spectator and/or participant seating is provided, have accessible seating options in compliance with subsection 4.3.2;
- provide an accessible route in compliance with subsection 4.1.4 to the arena/facility floor and/or ice surface, including access panels or gates providing at least 950 mm (37-1/2 in.) clear width;
- where facilities are provided for performances and other events, have a direct accessible route in compliance with subsection 4.1.4 from the lobby/entrances and viewing locations to all performing areas, including stages, dressing rooms, washrooms, and all other spaces used by performers;
- where dressing facilities are provided must be in compliance with subsection 4.3.4;
- where lockers or shelving is provided, have lockers and shelving that comply with subsections 4.3.9 and 4.3.10;
- where coat hooks are provided, have lockers and shelving that comply with subsection 4.3.9 and 4.3.10;
- where coat hooks are provided, have at least 10%, but never less than one, within the reach ranges specified in subsection 4.1.1;
- where toilets and bathing facilities are provided, have toilets and bathing facilities comply with subsection 4.2.1.
- where concessions or other service counters are provided, comply with subsection 4.3.8;
- where swimming pools, hot pools, or therapy pools are provided comply with subsection 4.5.3; and
- where staff accommodation and related support areas, offices, or meeting rooms are provided, comply with subsections 4.1 and 4.1.

4.5.2 Outdoor Recreation Facilities

Rationale

Opportunities for recreation, leisure and active sport participation should be available to all members of the community. Access should be provided to playing fields and other sport facilities, including access to the site, all activity areas, outdoor trails, docks, swimming areas, play spaces, lockers, change rooms and showers. Persons with disabilities may be active participants, spectators, volunteers, and members of staff.

Application

In addition to the design requirements specified in subsections 4.1 to 4.4, the outdoor recreation facilities listed below shall comply with this section.

Where dressing facilities are provided for use by the public, clients, customers, performers or staff, at least 50%, but never less than one, for each type of use in each cluster of dressing facilities shall be accessible and in compliance with subsection 4.3.4. It is preferable to have all dressing facilities accessible.

Design Requirements

General

Parks accessibility shall encompass the development of routes, auxiliary services, planting, and an overall environment that is accessible and provides a fulfilling recreation experience.

Boardwalks

Where boardwalks are provided, they shall:

- have a minimum of **2000 mm (78-3/4 in.)**;
- have a clear height that provides a minimum head room clearance of **2100 mm (82-3/4 in.)** above the boardwalk;
- incorporate surfaces constructed of firm, stable, non-slip materials. (Where wooden planks are used, they shall be laid perpendicular to the path of travel and have joints no greater than **6 mm (1/4 in.)**;
- have no openings in the surface that allow the passage of an object that has a diameter of more than **13 mm (1/2 in.)**;
- incorporate a continuous up-stand edge where the grade drop-off on any side of the boardwalk is greater than **200 mm (7-7/8 in.)**.
- the up-stand edge shall be at least **75 mm (3 in.)** high and of colour contrasting to the surrounding terrain;
- have handrails, guards or other suitable barriers on both sides where the grade drop-off is greater than **450 mm (17-3/4 in.)**;
- have access points that allow easy wheelchair access; and

4.5.2 Outdoor Recreation Facilities

- benches, garbage cans, drinking fountains, etc., where provided, shall be located adjacent to the boardwalk on firm, level surfaces at the same elevation as the boardwalk (refer also to subsection 4.3.17.).

Docks

Where docks for fishing, boating or swimming are provided they shall:

- be located on an accessible route in compliance with subsection 4.1.4;
- where changes in elevation are necessary, incorporate ramps or curb ramps in compliance with subsection 4.1.8 and 4.1.9. Ramps with a slope no greater than **1:12** are acceptable;
- incorporate a continuous up-stand edge, at least **75 mm (3 in.)** high and of a contrasting colour where dock surfaces are greater than **200 mm (7-7/8 in.)** above the same surface of the water;
- incorporate a guard where dock surfaces are greater than **450 mm (17-3/4 in.)** above the surface of the water and;
- where steps are provided to access the water for swimming, incorporate colour contrasting handrails shall extend to a minimum of **600 mm (25-5/8 in.)** above the dock surface and return down to the dock.

Outdoor Pools

Outdoor swimming pools shall comply with subsection 4.5.3.

Trails and Footbridges

This section is applicable to newly constructed and redeveloped recreational trails that an obligated organization intends to maintain, but does not apply to maintain but does not apply to the following types of recreational trails:

1. trails solely intended for cross-country skiing, mountain biking or the use of motorized snow vehicles or off-road vehicles.
2. wilderness trails, backcountry trails and portage routes.

Consultation Requirements:

Obligated organizations shall consult on the following before they construct new or redevelop existing recreational trails:

1. the slope of the trail
2. the need for, and location of ramps on the trail
3. the need for location, and design of;
 - a. rest areas
 - b. passing areas
 - c. viewing areas
 - d. amenities on the trail, and

e. any other pertinent feature.

Obligated organizations shall consult on the matters referred to above in the following manner:

1. Obligated organizations must consult with the public and persons with disabilities
2. Municipalities must also consult with municipal accessibility advisory committees, where one has been established in accordance with subsection 23 (1) or (2) of the Accessibility for Ontarians with Disabilities Act.

The entrance to a recreational trail must provide a clear opening of between **850 mm and 1000 mm**, whether the entrance includes a gate, bollard, or other entrance design.

Where significant changes in grade occur, trail routes shall ideally be sloped at no greater than **1:20**. Where technically infeasible to provide a **1:20** slope, intermediate slopes of **1:12** to **1:20** shall have level rest areas min **9m** apart and at changes of direction. Slopes of **1:12** shall have adjacent steps and ramps.

Where steps, footbridges or ramps are used, the surfacing shall be of non-slip materials and include suitable colour contrasting handrails and/or guards. The slope of bridges shall not exceed **1:20**.

Where adjacent to the water or a drop off, edge protection is to be provided, consisting of an elevated barrier that runs along the edge of the recreational trail with a minimum height of **50mm (2 in.)** above the trail surface.

Where a protective barrier is provided, edge protection is not required.

Trails should feature a tactile map at the start of the trail and periodically along its length. Information to be provided includes:

- length of trails;
- type of surface of which the trail is constructed;
- average and MIN width;
- average and MAX running slope and cross slope; and
- location of amenities where provided.

Signage text to comply with subsection 4.4.7 Signage.

Pathways

Accessible routes and walkways shall conform to subsection 4.1.4.

Garbage cans, light standards, benches, and other potential obstructions shall be located so as not to obstruct the path of travel (refer also to subsection 4.3.17).

A different ground colour and/or texture shall be used to indicate the following:

- risk areas, such as intersections, ramps or steps; and
- functional changes, such as seating areas, viewpoints, or outlooks (refer also to subsection 4.4.15).

Planting and Trees

Planting and trees along accessible pathways shall comply with subsection 4.3.14.

Rest Areas

Rest areas shall:

- be provided on trails,
- pathways and walkways;
- be positioned adjacent to the trail, pathway or walkway;
- have accessible ground surfaces in compliance with subsection 4.1.2;
- use a contrasting ground finish material to identify functional change; and
- incorporate at least one bench in compliance with subsection 4.3.15.

Parks, Parkettes and Playgrounds – General

Entrance gates, paths and walkways throughout the park shall be accessible to persons using wheelchairs or scooters. Picnic and play areas shall be provided in both sunny and shaded areas.

Playgrounds

Children’s play areas and playground equipment, sandboxes or other amenities shall be designed to be inclusive, incorporating accessibility features, such as sensory and active play components, for children and caregivers with various disabilities. Colour contrasting is important.

Playgrounds surfaces shall be firm, level non-abrasive and drain rapidly. Surfaces below playground equipment, including swings, slides and climbing structures, shall be level, firm, stable, free-draining and provide a safe, resilient landing surface with impact attenuating properties for injury prevention. There should be sufficient clearance to provide children and caregivers with various disabilities with the ability to move through, in and around the outdoor play space.

Consultation Requirements:

When constructing new or redeveloping existing outdoor play spaces, obligated organizations, other than small organizations, shall consult on the needs of children and caregivers with various disabilities and shall do so in the following manner:

4.5.2 Outdoor Recreation Facilities

1. The Government of Ontario, the Legislative Assembly, designated public sector organizations and large organizations must consult with the public and persons with disabilities.
2. Municipalities must also consult with their municipal accessibility advisory committees, where one has been established in accordance with subsection 29 (1) or (2) of the Accessibility for Ontarians with Disabilities Act.

Picnic Tables

Accessible picnic tables shall comply with subsection 4.3.16.

Where public parking is provided to serve picnic facilities, accessible picnic areas shall be within **30m (100 ft.)** of the accessible parking spaces.

Drinking Fountains

Accessible drinking fountains shall comply with subsection 4.3.1.

Public Telephones

Accessible public telephones shall comply with subsection 4.4.5.

Illumination (where provided)

Illumination levels shall:

- be a minimum of **10 lux (1 ft-candle)**;
- be maintained at **5 lux (0.5 ft-candles)** in areas if heavy trees and shrubbery; and
- be maintained at **5 lux (0.5 ft-candles)** in all other areas of park at ground level.

Light sources used shall be indirect, non-glare, non-flickering type and provide even levels of light distribution (refer also to subsection 4.4.13).

Washrooms

Where washrooms are provided, they shall conform with subsection 4.2.1.

Waterfront Areas

Where paths and/or lookout points are provided, they shall be accessible to all individuals.

Seating shall be provided along paths and at lookout points, in compliance with subsection 4.3.15.

Where parking is provided, it shall be located as close as possible to waterfront areas. An accessible route shall be provided from the parking area to paths and/or lookout points (where provided).

Natural Areas

Accessible pathways, trails, and footbridges shall be provided where environmental considerations will permit.

Paths and trails shall incorporate rest areas with appropriate seating. Where special lookout locations or wildlife viewing areas are provided, they shall be identified with clear signage. Information and interpretive signage shall incorporate Braille.

Grandstand and Other Viewing Areas

Where visitor, spectator, and/or participant seating is provided, accessible seating options in compliance with subsection 4.3.2 shall be provided.

Playing Fields

Controlled access points shall be designed to accommodate persons using wheelchairs (e.g., where turnstiles are used, an adjacent accessible gate shall be provided).

Level seating areas shall be provided beside sports fields for spectators or participants with disabilities. Where provided, public viewing areas shall comply with subsection 4.3.2.

Where provided, public washrooms shall comply with section 4.2.1. Where public showers and changing rooms are provided, the organization shall comply with subsections 4.2.1 and 4.3.4.

Where provided, gates turnstiles, or openings shall comply with subsection 4.1.7.

Tennis Courts

Wheelchair tennis utilizes a standard size tennis court. Additional space around the perimeter of the court will allow for the passing of wheelchairs.

The chairs used by wheelchair tennis players typically have a significant camber of the wheels which gives them a much wider wheelbase than standard wheelchairs. A minimum **1220 mm (48 in.)** clear opening shall be provided through all facilities and paths of travel serving the tennis courts. This includes area-specific items such as gates through court fencing and between court net posts.

Hard surfaces such as asphalt are preferred to surface such as grass or clay. Where storage is provided, it shall accommodate sports wheelchairs.

Provision of shaded areas is important for spectators and players seeking refuge from heat due to disabilities causing sensitivities to temperatures.

Beach Access Routes

Applicable to newly constructed and redeveloped beach access routes that an obligated organization intends to maintain, including permanent and temporary routes and temporary routes that are established through the use of manufactured goods, which can be removed for the winter months.

Where beach access is constructed (not natural):

- maximum cross slope no more than **1:50**;
- 1:2 bevel at height change between **6-13mm (1/4 – 1/2 in.)**;
- maximum running slope 1:10 at changes in level of **14 – 200mm (1/2 – 7-7/8 in.)**;
- must have a ramp that meets requirements of subsection 4.1.9 – Ramps; where change of level is greater than **200 mm (7-7/8 in.)**.

Where surface is not constructed, the maximum cross slope must be the minimum cross slope for drainage. Entrance must have a clear opening of **1000mm (39-3/8 in.)** (whether the entrance includes gate, bollard, or other entrance design).

Exceptions:

Exemptions to the requirements that apply to recreational trails and beach access routes are permitted where the requirements, or some of them, would likely affect the heritage, historical, cultural or natural heritage value of an area. Refer to Part IV.1 of Ontario Regulation 191/11 (Integrated Accessibility Standards).

4.5.3 Swimming Pools, Therapeutic Pools, and Public Spas

Rationale

Swimming is an important recreational and therapeutic activity for many persons with disabilities. The buoyancy and freedom offered by an immersive water environment can be enabling in themselves. Primary considerations for accommodating persons who have mobility restrictions include accessible change in facilities and a means of access into the water. Ramped access into the water is preferred over lift access, as it promotes integration (everyone will use the ramp) and independence. Many persons who are visually impaired will benefit from colour and textual cues along primary routes of travel and at potentially dangerous locations, such as the edge of the pool, at steps into the pool and at railings.

Therapeutic pools are generally smaller, shallower pools that include a ramp access and provide submerged bench seating in addition to open exercise space. The warm water in therapeutic pools is ideal for those recovering from an injury, living with chronic disease or who want to participate in a gentle but effective exercise program.

The benefits of Aquatic Therapeutic exercise are:

- warm water promotes relaxation;
- reduced pain;
- decreased muscle tension;
- improved circulation;
- increased ability and length of time for exercise; and
- helps maintain an independent lifestyle.

Application

In addition to the design requirements specified in sections 4.1 and 4.4, swimming pools, wading pools, hot pools, splash pads, spray pads, therapeutic pools, and spas shall comply with this section.

Design Requirements

Indoor swimming pools, wading pools, hot pools and therapy pools shall have:

- a direct accessible route in compliance with subsection 4.1.4 from the lobby/entrance to the change rooms and
- a direct accessible route in compliance with subsection 4.1.4 from the change rooms to the pool deck;

Outdoor swimming pools, wading pools, hot pools and therapy pools shall have:

- an accessible route in compliance with subsection 4.1.4 throughout the normally occupied portions of the pool; and

4.5.3 Swimming Pools, Therapeutic Pools, and Public Spas

- a pool deck that is minimum **1800 mm (70-7/8 in.)** wide with a clear accessible route in compliance with subsection 4.1.4 around the entire perimeter.

Access from the pool deck into the water, provided by a ramp shall have:

- a handrail on either side of at **865 – 965 mm (34 – 38 in.)**;
- a clear width of at least **1100 mm (43-1/4 in.)**;
- a curb or other means to prevent a wheelchair from falling off the side;
- surfaces finishes capable of being kept clean, sanitary and free from slipperiness;

Where a ramp is not submerged it shall:

- have a landing at the bottom of the ramp that is at least **450 – 550 mm (18 – 21-3/4 in.)** below the top of the wall;
- be equipped with a floor drain at the lowest point;
- have a width at the top of the wall between the pool and ramp of **250 – 300 mm (10 – 11-3/4 in.)**;
- have a water depth at the landing clearly marked in figures at least 100 mm high on the top of the wall; and
- have a maximum slope of **1:12**

Where a ramp is submerged it shall:

- have a water depth at the bottom of the ramp of **600 – 900 mm (23-5/8-35 in.)**;
- have a hard-surfaces area that is at least **750 mm (30 in.)** wide contiguous to the entire length of submerged ramp;
- have finishes that are different in colour or shade from each other and from that of pool walls and bottom; and
- have a maximum slope of **1:9**.

In retrofit situations where it is technically infeasible to provide a ramp, a mechanical pool lift may be used;

- a shower chair available at each facility for use in transferring into the water and/or shower.

Where steps are provided into the pool,

- steps shall be marked with a colour contrasting strip of at least **50 mm (2 in.)** wide, at both the riser and the tread; and
- colour contrasting handrails on both sides of the steps. Such handrails shall extend at least **300 mm (11-3/4 in.)** beyond the pool edge.

Where a curb edge is provided it shall be a minimum of **200 mm (7-7/8 in.)** and a maximum of **400 mm (15-3/4 in.)** in height. Pool boundaries are clearly defined by

4.5.3 Swimming Pools, Therapeutic Pools, and Public Spas

both a textural change and colour contrast to both the water and surface and surrounding pavement.

The perimeter of the pool deck is clearly delineated by a tactile surface indicator around the pool. Provide firm, slip -resistant materials and finishes used on the pool perimeter, deck or paved areas surrounding the pool.

Supply a non-abrasive and easy-to-clean pool perimeter finishes and adequate drainage on the pool deck to drain the water quickly.

Where pool-depth indicator marking is provided, depth-indicator markings as well as 'Shallow End' and 'Deep End' markings of a highly contrasting colour and sufficient size to be easily visible.

Where diving boards or platforms are provided, they shall be clearly marked and protected. Overhead clearances of **2100 mm (82-3/4 in.)** or shall be protected by suitable guards.

Lanes and/or, and lane markers are provided shall have a highly contrasting colour. Tie-off devices for lane markers shall be positioned in a manner that does not create tripping hazards.

Where starting blocks are provided, they shall be of a highly contrasting colour and capable of being securely fixed in place. Safety equipment and other accessories shall be stored such that they do not present a tripping hazard.

Lifeguard chairs, slides and other pool-related structures shall be in highly contrasting colours.

Where mechanical pool lift is provided:

- it should not be installed where water level exceeds **1220 mm (48 in.)** unless entire pool depth is more than **1220 mm (48 in.)**;
- the centreline of the seat should be located over the deck and a minimum of **400 mm (15-3/4 in.)** from the edge of the pool when in raised position;
- a clear space beside the seat opposite the water at least **915 mm (36 in.)** wide and extend forward not less than **1220 mm (48 in.)** from the line located 305 mm (12 in.) behind the rear edge of the seat;
- it shall be capable of unassisted operation from both deck and water levels and be unobstructed when the lift is in use; and
- shall have a weight capacity of at least **135 kg (300 lbs.)** and capable of static load at least 1.5 times the rated load.

Public Spas

4.5.3 Swimming Pools, Therapeutic Pools, and Public Spas

At least one accessible access point shall be provided for a public spa. The access point shall be a ramp in compliance with this section or a transfer wall. A transfer wall shall:

- have a height of **405 – 485 mm (16 – 19 in.)** above the pool deck;
- have depth between **300 and 400 mm (11-3/4 – 15-3/4 in.)**;
- be slip-resistant and have edges rounded;
- have a minimum one grab bar:
 - a. perpendicular to the pool and extending full depth or transfer wall;
 - b. located between **100 – 150 mm (4 – 5-7/8 in.)** above the wall; and
 - c. with a clearance of at least **610 mm (24 in.)** on both sides.
- Have adjacent clear deck area for lateral transfer to the transfer wall that:
 - a. is outside of and adjacent to barrier free path of travel;
 - b. has no obstructions at the side of the transfer wall;
 - c. has a clear space of **900 x 2200 mm (86-5/8 in.)**; and
 - d. has a slope less than 2% at base of transfer wall surface; and
 - e. have an adjacent clear deck area centred on the grab bar where one grab bar is provided, or centred on the clear space between grab bars where more than one is provided.

Therapeutic Pools

Water temperature shall be heated to between **33 - 34°C (92 - 94°F)**. Temperature or other controls associated with the therapy pool (such as submerged water jets) shall meet the requirements in subsection 4.4.2.

Depth for the exercise portion of a therapy pool shall be between **1050 – 1200 mm (41 – 47 in.)**. Submerged benches shall comply with subsection 4.3.15.

4.5.4 Cafeterias

Rationale

Cafeteria serving lines and seating areas need to reflect the lower sight lines, reduced reach, knee-space, and manoeuvring requirements of persons using wheelchairs or scooters. Patrons using mobility devices may not be able to hold a tray or food items while supporting themselves on canes or manoeuvring a wheelchair. Tray slides should be designed to move trays with a minimum of ease.

Features such as colour contrast and large print menus may assist persons with visual disabilities.

Application

In addition to the design requirements specified in sections 4.1 to 4.4, cafeterias shall comply with this section.

Where fixed tables or counters are provided, at least 10%, but not less than one, shall be accessible and shall comply with subsection 4.3.7. It is preferable to have all fixed tables accessible.

In new construction, and where practicable in alterations, the fixed tables (or counters) shall be distributed throughout the space of facility. At least one lane at each cashier area shall be accessible and comply with this section. It is preferable to have all lanes at all cashier areas accessible.

Design Requirements

Where food or drinks are served at counters exceeding 865 mm (34 in.) in height for use by customers seated on stools or standing at the counter, a portion of the main counter which is **1525 mm (60 in.)** in length (minimum) shall be provided in compliance with subsection 4.3.8, or service shall be available at accessible tables within the same area.

All accessible fixed tables shall be accessible by means of an access aisle at least **1100 mm (43-1/4 in.)** clear between parallel edges of tables or between a wall and the table edges.

Dining areas, including raised or sunken dining areas, and outdoor seating areas shall be accessible. In a retrofit situation where it is technically infeasible to provide access to all levels within a dining area, or to all parts of outdoor seating areas, at least one dining area shall be accessible. The accessible area must feature the same level of service and décor as the rest of the area, and it must not be restricted to use by people with disabilities.

Food service lines shall have a minimum clear width of **1100 mm (43-1/4 in.)**. Tray slides shall be mounted no higher than **865 mm (34 in.)**.

If self-service shelves are provided, at least 50% must be within the reach ranges specified in subsection 4.1.1. It is preferable to have all self-service shelves accessible. Self-service shelves and dispensing devices for tableware, dishware, condiments, food, and beverages shall be installed to comply with subsection 4.1.1.

In banquet rooms or spaces where a head table or speaker's lectern is located on a raised platform, the platform shall be accessible in compliance with subsection 4.1.9 or 4.1.15, as well as 4.3.3.

Spaces for vending machines, beverage dispensers and other equipment shall comply with subsection 4.1.1 and shall be located on an accessible route in compliance with subsection 4.1.4.

Cashier locations should feature at least one access aisle, which is a minimum of 1100 (43-1/4 in.) wide. It is preferable to have aisles accessible. Barriers and/or turnstiles where provided to control access shall comply with subsection 4.1.7.

Queuing areas shall comply with subsection 4.3.6 and access to outdoor eating areas shall comply with subsection 4.3.11.

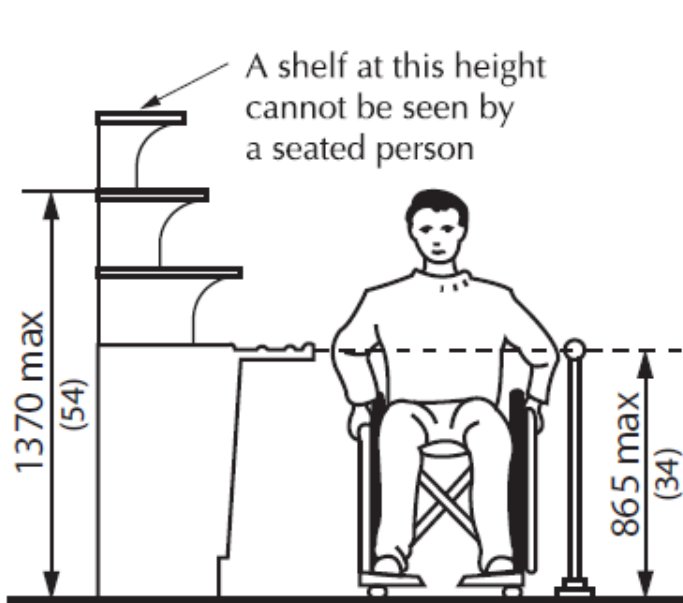


Figure 4.5.4.1
Self-Serve Counter

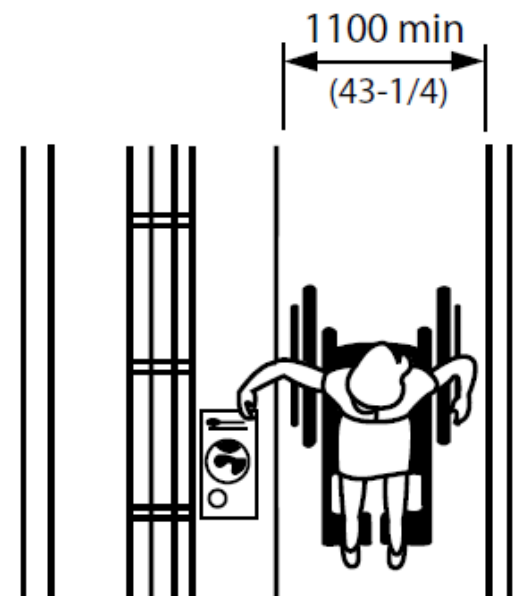


Figure 4.5.4.2
Aisle Width

4.5.5 Churches, Chapels, and Other Places of Worship

Rationale

Access to all areas of worship should be provided. Access assumes that persons with disabilities may be participants, leaders, staff, or volunteers.

Application

In addition to the design requirements specified in sections 4.1 and 4.4, churches, chapels and other places of worship and/or reflection shall comply with this section.

Design Requirements

All areas in churches, chapels, and other places of worship and/or reflection shall be accessible to persons with disabilities, including main areas of worship, meeting rooms, washrooms, coatrooms, and offices.

Accessible seating shall be provided in compliance with subsection 4.3.2.

Pulpits, altars, daises, and choir areas shall comply with subsection 4.3.3.

Public address systems shall comply with subsection 4.4.9.

Assistive listening systems shall comply with subsection 4.4.6.

4.5.6 Libraries

Rationale

Traditional and automated systems should be available to all patrons and staff. Both the design of the facility and provision of services should be considered. Service counters and study carrels should accommodate the knee-space and armrest requirements of persons using wheelchairs. Computer catalogues, carrels and workstations should be provided at a range of heights, to accommodate persons who are standing or sitting, as well as children of many ages and sizes.

The provision of workstations equipped with assistive technology such as large display, screen readers, etc. will increase the accessibility of a library.

Application

In addition to the design requirements specified in sections 4.1 to 4.4, libraries shall comply with this section.

Where fixed seating, tables or study carrels are provided, at least 10% but no less than one shall be accessible and in compliance with this section. It is preferable to have all fixed seating, tables, and study carrels accessible.

At least one lane at each checkout area shall be accessible and comply with this section. It is preferable to have all lanes at all checkout areas accessible.

Where computer catalogues or workstations are provided, at least 50% shall be accessible and shall comply with this section. It is preferable to have all computer catalogues and workstations accessible.

Design Requirements

Accessible fixed seating, tables and study carrels shall be located on an accessible route in compliance with subsection 4.1.4. Clearances between fixed seating, tables and study carrels shall also comply with subsection 4.1.4.

Where shelving is provided for fixed seating, tables or study carrels, the shelving shall be no higher than **1200 mm (47 in.)**.

Accessible fixed study carrels shall incorporate:

- work surfaces and knee/toe clearance in compliance with subsection 4.1.1;
- an electrical outlet;
- and lighting levels of at least **100 lux (9.3 ft-candles)** at the work surface.

Where provided, traffic control or book security gates shall comply with subsection 4.1.7.

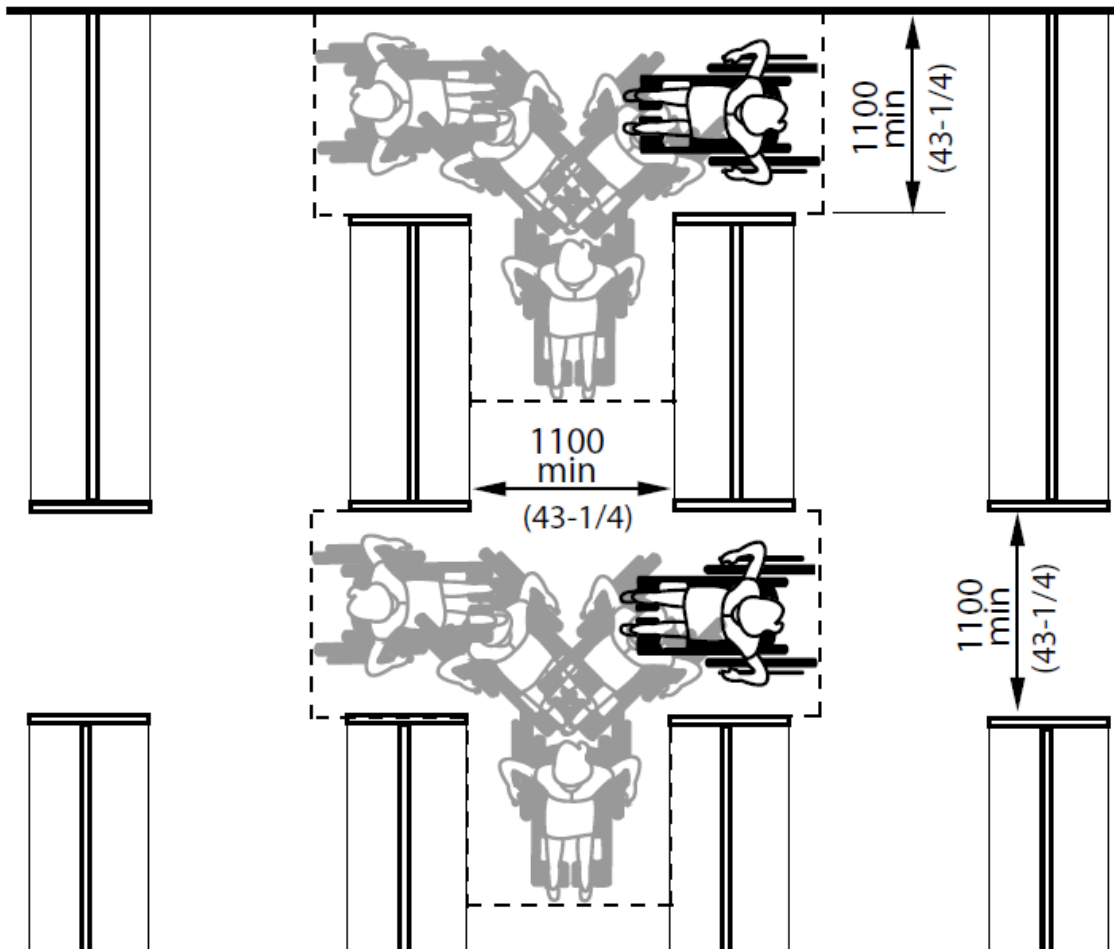


Figure 4.5.6.1

Aisle Width

Minimum clear aisle space at card catalogues and at stacks shall comply with subsection 4.1.1. Aisle configurations shall incorporate a clear floor space allowing a person in a wheelchair to make a **180-degree turn**.

Maximum reach heights at card catalogues shall comply with subsection 4.1.1. Shelf height in stack areas is unrestricted. Circulation service counters and information service counters shall comply with subsection 4.3.8.

Where provided, computer catalogue or computer workstation shall incorporate:

- knee and toe space below in compliance with subsections 4.1.1 and 4.3.7;
- a maximum work surface height of **865 mm (34 in.)**; and
- a maximum table depth of **900 mm (35 in.)**.

A minimum of one movable chair shall be provided at every information service counter, computer catalogue or computer workstation.

Book drop slots shall:

- be located on an accessible route complying with subsection 4.1.4;
- be located adjacent to a **2440 by 2440 mm (96 by 96 in.)** level platform. In a retrofit situation where it is technically infeasible to create a 2440 x 2440 mm (96 by 96 in.) platform, the platform may be reduced to **1525 x 1525 (60 by 60 in.)**; and
- have a slot that is operable using one hand, located between **860 mm (34 in.)** and **900 mm (35 in.)** above the floor.

Lighting at book stacks shall be mounted directly over the aisle space and provide a minimum of **200 lux (20 ft-candles)** at a nominal working height of **920 mm (36 in.)**.

The acoustic quality shall be free of unnecessary background noise and should permit comprehension by persons with limited hearing (refer also to subsection 4.4.16.).

Where CD tapes, audio books, etc., are available as part of the library resource materials, or for loan purposes, a separate space shall be provided for auditing this material without disturbing other library users.

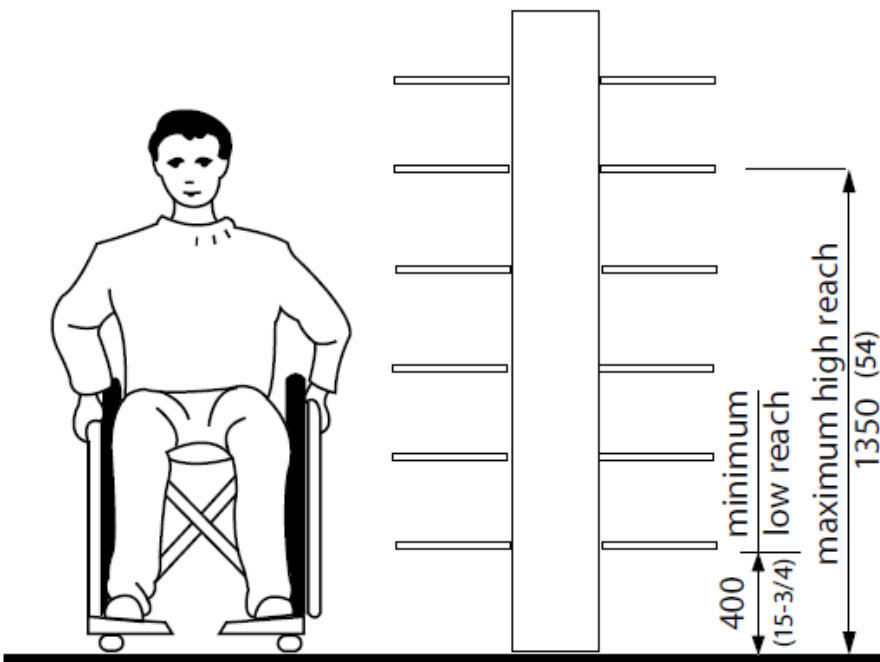


Figure 4.5.6.2
Reach Heights

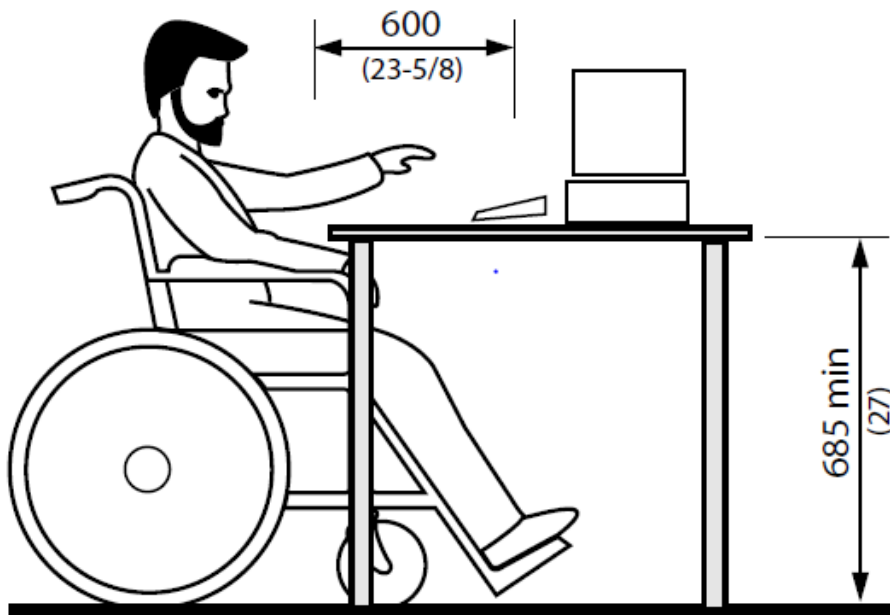


Figure 4.5.6.3
Work Surfaces

4.5.7 Business, Mercantile and Civic

Rationale

The role of persons with disabilities should not be restricted or limited to that of the customer or consumer. Workspaces should be designed with a view to future adaptation or accommodation of individual equipment or assistive devices.

Application

In addition to the design requirements specified in sections 4.1 to 4.4, business, mercantile and civic facilities shall comply with this section.

In areas used for transactions where counters have cash registers and are provided for sales and distribution of goods or services to the public, at least one of each type shall have a portion of the counter accessible and in compliance with this section. Such counters shall include, but not be limited to counters in retail stores and distribution centres.

Where counters are dispersed throughout the facility, the accessible counters must also be dispersed throughout the facility.

In public facilities where counters or teller windows have solid partitions or security glazing to separate personnel from the public, at least one of each type shall provide a method to facilitate voice communication. Such methods may include, but are not limited to, grills, slats, talk-through baffles, intercoms, or telephone handset devices.

Accessible checkout aisles shall be provided in conformance with Table 4.5.7.

| Total checkout aisles of each design | Minimum of accessible checkout aisle of each design |
|--------------------------------------|---|
| 1 – 4 | 1 |
| 5 – 8 | 2 |
| 9 – 15 | 3 |
| Over 15 | 3 plus 20% of any additional aisles over 15 |

Table 4.5.7

Required Number of Accessible Checkout Aisles

Design Requirements

All accessible sales and service counters shall be on an accessible route that complies with subsection 4.1.4.

In areas used for transactions where counters have cash registers and are provided for sales and distribution of goods and services to the public, the counter shall have a portion of the counter that is at least **920 mm (36 in.)** in length, with a maximum height of **865 mm (34 in.)** above the finished floor.

In areas used for transactions that may not have a cash register but at which goods and services are sold, including, but not limited to, ticketing counters, teller stations, registration counters, information counters, box office counters, and library check-out areas either:

- a portion of the main counter which is a minimum of **865 mm (34 in.)** in length shall be provided with a maximum height of **865 mm (34 in.)**; or
- an auxiliary counter with a maximum height of **865 mm (34 in.)** in close proximity to the main counter shall be provided.

In public facilities where counters or teller windows have solid partitions or security glazing to separate personnel from the public, the method of communication provided shall be accessible to both individuals who use wheelchairs and individuals who have difficulty bending.

The clear width of accessible checkout lines shall comply with subsection 4.1.4, and the maximum adjoining counter height shall not exceed **965 mm (38 in.)** above the finished floor. The top of the lip shall not exceed **1015 mm (40 in.)** above the finished floor.

Signage identifying accessible checkout aisles shall incorporate the International Symbol of Access and shall be mounted above the checkout number or type of checkout is displayed.

Any devices used to prevent the removal of shopping carts from the store premises shall not prevent access or egress to people in wheelchairs. An alternate entrance that is equally convenient to that provided for ambulatory persons is acceptable.

4.5.8 Police Stations

Rationale

Police stations should accommodate persons with disabilities, who may be members of the public, detainees, members of Council, or police staff. All areas of the police station that are used by the public, members of staff, and counsel should be fully accessible to persons with disabilities. Secure areas, such as cells and common areas used by detainees, should have provisions to accommodate persons with disabilities.

Application

In addition to the design requirements specified in sections 4.1 to 4.1, holding cells in police stations shall comply with this section.

Except as specified in this section, all common use areas serving accessible cells or rooms and all public use areas shall be designed and constructed to comply with sections 4.1 to 4.4. Exceptions: Requirements for areas of refuge in subsection 4.4.1 do not apply. Compliance with requirements for elevators and stairs is not required in multi-storey housing facilities where accessible cells or rooms, all common use areas serving them, and all public use areas are located on an accessible route.

Entrances used by the public, including those that are secured, shall be accessible to comply with subsection 4.1.5. Exception: Secured entrances, doors and doorways operated only by security personnel shall not be required to have accessible door hardware.

Where security systems are provided at public or other entrances required to be accessible by this section, an accessible route complying with subsection 4.1.4 shall be provided through fixed security barriers at required accessible entrances. Where security barriers incorporate equipment such as metal detectors, fluoroscopes, or other similar devices which cannot be made accessible, an accessible route shall be provided adjacent to such security screening devices, to facilitate an equivalent circulation path.

In non-contract visiting areas where detainees are separated from visitors, the following elements, where provided shall be accessible and located on an accessible route complying with subsection 4.1.4.

- Cubicles and Counters: 5%, but not less than one, shall comply with subsection 4.3.7 on both the visitor and detainee sides. Exception: Non-contract visiting areas not serving accessible cells or rooms.
- Partitions: Solid partitions or security glazing separating visitors from detainees through which communication is necessary shall incorporate communication systems which are accessible to both individuals who use wheelchairs and individuals who have difficulty bending. If such communication systems

incorporate a telephone handset, at least one telephone handset shall be equipped with a volume control.

At least 2%, but not less than one, of the total number of cells shall comply with this section. Where special cells are provided (e.g., orientation, protective custody, disciplinary, segregation, detoxification, or medical isolation), at least one of each purpose shall comply with this section.

In addition to the aforementioned cell requirements, at least 2%, but not less than one, of general cells shall be equipped with audible emergency warning systems or permanently installed telephones within the cell, in compliance with this section. Medical care facilities providing physical or medical treatment or care shall be accessible to persons with disabilities.

Design Requirements

Accessible cells shall be located on an accessible route in compliance with subsection 4.1.4.

Where provided to serve accessible cells, the following elements or spaces shall be accessible and connected by an accessible route.

- all doors and doorways on an accessible route shall comply with subsection 4.1.6. Exception: Secured entrances, doors and doorways operated only by security personnel shall not be required to have accessible door hardware.
- at least one toilet and one bathing facility shall comply with subsection 4.2.1.
- accessible beds shall have manoeuvring space at least **920 mm (36 in.)** wide along one side.
- at least one drinking fountain and/or water cooler shall comply with subsection 4.3.1.
- fixed or built-in tables, counters or work surfaces shall comply with subsection 4.3.7.
- at least one fixed bench shall comply with subsection 4.3.15.
- fixed or built-in storage shall comply with 4.3.9.
- all controls intended for operation by detainees shall comply with subsection 4.4.2.

Where audible emergency warning systems are provided to serve occupants of cells, visual alarms complying with subsection 4.4.4 shall also be provided. Exception: Visual alarms are not required where detainees are not allowed independent means of egress.

Where permanently installed telephones are provided within cells, they shall have volume controls.

4.5.9 Municipal Courts

Rationale

Municipal court facilities should accommodate persons with disabilities, who may be members of the judiciary, court clerks or other officials, defendants, members of Council, and members of the public. Court facilities usually incorporate changes in level at the judge's dais and court officials' areas. While it is not required to make all of these areas fully accessible, it is a requirement that they be easy to adapt, should the need arise in the future to accommodate a person with a mobility impairment. Other areas of the court generally used by the public, defendants, witnesses, and Council should be accessible to all persons.

Application

In addition to the design requirements specified in sections 4.1 to 4.4, municipal courts shall comply with this section.

In addition to the accessible entrances used by staff or the public as required in subsection 4.1.5, where provided, at least one restricted entrance and one secured entrance to the facility shall be accessible. Restricted entrances used only by judges, public officials, facility personnel or other authorized parties on a controlled basis. Secure entrances are those entrances to judicial facilities used only by detainees and detention officers.

Exception: Secured entrances, doors and doorways operated only by security personnel shall not be required to have accessible door hardware.

An accessible route complying with subsection 4.1.4 shall be provided through fixed security barriers at required accessible entrances. Where security barriers incorporate equipment such as metal detectors, fluoroscopes, or other similar devices which cannot be made accessible, an accessible route shall be provided adjacent to such security screening devices, to facilitate an equivalent circulation path.

Where a two-way communication system is provided to gain admittance to a facility, or to restricted areas within a facility, the system shall provide both visual and audible signals and shall comply with subsection 4.4.2.

Where provided, the following elements and spaces shall be on an accessible route complying with subsection 4.1.4.

- Spectator, press and other areas with. Each spectator, press and other area with fixed seats having a seating capacity of 25 or less, shall have within its defined area a clear floor space complying with subsection 4.1.1. Where the seating capacity of a spectator, press and other area with seats is greater than 25, seating provision shall be provided in compliance with subsection 4.3.2.

- Jury Boxes and Witness Stands. Each jury box and witness stand shall have within its defined area clear floor space complying with 4.1.1.
- Judges' Benches and Courtroom Stations Judges' Benches, clerks' stations, bailiffs' stations, court reporters' stations, and litigants' and Council stations shall comply with subsection 4.3.7.

Exceptions:

- Vertical access to raised judges' benches or courtroom stations need not to be installed, provided that the requisite areas and manoeuvring spaces are installed at the time of the initial construction, to allow future installation of a means of vertical access complying with subsections 4.1.9, 4.1.14 or 4.1.15 without requiring substantial reconstruction of the space.
- In alterations, accessible wheelchair spaces are not required to be located within the defined area of jury boxes or witness stands and may be located outside these spaces where ramp or lift access poses a hazard by restricting or projecting into a required means of egress.

Permanently installed assistive listening systems in compliance with subsection 4.4.6 shall be provided in each courtroom. The minimum number of receivers shall be 4% of the room occupant load, but not less than two receivers. An informational sign indicating the availability of an assistive listening system shall be posted in a prominent place.

Where provided in areas for jury assembly or deliberation, the following elements or spaces shall be on an accessible route complying with subsection 4.1.4 and shall comply with the following provisions:

- refreshment areas, kitchenettes and fixed or built-in refreshment dispensers shall be accessible to persons with disabilities.
- where provided drinking fountains shall comply with subsection 4.3.1.

4.5.10 Transportation Facilities

Rationale

Links to usable transportation should be accessible to all members of a community. Accessibility within terminals and the use of systems should be addressed. This includes public and private bus taxi, train, and airplane arrival and departure points. A variety of lift devices may need to be accommodated, and alternatives to audio and/or visual-only scheduling should be available.

Application

In addition to the design requirements specified in sections 4.1 to 4.4, transportation facilities located within a site shall comply with this section.

Design Requirements

Bus Shelters

Bus shelters shall:

- be located on firm, level pads approximately at the same elevation as the sidewalk or walkway;
- have clearances around at least two sides of the shelter, including the landing pad side, of at least **1220 mm (48 in.)**;
- provide a clear view of oncoming traffic;
- incorporate sufficient clear floor space to accommodate a person using a wheelchair or scooter; and
- feature at least one seat with armrests and a seat height between **400 mm and 450 mm (15-3/4 in. and 17-3/4 in.)**.

Bus Stops

Bus stops shall:

- incorporate a paved, firm, level surface, in compliance with local authority standards; and
- not impede by adjacent street furniture, such as dispensers, vending machines, waste boxes, planters, posts, signs, and guy wires.

Transit Terminals

Where bus platforms or other boarding platforms are provided, they shall allow safe access for persons using wheelchairs, and where possible, provide a level of access into buses.

The edges of platforms shall incorporate a continuous detectable warning surface at least **610 mm (24 in.)** deep that complies with subsection 4.4.8.

Lighting levels at all boarding platforms shall be at least **100 lux (10 ft-candles)** at the platform or boarding-surface edge.

Boarding locations shall incorporate visible and audible warning signals to advise travelers of approaching vehicles.

Where special lifting devices are used, either on the vehicle or at the boarding point, appropriate manoeuvring space shall be provided around the boarding point for waiting passengers using wheelchairs.

Seating shall be provided in compliance with subsection 4.3.15 at or close to boarding points.

4.5.11 Public Housing

Rationale

Persons with disabilities should have equitable access to housing choices. They should also have the opportunity to visit family, neighbours, and friends within their homes.

Accessible housing will incorporate features throughout the house to accommodate a family member who uses a wheelchair, scooter, or other type of mobility aid.

Visitable housing will incorporate basic access features to accommodate visitors with disabilities, elderly persons, or residents who may be temporarily disabled. Basic access includes the ability to enter safely, manoeuvre through the entrance-level of the house, and space to access a toilet.

Application

All public housing units shall be visitable and shall comply with this section.

15% of all public housing units shall be accessible and shall comply with this section. The common-use areas of public facilities shall comply with all relevant sections of this manual.

Design Requirements

Accessible and Visitable public housing units shall comply with the 'Visitable dwelling units' section of CAN/CSA B651: Accessible design for the built environment (most current version).

Apartment Buildings

In addition to compliance with CSA B651, as noted above, at least 15% of all suites of residential occupancy in an apartment building shall be provided with an accessible path of travel from the suite entrance door into the following rooms and spaces that shall be located at the same level:

- at least one bedroom;
- at least one bathroom containing a lavatory, water closet, bathtub or shower, wall reinforcement to permit the future installation of grab bars, and a minimum diameter of **1500 mm (59 in.)** of clear space to allow a wheelchair to turn around;
- a kitchen or kitchen space; and
- a living room or space.

The number of suites containing 1, 2, or 3 bedrooms shall be proportion to the number of suites of residential occupancy having 1, 2, or 3 bedrooms in the remainder of the building.

The accessible suites shall be distributed among storeys that are required to have an accessible path of travel having regard to the height of the suite above grade.

4.5.12 Schools

Rationale

Students, teachers, and staff with disabilities should have equitable access to school facilities.

This section of the manual identifies general accessibility requirements that are applicable to all areas of all schools. Additional considerations may be necessary for spaces and/or features specifically designed for the use of students with disabilities – such as a special needs classroom or a washroom required to accommodate complex personal care needs.

Students, teachers, and staff with disabilities should be accommodated in all classrooms and other learning spaces throughout the school. Basic accommodation includes the ability to enter and move freely throughout space, as well as use the various built-in elements within (i.e., blackboards, switches, computer stations, sinks, etc.). Individual students with a disability may require additional accommodation beyond those identified within this section.

Where built-in elements are duplicated within an individual classroom/learning space such as laboratory benches on pinboards, at least one of each type of element should be accessible to students, teachers, and staff with disabilities.

Wherever possible, fixtures, fittings, furniture, and equipment should be specified for classrooms and other learning spaces, which are usable by students, teachers, and staff with disabilities. However, it is recognized that not all equipment found in classrooms and other learning spaces is usable by persons with disabilities – such as heavy machinery found in trades and technology classrooms.

Application

All classrooms and other learning spaces shall be accessible and shall comply with this section.

Where built-in elements such as fixed seating, tables, or laboratory benches are provided within a classroom/learning space, at least 10% but no less than one, shall be accessible and in compliance with this section.

Classroom 'portables' shall comply with this section.

The common-use areas of school facilities shall comply with all relevant sections of this manual.

Design Requirements

Classrooms and other learning spaces shall incorporate:

- at least one entry/egress door in compliance with 4.1.6;
- floor surfaces throughout in compliance with subsection 4.1.2;
- primary circulation routes in compliance with subsection 4.1.4, linking all functional areas and elements within the space;
- secondary circulation routes no less than **920 mm (36 in.)** wide;
- controls and operating mechanisms in compliance with subsection 4.4.2; and
- windows, glazed screens, and sidelights in compliance with subsection 4.1.8.

Accessible work surfaces and other built-in elements within classrooms and other learning spaces shall:

- comply with subsection 4.3.7;
- where applicable incorporate controls and operating mechanisms in compliance with subsection 4.4.2; and
- be large enough to accommodate an assistant and extra equipment.

Accessible storage elements within classrooms and other learning spaces shall:

- be located on an accessible route with adjacent clear floor space in compliance with subsection 4.1.1;
- comply with at least one of the reaches specified in subsection 4.1.1; and
- incorporate operable mechanisms that comply with subsection 4.4.2.

At least one blackboard/whiteboard within classrooms and other learning spaces shall:

- be located on an accessible route with adjacent clear floor space in compliance with subsection 4.1.1; and
- have its lowest edge located no higher than **760 mm (30 in.)**.

Where classrooms or other learning spaces incorporate pinboards or other display systems, at least one shall:

- be located on an accessible route with adjacent clear floor space in compliance with subsection 4.1.1; and
- have its lowest edge located no higher than **760 mm (30 in.)**.

Where classrooms or other learning spaces incorporate safety equipment such as fire extinguishers, eyebaths, or deluge showers, such equipment shall be accessible to and usable by persons with disabilities.

Where classrooms or other learning spaces incorporate demonstration areas such as laboratory benches, fume cabinets or computer stations, provisions must be made to facilitate viewing from a variety of eye-levels. The installation of mirrors over the demonstration areas is one way to provide such access.

Classrooms and other workspaces intended for general teaching and study shall feature a background noise level no higher than 30 dB (A).

Lockers shall comply with subsection 4.3.10.

Where classrooms or other areas incorporate sinks, at least one shall:

- be located on an accessible route with adjacent clear floor space;
- where a forward approach is provided, incorporate knee space below at least **760 mm (30 in.)** wide, **480 mm (18-7/8 in.)** deep, and **685 mm (27 in.)** high;
- have the height of the rim of the countertop (whichever is higher) **710 – 856 mm (28 – 34 in.)**;
- incorporate faucets and other control in compliance with subsection 4.4.2;
- have water supply and drain pipes under the sink insulated or otherwise configured to protect against; and
- incorporate no sharp or abrasive surfaces under the sink.

Where classrooms or other areas incorporate kitchens, each kitchen shall:

- if of a pass-through configuration, have two entries, and where counters, appliances, or cabinets are opposite a parallel wall, clearance between all opposing base cabinets, counters tops, appliances, or walls within a kitchen work area shall be **1100 mm (43-1/4 in.)** minimum.
- if of a U-shaped configuration enclosed on three contiguous sides, have a minimum clearance of **2440 mm (96 in.)** between all opposing base cabinets, countertops, appliances, or walls within kitchen work areas. In a retrofit situation where providing a **2440 mm (96 in.)** space is technically infeasible, the space between opposing base cabinets, countertops, appliances, or walls within kitchen work areas may be reduced to **2130 mm (84 in.)**;
- incorporate at least one worksurface minimum **920 mm (36 in.)** wide, located maximum **865 mm (34 in.)** high, with knee space below at least **760 mm (30 in.)** wide, **480 mm (18-7/8 in.)** deep, and **685 mm (27 in.)** high; and
- incorporate elements that feature colour contrast to visually differentiate the cabinets and appliances from adjacent wall and floor surfaces, the countertop from the cabinets and adjacent to walls, and operable hardware on cabinets.

Work surfaces shall incorporate non-glare finishes.

Where classrooms or other areas incorporate appliances, at least one of each type of appliance shall:

- be located on an accessible route with adjacent clear floor space in compliance with subsection 4.1.1; and

- incorporate controls and operable parts that comply with 4.4.2. Exceptions: Appliance doors and door-latching devices.

Where classrooms or other areas incorporate dishwashers, the dishwashers shall incorporate clear floor space adjacent to the dishwasher door. The dishwasher door, in the open position, shall not obstruct the clear floor space for the dishwasher or the sink.

Where classrooms or other areas incorporate ranges and/or cooktops, they shall:

- incorporate controls that are located to avoid reaching across the burners; and
- where a forward approach is provided:
 1. incorporate knee space below at least **760 mm (30 in.)** wide, **480 mm (18-7/8 in.)** deep, and **685 mm (27 in.)** high; and
 2. insulate or otherwise configure the appliance to prevent burns, abrasions, or electrical shock.

Where classrooms or other areas incorporate refrigerators/freezers, they shall:

- be configured with at least 50% of the freezer space **1370 mm (54 in.)** maximum above the floor; and
- incorporate clear floor space positioned for a parallel approach to the space dedicated for the refrigerator/freezer, with the centreline of the clear floor space offset **610 mm (24 in.)** from maximum from the dedicated space.

Alternate Requirements for Younger Children

In addition to the design requirements stated elsewhere in this manual, when children under high school age are the primary users of a facility, mounting heights and reach ranges of various elements, fixtures, and equipment, shall be adjusted to meet the needs of the appropriate age group, as indicated in Item 4.5.12.1.

Where facilities serve children under the age of 4, the lower dimensions listed in Table 4.5.12.1 shall apply. Exception: In facilities serving children under the age of 4, water closet seat heights may be lower than **355 mm (14 in.)** but not higher than **380 mm (15 in.)**.

Elements, Fixtures or Equipment

Reach Ranges

Frontal Approach

- 1070 mm max. (42 in. max) for ages 4 – 11/Grades Pre-K – 6
- 1145 mm max. (45 in. max) for ages 11 – 13/Grades 7 – 8

Side Approach

- 1220 mm max. (48 in. max) for ages 4 – 11/Grades Pre-K – 6
- 1295 mm max. (51 in. max) for ages 11 – 13/Grades 7 – 8

Ramps and Stairs

Top of handrail gripping surface

- 710 – 865 mm (28 – 34 in.) for ages 4 – 11/Grades Pre-K – 6
- 760 – 865 mm (30 – 34 in.) for ages 11 – 13/Grades 7 – 8

Elevators

Car control floor buttons – frontal approach

- 1070 mm max. (42 in. max) for ages 4 – 11/Grades Pre-K – 6
- 1145 mm max. (45 in. max) for ages 11 – 13/Grades 7 – 8

Car control floor buttons – side approach

- 1220 mm max. (48 in. max) for ages 4 – 11/Grades Pre-K – 6
- 1295 mm max. (51 in. max) for ages 11 – 13/Grades 7 – 8

Emergency communication – highest operable part

- 1070 mm max. (42 in. max) for ages 4 – 11/Grades Pre-K – 6
- 1145 mm max. (45 in. max) for ages 11 – 13/Grades 7 – 8

Platform Lifts

Controls and operating mechanisms

- 710 – 1070 mm (28 – 42 in.) for ages 4 – 11/Grades Pre-K – 6
- 710 – 1145 mm (28 – 45 in.) for ages 11 – 13/Grades 7 – 8

Drinking Fountains

Frontal approach – spout height (to outlet)

- 810 mm max. (32 in. max) for ages 4 – 11/Grades Pre-K – 6
- 865 mm max. (34 in. max) for ages 11 – 13/Grades 7 – 8

Frontal approach – knee clearance

- 660 mm min. (26 in. min.) for ages 4 – 11/Grades Pre-K – 6
- 710 mm min. (28 in. min.) for ages 11 – 13/Grades 7 – 8

Side approach – spout height (to outlet)

- 810 mm max. (32 in. max.) for ages 4 – 11/Grades Pre-K – 6

- 865 mm max. (34 in. max.) for ages 11 – 13/Grades 7 – 8

Water Closets

Top of Seat

- 355 – 380 mm (14 – 15 in.) for ages 4 – 11/Grades Pre-K – 6
- 380 – 430 mm (15 – 17 in.) for ages 11 – 13/Grades 7 – 8

Grab bars

- 710 – 760 mm (28 – 30 in.) for ages 4 – 11/Grades Pre-K – 6
- 760 – 810 mm (30 – 32 in.) for ages 11 – 13/Grades 7 – 8

Flush Controls

- 1070 mm max. (14 in. max.) for ages 4 – 11/Grades Pre-K – 6
- 1120 mm max. (44 in. max.) for ages 11 – 13/Grades 7 – 8

Urinals

Rim of urinal

- 355 mm max. (14 in. max.) for ages 4 – 11/Grades Pre-K – 6
- 405 mm max. (16 in. max.) for ages 11 – 13/Grades 7 – 8

Flush controls

- 1070 mm max. (42 in. max.) for ages 4 – 11/Grades Pre-K – 6
- 1120 mm max. (44 in. max.) for ages 11 – 13/Grades 7 – 8

Lavatories and Sinks

Rim or counter surface

- 760 mm max. (30 in. max.) for ages 4 – 11/Grades Pre-K – 6
- 810 mm max. (32 in. max.) for ages 11 – 13/Grades 7 – 8

Knee clearance

- 660 mm max. (30 in. max.) for ages 4 – 11/Grades Pre-K – 6
- 710 mm max. (28 in. max.) for ages 11 – 13/Grades 7 – 8

To faucet from the front edge

- 455 mm max. (18 in. max) for ages 4 – 11/Grades Pre-K – 6
- 510 mm max. (20 in. max) for ages 11 – 13/Grades 7 – 8

Mirrors

To bottom reflective surface

- 865 mm max. (34 in. max.) for ages 4 – 11/Grades Pre-K – 6
- 940 mm max. (37 in. max.) for ages 11 – 13/Grades 7 – 8

Shower Stalls

Top of seat

- 355 – 380 mm (14 – 15 in.) for ages 4 – 11/Grades Pre-K – 6

Shower Stalls

Top of seat

- 380 – 405 mm (15 -16 in.) for ages 11 – 13/Grades 7 – 8

Grab bars

- 710 – 760 mm (28 – 30 in.) for ages 4 – 11/Grades Pre-K – 6
- 760 – 810 mm (30 – 32 in.) for ages 11 – 13/Grades 7 – 8

Hand shower head mounting – frontal approach

- 1070 mm max. (42 in. max.) for ages 4 – 11/Grades Pre-K – 6
- 1145 mm max. (45 in. max.) for ages 11 – 13/Grades 7 – 8

Hand shower head mounting – side approach

- 1220 mm max. (48 in. max.) for ages 4 – 11/Grades Pre-K – 6
- 1295 mm max. (51 in. max.) for ages 11 – 13/Grades 7 – 8

Storage

Frontal approach

- 1070 mm max. (42 in. max.) for ages 4 – 11/Grades Pre-K – 6
- 1145 mm max. (45 in. max.) for ages 11 – 13/Grades 7 – 8

Side approach - distance from wheelchair 0 – 255 mm (0 – 10 in.)

- 1220 mm max. (42 in. max.) for ages 4 – 11/Grades Pre-K – 6
- 1295 mm max. (51 in. max.) for ages 11 – 13/Grades 7 – 8

Side approach – distance from wheelchair 255 – 530 mm (10 – 21 in.)

- 1070 mm max. (42 in. max.) for ages 4 – 11/Grades Pre-K – 6
- 1145 mm max. (45 in. max.) for ages 11 – 13/Grades 7 – 8

Controls and Operable Parts

Front approach – highest operable part

- 1070 mm max. (42 in. max.) for ages 4 – 11/Grades Pre-K – 6
- 1145 mm max. (45 in. max.) for ages 11 – 13/Grades 7 – 8

Side approach

- 1220 mm max. (42 in. max.) for ages 4 – 11/Grades Pre-K – 6
- 1295 mm max. (51 in. max.) for ages 11 – 13/Grades 7 – 8

Telephones

Front approach – highest operable part

- 1070 mm max. (42 in. max.) for ages 4 – 11/Grades Pre-K – 6
- 1145 mm max. (45 in. max.) for ages 11 – 13/Grades 7 – 8

Side approach

- 1220 mm max. (42 in. max.) for ages 4 – 11/Grades Pre-K – 6
- 1295 mm max. (51 in. max.) for ages 11 – 13/Grades 7 – 8

Fixed or Built-in Seating and Tables, Reading and Study Areas, and Workstations

Height of tables or counters

- 710 – 760 mm (26 in.) for ages 4 – 11/Grades Pre-K – 6
- 710 – 810 mm (28 – 32 in.) for ages 11 – 13/Grades 7 – 8

Knee clearance

- 660 mm min. (26 in. min.) for ages 4 – 11/Grades Pre-K – 6
- 710 mm min. (28 in. min.) for ages 11 – 13/Grades 7 – 8

Dressing and Fitting Rooms

Top of bench

- 355 – 380 mm (14 – 15 in.) for ages 4 – 11/Grades Pre-K – 6
- 380 – 430 mm (15 – 17 in.) for ages 11 – 13/Grades 7 – 8

Food Service Lines

Top of tray slide

- 760 mm max. (30 in. max.) for ages 4 – 11/Grades Pre-K – 6
- 810 mm max. (32 in. max.) for ages 11 – 13/Grades 7 – 8

Item 4.5.12.1

Alternate Mounting Height and Reach Range Requirements for Facilities where Younger Children are the Primary Users

4.5.13 Public Historic Places

Rationale

Providing people of all ages, interests, and capacities with broad, general access to public historic places is a highly desirable social goal. It is important to ensure that such access is accompanied by adequate psychological comfort and dignity. Many users of public historic places are the same demographic market that is growing older, becoming less mobile, and often has compromised hearing and vision.

Design solutions that best balance accessibility needs with heritage values are those that enhance the use and appreciation of property for everyone. Work should be carefully planned and undertaken so that damage to the heritage value and character-defining elements of a public historic place is minimized. The objective is to provide the highest level of access with the lowest level of impact. To determine the most appropriate solutions to access problems, it is recommended that accessibility and conservation specialists, as well as affected users, be consulted early in the planning process. The planning process should begin with an evaluation of the current strengths and weaknesses of the public historic place to identify the quality of existing means of access and wayfinding tools.

Application

The City of Stratford owns and occupies a variety of public historic places, many of which are listed. They include but are not limited to city hall, early office towers, a swimming pool, a library, old schools, arenas, and a band shell. Workplaces, services, and facilities must be adapted so that persons with disabilities can participate in society equitably, and with dignity. For alterations to all public historic places, the Heritage Stratford Committee and the Accessibility Advisory Committee are to review the proposal for compliance with standards, including, but not limited to, Standards and Guidelines for the Conservation of Historic Places in Canada, heritage Conservation Districts Standards, and the Design of Public Spaces Standard of the Integrated Accessibility Standards Regulation (O.Reg. 191/11).

Design Requirements

In the 'Standards and Guidelines for the Conservation of Historic Places in Canada,' the following recommendations are proposed for accessibility upgrades to historic places. Please refer to the entire document for further detail.

- Identify the heritage value of the historic place and character-defining elements, materials, forms, location, spatial, configuration, uses and cultural associations or meanings – so that required accessibility modifications will not damage or destroy them.

- Comply with accessibility requirements in such a way that character-defining elements are conserved, and heritage value maintained.
- Work with the Accessibility Coordinator, the Accessibility Advisory Committee, the Heritage Stratford Committee, and affected users to determine the most appropriate solution to access problems that will have the least impact on character-defining elements and overall heritage value.
- Provide accessibility that promotes independence for persons with disabilities to the highest degree practicable, while conserving the heritage value and character-defining elements.
- Adapt the intervention to its anticipated lifespan, so that short-term improvements remain as reversible as possible. Find solutions to meet accessibility requirements that minimize the impact on the historic place and its environment.

4.5.14 Fire/EMS Office and Work Areas

Rationale

When designing Fire and EMS facilities, the designer shall consider all potential user groups of the facility. This list could include, but is not limited to:

- staff returning to light duty work;
- injured staff attending a manager's office or other meeting space;
- tours of non-work staff (Council members, school groups, etc.)
- occasional uses of the facility, such as polling location.

Application

All routes generally used by staff and public and within all areas generally used by staff and public shall comply with this section.

Design Requirements

Through careful consideration of the rationale, application and related sections, combined with a discussion with the FADM review committee, reasonable accessible facilities shall be determined.

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Implementation and Enforcement

The Facility Accessibility Design Manual (FADM) shall serve as a standard for all new construction and renovations in all City facilities owned or leased, as approved by Council on _____.

In order to ensure that the requirements in this manual are met when building new or retrofitting existing facilities owned, leased or operated by the City of Stratford as well identify instances where it may be technically infeasible to meet the requirements, a process called the FADM Design Checklist, developed by the City of Guelph, has been adopted and is found within this document as Appendix C.

The FADM Standard and the FADM Design Checklist process were presented to Council through information reports during 2018.

Appendix A Universal Design Principles and Guidelines

Version 2.0 – 4/1/97

Compiled by advocates of universal design, listed in alphabetical order: Bettye Rose Connell, Mike Jones, Ron Mace, Jim Mueller, Abir Mullick, Elaine Ostroff, Jon Sanford, Ed Steinfeld, Molly Story, and Gregg Vanderheiden.

Major funding provided by: The National Institute on Disability and Rehabilitation Research, U.S Department of Education.

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Universal Design

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 authors, a working group of architects, product designers, engineers, and environmental design researchers, collaborated to establish the following Principles of Universal Design to guide a wide range of design disciplines, including environments, products, and communications. These seven principles may be applied to evaluate existing design processes and educate both designers and consumers about the characteristics of more usable products and environments.

The Principles of Universal Design are presented here, in the following format: name of the principle, intended to be a concise and easily remembered statement of the key concept embodied in the principle, a brief description of the principle's primary directive for design; and guidelines, a list of key elements that should be present in a design which adheres to the principle (note: all guidelines may not be relevant to all designs).

Principle One: Equitable Use

The design is useful and marketable to people with diverse abilities.

Guidelines:

- Provide the same means of use for all users: identical whenever possible; equivalent or not.
- Avoid segregating or stigmatizing any users.
- Provisions for privacy, security, and safety should be equally available to all users.
- Make the design appealing to all users.

Principle Two: Flexibility in Use

The design accommodates a wide range of individual preferences and abilities.

Guidelines:

- Provide choice in methods of use.
- Accommodate right-or-left-handed access and use.
- Facilitate the user's accuracy and precision.
- Provide adaptability to the user's pace.

Principle Three: Simple and Intuitive Use

Use of the design is easy to understand, regardless of the user's experience, knowledge, language skills, or current concentration level.

Guidelines:

- Eliminate unnecessary complexity.
- Be consistent with user expectations and intuition.
- Accommodate a wide range of literacy and language skills.
- Arrange information consistent with its importance.
- Provide effective prompting and feedback during and after task completion.

Principle Four: Perceptible Information

The design communicates necessary information effectively to the user, regardless of ambient conditions or the user's sensory abilities.

Guidelines:

- Use different modes (pictorial, verbal, tactile) for redundant presentation of essential information.
- Provide adequate contrast between essential information and its surroundings.
- Maximize "legibility" of essential information.
- Differentiate elements in ways that can be described (i.e., make it easy to give instructions or directions).
- Provide compatibility with a variety of techniques or devices used by people with sensory limitations.

Principle Five: Tolerance for Error

The design minimizes hazards and the adverse consequences of accidental or unintended actions.

Guidelines:

- Arrange elements to minimize hazards and errors: most used elements, most accessible; hazardous elements eliminated, isolated, or shielded.
- Provide warnings of hazards and errors.

- Provide fail-safe features.
- Discourage unconscious action in tasks that require vigilance.

Principle Six: Low Physical Effort

The design can be used efficiently and comfortably and with a minimum of fatigue.

Guidelines:

- Allow user to maintain a neutral body position.
- Use reasonable operating forces.
- Minimize repetitive actions.
- Minimize sustained physical effort.

Principle Seven: Size and Space for Approach and Use

Appropriate size and space are provided for approach, reach, manipulation, and use, regardless of user's body size, posture, or mobility.

Guidelines:

- Provide a clear line of sight to important elements for any seated or standing user.
- Make reach to all components comfortable for any seated or standing user.
- Accommodate variations in hand and grip size.
- Provide adequate space for the use of assistive devices or personal assistance.

Please note that the Principles of Universal Design address only universally usable design, while the practice of design involves more than consideration for usability. Designers must also incorporate other considerations, such as economic, engineering, cultural, gender, and environmental concerns, in their design processes. These principles offer designers guidance to better integrate features that meet the needs of as many users as possible.

Appendix B

Change Order Form

Suggested Changes to the City of Stratford Facility Accessibility Design Manual

Mail to: Clerks Office
The Corporation of the City of Stratford
P.O Box 818
Stratford, ON N5A 6W1

| | |
|--------------------------|--|
| Name: | |
| Phone: | |
| Address: | |
| Email: | |
| Company or Organization: | |

Suggested Change:
(Including proposed new or revised wording, or identification of wording be deleted)

Reason for Change:

Attach additional information if required.

Your comments and suggestions will be distributed to the City of Stratford's Accessibility Coordinator and the Chief Building Official.

Appendix C

FADM Design Checklist

| | |
|----------------------|---|
| Project Name: | |
| Project Address: | |
| File/Project Number: | |
| Project Type: | <input type="checkbox"/> New Construction <input type="checkbox"/> Renovation <input type="checkbox"/> Exterior Only <input type="checkbox"/> Other (please specify) |
| Project Phase: | <input type="checkbox"/> Preliminary <input type="checkbox"/> Design Development <input type="checkbox"/> Other (please specify) |

The City of Stratford Facility Accessibility Design Manual is a mandatory design aid, applicable to the design and construction of new facilities, as well as the retrofit, alteration or addition to existing facilities owned, leased, or operated by the City of Stratford. This Design Checklist has been developed to assist staff, designers, and contracted consultants with the application of the FADM to ensure that each element has been applied to each project, and to document elements of a project that may be technically infeasible to implement.

In a retrofit where a situation where a design element has little likelihood of being accomplished due to structural conditions or other physical or site constraints prohibit modification, the Technical Infeasibility Justification Form shall be completed by the designer and forwarded to the facility manager and Accessibility Coordinator.

Where an equivalent means of facilitation is being proposed to achieve the intent of the part of the Manual, and Equivalent Facilitation Proposal Form shall be complete by the designer and forwarded to the facility manager and Accessibility Coordinator.

This checklist is a reference tool only and must be used in conjunction with the FADM document. The consultant shall complete this checklist during the design phase of each project and submit it to the facility manager.

FADM Design Checklist

Site Design

| FADM Reference | Element/System | Compliance Status (Y/N) | Comments or NA |
|-----------------------|--|--------------------------------|-----------------------|
| 4.1.2 | Ground and Floor Surfaces | | |
| 4.1.3 | Protruding and Overhead Objects | | |
| 4.1.4 | Accessible Routes, Path, and Corridors | | |
| 4.1.5 | Entrances | | |
| 4.1.9 | Ramps | | |
| 4.1.10 | Curb Ramps | | |
| 4.1.11 | Stairs | | |
| 4.1.12 | Handrails | | |
| 4.3.11 | Balconies, Porches, Terraces, and Patios | | |
| 4.3.12 | Parking | | |
| 4.3.13 | Passenger Loading Zones | | |
| 4.3.14 | Landscaping Materials & Plantings | | |
| 4.3.15 | Benches | | |
| 4.3.16 | Public Use Eating Areas | | |
| 4.3.17 | Street Furniture | | |
| 4.4.3 | Vending and Ticket Machines | | |
| 4.4.12 | Glare and Light Sources | | |
| 4.4.13 | Lighting | | |
| 4.4.14 | Materials | | |
| 4.4.15 | Texture and Colour | | |
| 4.4.17 | Pedestrian Signals | | |
| 4.5.2 | Outdoor and Recreation Facilities | | |
| 4.5.10 | Transportation Facilities | | |
| 4.5.13 | Public Historic Places | | |

FADM Design Checklist

Building Design – Access and Circulation

| FADM Reference | Element/System | Compliance Status (Yes/No) | Comments or Not Applicable |
|-----------------------|--|-----------------------------------|-----------------------------------|
| 4.1.2 | Ground and Floor Surfaces | | |
| 4.1.3 | Protruding and Overhead Objects | | |
| 4.1.4 | Accessible Routes, Path, and Corridors | | |
| 4.1.5 | Entrances | | |
| 4.1.6 | Doors | | |
| 4.1.7 | Gates, Turnstiles and Openings | | |
| 4.1.8 | Windows, Glazed Screens and Sidelights | | |
| 4.1.9 | Ramps | | |
| 4.1.10 | Curb Ramps | | |
| 4.1.11 | Stairs | | |
| 4.1.12 | Handrails | | |
| 4.1.13 | Escalators | | |
| 4.1.14 | Elevators | | |
| 4.1.15 | Platform Lifts | | |
| 4.3.12 | Parking | | |
| 4.3.13 | Passenger Loading Zones | | |
| 4.3.14 | Landscaping Materials & Plantings | | |
| 4.3.15 | Benches | | |
| 4.3.16 | Public Use Eating Areas | | |
| 4.3.17 | Street Furniture | | |

FADM Design Checklist

Building Design – Washroom Facilities

| FADM Reference | Element/System | Compliance Status (Yes/No) | Comments or Not Applicable |
|-----------------------|-------------------------------|-----------------------------------|-----------------------------------|
| 4.2.1 | Toilet and Bathing Facilities | | |
| 4.2.2 | Toilet Stalls | | |
| 4.2.3 | Toilets | | |
| 4.2.4 | Lavatories | | |
| 4.2.5 | Urinals | | |
| 4.2.6 | Washroom Accessories | | |
| 4.2.7 | Universal Washrooms | | |
| 4.2.8 | Bathtubs | | |
| 4.2.9 | Shower Stalls | | |
| 4.2.10 | Grab Bars | | |

Building Design – Other Amenities

| FADM Reference | Element/System | Compliance Status (Yes/No) | Comments or Not Applicable |
|-----------------------|---|-----------------------------------|-----------------------------------|
| 4.3.1 | Drinking Fountains | | |
| 4.3.2 | Viewing Positions | | |
| 4.3.3 | Elevated Platforms | | |
| 4.3.4 | Dressing Rooms | | |
| 4.3.5 | Offices, Work Areas, and Meeting Rooms | | |
| 4.3.6 | Waiting and Queuing Areas | | |
| 4.3.7 | Tables, Counters and Work Surfaces | | |
| 4.3.8 | Information, Reception and Service Counters | | |
| 4.3.9 | Storage, Shelving and Display Units | | |
| 4.3.10 | Lockers and Baggage Storage | | |
| 4.3.11 | Balconies, Porches, Terraces and Patios | | |
| 4.3.15 | Benches | | |
| 4.3.16 | Public Use Eating Areas | | |

FADM Design Checklist

Building Design – Systems and Controls

| FADM Reference | Element/System | Compliance Status (Yes/No) | Comments or Not Applicable |
|-----------------------|--|-----------------------------------|-----------------------------------|
| 4.4.1 | Emergency Exits, Fire Evacuation and Areas of Refuge | | |
| 4.4.2 | Controls and Operating Mechanisms | | |
| 4.4.3 | Vending and Ticket Machines | | |
| 4.4.4 | Visual Alarms | | |
| 4.4.5 | Public Telephones | | |
| 4.4.6 | Assistive Listening Systems | | |
| 4.4.7 | Signage | | |
| 4.4.8 | Detectable Warning Surfaces | | |
| 4.4.9 | Public Address Systems | | |
| 4.4.10 | Information Systems | | |
| 4.4.11 | Card access, Safety and Security Systems | | |
| 4.4.12 | Glare and Light Sources | | |
| 4.4.13 | Lighting | | |
| 4.4.14 | Materials and Finishes | | |
| 4.4.15 | Texture and Colour | | |
| 4.4.16 | Acoustics | | |
| 4.4.17 | Pedestrian Signals | | |

Building Design – Facility Specific Requirements

| FADM Reference | Element/System | Compliance Status (Yes/No) | Comments or Not Applicable |
|-----------------------|--|-----------------------------------|-----------------------------------|
| 4.5.1 | Arenas, Halls and Other Indoor Recreational Facilities | | |
| 4.5.3 | Swimming Pools, Therapeutic Pools and Public Spas | | |
| 4.5.4 | Cafeterias | | |
| 4.5.5 | Churches, Chapels, and Other Places of Worship | | |
| 4.5.6 | Libraries | | |

| FADM Reference | Element/System | Compliance Status (Yes/No) | Comments or Not Applicable |
|-----------------------|---------------------------------|-----------------------------------|-----------------------------------|
| 4.5.7 | Business, Mercantile and Civic | | |
| 4.5.8 | Police Station | | |
| 4.5.9 | Municipal Courts | | |
| 4.5.11 | Public Housing | | |
| 4.5.12 | Schools | | |
| 4.5.13 | Public Historic Places | | |
| 4.5.14 | Fire/EMS Offices and Work Areas | | |

Additional Comments:

Applicant:

Project Designer:

Company:

Date:

Acknowledgements:

City of Stratford Facility Manager:

City of Stratford Clerk's Office:

City of Stratford Accessibility Coordinator:

FADM Design Checklist

Technical Infeasibility Justification Form

| | |
|----------------------|---|
| Project Name: | |
| Project Address: | |
| File/Project Number: | |
| Project Type: | <input type="checkbox"/> New Construction <input type="checkbox"/> Renovation <input type="checkbox"/> Exterior Only <input type="checkbox"/> Other (please specify) |
| Project Phase: | <input type="checkbox"/> Preliminary <input type="checkbox"/> Design Development <input type="checkbox"/> Other (please specify) |

*Please use additional sheets as necessary

1. City of Stratford FADM Requirement (Please provide Section/Item No.)

2. Please describe the intent of the accessibility requirements.

3. Please describe why achieving the accessibility requirement is technically feasible.

4. Is equivalent facilitation being proposed? (If so, please complete the Equivalent Facilitation Proposal Form. If not, please explain why not).

| |
|---|
| Applicant: Project Designer: Company: Date: |
| Acknowledgements: City of Stratford Facility Manager: City of Stratford Clerk's Office: City of Stratford Accessibility Coordinator: |

FADM Design Checklist

Equivalent Facilitation Proposal Form

| | |
|----------------------|---|
| Project Name: | |
| Project Address: | |
| File/Project Number: | |
| Project Type: | <input type="checkbox"/> New Construction <input type="checkbox"/> Renovation <input type="checkbox"/> Exterior Only <input type="checkbox"/> Other (please specify) |
| Project Phase: | <input type="checkbox"/> Preliminary <input type="checkbox"/> Design Development <input type="checkbox"/> Other (please specify) |

*Please use additional sheets as necessary

1. City of Stratford FADM Requirement (Please provide Section/Item No.)

2. Please describe the intent of the accessibility requirements.

3. Please describe your reasons for proposing an alternate design

4. Please describe how your proposed alternate design meets the intent of the accessibility requirements of the City of Stratford FADM.

| |
|---|
| Applicant: Project Designer: Company: Date: |
| Acknowledgements: City of Stratford Facility Manager: City of Stratford Clerk's Office: City of Stratford Accessibility Coordinator: |

Appendix D

FADM Design Review Process

1. Consultant to provide:
 - a. Project Documents
 - b. Completed Checklist
2. The City of Stratford Facility Manager maintains a checklist and attaches to commissioning.
3. The City of Stratford Accessibility Coordinator will advise/alternate the design review process coordination.
4. If the design review is in compliance with the FADM the request for changes will proceed.

If the design review is not in compliance with the FADM the following (additional) items need to be reviewed.

1. Request an Alternate Design from FADM to the City of Stratford's Accessibility Coordinator.
2. The City of Stratford staff and committees (AAC and Heritage) will review the request and provide the conclusion.
3. The consultant will alter the drawings according to the direction provided.
4. Start back to step 1 "Consultant to Provide – project documents and completed checklist."