

# Agenda Including Addeds

## Community and Protective Services Committee

15th Meeting of the Community and Protective Services Committee

November 2, 2021, 4:00 PM

2021 Meeting - Virtual Meeting during the COVID-19 Emergency

Please check the City website for current details of COVID-19 service impacts.

Meetings can be viewed via live-streaming on YouTube and the City website

Members

Councillors J. Helmer (Chair), S. Lewis, M. Salih, J. Fyfe-Millar, S. Hillier, Mayor E. Holder

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	Pages
<b>1. Disclosures of Pecuniary Interest</b>	
<b>2. Consent</b>	
2.1. Facility Accessibility Design Standards	3
2.2. Emergency Public Mass Emergency Notification System - Single Source Procurement (SS21-38)	301
2.3. 2021 Annual Emergency Management Program Update	305
a. <i>(ADDED) Revised Recommendation and By-law</i>	355
2.4. London Symphonia Stewardship of the Former Orchestra London Music Library	357
2.5. (REVISED REPORT) The City of London 2021-22 Winter Response Program for Unsheltered Individuals (SS21-40, SS21-41, SS21-42, SS21-43)	376
a. <i>(ADDED) J. Duckitt - REQUEST FOR DELEGATION STATUS</i>	385
b. <i>(ADDED) L. Kellestine</i>	387
c. <i>(ADDED) J. Hogg</i>	388
d. <i>(ADDED) R. Young</i>	389
2.6. Authorization and Delegations to Advance Urgent Housing Projects	390
2.7. Back to Business By-law Extension	414
<b>3. Scheduled Items</b>	
3.1. Not to be heard before 4:05 PM - PUBLIC PARTICIPATION MEETING - Flyer Deliveries to Residential Properties	416

a.	Delegation - M. McCann - Referred from the November 3, 2020 Community and Protective Services Committee Meeting	
b.	Delegation - A. Marchand - Referred from the September 21, 2021 Community and Protective Services Committee Meeting	
c.	Delegation - D. Ronson - Referred from the September 21, 2021 Community and Protective Services Committee Meeting	
d.	<i>(ADDED) L. O'Brien</i>	423
e.	<i>(ADDED) D. Ronson</i>	424
f.	<i>(ADDED) D. French</i>	427
g.	<i>(ADDED) S. Trosow</i>	428
<b>4.</b>	<b>Items for Direction</b>	
4.1.	9th Report of the Animal Welfare Advisory Committee	431
<b>5.</b>	<b>Deferred Matters/Additional Business</b>	
5.1.	Deferred Matters List	448
<b>6.</b>	<b>Confidential</b>	
6.1.	Personal Matter/Identifiable Individual	
	A personal matter pertaining to identifiable individuals, including municipal employees, with respect to the 2022 Mayor's New Year's Honour List.	
<b>7.</b>	<b>Adjournment</b>	

## Report to Community and Protective Services Committee

**To:** Chair and Members  
Community and Protective Services Committee

**From:** Anna Lisa Barbon, CPA, CGA  
Deputy City Manager, Finance Supports

**Subject:** Facility Accessibility Design Standards

**Date:** November 2, 2021

### Recommendation

That, on the recommendation of the Deputy City Manager, Finance Supports, the updated 2021 Facility Accessibility Design Standards document **BE ADOPTED**; it being noted that the accessibility design standards apply to newly constructed and/or renovated facilities owned, leased or operated by the City of London.

### Executive Summary

The purpose of this report is to provide the Community and Protective Services Committee and Council with a copy of the proposed new 2021 Facility Accessibility Design Standards (FADS) for endorsement.

The City of London has been at the forefront in recognizing the need to identify, remove and prevent the construction of barriers since the development of the original City of London Facility Accessibility Design Standards document in 2001. The new 2021 Facility Accessibility Design Standards document will replace the latest edition (2007) to include and accommodate regulatory changes and best practices established in the subsequent years to date.

### Linkage to the Corporate Strategic Plan

#### Strengthening our Community

Londoners have access to supports they need to be successful and access to the services and supports that promote well-being, health, and safety in their neighbourhoods and across the city. Increase participation in recreation, sport and leisure activities by removing barriers to programs and services.

#### Leading in Public Service

Reduce barriers to access City services and information

### Analysis

#### 1.0 Background Information

##### 1.1 Previous Reports Related to this Matter

- 2006 Facility Accessibility Design Standards (April 3rd, 2006 meeting of the Community and Protective Services Committee)
- City of London Facility Accessibility Design Standards (November 14, 2001 meeting of Board of Control)

#### 2.0 Discussion and Considerations

##### 2.1 Context

The City of London has been at the forefront when it comes to accessibility design.

In 2000, Council directed staff to develop an Accessibility Design Standard. In 2001, Civic Administration developed the Facilities Accessibility Design Standard (FADS) which was later adopted by Council.

In 2007, FADS was updated in accordance with the Ontario Building Code (OBC) changes as well as the Accessibility for Ontarians with Disabilities Act (AODA).

In 2016, Civic Administration undertook another review of FADS upon request from the Accessibility Advisory Committee to review further changes associated to Ontario Building Code and the Accessibility for Ontarians with Disabilities Act when Public Spaces Standards and changes were introduced.

In September 2018, Facilities engaged SPH Planning and Consulting Limited to review and revise the FADS document to include the latest OBC, AODA, and CSA standards relating to accessibility.

Civic Administration have undertaken an extensive review, supported with insights and feedback from the Accessibility Advisory Committee in a collective effort to modernize the FADS 2021 documents, as well as align it with recent amendments to associated changes in regulatory requirements.

The revised 2021 FADS document continues to either meet or exceed current provisions of the OBC, AODA and CSA standard. The 2021 changes also include accessibility formatting for compliance to an accessible web based document. This includes alternative text and ease of use for those who use screen reader technology. The revisions include modifications to existing illustrations, tables, diagrams and text to provide clarity on accessible design in the built environment.

FADS is a living document and has been updated to reflect current best practices. Facilities will continue to complete periodic reviews of the FADS document and evaluate any change submissions for continuous improvement. These reviews will include ongoing consultation with the Accessibility Advisory Committee.

### **3.0 Financial Impact/Considerations**

There are no financial impacts with the adoption of the 2021 Facility Accessibility Design Standards document.

## **Conclusion**

The updated 2021 Facility Accessibility Design Standards document be adopted by City Council.

**Prepared by:** John Devito P. Eng.,  
Manager, Facilities Design & Construction  
Finance Supports

**Submitted by:** Tim Wellhauser C.I.M.  
Director, Fleet & Facilities  
Finance Supports

**Recommended by:** Anna Lisa Barbon CPA, CGA,  
Deputy City Manager  
Finance Supports

c: Val Morgado, Senior Manager Facilities – Fleet & Facilities Division  
Melanie Stone, Specialist, Accessibility – Anti-Racism and Anti-Oppression  
Division

Attachment: 2021 Facility Accessibility Design Standards Document



# 2021 Facility Accessibility Design Standards



# Revision History

Edition	Date	Notes



# Facility Accessibility Design Standards

Third Edition, November 2021

City of London  
Fleet and Facilities – Financial Services  
Facilities Design and Construction  
663 Bathurst Street, 2nd Floor  
London, Ontario N5Z 1P8

Alternate formats of the document are available upon request.  
Please contact our accessibility specialist at [accessibility@london.ca](mailto:accessibility@london.ca).

We would like to acknowledge and thank the City of London Municipal Accessibility Advisory Committee for their ongoing support and promotion of this standard in the community, the City of Markham and the City of Ottawa for the use and adaptation of their Accessibility Design Guidelines / Standards, and SPH Planning & Consulting Limited for their assistance in updating this document.



# Table of Contents

**1.0 Introduction ..... 1**

- 1.1 Background ..... 3
- 1.2 Scope, Application and Enforcement .....6
- 1.3 Space and Reach Requirements.....10
- 1.4 How To Use This Document ..... 15

**2.0 Common Elements: Exterior and Interior ..... 17**

- 2.1 Ground and Floor Surfaces ..... 19
- 2.2 Ramps.....23
- 2.3 Stairs.....29
- 2.4 Guards and Handrails ..... 33
- 2.5 Overhanging and Protruding Objects..... 35
- 2.6 Tactile Walking Surface Indicators ..... 38
- 2.7 Rest Areas .....42
- 2.8 Seating, Tables and Work Surfaces .....45
- 2.9 Drinking Fountains and Bottle Filling Stations.....49
- 2.10 Materials and Finishes ..... 53
- 2.11 Texture and Colour ..... 55

**3.0 Exterior Environments ..... 59**

- 3.1 Parking..... 61
- 3.2 Passenger Loading Zones.....69
- 3.3 Exterior Paths of Travel .....72
- 3.4 Curb Ramps and Depressed Curbs .....77
- 3.5 Accessibility During Construction ..... 83
- 3.6 Site Furniture ..... 88
- 3.7 Landscaping Materials and Plantings..... 91

**4.0 Interior Environments ..... 95**

4.1 Entrances ..... 97  
4.2 Doors and Doorways ..... 100  
4.3 Interior Accessible Routes ..... 112  
4.4 Elevating Devices ..... 117  
4.5 Washrooms ..... 126  
4.6 Showers ..... 143  
4.7 Bathtubs ..... 148

**5.0 Systems, Controls and Communications ..... 153**

5.1 Controls and Operating Mechanisms ..... 155  
5.2 Assistive Listening Systems ..... 159  
5.3 Public Address Systems ..... 161  
5.4 Acoustics ..... 163  
5.5 Security Systems ..... 165  
5.6 Fire and Life Safety Systems ..... 167  
5.7 Lighting ..... 172  
5.8 Signage and Wayfinding ..... 176  
5.9 Self-service Kiosks ..... 183  
5.10 Windows ..... 187

**6.0 Special Facilities and Spaces ..... 189**

6.1 Assembly Areas ..... 191  
6.2 Meeting and Multi-purpose Rooms ..... 195  
6.3 Cultural and Art Facilities ..... 198  
6.4 Cafeteria and Dining Facilities ..... 200  
6.5 Kitchens and Kitchenettes ..... 203  
6.6 Libraries ..... 212  
6.7 Recreational and Community Facilities ..... 216  
6.8 Change Rooms ..... 223  
6.9 Balconies and Terraces ..... 228  
6.10 Service Counters ..... 230

**6.0 Special Facilities and Spaces (Cont'd) .....189**

6.11 Waiting and Queuing Areas ..... 233

6.12 Elevated Platforms or Stages ..... 236

6.13 Office Environments ..... 238

6.14 Training and Teaching Spaces ..... 241

6.15 Laboratories ..... 245

6.16 Service Animal Relief Areas ..... 248

6.17 Municipal Courts ..... 250

6.18 Fire Stations ..... 253

6.19 Police Stations ..... 255

6.20 Child Care Facilities ..... 258

6.21 Business, Mercantile and Civic ..... 261

6.22 Storage, Shelving and Display Units ..... 263

**7.0 Appendices ..... 267**

7.1 Glossary ..... 269

7.2 List of Figures ..... 279

7.3 List of Tables ..... 284

7.4 Feedback Form ..... 285

7.5 Appendix A: Universal Design Principles and Guidelines ..... 287

# Introduction

# 1.0

## Table of Contents

1.1 Background .....	3
1.2 Scope, Application and Enforcement .....	6
1.3 Space and Reach Requirements .....	10
1.4 How To Use This Document .....	15



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# Background

# 1.1

The Facility Accessibility Design Standards (FADS) is a technical design document used by City of London staff to enhance accessibility beyond the minimal requirements of the Ontario Building Code (OBC).

FADS is used when planning and designing municipal facilities as an aid to remove and prevent barriers for people with disabilities.

Originally introduced in 2001, our standards reflect extensive research on accessible and inclusive environments that included consultation with organizations such as the Canadian Hearing Society, Canadian National Institute for the Blind, Community Living London, Learning Disabilities Association, Ontario March of Dimes and Thames Valley Children’s Center.

Going beyond existing accessibility regulations, standards and guidelines, FADS incorporates the principles of “universal design” that benefit people of all ages and abilities (**Refer to Section 1.1.2, The Principles of Universal Design**). This approach continues to earn London praise as being on the leading edge in building an accessible community.

Implementation of the City of London’s Facility Accessibility Design Standards will make newly constructed and / or renovated facilities accessible to people of all ranges of physical and sensory ability.

## 1.1.1 Obtaining permission to reproduce, adopt or adapt City of London standards

The City of London continues to encourage and support municipalities in their accessibility endeavours and in working together for the removal of barriers in our communities. We are happy to provide permission to utilize and / or reproduce our standards upon submission of a completed FADS Authorization Request form. To date more than 50 municipalities in Canada and the United States have adopted - or adapted - the City of London's Facility Accessibility Standards for use in their community.

This standard 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 London. This standard particularly addresses the needs of persons with disabilities, including, but not limited to users of mobility aids, people with limited stamina and / or dexterity, people with hearing or vision loss and people with cognitive disabilities.

This standard 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" (Source: Ontario Human Rights Commission).

## 1.1.2 The Principles of Universal Design

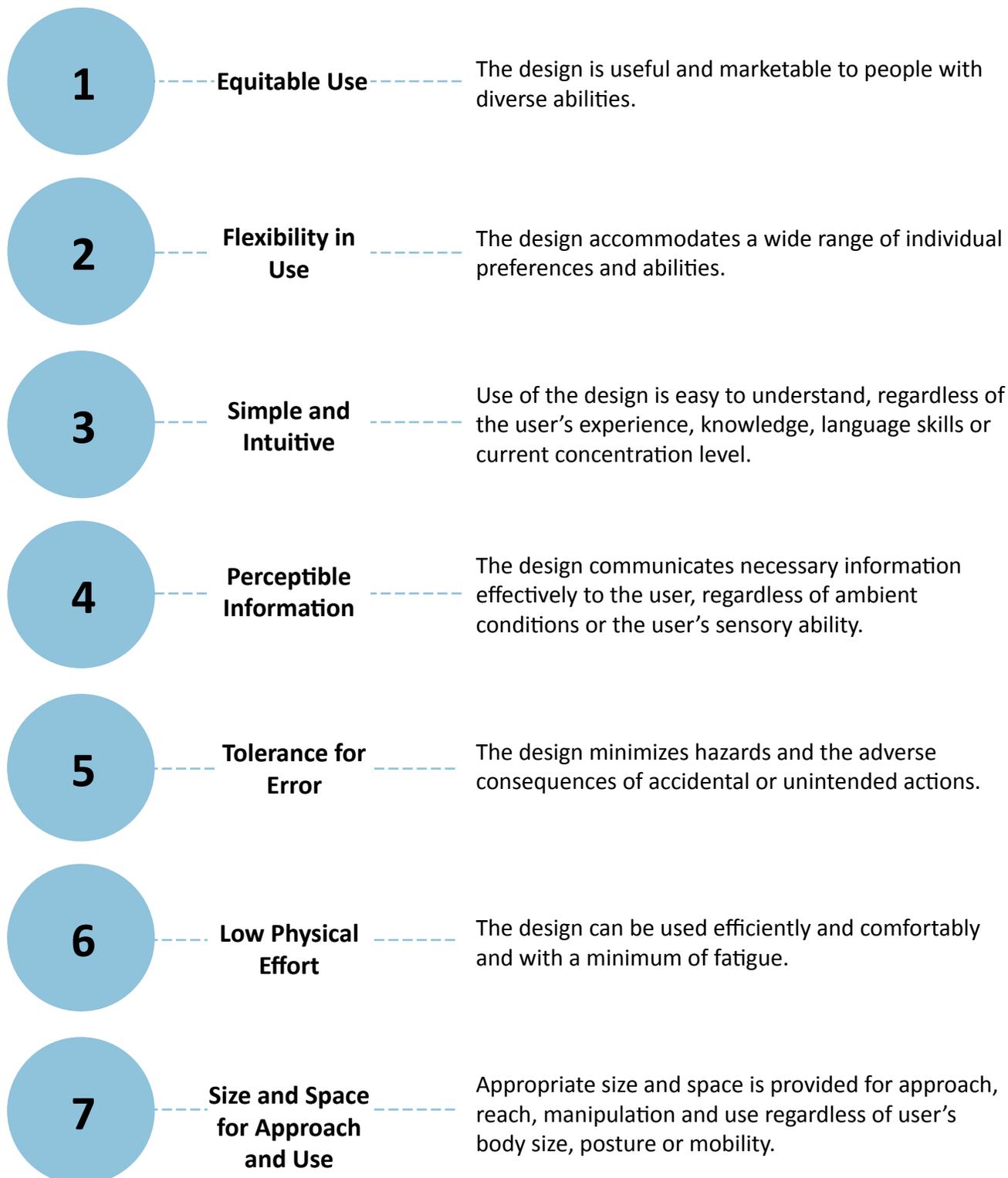
This standard incorporates the belief in universal design that recognizes the broad diversity of people who use facilities. Universal design is defined as: "The design of products and environments to be usable by all people, to the greatest extent possible, without the need for adaptation or specialized design" (Source: North Carolina State University 1997).

The universal design philosophy is structured around the seven Design Principles identified in **Section 1.1.3, "Information Graphic, Principles of Universal Design"**.

Additionally, refer to **Appendix A** for further information on the universal design principles and their guidelines.

## 1.1.3 Information Graphic: Principles of Universal Design

### Principles of Universal Design



Source: North Carolina State University, Center for Universal Design, 1997.



# Scope, Application and Enforcement

# 1.2

## Application

The requirements of this standard shall be:

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

All areas of newly designed or newly constructed facilities and altered portions of existing facilities shall comply with **Sections 2 to 5**, unless otherwise provided in this section or as modified in **Section 6**.

The specific facility types listed in **Section 6** shall, in addition to all of the provisions specified in **Sections 2 to 5**, comply with the additional design requirements specified in **Section 6**.

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.

All facilities shall be accessible for employees, as well as patrons and other users. All areas intended for use by employees shall be designed and constructed to comply with this standard.

This standard applies to temporary facilities, as well as permanent facilities.

## Exception

The requirements of **Sections 2 to 5** do not apply to:

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

## 1.2.1 Retrofitting, Alterations and Additions

Application of these standards related to retrofitting, alterations and additions also requires the following:

- 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 standard;
- Except where the provision of accessible features is technically infeasible, no alteration shall decrease or have the effect of decreasing 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, hazardous material abatement, automatic sprinkler retrofitting, and does not involve the alteration of any elements or spaces required to be accessible under these standards, then this standard does not apply (except for alarms 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 washrooms and drinking fountains serving the altered area are readily accessible to and usable by individuals with disabilities; and

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

## 1.2.2 Heritage Facilities

This standard 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 to accessibility standards on an individual basis, to determine the most effective and least disruptive means of retrofit, where required. Consider the following general guidelines:

- **Facilities and / or areas that are generally used independently by the public and have undergone extensive modernization should be permanently and fully accessible. This includes parking areas, reception areas, washrooms, food service areas and gift shops. It can also include walkways and garden areas. If accessibility is limited by non-heritage elements, those elements should be revised;**
- **Facilities and / or areas which are used only by guided tour groups, through which assistance could easily be provided to open doors or to place a temporary ramp, could remain as existing or with minor temporary modifications;**
- **It is desirable to provide a complete experience of a public heritage facility. If an accessible area or areas can be provided to fully experience a given site or facility context, access to the entire site or facility is not necessary; and**
- **Access to above-grade and below-grade areas is not necessary if the context of those areas can be adequately provided on the accessible floor level.**

If the retrofit for accessibility of a main public entrance in a heritage facility would substantially threaten or destroy the historic significance of the facility, access shall be provided at an alternative entrance with directional signs at the main public entrance. The accessible entrance should have a notification system (if not generally used by the public) and remote monitoring (if security is an issue).

Safe egress from a heritage facility is required.

### 1.2.3 Equivalent Facilitation

In a retrofit situation where the requirements of a section of this standard are technically infeasible to implement, equivalent facilitation may be proposed.

Equivalent facilitation proposals shall be referred to the **Director, Fleet & Facilities (or delegate)** for review and approval on an individual basis.

### 1.2.4 Implementation

The Facilities Design and Construction Division of the City of London, other City departments, as well as contracted consulting firms shall be responsible for the application of the 2021 Facility Accessibility Design Standards, when designing and administering all construction and renovation projects associated with new facilities, as well as the retrofit, alteration or addition to existing facilities, owned, leased or operated by the City of London.

Designing and constructing to this standard shall be included as a mandatory requirement in all City of London Request for Proposals, Tender Documents and Construction Contracts.

### 1.2.5 Enforcement

The Facilities Design and Construction Division of the City of London and other City departments, through the project management function, shall ensure compliance to this standard during the pre-planning, design, construction documents preparation and contracts administrative phases.



# Space and Reach Requirements

# 1.3

## Application

The dimensions and manoeuvring characteristics of wheelchairs, scooters and other mobility devices are as varied as the people who use them. Traditionally, accessibility standards have taken a conservative approach to wheelchair manoeuvrability, 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 those using a larger mobility device.

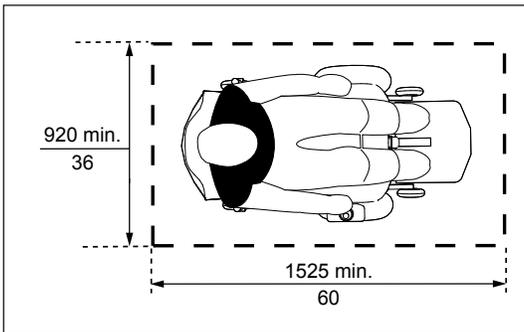
This standard more accurately reflects the vast array of equipment that is used by persons to access and use facilities, as well as the diverse range of user ability. This standard incorporates more generous space requirements, particularly related to the dynamic movement of people using wheelchairs, scooters or other assistive devices.

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

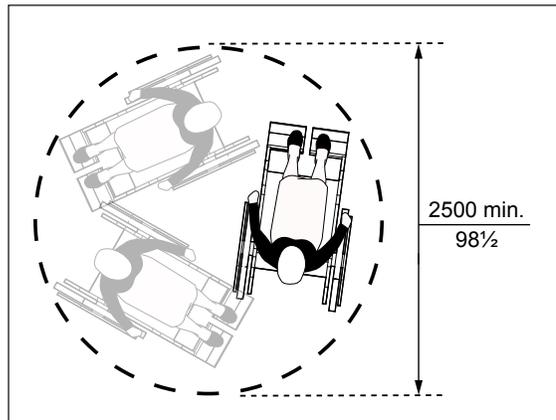
### 1.3.1 Clearance and Turning Space Requirements

A minimum clear floor / ground space and turning space is required to accommodate diverse users and types of mobility aids. These requirements are consistently applied throughout this standard, applicable for both exterior and interior environments including a “universal” clear floor / ground space and a suitably dimensioned clear turning space / circle for users of mobility aids, as follows:

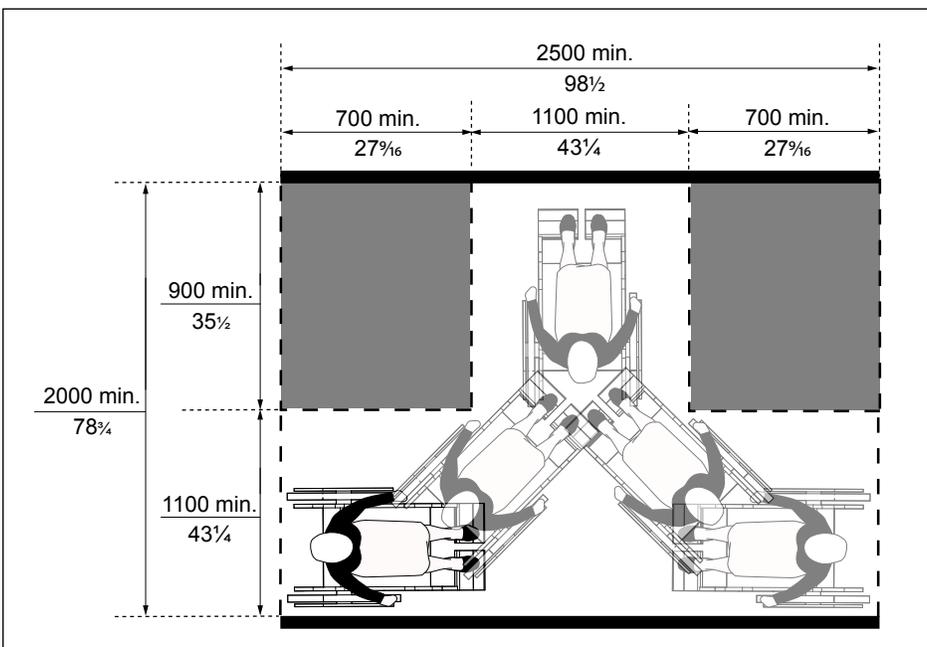
- a. minimum clear floor / ground space of 920 mm by 1525 mm (36 in by 60 in) for a single wheelchair or scooter for forward or parallel approach to an object (**Figure i**). Clear floor / ground space for wheelchairs may be part of the knee space required under some objects; or
- b. turning space of 2500 mm (98½ in) in diameter for users of mobility aids to make a 360-degree turn (**Figure ii**) or various required clearances for a 180-degree turn (**Figure iii**).



**Figure i:** Universal Clear Floor / Ground Space for Mobility Devices



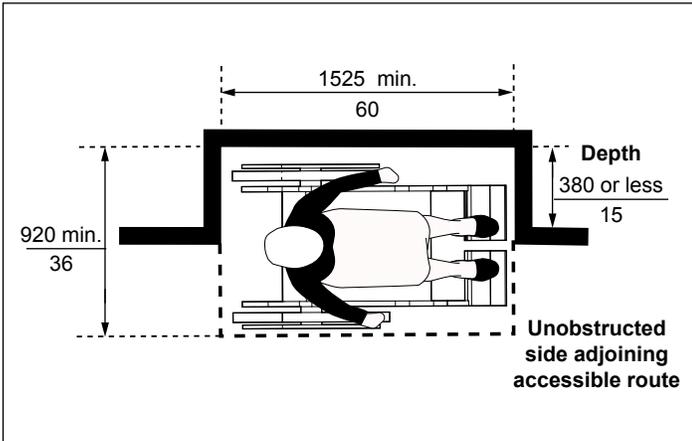
**Figure ii:** 360° Turning Space / Circle



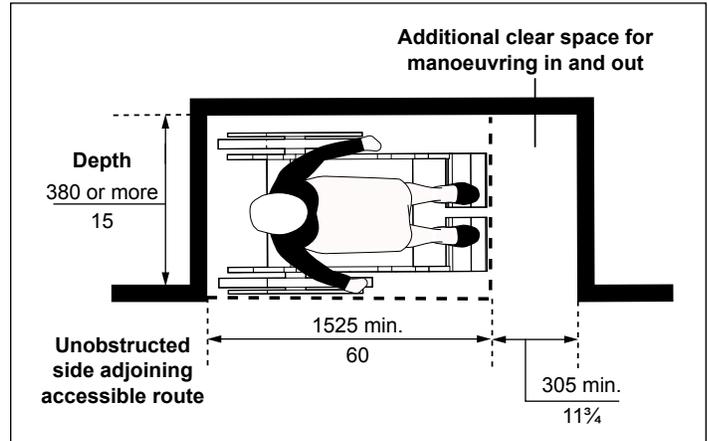
**Figure iii:** 180° Turning Space

### 1.3.2 Clearances at Alcoves

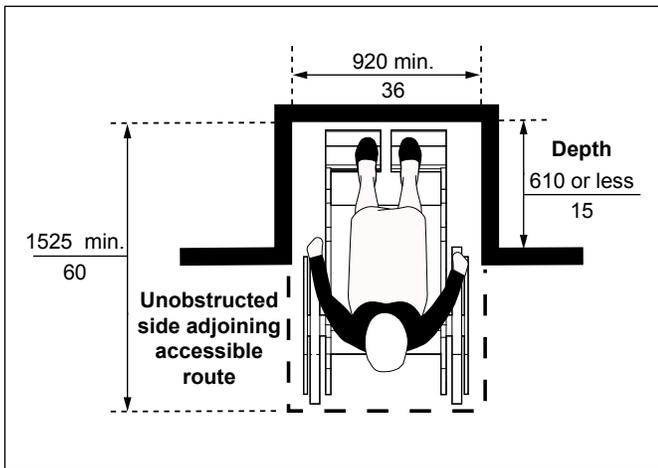
One full, unobstructed side of the clear floor space or ground space for a wheelchair or scooter shall adjoin or overlap an accessible route or adjoin another clear floor space for mobility aids. If a clear floor space is located in an alcove or otherwise confined on all or part of three sides, additional manoeuvring clearances is required as shown in **Figures iv, v, vi, and vii**.



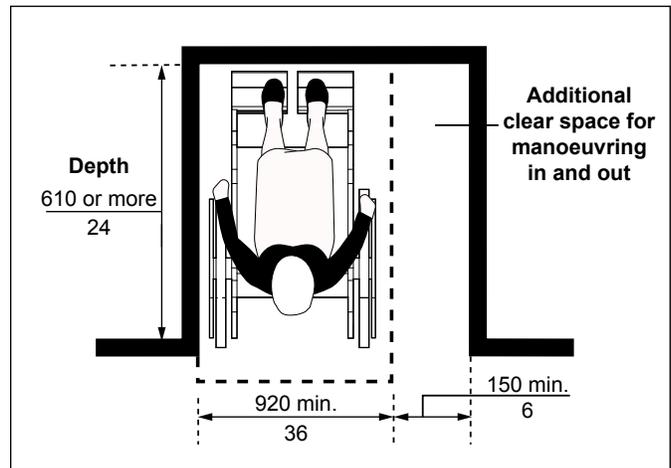
**Figure iv:** Clearances at Alcove - Side Approach where Depth of Alcove is 380 mm (15 in) or less



**Figure v:** Clearances at Alcove - Side Approach where Depth of Alcove is more than 380 mm (15 in)



**Figure vi:** Clearances at Alcove - Front Approach where Depth of Alcove is 610 mm (24 in) or less



**Figure vii:** Clearances at Alcove - Front Approach where Depth of Alcove is more than 610 mm (24 in)

### 1.3.3 Reach Requirements

The following requirements relate to minimum and maximum reach ranges, based on a forward (frontal) or a side (parallel) approach to an object, element or feature. This includes consideration for whether the reach is without an obstruction, or whether it is over an obstruction. Additionally, reach range related specifically to touching versus grasping an object, element or feature is addressed where there is a side or forward approach over an obstruction.

### 1.3.3.1 Forward Reach: No Obstruction

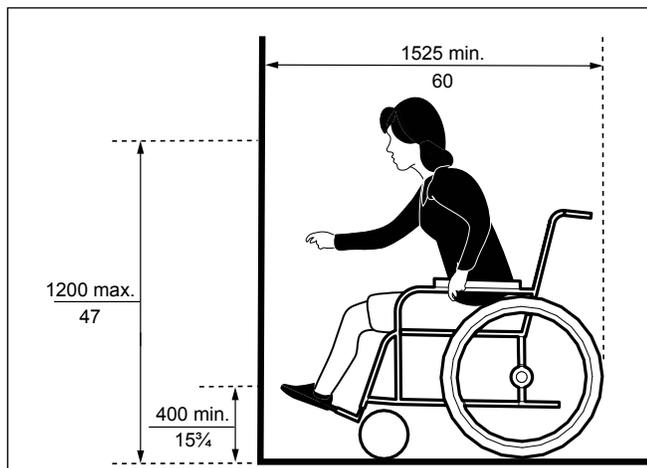
Where a minimum clear floor space of 920 mm (36 in) wide by 1525 mm depth (60 in) allows a forward approach to an object, feature or element, with no obstruction, provide: **(Figure viii)**

- a. maximum high forward reach of 1200 mm (47 in) above finished floor; and
- b. minimum low forward reach of 400 mm (15¾ in) above finished floor.

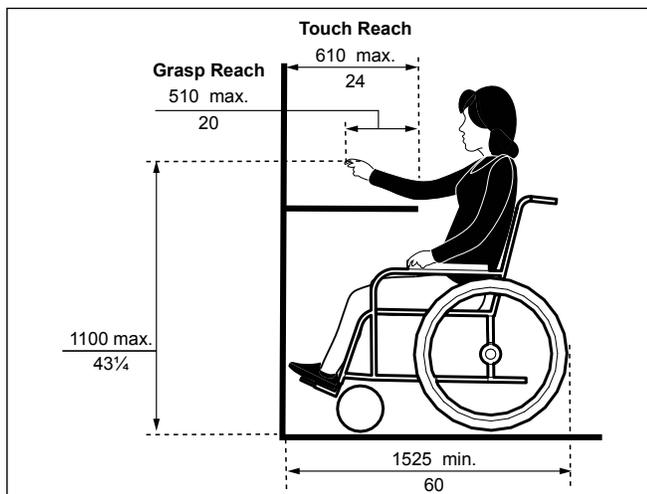
### 1.3.3.2 Forward Reach: With Obstruction

Where a minimum clear floor space of 920 mm (36 in) wide by 1525 mm depth (60 in) allows a forward approach to an object, feature or element, with an obstruction, provide: **(Figures ix and x)**

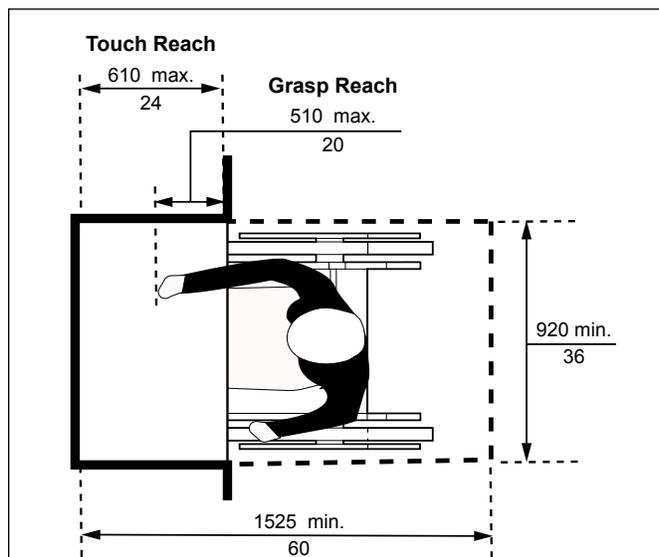
- a. maximum high forward reach of 1100 mm (43¾ in) above finished floor, with a maximum depth for touch reach at 610 mm (24 in); or
- b. maximum high forward reach of 1100 mm (43¾ in) above finished floor, with a maximum depth for grasp reach at 510 mm (20 in).



**Figure viii:** Forward Reach - No Obstruction



**Figure ix:** Forward Reach over an Obstruction - Section View



**Figure x:** Forward Reach over an Obstruction - Plan View

### Best Practice

Despite these requirements, optimal reach range identified in other sections of these standards is 900 to 1100 mm (35½ to 43¾ in), for either side or frontal approach, when obstructed or when there is no obstruction.

Additionally, the Ontario Building Code requires all controls for the operation of facility services to be mounted at a maximum of 1200 mm (47 in) above the finished floor for thermostats or manual fire pull stations and 900 to 1100 mm (35½ to 43¾ in) for all other controls including typical light switches.

### 1.3.3.3 Side Reach: No Obstruction

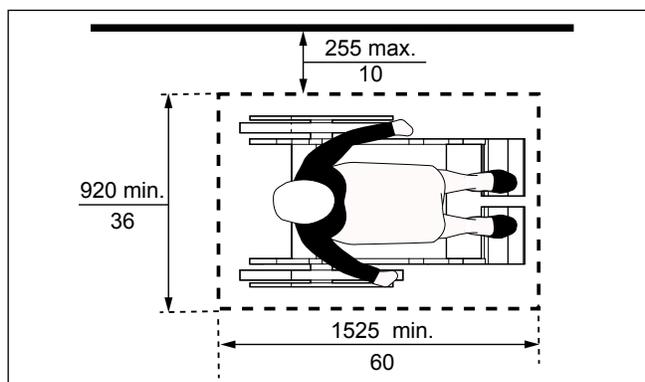
Where a minimum clear floor space of 920 mm (36 in) wide by 1525 mm depth (60 in) allows a side approach to an object, feature or element, with no obstruction and with a maximum reach depth of 255 mm (10 in), provide: **(Figures xi and xii)**

- a. maximum high side reach of 1370 mm (54 in) above finished floor; and
- b. minimum low side reach of 230 mm (9 in) above finished floor.

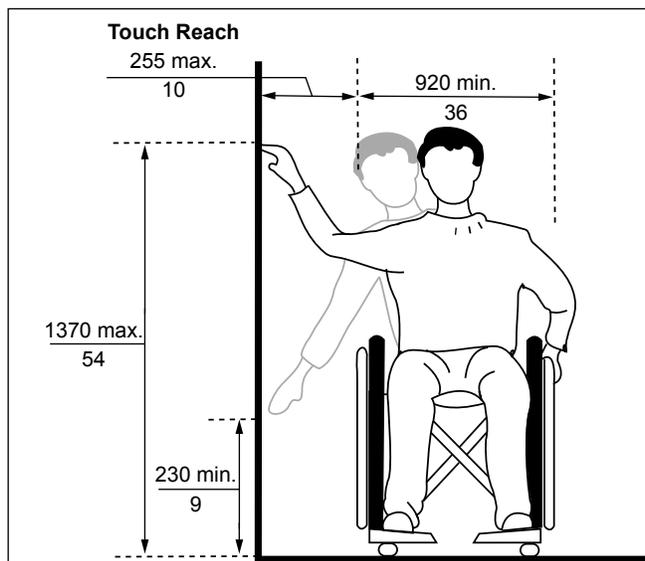
### 1.3.3.4 Side Reach: With Obstruction

Where a minimum clear floor space of 920 mm (36 in) wide by 1525 mm depth (60 in) allows a side approach to an object, feature or element, over an obstruction that is maximum height of 865 mm (34 in), provide: **(Figure xiii)**

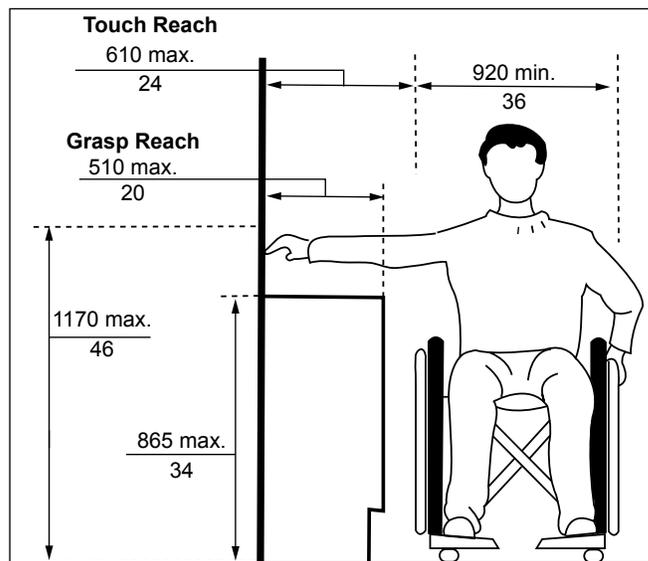
- a. maximum high side reach of 1170 mm (46 in) above finished floor, with a maximum depth for touch reach at 610 mm (24 in); or
- b. maximum high side reach of 1170 mm (46 in) above finished floor, with a maximum depth for grasp reach at 510 mm (20 in).



**Figure xi:** Side Reach - No Obstruction - Plan View



**Figure xii:** Side Reach - No Obstruction - Section View



**Figure xiii:** Side Reach over an Obstruction - Section View

# How To Use This Document

# 1.4

## 1.4.1 Standard Organization

These standards were organized to provide accessibility criteria in the following sections, in order to group and identify issues that are related. These sections are identified and colour-coded as follows:

**1.0**

Introduction

**2.0**

Common Elements:  
Exterior and Interior

**3.0**

Exterior Environments

**4.0**

Interior Environments

**5.0**

Systems, Controls and  
Communications

**6.0**

Special Facilities and  
Spaces

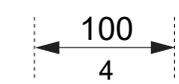
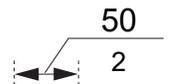
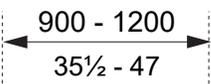
**7.0**

Appendices

These sections are further divided into additional subsections that refer to specific site or facility elements. At the start of each section, the **“Application”** of the standards is identified to assist with implementation and how each section relates or applies to the built environment, element or feature.

## 1.4.2 Dimensions

The dimensions for specific accessibility criteria are stated in millimetres (mm) or metres (m) throughout this document, rounded up to the nearest multiple of five. Measurements in inches (in) or feet (ft) are provided adjacent to metric measurements in brackets, for example 1525 mm (60 in), and are converted from the metric measurement. Where metric measurements are too small or specific, imperial conversion is not provided in order to maintain accuracy. Dimensions that are not marked as “maximum” or “minimum” are absolute, unless otherwise indicated. All dimensions for construction purposes are subject to conventional industry tolerances. Dimension conventions for diagrams are as follows:

Convention	Description
	dimension showing measurements in millimetres (unless otherwise specified) above the line and inches (unless otherwise specified) below the line
	dimension for small measurements
	dimension showing a range with minimum - maximum
min.	minimum
max.	maximum

## 1.4.3 Tables, Figures and Graphics

Throughout these standards, several tables, figures and graphics are provided to assist the user with understanding the application of the accessibility criteria and design issues under consideration. These are summarized in **Section 7.0, Appendices**.

## 1.4.4 Definitions

Throughout this document, terminology may be used that may not be familiar or understood. For the purposes of this standard, words and terms have their meanings defined in **Section 7.1, Glossary**.

## 1.4.5 Feedback Form

The City of London recognizes that accessibility best practices continue to evolve and change over time, with the expectation that these standards are recognized as a “living document” and will be updated on a regular basis. A feedback form is provided in **Section 7.4, Feedback Form** for any recommendations on how to improve this document or to provide new information.

# Common Elements: Exterior and Interior

# 2.0

## Table of Contents

2.1	Ground and Floor Surfaces .....	19
2.2	Ramps.....	23
2.3	Stairs.....	29
2.4	Guards and Handrails .....	33
2.5	Overhanging and Protruding Objects .....	35
2.6	Tactile Walking Surface Indicators .....	38
2.7	Rest Areas.....	42
2.8	Seating, Tables and Work Surfaces .....	45
2.9	Drinking Fountains and Bottle Filling Stations .....	49
2.10	Materials and Finishes.....	53
2.11	Texture and Colour .....	55



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# Ground and Floor Surfaces

# 2.1

## Application

This section applies to ground and floor surfaces throughout interior and exterior environments. The type of materials and finishes used for ground and floor surfaces are essential in determining accessibility.

## Reference

- Sec. 3.3 Exterior Paths of Travel
- Sec. 4.3 Interior Accessible Routes
- Sec. 5.4 Acoustics
- Sec. 5.7 Lighting

## Note

Irregular surfaces, such as cobblestones or pea-gravel finished concrete are difficult for both walking and pushing a wheeled mobility device.

The use of pavers along accessible routes should be carefully considered since they may heave or settle due to weather conditions and can become potential tripping hazards.

When using pavers, provide controls to prevent any potential heaving due to frost and minimize the number of joints.

Pavers may be used as accent banding to delineate the accessible route.

Uneven surfaces can create unpleasant and damaging vibration for users of wheeled mobility aids.

Sand and gravel surfaces are extremely difficult surfaces for users of mobility aids to maneuver.

### Note

A firm surface does not change under vertical force / pressure.

A stable surface does not change or erode under angular forces.

Hard floor surfaces, such as marble or terrazzo, may amplify footsteps and add another level of noise for persons who are Deaf, deafened or hard of hearing.

Glare from polished floors can be uncomfortable for all users and can be a particular obstacle to people with vision loss by obscuring important orientation and safety features.

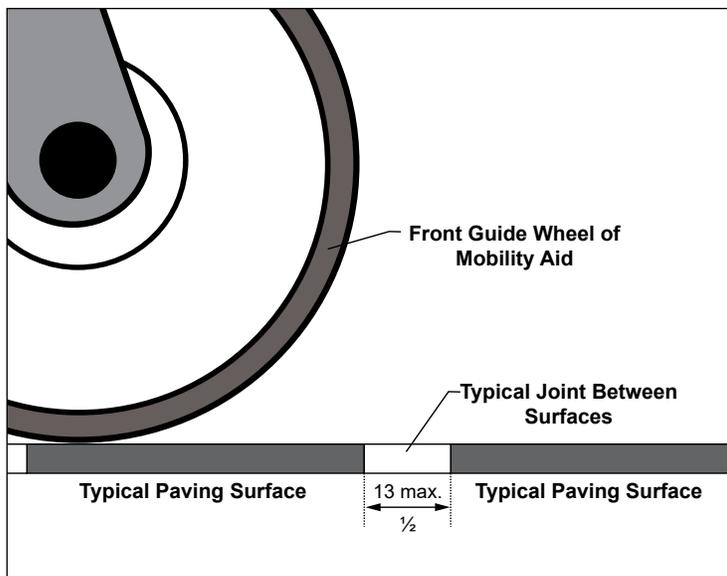
## 2.1.1 Surfaces

Ensure all ground and floor surfaces in interior and exterior environments: **(Figures 1 & 2)**

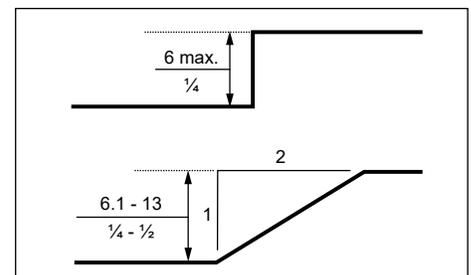
- a. are firm, stable and slip-resistant;
- b. have a matte finish to minimize glare;
- c. are well-drained;
- d. have joints between surfaces no wider than 6 mm ( $\frac{1}{4}$  in) (preferred) or a maximum of 13 mm ( $\frac{1}{2}$  in); and
- e. where ground and floor surfaces have a change in level **(Table 1)**:
  - i. no bevel is required (e.g., vertical change permitted), where the change in level is less than 6 mm ( $\frac{1}{4}$  in);
  - ii. provide a beveled slope of 1:2 (maximum - the ratio rise to run), where the change in level is between 6.1 mm and 13 mm ( $\frac{1}{4}$  in and  $\frac{1}{2}$  in);
  - iii. provide a slope, ramp or curb ramp, where the change in level is greater than 13 mm ( $\frac{1}{2}$  in); and
  - iv. for exterior ground surfaces, refer to **Section 3.3, Exterior Paths of Travel** for additional details.

**Table 1:** Changes in Level - Edge Treatments

Change in Level (height)	Edge Treatments
0 - 6 mm (0 - $\frac{1}{4}$ in)	May be vertical
6.1 - 13 mm ( $\frac{9}{32}$ - $\frac{1}{2}$ in)	Bevel, maximum slope 1:2
over 13 mm (over $\frac{1}{2}$ in)	treat as a sloped floor, ramp or curb ramp



**Figure 1:** Joints Between Surfaces - Section View



**Figure 2:** Changes in Level



Ensure a smooth transition is provided between sidewalk segments.

## 2.1.2 Carpets

Where carpeting is used ensure:

- it is securely fastened;
- combined carpet and pad height does not exceed 13 mm (½ in);
- any cushion, under padding or backing is firm to reduce rolling resistance for wheeled mobility aids;
- it is a low level loop, textured loop, level cut pile or level cut / uncut pile texture; and
- exposed edges fasten to the floor surfaces with trim conforming to **Table 1**.

## 2.1.3 Floor Mats or Grating Systems

Where floor mats or grating systems are used:

- ensure they are securely fixed or recessed in floor and level with surrounding floor area to prevent potential tripping hazards;
- ensure maximum mat height of 13 mm (½ in) with beveled edges; and
- provide high colour / tonal contrast between floor mats / grating systems and surrounding surfaces.



Example of a recessed floor mat system which is preferred.

### Note

Disruptive, confusing and heavily patterned ground or floor surface designs can be misinterpreted as level changes by people with vision loss and are not accessible.

High colour / tonal contrasted floor mats can provide textural and visual cues for people with vision loss. They can be used to indicate doorways or circulation intersections.

### Best Practice

Avoid the use of any grate, opening or cover along accessible routes, especially high traffic areas, in order to prevent any potential tripping hazards.

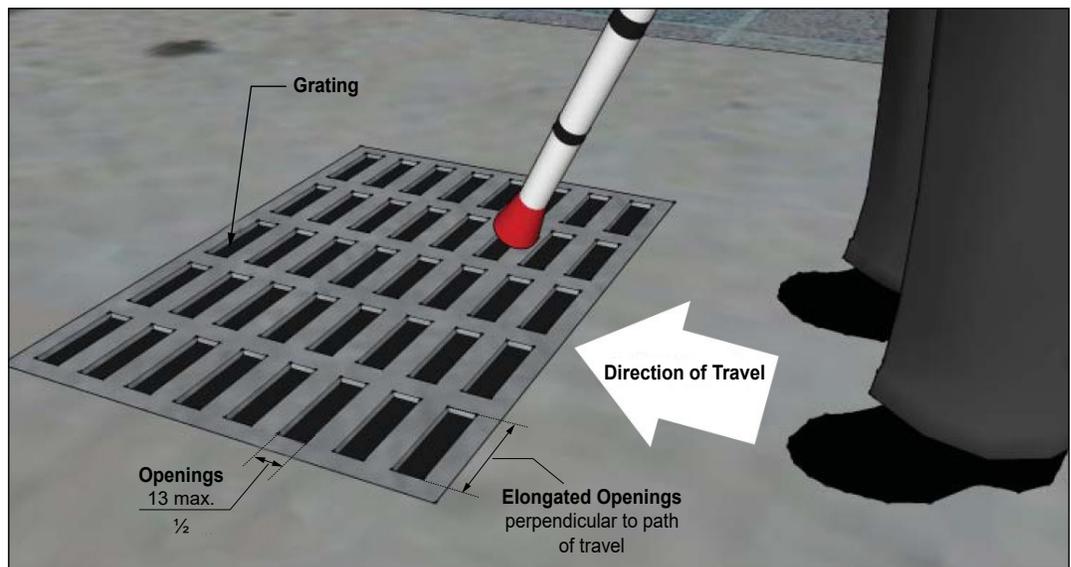
### Note

Openings larger than 13 mm ( $\frac{1}{2}$  in) may potentially catch wheels of mobility aids, canes or crutches.

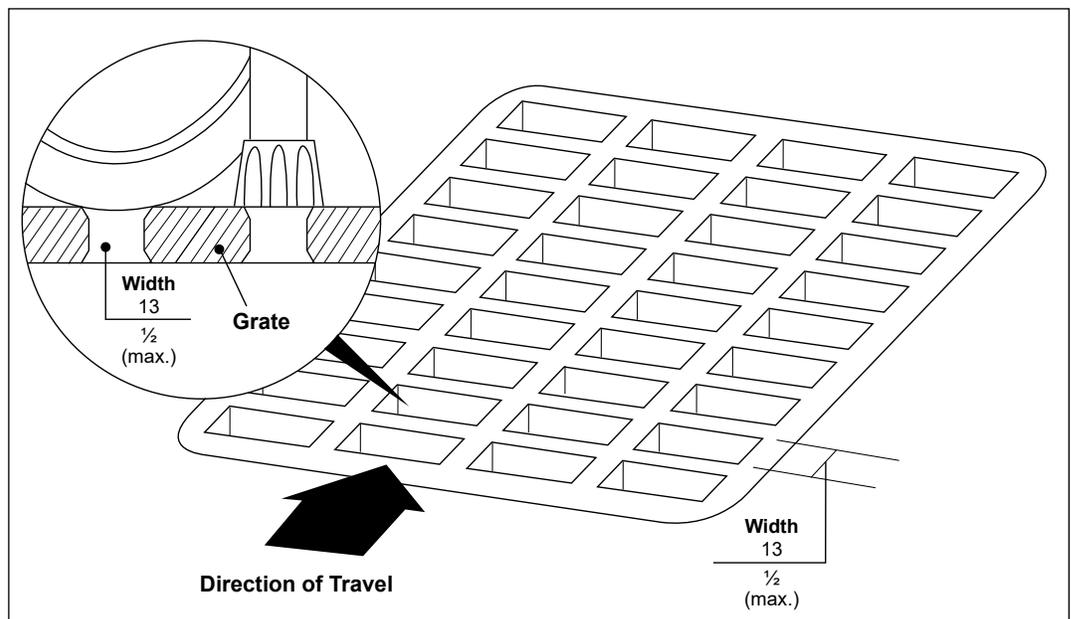
## 2.1.4 Gratings and Covers

Openings can include sewer catch basin covers or drainage grates, utility covers and tree grates. Where there are any openings along the path of travel, or where gratings or other covers are required in both interior and exterior environments, ensure: **(Figures 3a & 3b)**

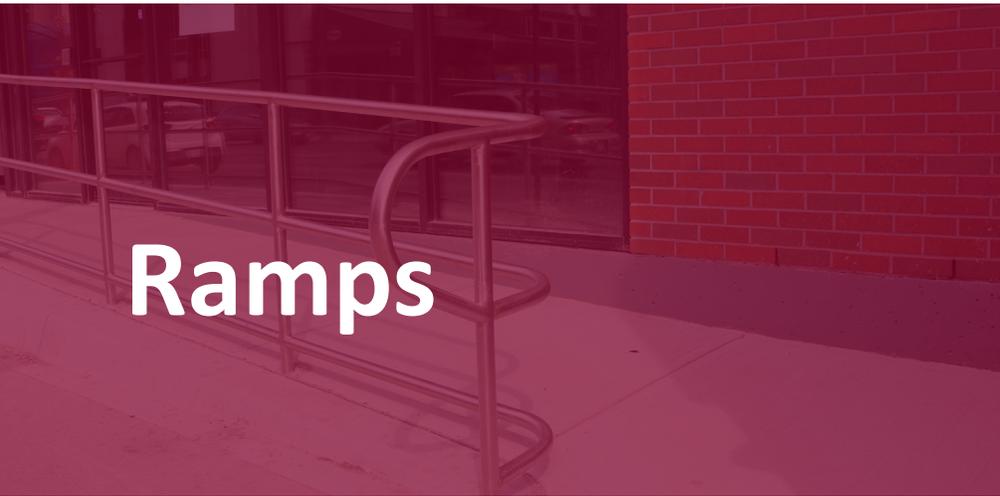
- ensure openings do not allow passage of an object that has a diameter greater than 13 mm ( $\frac{1}{2}$  in); and
- elongated openings are oriented perpendicular to the pedestrian path of travel.



**Figure 3a:** Grating Opening



**Figure 3b:** Gratings - Section View



# Ramps

# 2.2

## Application

This section applies to ramps provided as part of an accessible route within exterior or interior environments.

Additionally, refer to the Ontario Building Code (OBC) and the Integrated Accessibility Standards Regulation (IASR) for ramp requirements.

## Reference

- Sec. 2.1 Ground and Floor Surfaces
- Sec. 2.4 Guards and Handrails
- Sec. 2.6 Tactile Walking Surface Indicators
- Sec. 5.7 Lighting

## Note

It is preferred to avoid providing ramps in new construction where alternate universal design solutions are possible.

## Best Practice

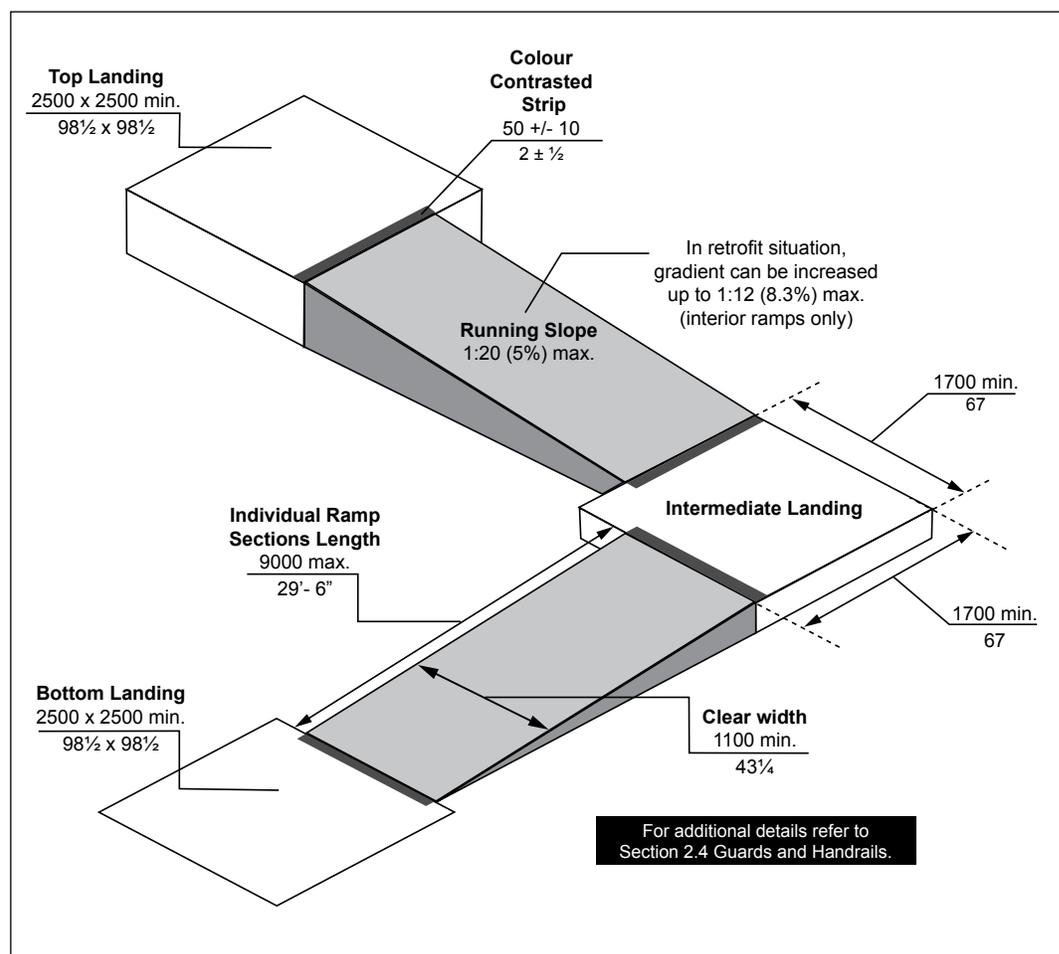
Where ramps are specifically designed for use by persons with vision loss, a ramp surface of up to 1525 mm (60 in) wide is preferred, in order to allow space for a companion or guide dog.

Exterior ramp and landing surfaces should be heated to prevent snow and ice accumulation during winter conditions. Additionally, provide designated areas for snow piling at exterior ramps, located away from any accessible pedestrian routes.

## 2.2.1 Design Features

For accessible ramps, ensure: **(Figures 4, 9 & 10)**

- a. a minimum clear width of 1100 mm (43¼ in);
- b. individual ramp sections are a maximum length of 9000 mm (29 ft 6 in);
- c. the provision of landings:
  - i. at top and bottom of ramp;
  - ii. where there is any directional change; and
  - iii. between each ramp section where overall length of ramp exceeds 9000 mm (29 ft 6 in);
- d. a stable, firm and slip resistant surface, with surfaces for exterior ramps and their approaches designed to prevent water accumulation;
- e. handrails on both sides of the ramp;
- f. a wall or guard on both sides of the ramp; and
- g. a minimum lighting level of 50 lux (5 foot candles) consistently over ramp surfaces, measured at floor or ground surface **(Refer to Section 5.7, Lighting)**.



**Figure 4:** Ramp Design Features

## 2.2.1.1 Running Slope

- ensure maximum running slope of 1:20 (5%) is provided; and
- in a retrofit situation, a maximum running slope of 1:12 (8.3%) may be used, where it is technically infeasible to provide a running slope of 1:20 (5%), excluding exterior ramps where a maximum running slope of 1:15 (6.7%) must be provided.

## 2.2.1.2 Cross Slope

- ensure maximum cross slope of 1:50 (2%).

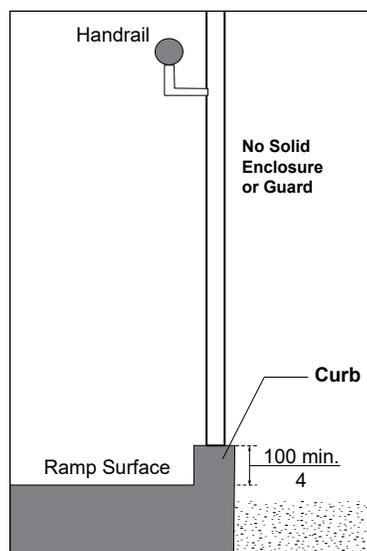
## 2.2.1.3 Colour Contrasted Strip

- provide a high colour / tonal contrasted and slip-resistant strip at the beginning and end of ramp sections, and where landings meet a slope change; and
- ensure strips are  $50 \pm 10$  mm ( $2 \pm \frac{1}{2}$  in) wide, extending along the width of the ramp.

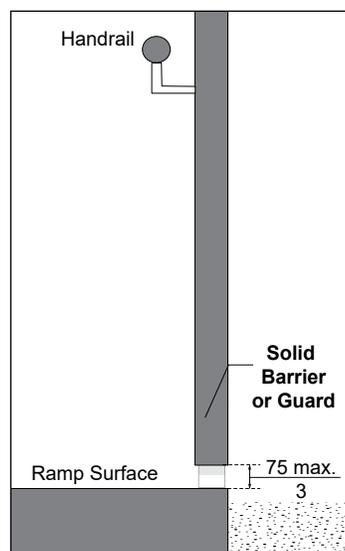
## 2.2.1.4 Edge Protection

Provide edge protection along ramps and landings: **(Figures 5a, 5b & 5c)**

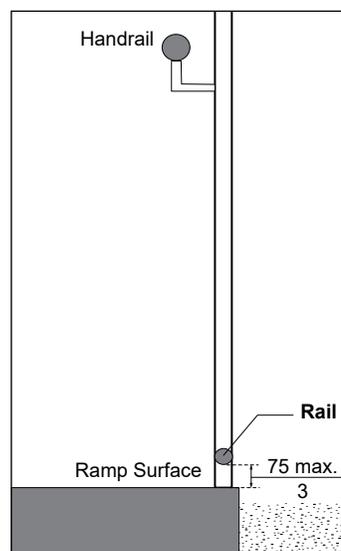
- with a curb, minimum 100 mm (4 in) high, where no solid enclosure or guard is provided; and
- with a solid rail, guard or other barrier that extends to within 75 mm (3 in) of the finished ramp surface.



**Figure 5a:** Curb Protection - Cross Section



**Figure 5b:** Solid Barrier Protection - Cross Section



**Figure 5c:** Rail Protection - Cross Section

## Note

Shallower slopes for ramp surfaces are always preferred.

Floors or walks in an accessible route / path of travel having a slope steeper than 1 in 20 (5%), must be designed as ramps.

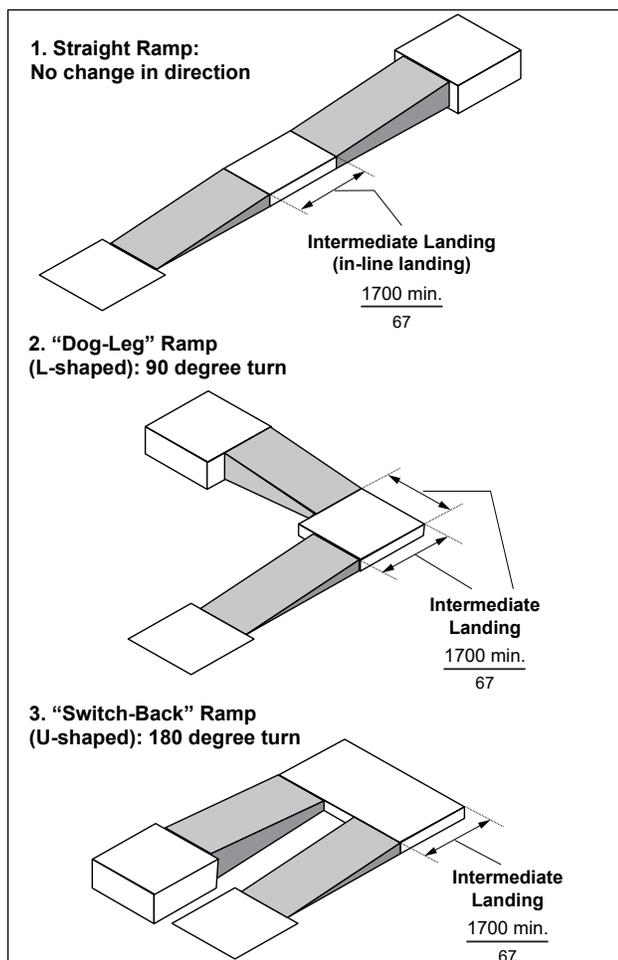
## Best Practice

Where space is available, a landing dimension of 3150 mm by 3150 mm (124 in by 124 in) is preferred in order to accommodate powered wheelchairs and large scooters.

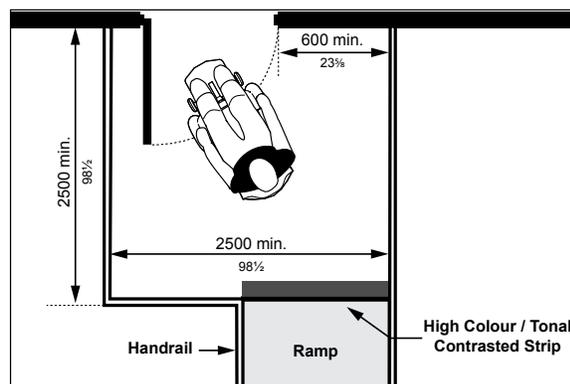
## 2.2.2 Landings

For accessible ramp landings: **(Figure 4, 6, 7a, 7b)**

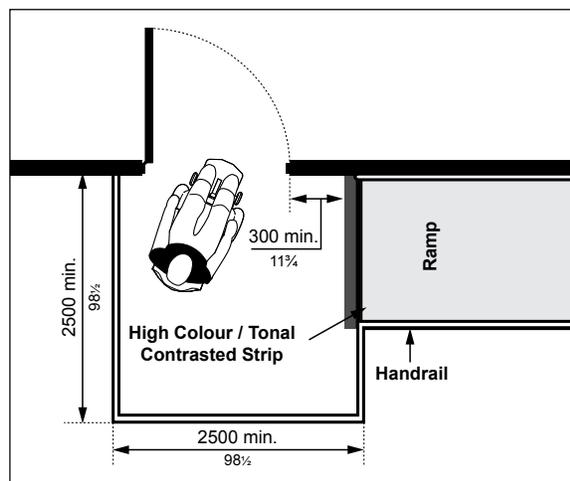
- ensure landings are level and have a maximum cross slope of 1:50 (2%);
- provide a minimum clear space of 2500 mm by 2500 mm (98½ in by 98½ in) or 1700 mm by 1700 mm (67 in by 67 in) (minimum in retrofit situations) at top and bottom landings, as well as where a doorway leads to a ramp landing;
- provide a minimum clear space of 1700 mm (67 in) long and at least the same width as the ramp for an in-line landing or minimum 1700 mm by 1700 mm (67 in by 67 in) for landings with a 90-degree turn;
- where overall length of ramp exceeds 9000 mm (29 ft 6 in), provide intermediate landings; and
- where doorway leads to a ramp landing, ensure length of landing is extended:
  - 600 mm (23½ in) beyond the latch side of the door opening, when the door swings towards the ramp landing; and
  - 300 mm (11¾ in) beyond the latch side of door opening, when door swings away from the ramp landing.



**Figure 6:** Typical Ramp Configurations



**Figure 7a:** Door Swings into Ramp Landing - Plan View



**Figure 7b:** Door Swings Away From Ramp Landing - Plan View

## 2.2.3 Handrails and Guards

### 2.2.3.1 Handrails

Where handrails are required: **(Figures 8a, 8b, 8c & 9)**

- mount continuously on both sides of ramp, including landings, at consistent height between 865 mm and 965 mm (34 and 38 in), measured vertically from the surface of the ramp;
- provide clear width of 950 mm to 1100 mm (37½ to 43¼ in) between handrails and / or any projections into the ramp surface, including where intermediate handrails are provided for ramps that are more than 2200 mm (86⅝ in) wide, with a maximum of 1650 mm (65 in) between handrails;
- where ramps are greater than 2200 mm (86⅝ in) wide, one or more intermediate handrails which are continuous between landings must be provided and located so that there is 900 mm (35½ in) between at least one set of handrails;
- ensure high colour / tonal contrast is provided between handrails and mounting surfaces;
- provide extensions with the following criteria:
  - extend horizontally a minimum of 300 mm (11¼ in) at top and bottom landings;
  - design to return to the post, floor or wall; and
  - ensure handrails are terminated in a manner that will not obstruct pedestrian path of travel or create potential bumping hazards;
- ensure all additional handrail requirements are provided **(Refer to Section 2.4, Guards and Handrails)**.

### Exception

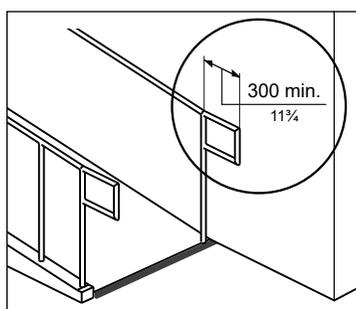
Where a ramp serves as an aisleway for fixed seating, the requirement for ramp handrails does not apply.

### Note

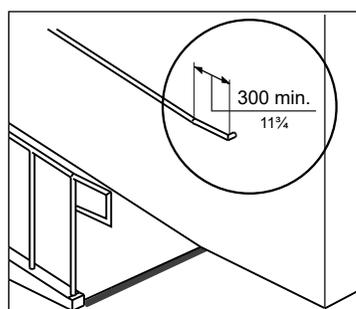
Handrails that do not meet the vertical mounting requirements are permitted provided that they are installed in addition to the required handrail.



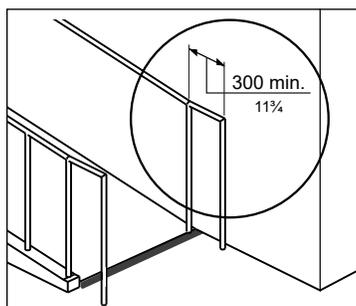
Ensure handrail extensions do not obstruct path of travel or create hazards.



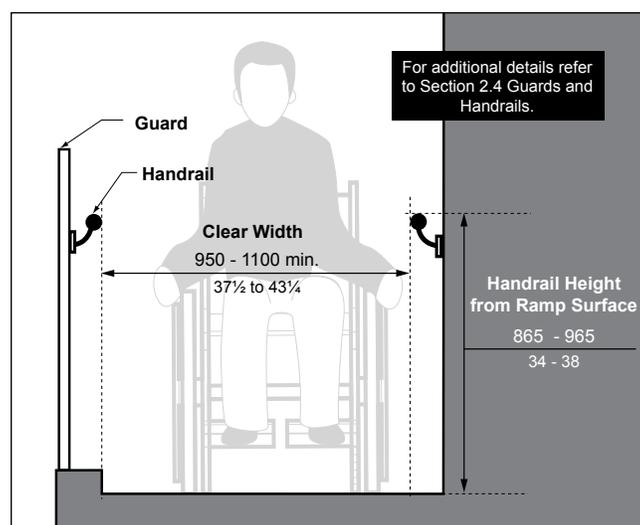
**Figure 8a:** Handrail Returns to Post



**Figure 8b:** Handrail Returns to Wall



**Figure 8c:** Handrail Returns to Floor



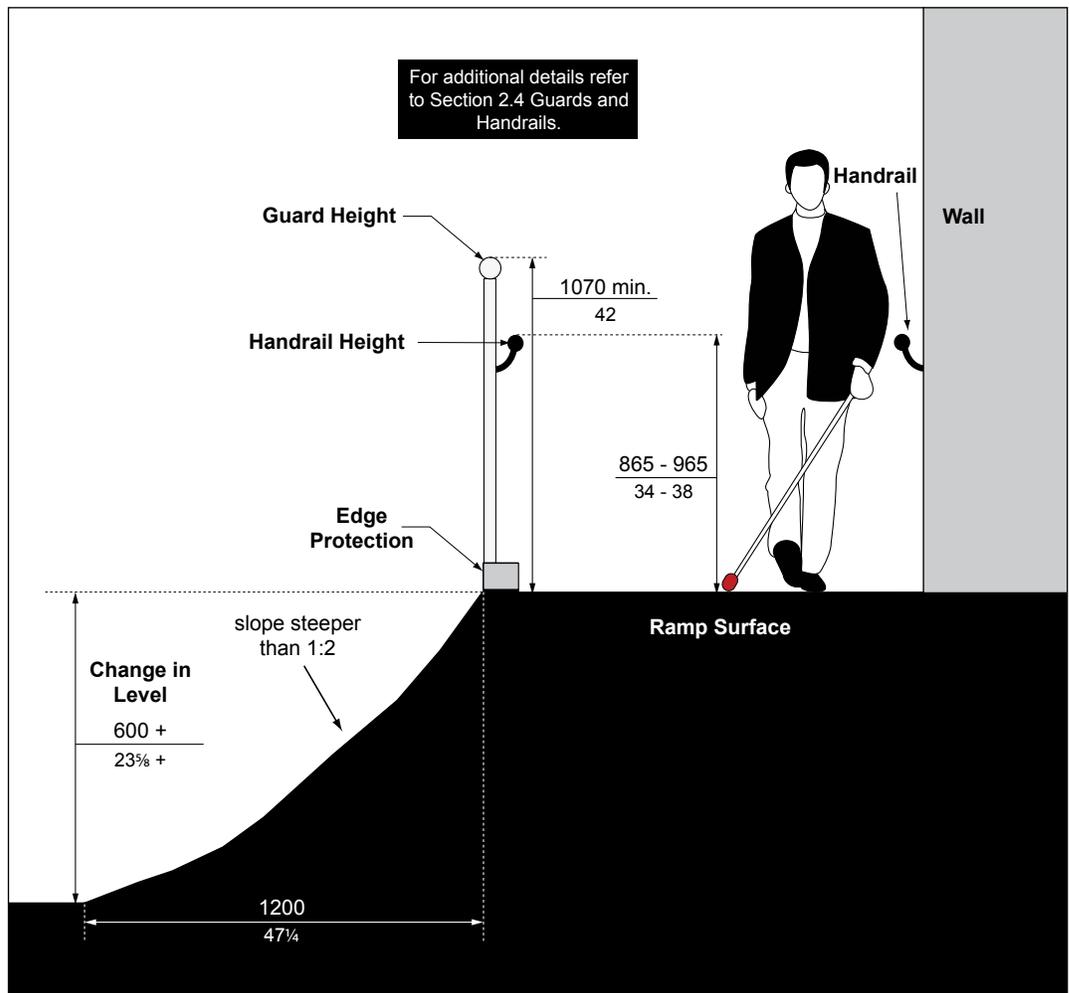
**Figure 9:** Handrail Design and Features - Section View

## 2.2.3.2 Guards

Where guards are required: **(Figure 10)**

- mount at a minimum of 1070 mm (42 in) high, measured vertically to the top of the guard from the ramp surface; and
- ensure that no member, attachment or opening located between 140 mm (5½ in) and 900 mm (35½ in) high above the ramp surface will facilitate climbing.

For ramps under the jurisdiction of the IASR, the ramp must have a wall or guard on both sides. While OBC Section 3.8.3.4 requires a wall or guard on both sides of the ramp, there are conditions in OBC Section 9.8.8.1 that only require a guard if the difference in elevation is more than 600 mm (23⅝ in) or where the adjacent surface within 1200 mm (47¼ in) has a slope steeper than 1:2.



**Figure 10:** Guard Provision at Ramp - Section View



# Stairs



# 2.3

## Application

This section applies to stair systems, where provided for exterior or interior environments.

Additionally, refer to the Ontario Building Code (OBC) and the Integrated Accessibility Standards Regulation (IASR) requirements for stairs.

## Reference

- Sec. 2.1 Ground and Floor Surfaces
- Sec. 2.4 Guards and Handrails
- Sec. 2.6 Tactile Walking Surface Indicators
- Sec. 5.7 Lighting

## Note

Colour contrasted horizontal strips can also be fully integrated within the design of the nosing or finish used on the tread. For exterior stairs, exposed to the elements, and / or stair systems that have a high level of pedestrian traffic, durable strips are recommended (e.g., carborundum).

Designated areas for snow piling to be provided at exterior stairs, located away from pedestrian routes.

## 2.3.1 Design Features

- ensure surface is stable, firm, slip-resistant and non-glare; and
- provide minimum lighting level of 100 lux (10 foot candles) consistently over stair system, measured at tread surface (**Refer to Section 5.7, Lighting**);

## 2.3.2 Treads and Risers

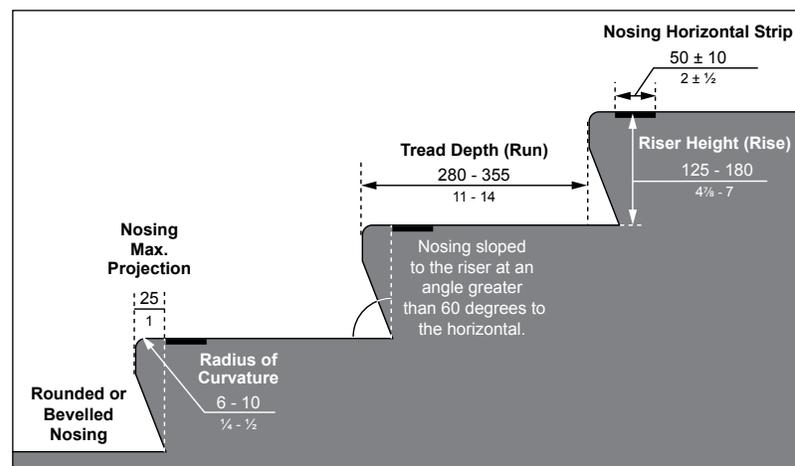
For stair treads and risers: (**Figure 11**)

- ensure uniform riser height (rise) and tread depth (run) throughout any stair system;
- provide riser height (rise) a minimum of 125 mm (4 $\frac{7}{8}$  in) to a maximum of 180 mm (7 in);
- provide tread depth (run) a minimum of 280 mm (11 in) to a maximum of 355 mm (14 in); and
- ensure all risers are closed.

## 2.3.3 Nosings

For stair tread nosings: (**Figure 11**)

- ensure no abrupt undersides;
- ensure they do not project more than 25 mm (1 in) over the tread below and are sloped to the riser at an angle greater than 60 degrees to the horizontal;
- ensure leading tread edge is rounded, curved or beveled profile with a radius of curvature between 6 mm and 10 mm ( $\frac{1}{4}$  in and  $\frac{1}{2}$  in); and
- provide horizontal strips:
  - 50 mm (+/- 10 mm) (2  $\pm$   $\frac{1}{2}$  in) depth;
  - at the leading edge of the tread, starting at a maximum of 25 mm (1 in);
  - with a high colour / tonal contrast compared to tread and riser finishes with slip-resistant surface; and
  - that extend the full width of the tread.



**Figure 11:** Stair Design Features - Section View

## 2.3.4 Tactile Attention Indicator (TAI) Surfaces

Provide TAI surfaces as follows: (Figure 12)

- a. at the top of all flights of stairs starting one tread depth back from the leading edge of the top step;
- b. at the top step, starting one tread depth back from the leading edge, at the following locations:
  - i. at each landing incorporating an entrance into a stair system;
  - ii. where the regular pattern of a stairway is broken; and
  - iii. where the run of a landing which does not have a continuous handrail is greater than 2100 mm (82¾ in);
- c. with a surface depth a minimum of 610 mm (24 in), extending the full width of the stair;
- d. mounted a maximum of 3 mm (⅛ in) above or below the surrounding surface; and
- e. ensure all additional TAI requirements are provided (Refer to Section 2.6, Tactile Walking Surface Indicators).

### Note

Tactile attention indicators that are provided at the head of stair systems act as a warning, and high colour / tonal contrasted nosings increase the visibility of each step when descending, especially for users with vision loss.

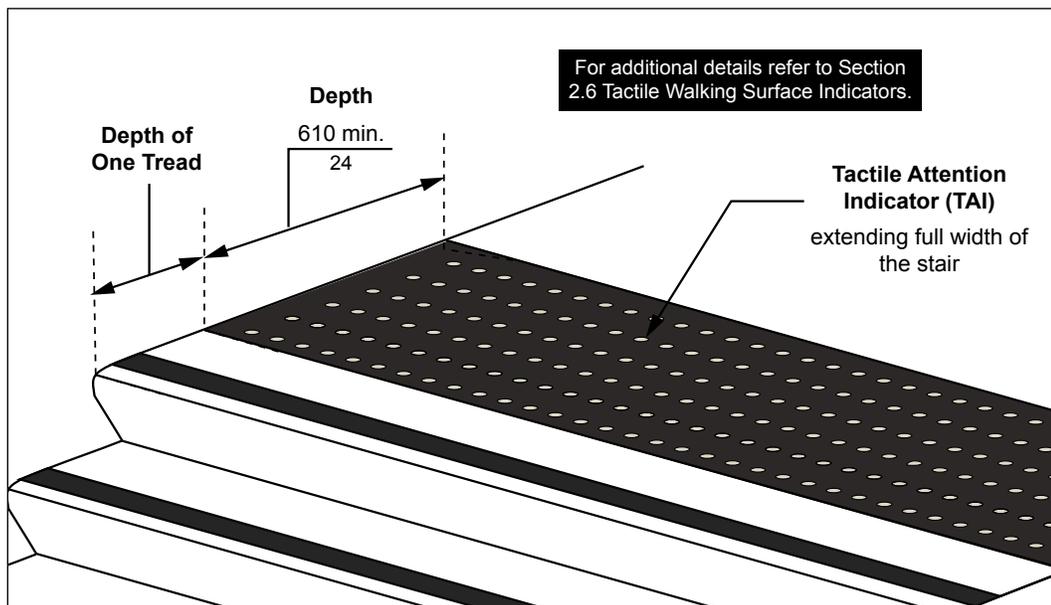


Figure 12: Tactile Attention Indicators (TAI) at Top of Stairs

## 2.3.5 Guards and Handrails

### 2.3.5.1 Guards

Where there is a change in level 600 mm (23⅝ in) or more in floor level adjacent to stairs, ensure guards are provided as identified in **Section 2.4, Guards and Handrails**.

## Best Practice

Where stairs are wider than 1800 mm (70 $\frac{1}{2}$  in), provide intermediate handrails and ensure clear width between handrails is between 900 mm and 1000 mm (35 in and 39 $\frac{3}{8}$  in).

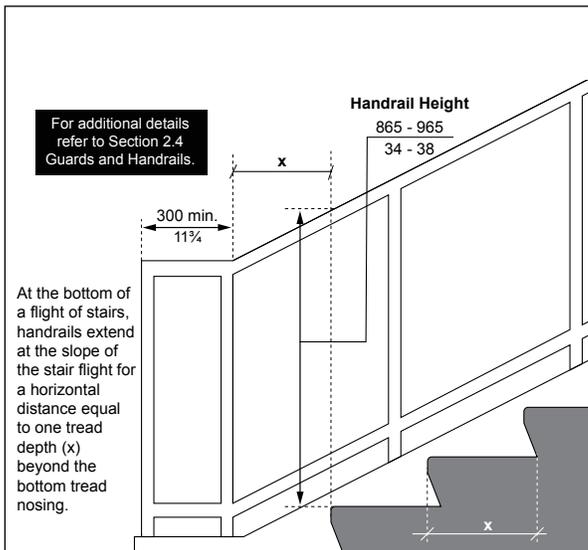
## Note

Handrails ensure a safe descent and climbing of stairs for all users. They are an additional wayfinding guide for users with vision loss when continuous and if a high colour / tonal contrast is provided.

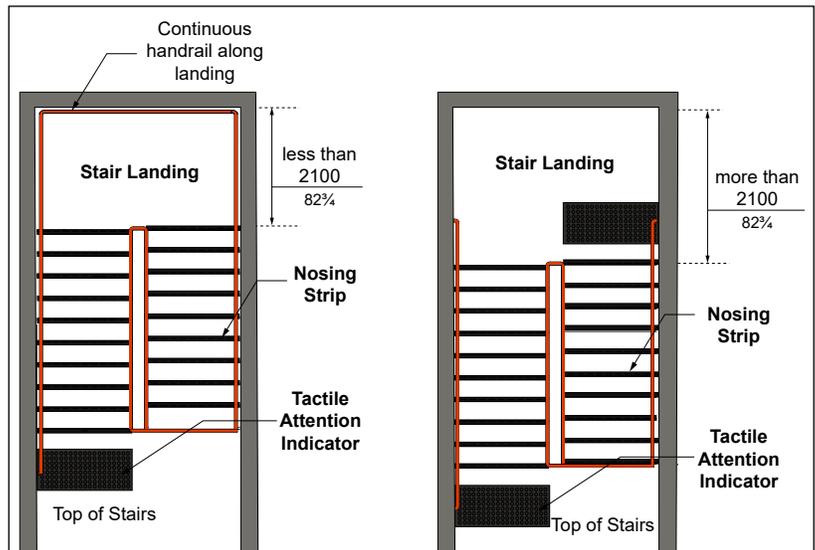
### 2.3.5.2 Handrails

Provide handrails as follows: **(Figures 13 & 14)**

- a. where stair system contains three or more steps;
- b. mount on both sides of stairs, at a consistent height between 865 mm and 965 mm (34 in and 38 in), measured from leading edge of stair tread;
- c. ensure high colour / tonal contrast is provided between handrails and mounting surfaces for improved visibility;
- d. be continuous around landing less than 2100 mm (82 $\frac{3}{4}$  in) in length from the top of stairs, except where the landing:
  - i. is intersected by an alternative accessible route; or
  - ii. has an entry door leading into it;
- e. be continuous on the inside edge of stairs;
- f. where stairs are more than 2200 mm (86 $\frac{1}{2}$  in) wide, provide one or more intermediate handrails with a maximum of 1650 mm (65 in) between handrails; and
- g. provide extensions with the following criteria:
  - i. extend horizontally a minimum of 300 mm (11 $\frac{3}{4}$  in) at the top of flight of stairs, starting immediately above tread nosing;
  - ii. extend diagonally at the slope of the stair flight, for a horizontal distance equal to one tread depth beyond the bottom tread nosing, at the bottom of flight of stairs then extend 300 mm (11 $\frac{3}{4}$  in) parallel to the floor surface;
  - iii. design to return to the wall, post or floor;
  - iv. ensure handrails are terminated in a manner that will not obstruct pedestrian travel or create hazards;
- h. ensure all additional handrail requirements are provided **(Refer to Section 2.4, Guards & Handrails)**.



**Figure 13:** Handrail Extensions at Stairs - Section View



**Figure 14:** Continuous Handrails at Landings - Plan View

# Guards and Handrails

# 2.4

## Application

This section applies to guards and handrails at ramps, stairs and other areas in both interior and exterior environments.

## Reference

Sec. 2.2 Ramps

Sec. 2.3 Stairs

## Note

Guards are typically provided at ramps, stairs, terraces and elevated viewing platforms in both interior and exterior environments.

### Best Practice

In environments used frequently by children, lowered handrails are permitted, provided they are in addition to the required handrails.

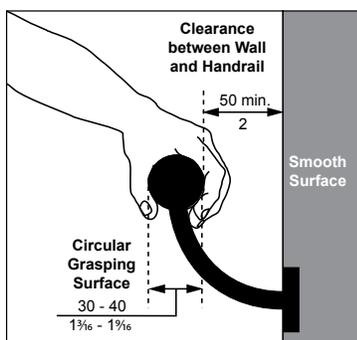
## 2.4.1 Guards

- ensure they comply with additional OBC or IASR requirements, as applicable (e.g., context specific issues, including guards for exterior stairs and ramps more than 10 meters (33 feet) above adjacent ground level, mounted at a minimum of 1500 mm (59 in) high);
- mount at a minimum of 1070 mm (42 in) high, measured vertically to the top of the guard from the ground / floor surface;
- design to prevent the passage of a sphere with a diameter greater than 100 mm (4 in); and
- ensure no member, attachment or opening located between 140 mm and 900 mm (5½ in and 35 in) high above the level protected by the guard will facilitate climbing.

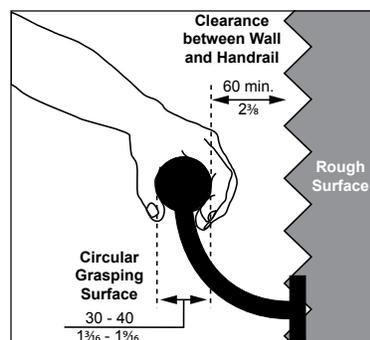
## 2.4.2 Handrails

For handrails: (Figures 15a, 15b & 15c)

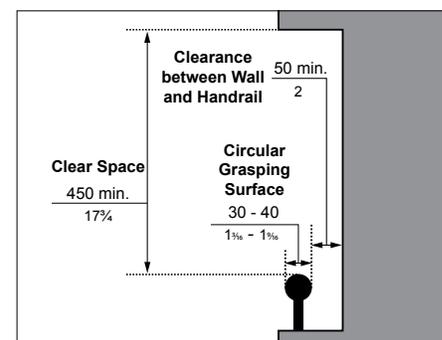
- ensure handrails are continuous with grasping surface, uninterrupted by mounting brackets, newel posts or any other construction elements;
- provide rounded edges, free of abrasive elements;
- provide outside diameter between 30 and 40 mm (1⅜ in and 1⅞ in) or circular cross-section, which is preferred;
- where non-circular cross sections are provided, ensure perimeter dimension a minimum of 100 mm (4 in) and a maximum of 125 mm (5 in), with cross section dimension a maximum of 45 mm (1¾ in);
- provide clearance of 50 mm (2 in) (minimum for smooth surfaces) or 60 mm (2⅜ in) (minimum for rough surfaces) between grasping surface and any adjacent surface;
- where handrails are in a recessed area, ensure clearance a minimum of 50 mm (2 in) between handrail surface and adjacent surface with clearance a minimum of 450 mm (17¾ in) above the handrail; and
- design and construct handrails and their supports to withstand:
  - the loading values obtained from the non-concurrent application of a concentrated load not less than 0.9 Kilonewtons (kN) or (202 pounds) applied at any point and in any direction; and
  - a uniform load not less than 0.7 Kilonewtons (kN) / meter or (48 pounds / feet), applied in any direction.



**Figure 15a:** Handrails on Smooth Wall - Section View



**Figure 15b:** Handrails on Rough Wall - Section View



**Figure 15c:** Handrails in Recessed Area - Section View

# Overhanging and Protruding Objects

# 2.5

## Application

This section applies to overhanging and protruding objects throughout and around facilities (interior and exterior environments) to prevent any hazard or obstruction for all users. Protruding objects are typically mounted on walls, ceilings or other locations adjacent to interior and exterior paths of travel.

## Reference

- Sec. 2.3 Stairs
- Sec. 2.4 Guards and Handrails
- Sec. 3.3 Exterior Paths of Travel
- Sec. 4.3 Interior Accessible Routes

## Best Practice

Wing walls, extending from protruding edge to floor / ground surface, provide cane detection, where protrusion is greater than 100 mm (4 in).

Where possible, an enclosure at the underside of the stairs for protection is recommended.

(Figure 18a)

## Note

Fixed planters or seating are options for providing protection under stairs as long as they are placed within cane detection limits.

## 2.5.1 Protruding Objects

Where objects protrude along accessible paths of travel: (Figure 17)

- ensure the clear width of an accessible path of travel or manoeuvring space is not reduced; and
- ensure objects protruding more than 100 mm (4 in) from wall have a leading edge that is cane detectable.

## 2.5.2 Headroom Clearance

Where applicable: (Figures 16, 17, 18a & 18b)

- provide a minimum of 2100 mm (82¾ in) headroom clearance; and
- where the headroom clearance is less than 2100 mm (82¾ in) over a portion of the accessible path of travel, provide a rail or other barrier with a leading edge that is cane detectable around the object that is obstructing the headroom clearance.

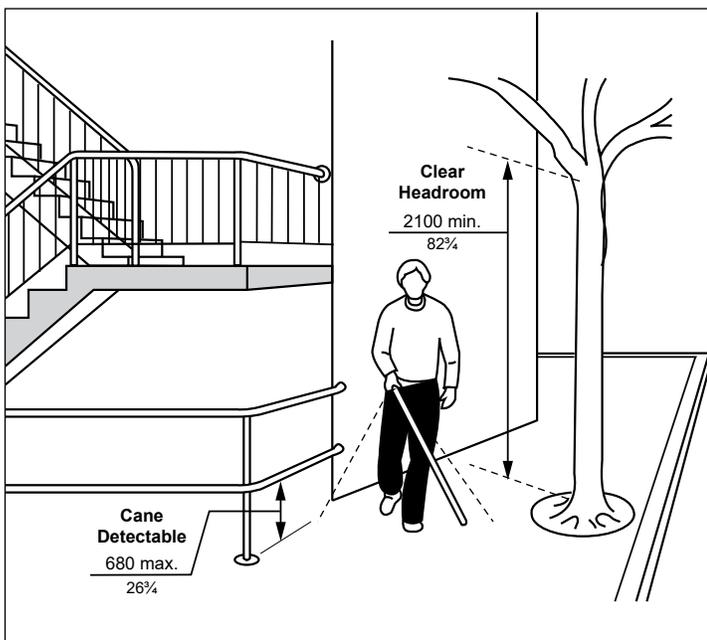


Figure 16: Headroom Clearance - Exterior

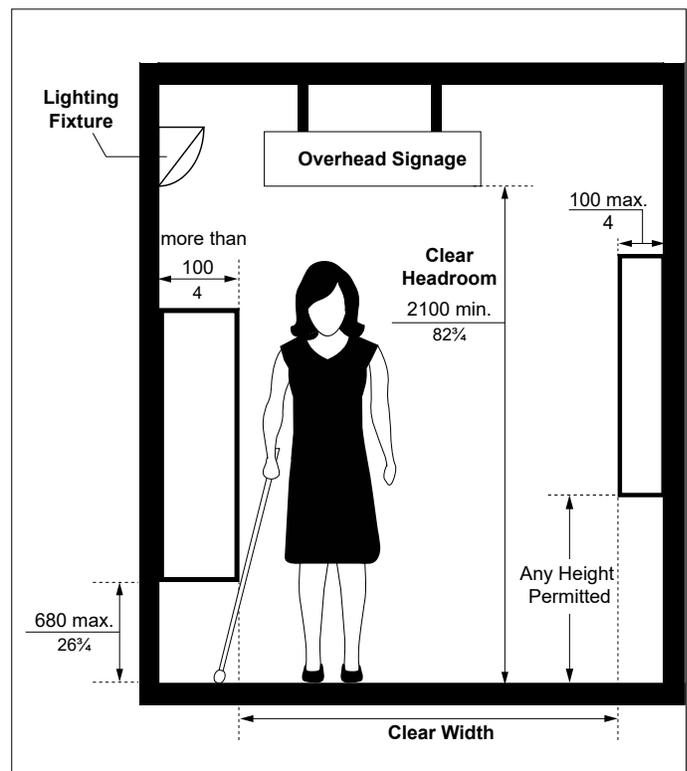
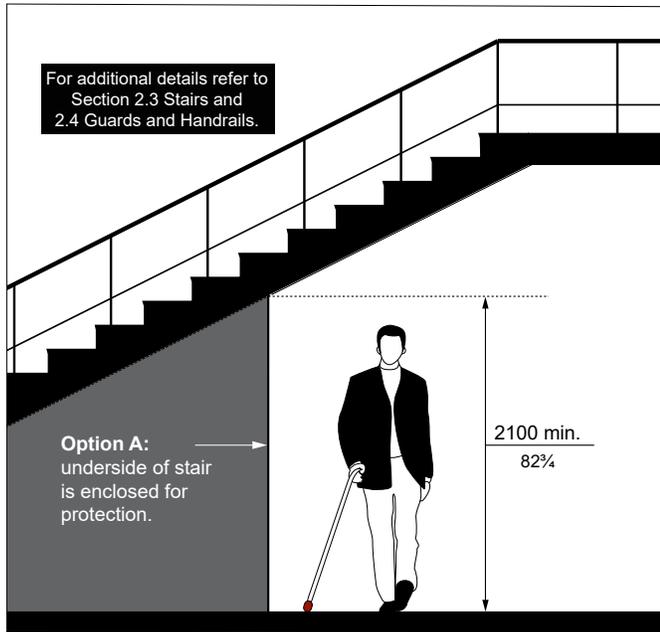
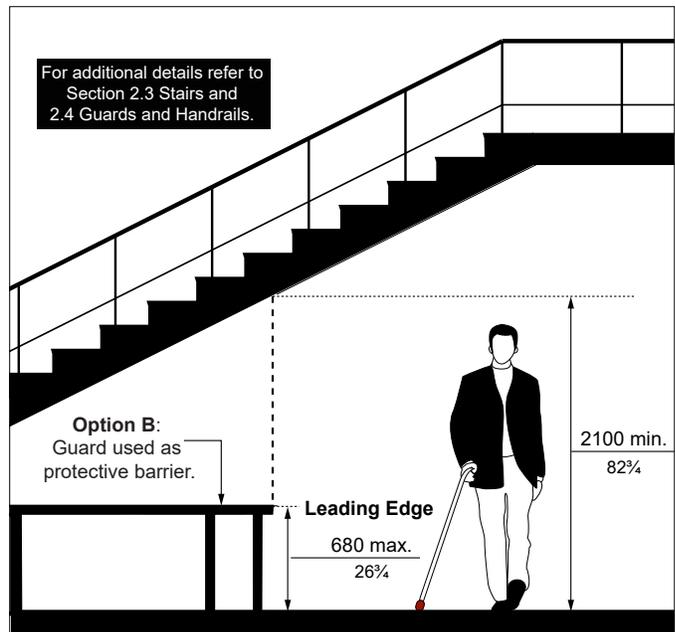


Figure 17: Protruding Objects and Headroom Clearance - Interior



**Figure 18a:** Option A - Enclosed Protection Underneath Stairs



**Figure 18b:** Option B - Guard / Protective Barrier Protection Underneath Stairs

### 2.5.3 Cane Detectable Leading Edge

Where an accessible path of travel is obstructed by overhanging or protruding objects, either the objects themselves must be cane detectable, or a rail or other barrier with a leading edge that is cane detectable must be provided as follows:

**(Figures 17 & 18a)**

- wall mounted barriers must have a horizontal element at 680 mm (26<sup>3</sup>/<sub>4</sub> in) high, or lower, to be detectable by people who use white canes; and
- floor mounted barriers such as curbs must be at least 75 mm (3 in) high, unless they include a railing or other component that has a horizontal element at 680 mm (26<sup>3</sup>/<sub>4</sub> in) high, or lower.

# Tactile Walking Surface Indicators

# 2.6

## Application

A tactile walking surface indicator (TWSI) refers to a standardized surface, detectable underfoot or by a long white cane, to assist people with vision loss by alerting or guiding them.

There are typically two (2) types of TWSI used in both interior and exterior environments:

- **Tactile attention indicator (TAI)** surfaces call for caution at potential hazards (e.g., change in elevation, vehicular routes and train tracks). They are composed of truncated domes. Typical locations where TAI surfaces are required include:
  - i. at curb ramps and depressed curbs;
  - ii. where walking surfaces between pedestrian and vehicular areas are not separated by curbs; and
  - iii. at stairs.
- **Tactile direction indicator (TDI)** surfaces provide information about the direction of travel to facilitate wayfinding. They are composed of flat topped elongated bars, positioned parallel to the direction of travel. Typical locations where TDI surfaces are required include:
  - i. large expanses of open floor areas to indicate the primary route of travel; and
  - ii. leading from the entrance of a facility to major features or destinations, such as a self-service kiosk or an information / customer service counter.

Both cast in place (e.g., embedded within concrete) and surface applied TWSI systems are available for new construction and retrofits depending on the mounting surface and application. Surface applied systems require beveled edges to prevent potential tripping hazards.

## Reference

- Sec. 2.3 Stairs
- Sec. 3.3 Exterior Paths of Travel
- Sec. 3.4 Curb Ramps and Depressed Curbs
- Sec. 4.3 Interior Accessible Routes
- Sec. 6.7 Recreational and Community Facilities
- Sec. 6.12 Elevated Platforms or Stages

## 2.6.1 Design Features

Provide tactile walking surface indicators (TWSIs) with: **(Figures 19 & 20)**

- a. raised tactile profile;
- b. truncated domes (e.g., circular and flat-topped domes) or elongated bars;
- c. slip-resistant and non-glare surfaces;
- d. edges beveled or level with surrounding surface to which it is applied or maximum height of 3 mm ( $\frac{1}{8}$  in) above or below; and
- e. a high colour / tonal contrast between the TWSI and the adjacent surfaces (e.g., with a difference of 70% minimum in light reflectance value or LRV).

## 2.6.2 Tactile Attention Indicator (TAI) Surfaces

Where provided and required, as identified in other sections of these standards, TAI specifications for flat-topped truncated domes include: **(Figure 19)**

- a. height of 4 mm to 5 mm ( $\frac{1}{25}$  in to  $\frac{1}{5}$  in);
- b. top diameter between 12 mm to 25 mm ( $\frac{1}{2}$  in to 1 in);
- c. lower base diameter 10 mm +/- 1 mm ( $\frac{1}{2}$  in) more than the diameter of the top (e.g., a base diameter of 21 mm to 36 mm (0.83 in to 0.98 in) is typical);
- d. square grid layout / arrangement; and
- e. center to center spacing between adjacent domes is adjusted depending on the size of their top diameters, as identified in **Table 2**.

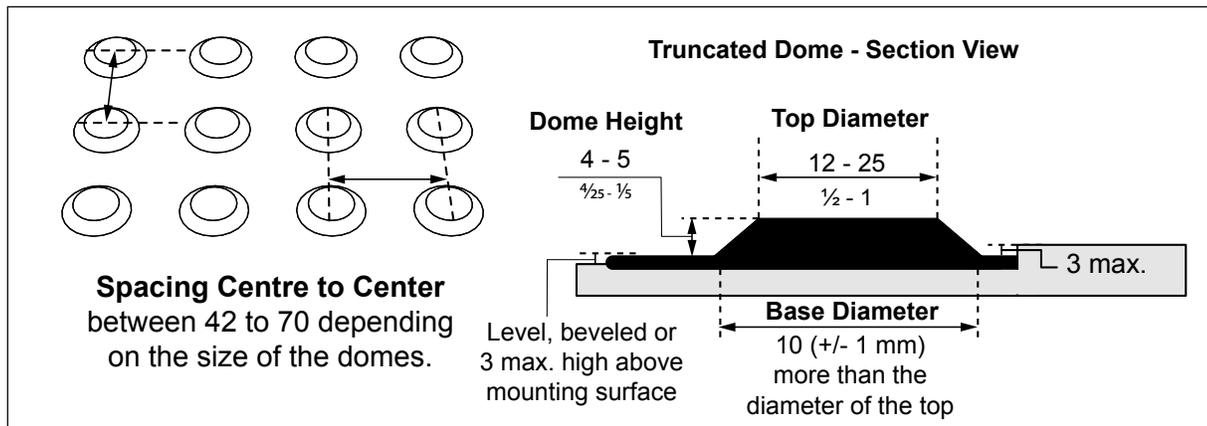
### Note

Applying a high colour / tonal contrasted finish to a concrete surface does not provide an appropriate tactile profile for detection by foot or cane.

For more information on requirements for truncated domes, refer to: ISO 23599:2019 (or current edition) "Assistive products for blind and vision-impaired persons -- Tactile walking surface indicators."

**Table 2:** Truncated Dome Spacing Requirements

Top Diameter of Flat Topped Domes (mm)	Spacing Between the Centers of Adjacent Domes (mm)
12	42 to 61
15	45 to 63
18	48 to 65
20	50 to 68
25	55 to 70



**Figure 19:** Truncated Dome Specifications

**Note**

A tactile direction surface indicator layout that is as continuous as possible is easiest to follow.

Refer to the CSA Group’s “Accessible Design for the Built Environment” (CSA B651- current edition) for additional recommendations and examples of tactile directional indicator configurations.

Provision of TDI surfaces to be determined on a case by case basis and is dependent upon the type of facility, size of spaces and overall relationship to other wayfinding strategies implemented.

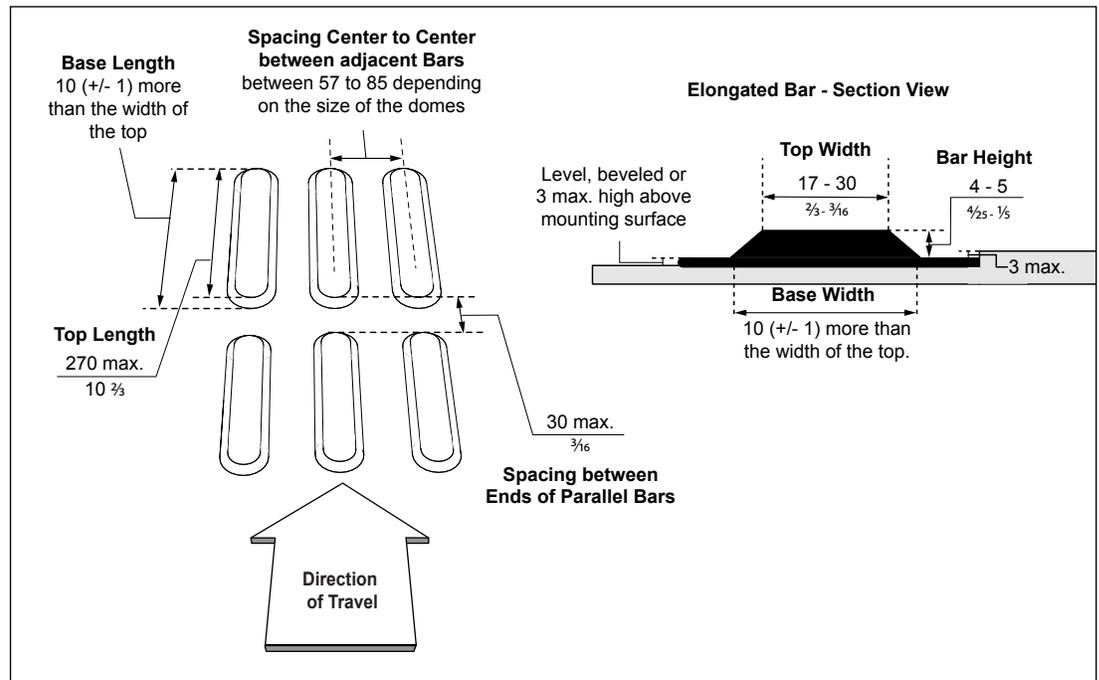
**2.6.3 Tactile Direction Indicator (TDI) Surfaces**

Where provided to facilitate wayfinding and to indicate a primary path of travel to a key element, feature or destination (e.g., within a facility or throughout a site), TDI specifications for flat-topped elongated bars include: **(Figure 20)**

- a. consistent use and placement, ensuring that the high colour / tonal contrast used is not yellow;
- b. height of 4 mm to 5 mm ( $\frac{1}{25}$  in to  $\frac{1}{5}$  in) high;
- c. top width between 17 mm ( $\frac{2}{3}$  in) and 30 mm ( $\frac{3}{16}$  in);
- d. lower base width of 10 mm (+/- 1 mm) ( $\frac{1}{2}$  in) more than width of the top;
- e. top length a maximum of 270 mm (10  $\frac{2}{3}$  in) and a base length 10 mm (+/- 1 mm) ( $\frac{1}{2}$  in) greater than the top length;
- f. maximum space of 30 mm ( $\frac{3}{16}$  in) between the ends of the parallel bars;
- g. center to center spacing between adjacent bars is adjusted depending on their width, as identified in **Table 3**; and
- h. provision of a drainage gap, with a width of 20 mm to 30 mm ( $\frac{3}{4}$  in to  $\frac{3}{16}$  in) in between elongated bars, when used in exterior environments where there is a risk of water ponding.

**Table 3:** Elongated Bar Spacing Requirements

Width of Flat Topped Elongated Bars (mm)	Spacing Between the Centers of Adjacent Bars (mm)
17	57 to 78
20	60 to 80
25	65 to 83
30	70 to 85



**Figure 20:** Elongated Bar Specifications

## 2.6.4 Additional Specifications

Provide a tactile attention indicator (TAI) for the following elements as follows:

### 2.6.4.1 Reflecting Pools / Water Features

- a. install 920 mm (36 in) from the leading edge of any drop-off; and
- b. ensure it extends the full length around all unprotected edges that border the drop-off.



# Rest Areas

# 2.7

## Application

This section applies to rest areas provided along accessible paths of travel within a facility or throughout exterior environments.

Benches and seating are provided at rest areas and waiting areas for people who may have difficulty with standing or walking for extended periods or limited stamina.

## Reference

- Sec. 2.1 Ground and Floor Surfaces
- Sec. 2.8 Seating, Tables and Work Surfaces
- Sec. 3.3 Exterior Paths of Travel
- Sec. 4.3 Interior Accessible Routes
- Sec. 5.7 Lighting

**Note**

Where rest areas are located in exterior environments, ensure surface has a slope no greater than 1:50 (2%) to allow suitable drainage, as well as maneuverability for users of mobility aids.

## 2.7.1 Consultation Requirements

When constructing new or redeveloping existing exterior paths of travel that will be maintained, consultation on the design and placement of rest areas must occur with:

- a. the public and persons with disabilities; and
- b. the City of London Accessibility Advisory Committee.

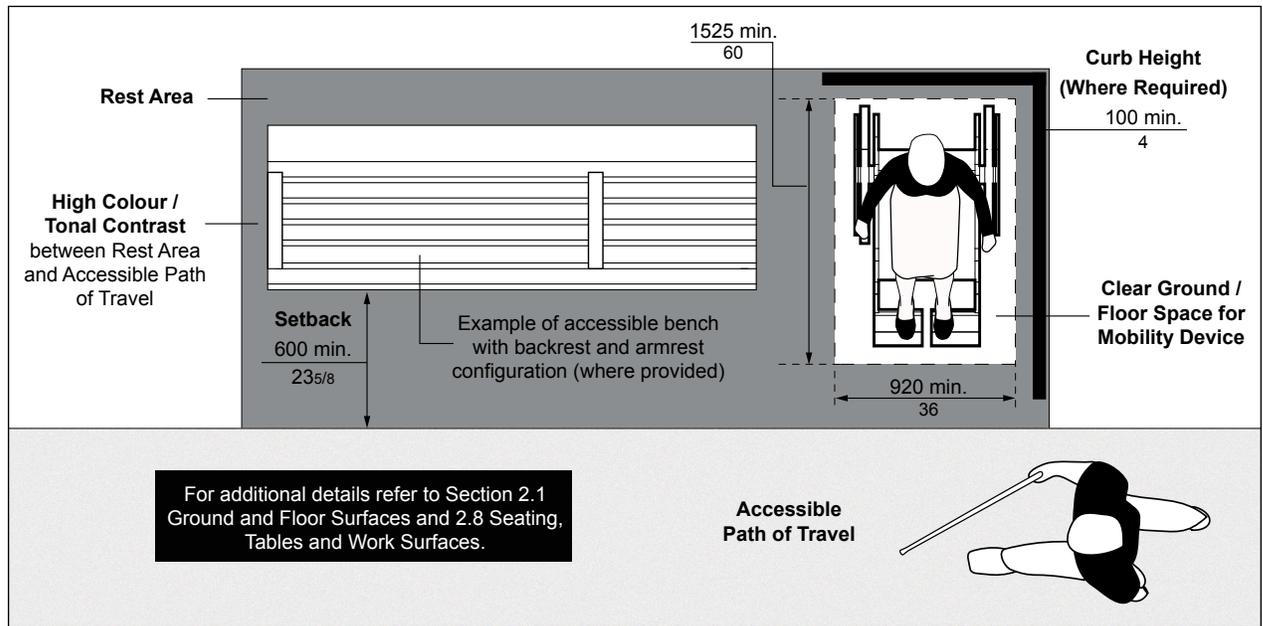
## 2.7.2 Design and Placement

To determine the provision and placement of rest areas, consider the input received through the consultation process and other factors such as available space, property requirements, and volume of pedestrian traffic, applicable to either exterior or interior environments. Consider providing rest areas, spaced no more than 30 m (98 ft 5 in) apart, to maximize the usability of the paths of travel for people with reduced stamina.

Where rest areas are provided: **(Figure 21)**

- a. ensure ground and floor surfaces are firm, stable and slip-resistant;
- b. provide high colour / tonal contrast for seating compared to surroundings and through floor / ground finish and texture, to distinguish the rest area from the accessible path of travel;
- c. provide clear ground / floor space a minimum of 920 mm (36 in) wide by 1525 mm (60 in) long to accommodate service animals, mobility aids or strollers;
- d. where seating is provided, ensure seating is:
  - i. stable or firmly mounted, set back at a minimum of 600 mm (23 $\frac{5}{8}$  in) from adjacent accessible path of travel;
  - ii. designed with both backrests and armrests, with no arm rest required adjacent to the clear floor / ground space at transfer side;
  - iii. between 450 mm (17 $\frac{3}{4}$  in) and 500 mm (19 $\frac{5}{8}$  in) high from the ground / floor surface;
  - iv. designed based on other detailed requirements for benches **(Refer to Section 2.8, Seating, Tables and Work Surfaces)**;
- e. ensure they are located adjacent to an accessible route; and
- f. provide a curb, a minimum 100 mm (4 in) high or other protective barrier at rear and at side of clear ground / floor space, where there is a change in elevation (e.g., a drop-off or downward slope).

# 2.7 Rest Areas



**Figure 21:** Rest Area - Plan View



# Seating, Tables and Work Surfaces

# 2.8

## Application

This section applies to site and facility furniture, provided in exterior or interior environments which typically includes, but is not limited to seating (e.g., benches), tables and work surfaces. Some common locations, where site and facility furniture can be found are:

- rest areas and accessible routes;
- dining facilities;
- waiting areas;
- lobbies; and
- office environments.

## Reference

- Sec. 6.2 Meeting and Multi-purpose Rooms
- Sec. 6.4 Cafeteria and Dining Facilities
- Sec. 6.5 Kitchens and Kitchenettes
- Sec. 6.6 Libraries
- Sec. 6.10 Service Counters
- Sec. 6.11 Waiting and Queuing Areas
- Sec. 6.13 Office Environments

## Note

Furniture provisions should be reviewed on a case by case basis, specific to facility type and occupancy. Some locations may require more furnishings if high level of public traffic and use is expected.

## Best Practice

Where multiple benches are provided, consider option of some benches oriented to face each other where possible. This arrangement allows people to see each other, which is beneficial for people with hearing and communication disabilities to facilitate interaction. Also consider different configurations for armrests and backrests.

## Note

Where only one bench is provided, ensure it is accessible, with no arm rest provided adjacent to the clear ground / floor space and with a two arm rest configuration: one provided at the other end and one within the middle.

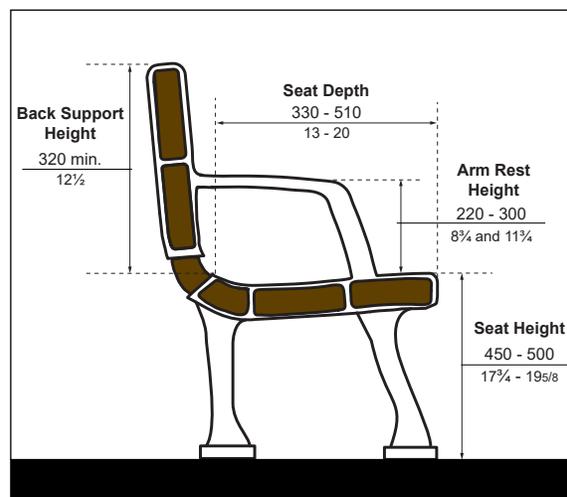
Where an arm rest is provided in the middle of the bench, ensure it is located one seat-width from the transfer side of the bench with no arm rest. For example a three-seat bench would have the middle arm at 1/3 of the width whereas a two-seat bench would have the middle arm at 1/2 of the width.

## 2.8.1 Benches and Seats

Provision of benches and seats are typically recommended for people who may have difficulty with standing or walking for extended periods, limited stamina, or for users of mobility aids.

For accessible benches and seating: **(Figure 22)**

- ensure seat height is between 450 mm and 500 mm (17¾ in and 19⅝ in) above finished floor / ground;
- ensure seat depth is between 330 mm and 510 mm (13 in and 20 in);
- provide back support, extending at a minimum of 320 mm (12½ in) above the seat surface, or affix the seat to a wall;
- provide at least one (1) arm rest at a height between 220 mm and 300 mm (8¾ in and 11¾ in) from the seat for additional support with no arm rest required adjacent to the clear floor / ground space at transfer side;
- ensure bench is stable at all times; and
- ensure seating surfaces provide high colour / tonal contrast with surroundings to enhance visibility.



**Figure 22:** Typical Accessible Bench Dimensions - Section View

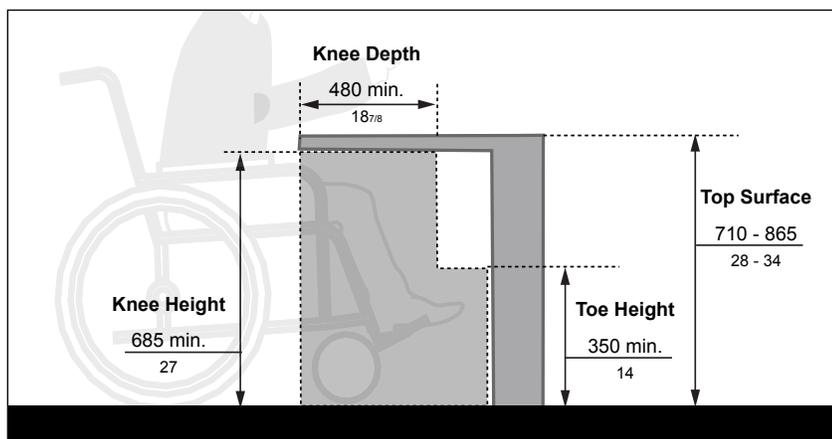
## 2.8.2 Tables and Work Surfaces

For tables and work surfaces: (Figures 23a & 23b)

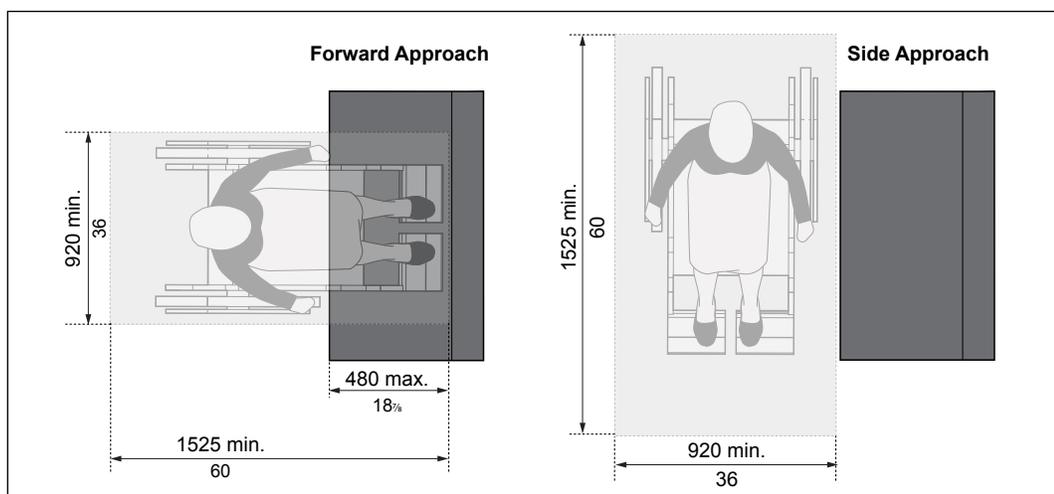
- ensure top surface is between 710 mm and 865 mm (28 and 34 in) high;
- provide clear knee space a minimum of:
  - 920 mm (36 in) wide; and
  - 480 mm (18 $\frac{7}{8}$  in) depth by 685 mm (27 in) high;
- where toe clearance is required based on table design, ensure toe space is a minimum of 350 mm (14 in) high;
- ensure top surface and edges provide a high colour / tonal contrast with adjacent surroundings to enhance visibility; and
- ensure clear floor space provided at table and work surfaces for users of mobility aids is:
  - a minimum of 920 mm wide by 1525 mm depth (36 in by 60 in), with a maximum depth of 480 mm (18 $\frac{7}{8}$  in) under the table, for a forward approach; or
  - a minimum of 1525 mm wide by 920 mm depth (60 in by 36 in), for a side approach.

### Best Practice

Provide a clear floor space or ground surface with turning diameter of 2500 mm (98 $\frac{1}{2}$  in), to allow both side and front approach by users of larger wheeled mobility aids, such as powered scooters and wheelchairs.



**Figure 23a:** Knee and Toe Clearances - Elevation View



**Figure 23b:** Clear Floor Space Requirements and Approach at Tables and Work Surfaces - Plan View

### 2.8.3 Speaker Podiums

- a. locate on an accessible route;
- b. ensure they are height-adjustable for use from a seated or standing position, with automatic controls preferred;
- c. provide clear floor space a minimum of 920 mm (36 in) wide by 1525 mm (60 in) depth configured for forward approach;
- d. provide clear knee space a minimum of:
  - i. 920 mm (36 in) wide; and
  - ii. 480 mm (18 $\frac{7}{8}$  in) depth by 685 mm (27 in) high;
- e. ensure controls and operating mechanisms are mounted in compliance with **Section 5.1, Controls and Operating Mechanisms.**



# Drinking Fountains and Bottle Filling Stations

# 2.9

## Application

This section applies to drinking fountains and bottle filling stations where provided throughout interior and exterior environments.

## Reference

- Sec. 3.3 Exterior Paths of Travel
- Sec. 4.3 Interior Accessible Routes

## Best Practice

The provision of two drinking fountains / bottle filling stations, one at lowered, accessible height and the other at standing height meets the needs of diverse users.

Locating drinking fountains / bottle filling stations adjacent to the accessible route or recessing it in an alcove is preferred as it prevents potential bumping hazards.

## Note

For standing use, spouts are located between 965 mm and 1090 mm (38 in and 43 in) above floor.

The space beneath the drinking fountain / bottle filling station may be included as part of the clear floor area or turning space, provided that appropriate toe and knee clearances are available for a forward or parallel approach to an unrecessed or partially recessed drinking fountain / bottle filling station.

## 2.9.1 Design and Layout

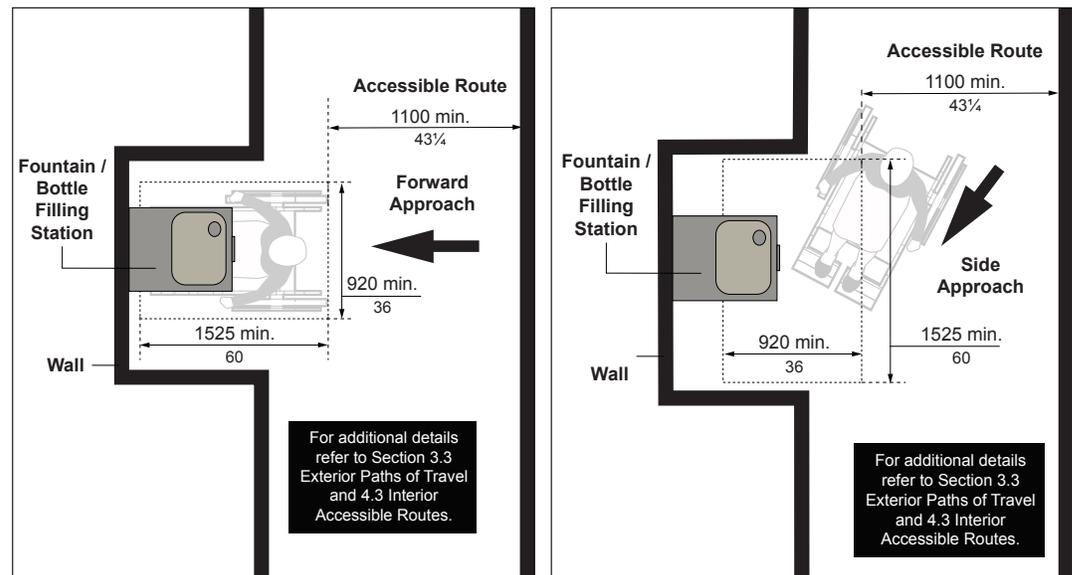
Where drinking fountain and bottle filling station fixtures are provided, ensure:

- at least 50% are accessible on each floor level to all users, including lowered units for people using mobility aids, people of short stature, children, others who may have trouble bending and persons who have limited manual strength or dexterity, where there is more than one;
- provision of an accessible, lowered unit, where only one is provided on a floor level;
- they are located adjacent to an accessible route, recessed or with a leading edge that is cane detectable at a maximum of 680 mm (26 $\frac{3}{4}$  in) high, if they protrude 100 mm or more into an accessible route; and
- provision of high colour / tonal contrast, compared with background / surroundings for easy identification.

## 2.9.2 Clear Floor Space Requirements and Approach

Provide clear floor space as follows: (Figure 24)

- a minimum of 920 mm wide by 1525 mm depth (36 in by 60 in) for forward approach;
- a minimum of 1525 mm wide by 920 mm depth (60 in by 36 in) for side approach;
- ensure one fully unobstructed side adjoins an accessible route or adjoins another clear floor area; and
- ensure clear floor space does not overlap the minimum space of the accessible route used to access the drinking fountain.



**Figure 24:** Clear Floor Space Requirements and Approach at Recessed Drinking Fountain / Bottle Filling Station - Plan View

**Best Practice**

Automatic or hands free operating controls are preferred.

**2.9.3 Knee and Toe Clearances**

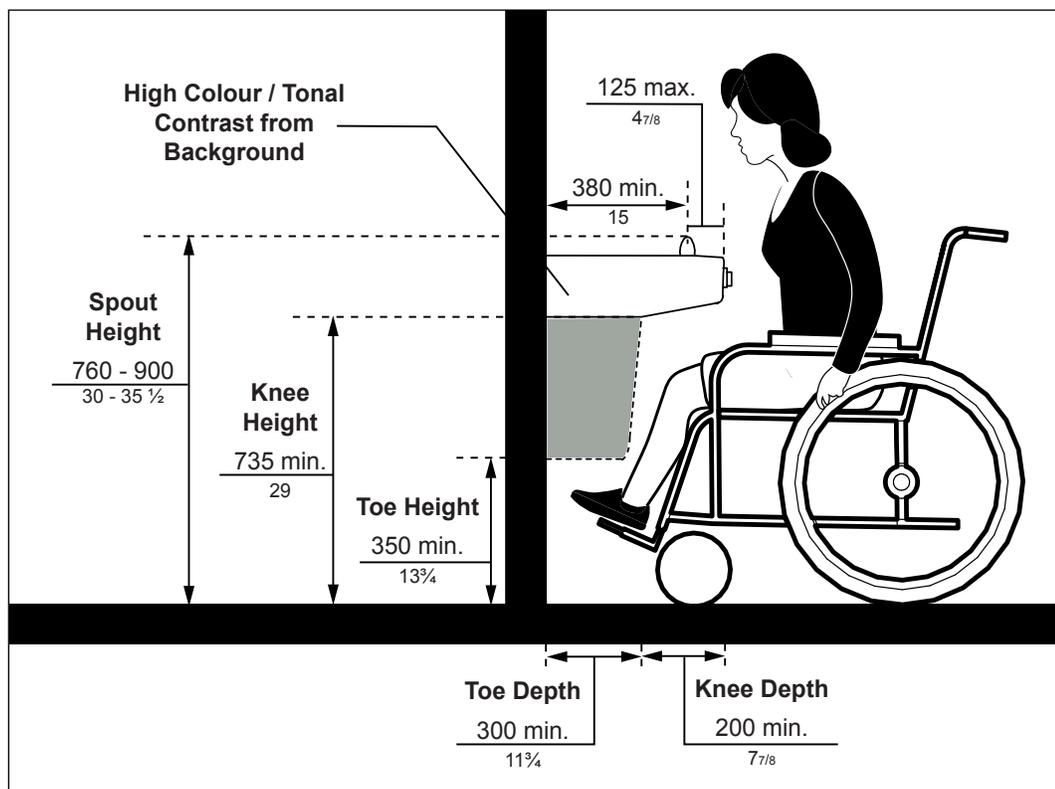
Where accessible, lowered drinking fountains and bottle filling stations are provided: **(Figure 25)**

- ensure clear knee space under the fountain is 920 mm (36 in) wide by 200 mm (7<sup>7</sup>/<sub>8</sub> in) depth at a minimum of 735 mm (29 in) high above the floor;
- ensure clear toe space under the fountain is a minimum of 350 mm (13<sup>3</sup>/<sub>4</sub> in) high above finished floor to a depth a minimum of 300 mm (11<sup>3</sup>/<sub>4</sub> in) measured from clear knee space; and
- ensure the depth at the base of the fountain is a minimum of 700 mm (27<sup>1</sup>/<sub>2</sub> in) .

**2.9.4 Operating Controls**

Ensure operating controls are: **(Figure 25)**

- not foot-operated;
- located at the front or on both sides of the drinking fountain; and
- automatic or operable with one hand, requiring a force of no more than 22 Newtons (5.0 pounds) to operate without turning / twisting of the wrist or pinching of the fingers.



**Figure 25:** Drinking Fountain Design and Layout - Elevation View

## Note

The purpose of requiring the drinking fountain to have a flow / projection of water at a minimum of 100 mm (4 in) high is so that a cup can be inserted under the flow of water for users who cannot use the drinking fountain.

## 2.9.5 Water Spout

For drinking fountain water spouts, ensure: **(Figure 25)**

- a. a mounting height between 760 mm (30 in) and 900 mm (35½ in) above the finished ground / floor for accessible units;
- b. to locate at a maximum depth of 125 mm (4⅞ in) from the front edge of the drinking fountain, including bumpers, and 380 mm (15 in) from the vertical support;
- c. water flows / projects a minimum of 100 mm (4 in) high; and
- d. water flows / projects at a vertical angle of:
  - i. 30 degrees maximum, where spouts are located less than 75 mm (3 in) from the front of the unit; or
  - ii. 15 degrees maximum, where water spouts are located between 75 mm and 125 mm (3 in and 4⅞ in) from the front of the unit.



Example of multiple height drinking fountains and bottle filling stations, City of London.



# Materials and Finishes

# 2.10

## Application

This section applies to key materials and finishes related to exterior ground and interior floor surfaces that address both accessibility and safety needs of diverse users, including users of mobility aids, and people with vision or hearing loss. Key strategies include:

- Preventing glare reflecting off of surfaces;
- Providing smooth and non-abrasive surfaces where grasping is required;
- Ensuring no tripping or slipping hazards due to uneven surfaces;
- Consistent application and strategic use of tactile features and high colour / tonal contrast, including for enhancing wayfinding as well as making elements of the built environment more prominent and easily identifiable; and
- Selecting materials and finishes that enhances overall mobility and accessibility for diverse users (e.g., firm, stable and slip resistant).

**Note**

Refer to other applicable sections of these standards, for detailed requirements related to the surfaces and finishes of tactile walking surface indicators (TWSI's), stairs, steps, ramps and handrails.

**2.10.1 Design Requirements****2.10.1.1 Exterior Finish Materials**

Key accessible design requirements for exterior finish materials include:

- a. surfaces for any accessible route to be firm, stable and slip-resistant, through the use and proper installation of:
  - i. concrete;
  - ii. asphalt;
  - iii. precast paving / unit pavers;
  - iv. interlocking brick / patio stones; and
  - v. other decking (e.g., with level surface).
- b. where wood decking is used, ensure:
  - i. boards are laid perpendicular to the primary path of travel / accessible route;
  - ii. joints are no greater than 6 mm ( $\frac{1}{4}$  in) wide, with variations in level of no more than 3 mm ( $\frac{1}{8}$  in); and
  - iii. surface and spacing allows water to drain effectively and prevent any ponding / accumulation.
- c. where gratings / grills are required as covers, ensure:
  - i. to locate them off of and away from the primary path of travel / accessible route;
  - ii. spacing of bars are located perpendicular to the primary path of travel / accessible route; and
  - iii. openings / spacing is a maximum of 13 mm ( $\frac{1}{2}$  in).

**2.10.1.2 Interior Finish Materials**

Key accessible design requirements for interior finish materials include:

- a. where carpeting is used, ensure it is:
  - i. low-level loop construction;
  - ii. 10 or 12-gauge non-static fibre; and
  - iii. directly glued to sub-floor.
- b. where hard, monolithic materials are used, ensure the surfaces are firm, glare-free and slip-resistant;
- c. where floor tiles, bricks or pavers are used, ensure joints are flush (preferred) or a maximum of 6 mm ( $\frac{1}{4}$  in); and
- d. for all walls in corridors and key circulation spaces, or adjacent to key features such as stair or ramp handrails, ensure surfaces are non-abrasive from the floor level to a minimum of 2000 mm ( $78\frac{3}{4}$  in) above the finished floor.

# Texture and Colour

# 2.11

## Application

This section applies to the effective use of texture and colour related to exterior ground and interior floor surfaces and finishes that address accessibility, wayfinding and the safety needs of diverse users, including users of mobility aids, and people with vision or hearing loss. Key strategies include:

- Use of high colour / tonal contrast to assist with identifying elements or features from their mounting surfaces or surroundings, such as:
  - i. tactile walking surface indicators compared to ground or floor;
  - ii. a door handle compared to door surface / glazing; and
  - iii. accessible signage background compared to mounting surface (e.g., wall);
- Avoiding the use of any extensive colours or colour patterns that can result in visual confusion, which is especially problematic for users with vision loss and people with cognitive disabilities; and
- At the earliest phase of the design process, conducting a detailed review and study of how corridors are positioned as well as the overall exterior / interior layouts of spaces. This can then be coordinated with the later use of simple and consistent colour and texture patterns on floor and wall surfaces, that assists all users with navigating through spaces and areas, can support acoustical design for users with hearing loss, as well as overall wayfinding throughout an environment.

## Reference

Sections 2, 3, 4, 5 and 6

Sec. 2.10 Materials and Finishes

## Note

Other sections of these standards provide additional information related to the use of high colour / tonal contrast as well as textures and finishes where required and based on the specific design requirement or type of element / feature of the built environment.

## Best Practice

More guidance on the application of high colour / tonal contrast, and the best practice of providing a colour and tonal contrast of 70% or more can be found in:

- Canadian National Institute for the Blind (CNIB, 2009), *Clearing Our Path - Universal design recommendations for people with vision loss.*
- Global Alliance on Accessible Technologies and Environments (GAATES, 2014), *Illustrated Technical Guide to the Accessibility Standard for the Design of Public Spaces.*

## 2.11.1 Design Requirements

### 2.11.1.1 General Strategies

Key strategies related to effective use and provision of texture and colour for diverse settings include:

- a. for exterior colour schemes, incorporating a high colour / tonal contrast, as a safety measure, to differentiate boundaries of objects, to distinguish objects from their background (e.g., accessible street furniture such as waste receptacles), and for enhancing overall spatial orientation;
- b. provision of tactile walking surface indicators (TWSI's), either for attention or directional purposes, using either truncated domes or elongated directional bars, for suitable texture and identification by foot or by long-cane, as detailed in other applicable sections of these standards;
- c. for exterior environments, use of stone texture for edging related to landscaping and pathways, that provide a distinct surface texture and contrast to the surroundings and that do not project, cause an obstruction or is a potential tripping hazard; and
- d. applying carborundum or other textured surface that is non-slip and with a high colour / tonal contrast for either exterior or interior stair nosings and changes in elevation at ramp landings (e.g., to identify change in surface slope).



Example of the use of high colour / tonal contrast to define edge of exterior accessible route, City of London.

### Best Practice

Generally, for seniors and people with vision loss, colours considered to be 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.

## 2.11.2 High Colour / Tonal Contrast

For both exterior and interior environments, the consistent and strategic use of high colour / tonal contrast is important for:

- a. defining edges or boundaries of distinctive objects (e.g., stair nosings, doors, handrails, exit doors, curbing along exterior pathways, street furniture etc.), which also enhances safety and wayfinding, especially for users with vision loss;
- b. visually defining the boundaries of open landscapes, accessible routes, interior corridors, rooms or spaces (i.e., where the wall meets the floor), including the use of baseboards in monochromatic interior environments that contrast with the adjacent wall and floor colours, to provide boundary definition, or raised edging and curbing for exterior environments;
- c. enhancing wayfinding, exemplified when used:
  - i. as part of a signage band located on walls at eye level, a band can be easier to follow than monolithic wall colouring, and can be the visual cue for other essential signs;
  - ii. to visually identify end walls or return walls in long corridors, that also clearly identifies a change of direction or the end of the space;

- iii. as part of supplementary textural cues (e.g., by using different but consistent floor textures, surfaces or materials, in primary and secondary accessible routes);
- iv. for spatial orientation and to clearly define edges or boundaries of materials, where they may change, such as carpeting or floor tiles where they define the junction between walls and floors, doorway recesses and corridor intersections, for example; and
- v. for exterior or interior signage systems (e.g., minimum 70% light reflectance value, or LRV is required). Refer to **Table 4** for examples of suitable high colour / tonal contrast.

**Table 4:** CNIB Recommendations on the Use of Colour / Tonal Contrast

Use noticeably different colours side by side to distinguish different key building elements. Examples of suitable combinations are:	<ul style="list-style-type: none"> <li>· Black/white</li> <li>· Yellow/black</li> <li>· Chocolate brown/white</li> <li>· Dark blue/white</li> <li>· Dark red/white</li> <li>· Dark purple/white</li> <li>· Dark green/white</li> <li>· Orange/black</li> </ul>
Avoid these colour combinations, which have limited / low contrast:	<ul style="list-style-type: none"> <li>· Yellow/grey</li> <li>· Yellow/white</li> <li>· Black/violet</li> <li>· Red/black</li> <li>· Grey/white</li> <li>· Light blue/white</li> </ul>
Avoid these colour combinations, which have limited / low contrast and are particularly difficult for people with colour blindness:	<ul style="list-style-type: none"> <li>· Red/green</li> <li>· Blue/green</li> </ul>

**Source:** Adapted from Canadian National Institute for the Blind (CNIB), “Clearing Our Path – Universal design recommendations for people with vision loss” (2009).



Example of effective use of textures for different flooring types and the use of high colour / tonal contrast at the junction between surfaces (e.g., carpet and tactile, resilient flooring). Additionally, example of corridor baseboard with high colour / tonal contrast compared to wall and floor surfaces, for enhanced wayfinding, City of London.

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# Exterior Environments

# 3.0

## Table of Contents

3.1	Parking.....	61
3.2	Passenger Loading Zones.....	69
3.3	Exterior Paths of Travel.....	72
3.4	Curb Ramps and Depressed Curbs .....	77
3.5	Accessibility During Construction .....	83
3.6	Site Furniture.....	88
3.7	Landscaping Materials and Plantings .....	91



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# Parking

# 3.1

## Application

This section applies to accessible parking spaces provided for the following types of exterior or interior parking facilities:

- parking garages or related structures (e.g., above or below grade);
- surface parking; and
- on-street parking.

## Reference

- Sec. 2.1 Ground and Floor Surfaces
- Sec. 3.3 Exterior Paths of Travel
- Sec. 3.4 Curb Ramps and Depressed Curbs
- Sec. 5.7 Lighting
- Sec. 5.8 Signage and Wayfinding

## Exception

Off-street parking facilities that are used exclusively to park the following types of vehicles:

- buses;
- delivery vehicles;
- law enforcement vehicles;
- medical transportation vehicles, such as ambulances; and
- impounded vehicles.

The requirements in respect of off-street parking facilities do not apply to off-street parking facilities if:

- the off-street parking facilities are not located on a barrier-free path of travel, regulated under Ontario's Building Code; and
- the facility is one of multiple off-street parking facilities on a single site that serve a building or facility, where appropriate accessible parking facilities are provided elsewhere on the same site.

## Best Practice

Four percent (4%) of the total number of parking spaces to be accessible.

Ensure accessible parking spaces are located as close as possible to any related site and facility amenities (e.g., parking meters or payment / ticketing machines, accessible routes and entrances, etc.).

Where facilities may expect a higher proportion of people with disabilities using their services (e.g., Seniors' Centers, Long Term Care and other medical facilities), the provision of additional accessible parking spaces is to be determined on a case by case basis. The appropriate number of spaces may be calculated based on the anticipated demand and a detailed review of the facility's occupancy levels.

### 3.1.1 Types of Parking

Three (3) types of designated accessible parking spaces are required where parking is provided: **(Figure 26a)**

- a. Type A spaces (minimum 3400 mm (133<sup>7</sup>/<sub>8</sub> in) wide) consist of wider parking spaces which accommodate larger vehicles such as vans that are equipped with transfer ramps and has signs that identifies the spaces as "VAN ACCESSIBLE". An Accessible Permit is required to use these spaces;
- b. Type B spaces (minimum 3400 mm (133<sup>7</sup>/<sub>8</sub> in) wide) are standard accessible parking spaces. An Accessible Permit is required to use these spaces; and
- c. Type C spaces (minimum 3200 mm (126 in) wide) are limited mobility / caregivers parking spaces. These are wider parking spaces that are near the entrance of the facility in order to accommodate people with limited mobility, expectant mothers, caregivers and persons who use a walker, cane, crutches or stroller. These spaces are not required for all facilities. A Permit is not required to use these spaces.

### 3.1.2 Provision

- a. provide Type A, B and C spaces in accordance with requirements identified in **Table 5**. Note: Space dimensions are shown in brackets as (mm / in).

**Table 5:** Requirements for the Provision of Designated Accessible Parking Spaces

Total Number of Parking Spaces	Total Number of Accessible Spaces Required	Number of Type A (Van Width) (3400 / 133 <sup>7</sup> / <sub>8</sub> )	Number of Type B (Standard Width) (3400 / 133 <sup>7</sup> / <sub>8</sub> )	Number of Type C (Limited Mobility Width) (3200 / 126)
1- 12	1	1	0	1
13-25	1	0	1	1
26 - 50	2	1	1	1
51 - 75	3	1	2	2
76 - 100	4	2	2	2
101 - 133	5	2	3	2
134 - 166	6	3	3	2
167 - 250	7	3	4	3
251 - 300	8	4	4	3
301 - 350	9	4	5	4
351 - 400	10	5	5	4
401 - 450	11	5	6	4
451 - 500	12	6	6	4
501 - 550	13	6	7	4
551 - 600	14	7	7	4
601 - 650	15	7	8	5
651 - 700	16	8	8	5
701 - 750	17	8	9	6

**Table 5:** Requirements for the Provision of Designated Accessible Parking Spaces  
(Continued)

Total Number of Parking Spaces	Total Number of Accessible Spaces Required	Number of Type A (Van Width) (3400 / 1337/8)	Number of Type B (Standard Width) (3400 / 1337/8)	Number of Type C (Limited Mobility Width) (3200 / 126)
751 - 800	18	9	9	6
801 - 850	19	9	10	7
851 - 900	20	10	10	7
901 - 950	21	10	11	8
951 - 1000	22	11	11	8
1001 and over	11 +1 % of total	(1) Where an even number is required, provide equal number of Type A and B  (2) Where an odd number is required, provide equal number of Type A and B plus an additional Type B		4, plus 1 for each 100 over 500

- b. where a parking facility serves multiple buildings or accessible entrances, distribute accessible parking spaces to enable users to park near as many accessible entrances as possible;
- c. where more than one parking facility is provided at a site:
  - i. ensure the number and type of accessible parking spaces provided is determined based on the total number of parking spaces required for each of the separate parking facilities; and
  - ii. locate and distribute accessible parking spaces among the off-street parking facilities in a manner that provides substantially equivalent or greater accessibility in terms of distance from an accessible entrance or user convenience (e.g., protection from weather, lighting, security and comparative maintenance);
- d. where the parking facility is a multi-level parking facility, ensure the accessible parking spaces are easy to identify and have at least one accessible route leading to an entrance, exit or elevator lobby.

## Note

The values in **Table 5** are derived from formulas contained in the Regulation. The Regulation uses percentages to determine the number of accessible spaces and ratios to divide them between Type A or 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.

## Best Practice

Ensure accessible parking spaces are located within a maximum of 30 m (98 ft 5 in) from accessible entrance(s).

Accessible parking spaces and adjacent access aisles should be regularly maintained, kept clear of debris and snow, and where possible, have overhead protection for users from the elements (e.g., such as direct sun, rain or snow).

Avoid having the accessible route cross through a drive aisle. Pedestrians should not have to travel behind parked vehicles or move along roadways. Ensure any pedestrian crossing or travel area is clearly marked so it is visible to drivers and pedestrians.

Where spaces are configured such that the front or rear of parked vehicles is immediately adjacent to a pedestrian walkway, consider a design that prevents vehicle overhangs which could reduce the width of the walkway.

## 3.1.3 On-Street Parking

### 3.1.3.1 Consultation Requirements

When constructing new or redeveloping existing on-street parking spaces, consultation on the need, location and design of accessible on-street parking spaces must occur with:

- a. the public and persons with disabilities; and
- b. the City of London Accessibility Advisory Committee.

### 3.1.3.2 Additional Considerations

The City of London provides special parking privileges in public parking areas and on public roadways to holders of a valid Accessible Parking Permit. Any person who holds an Accessible Parking Permit (APP) is eligible. Detailed information on the City's APP program, including on-street privileges, off-street privileges, and restrictions of the program can be found on the City of London website.

## 3.1.4 Design and Layout

### 3.1.4.1 General Features

- a. locate accessible parking spaces as close as possible to an accessible entrance and integrate with an accessible route;
- b. maximum running slope of surface at 1.5%;
- c. maximum cross-slope of surface at 1%;
- d. ensure vertical height clearance of 2750 mm (108¼ in) (exterior, minimum) or 2590 mm (102 in) (interior, minimum) at designated parking spaces, along the vehicle access and egress routes, and at any vehicular entrance where required;
- e. ensure ground surface is firm, stable and slip-resistant;
- f. ensure spaces are clearly indicated by high colour / tonal contrasted and white coloured line markings; and
- g. for all types of spaces, provide consistent and minimum lighting level of 30 lux (3 foot candles) over designated parking spaces (all types). **(Refer to Section 5.7, Lighting).**

## 3.1.4.2 Perpendicular Parking Space Layout

Where designated accessible parking spaces (e.g., perpendicular layout) are provided: **(Figure 26a)**

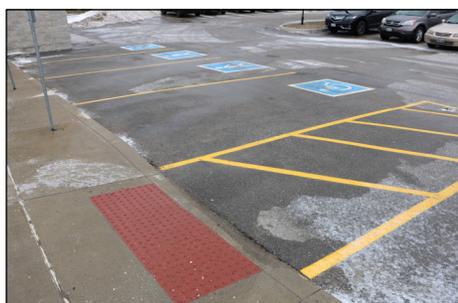
- a. ensure minimum width of:
  - i. 3400 mm (133<sup>7</sup>/<sub>8</sub> in) for “Type A” van accessible spaces;
  - ii. 3400 mm (133<sup>7</sup>/<sub>8</sub> in) for “Type B” standard parking spaces; and
  - iii. 3200 mm (126 in) for “Type C” limited mobility / caregivers spaces.
- b. provide an access aisle, for Type A and B spaces, adjacent and parallel to each accessible parking space that:
  - i. is a minimum of 2000 mm (78<sup>3</sup>/<sub>4</sub> in) wide, or 1525 mm (60 in) wide where technically infeasible in a retrofit application;
  - ii. extends the full length of the space and does not cross any vehicular route;
  - iii. is clearly indicated by high colour / tonal contrast diagonal pavement markings, and where protected by bollards (optional), with a minimum clear width of 1220 mm (48 in) between bollards; and
  - iv. connects with adjacent accessible path of travel, through level access, curb ramp (centered on access aisle) or depressed curb (with required tactile walking surface indicator (TWSI) / tactile attention indicator (TAI));
- c. ensure length of 5500 mm (216<sup>1</sup>/<sub>2</sub> in); and
- d. ensure provision of vertical signage, centered in front of the parking space and pavement signage, centered near the back of the parking space.

### Note

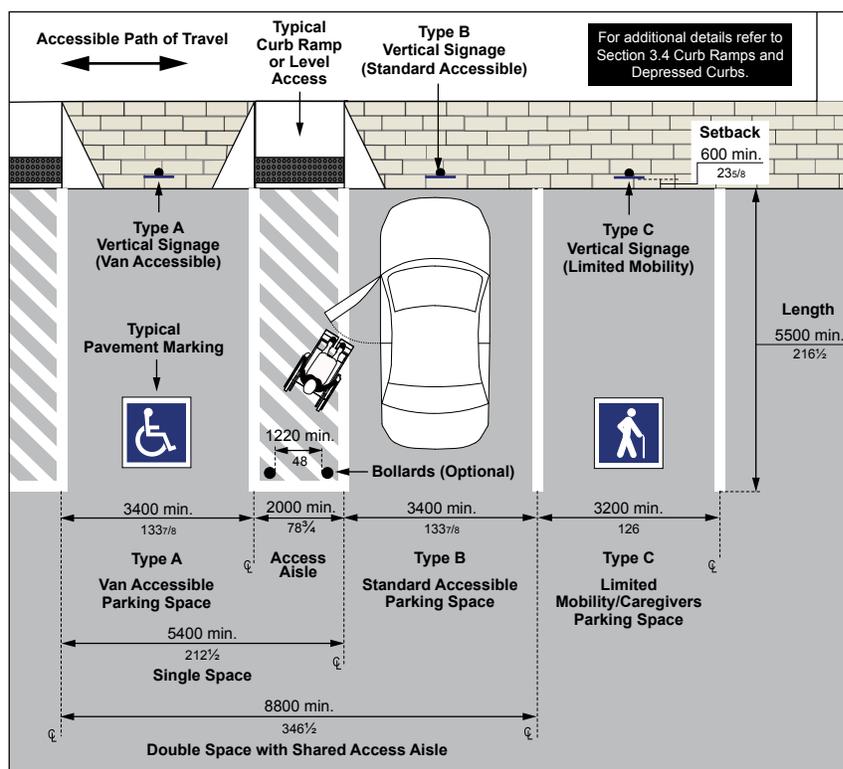
Where two accessible parking spaces are provided adjacent to each other, they may share an access aisle **(Figure 26a)**.



Accessible parking spaces with shared access aisle connected to pedestrian route.



Accessible parking spaces with access aisle and curb ramp, City of London.

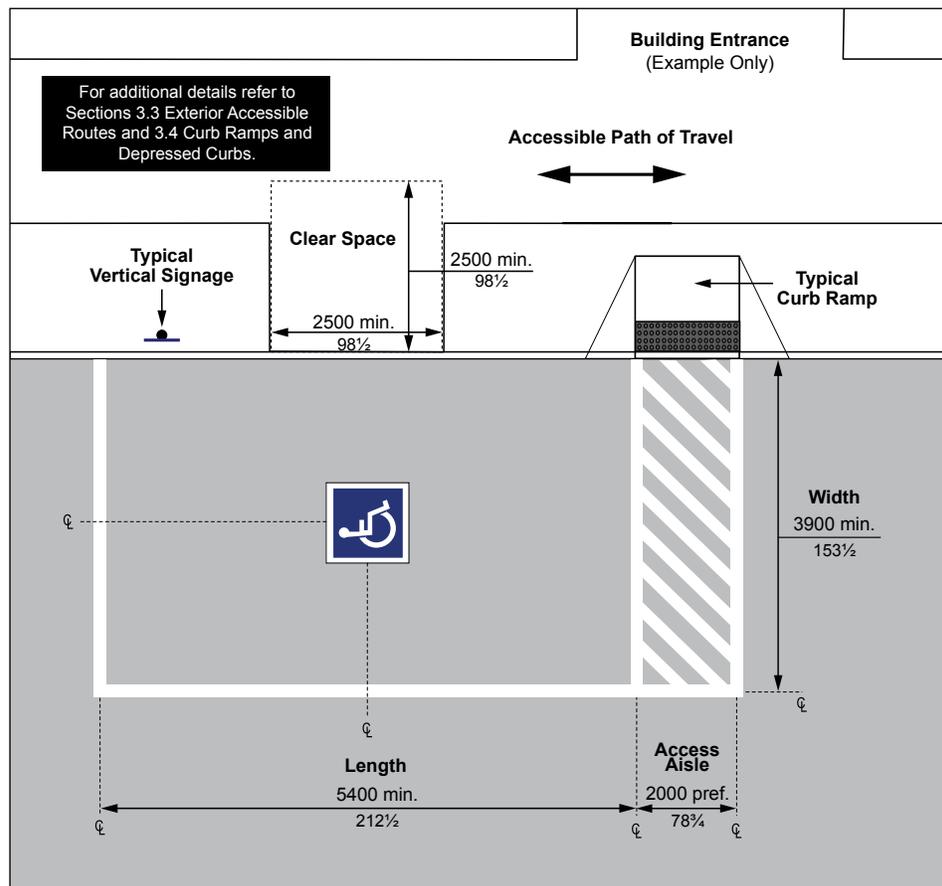


**Figure 26a:** Perpendicular Accessible Parking Space Dimensions - Plan View

## 3.1.4.3 Parallel Parking Space Layout

Where parallel parking spaces are provided: (Figures 26b, 27a, 27b & 28a)

- a. ensure minimum width of 3900 mm (153½ in);
- b. ensure minimum length of 5400 mm (212½ in);
- c. provide access aisle at rear of space or recessed into adjacent boulevard that:
  - i. extends full width or length of space;
  - ii. is 2000 mm (78¾ in) wide preferred, or a minimum of 1525 mm (60 in) wide, where technically infeasible due to roadway, boulevard and parking space layout constraints;
  - iii. is clearly indicated by high tonal contrasted and white coloured diagonal pavement markings; and
  - iv. leads directly to an accessible curb ramp and path of travel;
- d. provide a minimum clear space of 2500 mm by 2500 mm (98½ in by 98½ in) at sidewalk level and adjacent to the passenger side or recessed access aisle; and
- e. ensure provision of vertical signage, Type A, located at the front of space (on the sidewalk) and pavement signage, centered in the parking space.



**Figure 26b:** Parallel Parking Space Dimensions - Plan View

## 3.1.5 Signage and Pavement Markings

For signage and pavement markings: (Figures 27a, 27b, 27c, 28a & 28b)

- ensure spaces are clearly designated with pavement markings and vertical signage, containing the International Symbol of Accessibility or symbol for limited mobility;
- provide directional signage with appropriate directional arrows, marked with the International Symbol of Accessibility, to indicate the location of accessible parking spaces, and / or the location of the nearest accessible entrance if the spaces or entrance are not easy for users to locate when entering or using the site; and
- for indoor parking facilities, incorporate a sign at the vehicle entrance indicating the minimum overhead clearance at the accessible parking spaces and along the vehicle access and egress routes.

### Note

Refer to the City of London’s Parking By-law for signage requirements.

Wherever possible, locate parking signs away from pedestrian routes, as they may constitute an overhead and / or projection hazard.

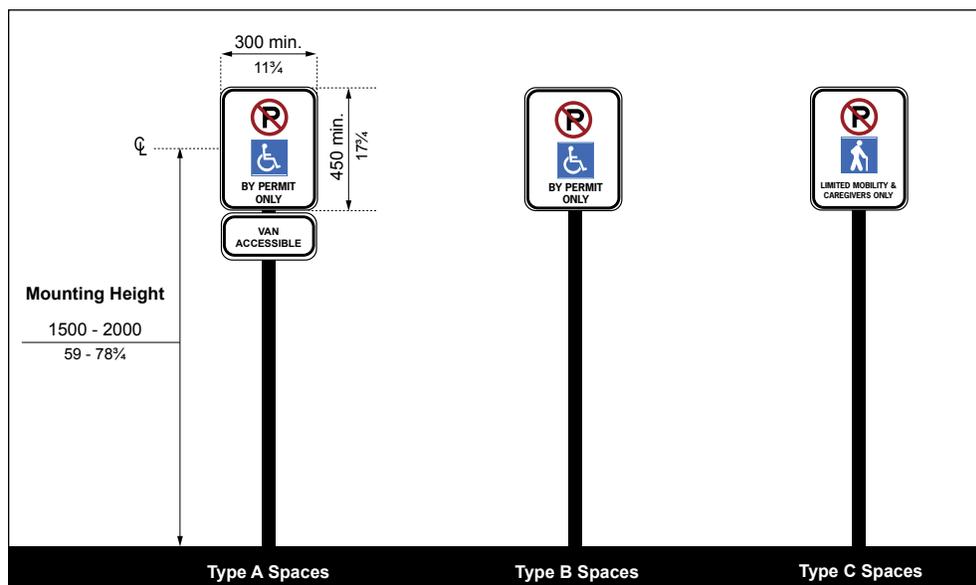
### 3.1.5.1 Vertical Signage

Vertical signage is required as follows: (Figures 27a, 27b & 27c)

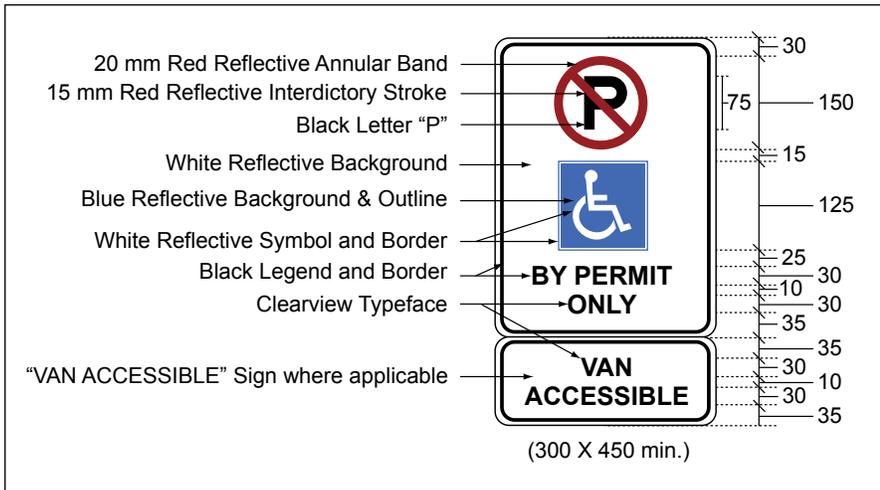
- mark with International Symbol of Accessibility or symbol for limited mobility, which must not be mounted on fences or building faces;
- ensure a minimum size of 300 mm (11¾ in) wide by 450 mm (17¾ in) high;
- mount at height of 1500 mm (59 in) to 2000 mm (78¾ in) centered (e.g., wall or post-mounted), from ground / floor and in front of space, with a maximum set back 600 mm (23⅝ in) from the front edge of the parking space;
- ensure a high colour / tonal contrast is provided between sign and background environment or mounting surface;
- provide information text, compliant with City By-law requirements; and
- provide signage that identifies Type A spaces as “VAN ACCESSIBLE”.



Example of Type A “VAN ACCESSIBLE” vertical signage, City of London.



**Figure 27a:** Designated Parking Spaces, Vertical Signage - Mounting Height and Typical Dimensions



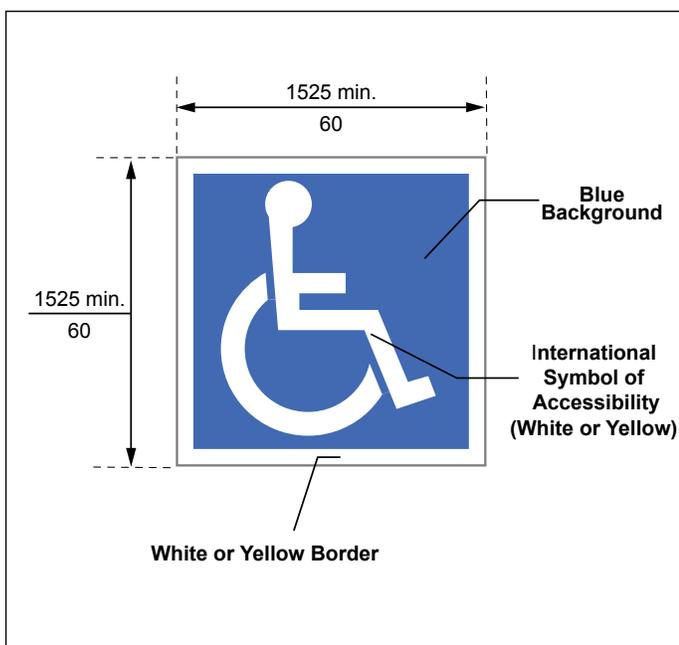
**Figure 27b:** Type A Vertical Signage - Detailed Dimensions



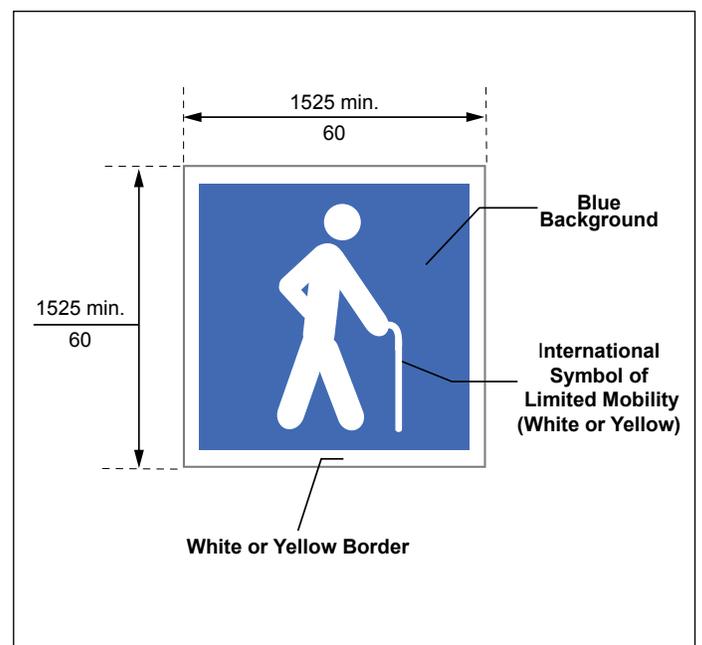
**Figure 27c:** Type C Vertical Signage - Detailed Dimensions

### 3.1.5.2 Pavement Marking

- a. mark with International Symbol of Accessibility or symbol for limited mobility: **(Figure 28a & 28b)**
  - i. ensure 1525 mm (60 in) wide by a minimum of 1525 mm (60 in) depth;
  - ii. provide a white or yellow border with a blue background field colour;
  - iii. locate centered, near the back of the space for perpendicular (e.g., 90 degree) or angled parking spaces and centered for parallel parking spaces; and
- b. ensure all pavement markings are slip resistant and clearly visible through use of high colour / tonal contrast compared to the surface of the parking space.



**Figure 28a:** Accessible Parking Pavement Marking



**Figure 28b:** Limited Mobility Pavement Marking



# Passenger Loading Zones

# 3.2

## Application

This section applies to exterior passenger loading and drop-off zones where passengers transfer from vehicles to a pedestrian area which provides an accessible route to a facility.

Passenger loading and drop-off zones are important features for:

- people who have difficulty walking long distances or have limited stamina;
- users of mobility aids; and
- people who travel with companions or caregivers (e.g., person with vision loss or cognitive disability, the very young, and seniors).

## Reference

- Sec. 2.6 Tactile Walking Surface Indicators
- Sec. 3.3 Exterior Paths of Travel
- Sec. 3.4 Curb Ramps and Depressed Curbs
- Sec. 5.7 Lighting
- Sec. 5.8 Signage and Wayfinding

## Note

Transit stops, shelters and related amenities are not classified as part of passenger loading zones.

If the passenger loading zone is a designated mobility transit stop or zone, it shall comply with all relevant City by-laws.

## Note

In a retrofit situation where providing a 2500 mm (98½ in) wide access aisle is technically infeasible, the access aisle width may be reduced to 2000 mm (78¾ in) **(Figure 29b)**.

Use of bollards may be an alternate design strategy.

### 3.2.1 Design and Layout

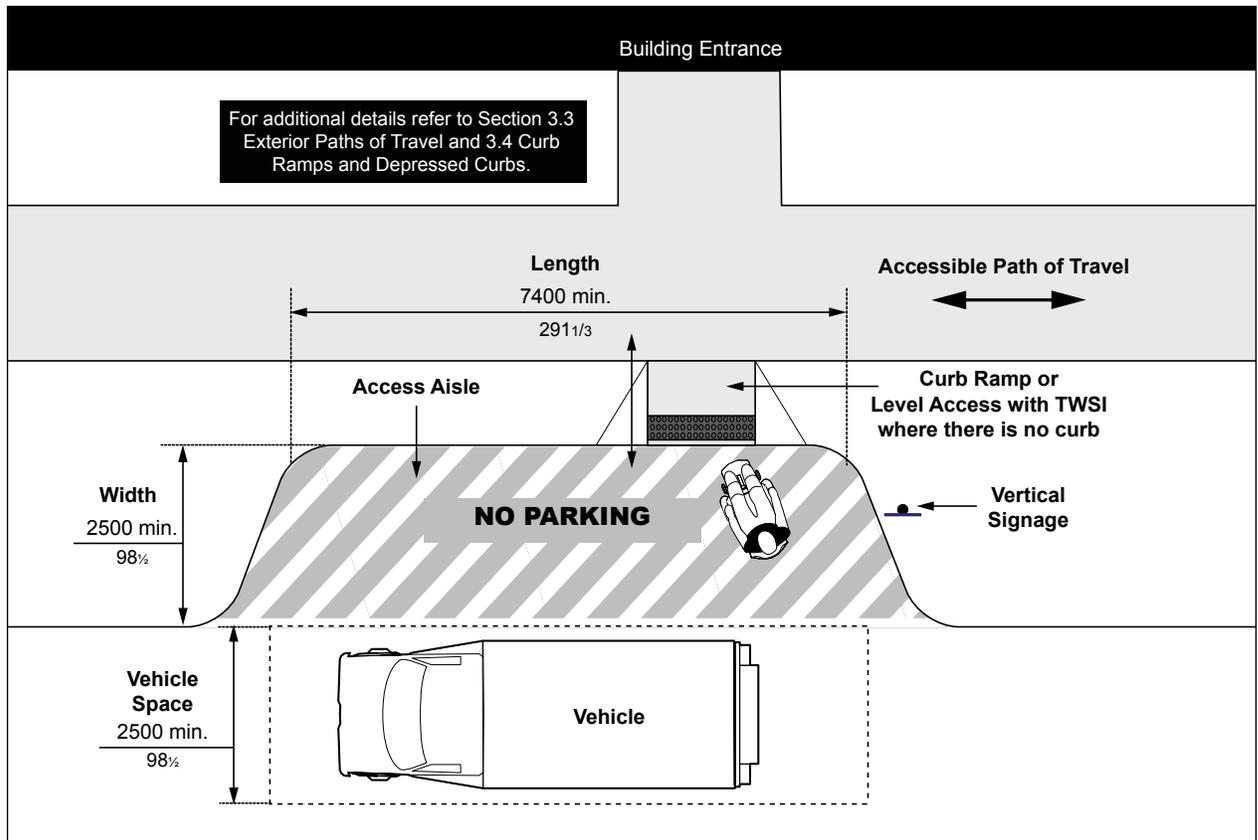
Where a passenger loading zone (PLZ) is provided: **(Figures 29a & b)**

- a. locate the Passenger Loading Zone (PLZ) as close as possible to the nearest accessible entrance or a maximum of within 30 m (98 ft 5 in);
- b. locate the PLZ away from any traffic flow and design so that users avoid entering any adjacent vehicular routes and drive aisles;
- c. where practical, provide overhead protection (e.g., a canopy to protect users from weather conditions) with a minimum clearance (i.e., vertical dimension) of 3600 mm (141¾ in) throughout vehicular pull-up space and passenger loading zone;
- d. include a side access aisle that:
  - i. is adjacent, parallel and at the same level as the vehicular pull-up space;
  - ii. is a minimum of 2500 mm (98½ in) wide by 7400 mm (291½ in) long;
  - iii. provides a minimum clearance height of 3600 mm (141¾ in) at the vehicle pull-up space and along the vehicle access and egress routes, with signage indicating the clearance height; and
  - iv. provides diagonal pavement markings (e.g., yellow or white colour and are clearly visible through use of high colour tonal contrast compared to surface), extending the full length of the space;
- e. provide at least one curb ramp, for users of mobility aids, where there is a change in level;
- f. where the accessible route and the access aisle are not separated by a curb and level access is provided, install tactile walking surface indicators (TWSI's) that:
  - i. are detectable by foot or cane;
  - ii. are clearly visible through the use of high colour / tonal contrast compared to adjacent mounting surface;
  - iii. extend across the full length of the space; and
  - iv. meet the requirements identified for tactile attention indicator (TAI) surfaces **(Refer to Section 2.6, Tactile Walking Surface Indicators)**.

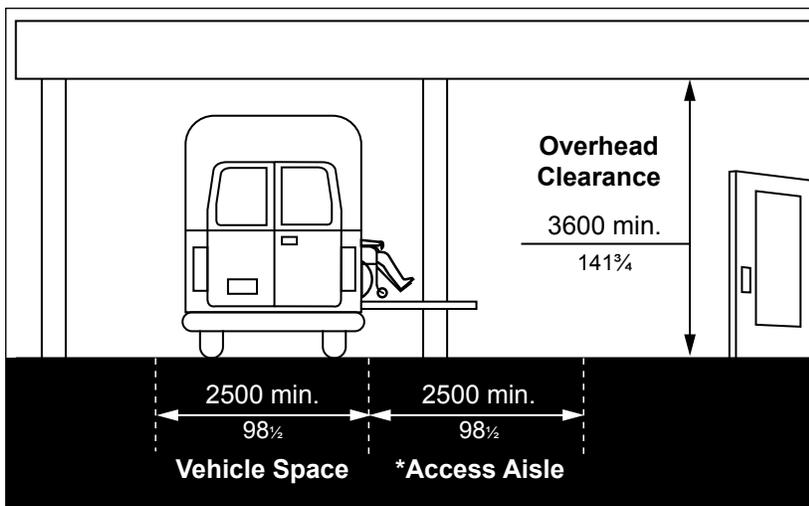
### 3.2.2 Vertical Signage

Vertical signage is required as follows: **(Figure 29c)**

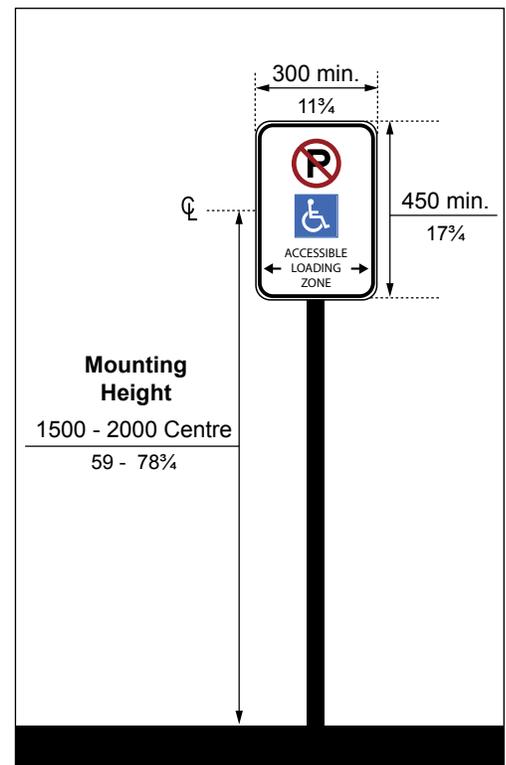
- a. mark with the International Symbol of Accessibility to formally designate passenger loading and drop-off zones;
- b. ensure a minimum size of 300 mm (11¾ in) wide by 450 mm (17¾ in) high;
- c. mount at height of 1500 mm (59 in) to 2000 mm (78¾ in) centered (e.g., post-mounted), from ground / floor; and
- d. provide information text, compliant with City By-law requirements (e.g., "ACCESSIBLE LOADING ZONE").



**Figure 29a:** Passenger Loading Zone - Plan View



**Figure 29b:** Clearances at Passenger Loading Zone (\* Refer to Note)



**Figure 29c:** Accessible Loading Zone Vertical Signage

A photograph of an outdoor path with a bench and trees, overlaid with a blue tint. The text "Exterior Paths of Travel" is written in white over the image.

# Exterior Paths of Travel

# 3.3

## Application

This section applies to exterior paths of travel, which typically include, but are not limited to:

- pedestrian circulation routes that serve as connections between the property line / site boundary of a facility, or at facility entrances, exits, elements or amenities;
- public right-of-ways (e.g., sidewalks and walkways);
- ramps; and
- curb ramps and depressed curbs.

This section applies to sidewalks or walkways used for pedestrian travel, intended to serve a functional purpose and that do not provide a recreational experience.

## Reference

- Sec. 2.1 Ground and Floor Surfaces
- Sec. 2.2 Ramps
- Sec. 2.4 Guards and Handrails
- Sec. 2.5 Overhanging and Protruding Objects
- Sec. 2.6 Tactile Walking Surface Indicators
- Sec. 2.7 Rest Areas
- Sec. 3.4 Curb Ramps and Depressed Curbs
- Sec. 5.7 Lighting

## Note

Shallower slopes for ramp surfaces are always preferred.

Walkways that are part of an exterior accessible route / path of travel having a slope steeper than 1 in 20 (5%), must be designed as ramps.

### 3.3.1 General Features

For exterior accessible routes or paths of travel: **(Figure 30c)**

- a. ensure ground surfaces are firm, stable and slip-resistant;
- b. provide adequate drainage to prevent water accumulation;
- c. ensure headroom clearance is not less than 2100 mm (82¾ in);
- d. provide lighting levels consistently over frequently used pedestrian routes, including walkways and paths, at a minimum 50 lux (5 foot candles), measured at the ground **(Refer to Section 5.7, Lighting)**;
- e. provide a high colour / tonal or textural contrast on ground surfaces to help define primary accessible routes and assist with wayfinding;
- f. where a pedestrian route crosses or joins a vehicular route and the walking surfaces are not separated by curbs, railings or other elements between the pedestrian and vehicular areas, provide tactile attention indicators (TAI), continuous along the full length of the crossing boundary **(Refer to Section 2.6, Tactile Walking Surface Indicators)**; and
- g. consider providing level rest areas and stopping places along the path of travel, especially sloped walkways longer than 30 m (98 ft 5 in), for users of mobility aids and people with reduced stamina and meet the requirements identified for rest areas and seating **(Refer to Section 2.7, Rest Areas)**.

#### Best Practice

Where possible, provide clear width a minimum of 2000 mm (78¾ in) for exterior paths of travel.

#### Note

The contrasting surface adjacent to the accessible route may be accomplished by landscaping features such as grass or alternative textured material. Consider locating all planting and street furniture in an amenity zone, adjacent to the sidewalk or walkway, and using a different tone or material to emphasize the difference in function of the amenity zone **(Refer to Section 3.6, Site Furniture)**.

It is important that the cross slope be minimal to allow for adequate drainage. The greater the cross slope, the more likely it will affect the balance of an individual while walking or using a mobility aid.

### 3.3.2 Clear Width

Provide required clear width as follows: **(Figures 30a & 30b)**

- a. provide a minimum clear width of 1600 mm (63 in) or 1830 mm (72 in) preferred for higher traffic areas and to allow two users of mobility aids to pass;
- b. where the clear width of exterior paths of travel is less than a minimum of 1830 mm (72 in), provide a minimum passing area, 1830 mm wide by 1830 mm long (72 in by 72 in) at intervals of 30 metres (98 ft 5 in) or less;
- c. where passing areas are provided, ensure they are not considered to be part of any rest area that may also be provided; and
- d. ensure the entrance to exterior paths of travel provide a clear opening a minimum of 950 mm (37½ in), whether the entrance includes a gate, bollard or other entrance design.

### 3.3.3 Running and Cross Slopes

For exterior accessible routes or paths of travel, provide required running and cross slopes as follows: **(Figures 31a & 31b)**

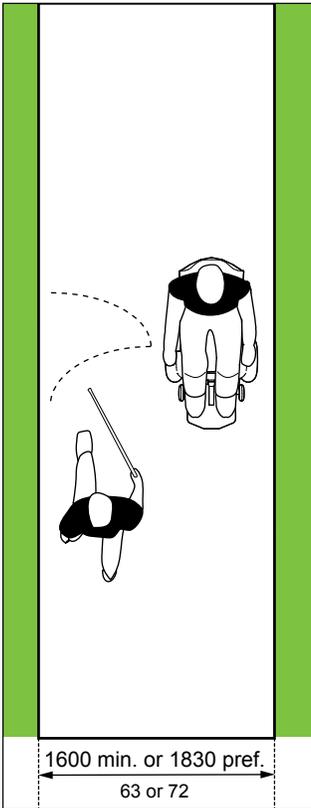
#### 3.3.3.1 Running Slope

- a. ensure maximum running slope is 1:20 (5%), excluding curb ramps, or design as a ramp if running slope exceeds 1:20 (5%); and

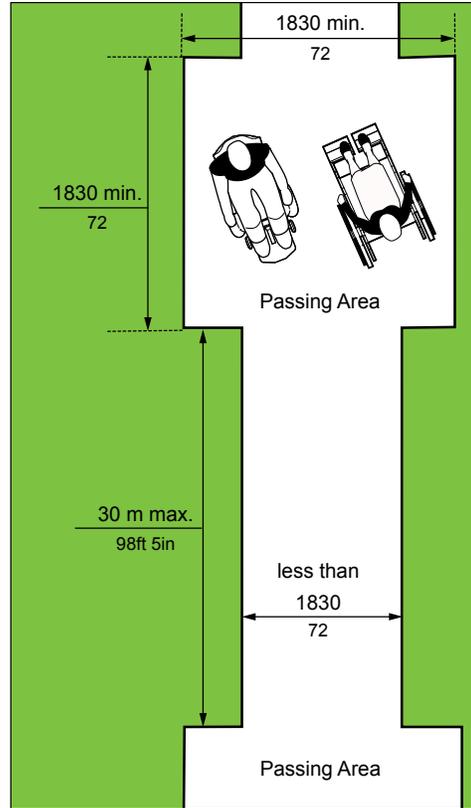
- b. where the exterior path of travel is a sidewalk, a running slope greater than 1:20 (5%) is allowed but it cannot be steeper than the slope of the adjacent roadway.

### 3.3.3.2 Cross Slope

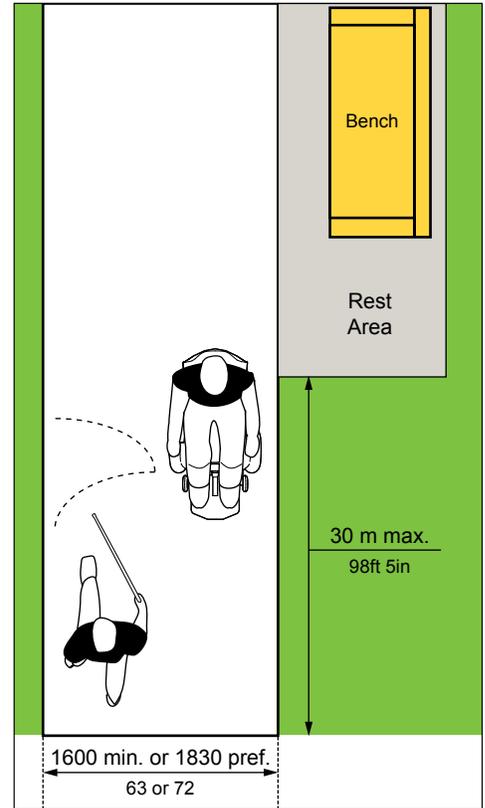
- a. provide a maximum cross slope of 1:50 (2%), where the surface is asphalt, concrete or some other hard surface.



**Figure 30a:** Minimum Clear Width of Exterior Path of Travel



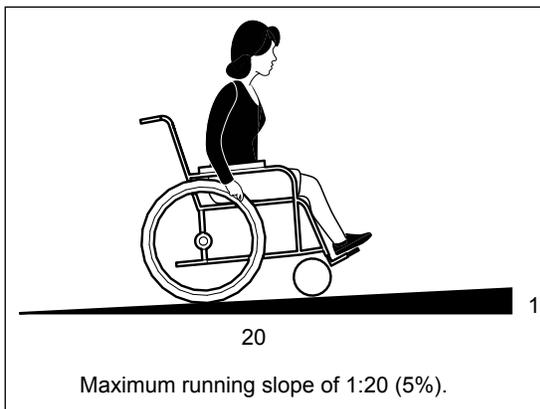
**Figure 30b:** Reduced Clear Width and Required Passing Area



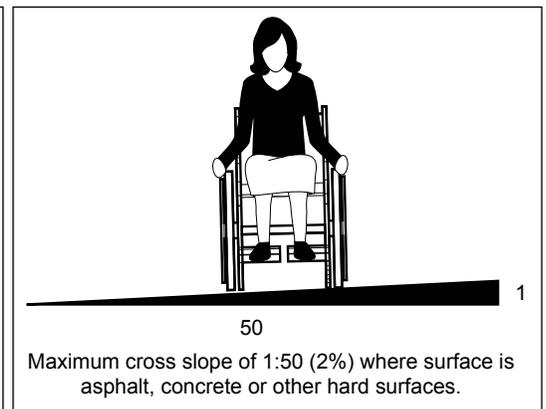
**Figure 30c:** Rest Area

### Note

EXCEPTION: A maximum cross slope of 1:20 (5%) is permitted where conditions do not allow (e.g., a retrofit), or 1:10 (10%) maximum in all other cases (e.g., where surface is not asphalt, concrete or some other hard surface).



**Figure 31a:** Running Slope



**Figure 31b:** Cross Slope

### 3.3.4 Changes in Level

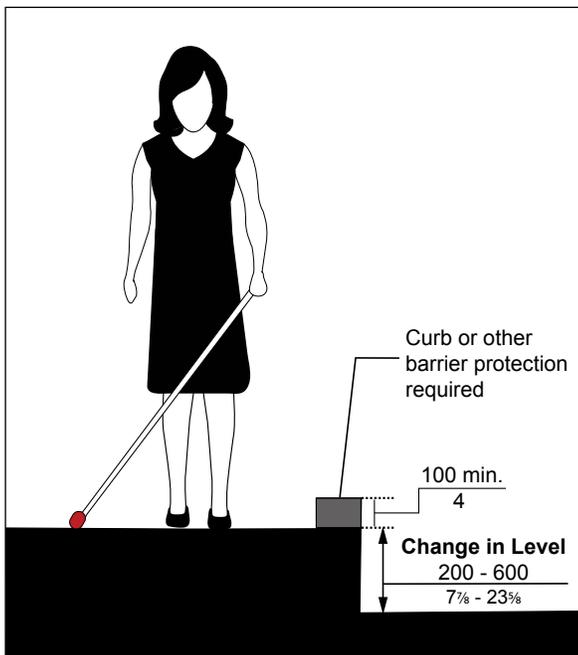
- a. where there is a change in level or drop-off immediately adjacent to the accessible path of travel: **(Figures 32a & 32c)**
  - i. provide colour contrasted curb or other barrier protection, minimum of 100 mm (4 in) high above path of travel, where change in level is between 200 mm and 600 mm (7 $\frac{7}{8}$  in and 23 $\frac{5}{8}$  in); and
  - ii. provide guards mounted at a minimum height of 1070 mm (42 in), measured vertically to the top of the guard from the ground surface, where change in level is more than 600 mm (23 $\frac{5}{8}$  in) or where the adjacent surface within 1200 mm (47 in) from the accessible route has a slope of more than 1:2;
- b. ensure slope requirements are provided, based on the height of the level change **(Refer to Section 2.1, Ground and Floor Surfaces).**

#### Note

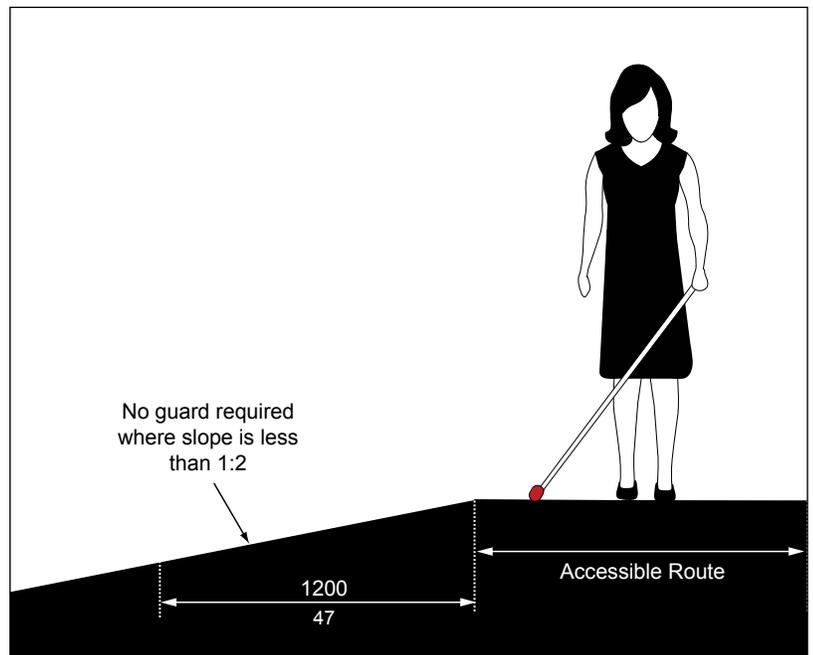
Ensure curb or other barrier protection is designed to allow surface drainage.

#### Exception

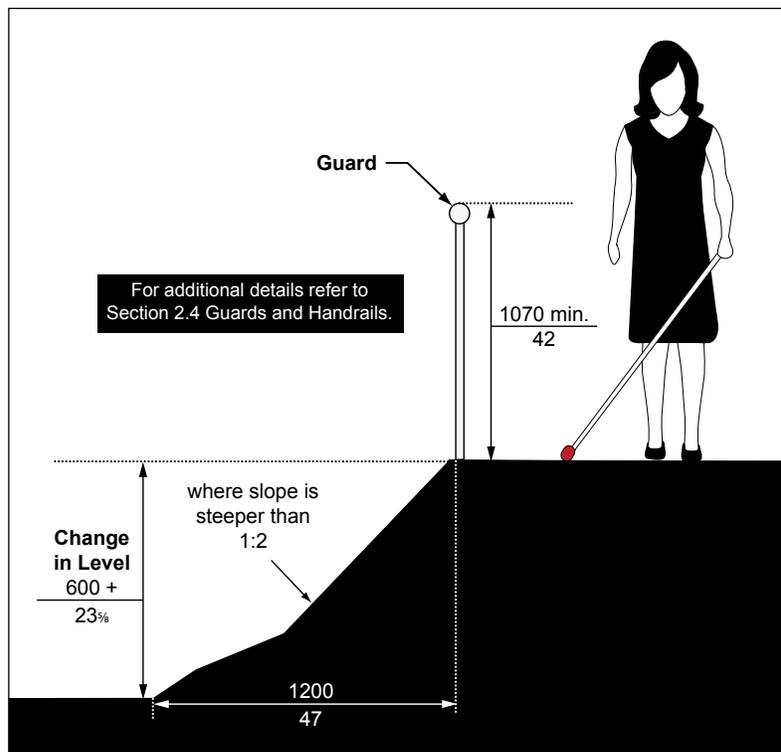
Guards are not required if the slope of the surface adjacent to the accessible route is not steeper than 1:2 within 1200 mm (47 in) from the accessible route **(Figure 32b).**



**Figure 32a:** Change in Level - Edge Protection Required



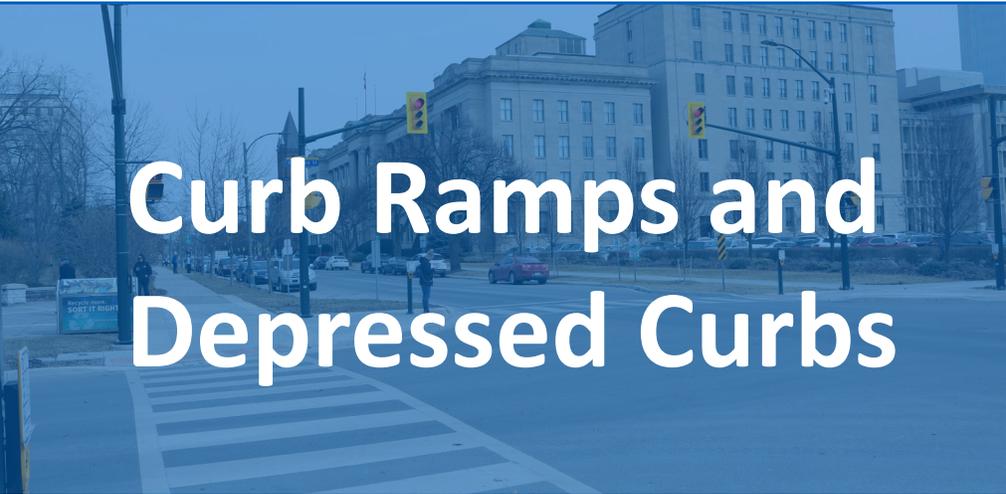
**Figure 32b:** Exception - No Guard Required



**Figure 32c:** Change in Level - Guard Protection Required

### 3.3.5 Rest Areas

When constructing new or redeveloping existing exterior paths of travel intended to be maintained, **Refer to Section 2.7, Rest Areas.**



# Curb Ramps and Depressed Curbs

# 3.4

## Application

Curb ramps and depressed curbs help people with disabilities safely and independently negotiate level changes on public sidewalks and other pedestrian routes. They are required when there is a change in level between the exterior path of travel and adjacent vehicular route.

The provision of curb ramps and depressed curbs ensures a continuous accessible path of travel between vehicular and pedestrian routes, for the following typical locations:

- pedestrian crossings at intersections;
- parking spaces, passenger loading zones and related access aisles; and
- any other exterior pedestrian route where there are elevation changes.

The choice between providing a curb ramp or a depressed curb depends on physical characteristics, volume of pedestrian traffic and space availability. The flared sides of the curb ramps provide additional directional assistance, however, having a raised curb between curb ramps may not be suitable for high pedestrian traffic locations, or possible due to intersection geometry, and therefore a depressed curb may be required.

## Reference

- Sec. 2.1 Ground and Floor Surfaces
- Sec. 2.6 Tactile Walking Surface Indicators
- Sec. 3.1 Parking
- Sec. 3.2 Passenger Loading Zones
- Sec. 3.3 Exterior Paths of Travel

## Note

“Curb ramp” means a ramp that is cut through a curb at a roadway and slopes up to a sidewalk. Types are usually categorized by their structural design and how they are positioned relative to the sidewalk and roadway. Permitted curb ramp types include:

- perpendicular - one that is aligned so that the ramp is generally perpendicular to the centerline of the roadway, and users will generally be travelling perpendicular to traffic when they enter the street at the bottom;
- parallel - one that has two ramps leading towards a centre level landing at the bottom; and
- combination of perpendicular and parallel.

“Depressed curb” means a seamless gradual slope at transitions between sidewalks and walkways, typically used at intersections.

### Best Practice

Provide a maximum running slope of 5% and cross slope of zero.

Provide a counter slope less than 11%.

### Note

It can be very difficult for people with visual disabilities to orient themselves relative to the crosswalks at larger corners of intersections designed with depressed curb ramps.

Alternatively, consider providing a full height curb around the corner radius with appropriate transitions between the separate depressed curbs or curb ramps at each crosswalk.

## 3.4.1 Design and Layout

Key design requirements for curb ramps and depressed curbs include:

- a stable, firm and slip-resistant surface with a smooth transition between curb ramp and adjacent surfaces (e.g., roadway, sidewalk and top landing);
- align the curb ramp or depressed curb with the direction of travel (e.g., crosswalks) and with the curb ramp or depressed curb on the opposite side of the roadway to help users orient themselves and to allow someone to maintain a straight line of travel, especially for users with vision loss;
- design to provide suitable drainage, to prevent water, snow and ice accumulation within the accessible path of travel; and
- ensure gratings and other openings are not placed on curb ramps, depressed curbs or within pedestrian crossings.

## 3.4.2 Width

Provide clear width as follows: **(Figures 35a & 35b)**

- a minimum clear width of 1525 mm (60 in), exclusive of flared sides;
- where the width of the sidewalk is greater than 1525 mm (60 in), provide a curb ramp with the same width as the sidewalk, exclusive of flared sides; and
- where the alternate curb ramp configuration is used, the width of the top of the depressed curb may be reduced to a minimum of 1220 mm (48 in).

## 3.4.3 Running and Cross Slopes

For the running and cross slopes, ensure: **(Figure 34)**

- maximum running slope is between 1:50 and 1:20 (2% and 5%);
- for retrofit applications (e.g., where it is technically infeasible to achieve these slopes), provide a maximum running slope of 8%;
- maximum cross slope of 1:50 (2%); and
- where the counter slope at a curb ramp or depressed curb is greater than 11%, provide a transition area that:
  - extends the full width of the curb ramp;
  - begins at the base of the curb ramp and extends to a length of at least 600 mm (23<sup>5</sup>/<sub>8</sub> in) on the street; and
  - has a maximum cross slope of 1:50 (2%).

**Best Practice**

Provide a landing of 1700 mm by 1700 mm (67 in by 67 in) or more where possible to accommodate larger wheeled mobility aids.

**Note**

Flared sides are not considered part of the accessible path of travel.

Landings are not required at depressed curb ramps since the associated shallow slope of the surface is suitable.

Landings shall be permitted to overlap other landings and clear space.

Concrete border width around TAI may be increased and adjusted to suit corner geometry.

**3.4.4 Flared Sides**

For flared sides, ensure: **(Figures 33 & 35a)**

- surface is stable, firm, slip-resistant and non-glare;
- the sides are clearly demarcated with grooved edges;
- a maximum cross slope of 8% is provided, measured parallel to the curb line, where pedestrians are likely to walk across them; and
- a minimum clear width of 1525 mm (60 in).

**3.4.5 Landing**

For landings, ensure: **(Figures 35b & 35e)**

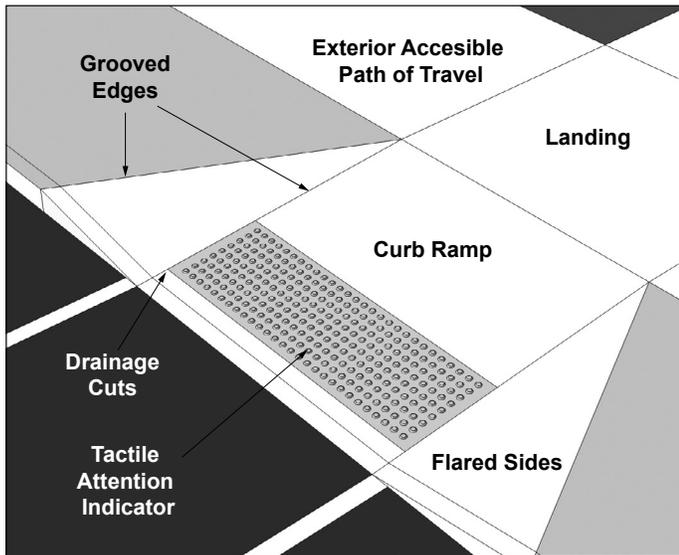
- a level landing at a minimum length and width of 1220 mm (48 in) is provided at the top of the curb ramp or a level rest area at a minimum length of 1400 mm (55 in) for curb ramps at wide median sidewalk crossings;
- an additional landing if users must change direction while using the curb ramp; and
- running and cross slopes are a maximum of 2% (1:50).

**3.4.6 Tactile Attention Indicators (TAI)**

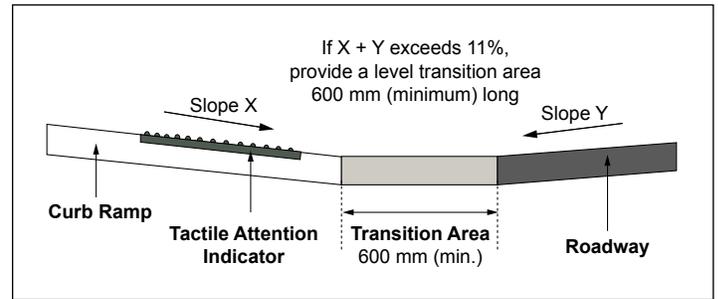
Where curb ramps or depressed curbs are provided on an exterior path of travel, provide tactile attention indicators (TAI), as follows: **(Figures 33, 35a & 35b)**

- at the bottom portion of the curb ramp or depressed curb, set back 150 mm to 200 mm (5 $\frac{7}{8}$  in to 7 $\frac{7}{8}$  in) from the back edge of the curb, and following any curvature in the curb;
- are installed in concrete and with a minimum 150 mm (5 $\frac{7}{8}$  in) concrete border around the TAI for locations within a non-concrete sidewalk or walkway;
- are installed with the tops of the domes level with the adjacent concrete surface;
- have drainage cuts from the lower corners and other low points of the TAI to the curb;
- have a minimum depth of 610 mm (24 in);
- ensure the TAI extends along the full width of the curb ramp;

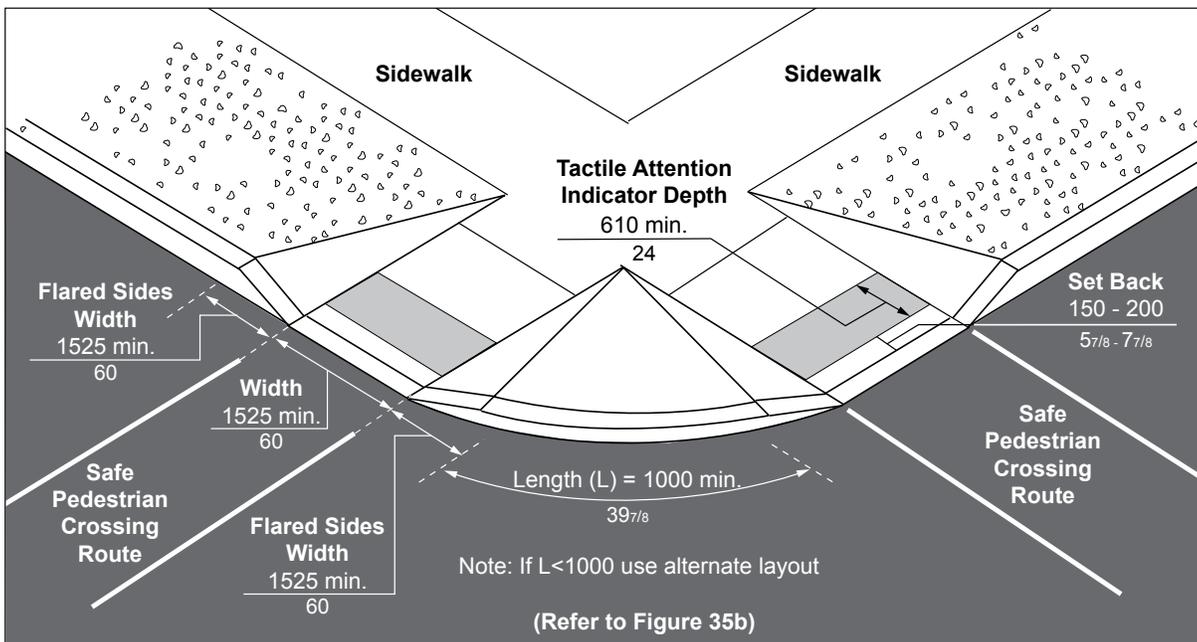
- g. for depressed curb ramps, ensure TAI extends along the bottom portion of the depressed curb that is flush with the roadway, and to a minimum width of 1525 mm (60 in); and
- h. for detailed requirements related to TAI surfaces, **Refer to Section 2.6, Tactile Walking Surface Indicators.**



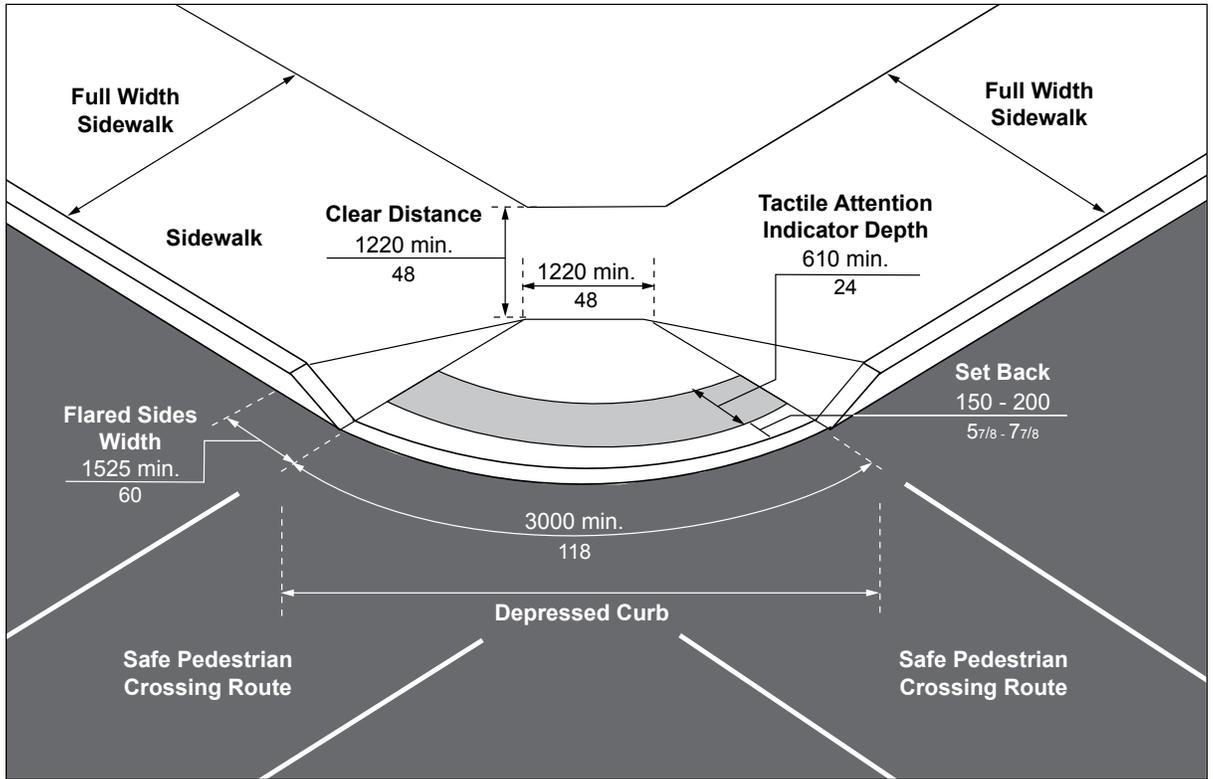
**Figure 33:** Typical Curb Ramp Features



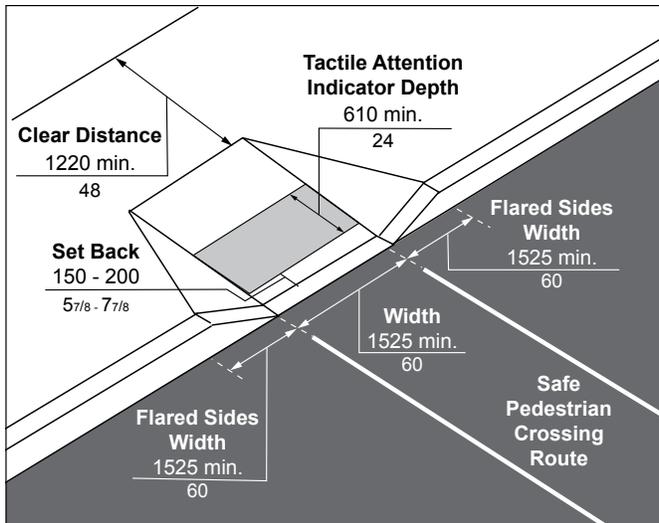
**Figure 34:** Transition Area - Counter Slope



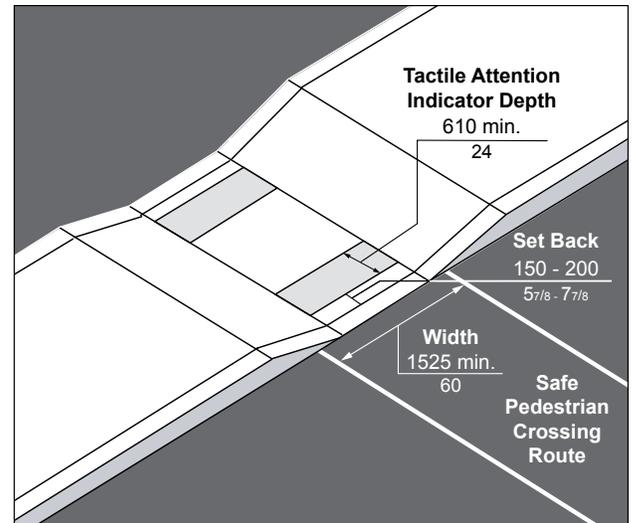
**Figure 35a:** Standard Curb Ramp



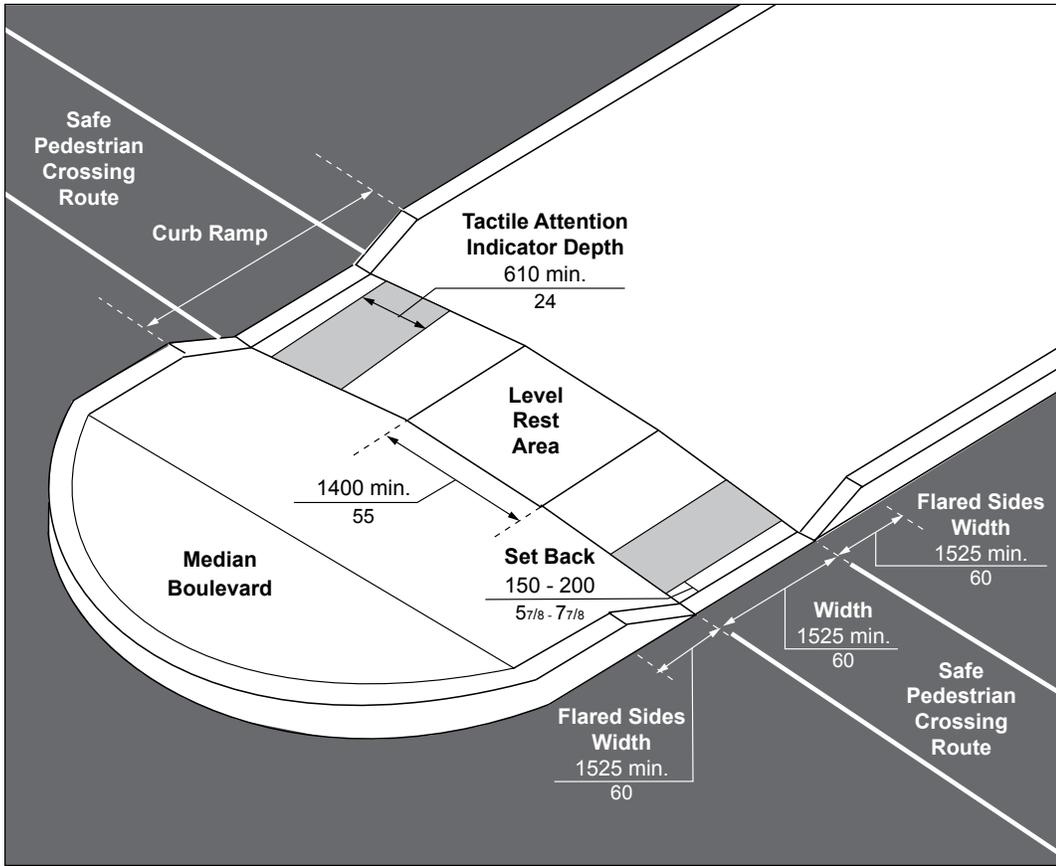
**Figure 35b:** Alternate Curb Ramp: Depressed Curb



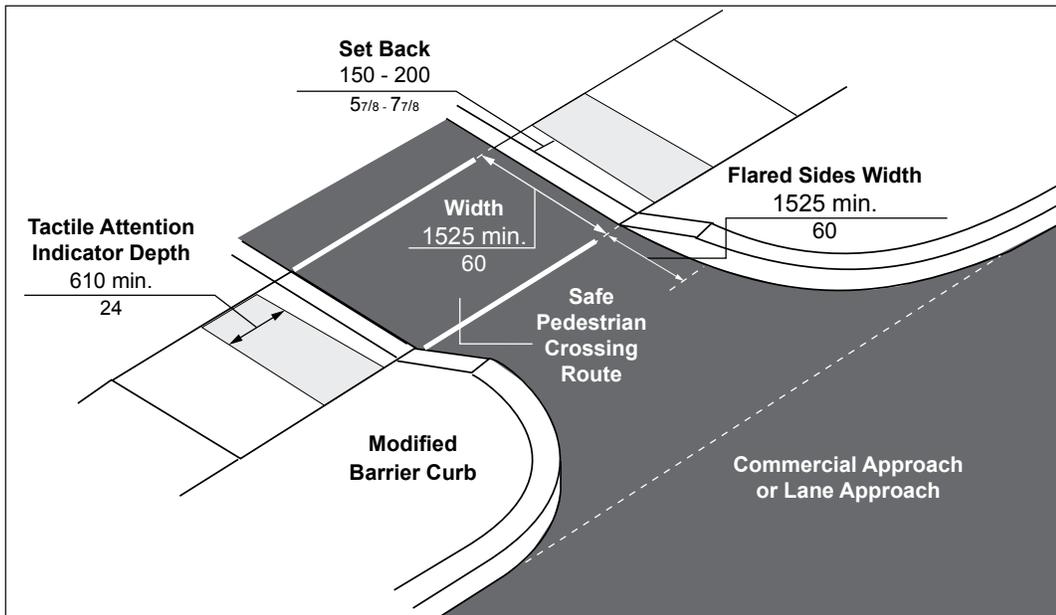
**Figure 35c:** Curb Ramp at Mid-Block Crossing



**Figure 35d:** Curb Ramp at Narrow Median Crossing



**Figure 35e:** Curb Ramp at Wide Median Sidewalk Crossing



**Figure 35f:** Curb Ramp at Commercial or Lane Approach

# Accessibility During Construction

# 3.5

## Application

This section applies when pedestrians will be affected by the construction of new or the redevelopment of existing City-owned or leased buildings, infrastructure and elements. This includes construction within the public right-of-way, as part of the City of London's facilities.

These standards have been developed to summarize steps that need to be taken to ensure appropriate pedestrian access while construction is underway. If safety precautions are not taken and maintained, construction sites can be hazardous to pedestrians, including users with varying disabilities, particularly users with mobility, cognitive or visual disabilities.

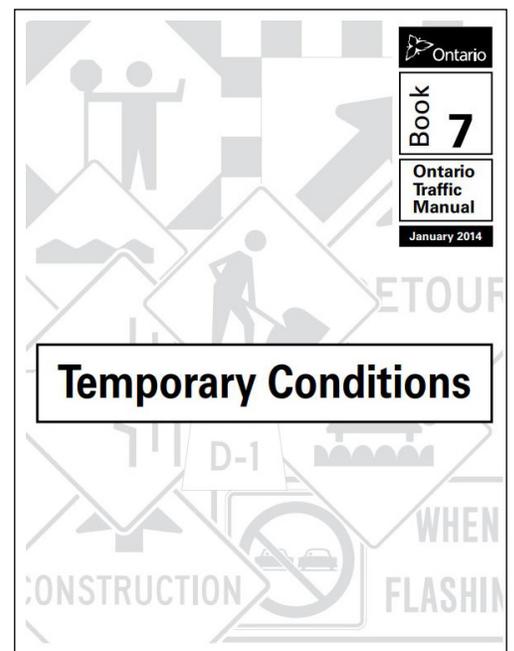
With the unique nature of each construction project and locations where they may occur, certain issues may arise which have not been covered in these standards. Each construction project requires a case by case review in order to determine suitable strategies for addressing the needs of pedestrians of all ages and abilities.

## Reference

- Sec. 2.1 Ground and Floor Surfaces
- Sec. 2.2 Ramps
- Sec. 2.5 Overhanging and Protruding Objects
- Sec. 3.3 Exterior Paths of Travel
- Sec. 5.8 Signage and Wayfinding

## Note

For additional information, refer to Section 2.6.2, "Pedestrian Safety Considerations" of the Ontario Traffic Manual, Temporary Conditions, Book 7 (OTM, current edition).



### 3.5.1 Public Notifications

City to provide public notifications in advance of the type of pedestrian service disruption that is expected as a result of construction, as per AODA IASR requirements, Part IV.2, Customer Service Standards. All disruptions that affect the City's facilities will be posted on the City of London's website.

### 3.5.2 Design Criteria

Key accessibility issues during construction activities that impact pedestrians typically requires consideration for the following:

- a. advanced warning and guidance signs;
- b. adequate illumination and reflectors;
- c. use of temporary, accessible walkways;
- d. channeling and barricading to separate pedestrians from traffic;
- e. adequate barricading that is cane detectable to prevent pedestrians with vision loss from entering work zones; and
- f. accessible alternate pedestrian circulation routes with appropriate signage.

#### Note

It is recognized that there are a wide range and types of construction activities, including both short-term and long-term projects. Some barricading and pedestrian protection systems are more appropriate for certain types of construction than others and will require detailed review and consideration prior to implementation.

### 3.5.3 General Pedestrian Circulation

- a. provide an unobstructed accessible pedestrian route with a preferred clear width of 1830 mm (72 in), or a minimum of 1525 mm (60 in) where there are site constraints, that is stable, firm and slip resistant, with curb ramps at intersections, meeting all other applicable requirements identified in these standards for exterior common elements and pedestrian routes, including ramps;
- b. ensure that a continuous, clearly visible (e.g., high colour / tonal contrast) and cane-detectable pedestrian channelization system is provided;
- c. ensure protruding objects on accessible pedestrian circulation routes (e.g., sidewalks / walkways) do not reduce the clear width that is required (e.g., bracing, supports);
- d. ensure fencing footings are clearly visible with high colour / tonal contrast and are placed out of the clear accessible pedestrian route to prevent any potential tripping hazards;

- e. where any supports or overhead framing / bracing is used for protection (e.g., scaffolding and hoarding), ensure that it is firmly constructed and provide clear headroom at a minimum height of 2100 mm (82¾ in); and
- f. where hoardings with public viewing ports are provided, at least one viewing port should be mounted at no more than 1220 mm (48 in) on center, for users of mobility aids.



Example of typical construction fencing, City of London.

### 3.5.4 Location: Construction Zone / Site Barricades

Based on typical maintenance and construction activities, protective barricade and hoarding provision requires consideration at the following locations:

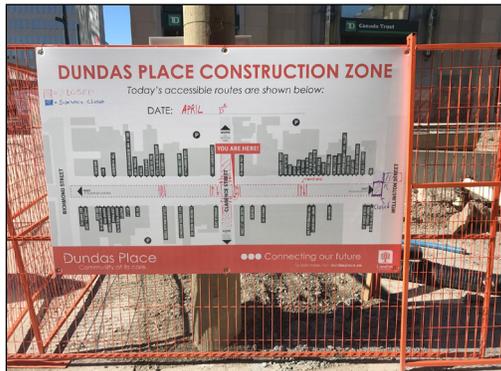
- a. between the accessible pedestrian circulation route and any adjacent construction site;
- b. between the alternate accessible pedestrian circulation route and any adjacent construction site;
- c. between the alternate accessible pedestrian circulation route and the vehicular way, if the alternate accessible pedestrian circulation route is diverted into the street;
- d. between the alternate accessible pedestrian circulation route and any protruding objects, drop-offs, or other hazards to pedestrians; and
- e. at the “down” curb ramp of an intersection, if the opposite “up” curb ramp is temporarily and completely blocked, and no adjacent accessible alternate pedestrian route is provided.

### 3.5.5 Construction Signage

Information, warning and directional signage requirements will vary based on the nature of construction activities underway and their location in relation to the existing pedestrian route network.

Generally, construction signage requirements are project specific and based on the following considerations:

- locate required signage types at both the near side and the far side of the intersection that precedes a temporarily and completely blocked pedestrian accessible route;
- where directional signage or warnings are provided, ensure placement and location prevents or minimizes any backtracking, especially if there is no safe refuge area at a corner of an intersection under construction (e.g., for some locations, this could mean locating a warning or sign at the beginning of a route, not just at the inaccessible construction area or site); and
- ensure additional directional signage is provided for alternate accessible pedestrian routes, where construction or maintenance activities obstruct an existing accessible path of travel from one site element to another (e.g., parking space to an entrance, bus stop to an entrance, drop-off to an entrance, etc.).



Examples of construction zone signage, City of London.

### 3.5.6 Additional Considerations

- a. barrier “Caution Tape” does not provide suitable safety or protection and cannot be used to delineate an accessible pedestrian route or act as a suitable warning. However, caution tape can potentially be used in conjunction with protective and cane detectable barricades / systems to highlight danger or act as a warning (e.g., such as a continuous A-frame system); and
- b. if drums, cones, or tubular markers are used for protection, barricades or to channelize pedestrians, ensure their placement has no gaps between the bases of the devices in order to create a continuous base / bottom. The height of each individual device is required to be a minimum of 900 mm (35½ in) to be effective as a barrier. Ensure placement is maintained and types / systems used are firmly supported to ensure they remain upright and stable.



Use of caution tape is not suitable and does not provide cane detection.



# 3.6

## Application

Pedestrian clearways that are part of the public right-of-way, may include the following elements and / or site furniture, which can vary depending on location:

- waste and recycling receptacles;
- rest areas with seating and space for mobility aids;
- protective bollards;
- signage and mapping (e.g., informational and directional, used for exterior wayfinding);
- bicycle stands / storage; and
- mail / letter boxes.

## References

All other relevant sections of these standards that apply to exterior design features and sight amenities, as part of the detailed planning, design and review process for new construction or retrofit projects.

Sec. 2.7 Rest Areas

Sec. 6.9 Balconies and Terraces

## Best Practice

Ensure no A-frame signage is used along the public right of way as part of any site and related building frontages, which are a potential bumping and tripping hazard for users with vision loss.

Additional detailed information may be available, developed by the City of London (e.g., “Complete Streets” initiatives) and that may also be applicable to accessible design for site furniture.

## 3.6.1 Design Requirements

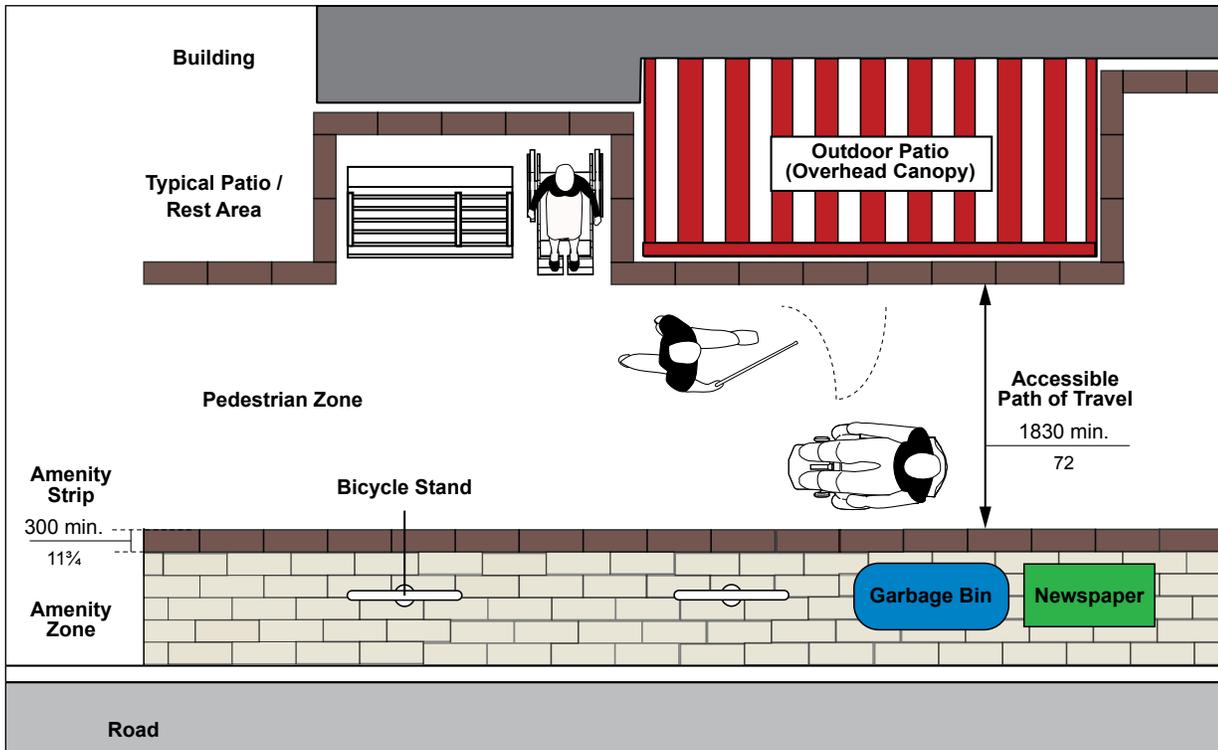
### 3.6.1.1 General

Elements, features and amenities, including the provision of site furniture can vary depending on the site context. Typical requirements include: **(Figure 36)**

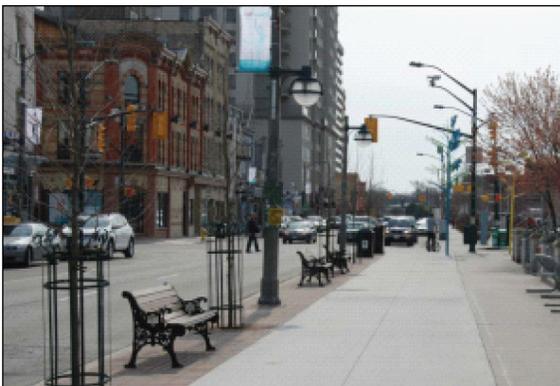
- a. provision of an amenity strip with a firm and level surface, a minimum of 600 mm (23<sup>5</sup>/<sub>8</sub> in) wide, and clearly marked with a high colour / tonal contrast strip or band, a minimum of 300 mm (11<sup>3</sup>/<sub>4</sub> in) wide;
- b. provision, design and placement of site furniture is required to address the following:
  - i. incorporating high colour / tonal contrast;
  - ii. where applicable, have a base or lowered surface that is cane-detectable and securely mounted / fixed;
  - iii. ensure placement is consistent and does not reduce the required minimum pedestrian clearway / accessible route width of 1830 mm (72 in);
  - iv. locate off to one side of the required pedestrian clearway and accessible route, to minimize any potential obstruction to pedestrians (e.g., preference is to locate site furniture as part of an amenity strip); and
  - v. clear ground area or space of 920 mm (36 in) wide by 1525 mm (60 in) length is provided, where applicable, for either side or front approach and use, adjacent to pedestrian clearway / accessible route;
- c. where waste and recycling receptacles are provided, ensure:
  - i. size is large enough to contain the anticipated amount of waste, so that overflows do not cause a tripping or slipping hazard;
  - ii. they are securely mounted on a firm and level surface or pad and conveniently located (e.g., at main public accessible entrances);
  - iii. any operating control, lid or opening for use, are mounted between 900 to 1100 mm (35 to 43<sup>1</sup>/<sub>4</sub> in) high, above the adjacent ground surface; and
  - iv. lettering provided to identify provision and type of disposal, meets all requirements for accessible signage **(Refer to Section 5.8, Signage & Wayfinding)**;
- d. ensure the efficient and thorough removal of snow and ice during winter conditions, which is essential for any related pedestrian clearway, accessible route, amenity strip, and curb ramps at intersections that may be part of a site.

### Note

The pedestrian clearway refers to the portion of the sidewalk that is free of obstructions and intended for pedestrian through movement. In many cases, such as most Neighbourhood Streets, the entire sidewalk is a pedestrian clearway. In other cases, the sidewalk may include space along building frontages, patios, site furniture, and snow storage areas in addition to the pedestrian clearway. (Source: City of London, Complete Streets Design Manual, CSDM, August 2018).



**Figure 36:** Streetscapes - Plan View



A variety of pedestrian amenities including seating, pedestrian-scale lighting, waste receptacles, and trees positioned adjacent to the pedestrian clearway, City of London (Source: CSDM, 2018).

# Landscaping Materials and Plantings

# 3.7

## Application

This section applies to typical materials and vegetation (e.g., trees, shrubs and plantings etc.) that are part of the design of exterior environments related to facilities.

Key considerations include:

- plants and shrubs with a variety of fragrances can provide an interesting orientation cue for persons with vision loss;
- using contrasting flowers near walkways can also be helpful as a guide; and
- raised planters can accommodate persons using mobility aids and others that may have difficulty bending, in order to enjoy or tend to plantings.

## Note

Plants with thorns may constitute a hazard to pedestrians and service animals if located too close to walkways / pathways and ensure all vegetation is not poisonous.

Plants that drop large seed pods may result in potential slipping hazards, as well as difficulties for users of mobility aids.

Plantings and tree limbs that overhang accessible routes and pathways are a bumping hazard for all users, especially for users with a vision loss.

## Reference

- Sec. 1.3 Space and Reach Requirements
- Sec. 2.1 Ground and Floor Surfaces
- Sec. 2.4 Guards and Handrails
- Sec. 2.5 Overhanging and Protruding Objects
- Sec. 2.7 Rest Areas
- Sec. 2.10 Materials and Finishes
- Sec. 2.1 Texture and Colour
- Sec. 3.4 Exterior Paths of Travel
- Sec. 3.6 Street Furniture
- Sec. 6.16 Service Animal Relief Areas

## Best Practice

Use landscaping techniques (e.g., low vegetation) that can act as a buffer between pedestrians and elements that are potential projections or bumping hazards (e.g., fire hydrants, gas meters and fire hose standpipes), while still allowing maintenance and safety personnel required access.

## Best Practice

The use of table planters is another option, where suitable. Users of mobility aids can position at the side or at the front, where suitable knee space is provided below, allowing for a wider range of motion and overall flexibility.

## Note

Raised plant beds or planters can vary in size (e.g., width), depending on surrounding context, including how any adjacent accessible routes or pathways are designed and located, as well as the ability for users to approach, use and move around them (**Refer to Section 1.3, Space and Reach Requirements**).

## 3.7.1 Plant Beds and Planters

### 3.7.1.1 General

Where plant beds or planters are provided for gardening and use by the general public, clients, customers or employees, ensure:

- a. all are designed to be accessible (preferred), as identified by the requirements in this section; or
- b. 10% minimum, but no less than one, are designed to be accessible, as identified by the requirements in this section.

### 3.7.1.2 Accessible

The design of typical accessible plant beds or planters includes the following features and considerations:

- a. locate as part of an accessible route, with consistent placement that does not reduce the required minimum accessible route width of 1830 mm (72 in), positioned in areas where there are no major grade or elevation changes;
- b. provide as part of a raised base, mounted 400 mm (15¾ in) to 460 mm (18⅞ in) high above the adjacent ground surface; and
- c. ensure any base or lowered edges that are located immediately adjacent to accessible routes, including tree grates, incorporate:
  - i. high colour / tonal contrast for clear visibility by all users;
  - ii. are defined with a cane-detectable curb or edge protection (e.g., at openings of tree grates), at a minimum height of 100 mm (4 in);
- d. place and locate any shrubs with thorns and sharp edges a minimum of 920 mm (36 in) away from accessible routes / pathways, as well as any rest or seating areas;
- e. ensure any tree branches along an accessible route are maintained regularly to provide a minimum overhead clearance height of 2100 mm (82¾ in) from the ground; and
- f. ensure trees / plants that drop large seed pods do not overhang or are positioned near accessible paths or walkways.

### 3.7.2 Guide Wires & Tree Guards

Where either permanent or temporary guide wires or tree guards are used, ensure:

- a. permanent guide wires are not located in any area used by the general public, clients, customers or employees;
- b. temporary guide wires, such as those used when planting new trees, are clearly identified using high colour / tonal contrast and are suitably placed (e.g., angled away from any adjacent accessible route or pathway to ensure they are not a projection or obstruction hazard); and
- c. tree guards are cane detectable, with high colour / tonal contrast.



Example of vegetation and plantings, positioned clear of site furniture and accessible route, with high colour / tonal contrast edging at ground surface, Central Library, City of London.

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# Interior Environments

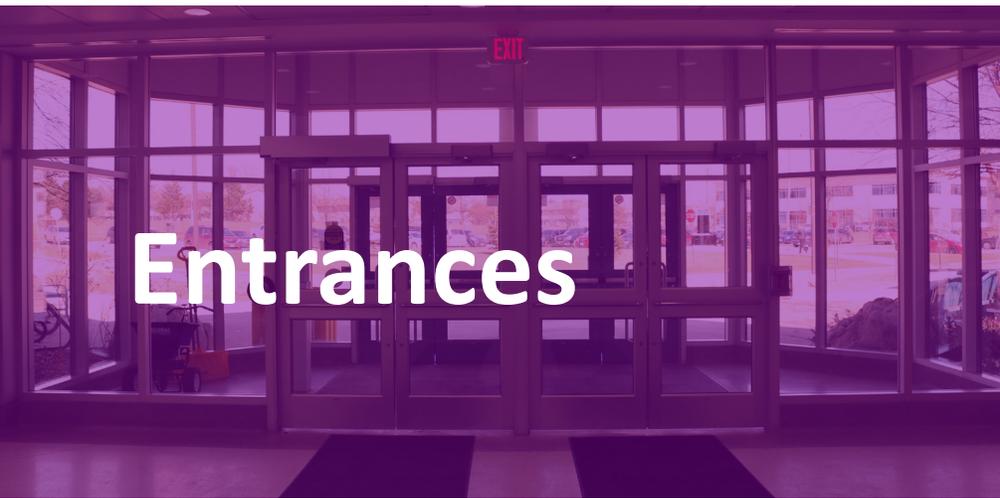
# 4.0

## Table of Contents

4.1	Entrances.....	97
4.2	Doors and Doorways .....	100
4.3	Interior Accessible Routes .....	112
4.4	Elevating Devices .....	117
4.5	Washrooms.....	126
4.6	Showers .....	143
4.7	Bathtubs .....	148



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# 4.1

## Application

This section applies to pedestrian entrances into facilities. Entrances include all access and entry points into a facility. An entrance typically consists of several elements and includes the approach and route leading to a facility, the components of the entrance itself and the transition area between exterior and interior environments (e.g., vestibule). It may also include an interior lobby or waiting area, where applicable.

## Reference

- Sec. 2.1 Ground and Floor Surfaces
- Sec. 2.2 Ramps
- Sec. 2.3 Stairs
- Sec. 2.4 Guards and Handrails
- Sec. 2.6 Tactile Walking Surface Indicators
- Sec. 2.7 Rest Areas
- Sec. 2.8 Seating, Tables and Work Surfaces
- Sec. 4.2 Doors and Doorways
- Sec. 5.7 Lighting
- Sec. 5.8 Signage and Wayfinding
- Sec. 6.10 Service Counters
- Sec. 6.11 Waiting and Queuing Areas

## Note

Where several doors are provided adjacent to each other (e.g., a bank of doors), these doors are considered a single entrance.

### Best Practice

Provide 2500 mm (98½ in) clear turning space, plus the width of the door swinging into the space, at entrance vestibules.

Consider providing automatic sliding doors at highly used entrances.

Where an entrance is not accessible, provide directional and informational signage to identify location of the closest accessible entrance.

### Note

Provide accessible features as required for building entrances from parking garages, including related elevator lobbies.

Ensure power door operators are provided on both doors, where a vestibule is provided.

## 4.1.1 Provision

- all entrances used by staff and / or public are required to be accessible (e.g., via level, sloped or ramped accessible routes); and
- locate entrance 30 m (98 ft 5 in) or less from designated accessible parking or passenger loading / drop-off zones.

## 4.1.2 Entrance Retrofit Situations

In a retrofit situation where it is technically infeasible to make all staff and public entrances accessible, ensure:

- at least 50% of all staff and public entrances are accessible and comply with this section;
- the primary entrances used by staff and the public are accessible; and
- the number of accessible entrances provided equals the number required by the Ontario Building Code.

## 4.1.3 Main or Primary Entrance Features

Where an entrance is designated as a main or primary accessible entrance into a facility: (**Figures 37a & 37b**)

- locate as part of an accessible path of travel, including exterior level landing area of 2500 mm by 2500 mm (98½ in by 98½ in) or in a retrofit situation 1700 mm by 1700 mm (67 in by 67 in);
- provide power door operator and mark door with the International Symbol of Accessibility;
- provide directional signage at strategic points to guide users from accessible parking areas, drop-off and loading zones, and site access points to the accessible entrance;
- ensure minimum clear door width of 950 mm (37½ in);
- at entrance vestibules, provide clear floor space a minimum of 1525 mm (60 in) plus the width of any door swinging into the space (e.g., whether two doors are in series or where doors do not align); and
- where overhead protection (e.g., canopy) at pedestrian entrance and passenger loading or drop-off zones adjacent to the entrance is provided, ensure the minimum height clearance is 2750 mm (108¼ in) or preferred 3600 mm (141¾ in).

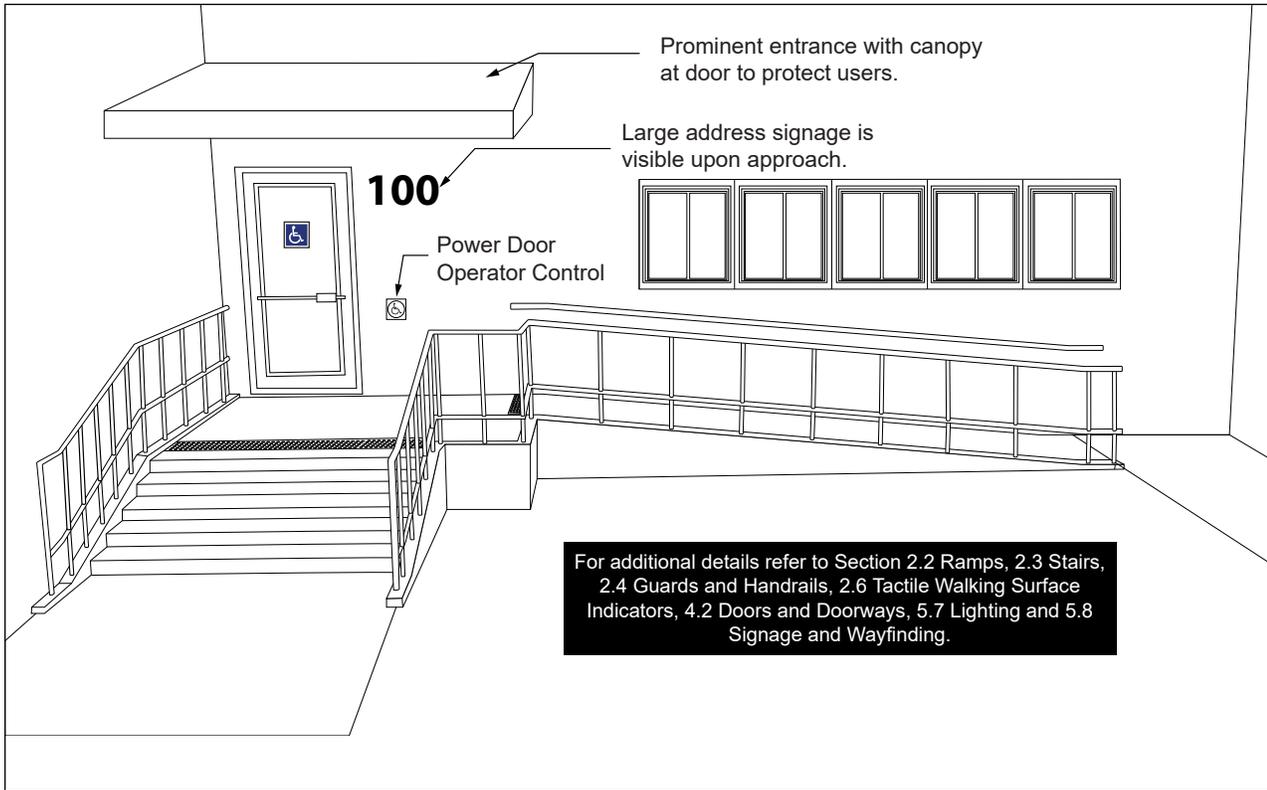


Figure 37a: Main or Primary Entrance Features

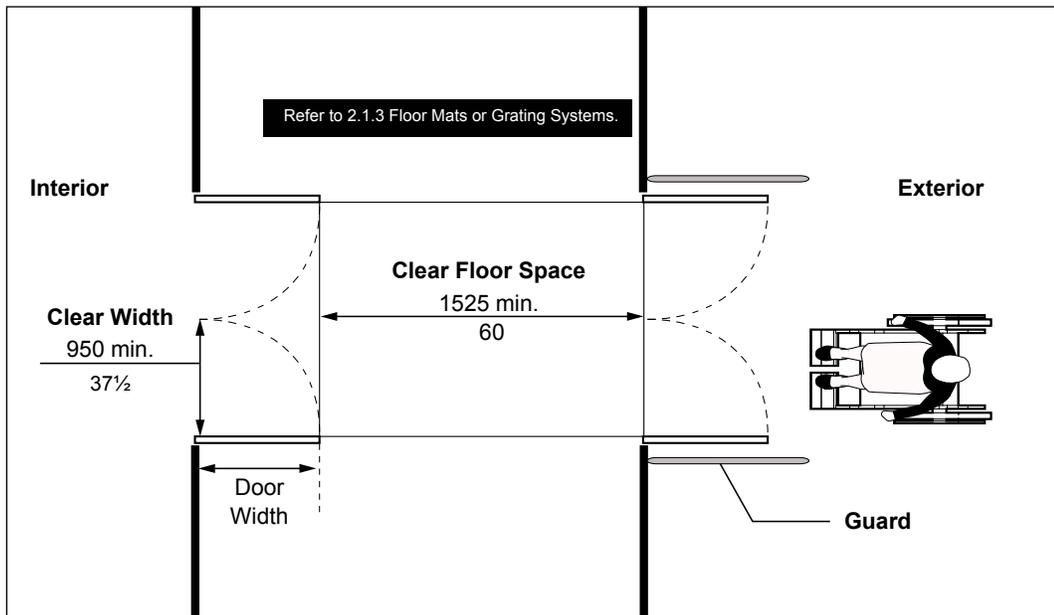
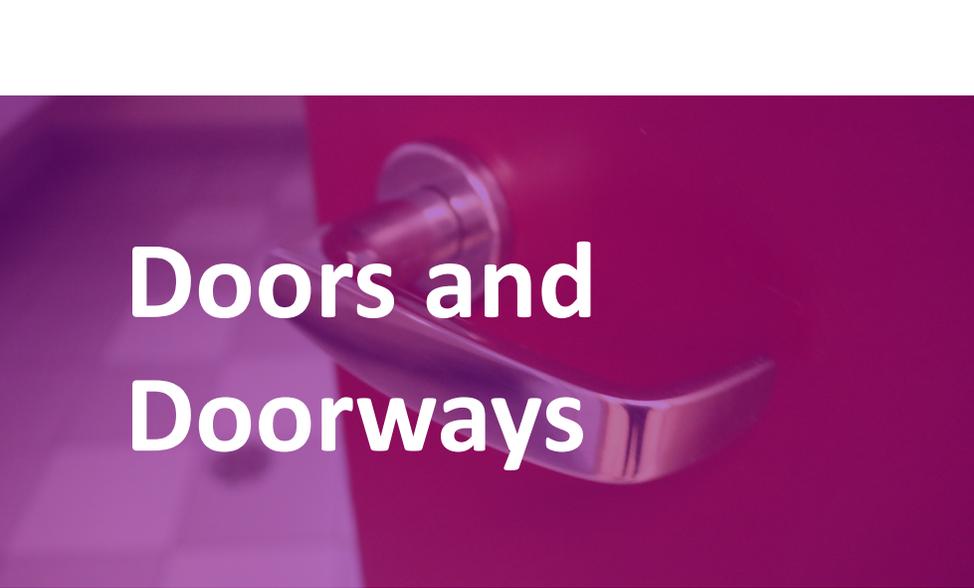


Figure 37b: Entrance Vestibule - Plan View



# Doors and Doorways

# 4.2

## Application

This section applies to all interior doors along an accessible route, intended for staff and public use, which lead into, out of and through a facility (e.g., also includes doors that are entered from or lead to exterior areas). The provision of accessible doors as part of an accessible route is an important consideration for all users of a facility.

Where doors have more than one independently operated leaf (e.g., at a bank of doors), at least one of the door leaves is required to be accessible, meeting the criteria identified in this section.

## Reference

- Sec. 2.1 Ground and Floor Surfaces
- Sec. 2.4 Guards and Handrails
- Sec. 5.1 Controls and Operating Mechanisms
- Sec. 5.8 Signage and Wayfinding

## Note

Additional considerations are required to address issues related to doors used for fire and life safety (e.g., use of electro-magnetic 'hold-open' devices and door closer adjustments).

### Exception

Doors not requiring full user passage, such as shallow closets, may have the clear opening width reduced to 510 mm (20 in) (minimum).

### Best Practice

Where permitted and where visual or acoustic privacy is not a design requirement, entrances without doors are preferred (e.g., public washrooms in large, assembly type facilities).

### Note

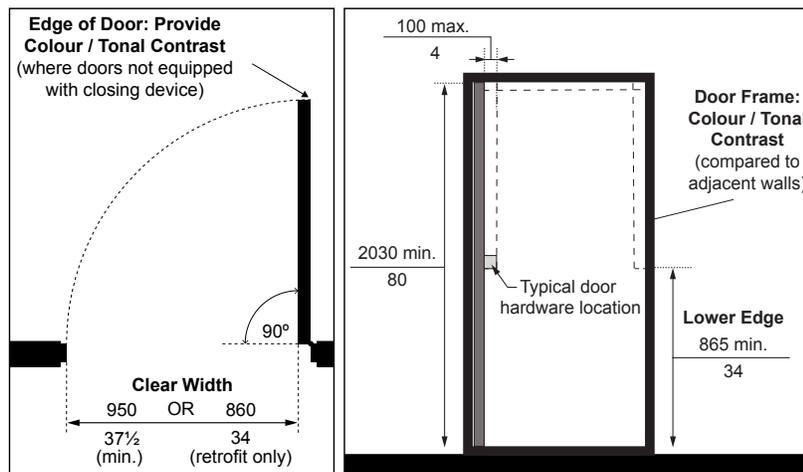
Using off-set door hinges to provide the required clear width for some existing doors may be an option for consideration.

## 4.2.1 Clear Width

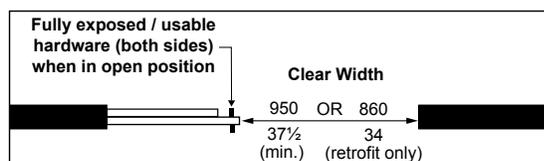
For doorways used for circulation along an accessible route, including swing and sliding doors: **(Figure 38)**

- provide a minimum door clear width of 950 mm (37½ in), measured when the door is open 90 degrees from the face of door (and / or exit door hardware that projects into the path of travel) and the opposite door stop;
- where there is a projection into clear opening width, ensure it is 100 mm (4 in) (maximum), no lower than 865 mm (24 in) high above floor; and
- required clear width may be reduced to 860 mm (34 in) (minimum), only in retrofit situations where it is technically infeasible.

**Figure 38a:** Clear Width of Typical Swing Door, Hardware Location and Use of Colour / Tonal Contrast - Plan and Elevation Views



**Figure 38b:** Sliding Door Clear Width - Plan View



## 4.2.2 Opening Force and Closers

### 4.2.2.1 Opening Force

The maximum opening force required for push / pull is:

- 38 Newtons (8.5 pounds) for exterior hinged doors;
- 22 Newtons (5.0 pounds) for interior hinged doors; and
- 22 Newtons (5.0 pounds) for sliding or folding doors.

### 4.2.2.2 Closers

Adjust door closers to ensure:

- the least pressure possible is available and never greater than the opening force identified in **Subsection 4.2.2.1**; and
- a minimum sweep / closing period of 3 seconds, measured from when the door is in an open position of 70 degrees to the doorway, to when the door reaches a point 75 mm (3 in) from the closed position, measured from the leading edge of the latch side of the door.

### Exception

High colour / tonal contrast is not required at service doors (e.g., electrical room, maintenance room, janitor room).

### Best Practice

Install door kick plates 300 mm (11¾ in) high, measured from bottom edge of door, covering the entire width of the door, especially for high traffic areas.

### Note

Knob door hardware and thumb-latch handles are not appropriate because they require tight grasping and fine finger control.

Where sliding doors are provided, ensure operating hardware is fully exposed and usable on both sides when the door is in the open position such as large D-pull hardware (Figure 38b).

Typical revolving door systems are not considered accessible entrances, recognizing the floor space within a system is limited and the speed of use is typically fast.

## 4.2.3 Contrast of Doors and Frames

- a. provide high colour / tonal contrast, as follows: (Figure 38)
  - i. to differentiate doors and / or door frames from the surrounding environment; and
  - ii. on the edge of door compared to the face of the door, where doors are not equipped with a closing device (e.g., to prevent any potential bumping hazard when door remains in the open position, especially for users with vision loss).

## 4.2.4 Thresholds

- a. provide bevel at maximum slope of 1:2 (50%), where transition is between 6 mm (¼ in) and 13 mm (½ in) high; and
- b. ensure threshold at door is not more than 13 mm (½ in) high.

## 4.2.5 Door Hardware

Door hardware includes, but is not limited to, handles, pulls, latches and locks, with the following features:

- a. mount between 900 mm (35½ in) and 1100 mm (43½ in) high from finished floor or ground surface;
- b. hardware must be usable with closed fist and operable with one hand;
- c. ensure tight grasping of hands, pinching of fingers or twisting of wrists are not required to operate hardware; and
- d. ensure high colour / tonal contrast hardware finishes are provided when compared to mounting surface.

## 4.2.6 Control Gates

Where gates are used to control pedestrian traffic for entry / exit: (Figure 39)

- a. provide accessible gate or door with a minimum clear width of 950 mm (37½ in) and lower edge that is cane detectable at a maximum of 680 mm (26½ in) high, where bottom area may be open;

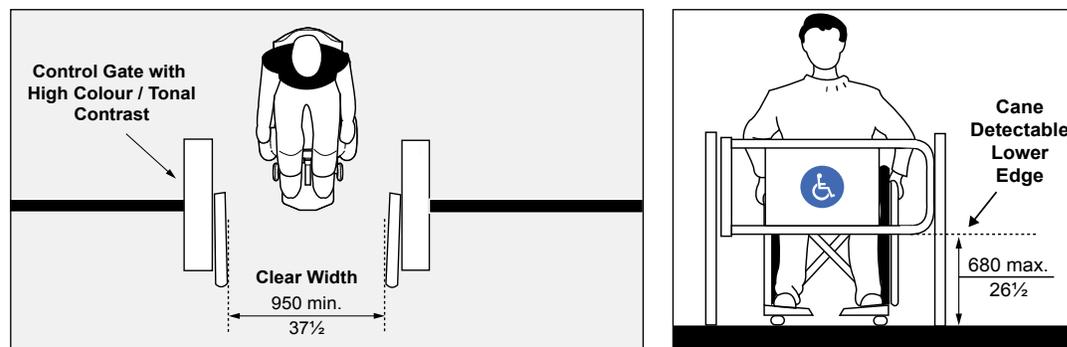


Figure 39: Accessible Control Gate - Plan and Elevation Views

- b. ensure accessible gate or door is clearly marked with the International Symbol of Accessibility; and
- c. ensure all accessible gates or doors have high colour / tonal contrast compared to surrounding environment including any post at either side of a gate, where gates are incorporated into a chain-link fencing system (e.g., compared to the fence).

### Best Practice

For main entrances to larger facilities with a high-occupancy load, an automatic sliding door system is recommended to control the flow of pedestrian traffic and facilitate access for the majority of users.

Provide power door operators for high frequency doors, (e.g., large meeting / multi-purpose rooms) in new construction. Consider providing roughed in power for future power door operators at other locations.

A vertical extended power door operator allows activation from any approach and height level (**Figures 40 & 41b**).

### Note

Where power-assisted doors are activated by proximity card reader devices, ensure timing of door opening is synchronized with operation of proximity device.

A vertical extended power door operator control can accommodate a wider range of users (e.g., can be operated by service animals, foot or foot rest).

## 4.2.7 Automatic Doors

Where automatic doors are provided, with sliding or swinging doors activated by infrared sensors:

- a. ensure sensors are suitably placed to detect users approaching; and
- b. ensure timing allows safe passage through doors.

## 4.2.8 Power-Assisted Doors

Power-assisted doors have two different types of operation:

- automatically activated by a motion detector / proximity scanner that scans at a lower height to allow users of mobility aids to trigger opening of the door when approaching; and
- manually activated by pushing a control.

Doors that open automatically are considered a preferred option where possible, since they do not require manual activation and address the needs of a wide range of users. This recognizes that manual power-assist controls may be difficult to locate and activate for people with limited vision, strength, manual dexterity, reach or users that may have multiple types of disabilities.

Power-assisted swing doors that are activated by pushing a control are required at the main entrance(s) and accessible washrooms of a facility.

Based on the overall design, the level of use of interior spaces and where swing doors are provided throughout a facility, power-assisted swing doors that are activated by pushing a control are also commonly provided at:

- interior doors along accessible routes and / or connecting accessible routes;
- doors into reception areas;



**Figure 40:** Example of Control for Power Door Operator Promoting Universal Use

## Exception

Power door operators are not required for doors that are held-open using electromagnetic hold-open devices.

## Note

Rectangular shaped power door operator control with dimensions of 50 mm (2 in) by 100 mm (4 in), may only be used for retrofit situations, where standard control sizes will not fit.

Where wireless power door operator controls are used (e.g., typically mounted on glass mullion systems if adjacent to a door), ensure batteries are maintained regularly as required.

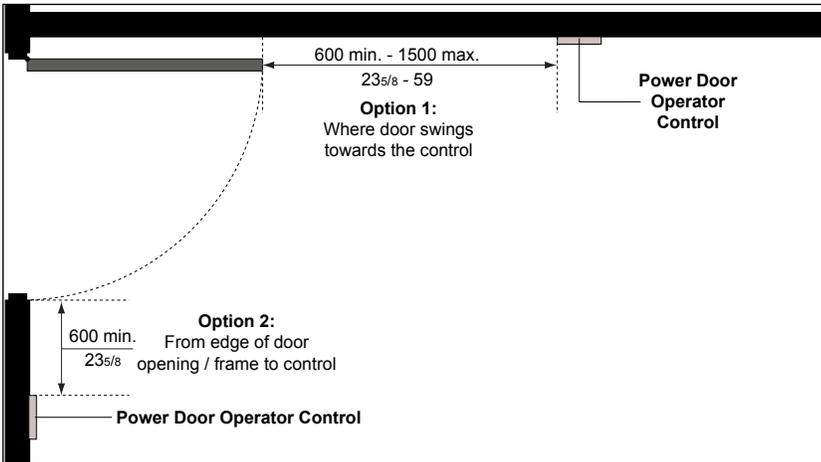


Example of rectangular shaped power door operator control to be used for retrofit situations only, where infeasible to provide larger controls.

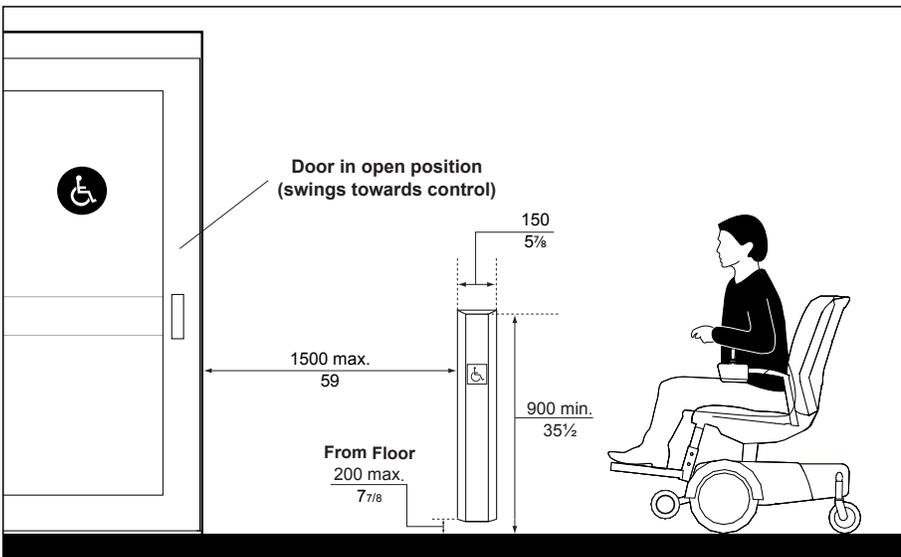
- doors into highly used functional spaces (e.g., accessible and universal washrooms / change rooms, larger multi-purpose rooms, meeting or board rooms); and
- doors leading to accessible exits and designated “Areas of Refuge”.

Where power-assisted swing doors activated by pushing a control are provided: **(Figures 41a, 41b & 41c)**

- mark accessible doors with the International Symbol of Accessibility and other signage (e.g., “Caution” decals to warn of door swing);
  - ensure a force of no more than 66 Newtons (14 pounds) is required to stop door movement;
  - ensure door remains fully open for 5 seconds (minimum);
  - ensure doors take 3 seconds (minimum) to move from a closed to fully open position, when activated; and
  - provide power door operator controls on both sides of doors, for use when entering or leaving, located to allow activation of the door from either direction of travel and without obstructing the path of travel, as follows:
    - mount in a clearly visible location for easy identification upon approach on the latch side of door (e.g., push / pull side);
    - ensure the dimension of the power door operator control is a minimum of 150 mm (5 $\frac{7}{8}$  in) in diameter where it is circular or a minimum of 150 mm (5 $\frac{7}{8}$  in) wide by 915 mm (36 in) long where it is a vertical extended power door operator;
    - ensure high colour / tonal contrast is provided between power door operator control and mounting surface;
    - ensure they project less than 100 mm (4 in) from mounting surfaces;
    - mark with the International Symbol of Accessibility;
    - ensure controls are operable with a closed fist;
    - mount center at height of 900 mm (35 $\frac{1}{2}$  in) to 1100 mm (43 $\frac{1}{4}$  in) from ground or floor surface;
    - where rectangular extended power door operator controls are provided, mount so that they extend from not more than 200 mm (7 $\frac{7}{8}$  in) and not less than 900 mm (35 $\frac{1}{2}$  in) high above the floor;
    - mount between a minimum of 600 mm (23 $\frac{5}{8}$  in) and a maximum of 1500 mm (59 in), on a level wall surface or separate post, beyond the door swing where the door opens towards the control; and
    - provide clear floor space, centered at power door operating controls at:
      - 920 mm (36 in) wide by 1525 mm (60 in) depth for a forward approach; and
      - 1525 mm (60 in) wide by 920 mm (36 in) depth for a side approach
- (Refer to Section 5.1, Controls and Operating Mechanisms).**



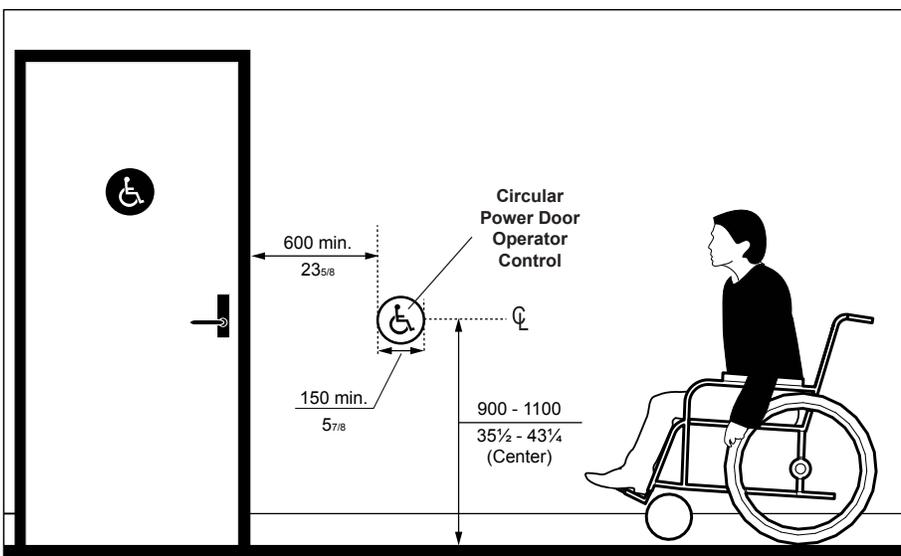
**Figure 41a:** Power Door Operator Control Mounting Location Options - Plan View



**Figure 41b:** Vertical Extended Power Door Operator Control - Elevation View



Example of large vertical extended power door operator control.



**Figure 41c:** Circular Power Door Operator Control - Elevation View



Example of circular power door operator control.

### Best Practice

Swinging doors equipped with power door operators which are activated automatically and open into passing pedestrian traffic should also have a device (mat or other sensor) on the swing side to prevent the door from opening if someone is standing in the swing area.

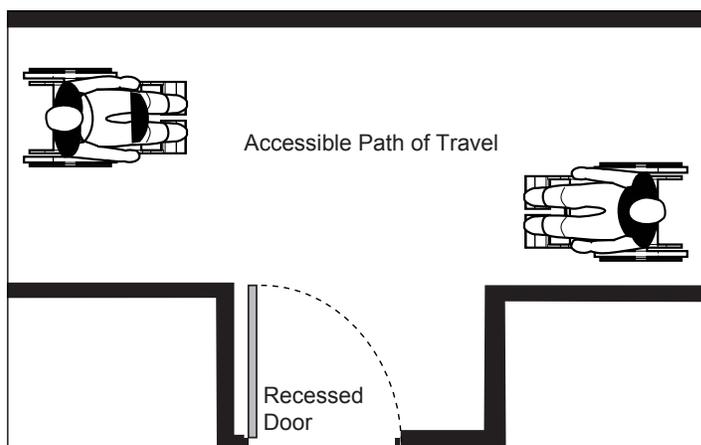
### Note

Provision of guards is typically required for exterior out-swinging power-assisted doors, where the door is automatically activated by a motion sensor and where the door may swing into high traffic areas.

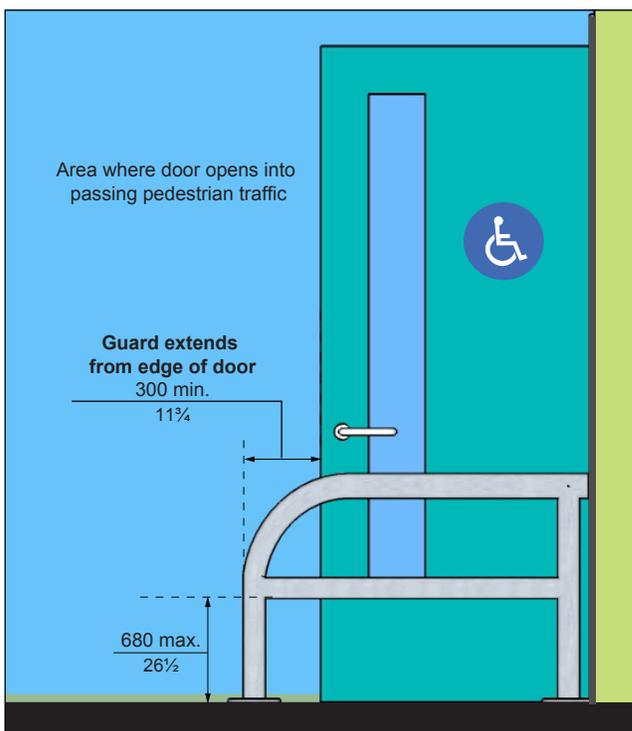
## 4.2.9 Doors Swinging Into Accessible Routes

Where automatic or power-assisted doors, whether activated by a control manually or automatically by a motion sensor (e.g., typically used at higher traffic doors), swing into an accessible path of travel: **(Figures 42 & 43)**

- the provision of recessed doors is preferred; or
- for swinging doors opening into passing pedestrian traffic, provide cane detectable guards or other devices at right angles to the wall containing the door, with the lower rail surface mounted at a maximum 680 mm (26½ in) high from ground or floor surface, extending a minimum of 300 mm (11¾ in) beyond the door swing, on both sides of doors.



**Figure 42:** Recessed Door - Plan View



**Figure 43:** Guard at Out-swinging Door - Elevation View

### 4.2.10 Approach Clearances at Doors

The floor space requirements at swing and sliding doors are dependent on how doors are approached (e.g., side or front) and on which side an individual approaches a door (push or pull sides).

Unless door is automatic or equipped with a power door operator, clear and level floor space requirements for approach at different types of doors, are based on the size of door and on door swing (e.g., push / pull space on both sides of latch).

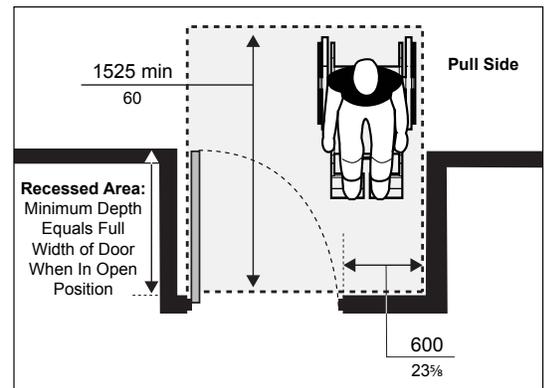
Clear and level floor space requirements for approach at different types of doors (both sides) are summarized in **Table 6** with corresponding diagrams referenced.

**Table 6:** Minimum Clearance Spaces at Doors

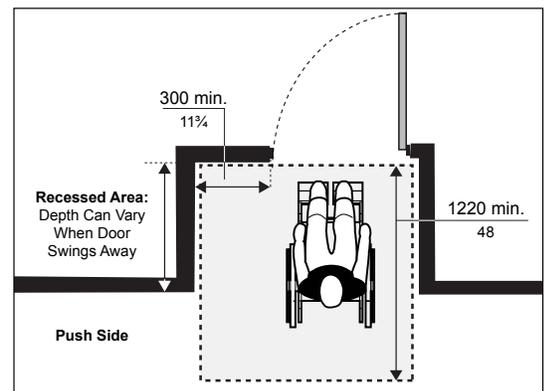
Context	Floor Space Required in mm (in)		
	Depth (min.)	Width (min.)	Space Beside Latch
<b>Swing Door - Front Approach (Figure 44c)</b>			
Pull side	1525 (60)	1700 (67)	600 (23¾)
Push side	1370 (54)	1250 (49¼)	300 (11¾)
<b>Sliding Door (Figure 44d)</b>			
Front approach	1370 (54)	1550 (61)	300 (11¾)
Side approach	1370 (54)	2150 (84¾)	600 (23¾)
<b>Swing Door - Hinge Side Approach (Figure 44e)</b>			
Pull side	2500 (98½)	2500 (98½)	600 (23¾)
Push side	1370 (54)	1830 (72)	600 (23¾)
<b>Swing Door - Latch Side Approach (Figure 44f)</b>			
Pull side	1370 (54)	1600 (63)	600 (23¾)
Push side	1370 (54)	1525 (60)	600 (23¾)
<b>Folding Door</b>			
Front approach	1220 (48)	n/a	n/a
Side approach	1220 (48)	n/a	n/a
<b>Swing Door, Recessed - Front Approach (Figure 44a and b)</b>			
Pull side	1525 (60)	n/a	600 (23¾)
Push side	1220 (48)	n/a	300 (11¾)
<b>Doorways Without Doors</b>			
Front approach	1220 (48)	n/a	n/a
Side approach	1065 (42)	n/a	n/a

#### Note

Ensure that there are no obstructions at the required clear and level floor space beside the latch, for the full height of the door.



**Figure 44a:** Pull Side Approach at Recessed Swing Door - Plan View



**Figure 44b:** Push Side Approach at Recessed Swing Door - Plan View

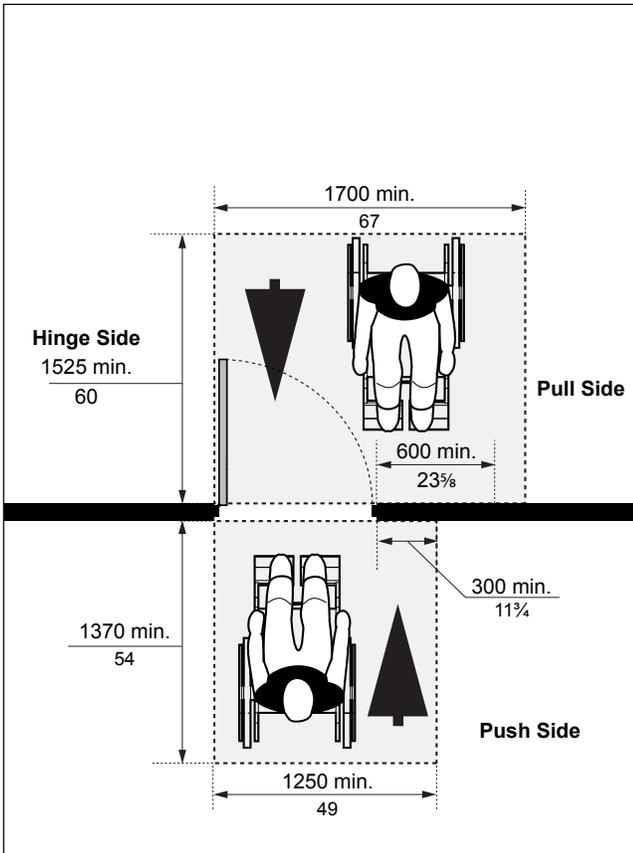


Figure 44c: Front Approach at Swing Door (Hinge Side)

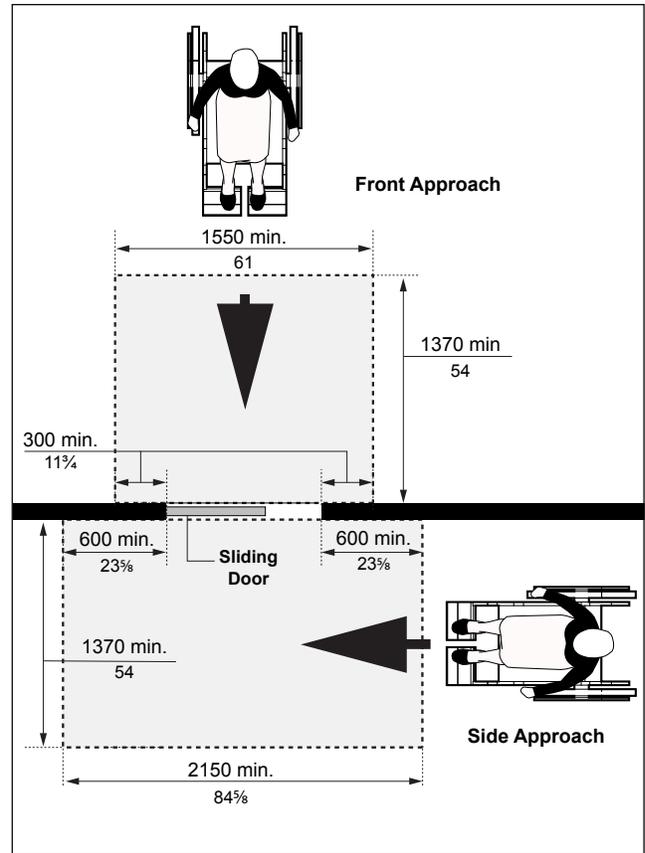


Figure 44d: Front and Side Approach at Sliding Door - Plan View

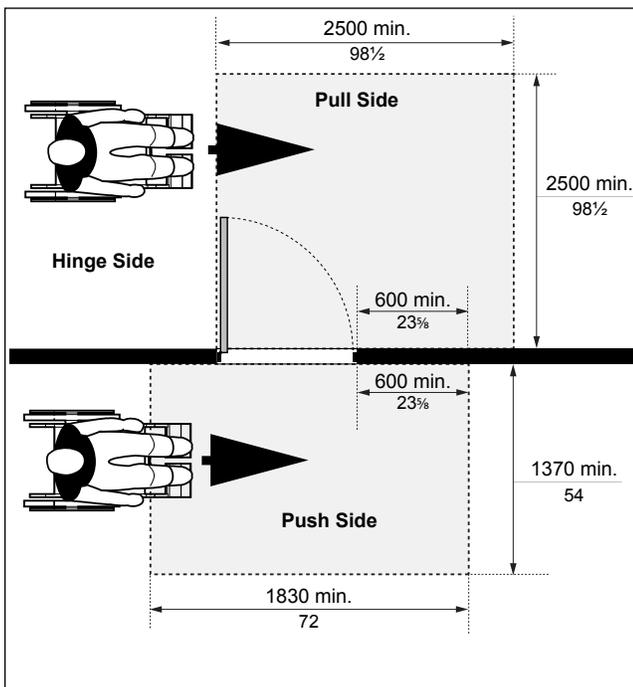


Figure 44e: Side Approach at Swing Door (Hinge Side)

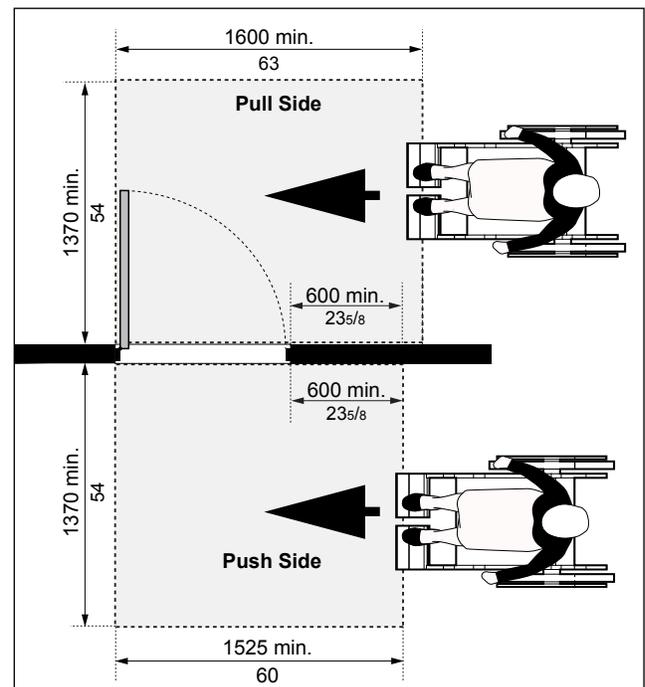


Figure 44f: Side Approach at Swing Door (Latch Side)

### 4.2.11 Doors in Series

Where doors in series form a vestibule: (Figures 45a & 45b)

- a. provide a distance between two doors in series a minimum of 1525 mm (60 in), plus the width of any door swinging into the space;
- b. where the doors into the vestibule are not aligned, provide a clear turning diameter a minimum of 1525 mm (60 in) within the vestibule clear of any door swing; and
- c. arrange vestibule to allow the movement of users of mobility aids between doors.

#### Best Practice

Provide additional space for doors in series with doors operating independently in order to avoid a “wind tunnel effect”.

Ensure the design of vestibules provides enhanced clear floor space and a minimum clear turning space of 2500 mm (98 ½ in) for users of mobility aids where the vestibule may be used as a waiting area at main entrances, for example.

#### Note

Users of mobility aids must be able to move forward through a vestibule without the risk of being stuck between the two doors. Ensure power door operators are provided on both sides of both doors.

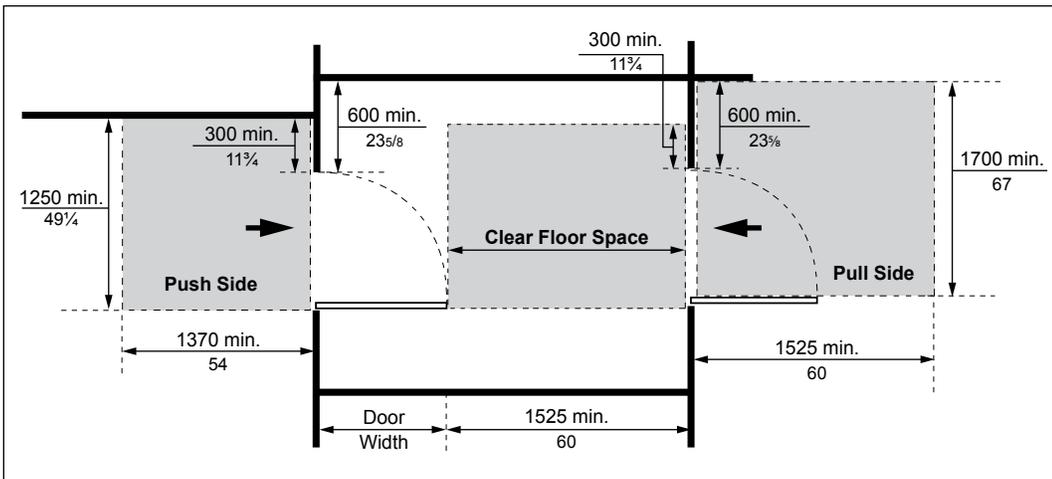


Figure 45a: Doors in Series Where Doors are Aligned - Plan View

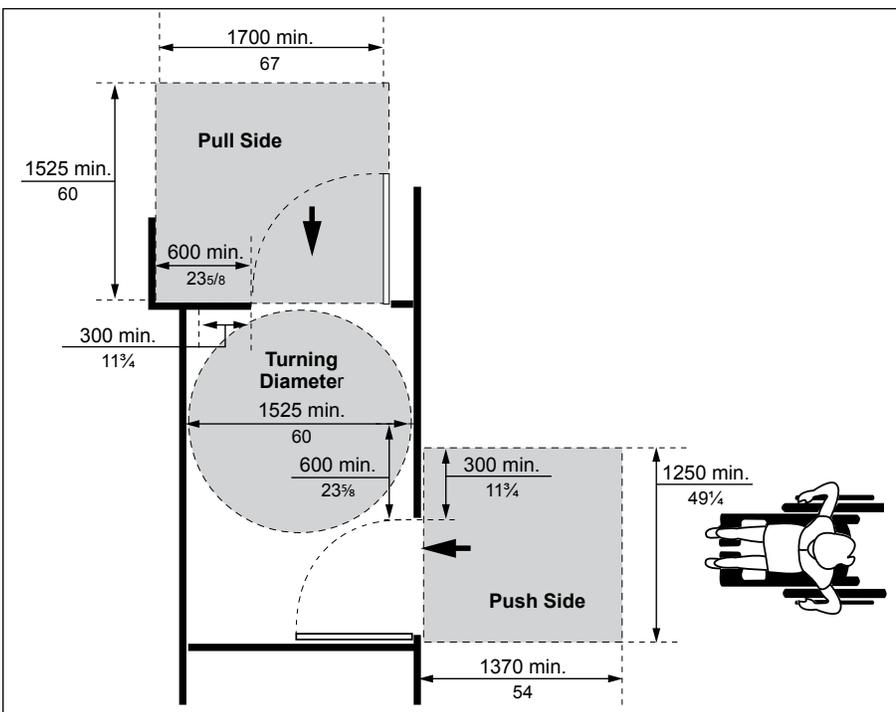


Figure 45b: Doors in Series Where Doors are not Aligned - Plan View

## Best Practice

Frameless and fully glazed doors should not be used.

Where there is extensive glazing, provide a strip at a lower level, centered between 850 mm to 1000 mm (33 in to 39½ in) high above finished floor level.

## Note

Special designs can be used (e.g., logo or symbol) as long as they do not reduce the opacity, width and high colour / tonal contrast of the strip when compared with the background.

## 4.2.12 Glazed Doors or Doors with Sidelights

For glazed doors or doors with sidelights: (Figures 46a & 46b)

- provide a high colour / tonal contrast between door frame and mounting surface or wall to ensure that when door is in the open position, persons with vision loss can identify edges upon approach;
- mark the edges of fully glazed doors (e.g., tempered glass without a frame) with a high colour / tonal contrast (e.g., exposed edges to be identified with a vertical safety strip, applied to cap the ends of any exposed glass panel); and
- provide a continuous opaque and high colour / tonal contrast strip, decal or logo on fully glazed doors:
  - a minimum of 50 mm (2 in) wide;
  - mount at eye level, centered between 1350 mm (54 in) and 1525 mm (60 in) high from floor level; and
  - where decals are used (e.g., square, round or other specialized design such as a logo), ensure minimum spacing of 150 mm (5½ in) from center to center of each decal, with solid component of decals having high colour / tonal contrast for enhanced visibility, especially for users with a vision loss.

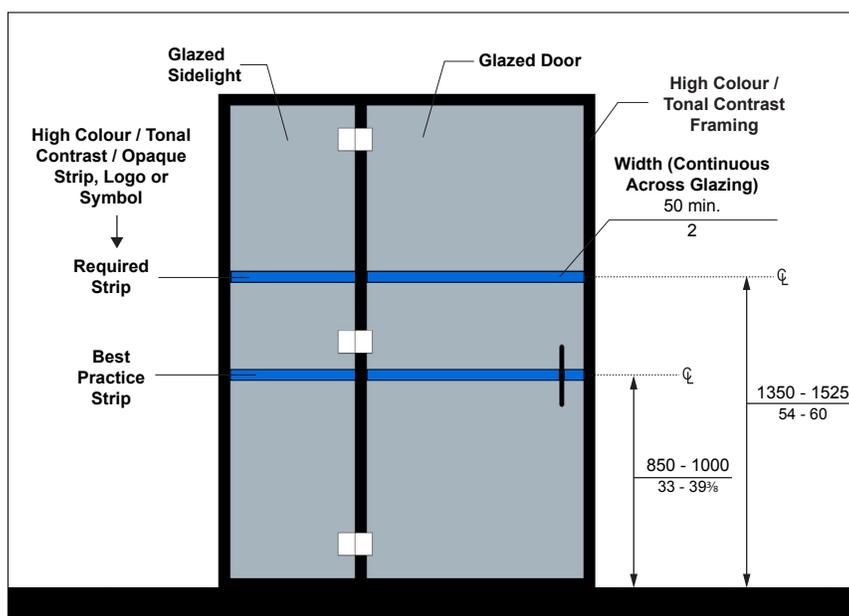


Figure 46a: Glazed Doors and Sidelights - Elevation View

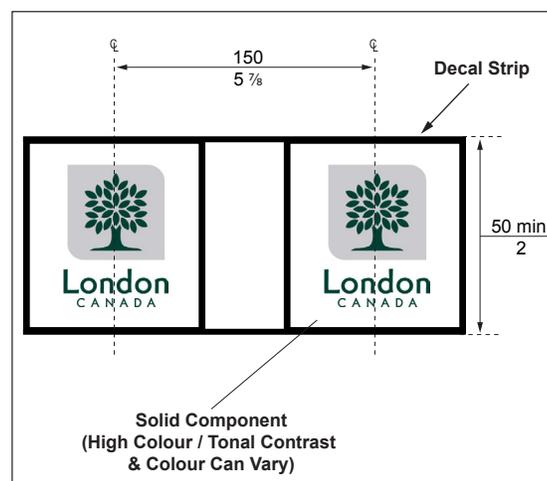
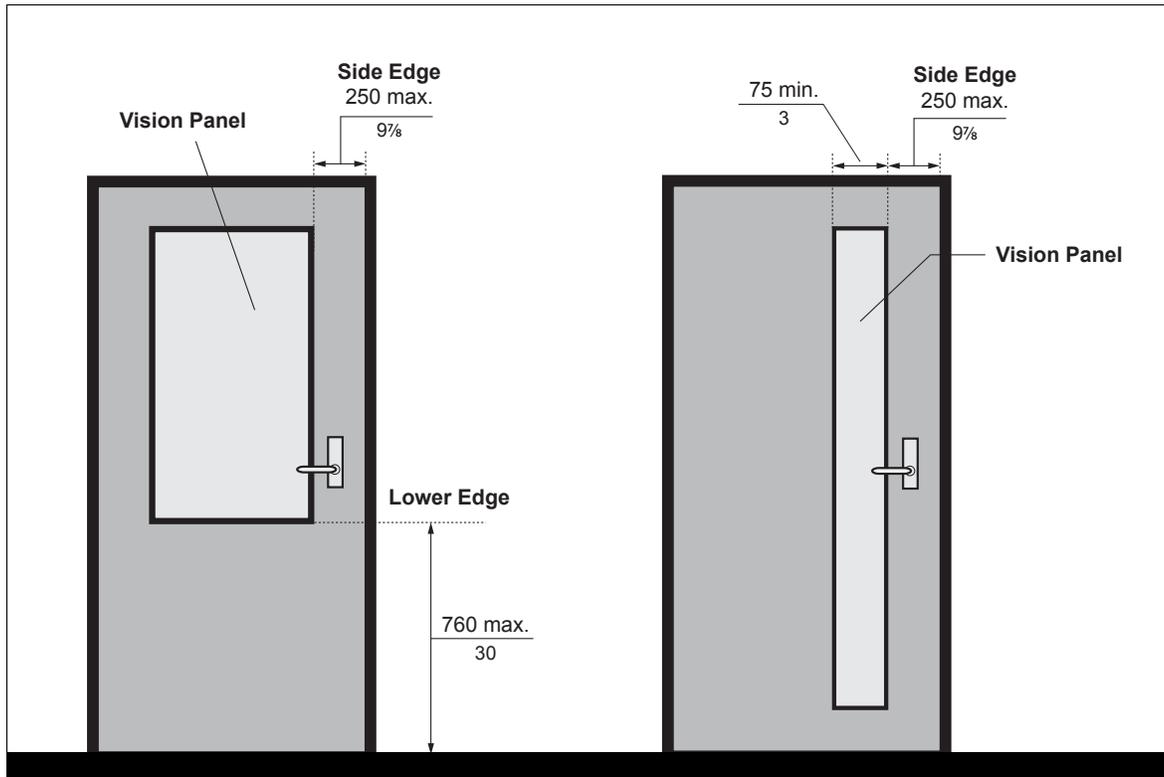


Figure 46b: Spacing For Decal Strip of Specialized Design (e.g., Logo)

### 4.2.13 Vision Panels

Where provided, ensure: **(Figure 47)**

- a. a minimum width of 75 mm (3 in); and
- b. lower edge is mounted at a maximum height of 760 mm (30 in) with side edge a maximum of 250 mm (9 $\frac{3}{8}$  in) from latch side of the door.



**Figure 47:** Vision Panels - Elevation View



# Interior Accessible Routes

# 4.3

## Application

This section applies to accessible routes or paths of travel for pedestrians within a facility to provide access to elements, rooms or other occupiable spaces. Typical accessible routes are identified as corridors, hallways and other pedestrian circulation paths. These include connections between buildings, unless identified as exceptions.

All access to occupiable spaces to be accessible and conform to this section.

Where there is an elevation change within a path of travel, accessible routes may include ramps, sloped walkways and independently operated elevating devices as permitted (e.g., passenger elevators or lifts).

## Reference

- Sec. 2.1 Ground and Floor Surfaces
- Sec. 2.2 Ramps
- Sec. 2.4 Guards and Handrails
- Sec. 2.5 Overhanging and Protruding Objects
- Sec. 2.7 Rest Areas
- Sec. 2.10 Materials and Finishes
- Sec. 2.11 Texture and Colour
- Sec. 5.4 Acoustics
- Sec. 5.7 Lighting
- Sec. 5.8 Signage and Wayfinding

## Exception

An accessible route or path of travel is not required in the following areas:

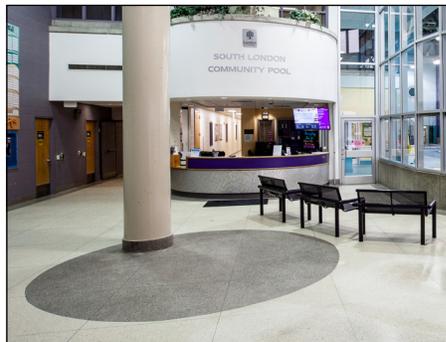
- Service rooms;
- Elevator machine rooms or other equipment, including service corridors to these rooms;
- Service spaces;
- Janitors' rooms;
- Crawl spaces and attics or roof spaces;
- Into high-hazard industrial occupancies;
- To portions of a floor area with fixed seats in an assembly occupancy, where these portions are not part of the accessible path of travel to spaces designated for wheelchair use, seats designated for adaptable seating, or spaces for the storage of wheelchairs and mobility assistive devices;
- To suites of residential occupancy that are in storeys other than the entrance storey and that have all entrance doors at floor levels that are not required to have an accessible path of travel;
- On the inside of a suite of residential occupancy; and
- To portions of a floor area that are not at the same level as the entry level, provided amenities and uses provided on any raised or sunken level are accessible on the entry level by means of an accessible path of travel.

### 4.3.1 General Features

- ensure floor surfaces are stable, firm and slip-resistant;
- provide signage and wayfinding cues along interior accessible routes, including entrances and exits, to provide information and guidance for all users based on the type of facility (**Refer to Section 5.8, Signage & Wayfinding**);
- provide headroom clearance throughout interior accessible routes at:
  - a minimum of 2100 mm (82¾ in); or
  - provide a guardrail or other protective barrier with its leading edge at or below 680 mm (26½ in) from the finished floor surface, where headroom clearance is less 2100 mm (82¾ in);
- design public corridors to facilitate wayfinding by using architectural treatments and elements that can be used to differentiate main corridors from secondary corridors (e.g., use of different floor materials, colour schemes, etc.); and
- ensure lighting level is evenly distributed throughout, at a minimum of 50 lux (5 ft. candles) (**Refer to Section 5.7, Lighting**).



Example of tactile floor surface to guide users with vision loss (Best Practice).



Where a structural column / support may be within an accessible route, a colour contrasted floor surface at the base helps identify its location to prevent a potential bumping hazard.

### Best Practice

Consider using texture and architectural treatments to enhance wayfinding.

Install convex mirrors at hallway intersections along an accessible route where the line of sight is obstructed.

### Note

Architectural treatments may include the selection of products or materials, and other design techniques to improve aural experience in a space. The sound transmission depends on the reflection characteristics of finished material.

### Best Practice

Avoid any projections (e.g., structural columns and furnishings) along clear width of circulation corridors.

### Exception

Minimum clear width of an accessible route can be reduced as described in other sections of this document:

- at doors / doorways;
- at stairs; and
- entry to elevating devices.

### 4.3.2 Clear Width

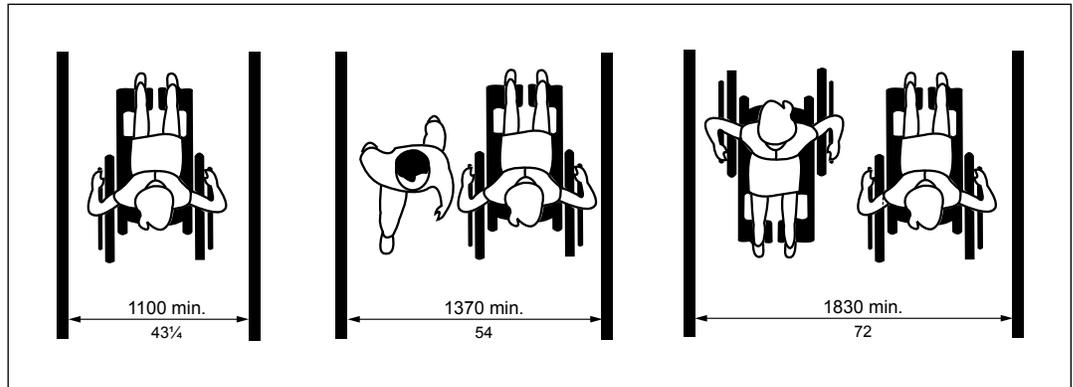
For interior accessible routes, excluding where additional maneuvering space and clear width is required (e.g., between fixed or freestanding objects such as furnishings, doorways or other fixtures that project into the accessible route and that are cane detectable), provide: (**Figures 48a, 48b, 48c & 49a, 49b**)

- minimum clear width of 1830 mm (72 in) for primary accessible routes or higher pedestrian traffic areas and to allow two users of mobility aids to pass each other;
- in lower pedestrian traffic areas, minimum clear width of:
  - 1370 mm (54 in) for single mobility aid and single person to pass each other; and
  - 1100 mm (43¾ in) for single mobility aid (e.g., low level of pedestrian traffic is expected);

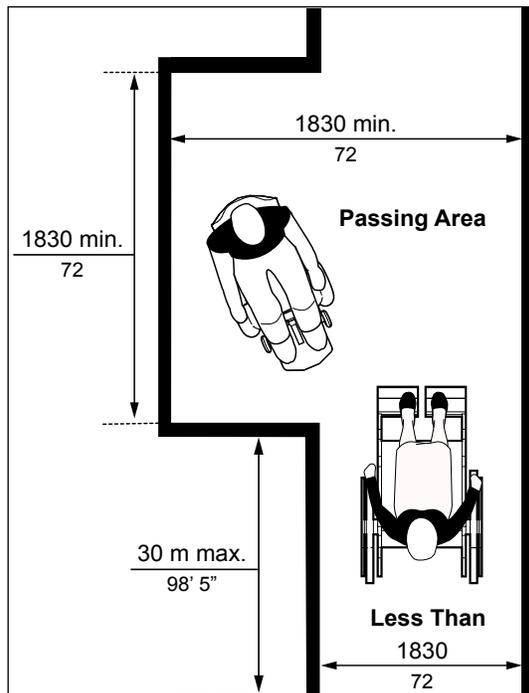
### Note

Where an obstacle is greater than 1220 mm (48 in) wide, cutting the corners of the obstacle will provide additional manoeuvring space (Figure 49b).

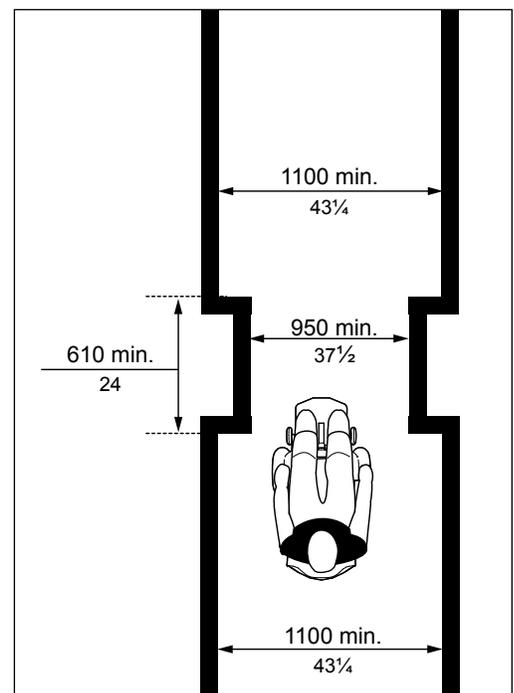
- c. where an accessible route has a clear width less than 1830 mm (72 in), provide an unobstructed passing space of not less than 1830 mm (72 in) width and 1830 mm long (72 in), located not more than 30 m (98 ft 5 in) apart;
- d. where clear width is reduced to a minimum of 950 mm (37½ in) for short indentations up to a maximum of 610 mm (24 in), provide a minimum clear width of 1100 mm (43¼ in) beyond indentation and ensure indentations or reduced clear width is not repeated in a series;



**Figure 48a:** Clear Width (Typical)



**Figure 48b:** Required Passing Area for Routes Greater than 30 m (98 ft 5 in) if Width is less than 1830 mm (72 in)



**Figure 48c:** Permitted Reduced Clear Width

- e. where an accessible route makes a 180 degree turn around an obstacle that is less than 1220 mm (48 in) wide, ensure clear width a minimum of 1100 mm (43¾ in) is provided, when approaching and leaving the turn, and a minimum of 1220 mm (48 in) at the turn; and
- f. where an accessible route makes a 180 degree turn around an obstacle that is greater than 1220 mm (48 in) wide, ensure clear width a minimum of 1100 mm (43¾ in) is provided, when approaching, entering and leaving the turn.

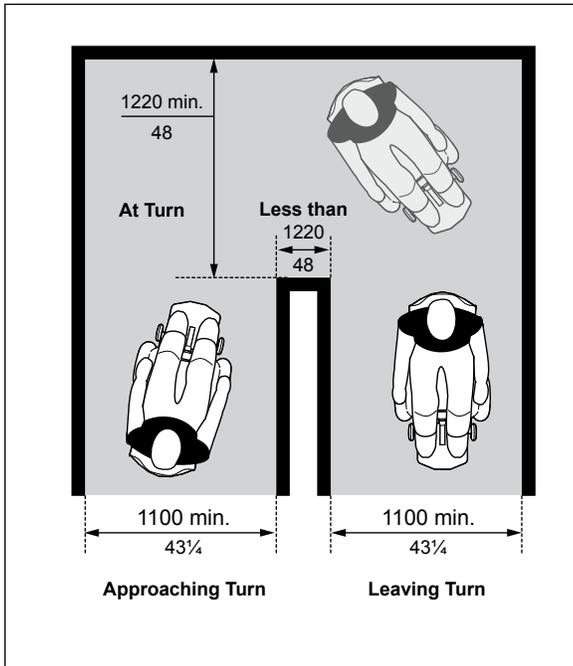


Figure 49a: 180 Degree Turn (Typical)

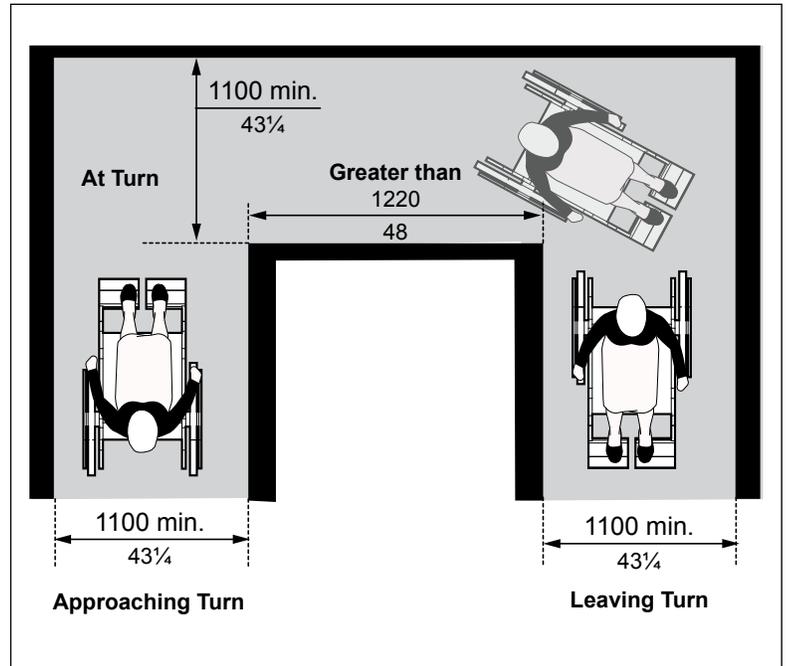


Figure 49b: 180 Degree Turn Around Obstacle Greater than 1220 mm (48 in)

**Best Practice**

Avoid level changes between an accessible route and any adjacent surface.

**4.3.3 Running and Cross Slopes**

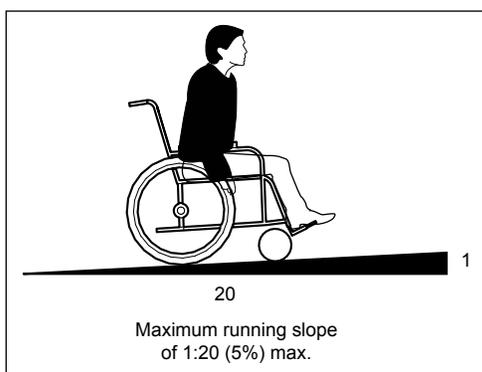
For running and cross slopes: (Figures 50 & 51)

**4.3.3.1 Running Slope**

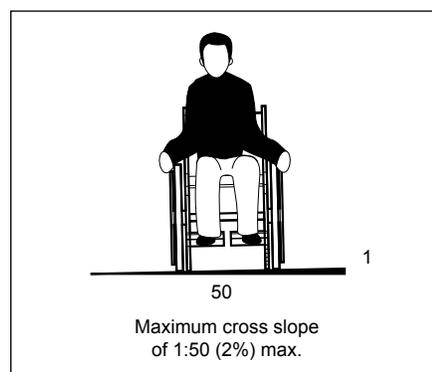
- provide a maximum gradient of 1:20 (5%); and
- where cross slope exceeds 1:20 (5%), ensure route is designed as a ramp.

**4.3.3.2 Cross Slope**

- provide a maximum cross slope of 1:50 (2%).



**Figure 50:** Running Slope



**Figure 51:** Cross Slope

**4.3.4 Changes in Level**

Where edges of an accessible route are not level with any adjacent surface, except at stairs, elevated platforms / performance areas, or loading docks:

- provide a high colour / tonal contrast marking on the edge where the change in level is less than 200 mm ( $7\frac{7}{8}$  in);
- where the change in level is between 200 mm ( $7\frac{7}{8}$  in) and 600 mm ( $23\frac{5}{8}$  in), provide a high colour / tonal contrast curb or other barrier protection, a minimum of 100 mm (4 in) high; and
- where the change in level is greater than 600 mm ( $23\frac{5}{8}$  in), provide guards (**Refer to Section 2.4, Guards and Handrails**).



# Elevating Devices

# 4.4

## Application

This section applies to elevating devices used to provide access between levels within a facility. Elevating devices include, but are not limited to:

- elevators;
- platform lifts;
- inclined lifts;
- moving walkways; and
- escalators.

All new passenger elevators, lifts, moving walkways and escalators provided in multi-storey facilities must comply with the current Ontario Building Code and other applicable requirements identified in the most up-to-date versions of:

- CAN / CSA B44: Safety Code for Elevators and Escalators (Appendix E);
- CAN / CSA B355: Lifts for Persons with Physical Disabilities; and
- CAN / CSA B651: Accessible Design for the Built Environment.

## Best Practice

Limited use / limited application (LU/LA) elevators are also not recommended for new construction due to the limited size of interior platform and other operating features. For existing facilities where LU/LA elevators are being upgraded, refer to applicable CSA standards.

## Note

Freight elevators are not required to comply with this section, unless the only elevators provided are used as combination passenger and freight elevators for use by the public and employees.

When retrofitting elevating devices at existing facilities, the City will review options in detail, on a case by case basis, recognizing there may be other factors to consider, including physical or structural constraints.

## Exception

Elevator access is not required:

- in elevator pits, elevator penthouses, mechanical rooms, piping or equipment catwalks;
- when accessible ramps in compliance with **Section 2.2 Ramps** are used in lieu of an elevator;
- to levels of fire halls and ambulance stations not served by grade-level entry, which do not contain public use facilities; and
- when platform lifts (wheelchair lifts) in compliance with **clause 4.4.2** of this section and applicable Provincial Codes are used in lieu of an elevator, only under the following conditions:
  - › to provide an accessible route to a performing area in an assembly occupancy;
  - › to comply with wheelchair viewing position line-of-sight and dispersion requirements of **Section 6.1 Assembly Areas**;
  - › to provide access to incidental occupied spaces and rooms that are not open to the general public and which house no more than five persons, including, but not limited to, equipment control rooms and projection booths; and
  - › 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.

## Best Practice

Provide clear floor space of 2500 mm by 2500 mm (98½ in by 98½ in) in front of hall buttons at elevator lobbies.

## Note

Refer to current edition of CSA standards for detailed criteria.

## 4.4.1 Elevators

One accessible passenger elevator, provided on an accessible route and complying with this section is required to serve each level, including mezzanines, in all multi-storey facilities, unless exempted. If more than one elevator is provided, each passenger elevator is required to comply with this section.

Key design features for passenger elevators are summarized as follows:

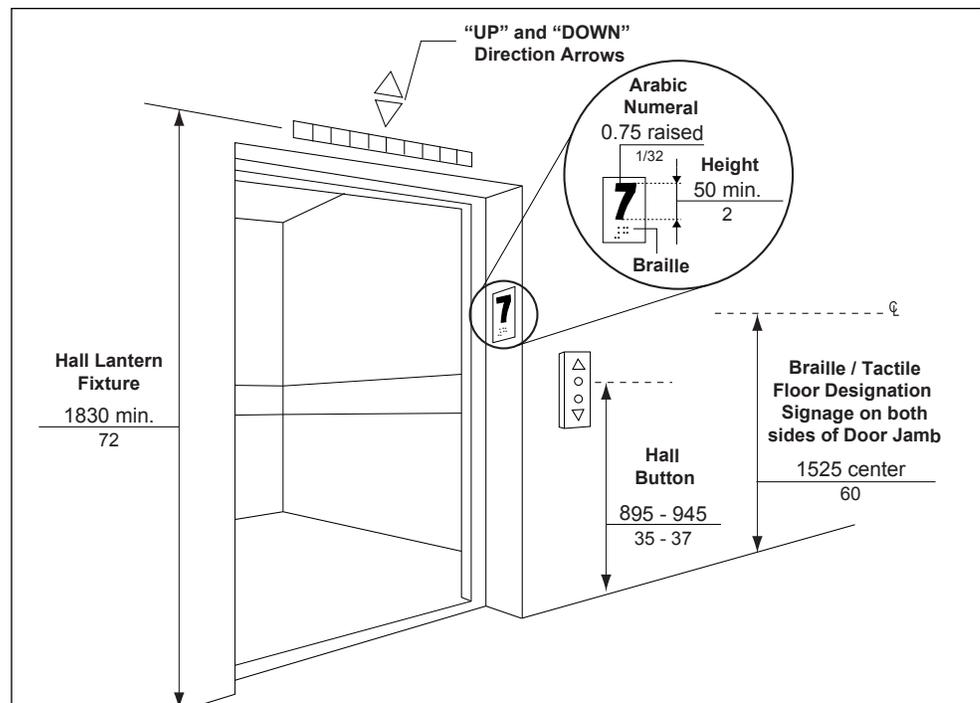
### 4.4.1.1 Elevator Lobby

As part of the design of elevator lobbies, provide the following: **(Figure 52)**

- hall buttons, with visual indicators to identify when car call has been registered (e.g., light on) and answered (e.g., light off), mounted between 895 mm to 945 mm (35 in to 37 in) from floor, measured to centerline of button;
- clear floor space in front of hall buttons a minimum of 920 mm (36 in) wide by 1525 mm (60 in) depth;
- hall lanterns with the centerline of the fixture at a minimum of 1830 mm (72 in) above the floor;
- floor designation signage, with colour / tonal contrast from mounting surface on both sides of elevator door jamb, mounted at 1525 mm (60 in) center, above finished floor, with character height at 50 mm (2 in), raised Arabic numerals at 0.75 mm (⅛ in) from surface, and braille text below;
- visual and audible signals at each hoistway entrance to indicate which car is answering a call and its direction of travel. Audible signals to sound once for the “up” direction and twice for the “down” direction.



Elevator Door Jamb: Example of Tactile / braille floor designation signage.



**Figure 52:** Elevator Lobby - Key Features

### 4.4.1.2 Door Features

- a. ensure power-operated, horizontally sliding car and landing doors opened and closed by automatic means are provided;
- b. provide minimum door clear width at 950 mm (37½ in);
- c. equip doors with a door re-opening device that automatically stops and reopens the car door and landing door if the door becomes obstructed by an object or person;
- d. ensure reopening device is capable of sensing an object or person in the path of a closing door at 125 mm +/- 25 mm (5 in +/- 1 in) and 735 mm +/- 25 mm (29 in +/- 1 in) above the floor without requiring contact for activation and door reopening devices to remain effective for a period of 20 seconds (minimum);
- e. ensure doors remain fully open for 8 seconds (minimum), unless timing is reduced by activating the car door “close” push button;
- f. equip cars with leveling system that automatically stops and maintains position at floor landings within a tolerance of 13 mm (½ in) under rated loading to zero loading conditions; and
- g. ensure high colour / tonal contrast is provided between elevator door and surrounding environment, especially between the car sill and adjacent floor surfaces.

### Best Practice

In high-use public facilities, increase minimum elevator cab width to 2030 mm (80 in) and minimum door clear width at 1067 mm (42 in).

### 4.4.1.3 Interior Car Dimensions

For interior elevator car: (Figure 53)

- a. provide minimum elevator cab dimensions of 1525 mm (60 in) depth by 1725 mm (68 in) width; and
- b. alternatively, provide minimum elevator cab dimension and door clear width as identified in Table 7 below.

**Table 7:** Minimum Dimensions for Elevator Car and Door Clear Width

All dimensions are in millimeters (mm).

Door Location	Door Clear Width	Inside Car (Side to Side)	Inside Car (Back Wall to Front Return)	Inside Car (Back Wall to Inside Face of Door )
Centered	1065 (42)	2030 (80)	1295 (51)	1370 (54)
Side (Off-Center)	915 (36)	1725 (68)	1295 (51)	1370 (54)
Any	915 (36)	1370 (54)	2030 (80)	2030 (80)
Any	915 (36)	1525 (60)	1525 (60)	1525 (60)
Minimum Dimension of LU / LA (limited use / limited application) elevators				
Any	815 (32)	1065 (42)	1370 (54)	Not Specified

Source: Adapted from Annex E of CSA-B651-12, “Elevator Requirements for Persons with Physical Disabilities”.



View of an accessible elevator and typical features in lobby, City of London

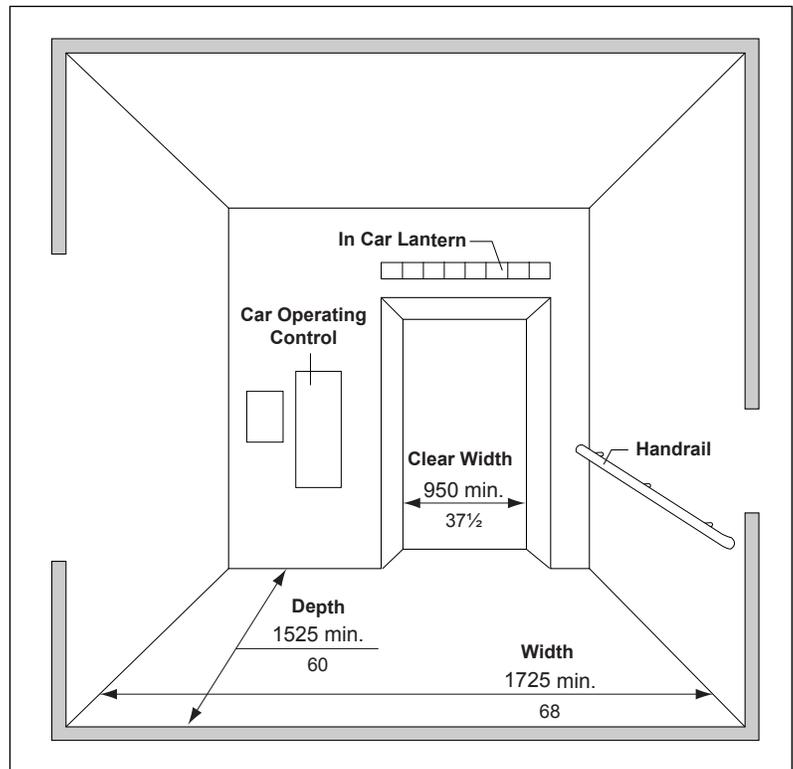


Figure 53: Elevator Car Features

#### 4.4.1.4 Car Controls

For elevator car controls, provide: **(Figures 54a & 54b)**

- a. car operating control push buttons 19 mm ( $\frac{3}{4}$  in) in size, raised, flush or recessed, with car control panel readily accessible for users of mobility aids upon entering elevator;
- b. controls are mounted at:
  - i. a minimum of 890 mm (39 in) high to the centerline of the lowest controls;
  - ii. a maximum of 1200 mm (47 in) high, to centerline of the highest controls; and
  - iii. a maximum of 1370 mm (54 in) high, to centerline of the highest controls for cars with more than 16 openings only, where parallel approach to controls is also provided for users of mobility aids;
- c. visual and momentary audible indicators to show when each call is registered, with visual indicators extinguishing when each call is answered;
- d. Grade 2 Braille characters and raised characters, numbers and symbols, placed immediately to the left of the buttons that they apply to; and
- e. Arabic numbers and standard tactile symbols that are 16 mm ( $\frac{5}{8}$  in) high and raised 0.75 mm ( $\frac{1}{32}$  in) from surface.

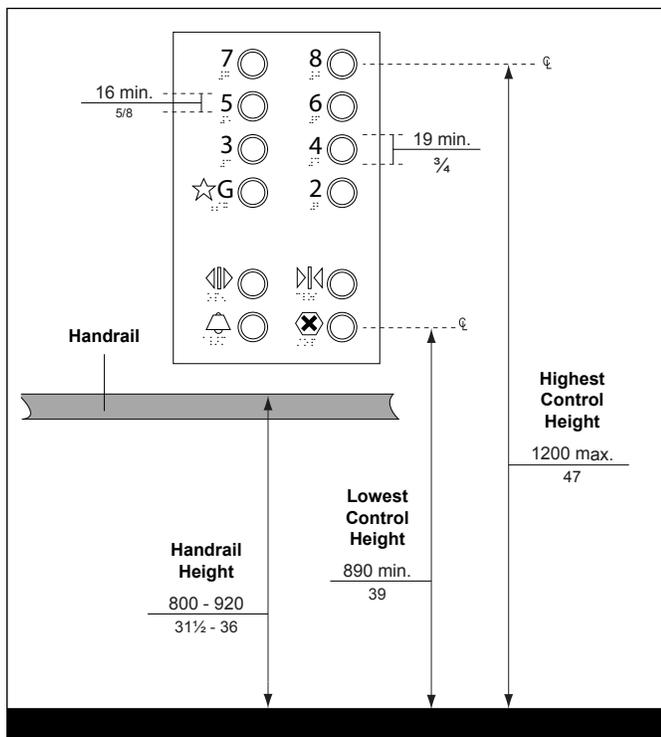


Figure 54a: Elevator Car Control Panel and Handrail

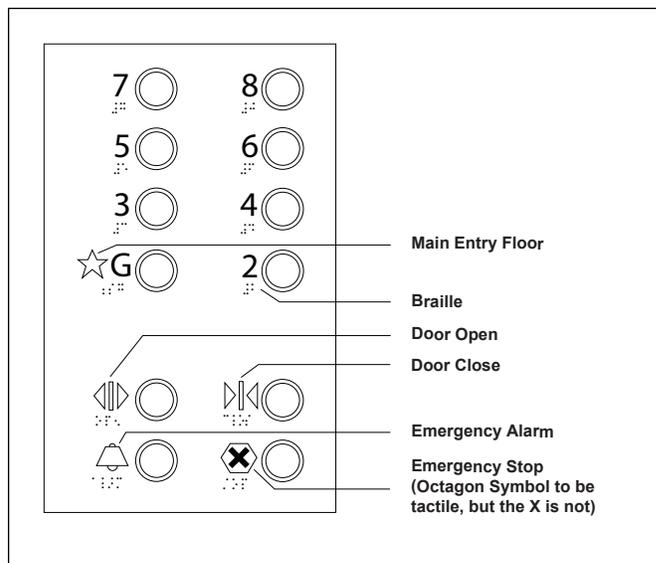


Figure 54b: Standard Tactile Symbols

### 4.4.1.5 Emergency Car Controls

For elevator emergency car controls: (Figure 54a)

- provide a two-way communication system for emergencies, with operating controls mounted and grouped together at the bottom of the control panel, with the centerline of the emergency alarm and stop buttons mounted at a minimum of 890 mm (35 in) high and a maximum of 1200 mm (47 in) high above floor;
- ensure communication system includes accessible features (e.g., push button operation), with visual indicator identifying when the system has been activated and the emergency call has been received (e.g., to identify “help is on the way” for users with hearing loss); and
- ensure operating instructions are provided with braille and tactile features and if communication system is located in a closed compartment, provide accessible door opening and hardware features.

### 4.4.1.6 Handrails

For elevator car handrails: (Figure 54a)

- provide continuous handrails on all non-access walls, mounted with top grasping surfaces at 800 mm to 920 mm (31½ in to 36 in) high above floor; and
- ensure a clearance of 35 mm and 45 mm (1¾ in and 1¾ in) is provided between handrails and wall.

## Exception

Mirrors are not required for flow-through type elevator design.

### 4.4.1.7 Car Position Indicators

- a. provide audible and visual car floor location indicators to identify the floor location of the car;
- b. locate visible indicators above the car control panel or above the door, with numerals a maximum height of 16 mm ( $\frac{5}{8}$  in);
- c. ensure corresponding character illuminates, to indicate a car passing a floor and when a car stops at a floor, served by the elevator; and
- d. provide audible indicator, with signal between 10 to 80 decibals above ambient (dBA), measured at the annunciator, with automatic verbal announcement of the floor at which the car is about to stop, completed prior to the initiation of the door opening and with a frequency between 300 to 3,000 hertz (Hz).

### 4.4.1.8 Mirrors

- a. mount mirror with the bottom edge at a minimum height of 2000 mm ( $78\frac{3}{4}$  in) , within elevator cab as a finish material, on the wall opposite the door; and
- b. where the dimension of the elevator cab is less than 1500 mm (59 in) in any direction, install an angled mirror with the bottom edge at a minimum height of 2000 mm ( $78\frac{3}{4}$  in), on the wall opposite the door, to assist users of mobility aids (e.g., who may need to back out).

### 4.4.1.9 Additional Considerations

- a. ensure floor surfaces are stable, firm, and slip-resistant for users of mobility aids, with both floor and car panel surfaces designed to minimize glare;
- b. provide matting or carpet pile height of 13 mm ( $\frac{1}{2}$  in) maximum, where used; and
- c. ensure lighting level in elevator cars and at controls is 100 lux (minimum), measured at the floor level, and that it is at least equivalent to the lighting level as the adjacent elevator lobbies (**Refer to Section 5.7, Lighting for additional requirements**).

## 4.4.2 Platform Lifts

For retrofitting existing environments, platform lifts that facilitate unassisted entry, operation, and exit from the lift to be provided, with the following additional requirements: **(Figures 55 & 56)**

- ensure they are located along an accessible route;
- provide signage to clearly identify platform lift; and
- ensure compliance with CSA standard CAN / CSA B355 (latest edition) and other applicable sections of these standards, including doors to platform and all related controls and operating mechanisms.

### 4.4.2.1 Platform Size and Design Features

- ensure surface is non-slip, with dimension of 890 mm by 1525 mm (35 in by 60 in);
- incorporate safety wheel-guards or other protection along all exposed edges;
- provide an emergency call system, linked to a monitored location within the facility, with two-way communication ability and ensure that the highest operable portion is mounted at a maximum of 1200 mm (47 in) from the floor of the platform; and
- ensure operating instructions are provided with braille and tactile features and if communication system is located in a closed compartment, provide accessible door opening and hardware features.

### Best Practice

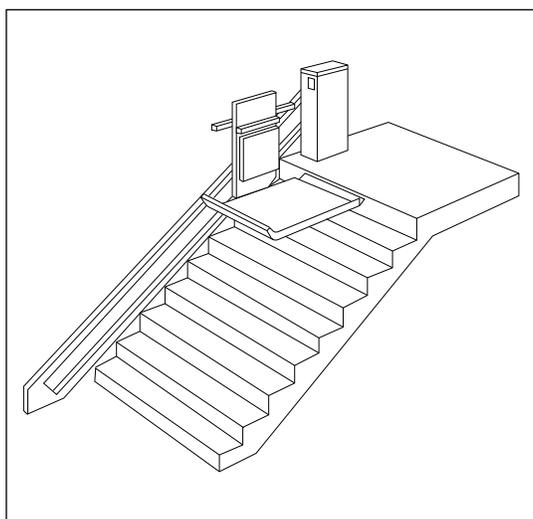
Platform lifts are not recommended in new construction due to limited size of platforms and weight restriction which typically does not accommodate larger mobility aids.

Whenever possible, grading or integrated elevator access to be incorporated in order to avoid the provision and use of platform lifts.

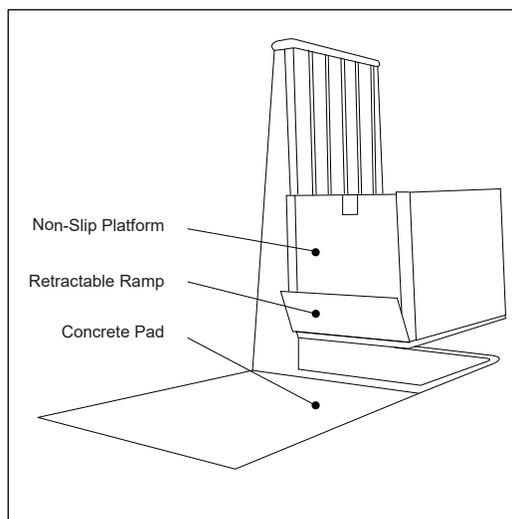
Additionally, If there are no suitable alternatives, platform lift design to be selected that allows the spatial requirement of larger mobility devices such as scooters and power wheelchairs.

### Note

Platform lifts are only allowed where it is technically infeasible to install an elevator, LU/LA (Limited Use/ Limited Application) elevating device or other accessible means of a change of level. Lifts that require key access and / or an attendant to operate are not permitted.



**Figure 55:** Inclined Platform Stair-Lift



**Figure 56:** Vertical Platform Lift

## Note

The CNIB advises not to use Tactile Walking Surface Indicators (TWSI's) at the head or foot of escalators or moving walkways because these devices are reversible. The presence of TWSI's may cause congestion at the exit of an escalator or moving walkway resulting in a potential safety hazard.

## 4.4.3 Escalators and Moving Walkways

- a. ensure that where escalators are provided, an alternate accessible route (e.g., ramp or elevator) is also provided in the same vicinity as the escalator;
- b. in a building in which an escalator or inclined moving walkway provides access to any floor level above or below the entrance floor level, provide an interior accessible path of travel to that floor level;
- c. ensure the route from the escalator or inclined moving walkway to the accessible path of travel is clearly indicated by appropriate signs; and
- d. in a building in which a moving walkway provides access between areas on the same floor level, provide an accessible path of travel between the areas served by the walkway.

### 4.4.3.1 Design Features

#### 4.4.3.1.1 Surfaces, Treads & Risers

Ensure the surfaces, treads and risers of escalators and moving walkways:

- a. are non-slip, non-reflective material (e.g., matte finish to minimize reflected glare);
- b. have top nosings and edges (both horizontal and vertical edges) of escalator steps with high tonal / colour contrasted markings that runs the full width of the step / surface, 50 mm (2 in) depth (maximum); and
- c. have the comb plate (e.g., surface closest to the escalator or the moving walkway, both as you step on and step off) marked with a high colour / tonal contrasted marking that runs the full width of the step / surface, 50 mm (2 in) depth (maximum).

#### 4.4.3.1.2 Lighting

- a. ensure lighting level over escalators and moving walkways is a minimum of 200 lux (20 foot candles), and evenly distributed, from a low-glare light source and especially at the beginning and end of escalators and moving walkways (**Refer to Section 5.7, Lighting for additional requirements**).

#### 4.4.3.1.3 Additional Considerations

- a. consideration for provision of a low-level audible warning indicator, marking both ends of a moving walkway. The intent is to provide an audible cue for users with a vision loss, to hear the warning from 920 mm (36 in) before the transition between the moving walkway and the floor. Any audible warning indicators should be adjustable for environmental noise such as crowds;
- b. where there is an accessible route of travel adjacent to or underneath escalators or moving walkways that are on an incline, ensure protective barriers are in place (e.g., architectural detailing / millwork, planting or seating walls, guardrails or other fixed furniture) that can be detected by people who use long canes or guide dogs to prevent potential bumping hazards, especially for users with vision loss; and
- c. when out of service or during maintenance / repair work, ensure suitable barricades or other protective measures are in place at the beginning and end of escalators or moving walkways, detectable by long cane users. Accessible and suitably placed signage is required to indicate that the escalator or moving walkway is out of service.

#### Note

Further information is available in **Section 2.5 Overhanging and Protruding Objects**.

# Washrooms



# 4.5

## Application

This section applies to washroom facilities and elements within a site and facility including, but not limited to:

- multiple-occupancy washrooms;
- universal washrooms; and
- change rooms with washroom features.

Refer to **Table 8** and **Table 9** in **sub-section 4.5.1, Provision and Locations** for minimum number of Universal Washrooms and Accessible Water Closet Stalls or Enclosures to be provided in a building in which washrooms are required as per subsection 3.7.4 of the Ontario Building Code.

## Reference

- Sec. 2.1 Ground and Floor Surfaces
- Sec. 2.5 Overhanging and Protruding Objects
- Sec. 4.2 Doors and Doorways
- Sec. 4.3 Interior Accessible Routes
- Sec. 5.1 Controls and Operating Mechanisms
- Sec. 5.6 Fire and Life Safety Systems
- Sec. 5.7 Lighting
- Sec. 5.8 Signage and Wayfinding

## Note

If retrofitting multiple occupancy washrooms with accessible water closet stalls or enclosures is not possible, identifying additional space for providing a universal washroom is recommended.

Universal washrooms allow the greatest flexibility, including larger floor space for people who require assistance and may be accompanied by a caregiver or companion, as well as to accommodate larger mobility aids such as power wheelchairs and scooters.

### 4.5.1 Provision and Locations

- a. provide universal washrooms, as identified in **Table 8**;
- b. provide the minimum number of accessible water closet stalls or enclosures, as identified in **Table 9**;
- c. locate centrally within a facility along an accessible route, within a maximum of 45 m (147 ft 8 in) of regular washrooms; and
- d. where washrooms are not accessible, provide directional signage to indicate the location of the nearest accessible washroom on the same floor.

#### Best Practice

Provide at least one universal washroom on every occupied floor of a facility.

#### Note

Where one water closet is required for males and one water closet is required for females, the following may be provided:

(1) one universal washroom; and

(2) one washroom containing one water closet to be used by both sexes provided the door to the room can be locked from the inside.

**Table 8:** Minimum Number of Universal Washrooms per Building

Number of Storeys in Building	Minimum number of Universal Washrooms per Building
1-3	1
4 - 6	2
Over 6	3, plus 1 for each additional increment of 3 storeys in excess of 6 storeys

**Table 9:** Minimum Number of Water Closet Stalls or Enclosures Required to be Accessible

Number of Water Closets per Washroom	Minimum Number of Accessible Water Closet Stalls or Enclosures per Washroom
1-3	0, where a universal washroom is provided on the same floor level within 45 m (147 ft 8 in) of the washroom, or 1, where a universal washroom is not provided on the same floor level within 45 m (147 ft 8 in) of the washroom
4 - 9	1
10 - 16	2
17 - 20	3
21 -30	4
Over 30	5, plus 1 for each additional increment of 10 water closets per washroom in excess of 30 water closets per washroom

#### Best Practice

Wherever possible, consider the use of privacy walls or specialized configuration of entrance vestibules to avoid the need for doors and power door operators. Where entrances are door-less, provide identification signage on both sides of the entrance openings.

Where provided, ensure any drains are installed away from any accessible route / path of travel.

### 4.5.2 Multiple Occupancy Washrooms

For multiple occupancy washrooms with accessible water closet stalls or enclosures: (**Figure 57**)

- a. identify clearly with signage, indicating male or female where applicable, with other accessibility features (e.g., braille, tactile, International Symbol of Accessibility);
- b. where doors are provided at washroom entrance, provide a minimum clear width of 950 mm (37½ in), when the door is in the open position and equip with power door operators;
- c. ensure lighting level is evenly distributed, at a minimum of 200 lux (20 ft. candles) (**Refer to Section 5.7, Lighting**);

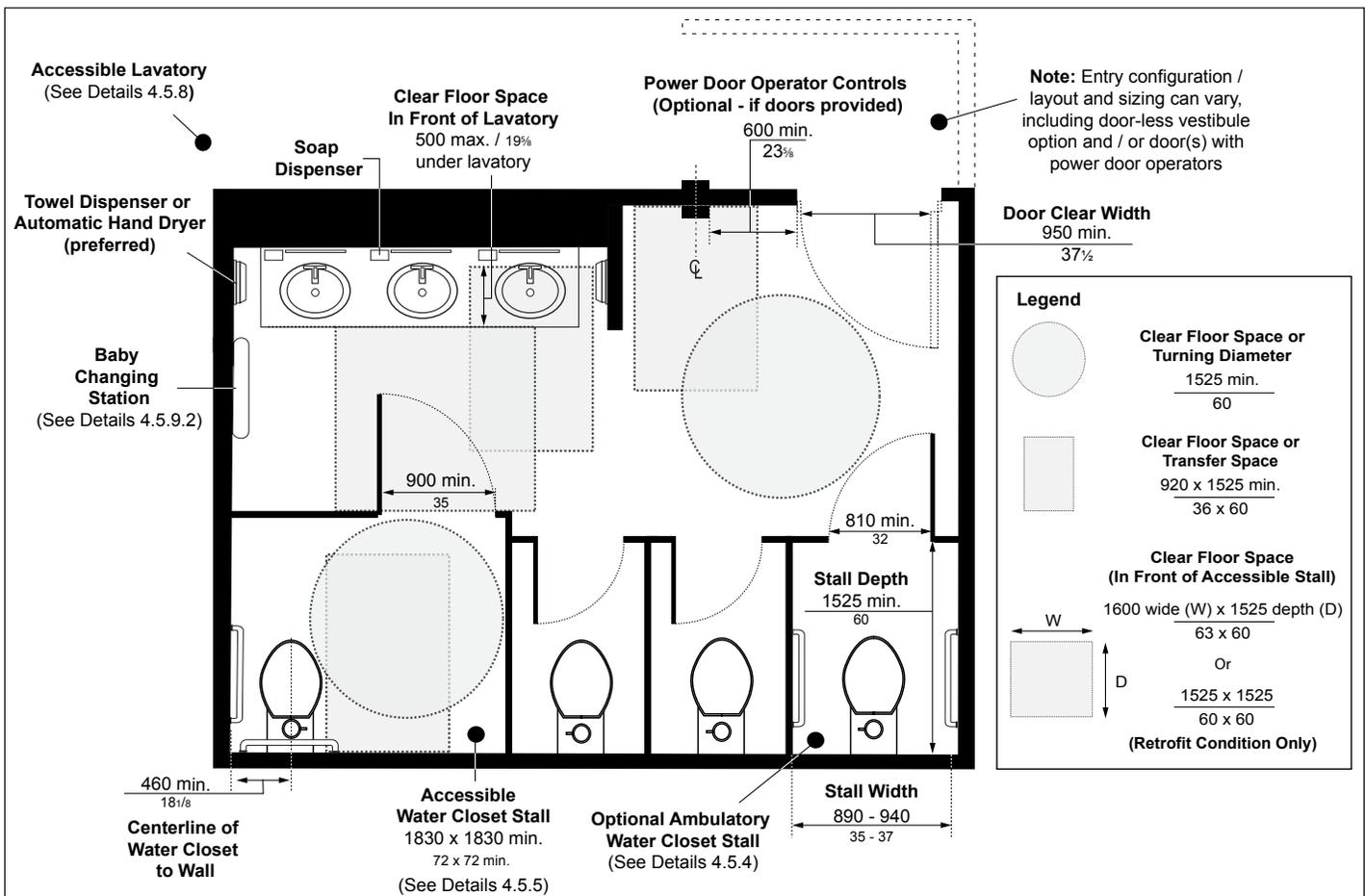
## Best Practice

Consider providing a larger clear turning diameter of 1700 mm (67 in) or greater inside washroom circulation area.

## Note

In a storey that is not required to have an accessible path of travel, ensure at least one ambulatory water closet is provided.

- d. ensure minimum clearance of 1700 mm (67 in) between the inside face of an in-swinging entrance door and the outside face of an adjacent water closet stall;
- e. ensure minimum clearance of 1525 mm (60 in) between outside wall of stall and any wall-mounted fixtures or other obstructions;
- f. provide a minimum clear floor space 1600 mm wide (63 in) by 1525 mm depth (60 in), in front of the accessible water closet stall, which can be reduced to a minimum of 1525 mm by 1525 mm (60 in by 60 in) in a retrofit condition;
- g. ensure a minimum clear turning diameter of 1525 mm (60 in) is provided inside washroom circulation area, with a maximum of 500 mm (19 $\frac{5}{8}$  in) permitted under the lavatory to allow users of mobility aids to make a 180° turn;
- h. ensure floor surfaces are firm, stable and slip-resistant, with a maximum slope of 1:50 (2%);
- i. provide accessible lavatories with washroom amenities, as identified in this section;
- j. provide accessible water closet stalls with suitable clear floor space, as identified in this section; and
- k. install audible and visual fire alarm system.



**Figure 57:** Example of Multiple Occupancy Washroom Layout and Typical Amenities (Conceptual - Layouts Can Vary)

### 4.5.3 Universal Washrooms

Where universal washrooms are provided: **(Figure 58)**

- a. locate in the same vicinity as other washrooms (e.g., Male & Female multiple occupancy washrooms) along the shortest accessible route;
- b. identify clearly with signage, including unisex pictogram (e.g., Male & Female) and the International Symbol of Accessibility;
- c. provide accessible entrance door:
  - i. with minimum clear width of 950 mm (37½ in), when the door is in an open position;
  - ii. equip with power door operator, coordinated with an automatic locking system (e.g., “push to lock” control), with visual indicator on exterior side that identifies occupied or unoccupied;
  - iii. provide locking mechanism that can be locked from the inside and released from the outside, in case of emergency; and
  - iv. mount accessible latch operating and locking mechanisms 900 mm to 1000 mm (35½ in to 39 ¾ in) above floor, that are operable using a closed fist and does not require fine finger control, tight grasping, pinching or twisting of the wrist, with a maximum force of 22.2 Newtons (5 pounds);
- d. ensure internal dimension between walls is no less than 1700 mm (67 in) and provide a minimum clear turning diameter of 2500 mm (98½ in), clear of all fixtures inside the universal washroom;
- e. ensure floor surface is firm, stable and slip-resistant;
- f. provide one accessible lavatory with other washroom amenities including but not limited to mirror, soap dispenser, paper towel dispenser, automatic hand dryer (preferred), and toilet paper dispenser as identified in this section;
- g. provide one accessible water closet with required clear transfer space of 920 mm (36 in) wide by 1525 mm (60 in) depth and suitable rear and side grab bars (e.g., horizontal, L-shaped and fold-down grab bars) as identified in this section;
- h. provide motion sensor for automatic illumination of interior;
- i. ensure lighting level is evenly distributed, at a minimum of 200 lux (20 ft. candles) **(Refer to Section 5.7, Lighting)**;
- j. install audible and visual fire alarm systems;
- k. provide a minimum clear floor space 810 mm (32 in) wide by 1830 mm (72 in) long in each universal washroom for an adult-size change table;
- l. where the clear floor space provided for an adult-size change table is adjacent to a wall, ensure reinforcement is installed in the wall to permit the future installation of the change table;
- m. where an adult-size change table is installed, ensure a minimum clear floor space of 920 mm (36 in) wide by 1830 mm (72 in) long, parallel to the long side of the adult-size change table;
- n. where installed, ensure baby changing stations and / or adult-size change tables adhere to the requirements identified in **sub-sections 4.5.9.1 & 4.5.9.2**;

#### Best Practice

Provide both a hand dryer and a paper towel dispenser, where space is available.

Provide a fold-down grab bar mounted on the transfer side of the water closet for additional support.

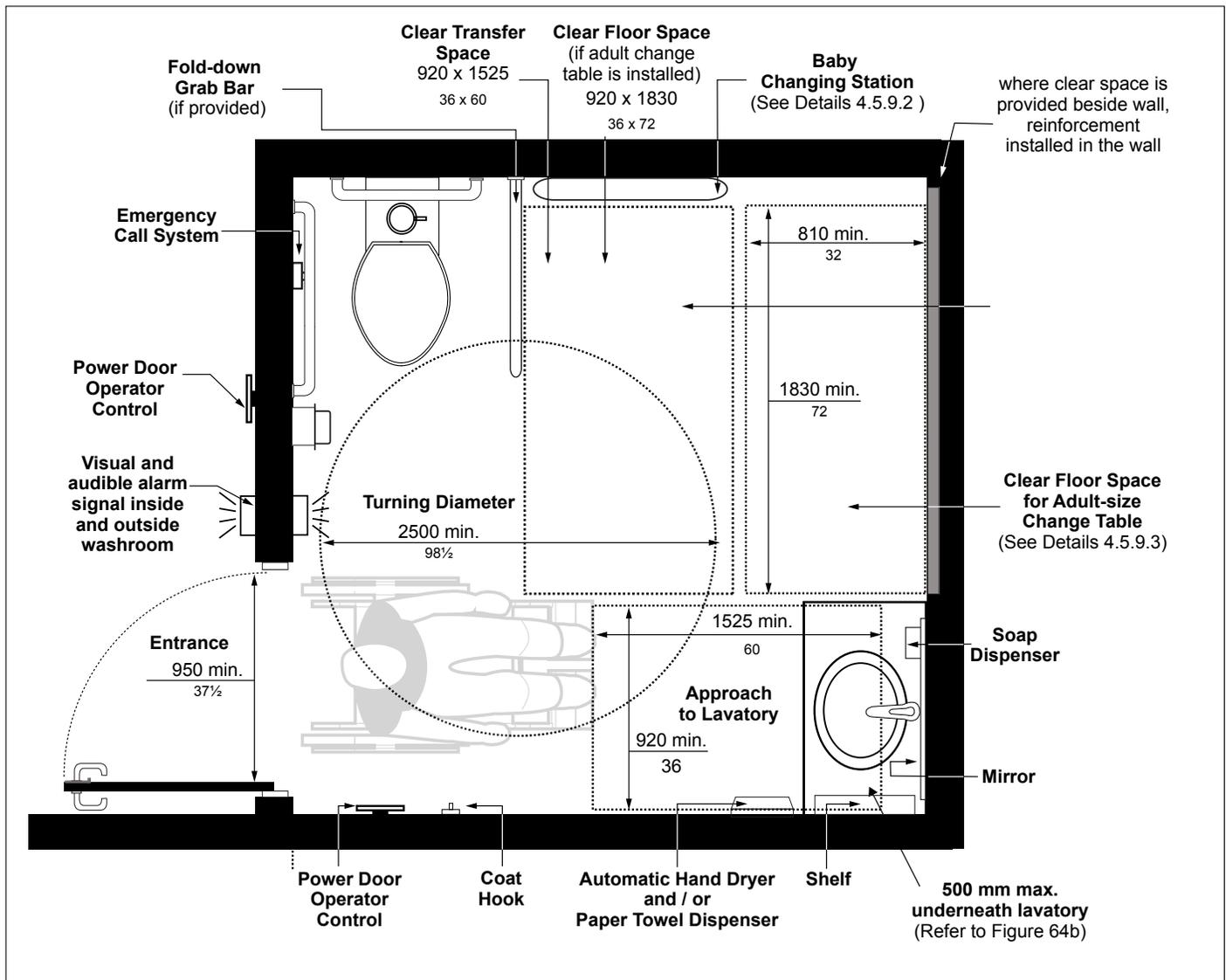
Where provided, ensure any drains are installed away from any accessible route / path of travel.

## Note

An emergency call system with a cancellation feature to turn off the alarm when it is accidentally activated is preferred.

In a retrofit situation where providing the required turning space is technically infeasible, the turning space may be reduced to not less than 2130 mm (84 in).

- o. provide a shelf as identified in **sub-section 4.5.8.1**; and
- p. provide an emergency call system with the following features:
  - i. consists of visual and audible signal devices both inside and outside of the washroom that are activated by a push control device inside the washroom;
  - ii. includes an emergency sign that contains 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 stroke and that is posted above the emergency button; and
  - iii. where facilities have the capacity and where staff is available, ensure the call system is linked to a display panel at a reception / information counter or to a centrally monitored station (e.g., security desk);
- q. install at least one coat hook mounted at 1200 mm (47 in) (maximum) high from floor, on a side wall and projecting 50 mm (2 in) (maximum) from mounting surface.



**Figure 58:** Example of Universal Washroom Layout and Typical Amenities (Conceptual - Layouts Can Vary)

**Note**

Ambulatory water closet stalls can be identified with a sign that includes a pictogram or symbol of a person with a cane.

## 4.5.4 Ambulatory Water Closet Stalls or Enclosures

Where ambulatory water closet stalls or enclosures are provided for users with limited mobility who do not use wheeled mobility aids (e.g., canes or crutches): **(Figure 57)**

- a. ensure minimum depth of 1525 mm (60 in), with a width between 890 mm to 940 mm (35 in to 37 in);
- b. provide a door:
  - i. with minimum clear width of 810 mm (32 in);
  - ii. that swings outward, unless the minimum dimensions of the stall identified above are not located within the door swing;
  - iii. with spring-type or gravity hinges so that the door closes automatically;
  - iv. capable of being latched from the inside and released from the outside in case of an emergency;
  - v. with a door pull on both sides of the door, near the latch side of the door, located at a height not less than 900 mm (35½ in) and not more than 1000 mm (39¾ in) above the finished floor; and
  - vi. with all accessible hardware and latching mechanisms operable with a closed fist and without tight grasping, pinching of fingers or twisting of wrist, with a maximum force of 22.2 Newtons (5 pounds);
- c. equip with a water closet centered between the partition walls;
- d. install L-shaped grab bars, as identified in this section, on each side of the water closet;
- e. provide a sign on the door that indicates that the stall is suitable for users who may require grab bar assistance; and
- f. install at least one coat hook mounted at a maximum of 1200 mm (47 in) high from floor, on a side wall and projecting a maximum 50 mm (2 in) from mounting surface.

## 4.5.5 Accessible Water Closet Stalls or Enclosures

Where accessible water closet stalls or enclosures are provided in multiple occupancy washrooms: **(Figures 59 & 60)**

- a. mark with the International Symbol of Accessibility and ensure doors and partitions have a high colour / tonal contrast from surroundings;
- b. provide a minimum clear turning diameter of 1525 mm (60 in), with overall stall size at a minimum of 1830 mm by 1830 mm (72 in by 72 in); and
- c. install at least one coat hook mounted at a maximum of 1200 mm (47 in) high from floor, on a side wall and projecting a maximum of 50 mm (2 in) from mounting surface.

**Best Practice**

Provide a larger accessible stall that includes a lavatory inside with required amenities and floor space clearances.

Provide clear turning diameter of 1830 mm (72 in) or larger.

## Note

In a retrofit situation where it's technically infeasible to provide the required clear width opening for the accessible stall door, the clear width opening may be reduced to a minimum of 860 mm (34 in).

## Best Practice

Wall hung water closets are preferred because they provide additional space at toe level.

Automatic flush controls are recommended for accessible water closets (e.g., sensor activated).

## Note

The clear transfer space must be free of any obstruction (e.g., garbage receptacles or baby change tables), excluding sanitary napkin disposal units (**Refer to 4.5.9**). Clear transfer space is measured from the side surface of the water closet or tank (e.g., whichever protrudes most) to the stall partition / wall, or side of any adjacent vanity / obstruction, if applicable.

### 4.5.5.1 Stall Doors

For accessible stall doors, ensure: (**Figures 59 & 60**)

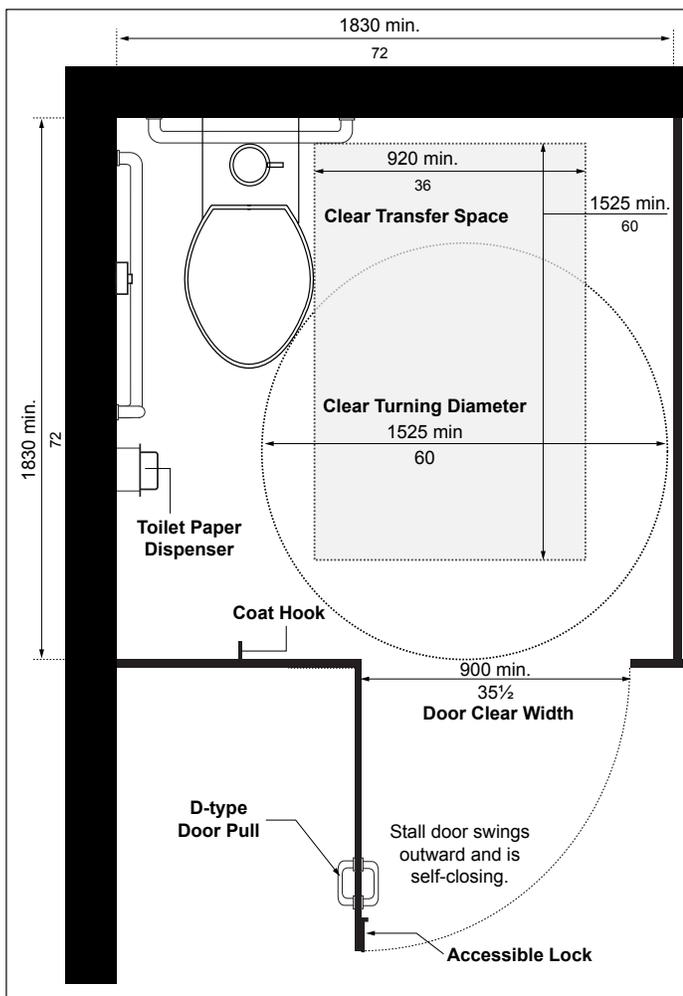
- a. when door is in an open position, minimum clear width of 900 mm (35½ in) is provided;
- b. the door is aligned with water closet transfer space (e.g., door is positioned on opposite side of water closet);
- c. door swings outward, unless a minimum clear floor space of 920 mm (36 in) wide by 1525 mm (60 in) long is provided within the stall or enclosure, clear of door swing, to permit the door to be closed inside without interfering with the mobility device;
- d. door is self-closing with spring-type or gravity hinges, so that when at rest, the door remains open a maximum 50 mm (2 in) beyond the jamb;
- e. accessible door hardware is provided, including locking mechanisms, with stall capable of being locked from the inside by a control that is operable with a closed fist and does not require fine finger control, tight grasping, pinching or twisting of the wrist with a maximum force of 22.2 Newtons (5 pounds);
- f. door can be released from the outside in case of emergency; and
- g. provide D-type door pulls on both sides of the door as follows:
  - i. ensure high colour / tonal contrast with mounting surface;
  - ii. provide minimum length of 140 mm (5½ in), with grasping depth between 30 mm to 50 mm (1¼ in to 2 in); and
  - iii. mount on the vertical centerline of the door, located at a height between 800 mm (31½ in) and 1000 mm (39¾ in) above the finished floor.

### 4.5.6 Water Closets

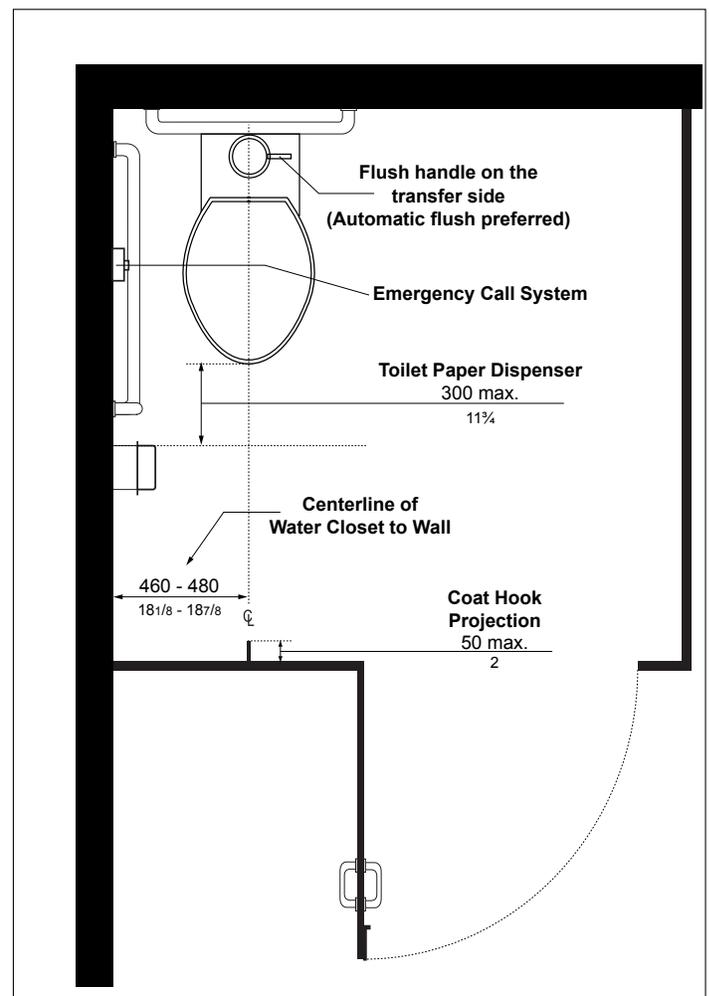
For accessible / ambulatory water closets: (**Figures 59, 60, 61 & 62**)

- a. mount seat between 430 mm and 485 mm (16⅞ in and 19⅞ in) high from floor;
- b. install water closet as follows: (Note: Not applicable to 4.5.4 Ambulatory Water Closet Stalls or Enclosures)
  - i. the centerline of water closet from any adjacent side wall is between 460 mm and 480 mm (18⅞ in and 18⅞ in) and unobstructed transfer space a minimum of 920 mm (36 in) wide by 1525 mm (60 in) depth is provided on the other side of the water closet; or
  - ii. a clear transfer space a minimum of 920 mm (36 in) wide and 1525 mm (60 in) depth is provided on each side of the water closet;
- c. provide a back support where there is no seat cover / lid or tank, and where there is a tank, ensure tank lid is securely attached;
- d. ensure seat is secured;
- e. provide internal extension guards that will not allow the seat to slide;

- f. mount toilet paper dispenser:
  - i. on the side wall closest to the water closet, below the grab bar;
  - ii. with bottom edge at 600 mm to 800 mm (23 $\frac{5}{8}$  in to 31 $\frac{1}{2}$  in) high from floor; and
  - iii. with the closest edge of the dispenser in line with front edge or a maximum of 300 mm (11 $\frac{3}{4}$  in) from the front edge of the water closet seat;
- g. provide automatic, lever or other type of flushing control (e.g., push button control) that:
  - i. is located between 500 mm and 900 mm (19 $\frac{5}{8}$  in and 35 $\frac{1}{2}$  in) above the finished floor;
  - ii. is located on and operable from the transfer side; and
  - iii. is operable using a closed fist and does not require fine finger control, tight grasping, pinching or twisting of the wrist, with a maximum force of 22.2 Newtons (5 pounds);
- h. install at least one coat hook mounted at a maximum of 1200 mm (47 in) high from floor, on a side wall and projecting a maximum of 50 mm (2 in) from mounting surface.



**Figure 59:** Accessible Water Closet Stall - Space Requirements



**Figure 60:** Accessible Water Closet Stall Features

**Best Practice**

Space of 100 mm (4 in) is recommended between grab bar and toilet paper dispenser.

Where large toilet paper dispensers are used, ensure they are suitably mounted and do not obstruct the use of the adjacent grab bar.

**Note**

Grab bars with knurled finish are not acceptable for use.

Fold-down grab bar is permitted to encroach into the turning space or clear transfer space.

**4.5.7 Grab Bars**

Where grab bars are provided ensure: **(Figures 61 & 62)**

- surface is non-abrasive and slip-resistant (e.g., peened finish);
- a high colour / tonal contrast is provided between grab bar and mounting surfaces;
- grasping surface is circular in shape, with diameter between 30 mm and 40 mm ( $1\frac{3}{16}$  in and  $1\frac{9}{16}$  in);
- clear space a minimum of 38 mm ( $1\frac{3}{16}$  in) and a maximum 50 mm (2 in) is provided between mounting surface and the inside surface of the grab bar;
- it is mounted securely to withstand a force of 1.3 Kilonewtons (300 pounds) applied in all directions; and
- grab bar does not rotate within its fittings.

**4.5.7.1 Horizontal Grab Bars**

- ensure minimum length of 600 mm ( $23\frac{5}{8}$  in);
- mount between 840 mm and 920 mm (33 in to 36 in) high from floor level, centered behind water closet; and
- where water closet has a water tank, mount bottom edge of grab bar a minimum of 150 mm (6 in) above the tank.

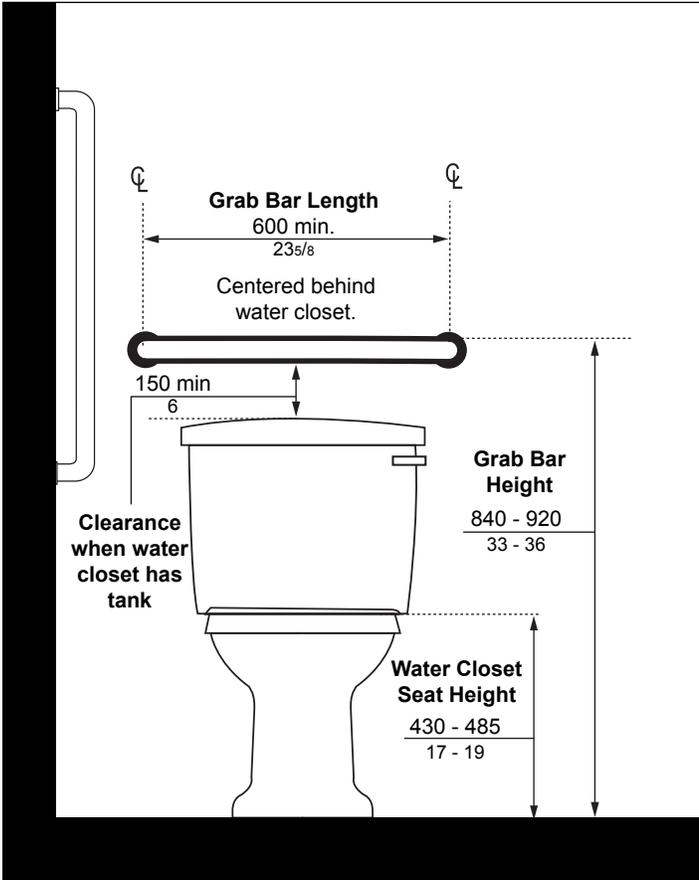
**4.5.7.2 L-shaped Grab Bars**

- ensure minimum length of 760 mm (30 in) for both vertical and horizontal components, with a minimum clearance from toilet paper dispenser to any grab bar component of 60 mm ( $2\frac{3}{8}$  in);
- mount vertical component a maximum of 150 mm (6 in) from front edge of water closet; and
- mount horizontal component a maximum of 750 mm ( $29\frac{1}{2}$  in) high above floor.

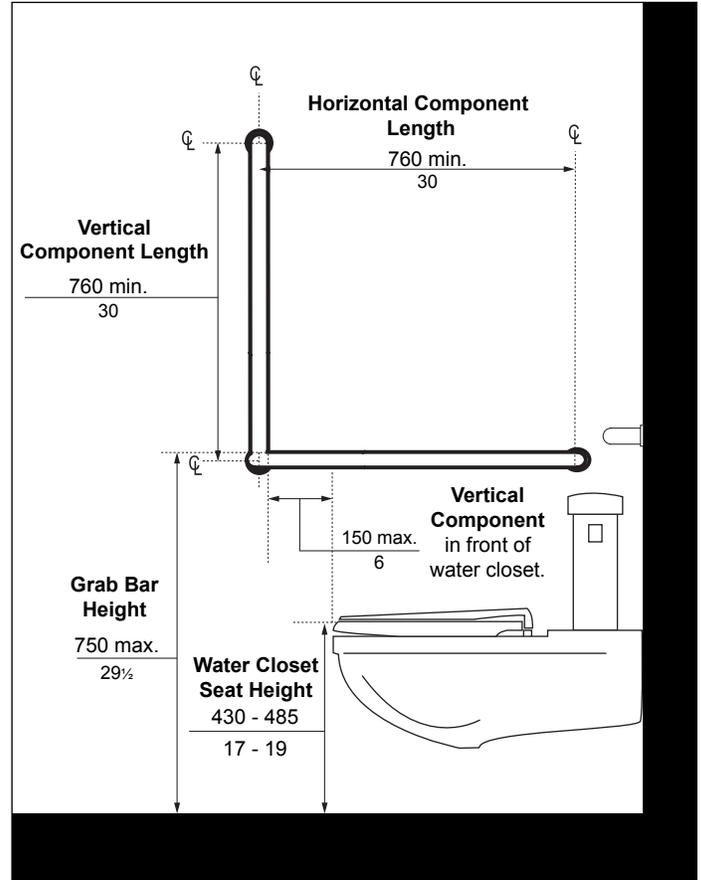
**4.5.7.3 Fold-Down Grab Bars**

Where fold-down grab bars are provided: **(Figures 63a & 63b)**

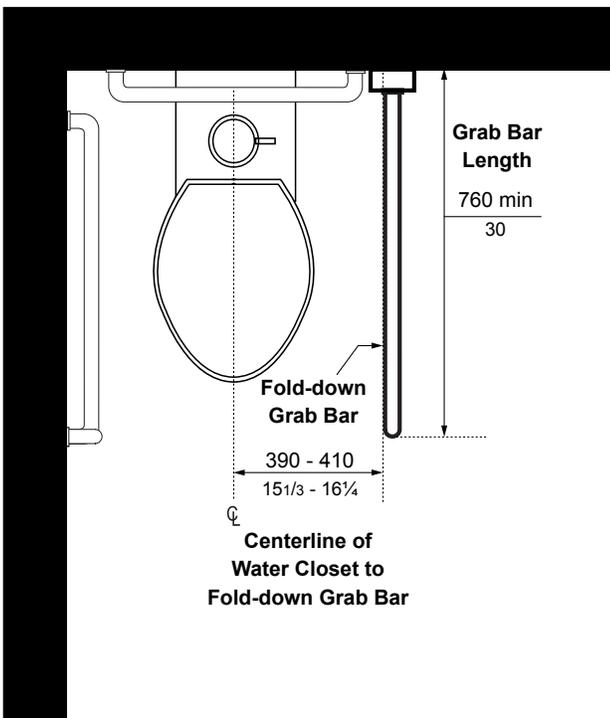
- mount on the wall behind the water closet;
- locate on transfer space side;
- ensure minimum length of 760 mm (30 in);
- mount between 390 mm and 410 mm ( $15\frac{1}{2}$  in and  $16\frac{1}{4}$  in) from centerline of water closet;
- mount with the horizontal component at a maximum of 750 mm ( $29\frac{1}{2}$  in) high from floor level;
- ensure force required to pull down grab bar is a maximum of 22.2 Newtons (5.0 pounds); and
- where transfer space is provided on both sides of the water closet, provide a fold-down grab bar on each side.



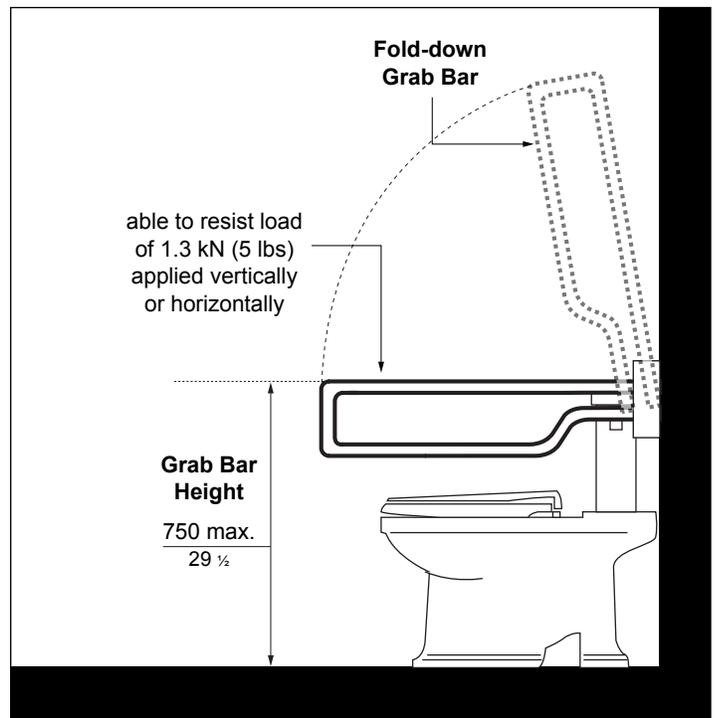
**Figure 61:** Horizontal Grab Bar and Seat Height (Water Closet with Water Tank)



**Figure 62:** L-shaped Grab Bar and Seat Height (Wall Hung Water Closet with Flush Valve)



**Figure 63a:** Fold-down Grab Bar - Plan View



**Figure 63b:** Fold-down Grab Bar - Elevation View

### Best Practice

Automatic faucet control is preferred or a single lever faucet handle, 75 mm (3 in) long (minimum).

An offset trap and drain below accessible lavatories enhances required clearances and knee space available.

## 4.5.8 Lavatories

Provision of at least one accessible lavatory is required in each accessible washroom facility as follows: **(Figures 64a & 64b)**

- a. ensure centerline of lavatory is a minimum of 460 mm (18 $\frac{1}{8}$  in) from adjacent side wall;
- b. ensure top surface is continuous, with a high colour / tonal contrast, compared to adjacent wall surfaces;
- c. mount top surface of lavatory at 820 to 865 mm (32 $\frac{1}{4}$  to 34 in) high above floor;
- d. provide clearances underneath lavatory no less than:
  - i. 920 mm (36 in) wide, centered on lavatory;
  - ii. 735 mm (29 in) high at front edge;
  - iii. 685 mm (27 in) high at 200 mm (8 $\frac{1}{8}$  in) back from front edge; and
  - iv. 350 mm (13 $\frac{3}{4}$  in) high, over the distance from a point 280 mm (11 in) to a point 430 mm (16 $\frac{7}{8}$  in) back from the front edge, for toe space clearance;
- e. provide automatic control or lever-type faucet without spring loading, located so that the distance from the centerline of the faucet is 485 mm (19 in) (maximum) depth, measured from edge of a basin or to the front edge of a vanity;
- f. mount soap dispenser at a maximum of 1100 mm (43 $\frac{1}{4}$  in) above the finished floor, within 500 mm (19 $\frac{5}{8}$  in) from the front edge of the lavatory, with an automatic control (preferred) or with a manual control, operable using a closed fist and with a force of 22.2 Newtons (5.0 pounds) or less;
- g. provide a minimum clear floor space of 920 mm (36 in) wide by 1525 mm (60 in) depth, centered on the lavatory, with a maximum depth of 500 mm (19 $\frac{5}{8}$  in) permitted under the lavatory;
- h. provide an automatic hand dryer (preferred) or manually operated towel dispenser, located at a maximum of 610 mm (24 in), measured horizontally, from the edge of the lavatory;
- i. ensure water temperature is controlled to a maximum of 43 Degrees Celsius; and
- j. ensure water pipes are covered or insulated below lavatories.

### 4.5.8.1 Shelves

Where shelves are provided: **(Figure 64b)**

- a. mount at a maximum of 1100 mm (43 $\frac{1}{4}$  in) high above floor and installed in a location where it will not create a hazard;
- b. ensure shelves do not project more than 100 mm (4 in) from mounting surface along an accessible path of travel; and
- c. where provided at a lavatory, mount at a maximum 200 mm (7 $\frac{7}{8}$  in) high above top surface of lavatory.

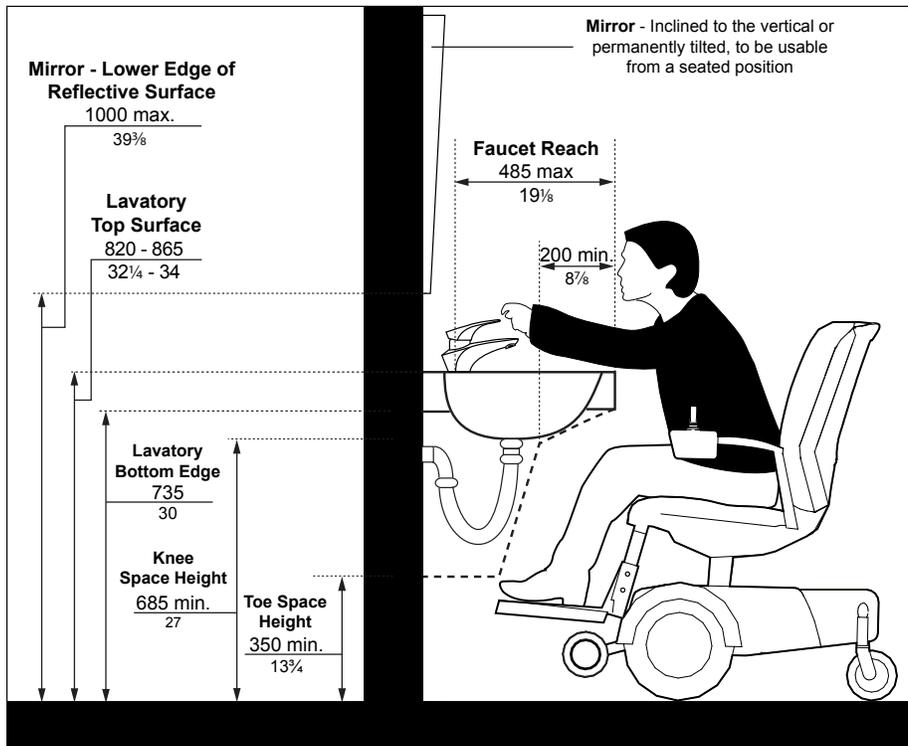


Figure 64a: Lavatories - Section View

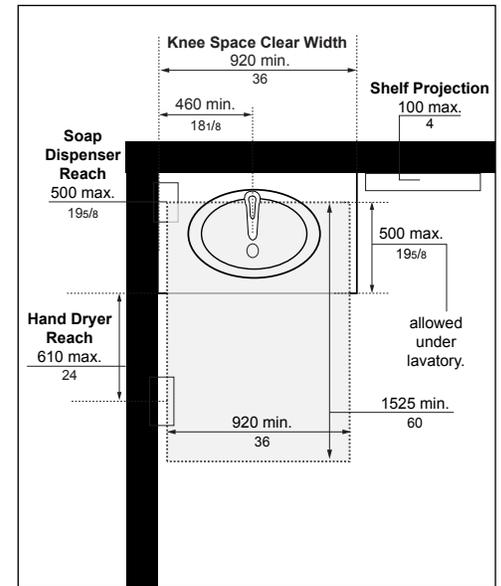


Figure 64b: Lavatories - Plan View

## 4.5.9 Washroom Amenities

Washroom amenities include, but are not limited to: vending equipment, hand dryers, paper towel dispensers, soap dispensers, waste receptacles, sanitary napkin dispenser / disposal units, mirrors, changing stations and tables. Where washroom amenities are provided: **(Figures 64b & 65)**

- ensure wall mounted amenities are recessed (preferred) or do not project more than 100 mm (4 in) from any wall along an accessible path of travel or within the required clear transfer space of the toilet (e.g., sanitary napkin disposal units);
- provide high colour / tonal contrast between amenities and mounting surfaces;
- ensure any operating controls are mounted between 900 mm and 1100 mm (35½ in and 43¼ in) high above floor, are automatic / push button type or are operable with a closed fist / one hand, without requiring tight grasping, pinching or twisting of the wrist and with a maximum force of 22.2 Newtons (5 pounds);
- ensure the dispensing height of washroom amenities is between 900 mm and 1100 mm (35½ in and 43¼ in);
- where amenities are mounted at lavatories (e.g., hand dryers, paper towel dispensers, soap dispensers), install at a maximum of 1100 mm (43¼ in) high, between 500 mm to 610 mm (19½ in to 24 in) measured horizontally from the edge of the lavatory;

### Best Practice

Automatic controls are preferred as they are easy to operate by a wider range of users and have improved hygienic performance.

## Best Practice

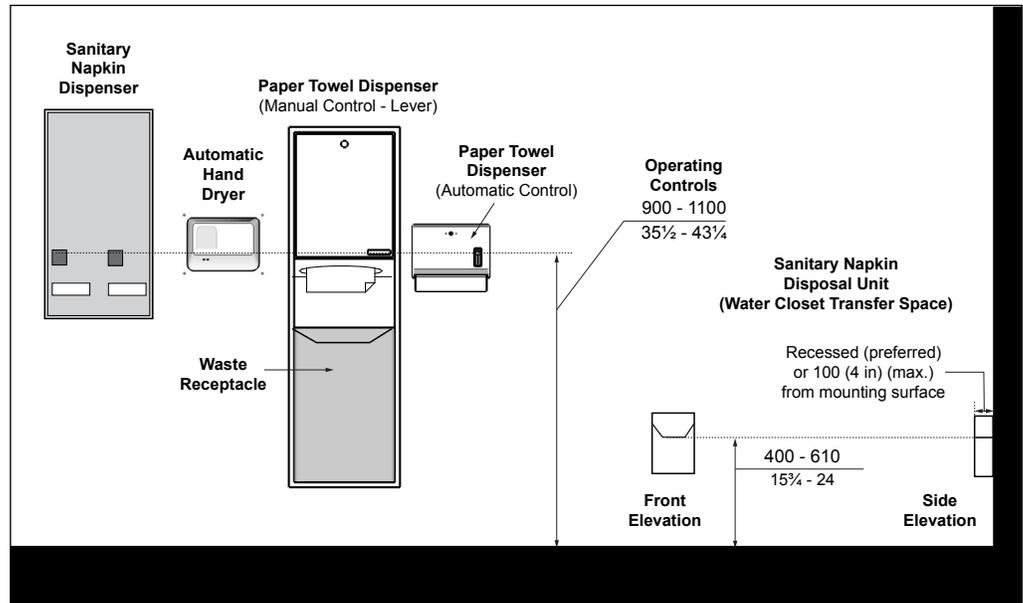
A single full length mirror can accommodate a greater number of people, including children. In order for mirrors to be usable by people who are ambulatory and people who use wheeled mobility devices, ensure the top edge of mirrors is 1880 mm (74 in) (minimum) from the floor or ground.

Where tilted mirrors are provided, ensure they are permanently tilted for use at all times from a seated position, by children or users of shorter stature.



Example of typical surface mounted or recessed sanitary napkin disposal units, used by the City of London.

- f. provide minimum clear floor space of 920 mm (36 in) wide by 1525 mm (60 in) depth, for side and frontal approaches; and
- g. for sanitary napkin disposal units:
  - i. locate unit in the clear transfer space at the side of the water closet, to allow frontal approach and use by users of mobility aids and / or for reach and use when seated on the water closet; and
  - ii. mount operating component (e.g., push handle for lid) of unit between 400 mm and 610 mm (15¾ in and 24 in).



**Figure 65:** Typical Washroom Amenities - Mounting Heights For Operating Controls, Dispensers and Receptacles

### 4.5.9.1 Mirrors

For mirrors provided at accessible lavatories: **(Figure 64a)**

- a. mount with the bottom edge of the reflecting surface at a maximum of 1000 mm (39¾ in) high above floor or inclined to the vertical to be usable from a seated position;
- b. ensure lighting level over mirrors does not create reflected glare; and
- c. where full length mirrors are provided, ensure they are not installed where they will reflect path of travel and cause confusion for users.

### 4.5.9.2 Baby Changing Stations

Where baby changing stations (e.g., which can also be referred to as a baby changing table) are provided: **(Figure 66a)**

- a. where provided, ensure at least one is accessible for users with disabilities, with unit placed in a location that does not obstruct adjacent paths of travel when in use and positioned in close proximity to a lavatory and waste receptacle;
- b. ensure a minimum clear floor space of 920 mm (36 in) by 1525 mm (60 in) for either forward or side approaches;
- c. ensure the required floor clearance for changing station does not overlap with floor clearances of other fixtures, when the changing station is folded up;
- d. mount with the highest edge or component of the station between 730 mm and 865 mm (28¾ in and 34 in);
- e. ensure minimum knee clearance of 685 mm high (27 in) and 480 mm (18⅞ in) depth is provided;
- f. where a folding-type changing station is provided, ensure a maximum projection from wall of 100 mm (4 in) when in folded position and located along accessible path of travel; and
- g. where a folding-type changing station is provided, ensure operating control is:
  - i. mounted between 900 mm and 1100 mm (35½ in and 43¼ in) high; and
  - ii. operable with a closed fist and without tight grasping, pinching of fingers or twisting of wrist, with a maximum force of 22.2 Newtons (5 pounds).

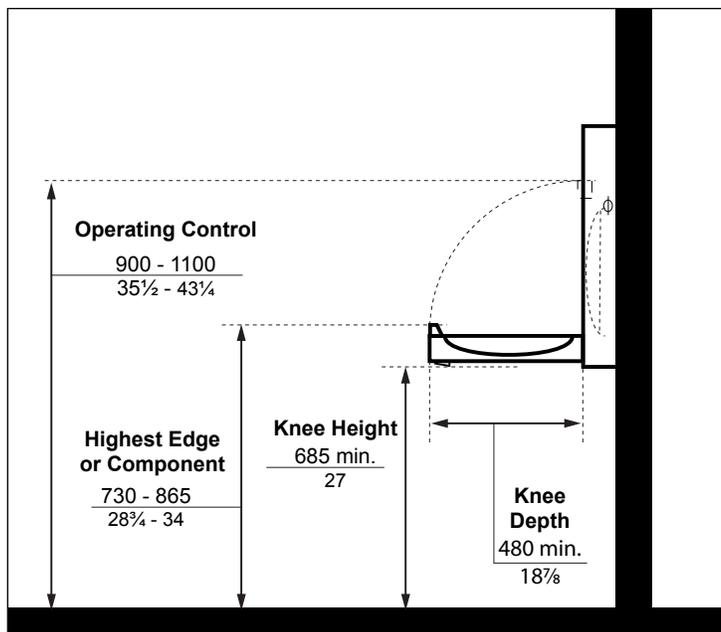
### Best Practice

Ensure baby changing stations are not located in accessible water closet stalls, especially in high use washrooms.

Universal washrooms designed with larger floor space are more suitable to accommodate changing stations, tables and other attendant care amenities (e.g., shelving).

### Note

Baby changing stations can be fixed or the folding type.



**Figure 66a:** Folding Baby Changing Station - Section View



Example of a typical baby changing station, City of London.

## Best Practice

Public facilities such as community and recreation centers, should provide an adult-size change table in each universal washroom.

## Note

Adult-size change tables located in universal washrooms are of benefit to many individuals, and may be used as changing stations or tables. They allow persons with limited balance or strength to sit and allow persons with disabilities to lie down and be changed with the assistance of an attendant.

Adult-size change tables are also useful in change rooms, where people are expected to change clothing.

### 4.5.9.3 Adult-size Change Tables

Where an adult-size change table is installed in a universal washroom: (Figures 58, 66b & 66c)

- provide a change table surface that is a minimum of 810 mm (32 in) wide by 1830 mm (72 in) length with a minimum clear floor space of 920 mm (36 in) wide by 1830 mm (75 in) length, parallel to the long side of the table;
- when fully loaded, ensure the surface height above the floor is adjustable (e.g., automatic preferred) from between 450 mm and 500 mm (17¾ in and 19⅝ in) at the low range to between 850 mm and 900 mm (33½ in and 35½ in) at the high range;
- where a fold-down change table is provided:
  - install so that it does not encroach into the clear transfer space required adjacent to the water closet when positioned for use;
  - ensure operating mechanisms (e.g., latches, handles and pulls) are mounted between 900 mm to 1100 mm (35½ in to 43¼ in) high; and
  - ensure automatic / manual operating mechanisms are operable with a closed fist and without tight grasping, pinching of fingers or twisting of wrist, with a maximum force of 22.2 Newtons (5 pounds);
- ensure changing tables can support a minimum load of 1.33 Kilonewtons (300 pounds), with required wall reinforcements;
- provide a high colour / tonal contrast between change table surface and adjacent mounting surface; and
- ensure change table surfaces are free of sharp edges or abrasive materials, and are easy to clean.

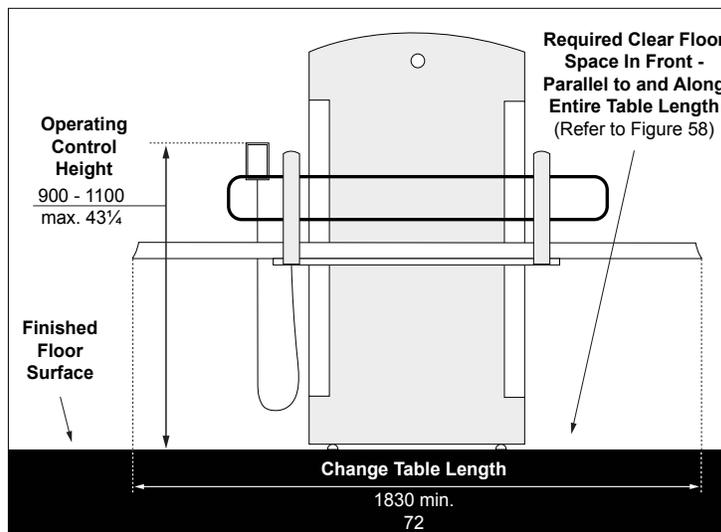


Figure 66b: Adult-size Change Table - Front Elevation View

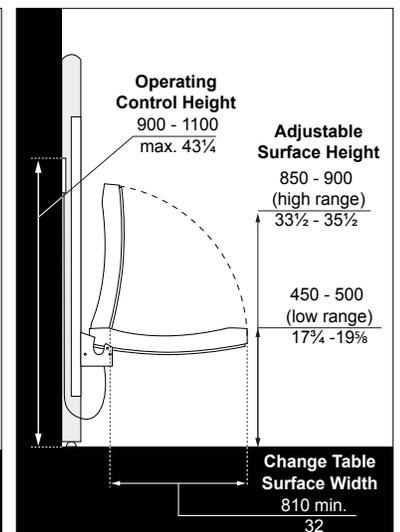


Figure 66c: Adult-size Change Table - Side Elevation View

### 4.5.10 Urinals

Where more than one urinal is provided in men’s multiple occupancy washrooms, provide at least one accessible urinal, as follows: **(Figure 67a & 67b)**

- a. locate within accessible path of travel with no step in front of the urinal;
- b. mount urinal on wall with the lower rim located at a maximum height of 430 mm (16<sup>7</sup>/<sub>8</sub> in) above floor, or provide a floor mounted urinal with the rim level with the floor level;
- c. ensure the upper rim is no lower than 860 mm (34 in) high above floor;
- d. ensure a minimum depth of 345 mm (13<sup>5</sup>/<sub>8</sub> in), measured from the outer face of the urinal rim to the back of the fixture;
- e. ensure urinal has high colour / tonal contrast compared with back wall;
- f. provide lever, automatic, or other flush control operable with a closed fist, without tight grasping, pinching or twisting of the wrist (e.g., push button control) and with a force of no more than 22.2 Newtons (5.0 pounds), mounted between 900 mm to 1100 mm (35<sup>1</sup>/<sub>2</sub> in and 43<sup>3</sup>/<sub>4</sub> in) high above floor;
- g. provide a minimum clear floor space of 920 mm (36 in) wide by 1525 mm (60 in) depth that is perpendicular to, and centered on the urinal and is unobstructed by privacy screens for front approach;

#### Note

Placement of privacy screens is dependent on where grab bars are installed.

Vertical markers are used to identify centerline of urinal for users with vision loss.

Various elements may be used as a centerline indicator, such as exposed piping, architectural features (e.g., raised ceramic tiles), etc.

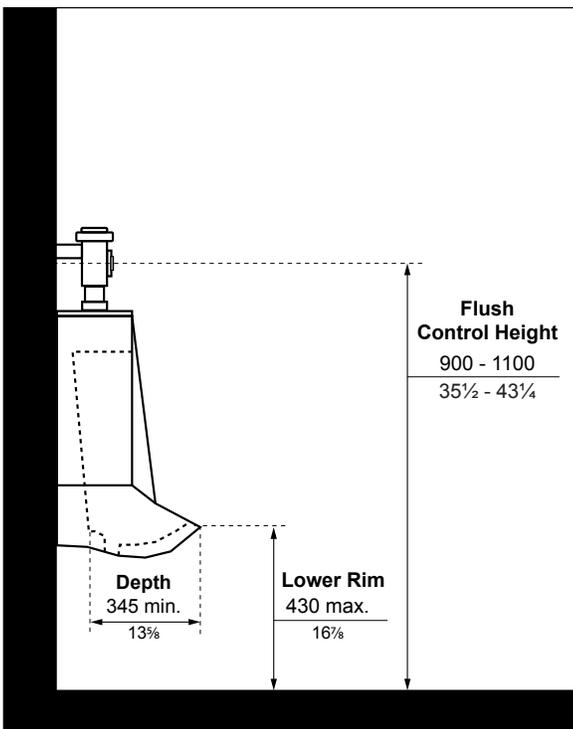


Figure 67a: Urinals - Side Elevation View

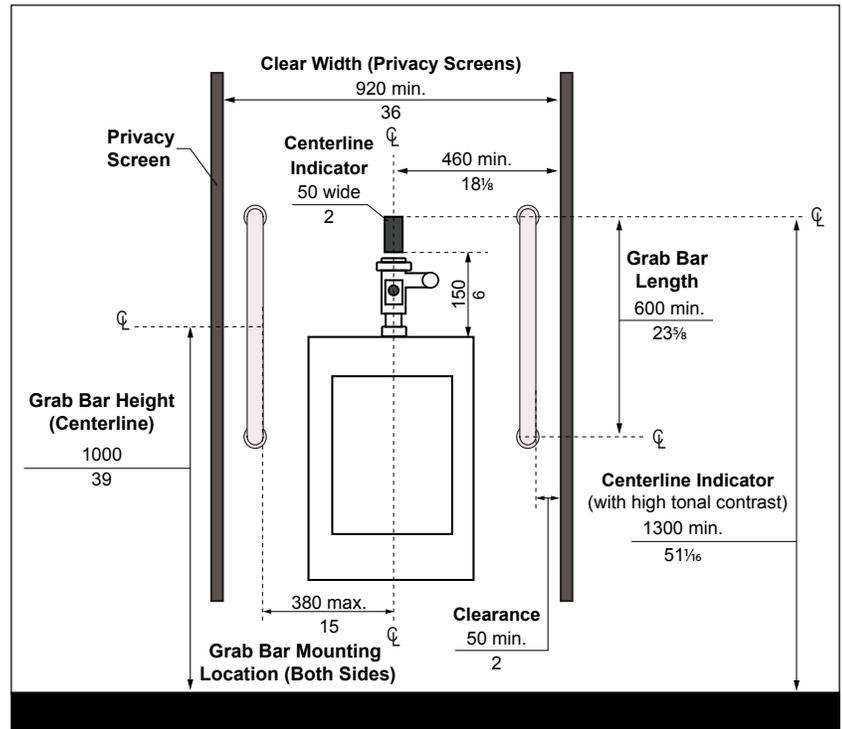


Figure 67b: Urinals - Front Elevation View

- h. provide grab bars, on each side of urinal:
  - i. mounted vertically, with centerline at a maximum of 1000 mm (39 $\frac{3}{8}$  in) high above floor;
  - ii. mounted at a maximum of 380 mm (15 in) from centerline of urinal;
  - iii. with a minimum length of 600 mm (23 $\frac{5}{8}$  in); and
  - iv. with high colour / tonal contrast compared to back wall;
- i. install centerline indicator for all urinals:
  - i. centered above the urinal 50 mm (2 in) wide (maximum);
  - ii. extending a minimum of 1300 mm (51 $\frac{1}{16}$  in) above floor but never less than 150 mm (6 in) above the upper urinal rim;
  - iii. ensure indicator has high colour / tonal contrast compared with back wall and raised a minimum of 3 mm ( $\frac{1}{8}$  in); and
  - iv. where more than one urinal is provided in a washroom, provide a centerline indicator at each urinal;
- j. where privacy screens are provided:
  - i. provide a minimum clearance of 920 mm (36 in) between screens;
  - ii. ensure a clearance of 50 mm (2 in) from the grab bars; and
  - iii. ensure high colour / tonal contrast between screens and surrounding surfaces, as well as the vertical outer edges.



# Showers

# 4.6

## Application

This section applies to accessible showers provided in all facilities, typically referred to as roll-in shower stalls.

## Reference

- Sec. 5.1 Controls and Operating Mechanisms
- Sec. 5.7 Lighting

**Best Practice**

Where additional space is available, provide an accessible drying area, adjacent to the shower area with bench and grab bars (**Figure 69**).

**Note**

Where enclosure screens or curtains are provided, ensure mounting provisions do not obstruct the shower controls, required clear floor space at entry and the transfer from mobility aids to the shower seat.

**4.6.1 Provision**

- a. provide at least one accessible shower stall where a group of showers are provided in a facility, as identified in **Table 10** below:

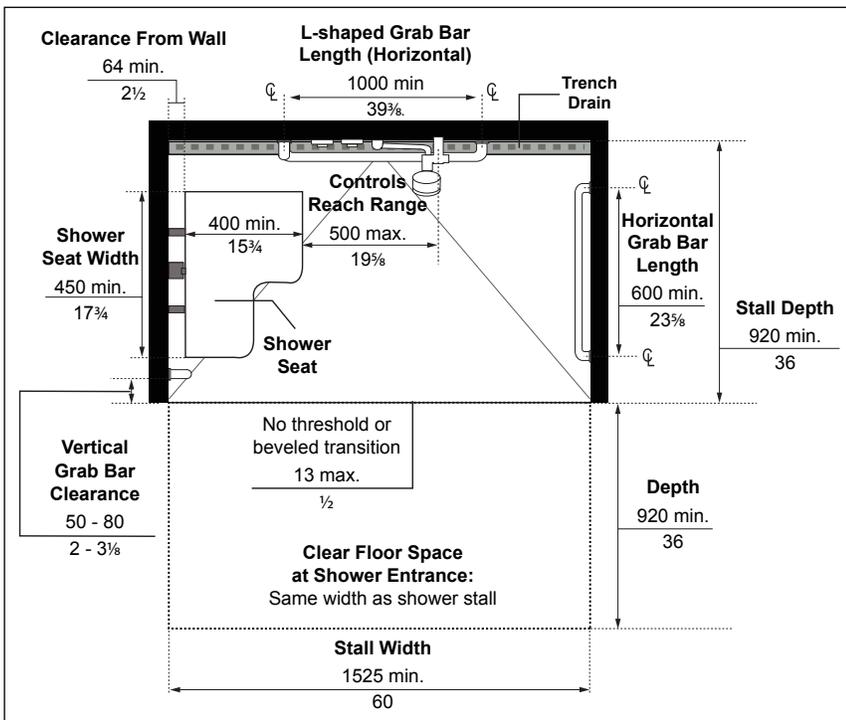
**Table 10:** Minimum Number of Accessible Showers

Number of Showers provided in a Group	Minimum number of Accessible Showers required
1-7	1
Over 7	1, plus 1 for each additional increment of 7 showers in a group

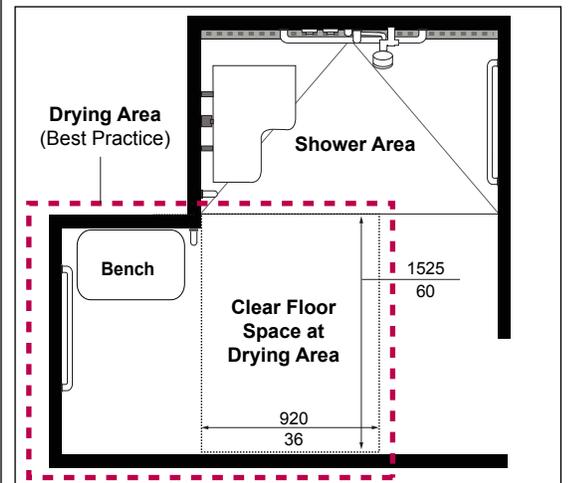
**4.6.2 Design and Layout**

For accessible shower stalls, provide: (**Figure 68**)

- a. interior floor space a minimum of 1525 mm (60 in) wide by 920 mm (36 in) depth;
- b. additional clear floor space a minimum of 1525 mm (60 in) wide by 920 mm (36 in) depth at shower entrance;
- c. a covered trench drain that is suitably located, based on the overall design of the stall and drainage requirements (e.g., preference is for water to drain away from user as much as possible, including consideration for additional drain(s) in drying area during detailed design);
- d. level entry or a beveled threshold, 13 mm (½ in) high (maximum);
- e. a floor surface that is slip-resistant; and
- f. a lighting level that is evenly distributed for all areas, at a minimum of 200 lux (20 ft. candles) (**Refer to Section 5.7, Lighting**).



**Figure 68:** Accessible Shower Stall Design and Layout - Plan View



**Figure 69:** Drying Area - Plan View (Best Practice)

## 4.6.3 Controls and Accessories

### 4.6.3.1 General

For general features related to shower controls and accessories, provide: **(Figure 68)**

- lever type or automatic controls that can be operated with a closed fist and with a force of not more than 22.2 Newtons (5 pounds), mounted at 1000 mm (39<sup>3</sup>/<sub>8</sub> in) high above floor;
- locate all shower controls, including shower head, a maximum of 500 mm (19<sup>5</sup>/<sub>8</sub> in) from the front edge of the seat;
- a pressure equalizing or thermostatic mixing valve to control water pressure and avoid scalding, mounted at a maximum of 1000 mm (39<sup>3</sup>/<sub>8</sub> in) high above finished floor; and
- fully recessed soap holders, mounted between 900 mm and 1100 mm (35<sup>1</sup>/<sub>2</sub> in and 43<sup>1</sup>/<sub>4</sub> in), reachable from a seated position.

### 4.6.3.2 Shower Head

For shower heads, provide: **(Figure 70)**

- a hand-held shower head with a flexible hose at a minimum length of 1800 mm (70<sup>7</sup>/<sub>8</sub> in);
- vertical support used to mount shower head that allows operation as a fixed shower head, adjustable to a maximum height of 1200 mm (47 in) above floor and reachable from a seated position; and
- a vertical support and shower head placement that does not obstruct the use of grab bars.

### 4.6.3.3 Shower Seat

Provide a fixed shower seat or where a hinged seat is provided, ensure it is not spring-loaded, with seat mounted as follows: **(Figures 68 & 70)**

- securely, capable of holding a minimum load of 1.3 Kilonewtons (300 pounds) and located on the same side wall as the vertical grab bar;
- between 460 mm and 480 mm (18<sup>3</sup>/<sub>8</sub> in and 18<sup>7</sup>/<sub>8</sub> in) high above the finished floor, with the front edge of the seat located within 500 mm (19<sup>5</sup>/<sub>8</sub> in) from the shower head and controls; and
- with a smooth and slip-resistant surface, with no rough edges, a minimum of 450 mm (17<sup>3</sup>/<sub>4</sub> in) wide by 400 mm (15<sup>3</sup>/<sub>4</sub> in) depth with rear edge 64 mm (2<sup>1</sup>/<sub>2</sub> in) from wall and with high colour / tonal contrast compared to surroundings.

### Best Practice

Water-resistant and padded seat surfaces are recommended.

### Note

EXCEPTION: The use of two fixed-height shower heads with the capability of adjusting the direction of water flow is permitted instead of a hand-held shower head with flexible hose in facilities that may be subject to vandalism.

The higher shower head to be mounted at 1825 mm (72 in) high.

The lower shower head to be mounted at 1400 mm (55<sup>1</sup>/<sub>8</sub> in) high.

A valve to direct water between the two shower heads, to be mounted / located adjacent to the shower control / mixing valve, as identified in this section.

## 4.6.4 Grab Bars

- a. ensure grasping surface is non-abrasive, slip-resistant and provide a high colour / tonal contrast compared with mounting surface;
- b. provide circular profile, with diameter between 30 mm and 40 mm (1 $\frac{3}{16}$  in and 1 $\frac{9}{16}$  in);
- c. ensure a minimum clear space of 50 mm (2 in) between mounting surface and grab bar, as well as between ends of grab bars and any adjacent wall;
- d. mount securely to withstand a force of 1.3 Kilonewtons (300 pounds) applied in all directions; and
- e. ensure grab bars do not obstruct the use of the shower controls or accessories.

### 4.6.4.1 Vertical Grab Bar

- a. provide a vertical grab bar, with a minimum length of 1000 mm (39 $\frac{3}{8}$  in) and mounted as follows: **(Figures 68 & 70)**
  - i. on the side wall adjacent to shower seat, with a clearance between 50 mm and 80 mm (2 in and 3 $\frac{1}{8}$  in) from the adjacent clear floor space; and
  - ii. with bottom edge between 600 mm and 650 mm (23 $\frac{5}{8}$  in and 25 $\frac{1}{2}$  in) high above floor to provide additional support when entering / exiting or when transferring to the seat.

### 4.6.4.2 L-Shaped Grab Bar

- a. mount on wall opposite to shower entrance between the shower head and shower controls, with: **(Figures 68 & 70)**
  - i. horizontal component a minimum length of 1000 mm (39 $\frac{3}{8}$  in), mounted between 750 mm and 870 mm (29 $\frac{1}{2}$  in and 34 $\frac{1}{4}$  in) high above the finished floor; and
  - ii. vertical component a minimum length of 760 mm (30 in), mounted between 400 mm and 500 mm (15 $\frac{3}{4}$  in and 19 $\frac{5}{8}$  in) from the side wall on which the vertical grab bar is mounted.

### 4.6.4.3 Horizontal Grab Bar

- a. mount on the side wall opposite from the shower seat, with: **(Figures 68 & 70)**
  - i. a minimum length of 600 mm (23 $\frac{5}{8}$  in); and
  - ii. mounting height at 850 mm (33 $\frac{1}{2}$  in) above finished floor.

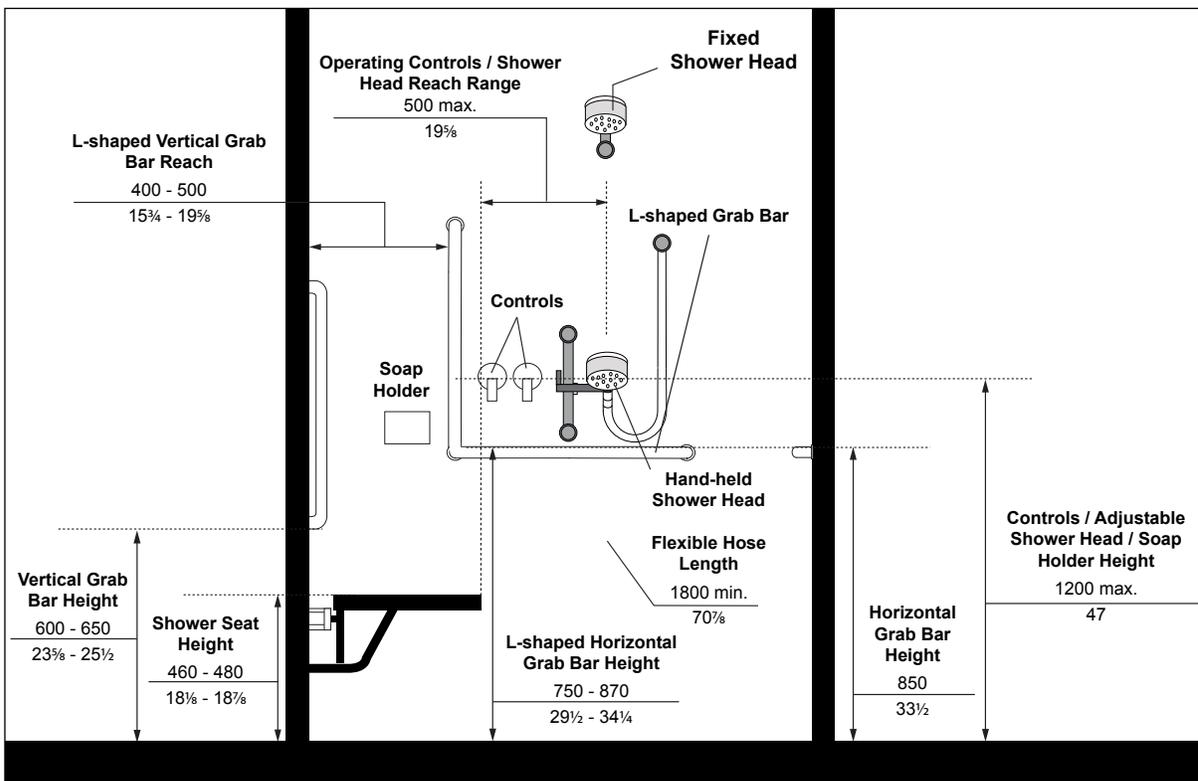


Figure 70a: Accessible Shower Stall Design and Layout (Typical) - Section View

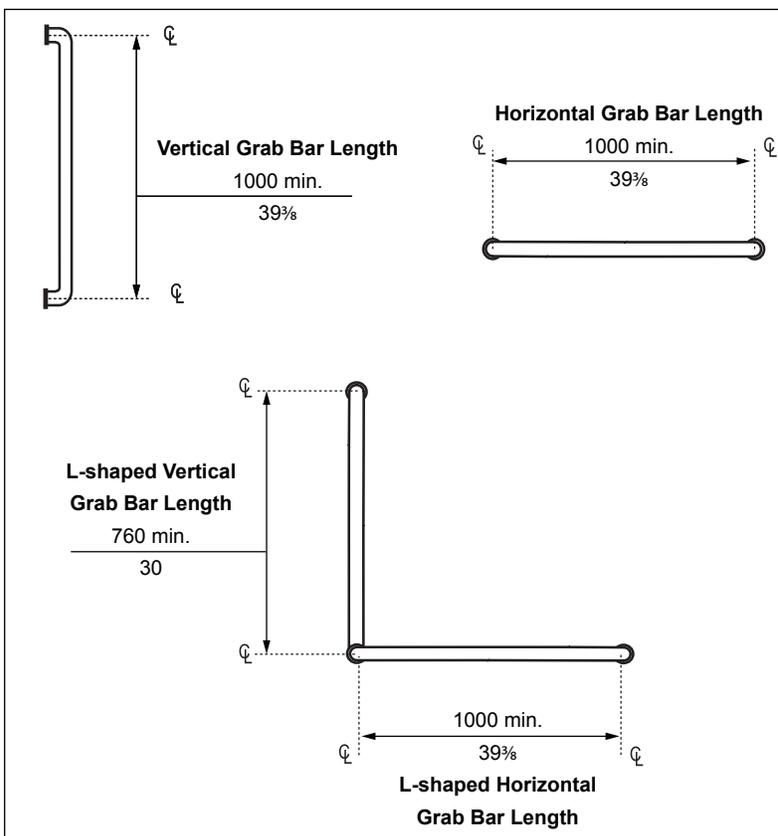


Figure 70b: Accessible Shower Grab Bar Dimensions

# Bathtubs

# 4.7

## Application

This section applies to accessible bathtubs provided in all facilities, which typically include long term care residences.

## Reference

- Sec. 4.5 Washrooms
- Sec. 4.5.7 Grab Bars
- Sec. 5.1 Controls and Operating Mechanisms
- Sec. 5.7 Lighting

## Note

Additional requirements not addressed in this section may include considerations for the provision of portable or fixed transfer lifts to meet the needs of diverse users, for assistance positioning into or out of a bathtub. Other accommodations (e.g., using operating controls when seated in the bathtub) may also be required if bathtubs cannot be used independently, recognizing diverse types of disabilities.

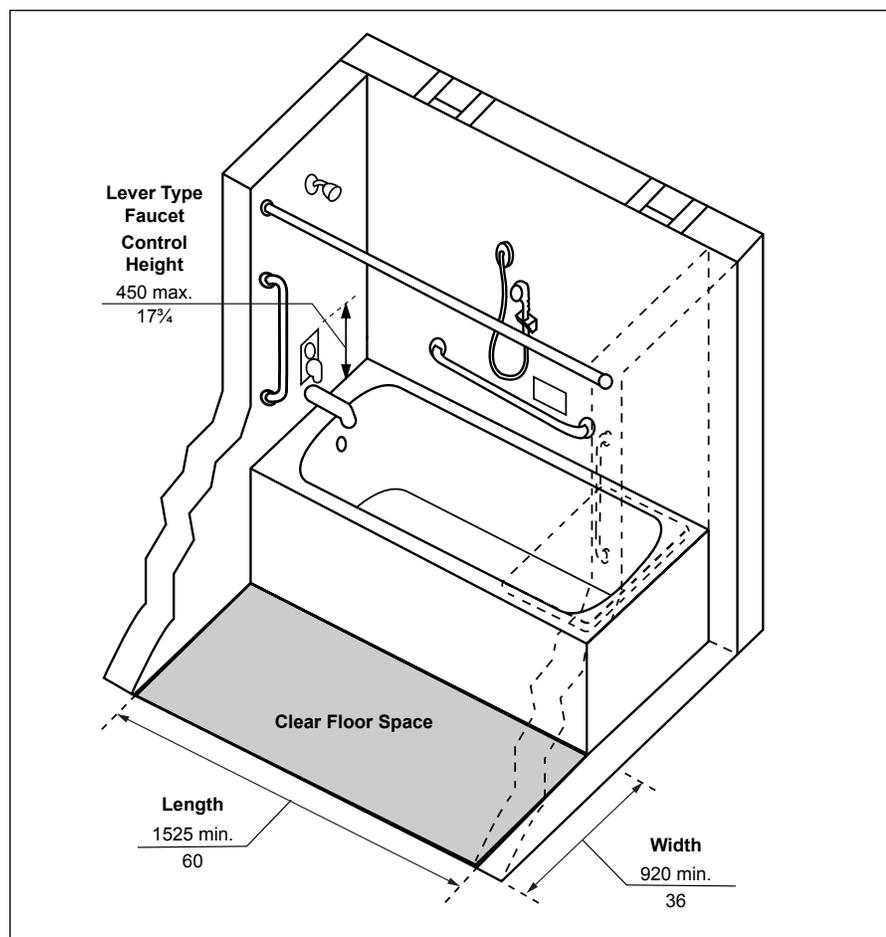
## 4.7.1 Provision

Where bathtubs are provided: **(Figure 71)**

- ensure all bathtubs are accessible and designed as per this section; and
- ensure at least 10% but never less than one bathtub is accessible, in each bathing facility where they are provided in a retrofit situation where it is technically infeasible to have all bathtubs accessible.

## 4.7.2 Design and Layout

- ensure bathtub is a minimum of 1525 mm (60 in) in length and located in a room with a clear floor space not less than 1525 mm (60 in) in diameter;
- provide clear floor space a minimum of 920 mm (36 in) wide by a minimum 1525 mm (60 in) long, extending along the full length of the bathtub to allow access into and out of the bathtub, with no tracks mounted on the bathtub rim;
- ensure bottom of bathtub surface and adjacent clear floor space surface are slip-resistant; and
- provide illumination of all areas that is evenly distributed at a minimum 200 lux, as required **(Refer to Section 5.7, Lighting)**.



**Figure 71:** Bathtub Design and Layout - Plan View

### Note

A regular shower head to be provided in addition to accessible shower head control (e.g., typical mounting position and height, at foot of bathtub for standing users).

Use of operating controls are subject to limitations in hand strength, dexterity and reach.

Refer to **Section 4.5.7, Grab Bars**, for additional details.

Grab bars are not required for free-standing bathtubs.

## 4.7.3 Controls and Accessories

### 4.7.3.1 Faucets and Other Controls

For bathtub controls: (**Figures 71 & 72**)

- a. provide lever type or automatically operable controls that are not spring-loaded;
- b. locate at the foot end of the bathtub, on the centerline of the bathtub or between the centerline of the bathtub and the exterior edge of the bathtub rim (e.g., the adjacent clear floor space);
- c. mount at a maximum of 450 mm (17¾ in) high above the bathtub rim;
- d. ensure they can be operated with a closed fist and with a maximum force of 22.2 Newtons (5.0 pounds);
- e. provide a pressure equalizing or thermostatic mixing valve to control water pressure and avoid scalding; and
- f. provide a fully recessed soap holder, that can be reached from a seated position, 50 mm to 60 mm (2 in to 2½ in) above the horizontal component of the horizontal grab bar.

### 4.7.3.2 Shower Head

Provide a hand-held shower head: (**Figure 71**)

- a. with a flexible hose a minimum of 1800 mm (70⅞ in) long;
- b. ensure vertical support used to mount shower head allows operation as a fixed shower head, adjustable to a maximum of 1200 mm (47 in) high above floor and reachable from a seated position; and
- c. ensure the vertical support and shower head placement does not obstruct the use of grab bars.

## 4.7.4 Grab Bars

Unless the bathtub is free-standing, three (3) grab bars are required as identified in this section: (**Figure 72**)

### 4.7.4.1 Vertical Grab Bar

- a. ensure a minimum length of 1220 mm (48 in);
- b. mount at each end of the bathtub, a maximum 150 mm (6 in) from the outer edge of the bathtub rim / clear floor space, measured horizontally; and
- c. mount between 80 mm and 280 mm (3⅞ in and 11 in) above the bathtub rim.

### 4.7.4.2 Horizontal Grab Bar

- a. ensure a minimum length of 1220 mm (48 in); and
- b. mount on back wall, extending horizontally along the length of the bathtub, between 80 mm and 280 mm ( $3\frac{1}{8}$  in and 11 in) high above the bath tub rim.

### 4.7.5 Enclosures

Where applicable, ensure any bathtub enclosures:

- a. do not obstruct controls;
- b. do not interfere with a person transferring from a mobility aid; and
- c. are not installed on the bathtub rim (e.g., sliding doors or tracks).

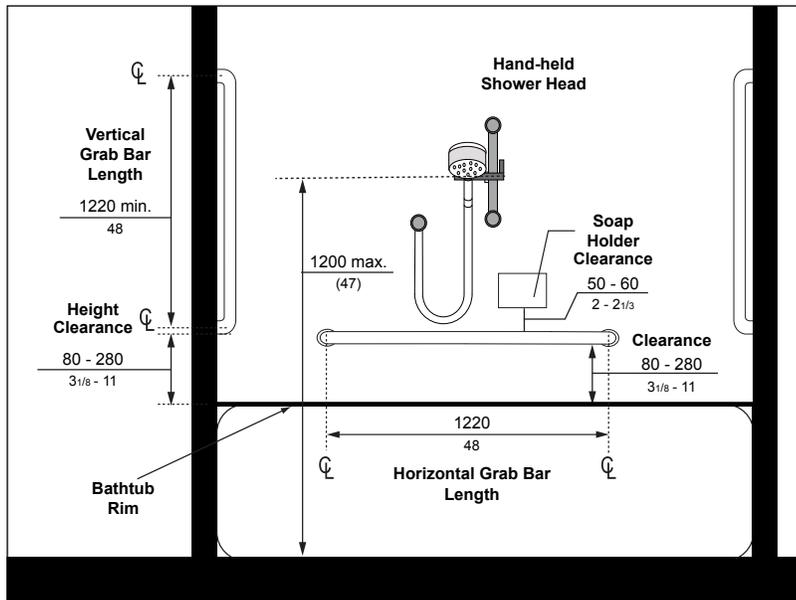


Figure 72: Bathtub Design - Section View

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# Systems, Controls and Communications

# 5.0

## Table of Contents

5.1	Controls and Operating Mechanisms .....	155
5.2	Assistive Listening Systems .....	159
5.3	Public Address Systems .....	161
5.4	Acoustics.....	163
5.5	Security Systems.....	165
5.6	Fire and Life Safety Systems .....	167
5.7	Lighting .....	172
5.8	Signage and Wayfinding .....	176
5.9	Self-service Kiosks.....	183
5.10	Windows.....	187



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# Controls and Operating Mechanisms

# 5.1

## Application

This section applies to typical interior and exterior controls and operating mechanisms provided for public and staff use, throughout accessible routes and spaces.

Examples of typical controls and operating mechanisms related to interior and exterior environments include, but are not limited to:

- entrance call buttons or intercoms;
- emergency call systems related to parking areas;
- light switches;
- wall outlets / duplexes;
- fire or other alarm system controls (e.g., washroom emergency alarms);
- thermostats;
- door hardware; and
- plumbing fixture hardware (e.g., faucets and water closet flush controls).

Controls related to product and dispensing machines, such as food and beverage vending equipment, payment stations for parking and ticketing devices, touch screen devices for information and self-service kiosks and other activation devices are also required to be accessible.

## Best Practice

Multiple forms of audible, visual and tactile cues to indicate operating controls, benefits the widest range of users with varying disabilities (e.g., sensory / visual / cognitive).

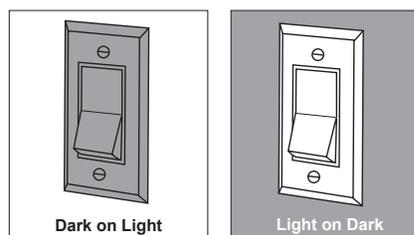
Depending on the type of control, Braille can also be provided.

Align controls at the same height, where possible.

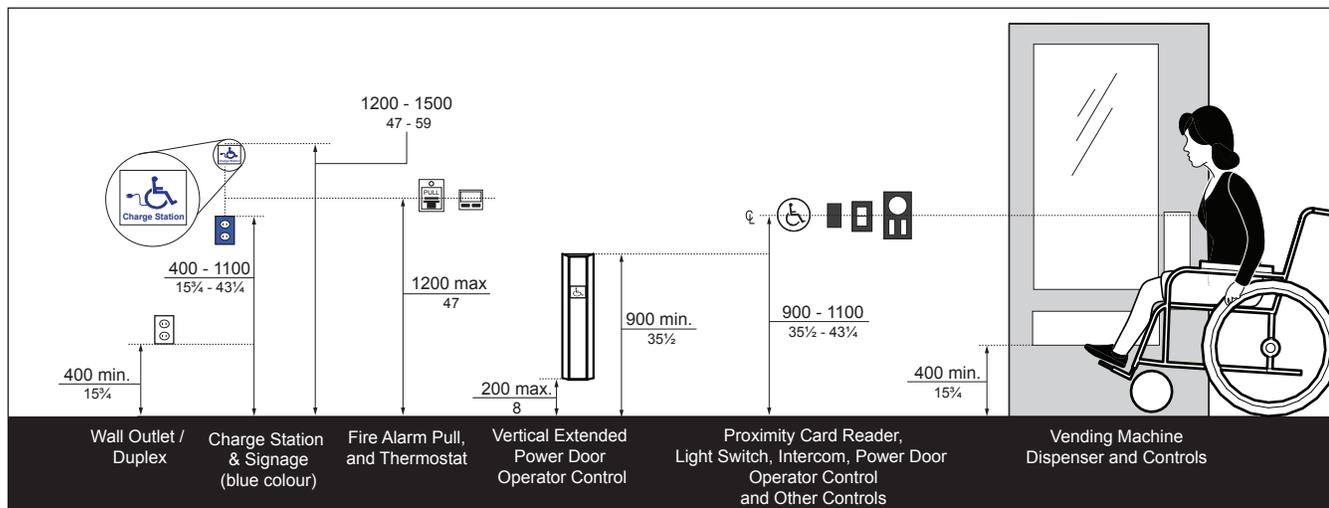
### 5.1.1 Design Features

Ensure accessible controls and operating mechanisms address the following: (Figures 73 & 74)

- a. are usable with closed fist and operable with one hand;
- b. do not require tight grasping, pinching of the fingers, or twisting of the wrist;
- c. can be used with a maximum force of 22 Newtons (5 pounds);
- d. where push-button type controls are provided, button surface has a minimum diameter of 13 mm (½ in) and is not recessed;
- e. ensure controls are visible from a distance, based on use of high colour / tonal contrast between operable parts and adjacent mounting surface;
- f. can be illuminated to a minimum level of 100 lux (10 ft. candles);
- g. mount controls and operating mechanisms:
  - i. no lower than 400 mm (15¾ in) high for all controls;
  - ii. a maximum of 1200 mm (47 in) high for thermostat and manual fire alarm pull;
  - iii. between 900 mm and 1100 mm (35½ in and 43¾ in) high (centered) for all other controls and operating mechanisms; and
  - iv. extending a maximum of 200 mm (7¾ in) and a minimum of 900 mm (35½ in) high above the floor for vertical extended power door operators;
- h. locate in prominent and obvious locations, for easy identification, adjacent to and centered on either the length or width of the required minimum clear floor space, as identified in this section.



**Figure 73:** Colour / Tonal Contrast Between Background and Control



**Figure 74:** Control Mounting Heights - Elevation View

## 5.1.2 Floor Space and Reach Requirements

### 5.1.2.1 Floor Space Requirements

- provide a minimum clear floor space, centered at operating controls and mechanisms at:
  - 920 mm (36 in) wide by 1525 mm (60 in) depth for a forward approach; and
  - 1525 mm (60 in) wide by 920 mm (36 in) depth for a side approach.

### 5.1.2.2 Reach Requirements:

For both a forward and side approach, ensure the following mounting heights of controls and operating mechanisms for suitable reach (e.g., either touch or grasp) are provided: **(Figures 75a & b)**

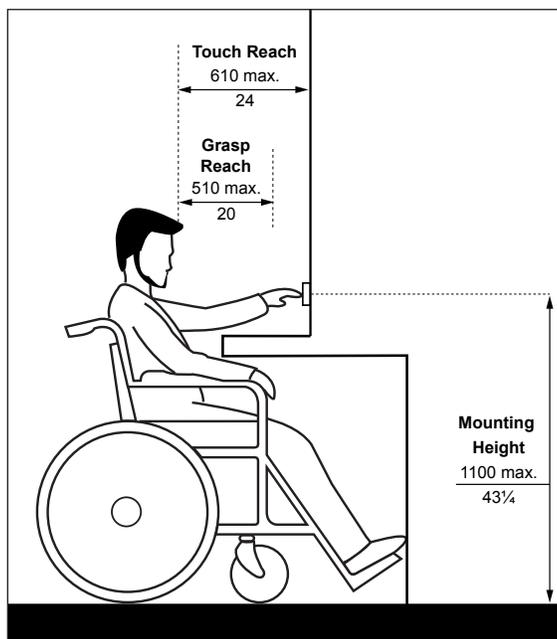
- where there is no obstruction in front of controls and operating mechanisms:
  - no lower than 400 mm (15¾ in);
  - at maximum 1200 mm (47 in) high for thermostat and fire alarm pull controls; and
  - no higher than 1100 mm (43¾ in) for other controls and operating mechanisms;
- where there is an obstruction which allows for a touch reach over a 610 mm (24 in) deep obstruction or a grasp reach over a 510 mm (20 in) deep obstruction:
  - for forward approach, maximum height at 1100 mm (43¾ in); and
  - for side approach, with obstruction at a maximum height of 865 mm (34 in), maximum height at 1170 mm (46 in).

### Best Practice

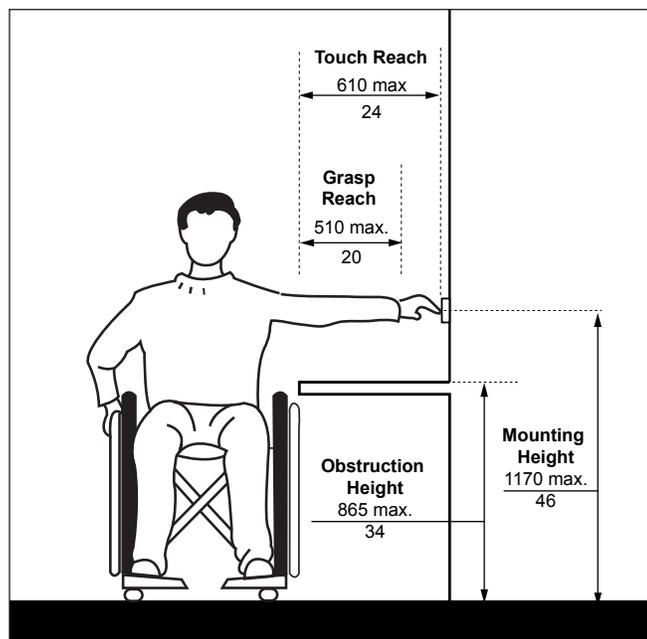
Provide clear floor space or ground surface with turning diameter of 2500 mm (98½ in), to allow both side and frontal approach for larger wheeled mobility aids such as powered scooters and wheelchairs.

### Note

The clear floor space in front of controls and operating mechanisms may overlap the adjacent interior accessible route.



**Figure 75a:** Maximum Mounting Height for an Obstructed Forward Approach and Reach



**Figure 75b:** Maximum Mounting Height for an Obstructed Side Approach and Reach

## Note

Additional identification and / or directional signage (e.g., overhead) may be used, depending on the facility/site context to assist users with identifying the provision and location of charge stations.

**Refer to Section 5.8 for detailed requirements related to Signage & Wayfinding.**

### 5.1.3 Charge Stations

Where charge stations are provided for users of powered wheeled mobility devices, ensure: **(Figure 74)**

- a. charge receptacles are mounted between 400 mm (15¾ in) to 1100 mm (43¾ in) high and are visible from a distance, based on use of high colour / tonal contrast, including a distinct blue coloured receptacle compared to adjacent mounting surface; and
- b. charge stations are marked with identification signage, with:
  - i. required pictogram, consisting of a blue coloured mobility device and charge receptacle graphic, on a high colour / tonal contrasted background; and
  - ii. mounting height at 1200 mm to 1500 mm (47 in to 59 in) high, centered above receptacle and finished floor surface.



Example of Charge Station Signage,  
City of London.

# Assistive Listening Systems

Sarabec

T

Induction Loop available. To use, please  
switch your hearing aid to T

# 5.2

## Application

This section applies to assistive listening systems, required in assembly areas, including but not limited to classrooms, auditoriums, meeting rooms and theatres:

- with a floor area of 100 square metres or occupancy of fifty (50) or more fixed seats;
- where audible communication is integral to the use of the space; and
- where audio amplification devices are used.

Induction loops, infrared systems and FM radio frequency systems are considered acceptable types of assistive listening systems for persons with hearing loss.

Wireless sound transmission systems, such as FM, infrared or magnetic induction loop, improve sound reception for the hard of hearing by providing amplification which can be adjusted by each user while blocking out unwanted background noise.

These systems transmit a signal that is picked by special receivers available for use by people with a hearing disability, whether or not they use a hearing aid.

The transmitter can be jacked into an existing public address system amplifier or used independently with microphones. The induction loop system requires users to sit in the area circumscribed by the loop. Although installation of the loop is relatively simple, the installer should be knowledgeable about these systems if proper functioning is to be achieved. FM or infrared systems can be designed to broadcast signals which cover the entire room and therefore, do not restrict seating to any one area. Portable systems are available (e.g., FM type), however, they are best suited for small audiences. Generally, the systems installed in auditoriums, theatres and similar places of assembly are not easily portable, as they are installed in auditoriums by a sound technician and form an integral part of the public address system of the room or building.

## Reference

- Sec. 5.8 Signage and Wayfinding
- Sec. 6.1 Assembly Areas

## Note

Some facilities such as courtrooms may have unique requirements and specifications, and require a detailed review prior to implementation.

Hard wired systems (where a jack is provided at a particular seat) will not meet the requirements in this section unless adequate provisions are made to accommodate persons with hearing aids.

In choosing the most appropriate system, a number of factors must be taken into account. This includes cost, installation and maintenance, suitability to the audience, ease of operation and the need for privacy. Information on designers and suppliers of these systems may be obtained from organizations such as the Canadian Hearing Society.

## Note

Where infrared assistive listening systems are used, ensure that no overhead incandescent lights cancel out the infrared signal at the receiver.

### Receiver Hearing Aid Compatibility:

Receivers should be hearing-aid compatible and should interface with telecoils in hearing aids through the provision of neck loops.



Example of International Symbol of Hearing Loss to identify the provision of assistive listening system, with T-coil compatibility.

## 5.2.1 Design Features

For assistive listening systems, whether permanent or portable, ensure:

- system usability encompasses the entire floor area;
- system provides personal amplification control;
- system performs with or without the use of hearing aids; and
- signage is provided with the International Symbol For Hearing Loss pictogram to identify the availability of the assistive listening systems, marked with a 'T', where T-coil usage is available. **(Refer to Section 5.8, Signage and Wayfinding)**

## 5.2.2 Assistive Listening Systems

### 5.2.2.1 Permanent Assistive Listening Systems

Where permanent assistive listening systems are provided, ensure:

- the minimum number of required receivers is equal to 4% of the total number of seats, but never less than two;
- the minimum number of required receivers to be hearing aid compatible is 25% of the total number of receivers that are provided, but never less than one;
- seats are located within a 15 m (50 ft.) viewing distance of the stage or playing area, as well as positioned to have a complete view of the stage or playing area, at facilities with individual fixed seats that are served; and
- are located dimmer switches and other controls that incorporate transformer coils where they do not interfere with the audio induction loop, where an induction loop system is installed.

### 5.2.2.2 Portable Assistive Listening Systems

- provide at least one portable assistive listening system, with a minimum of two receivers included, for facilities with assembly spaces on multiple floor levels (e.g., this provides enhanced flexibility for the systems to be available and used at different locations); and
- ensure portable assistive listening systems include hearing aid compatibility.

# Public Address Systems



# 5.3

## Application

This section applies to public address (P.A.) systems installed within a facility as well as exterior areas, including P.A. systems that provide information to the public and staff.

## Reference

- Sec. 2.5 Overhanging and Protruding Objects
- Sec. 5.4 Acoustics

**Note**

To prevent confusion, ensure paging systems for use by staff or other key personnel are discreet and low in volume, sounding at devices or locations where staff are expected to be located.

**5.3.1 Design Features**

- a. ensure sound level is above ambient background noise without distortion or feedback;
- b. consider zoning public address systems so that information can be directed to key locations only, to minimize background noise in other areas of the building; and
- c. mount speakers without projecting into or obstructing accessible routes and above head-level to provide effective sound coverage in required areas such as:
  - i. corridors;
  - ii. assembly and meeting rooms;
  - iii. recreational facilities;
  - iv. entertainment and educational facilities; and
  - v. common use areas located in institutional settings.



# Acoustics

## Application

This section applies to the acoustic environment within a facility, which can either enhance or hinder a user's experience. Auditory cues along circulation routes in large open spaces and dedicated areas can serve as wayfinding cues, especially for people with vision loss.

# 5.4

## Reference

Sec. 5.3 Public Address Systems

## Best Practice

As identified by Gallaudet University, as part of the concept of designing "DeafSpace" and specific to acoustics:

"Deaf individuals experience many different kinds and degrees of hearing levels. Many use assistive devices such as hearing aids or cochlear implants to enhance sound.

No matter the level of hearing, many deaf people do sense sound in a way that can be a major distraction, especially for individuals with assistive hearing devices.

Reverberation caused by sound waves reflected by hard building surfaces can be especially distracting, even painful, for individuals using assistive devices. Spaces should be designed to reduce reverberation and other sources of background noise."

(Source: Gallaudet University, Campus Design & Planning, DeafSpace).

### Best Practice

Flooring materials that can assist with dampening sound include carpet, cork, vinyl and rubber.

Additionally, acoustic ceiling tiles and upholstered furniture absorb sound and dampen reflected sound, emphasizing that it is important to create a suitable balance of sound absorption and sound reflective materials, based on the overall design and type of space. (Adapted from the CNIB's "Clearing Our Path" resource, current edition).

### Note

Hard floor surfaces allow footsteps to be heard by persons with a vision loss, but too much additional noise may add confusion for persons with a hearing loss or other type of sensory disability (e.g., autism).

In general, domed shaped ceilings may distort sound.

## 5.4.1 Design Features

To achieve a suitable acoustical environment, which can provide additional wayfinding cues for persons with vision and / or hearing loss:

- a. integrate the use of sound-reflective or sound absorbent / dampening materials to differentiate essential sounds from general background sounds and to address the specific acoustic requirements of each type of unique space;
- b. select floor, wall and ceiling finishes to ensure that occasional noise is not unintentionally amplified (e.g., avoid hard floor surfaces such as marble and terrazzo);
- c. design ceiling shapes so that echoes do not occur;
- d. minimize all background noise (e.g., fans, mechanical systems, air conditioners and diffusers) in meeting rooms and assembly areas where spoken word is key to understanding proceedings; and
- e. install a permanent inductive loop or similar assistive listening system for high use buildings and areas, especially where the surrounding environment may be noisy (**Refer to Section 5.2, Assistive Listening Systems**).



# Security Systems

## Application

This section applies to typical security systems (e.g., proximity card readers, alarm systems, etc.), which are used to provide and limit access to areas of a facility.

# 5.5

## Reference

- Sec. 4.2 Doors and Doorways
- Sec. 5.1 Controls and Operating Mechanisms

## Note

Designers are required to coordinate security system provisions and installations with specialists in this field as part of detailed review and design, to ensure the requirements of this section are met.

## Best Practice

Proximity card reader systems are preferred at secured entry / exit areas to accommodate diverse users.

### 5.5.1 Design Features

Where users control independent entry or exiting to secured areas of facilities: (Figure 76)

- a. locate controls between 900 mm to 1100 mm (35½ in to 43¼ in) from the floor;
- b. mount controls at least 600 mm (23½ in) clear of the arc of any door swing;
- c. where electronic keypads or push button systems are provided, ensure buttons are raised from surface, mounted on surface with high colour / tonal contrast and have raised numerals or letters to assist users with vision loss;
- d. ensure both audible and visual indicators are provided to alert users when access has been granted or denied;
- e. where proximity card reader systems (e.g., swipe cards) are used at doors equipped with power door operators, ensure activation of both systems is synchronized; and
- f. provide high colour / tonal contrast on system controls, compared to mounting surface.

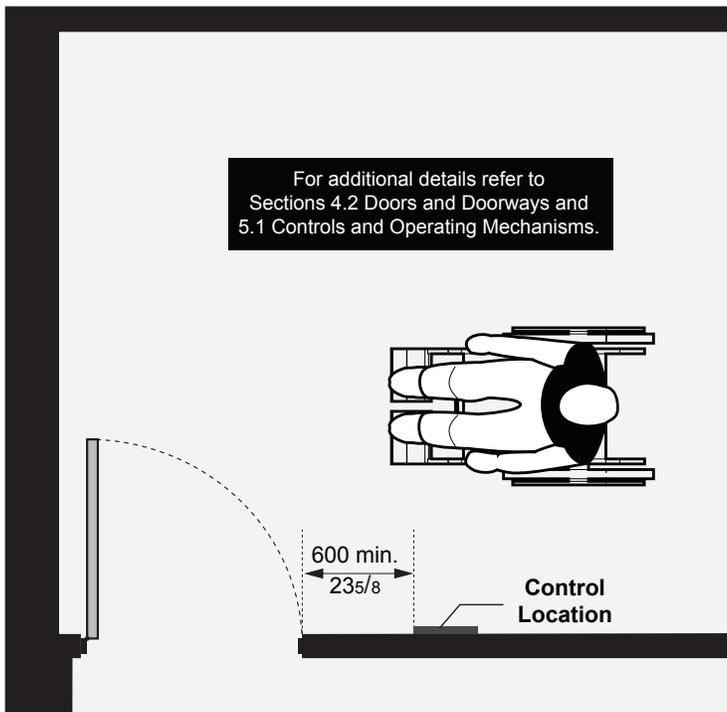


Figure 76: Proximity Card Reader Location - Plan View



Example of proximity card reader system with high colour / tonal contrast compared to mounting surface for enhanced visibility, City of London.



Example of proximity card reader system with visual indicator, City of London.

# Fire and Life Safety Systems

# 5.6

## Application

This section applies to fire and life safety systems, addressing the needs of people with varying disabilities, in emergency situations. Key components of typical fire and life safety systems include, but are not limited to:

- evacuation plans;
- alarm signals (both audible and visual);
- areas of refuge; and
- emergency exits.

## Reference

- Sec. 4.2 Doors and Doorways
- Sec. 5.1 Controls and Operating Mechanisms
- Sec. 5.8 Signage and Wayfinding

## Best Practice

Fire and life safety systems are especially important in facilities providing specialized services or programs to seniors and persons with disabilities, groups that may be at greater risk and that may require additional assistance or accommodation to evacuate a facility.

## Note

The information in this section is provided as an additional resource to support other code and fire / life safety requirements that may be mandatory, including requirements of the Ontario Fire and Building Codes.



Example of combined visual and audible alarm signals. Public facilities should have both visual and audible fire alarm systems strategically located.

## Best Practice

Where appropriate, consider installation of a fire fighter's elevator that can be operated by fire department personnel during emergencies.

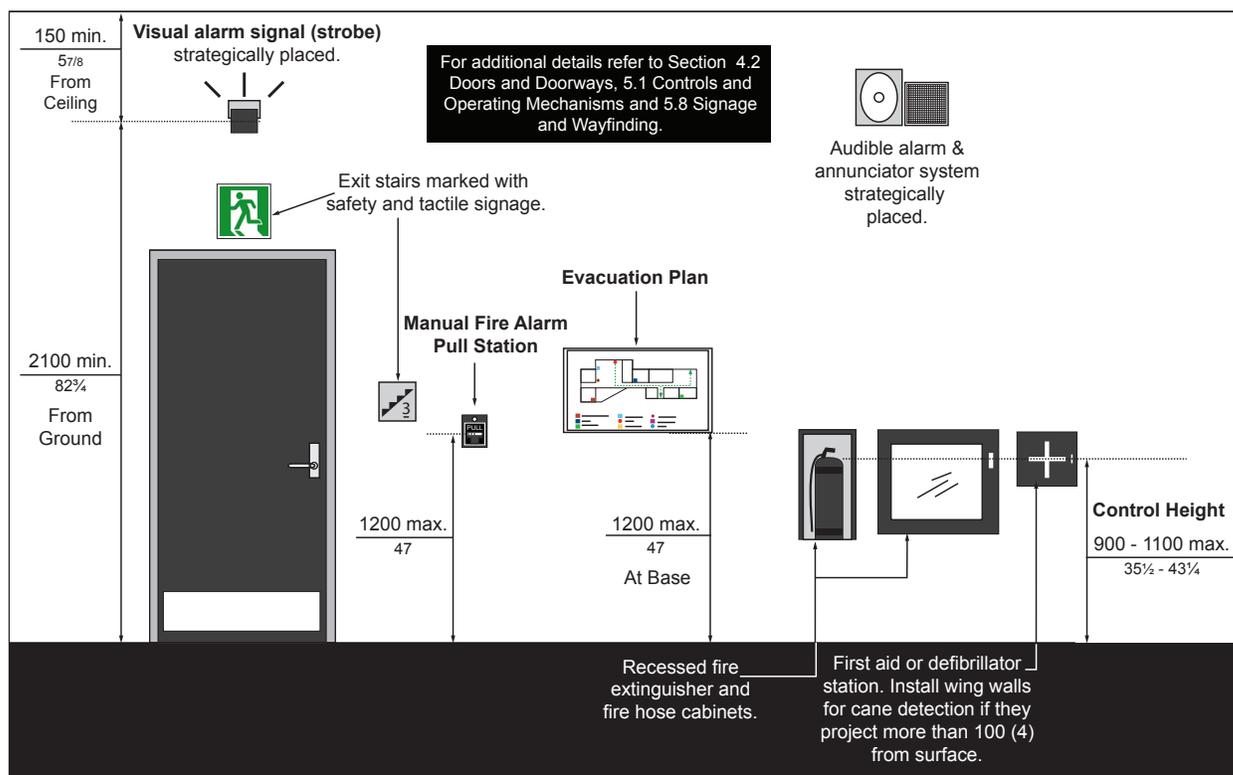
Consider providing photoluminescent signage (i.e., visible in dark or smoke-filled environments), in addition to regulatory exit signage, throughout exit stairs and at strategic locations along exit routes to assist with evacuation. Additional review may be required to coordinate with Building and Fire Code requirements.

### 5.6.1 Fire Safety and Evacuation Plans

- a. provide a fire and life safety evacuation plan that addresses the needs of users with varying disabilities, with key considerations as follows: **(Figure 77)**
  - i. for facilities with floors above or below grade, develop a fire safety and evacuation plan, indicating in detail the preferred evacuation strategies for persons with disabilities (e.g., that supports a “Buddy System” where staff can help co-workers with disabilities evacuate);
  - ii. ensure the base of evacuation plans are posted no higher than 1200 mm (47 in) from the floor;
  - iii. ensure evacuation plans incorporate a font size of 14 point (minimum);
  - iv. ensure evacuation plans are available in alternate formats; and
  - v. provide signage to identify evacuation plans.

### 5.6.2 Fire Alarms and Safety Controls

- a. mount controls and operating mechanisms: **(Figure 77)**
  - i. between 900 mm (35½ in) and 1100 mm (43¼ in) from floor for emergency / life safety controls and operating mechanisms such as fire extinguishers, first aid kits and defibrillators; and
  - ii. at maximum of 1200 mm (47 in) high from floor for a manual fire alarm pull station.



**Figure 77:** Fire Safety and Evacuation Features - Elevation View

- b. ensure any manual fire alarm pull station is:
  - i. located so as to be adjacent to and centered on either the length or the width of a minimum clear floor space of 920 mm (36 in) by 1525 mm (60 in), and
  - ii. operable using one hand, without requiring tight grasping, pinching with fingers or twisting of the wrist, and with a force of not more than 22.2 Newtons (5 pounds).

### Best Practice

For existing facilities where fire alarm systems cannot be upgraded, consider the provision of portable, vibrating pager systems for users with vision and hearing loss.

For public facilities, install visual alarm signals in common use areas including, central lobbies, corridors, main assembly areas (e.g., auditoriums, conference rooms and cafeterias) and places where a person with hearing loss may alone (e.g., universal washroom or individual work space).

To reduce the likelihood of triggering an epileptic seizure or other photosensitive reaction from multiple unsynchronized visual strobe lights, ensure the flash rate is less than 2 Hertz.

### Note

Optimal visual alarm signal placement requires formal study for unique environments, including multi-purpose facilities, libraries, convention or meeting rooms and other facility types to ensure signals are visible from all required areas.

## 5.6.3 Visual Alarm Signals

### 5.6.3.1 Provision

Provision of visual fire alarm signals (e.g., strobes) to be determined as follows:

- a. for any building or portion of a building intended for use primarily by persons with hearing loss;
- b. for public corridors and all general use areas such as lobbies, offices, meeting rooms and all washrooms, including universal / single use washrooms and change rooms; and
- c. for any mechanical rooms where there is a concern with noise levels.

### 5.6.3.2 Design Features

Where visual alarm signals are provided for users with hearing loss: **(Figure 77)**

- a. integrate visual alarm signals with required audible fire alarm system, including during retrofit projects where feasible;
- b. mount appliance at a minimum 2100 mm (82¾ in) above the floor level within the space or 150 mm (5⅞ in) below the ceiling, whichever is lower;
- c. where visual alarm signals are provided in any common space, public corridor, hallway, lobby or room, ensure they are placed no more than 15 m apart, on the horizontal plane;
- d. install visual alarm signals so that the signal from at least one device is visible throughout the floor area or portion of it in which they are installed; and
- e. ensure light and flashing features are based on the following criteria:
  - i. use a xenon strobe type or equivalent for light or lamp fixture;
  - ii. ensure clear or nominal white colour (e.g., unfiltered or clear filtered white light);
  - iii. provide maximum pulse duration of 0.2 seconds, with a maximum duty cycle of 40 percent;
  - iv. ensure the intensity of the visual alarm signal is significantly brighter than the ambient light and raises the overall light level sharply, but not so intense as to be unsafe for direct viewing;

## Best Practice

Provide emergency electrical power to ensure adequate emergency lighting levels for the use of elevators and key operating components or other systems during a power outage. Provide in all major areas of the facility, along all paths of travel to exits and in all designated areas of refuge.

## Note

Stairwells and elevator lobbies are typically used for areas of refuge, if properly designed with all required features and floor space to accommodate mobility aids. Detailed review and design is required for provisions in any type of facility, existing or new.

The provision of additional spaces for accommodating mobility aids in an area of refuge is determined by facility occupancy and level of use.

- v. ensure a flash intensity of 75 candela (minimum) with a flash rate between 1 Hertz (minimum) and 3 Hertz (maximum); and
- vi. synchronize visual alarms that are located in the same proximity to flash at the same time.

## 5.6.4 Areas of Refuge

### 5.6.4.1 Provision

Areas of refuge to be provided as identified in **Table 11**, based on occupant load:

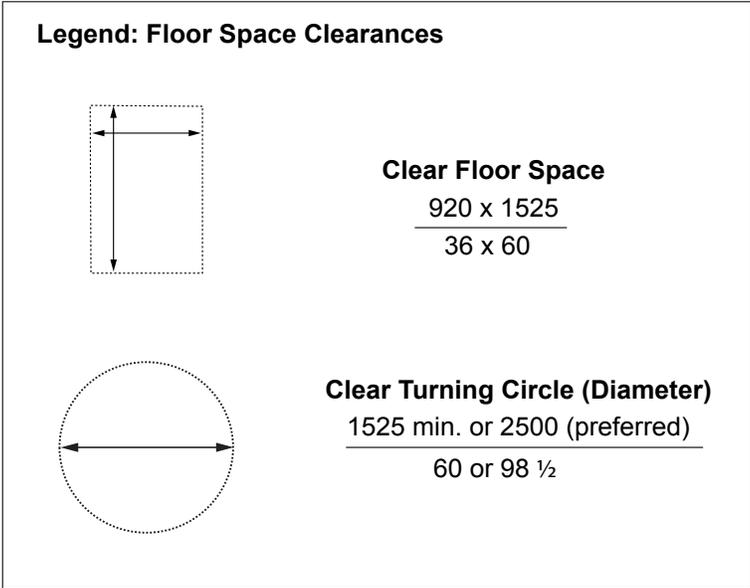
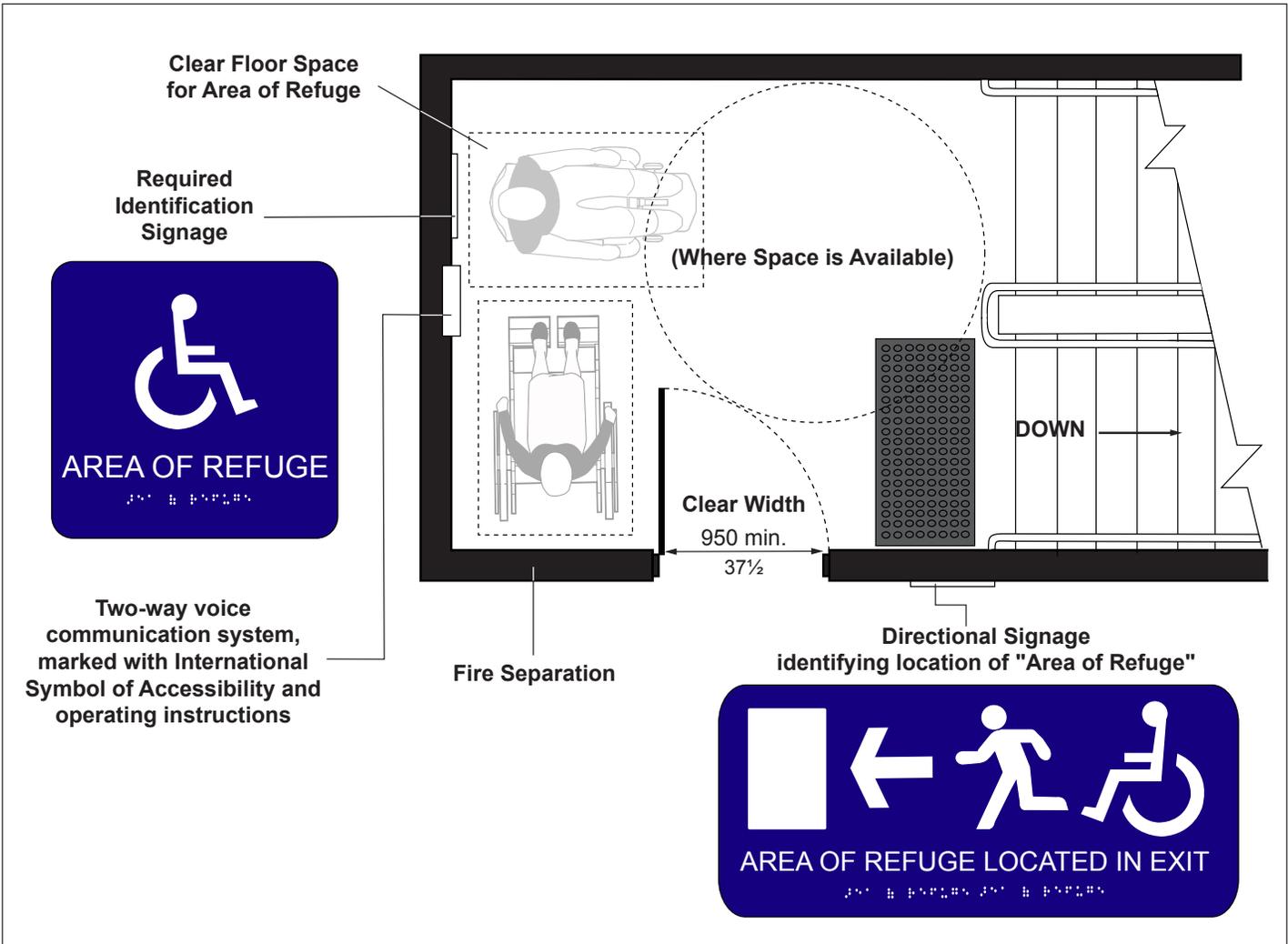
**Table 11:** Provision of Area of Refuge Spaces

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

### 5.6.4.2 Design Features

Where an area of refuge is included as a component of a facility's fire safety and evacuation plan for persons with disabilities: **(Figure 78)**

- a. locate on an accessible route, which is served by an exit or fire fighter's elevator;
- b. locate clear of any adjacent door swing and away from pedestrian exit route(s);
- c. ensure areas of refuge are easy to identify and are designated with signage (e.g., large print, tactile features stating 'Area of Refuge' and marked with the International Symbol of Accessibility);
- d. ensure a minimum clear floor space of 920 mm (36 in) wide by 1525 mm (60 in) depth, for each area of refuge space that is provided, with an adjacent minimum clear turning circle of 1525 mm (60 in) diameter, or preferred 2500 mm (98½ in), where space is available in a stairwell or a separate room that is used to accommodate users of mobility aids;
- e. provide protective enclosure for a minimum of one-hour;
- f. provide a two-way, accessible communication system supported by the facility's backup generator and for use between each area of refuge and the building's designated annunciator / fire control panel;
- g. ensure communication system is marked with signage and includes both audible and visual notification devices to indicate "help is on the way"; and
- h. provide separate emergency lighting and ventilation systems supported by a backup generator.



**Figure 78:** Example of an Area of Refuge within Exit Stair

# Lighting

# 5.7

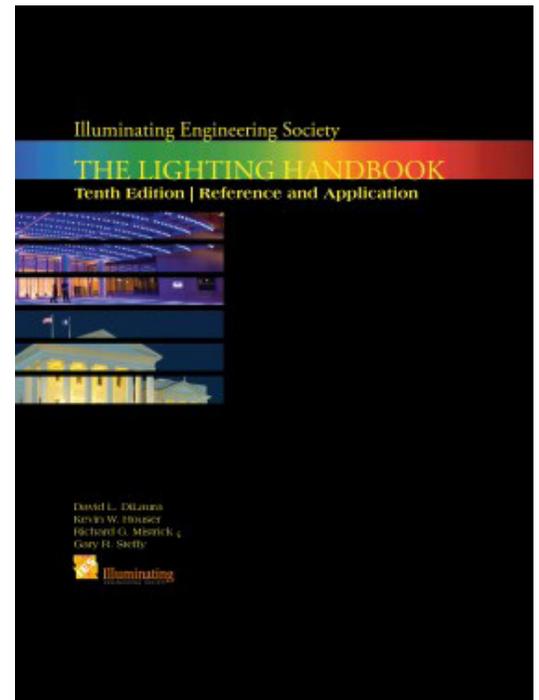
## Application

This section addresses lighting requirements for both interior and exterior environments.

For measuring lighting levels (e.g., lux), a digital light metre is typically used to verify the overall performance of the site and facility lighting system as a whole.



Example of digital light metre for measuring lighting levels (Source: Extech).



## Note

For additional information on lighting requirements, refer to the Illuminating Engineering Society's "The Lighting Handbook", (current edition).

## 5.7.1 Lighting Level Requirements

For lighting level requirements for interior and exterior environments:

- ensure enhanced lighting levels beyond IESNA requirements (e.g., CNIB) for elements in both interior and exterior environments are provided, as summarized in **Table 12**; and
- provide the highest lighting level (lux) where identified in **Table 12** (e.g., highlighted in bold).

**Table 12:** Lighting Requirements for Exterior and Interior Environments

Typical Elements, Features and Locations	Lighting Level (lux)				
	IESNA (2011)	CNIB (2009)	CSA (2018)	OBC (2012)	Other Best Practice
	Min. / Avg.	Enhanced (+ 25 - 50%)	Min.	Min.	Min.
<b>Common Elements (both Exterior &amp; Interior)</b>					
Ramps	50 (avg.)	<b>62.5 - 75</b>	50	50	-
Stairs	50 (avg.)	62.5 - 75	50	50	<b>100</b>
Rest Areas	50 (avg.)	<b>62.5 - 75</b>	50	-	-
Signage	-	<b>200</b>	200	-	-
<b>Exterior Environments</b>					
Surface Parking: Accessible & Limited Mobility / Caregivers Spaces	10 (min.)	12.5 - 15	-	-	<b>30</b>
Parking Garage	10 (min.)	12.5 - 15	-	-	<b>30</b>
Passenger Loading Zone	-	-	-	-	<b>30</b>
Exterior Circulation Routes (e.g., sidewalks)	10 (avg.)	12.5 - 15	<b>50</b>	-	-
Main Entrance	-	-	-	-	<b>100</b>
<b>Interior Environments</b>					
Public Corridors	50 (avg.)	<b>62.5 - 75</b>	-	50	-
Elevator Lobby	100 (avg.)	<b>125 - 150</b>	-	-	<b>200</b>
Elevator Cabs	50 (avg.)	62.5 - 75	<b>100</b>	-	-
Emergency Lighting (Accessible Routes, Stairs, Ramps or Areas of Refuge)	-	-	-	-	<b>50 - 100</b>
Reception	150 (avg.)	<b>187.5 - 225</b>	-	-	-
Lobbies / Waiting Areas	100 (min.)	<b>125 - 150</b>	-	-	-
Service Counters	150 (avg.)	<b>187.5 - 225</b>	-	-	-
Kiosks	200 (avg.)	<b>250 - 300</b>	200	-	-
Operating Controls and Mechanisms	-	-	<b>100 - 200</b> where reading is required <b>50 - 100</b> where control has own illumination or is backlit	-	-

### Best Practice

The Canadian National Institute for the Blind (CNIB) recommends increasing IESNA suggested lighting levels by a range of 25 to 50 percent to address the accessibility needs of people with vision loss.

For emergency lighting, preferred lighting level of 10 lux (1 foot candle) minimum is required at exits, exit stairs or other paths of travel, measured at the walking surface.

City to refer to additional lighting standards / requirements for other specialized facilities that may not be identified in **Table 10**, including Long Term Care Facilities and Courtrooms (e.g., other Provincial standards or best practices may be in effect or need additional review / consultation as part of detailed design).

### Note

Sources include:

- IESNA: Illuminating Engineering Society of North America, 2011.
- CNIB: Canadian National Institute for the Blind, Clearing Our Path, 2009.
- CSA: Canadian Standards Association B651 Accessible Design for the Built Environment, 2018.
- OBC: Ontario Building Code, 2012.

## Best Practice

When entering buildings, eyes may require a few moments to adjust from a brighter exterior environment to a darker interior or vice versa. For people with vision loss, the adjustment time may be longer. Consider transitional lighting options (e.g., higher artificial lighting levels near the entrance in daylight and lower levels after dark).

## Note

Variations in lighting levels can be confusing to many older adults, people with cognitive disabilities and people with vision loss.

**Table 12:** Lighting Requirements for Exterior and Interior Environments (Continued)

Typical Elements, Features and Locations	Lighting Level (lux)				
	IESNA (2011)	CNIB (2009)	CSA (2018)	OBC (2012)	Other Best Practice
	Min. / Avg.	Enhanced (+ 25 - 50%)	Min.	Min.	Min.
<b>Washrooms</b>					
General	50 (avg.)	62.5 - 75	-	<b>200</b>	-
Fixtures	150 (avg.)	<b>187.5 - 225</b>	-	200	-
Shower Stall / Room	100 (avg.)	125 - 150	-	<b>200</b>	-
<b>Special Rooms &amp; Facilities</b>					
General Assembly	100 (avg.)	<b>125 - 150</b>	-	-	-
Multi-purpose Rooms	300 (avg.)	<b>375 - 450</b>	-	-	-
Offices - Workstation	300 (avg.)	<b>375 - 450</b>	-	-	-
Library Stack & Shelving	-	-	-	-	<b>200</b>
Library Study Area Carrel	-	-	-	-	<b>300</b>
Cafeteria, Food Court or Kitchen and Kitchenette - Cashier / Food Displays	200 (avg.)	<b>250 - 300</b>	-	-	-
Cafeteria, Food Court or Kitchen and Kitchenette - Seating and Circulation	150 (avg.)	<b>187.5 - 225</b>	-	-	-
Change Room	-	-	-	<b>300</b>	-
Elevated Stages / Platforms					<b>100</b> (at floor level / darkest point)

## 5.7.2 Exterior Lighting

- ensure lighting sources and design provides consistent and even distribution of illumination levels and are located at or beside all ramps, steps and stairs, to illuminate and identify surfaces, treads, risers, nosings and handrails;
- ensure all lighting over pedestrian routes is evenly distributed and provides a reasonable colour spectrum while minimizing any shadows casted;
- provide supplementary lighting to highlight all wayfinding signage, as required;
- ensure lighting fixtures or posts are mounted away from accessible routes / paths of travel;
- ensure low-level lighting fixtures are mounted high enough to clear normal snow accumulation heights; and
- ensure overhead light fixtures are mounted with minimum clear headroom of 2100 mm (83 in).

### 5.7.3 Interior Lighting

- a. provide occupancy sensors or accessible controls (e.g., usable with closed fist, rocker-style) for all frequently used spaces that are not centrally controlled (e.g., washrooms, meeting rooms, offices, assembly areas, etc.), as well as controls that have the capability of adjusting lighting levels (e.g., dimmer switches) **(Refer to Section 5.1, Controls and Operating Mechanisms)**;
- b. use natural light wherever possible to illuminate entrances, corridors and key workspaces, however, avoid designs that results in direct glare reflected from flooring or work surfaces;
- c. integrate sources of both artificial and natural lighting to provide comfortable, evenly distributed light at working surfaces and throughout circulation routes that minimizes pools of light as well as areas of shadow;
- d. ensure lighting design provides consistent and even distribution of illumination levels and allows an illumination quality that is as close to a full spectrum as possible to aid in identifying edges and colour / tonal contrasted surfaces which are used as wayfinding cues (this ensures the warm end of the spectrum provides appropriate colour definition);
- e. ensure any leading edge of stairs, steps, ramps or escalators are evenly lit;
- f. ensure sources of light (natural or artificial) are not positioned at the ends of corridors or behind people at reception areas or counters; and
- g. provide enhanced lighting options at lecterns, podiums, stages or other speaker locations, when other adjacent space lighting is capable of being dimmed or lowered, to facilitate the ability of lip-reading and viewing sign language interpreters for users with hearing loss.

### 5.7.4 Additional Considerations: Issues Related to Glare

- a. select lighting sources, materials and finishes that do not reflect glare, including implementing strategies to control natural lighting sources wherever possible;
- b. ensure floor surface finishes such as vinyl, terrazzo and ceramic tile, mosaics or other materials have a matte or satin finish;
- c. provide matte or satin wall finishes (e.g., paint, vinyl coverings, stone, marble, wood, plastic or laminate, etc.) to prevent and minimize glare;
- d. provide curtains, blinds, screens or other strategies to shield bright, natural lighting sources, especially where direct sunlight may cause glare;
- e. select light fixtures that prevent or minimize any potential for direct glare (e.g., with diffusers, lenses, or recessed light sources); and
- f. where surface mounted fluorescent ceiling lights are used (e.g., in corridors), it is generally recommended that they have darkened sides (e.g., wrap-around lenses are not recommended) and that they are positioned at right angles to the path of travel. The use of recessed non-fluorescent lighting fixtures is preferred and recommended where possible.

#### Best Practice

Avoid the use of light fixtures with multiple pinpoints of high intensity illumination. They may add an unnecessary source of glare and leave an after image on the retina of people with vision loss.

Do not use high gloss finishes in order to prevent glare.

#### Note

Monolithic floor surfaces, such as stone, granite, marble or terrazzo in a matte or honed finish, minimize any potential for reflected glare.

High intensity light sources such as quartz, halogen or other pinpoint sources (e.g., chandeliers) can produce reflected points of glare on shiny surfaces.



Example of suitable lighting level in City of London office environment with working and flooring surfaces that minimize reflective glare.

# Signage and Wayfinding

Universal Washroom



# 5.8

## Application

This section applies to signage and wayfinding strategies, where provided in exterior and interior environments and for signs that provide direction to, or information about, functional spaces.

Recognizing that signage programs and wayfinding strategies are customized based on facility types and use of space, the information and criteria in this section is provided as a starting point.

There are three (3) key types of signage:

- **regulatory signs**, which include prohibition signs denoting an order forbidding an action, and mandatory signs which denote an order requiring an action;
- **warning signs**, such as caution and danger signs denoting a potential hazard and a definite hazard; and
- **identification signs**, which include rooms, titles, names or numbers that are provided for general orientation or specific information, such as washrooms, routes of egress, stairwells, doorways or offices.

## Reference

- Sec. 2.5 Overhanging and Protruding Objects
- Sec. 4.2 Doors and Doorways
- Sec. 5.7 Lighting
- Sec. 5.9 Self-service Kiosks

## Exception

Facility directories and all other signs that are temporary are not required to comply with the requirements in this section.

## 5.8.1 Signage

### 5.8.1.1 Design Features

- a. ensure signage surfaces have matte, eggshell or non-glare finish;
- b. ensure signage is of uniform design and positioned / mounted to avoid any shadow areas and glare;
- c. provide high colour / tonal contrast between signage and mounting surfaces;
- d. where used to give the same type of information within the same facility, ensure signage is consistently shaped, coloured and positioned;
- e. provide signage with the International Symbol of Accessibility to designate the following accessible spaces or elements as accessible: **(Figure 79)**
  - i. parking spaces, designated as reserved for individuals with disabilities;
  - ii. accessible passenger-loading zones;
  - iii. accessible ramps located on an accessible path of travel serving an accessible building entrance;
  - iv. accessible entrances when not all are accessible. Entrances that are not accessible must have directional signage to indicate the accessible path of travel to the nearest accessible entrance;
  - v. accessible washroom, change room and bathing / shower facilities;
  - vi. accessible elevators and other elevating devices;
  - vii. accessible means of egress; and
  - viii. accessible areas of refuge;
- f. ensure lighting level is evenly distributed, at a minimum of 200 lux (20 ft. candles) and provided at all accessible signage locations as required **(Refer to Section 5.7, Lighting)**.

### Best Practice

Avoid using vertical wording and electronic scrolling signage. Where scrolling signage has to be used, ensure characters and symbols move slowly across the screen.

Keep information on signage short and simple.

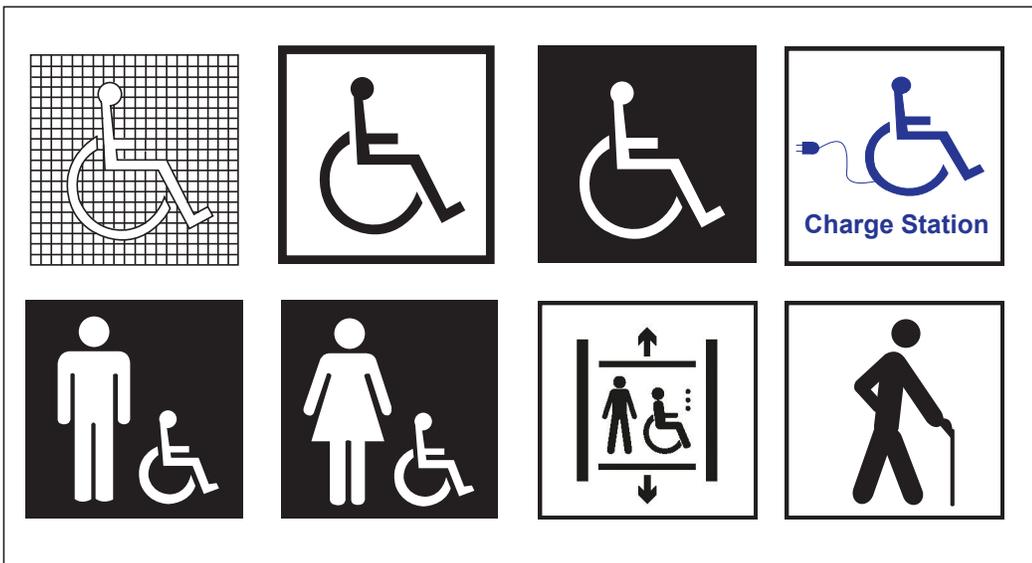
Using a combination of lower case and upper case lettering is easier to read than using all upper case lettering. The “shape” of the text or message is more legible and creates its own image for familiarity.

Avoid very fine type and very thick type font.

### Note

Consistent locations include height considerations for overhead or wall-mounted signs, as well as uniform placement of identification signs for facilities and services.

Nearsighted persons might have to approach much closer to read a sign than persons with average visual acuity. Signs at eye level allow persons to get closer to the sign.



**Figure 79:** Examples of International Symbols of Accessibility and Pictogram for Limited Mobility / Caregiver Parking Space

## Note

Some factors affecting ease with which text can be distinguished from its background include shadows cast by lighting sources, surface glare, and the uniformity of the text and background colours and textures.

Where illuminated signage is provided, avoid using red, blue or green LEDs on a black background as they are unreadable for most people with vision loss.

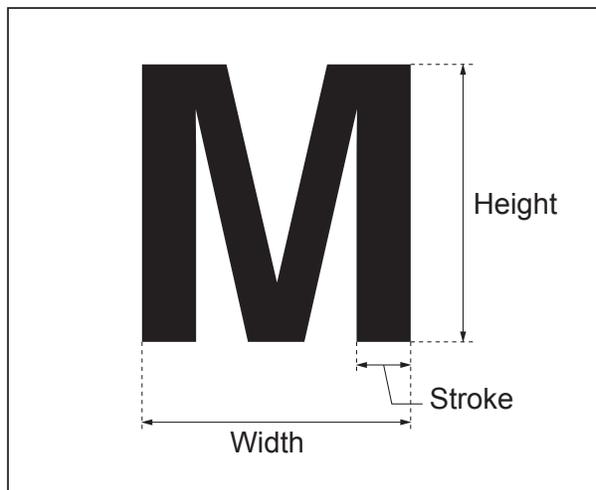
### 5.8.1.2 Character Features and Sizes

For text characters, ensure: **(Figure 80)**

- text characters (e.g., letter or number) are a combination of upper and lower case, sans serif font type and have Arabic numerals;
- a width to height ratio between 3:5 and 1:1;
- a stroke width to height ratio between 1:5 and 1:10;
- ensure characters are not italic, oblique, script, highly decorative or of other unusual forms;
- use of high colour / tonal contrast between text characters and background surface (e.g., light characters on dark background or dark characters on light background);
- the minimum character height is provided as per viewing distance as identified in **Table 13**; and
- use of an uppercase "X" for character measurement.

**Table 13:** Character Height Relative to Viewing Distance

Minimum Character Height mm (in)	Maximum Viewing Distance mm (in)
300 (12)	9000 (354)
250 (10)	7500 (295)
200 (8)	6,000 (236)
150 (6)	4,600 (181)
100 (4)	2,500 (98)
75 (3)	2,300 (91)
50 (2)	1,500 (59)
25 (1)	750 (30)



**Figure 80:** Character Features and Sizes. Example of dark character on light background

## 5.8.1.3 Pictograms and Symbols

Pictograms and symbols are used to complement text information and to identify important accessible facility features, elements or services, including information desks, public washrooms, and elevators. Where pictograms are used:

(Figures 79, 81 & 83)

- ensure pictogram has a field height (i.e., border dimension) a minimum of 150 mm (6 in);
- provide text descriptors and braille directly below the pictogram field and not in the pictogram field;
- provide high colour / tonal contrast between the pictogram and the field;
- use the International Symbol of Accessibility to identify accessible facility features, spaces, elements and amenities; and
- use recognized, standardized or international symbols for pictograms identifying accessibility features or other key building elements (e.g., washrooms and elevators) to facilitate wayfinding for all users.

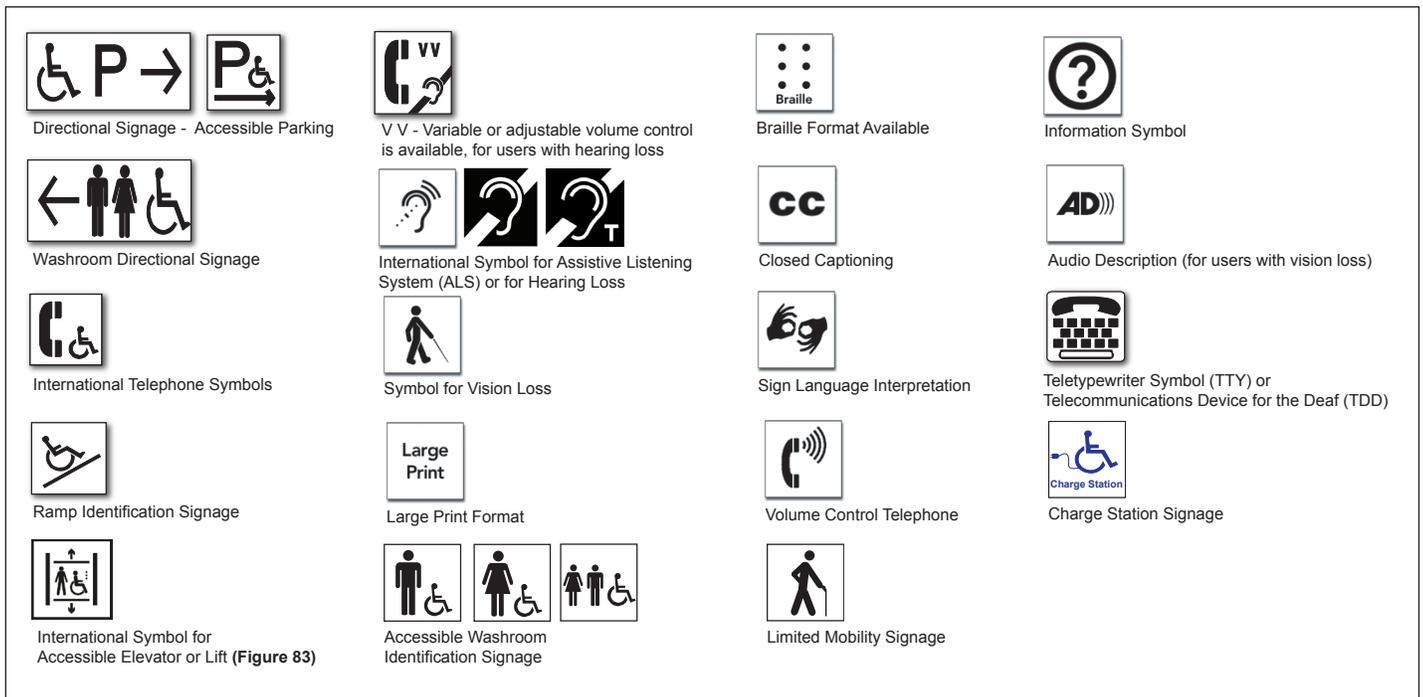


Figure 81: Example of Typical Pictograms and Symbols

## 5.8.1.4 Braille

Where braille is provided on signage:

- ensure it is uncontracted braille (Grade 1);
- ensure braille dots have a domed or rounded shape;
- locate immediately below the corresponding text (e.g., room numbers, names) and / or pictogram; and
- where text is multi-lined, place braille below the entire text.

### Best Practice

For detailed requirements related to braille, refer to the most current editions of:

- CNIB: “Clearing our Path”; and
- Braille Literacy Canada: “Accessible Signage Guidelines”.

## Best Practice

In larger and complex buildings, such as recreation centers, provide tactile maps on each floor, close to the major point of arrival to the floor (e.g., elevator lobby) to assist with wayfinding for users with vision loss (**Figure 84**).

## Note

Braille or tactile features are only required for signs that can be reached and touched to identify permanent rooms and spaces. These features are not required for overhead or suspended signage (e.g., directional information).

Avoid mounting signage directly on external glazing where possible as it may reduce visibility and legibility of text.

## 5.8.2 Tactile Signage

Signage with tactile features (e.g., braille, raised characters / text, symbols or pictograms) are designed to be read by touch. Where a wall-mounted tactile sign is provided on a path of travel or floor that is not required to be accessible as per the Ontario Building Code, ensure design features and requirements of this section are also provided.

### 5.8.2.1 Design Features

Where tactile characters are provided for accessible signage identifying permanent rooms or spaces: (**Figure 83**)

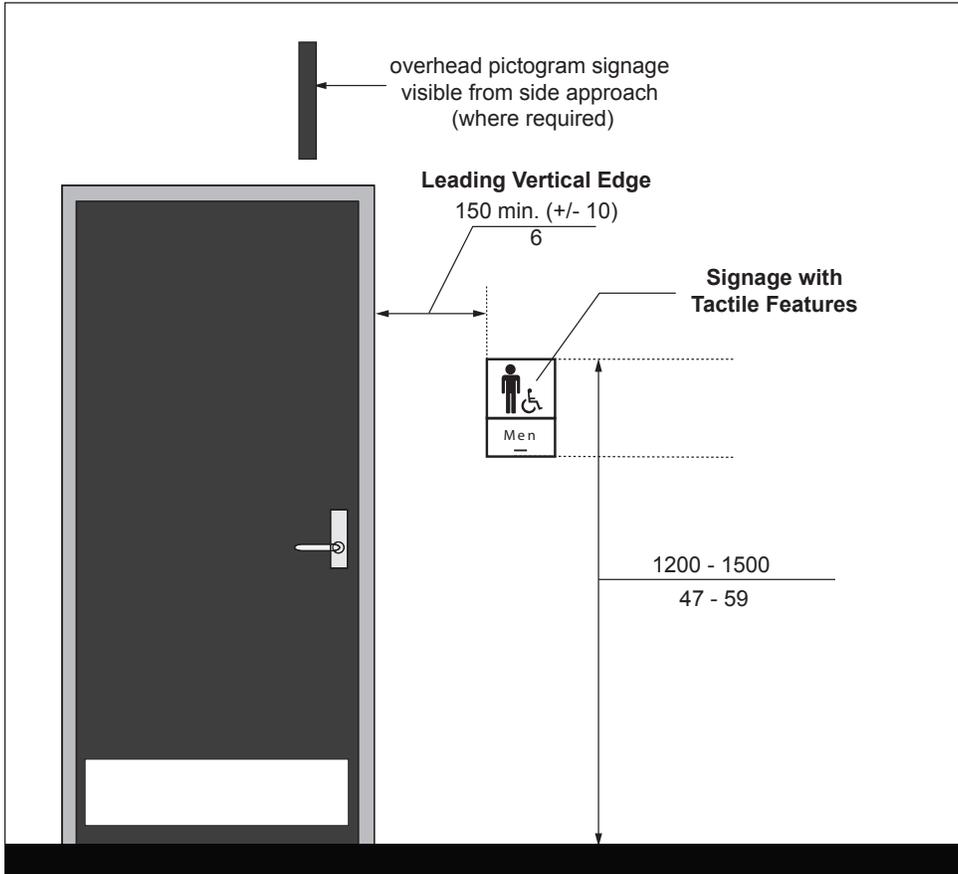
- a. ensure text characters (e.g., letter or number) and pictograms (where provided) are raised between 0.8 mm to 1.5 mm ( $\frac{1}{32}$  in to  $\frac{1}{16}$  in) above the surface;
- b. ensure the edges of the text characters are gently rounded (i.e., no sharp edges);
- c. provide high colour / tonal contrast between the tactile characters and the background surface;
- d. ensure all raised text characters, pictograms or symbols are accompanied by equivalent description in braille;
- e. where a pictogram is provided, ensure they are 150 mm (6 in) (minimum) high; and
- f. for text characters (e.g. letter or number):
  - i. ensure they are sans serif font and Arabic numerals;
  - ii. ensure height of characters are between 16 mm and 50 mm ( $\frac{5}{8}$  in and 2 in); and
  - iii. ensure text is entirely in upper case lettering, where text is intended to be read by touch only, as it is easier to read by touch, compared to a combination of upper and lower case letters.

### 5.8.2.2 Mounting Locations

Where wall-mounted signage with tactile features is provided: (**Figure 82**)

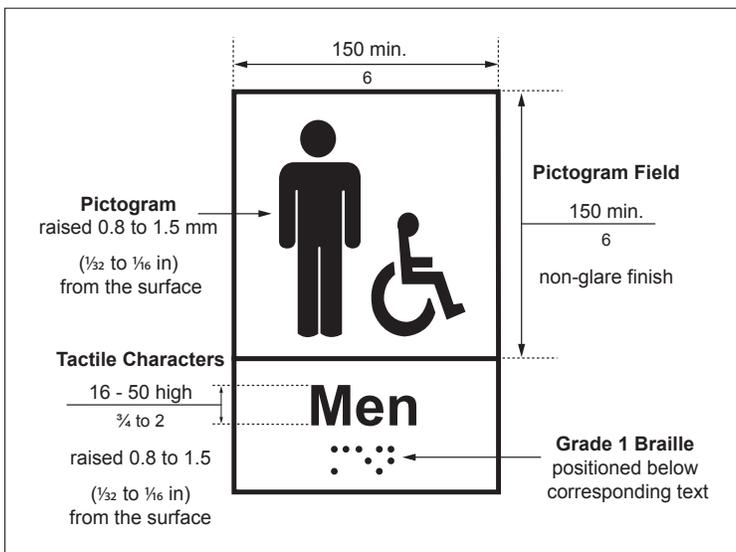
- a. mount between 1200 mm (47 in) and 1500 mm (59 in) high above finished floor (e.g., includes position / location of characters, symbols or pictograms);
- b. where provided at a door, install consistently on the wall beside the latch edge of door, with leading vertical edge of sign 150 mm (6 in) +/- 10 mm ( $\frac{3}{8}$  in) from the door frame;
- c. where provided at double doors with one active leaf, mount signage to the right of the right hand door;
- d. where there is no wall space at the latch side of a single door or on the right side of a double door, install signage on nearest adjacent wall;
- e. install to allow users to approach within 100 mm (4 in) of sign location, clear of any door swing or protruding objects;

- f. mount so that a minimum clear floor space of 455 mm by 455 mm (18 in by 18 in) (minimum), centered on the tactile characters is provided beyond the arc of any door swing between the closed position and the 45 degree open position; and
- g. ensure a clear wall area of 75 mm (3 in) wide (minimum) around the sign is provided.

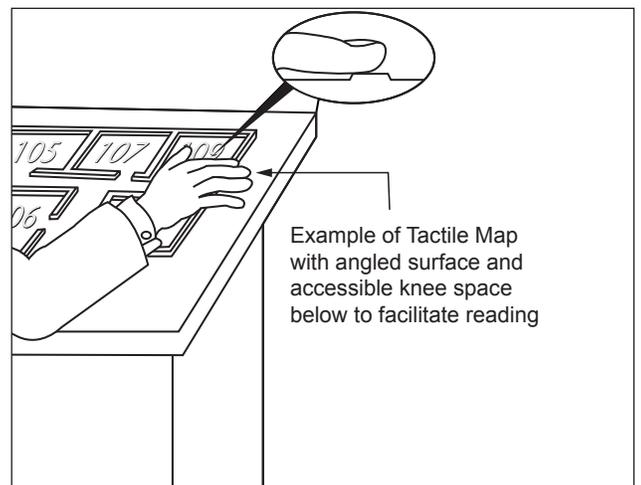


Example of accessible signage to identify accessible washroom, City of London.

**Figure 82:** Mounting Location of Signage with Tactile Features - Elevation View



**Figure 83:** Signage with Tactile Features



**Figure 84:** Tactile Map (Best Practice)

## Best Practice

Control the use of temporary signage, which can render other relevant and accessible signage ineffective, through management procedures / protocols. Temporary signage typically uses improper language, materials and text sizes.

Mount signs so that they face the direction of travel as they are easiest to notice and read for people who might have limitation moving their head or have reduced peripheral vision.

## 5.8.3 Wayfinding Principles

- where facilities or amenities are not accessible, provide directional signage indicating the location of accessible facilities / amenities, including public washrooms;
- ensure consistent design, strategic placement and ideal mounting heights at key decision-making points along accessible routes for all signage;
- provide high colour / tonal contrast between signage and mounting surfaces for full visibility;
- ensure there is no information overload or cluttering of signage to avoid confusion; and
- avoid placing suspended signs against a light source to ensure full visibility (e.g., at the end of corridors which have windows, glass doors or window walls).



Example of directional signage in a lobby for wayfinding, City of London.

# Self-service Kiosks



# 5.9

## Application

This section applies to self-service kiosks, which are interactive electronic terminals, such as point-of-sale devices that staff or the public may use to access one or more services independently.

Examples of where self-service kiosks are used include, but not limited to the following:

- paying parking fees;
- validating tickets;
- providing information (e.g., such as interactive building directories and maps);
- checking in / registering for appointments; and
- purchasing goods or services.

When procuring or acquiring self-service kiosks, ensure compliance with the most up-to-date version of:

- CAN / CSA B651.2: Accessible Design for Self-service Interactive Devices.

## Reference

- Sec. 5.1 Controls and Operating Mechanisms
- Sec. 5.8 Signage and Wayfinding

## Best Practice

Refer to the most current versions of:

1. CNIB, “Clear Print Accessibility Guidelines”; and
2. The Association of Registered Graphic Designers of Ontario (RGD Ontario), “AccessAbility: A Practical Handbook on Accessible Graphic Design”.



### Best Practice

Provide a clear floor space or ground surface with turning diameter of 2500 mm (98½ in), to allow both side and front approach or turning around by users of larger wheeled mobility aids, such as powered scooters and wheelchairs.

Provide display panels or screens with an automatically adjustable mount, to allow use at different heights for diverse users.

## 5.9.1 Design and Layout

Where self-service kiosks are provided, ensure:

- a. they are located adjacent to an accessible route, recessed or with a leading edge that is cane detectable at a maximum of 680 mm (26¾ in) high, if they protrude into an accessible route;
- b. that if only one self-service kiosk is provided, it accommodates both seated and standing users with either frontal or side approach for use of any operating controls or display screens;
- c. accessible kiosks are identified with the International Symbol of Accessibility;
- d. there are no sharp edges; and
- e. mounting / placement is secured firmly and is stable, when free-standing.

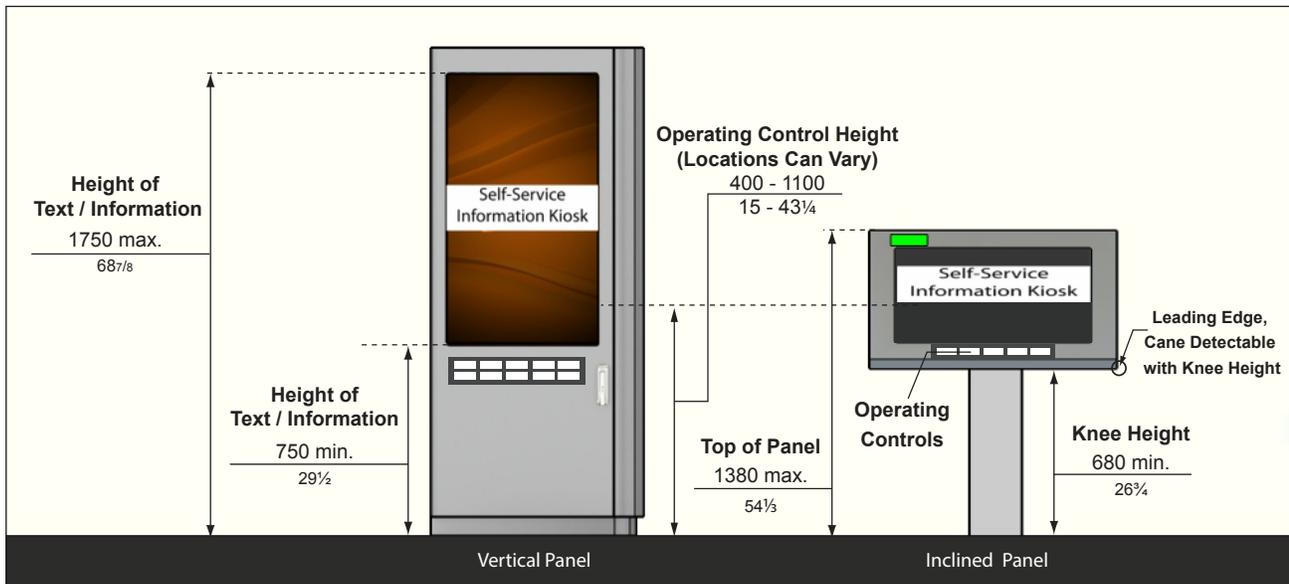
## 5.9.2 Clear Floor Space Requirements and Knee and Toe Clearances

- a. provide a clear floor space in front of self-service kiosks of: **(Figure 76)**
  - i. a minimum of 920 mm (36 in) wide by 1525 mm (60 in) depth for forward approach; and
  - ii. a minimum of 1525 mm (60 in) wide by 920 mm (36 in) depth for side approach;
- b. where self-service kiosks are designed with knee space clearance, ensure the knee space clearance is minimum of 760 mm (30 in) wide by 480 mm (18⅞ in) depth by 680 mm (26¾ in) high; and
- c. where toe clearances are provided, ensure the minimum toe height is 350 mm (13¾ in) above the finished floor.

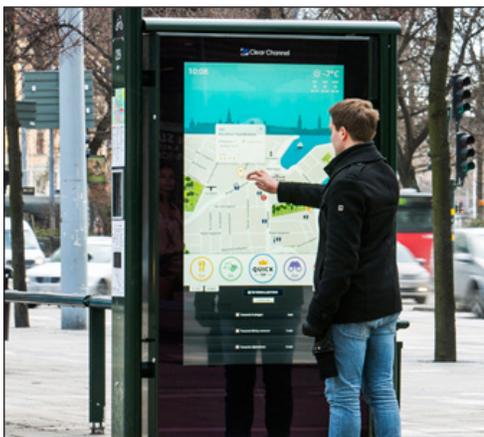
## 5.9.3 Display Panels and Screens

For display panels and screens: **(Figure 85)**

- a. locate display panels / screens free from obstructions above or around panels / screens;
- b. position display panels / screens to minimize glare and reflections;
- c. where display panels or screens are inclined and cannot be read from 750 mm (29½ in) away:
  - i. ensure suitable knee and toe clearances are provided underneath self-service kiosks to allow users of mobility aids to approach screens, as identified in this section; and
  - ii. ensure the top of the panel is a maximum of 1380 mm (54⅞ in) high above the floor;
- d. where self-service kiosks with vertical display panels or screens are provided, ensure the text or information provided on the panels or screens is located between 750 mm (29½ in) and 1750 mm (68⅞ in) high.



**Figure 85:** Self-service Kiosks - Elevation View



Examples of self-service kiosks with different accessibility features.

## 5.9.4 Operating Controls

For operating controls, recognizing provision and locations can vary significantly based on the type of kiosk: **(Figure 85)**

- mount operating controls or input and output components between 400 mm (15 in) and 1100 mm (43<sup>1</sup>/<sub>4</sub> in) high above floor level; and
- ensure controls are operable with one hand, without using tight grasp, pinching, or twisting of the wrist, requiring a maximum operating force of 22 Newtons (5 pounds).

## Best Practice

Self-service kiosks that use touch-screen technology are very difficult or impossible to use for people with vision loss.

This is a technical and structural barrier that can have a significant impact for people trying to make purchases independently and securely using a touch-screen kiosk. When determining what accessibility features can be included in the design or purchase of a kiosk, ensure to include an alternate (non-visual) way to use it, such as a tactile keyboard and audio instructions.

### 5.9.5 Other Accessibility Features

Accessibility features for self-service kiosks vary based on the type of services provided. Key accessibility features to consider when procuring or acquiring self-service kiosks include the following:

- a. ensure high colour / tonal contrast is provided between characters and the background on display panels / screens;
- b. ensure display panels / screens are positioned to provide sufficient brightness to overcome ambient conditions;
- c. where insertion slots for notes, coins, or other media are provided as part of self-service kiosks, ensure a high colour / tonal contrast is provided with adjacent surface or a lead-through indicator light is provided for slot location assistance;
- d. where visual information is integral to the use of self-service kiosks, provide an alternative mode of operation and information retrieval (e.g., audio output with information displayed on screen conveyed in spoken form);
- e. where audio information and instructions are provided:
  - i. equip with headset jacks with adjustable volume controls for users with hearing loss; and
  - ii. ensure headset jack receptacles are identified with a tactile symbol;
- f. where touch screen displays are provided:
  - i. ensure they are usable with items such as prosthetic limb or stylus; and
  - ii. provide audible and visible feedback to indicate that the screen has been touched;
- g. where users are required to complete tasks, ensure the time allowed for completion is adjustable;
- h. provide specialized keypads or keyboards (e.g., tactile keyboards); and
- i. where a biometric component is incorporated as part of the self-service kiosk, provide an alternative identification method (e.g., non-biometric).

# Windows



## Application

This section applies to windows, glazed screens, vision panels in doors, and fully glazed sidelights, intended for viewing or that are required for ventilation.

# 5.10

## Reference

- Sec. 4.2 Doors and Doorways
- Sec. 5.1 Controls and Operating Mechanisms

## Note

Accessibility requirements are applicable to windows that are intended for use by facility occupants, staff or public.

## Best Practice

Floor space with turning diameter of 2500 mm (98½ in) is preferred to accommodate larger mobility aids.

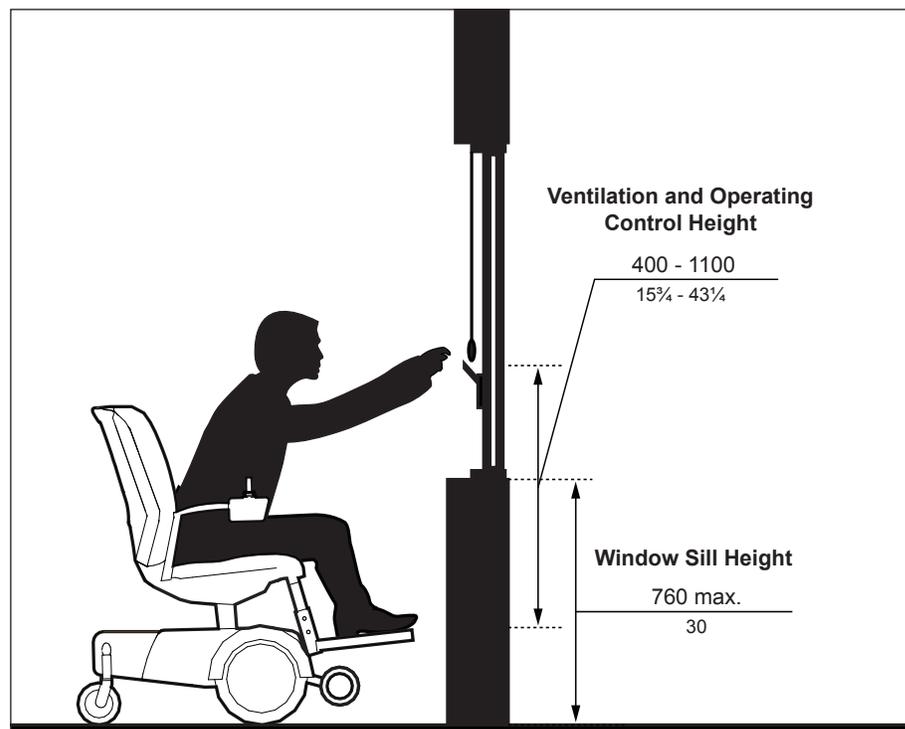
Where there is extensive glazing, or use of etched or patterned glass, provide decals or a strip at a lower level, between 850 to 1000 mm (33½ to 39¾ in) high above finished floor level.

At locations where frameless glass panels are used, cap any exposed ends or edges with a high colour / tonal contrasted vertical safety stripe, to enhance visibility.

## 5.10.1 Design Features

For windows, glazed screens and vision panels, designed for the purpose of viewing: **(Figure 86)**

- a. provide clear floor space a minimum of 920 mm (36 in) wide by 1525 mm (60 in) depth for forward approach and a minimum of 1525 mm (60 in) wide by 920 mm (36 in) depth for side approach by users of mobility aids;
- b. locate bottom sill height no more than 760 mm (30 in) above the finished floor;
- c. where ventilation or operating controls are provided, mount between 400 mm and 1100 mm (15¾ in and 43¾ in) above the finished floor to be reachable from a seated position and ensure controls are usable with one hand and not require fine finger control, tight grasping, pinching of fingers, or twisting of the wrist during use;
- d. do not locate any horizontal structure (e.g., mullion or other visual obstruction) between 900 mm and 1300 mm (35½ in and 51 in) above the floor; and
- e. where wall systems include extensive use of glazing, etched or patterned glass, provide horizontal marking strips:
  - i. 50 mm (2 in) in height, extending full width of glazed area, mounted between 1350 mm and 1500 mm (53 in and 59 in) above finished floor; and
  - ii. ensure high colour / tonal contrast is provided for users with vision loss.



**Figure 86:** Window Design Features - Elevation View

# Special Facilities and Spaces

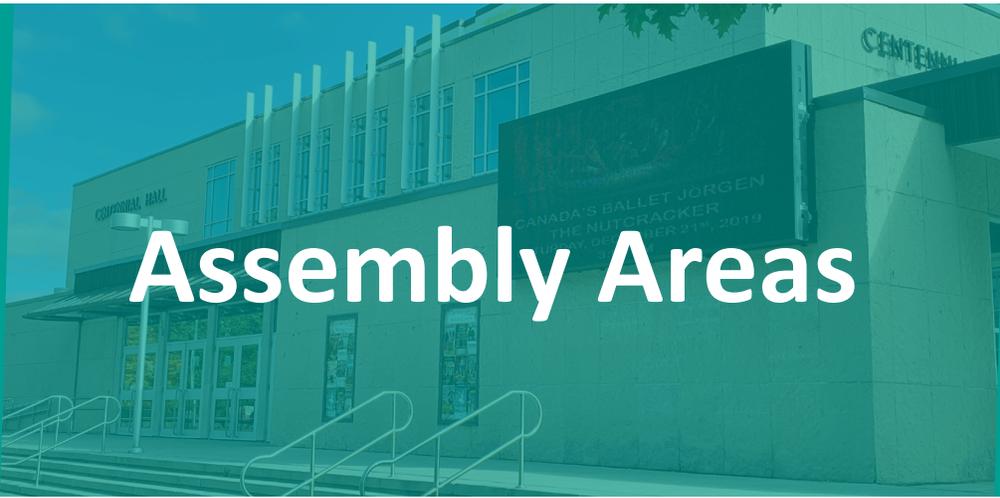
# 6.0

## Table of Contents

6.1	Assembly Areas .....	191
6.2	Meeting and Multi-purpose Rooms .....	195
6.3	Cultural and Art Facilities.....	198
6.4	Cafeteria and Dining Facilities .....	200
6.5	Kitchens and Kitchenettes .....	203
6.6	Libraries.....	212
6.7	Recreational and Community Facilities .....	216
6.8	Change Rooms.....	223
6.9	Balconies and Terraces .....	228
6.10	Service Counters.....	230
6.11	Waiting and Queuing Areas.....	233
6.12	Elevated Platforms or Stages .....	236
6.13	Office Environments .....	238
6.14	Training and Teaching Spaces .....	241
6.15	Laboratories.....	245
6.16	Service Animal Relief Areas .....	248
6.17	Municipal Courts .....	250
6.18	Fire Stations.....	253
6.19	Police Stations .....	255
6.20	Child Care Facilities.....	258
6.21	Business, Mercantile and Civic .....	261
6.22	Storage, Shelving and Display Units .....	263



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# 6.1

## Application

This section applies to assembly areas in both interior and exterior environments. Common assembly areas, where accessible seating spaces are required are identified in **Table 14**.

**Table 14:** Common Assembly Areas

Civic	Entertainment / Cultural	Educational	Sports
Council Chamber	Theatre	Lecture Hall	Arena
Public Meeting or Hearing Room	Places of Worship	Classroom	Stadium
Auditorium	Performing Arts Center	Conference / Symposium Room	Gymnasia
Multi-purpose Room (e.g., Community or Recreation Centers)	Museum	Stage / Podium	Grandstand Stage

## Reference

- Sec. 2.4 Guards and Handrails
- Sec. 5.1 Controls and Operating Mechanisms
- Sec. 5.2 Assistive Listening Systems
- Sec. 5.7 Lighting
- Sec. 5.8 Signage and Wayfinding
- Sec. 6.12 Elevated Platforms or Stages

## Best Practice

When designing assembly areas, consider the needs of those experiencing hyper-sensitivities or hypo-sensitivities, especially where there is expected to be large groups of people, or increased activity in the space. Integrating sensory design strategies is recommended. Sensory design means designing spaces that respect sensitivities related to hearing, taste, smell and touch but also sensations that extend from senses such as temperature, vibration and pressure. Sensory design strategies can address the needs of diverse users of all ages and abilities including people with autism, developmental / intellectual disabilities, dementia or brain injury, for example.

These solutions may include:

- Ensuring that there is enough room to step away from a line or entranceway if required;
- Separate quiet spaces or transition areas (for a family or individual to retreat or withdraw from a line or chaotic situation to a calmer environment when required);
- Snoezelen rooms or snoezelen equipment (e.g., these spaces may consist of specialized lighting, decorations, music, aromatherapy, calming toys, books and other types of sensory or tactile equipment to allow options for relaxing or stimulating experiences, depending on individual needs); and
- Dimmer lighting.

### Best Practice

In assembly areas, where lighting is dimmed (e.g., theatres or performing arts center), ensure steps and accessible routes are illuminated (e.g., marked with lighting strips) to assist with identification.

Adaptable seating, with armrests that flip up and down at the end of aisle seats, provides assistance to persons transferring from mobility aids.

### Note

Persons using mobility aids usually sit higher than persons in standard seating and accessible seating spaces should be located to ensure that when they are occupied, the views of others that may be seated behind them are not obstructed.

Companion seating to be calculated in addition to the required number of accessible seating spaces.

## 6.1.1 Design and Layout

- ensure lighting level is evenly distributed at a minimum of 150 lux (15 ft. candles), throughout all accessible routes and accessible seating spaces (**Refer to Section 5.7, Lighting**);
- ensure a consistent accessible route / path of travel at a minimum of 1100 mm (43¼ in) clear width, or preferred 1830 mm (72 in), with required turning spaces, throughout circulation areas (**Refer to Section 4.3, Interior Accessible Routes**);
- provide accessible seating options for users of mobility aids;
- provide assistive listening systems, designed for the type of venue and audience;
- ensure all audio-visual equipment, features, controls and related technology are usable by all participants and staff, where provided, including the provision of instructions and guidance in alternative formats; and
- designate accessible seating spaces and adaptable seating with the International Symbol of Accessibility (ISA) signage (**Refer to Section 5.8, Signage and Wayfinding**).

## 6.1.2 Accessible and Adaptable Seating

### 6.1.2.1 Provision

Where fixed seating is available in assembly occupancies:

- provide accessible seating spaces for users of mobility aids and adaptable seating based on total number of fixed seats, as identified in **Table 15**:

**Table 15:** Accessible and Adaptable Seating Requirements in Assembly Areas

Total Number of Fixed Seats	Minimum Number of Accessible Seats	Minimum Number of Adaptable Seating
Up to 20	2	1
21 to 40	2	2
41 to 60	2	3
61 to 80	2	4
81 to 100	3	5
Over 100	3% of seating capacity	the greater of 5 seats or 5% of the aisle seating capacity

### 6.1.2.2 Accessible Seating Spaces

Where accessible seating spaces are provided: (Figures 87, 88 & 89)

- install directional signage in prominent locations to identify location of accessible seating spaces;
- locate spaces adjoining an accessible path of travel, without infringing on egress from any row of seating;
- provide at least one fixed companion seat adjacent to accessible seating spaces and within the same row, ensuring shoulder alignment for users sitting beside each other;
- for front, rear or side approaches, ensure a minimum clear floor space at each accessible seating space is 920 mm (36 in) wide by 1525 mm (60 in) depth;
- ensure at least two accessible seating spaces are provided side by side, with a minimum clear turning circle of 1525 mm (60 in) diameter, or preferred 2500 mm (98½ in), in front or behind accessible seating spaces;
- locate accessible seating spaces as part of the designated / overall seating plan, provide a choice of viewing location and ensure there is a clear view of the event taking place;
- where accessible seating spaces are provided on an elevated platform, ensure sight lines are:
  - comparable to those for all viewing positions;
  - not reduced or obstructed by standing members of the audience; and
  - free of any obstructions (e.g., any barriers, handrails, guardrails or columns);
- ensure accessible seating spaces are positioned so that they do not obstruct sight lines of other users either sitting or standing.

### Best Practice

An increased riser height for accessible seating spaces ensures suitable sight lines and comparable views when users in front are in a standing position.



Designated Accessible Seating Area, City of London.

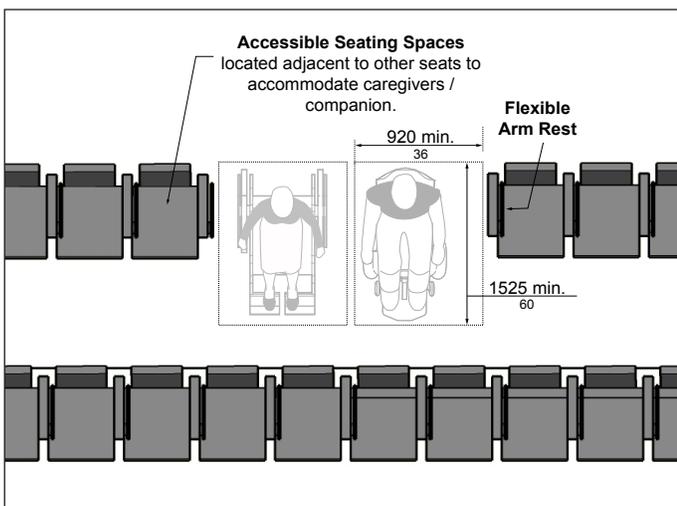


Figure 87: Accessible Seating Space Dimensions

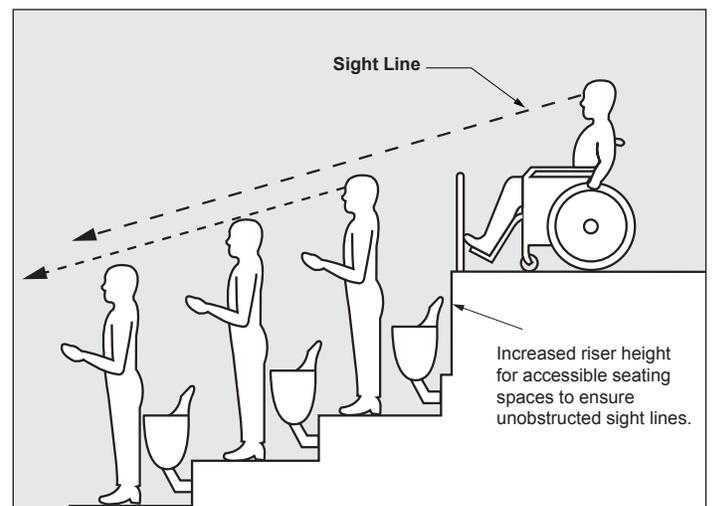


Figure 88: Sight Lines

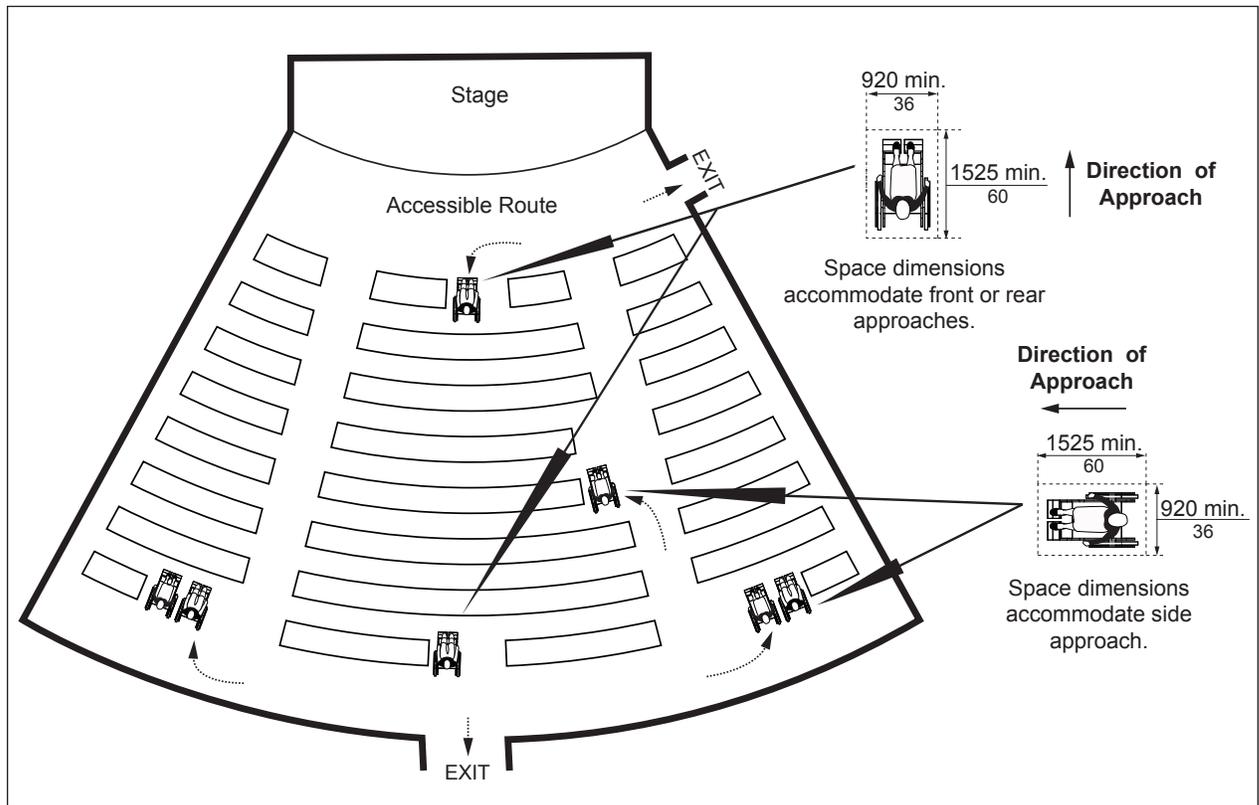


Figure 89: Accessible Seating Plan - Example of Viewing Positions

### 6.1.2.3 Adaptable Seating

For designated adaptable seating: (Figure 87)

- provide a minimum one adaptable seat adjacent to every accessible seating space;
- locate adjacent to an accessible route without infringing on egress from any row of seating or any aisle requirements;
- equip with a movable or removable armrest on the side of the seat adjoining the accessible route; and
- locate, as part of the designated seating plan, and provide a choice of viewing location with a clear view of the event taking place.

### 6.1.2.4 Storage for Mobility Aids

- ensure at least one (1) storage space where less than 200 fixed seats are provided and a minimum of two (2) storage spaces, where more than 200 fixed seats are provided;
- provide a minimum clear floor space of 920 mm (36 in) wide by 1525 mm (60 in) depth for each space; and
- locate storage space (e.g., can be in a separate room or alcove, away from any adjacent accessible route) on the same level and in close proximity to the accessible seating spaces and seats designated as adaptable seating.



# Meeting and Multi-purpose Rooms

# 6.2

## Application

This section applies to highly-used and large meeting or multi-purpose rooms used by public and staff within a facility.

## Note

Meeting rooms are intended to be flexible (e.g., with movable seating) in order to accommodate a wide range of uses, group sizes (e.g., dependent upon overall size of space) and the needs and preferences of the widest range of participants as possible. With movable seating available at all times for small and large meeting rooms, the intent is that a minimum of 2 accessible seating spaces can be made available, one on each side of a table for smaller spaces. For larger spaces, accessible seating spaces are expected to be available on all sides of a table. When a meeting room is not in use, seats are to be removed from accessible seating spaces and placed to ensure the accessible path of travel throughout the room is not obstructed.

Some facilities may limit uses due to the classification and type of building, but maximum flexibility is expected to be built into the design to accommodate any changing needs of occupants over time.

## Reference

- Sec. 2.8 Seating, Tables and Work Surfaces
- Sec. 4.3 Interior Accessible Routes
- Sec. 5.1 Controls and Operating Mechanisms
- Sec. 5.2 Assistive Listening Systems
- Sec. 5.7 Lighting
- Sec. 5.8 Signage and Wayfinding

## Best Practice

The procurement of furniture and equipment for different types of meeting and multi-purpose rooms should ensure that maximum flexibility and accessible options are always available.

## Best Practice

Entrances to large and highly used meeting or multi-purpose rooms to be equipped with power door operators.

Additional clear floor space of 2500 mm by 2500 mm (98½ in by 98½ in) within the room is recommended where space is available.

Movable tables and seating are recommended as they allow flexibility and accommodations to be made.

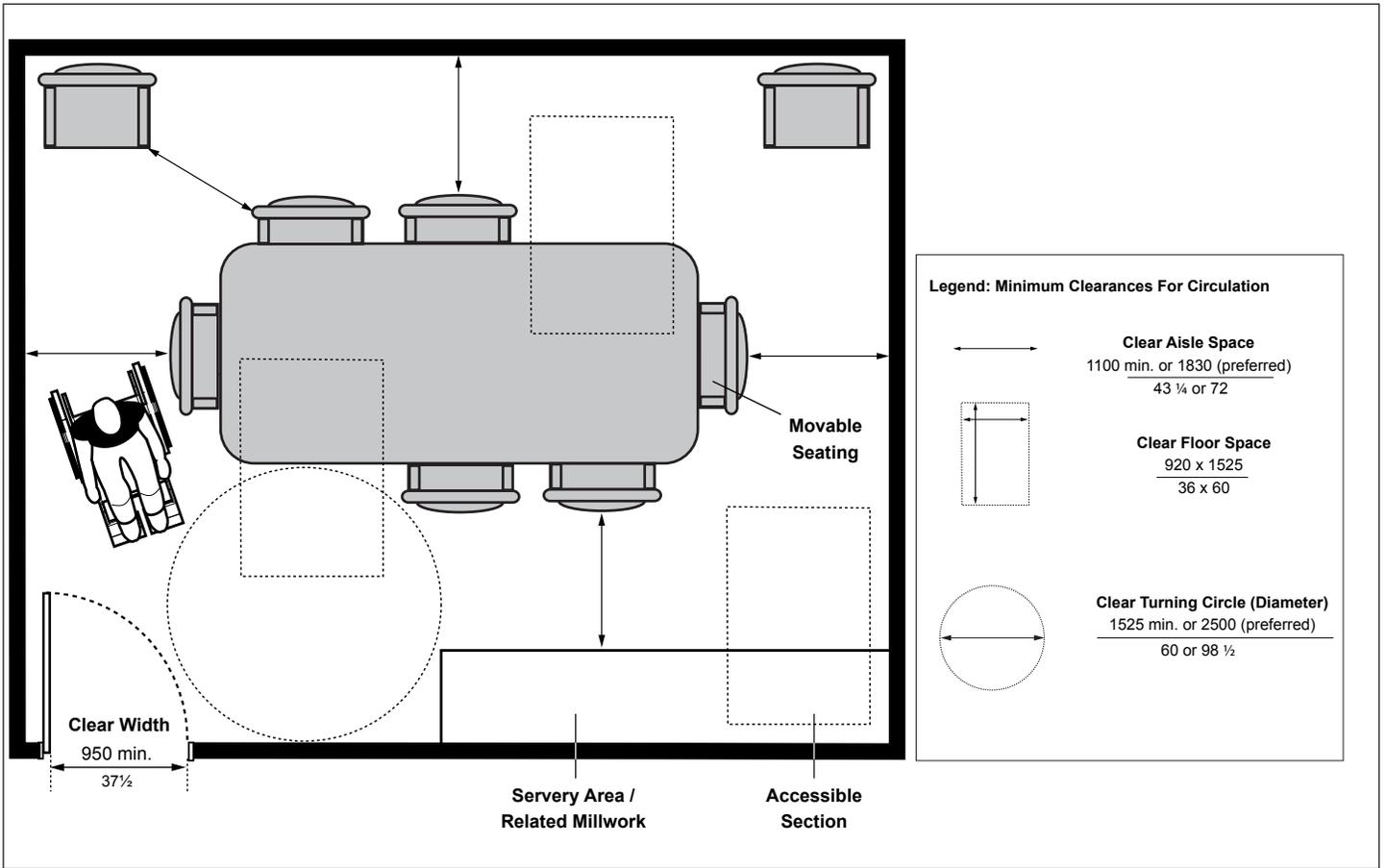
## Note

For larger multi-purpose meeting rooms, consider ways to allow easy and logical subdivision of the room (e.g., partitioning using automatic movable walls, that provide acoustic and visual barriers).

## 6.2.1 Design and Layout

Typical features for accessible meeting rooms include: **(Figure 90)**

- a. locate on an accessible path of travel;
- b. identify meeting / multi-purpose room locations with appropriate signage (e.g., braille / tactile) **(Refer to Section 5.8, Signage and Wayfinding)**;
- c. ensure a consistent accessible route / path of travel a minimum of 1100 mm (43¼ in) clear width, or preferred 1830 mm (72 in), with required turning space, throughout circulation areas **(Refer to Section 4.3, Interior Accessible Routes)**;
- d. provide a minimum clear turning circle of 1525 mm (60 in) diameter, or preferred 2500 mm (98½ in), adjacent to the main entrance;
- e. provide accessible tables and work surfaces with suitable knee clearances and seating, as identified in related sections of these standards;
- f. provide an assistive listening system (type to be determined based on use of space / occupancy), identified with signage and the International Symbol for Hearing Loss;
- g. where a servery area / related millwork and any wall-mounted posting or writing surfaces are provided, ensure minimum clear floor space is 920 mm (36 in) wide by 1525 mm (60 in) depth, for both forward and side approaches, for at least one section of the millwork;
- h. mount any posting, display or writing surfaces (e.g., white boards or smart screens) with bottom edge at a maximum of 1000 mm (39¾ in) high;
- i. ensure all audio-visual equipment, features, controls and related technology are usable by all participants and staff, where applicable, including the provision of instructions and guidance in alternative formats;
- j. provide an accessible phone / teleconference system, including a portable microphone (e.g., flexible, goose-neck style), a cordless microphone or a personal voice amplification system, usable and available for each accessible seating position (or alternate systems/options for equivalent use); and
- k. ensure lighting level is evenly distributed at a minimum of 375 lux (37.5 ft. candles) at work surfaces and any additional task lighting based on user's needs **(Refer to Section 5.7, Lighting)**.



**Figure 90:** Meeting Room Design and Layout

A photograph of the Museum London building, a modern structure with a curved facade and large glass windows. The text 'MUSEUM LONDON' is visible on the building's facade. The image is overlaid with a teal gradient.

# Cultural and Art Facilities

# 6.3

## Application

This section applies to cultural and art facilities which include, but are not limited to: art galleries, concert halls, theatres, museums and heritage sites.

Recognizing there are unique circumstances and challenges related to improving accessibility of heritage sites and facilities, additional considerations beyond architectural and physical design are often required.

These can include staff training and awareness, additional use of technology and implementation of facility-specific management policies and practices.

## Reference

- Sec. 2.5 Overhanging and Protruding Objects
- Sec. 2.8 Seating, Tables and Work Surfaces
- Sec. 4.1 Entrances
- Sec. 4.2 Doors and Doorways
- Sec. 4.3 Interior Accessible Routes
- Sec. 5.1 Controls and Operating Mechanisms
- Sec. 5.2 Assistive Listening Systems
- Sec. 5.7 Lighting
- Sec. 5.8 Signage and Wayfinding

### 6.3.1 Design and Layout

- a. ensure a consistent accessible route / path of travel a minimum of 1100 mm (43¼ in) clear width, or preferred 1830 mm (72 in), with required turning spaces, throughout circulation areas (**Refer to Section 4.3, Interior Accessible Routes**);
- b. where exhibits or displays follow a specific order, ensure circulation route is intuitive;
- c. provide an accessible floor plan or map to facilitate wayfinding;
- d. provide assistive listening systems in large assembly, meeting or performance areas; and
- e. where exhibits and displays are provided:
  - i. mount top surface of display cases at a maximum of 920 mm (36 in) high from floor;
  - ii. provide minimum clear floor space of 920 mm (36 in) wide by 1525 mm (60 in) depth for both forward and side approaches in front of exhibits;
  - iii. provide a high colour / tonal contrast between the items exhibited and adjacent background;
  - iv. eliminate or minimize glare that may be reflected from display surfaces or covers;
  - v. where interactive displays are provided, ensure controls and operating mechanisms are mounted at a maximum height of 1100 mm high (43¼ in) from floor (**Refer to Section 5.9, Self-service Kiosks**); and
  - vi. ensure lighting level is evenly distributed at a maximum of 200 lux (20 ft. candles), at display labels for reading and other viewing areas (**Refer to Section 5.7, Lighting**).

#### Best Practice

Provide line drawings and photographs that complement any labels or text, to aid in comprehension for those with reading difficulties.

Provide exhibits and display labels in alternative formats (e.g., braille or audio).

Refer to the Ontario Historical Society’s “Accessible Heritage: An Accessible Toolkit for Ontario’s Heritage Organizations and Institutions (current edition).”



Example of clear interior floor space for cultural / arts facility, City of London.



Interactive and tactile displays provide an alternative format to experience a space / exhibit.



# Cafeteria and Dining Facilities

# 6.4

## Application

This section applies to elements unique to cafeterias and dining facilities. Typical considerations include:

- serving line and seating areas with lower sightlines, reachable surfaces and displays for users of mobility aids;
- clear aisle and floor space for overall circulation; and
- independent access.

## Reference

- Sec. 2.8 Seating, Tables and Work Surfaces
- Sec. 4.3 Interior Accessible Routes
- Sec. 5.1 Controls and Operating Mechanisms
- Sec. 6.10 Service Counters
- Sec. 6.11 Waiting and Queuing Areas

## Note

Providing accessible customer service is especially important for this type of environment.

### 6.4.1 Design and Layout

- a. ensure a consistent accessible route / path of travel at a minimum clear width of 1100 mm (43¾ in), or preferred 1830 mm (72 in), with required turning spaces, throughout circulation areas, including displays, service lanes, service or payment counters, as well as between and around any fixed tables or seating / dining areas (**Refer to Section 4.3, Interior Accessible Routes**); and
- b. where the layout of cafeteria amenities is dispersed, ensure a minimum clear floor space in front of food displays, condiment counters and dispensing equipment as follows:
  - i. 920 mm wide by 1525 mm depth (36 in by 60 in), for a forward approach; or
  - ii. 1525 mm wide by 920 mm depth (60 in by 36 in) for a side approach.

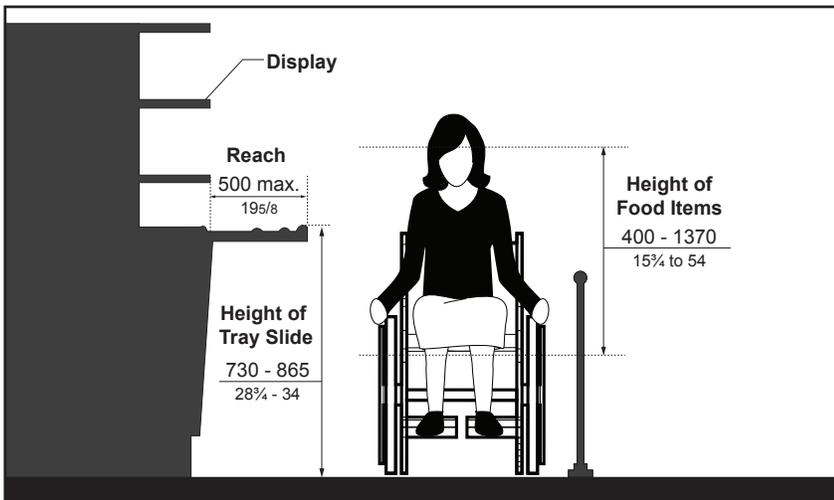
#### Best Practice

Provide clear floor space with turning diameter of 2500 mm (98½ in), to allow enhanced maneuverability, as well as both side and frontal approach of larger wheeled mobility aids such as powered scooters and wheelchairs.

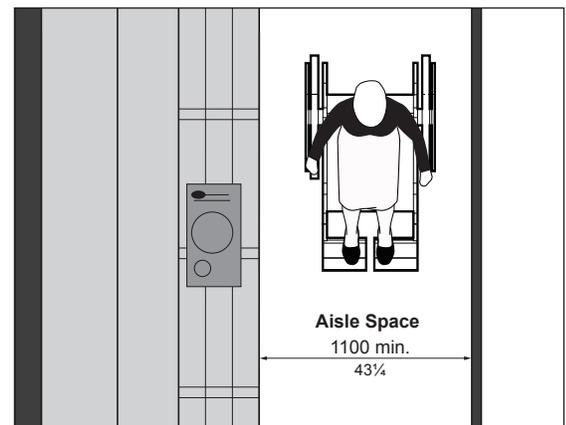
### 6.4.2 Food Displays and Service Lanes

Where self-service food displays are provided: (**Figures 91a & 91b**)

- a. ensure minimum clear aisle width between tray slide and separating rail is 1100 mm (43¾ in), or preferred 1830 mm (72 in);
- b. provide tray slides mounted between 730 mm and 865 mm (28¾ in and 34 in) high above floor;
- c. ensure at least 50% of shelves are mounted 400 mm to 1370 mm (15¾ in to 54 in) high for unobstructed side approach; and
- d. ensure maximum side reach of 500 mm (19⅝ in) depth.



**Figure 91a:** Food Displays and Tray Slides - Section View



**Figure 91b:** Clear Aisle Width - Plan View

## Best Practice

Refer to the AODA Customer Service Standards, Ontario Regulation 429 / 07.

Flexible seating and tables allow easier accommodations for all users. However, where provided, regular maintenance is required to ensure suitable placement and to ensure seats or tables that are temporarily moved do not obstruct accessible routes and floor space clearances.

### 6.4.3 Service and Payment Counter

Where required, ensure at least one accessible service counter is provided, with: **(Refer to additional requirements, Section 6.10 Service Counters):**

- a. a minimum clear floor space of:
  - i. 920 mm wide by 1525 mm depth (36 in by 60 in), for a forward approach; or
  - ii. 1525 mm wide by 920 mm depth (60 in by 36 in) for a side approach; and
- b. staff that are visible from a seated position, to assist users if required.

### 6.4.4 Dining and Seating Areas

- a. ensure all dining and seating areas are accessible, or a minimum of 20% of the total are accessible, with a range of seating / eating areas for users of mobility aids;
- b. provide dining tables with clear knee space underneath table, as identified in relevant sections of these standards; and
- c. provide informational and directional signage identifying accessible amenities, marked with the International Symbol of Accessibility.



Accessible route to dining and eating area, with flexible seating, City of London.



View of accessible route and amenities, as part of a cafeteria's food and service area, City of London.



Designated accessible seating, City of London.



# 6.5

## Application

This section applies to common-use kitchens and kitchenettes, for public and staff, typically available as amenities in public facilities, such as office environments and community centers, where multi-purpose activity rooms are provided.

## Reference

- Sec. 2.1 Ground and Floor Surfaces
- Sec. 2.8 Seating, Tables and Work Surfaces
- Sec. 4.3 Interior Accessible Routes
- Sec. 5.1 Controls and Operating Mechanisms
- Sec. 5.7 Lighting

## Best Practice

A turning circle of 2500 mm (98½ in) is preferred for users of larger mobility aids, including powered scooters and wheelchairs.

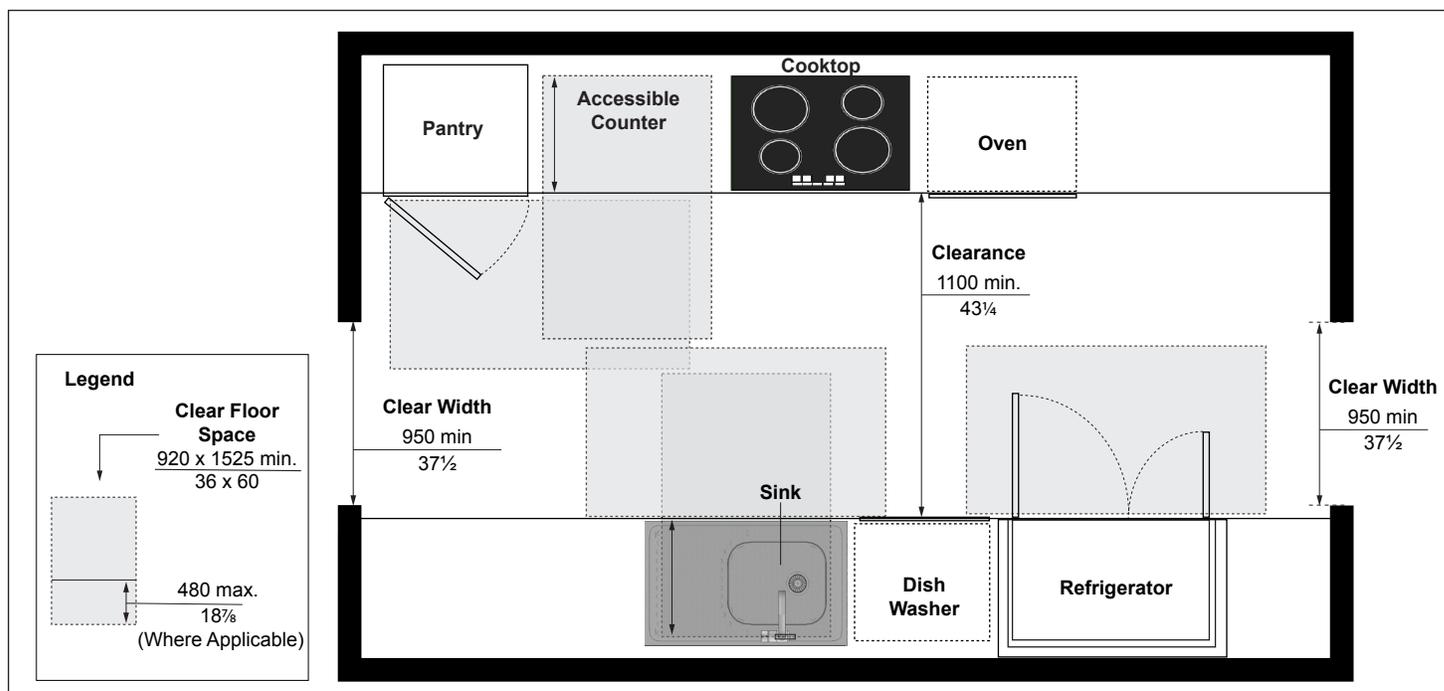
### 6.5.1 Design and Layout

- ensure floor surface is slip-resistant and has a non-glare finish;
- provide a minimum clear floor space of 920 mm (36 in) wide by 1525 mm (60 in) depth, for either a forward or side approach by users of mobility aids, directly in front of kitchen amenities and appliances, and to the one side where drawers or doors open;
- ensure all controls and operating mechanisms are mounted no higher than 1100 mm (43¼ in) from floor; and
- ensure lighting level is evenly distributed and provided as required, with task lighting options (e.g., under cabinet / above counter) also available **(Refer to Section 5.7, Lighting)**.

#### 6.5.1.1 Pass-through or Galley Kitchens

For kitchens where counters, appliances or cabinets are on two opposing sides or opposite a parallel wall: **(Figure 92)**

- provide a minimum clear width of 1100 mm (43¼ in), or preferred 1830 mm (72 in), between all opposing base cabinets, countertops or walls within kitchen work areas; and
- ensure two doorways or openings are provided, with one at each end and with a minimum clear width of 950 mm (37½ in).

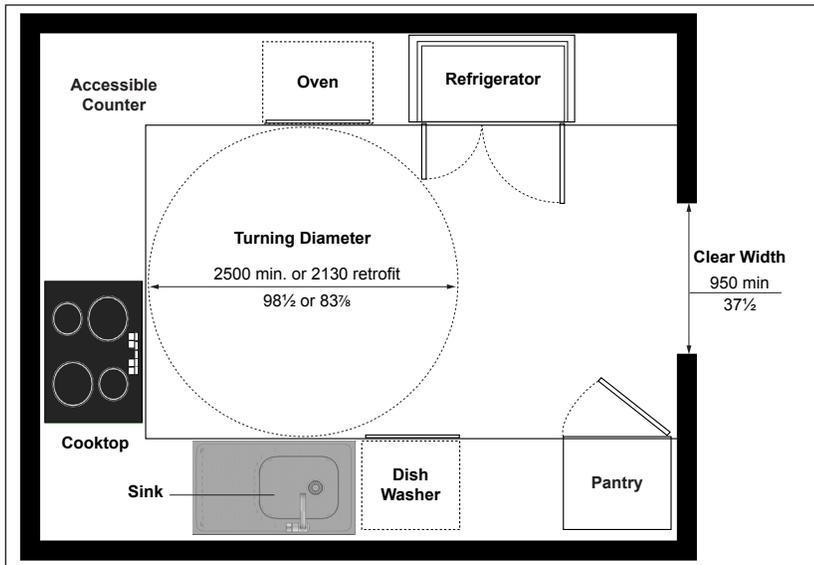


**Figure 92:** Pass-Through or Galley Kitchen - Plan View

### 6.5.1.2 U-shaped Kitchens

Where kitchens are enclosed on three continuous sides: **(Figure 93)**

- a. provide a clear turning circle of 2500 mm (98½ in) diameter between all opposing base cabinets, countertops or walls within kitchen work areas, or in a retrofit condition where providing this space is technically infeasible, this space may be reduced to 2130 mm (83⅞ in); and
- b. ensure minimum entrance / exit clear width is at least 950 mm (37½ in).



**Figure 93:** U-Shaped Kitchen - Plan View

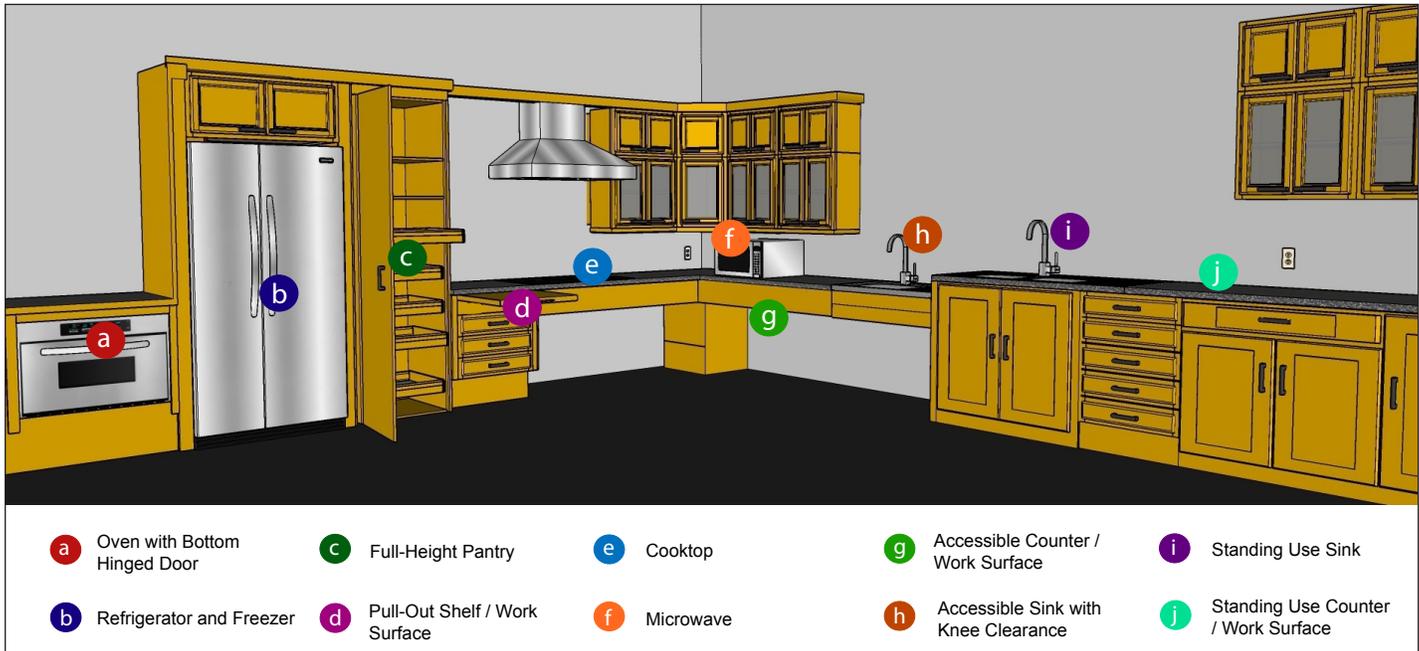
### 6.5.1.3 L-shaped Kitchens

Where kitchens are L-shaped: **(Figure 94)**

- a. provide a minimum clear width of 1100 mm (43¼ in), or preferred 1830 mm (72 in), between all opposing base cabinets, countertops or walls within kitchen work areas.



**Figure 94:** L-Shaped Kitchen - Plan View



**Figure 95:** Example of Kitchen with Typical Amenities and Appliances

## Best Practice

Colour / tonal contrasted front edges on the counters help define the user space.

Provide a portable, accessible side counter unit for frequently used appliances and related amenities. This can also be an option for existing facilities.

An additional pull-out workboard below the standard counter surface is recommended.

Continuous countertops are recommended.

## Note

Where kitchen islands are provided, consider providing lowered counter with knee clearance.

## 6.5.2 Counters and Work Surfaces

For accessible food preparation counters and work surfaces: **(Figure 96)**

- a. provide a high colour / tonal contrast between all cabinets, countertops, appliances and adjacent wall surfaces;
- b. ensure there are no sharp or abrasive surfaces underneath counter and work surfaces or as part of front edges of counters (e.g., rounded edges are recommended);
- c. ensure at least one (1) counter / work surface is accessible with:
  - i. dimension a minimum of 760 mm (30 in) wide by 600 mm (23<sup>5</sup>/<sub>8</sub> in) depth;
  - ii. top surface between 730 mm (28<sup>3</sup>/<sub>4</sub> in) and 865 mm (34 in) high;
  - iii. a centered knee clearance at a minimum of least 480 mm (18<sup>7</sup>/<sub>8</sub> in) depth, 760 mm (30 in) wide and 685 mm (27 in) high;
  - iv. a minimum clear floor space of 920 mm (36 in) wide by 1525 mm (60 in) depth, which may extend a maximum of 480 mm (18<sup>7</sup>/<sub>8</sub> in) underneath the counter / work surface; and
  - v. electrical outlets installed at the side or front.

### 6.5.3 Kitchen Storage

Kitchen storage includes but is not limited to shelves, storage cabinets and drawers. Where provided: **(Figures 96 & 97)**

- a. ensure at least one (1) storage unit shelf surface is a maximum of 1100 mm (43 $\frac{3}{4}$  in) high from floor where it is mounted above a counter / work surface and that at least 50% of all shelf space is accessible;
- b. provide accessible cabinet door hardware (e.g., D-type door pull) mounted:
  - i. no higher than 1100 mm (43 $\frac{3}{4}$  in) from floor; and
  - ii. close to the bottom for upper cabinets and close to the top for base cabinets;
- c. ensure a minimum toe space of 150 mm (6 in) depth by 230 mm (9 in) high is provided at base cabinets, where provided.

#### Best Practice

For kitchen storage, provide shelving above the counter and drawers or pull-out shelves below the counters.

Full-height storage cabinets provide a good range of accessible storage, which is particularly useful in accessible kitchens, recognizing the amount of base storage is reduced by the knee clearance provisions.

Full extension drawers and shelves provide storage space that is easy to reach and use.

“Lazy Susan” trays also provide accessible storage.

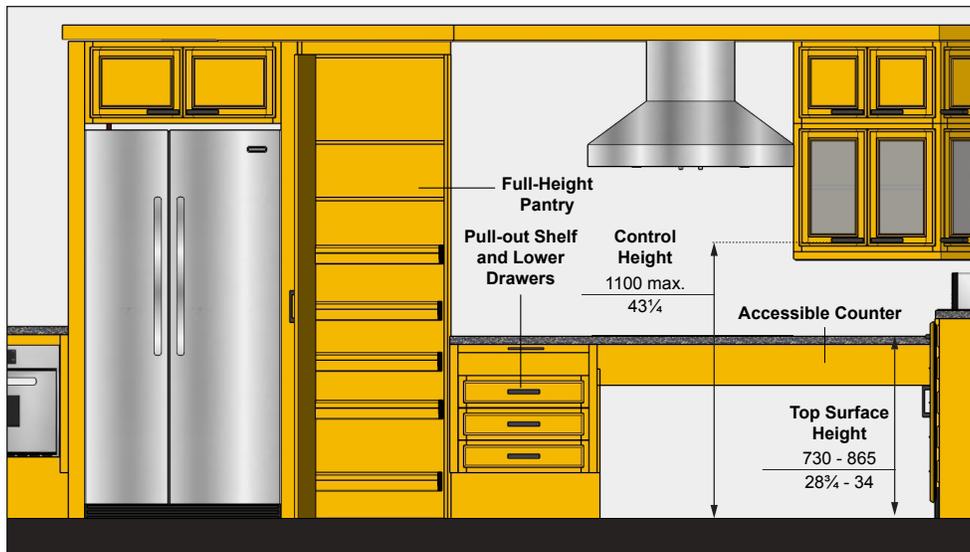


Figure 96: Kitchen Storage - Elevation View

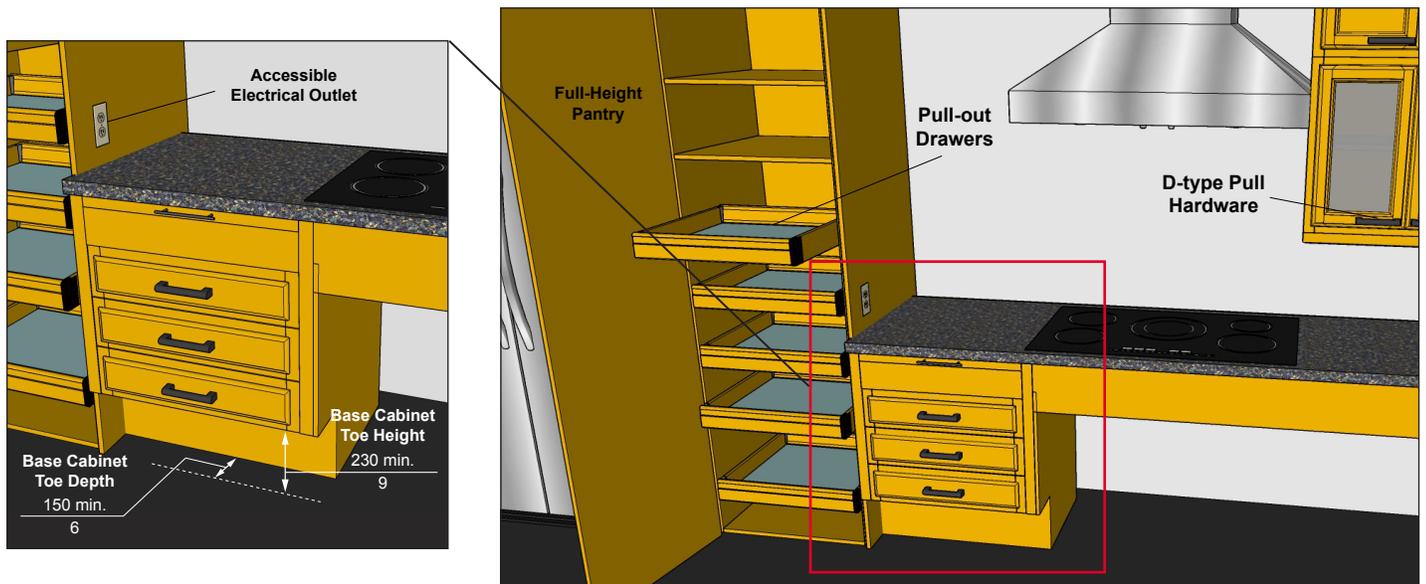


Figure 97: Kitchen Storage

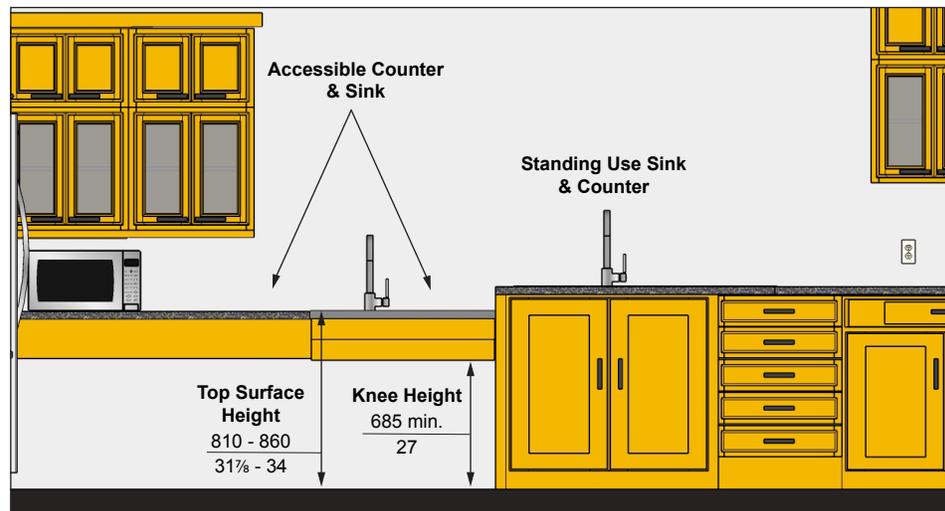
## Best Practice

Faucets with a flexible hose attachment benefit a wider range of users.

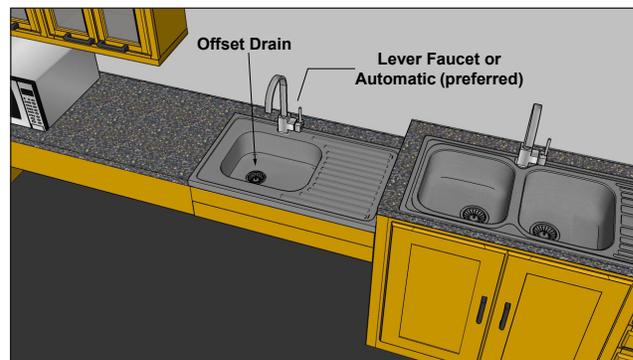
### 6.5.4 Sinks

Where accessible sinks are provided: **(Figures 98 & 99)**

- install sink with its centerline at a minimum of 460 mm (18 $\frac{1}{8}$  in) from a side wall;
- ensure the rim height of sink is located between 810 mm to 860 mm (31 $\frac{7}{8}$  in to 34 in) high above floor;
- provide a minimum clear floor space in front at 920 mm (36 in) wide by 1525 mm (60 in) depth, which may extend a maximum of 480 mm (18 $\frac{7}{8}$  in) underneath;
- provide knee clearance centered on the sink a minimum of 920 mm (36 in) wide by 685 mm (27 in) high by 200 mm (7 $\frac{7}{8}$  in) depth, with toe space clearance a minimum of 230 mm (9 in) high by 230 mm (9 in) depth;
- provide automatic faucet or lever-type controls that can be operated with a closed fist **(Refer to Section 5.1, Controls and Operating Mechanisms)**;
- ensure no sharp or abrasive surfaces underneath;
- ensure hot water and drain pipes underneath sink are offset to the rear and do not obstruct the knee clearance; and
- where hot water and drain pipes about the knee clearance, ensure pipes are insulated or covered to protect users.



**Figure 98:** Sink - Elevation View



**Figure 99:** Accessible Sink with Offset Drain

## 6.5.5 Kitchen Appliances

Kitchen appliances include but are not limited to cooktops / ranges, microwaves, ovens, refrigerators and freezers (Figure 95).

### 6.5.5.1 Cooktops or Ranges

Where accessible cooktops or ranges are provided: (Figures 100 & 101)

- use appliance models where controls are located away from the burners (e.g., do not require reaching across heating surface to operate);
- provide a minimum clear floor space of 920 mm (36 in) wide by 1525 mm (60 in) depth, centered and which may extend up to 480 mm (18 $\frac{3}{8}$  in) underneath the cooktop;
- ensure top surface height is located between 810 mm and 860 mm (31 $\frac{7}{8}$  in and 34 in) from the floor;
- provide a knee clearance centered on the cooktop of a minimum of 920 mm (36 in) wide by 685 mm (27 in) high by 200 mm (7 $\frac{7}{8}$  in) depth, with additional toe clearance of a minimum of 230 mm (9 in) depth by 230 mm (9 in) high;
- provide insulation or other protection on the underside of cooktops where there is knee clearance to prevent abrasions, burns or electric shock; and
- provide a work surface on each side and at the same height as the cooktop:
  - with a minimum width of 400 mm (15 $\frac{3}{4}$  in); and
  - ensure surface is heat resistant.

### Best Practice

Consider using induction cooktops (e.g., where there is no flame, surface does not heat up when activated and only the cookware gets heated), which can provide enhanced safety and accessibility, especially for users with vision loss. Portable units are also available to supplement any existing appliances.

### Note

In facilities with children's programs, cooktops / ranges or ovens to be equipped with a safety switch to de-activate appliance controls.

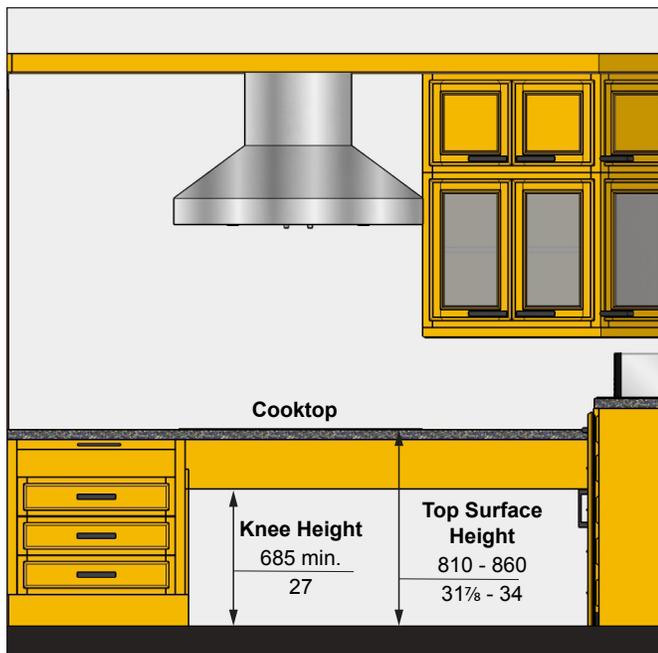


Figure 100: Cooktop - Elevation View

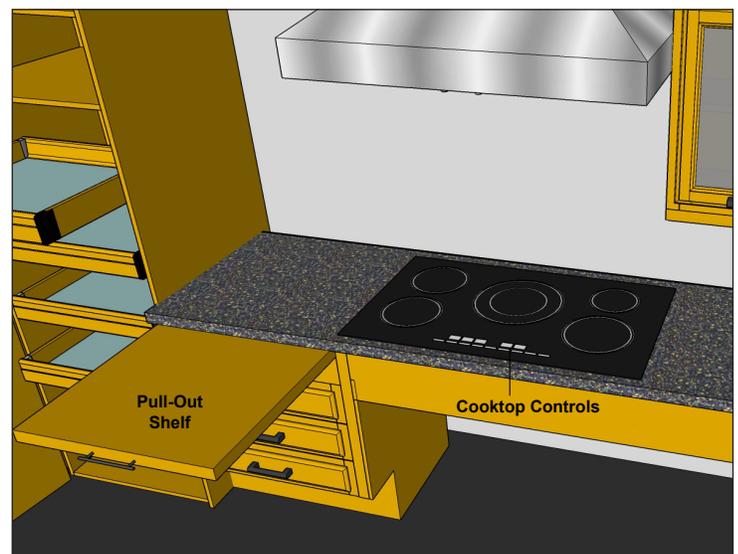


Figure 101: Cooktop with Operating Controls at Front

## Best Practice

Lowered wall ovens with a side-opening door are recommended.

Roll-out shelves or drawers improve access to the refrigerator contents.

## Note

Models with freezers at the bottom are recommended, if an over-and-under refrigerator type is provided.

Additionally, floor space should be provided to pull up to the refrigerator / freezer in a mobility aid. This allows opening and closing of the door and ensures space to open the door.

Recessed, door mounted ice and water dispensers are convenient for many users.

### 6.5.5.2 Ovens and Microwaves

Where provided: **(Figure 95)**

- a. ensure oven operating controls are located on the front panels;
- b. where ovens with side-hinged doors are provided:
  - i. provide heat resistant accessible work surfaces with knee space below, adjacent to the latch side of oven door; or
  - ii. incorporate a heat resistant pull-out shelf that pulls out a minimum of 250 mm (9 $\frac{7}{8}$  in) below the oven;
- c. where ovens with bottom-hinged doors are provided, provide an accessible work surface on one side of the door; and
- d. where microwave ovens are provided, mount at counter height and close to the front edge of the counter.

### 6.5.5.3 Refrigerators and Freezers

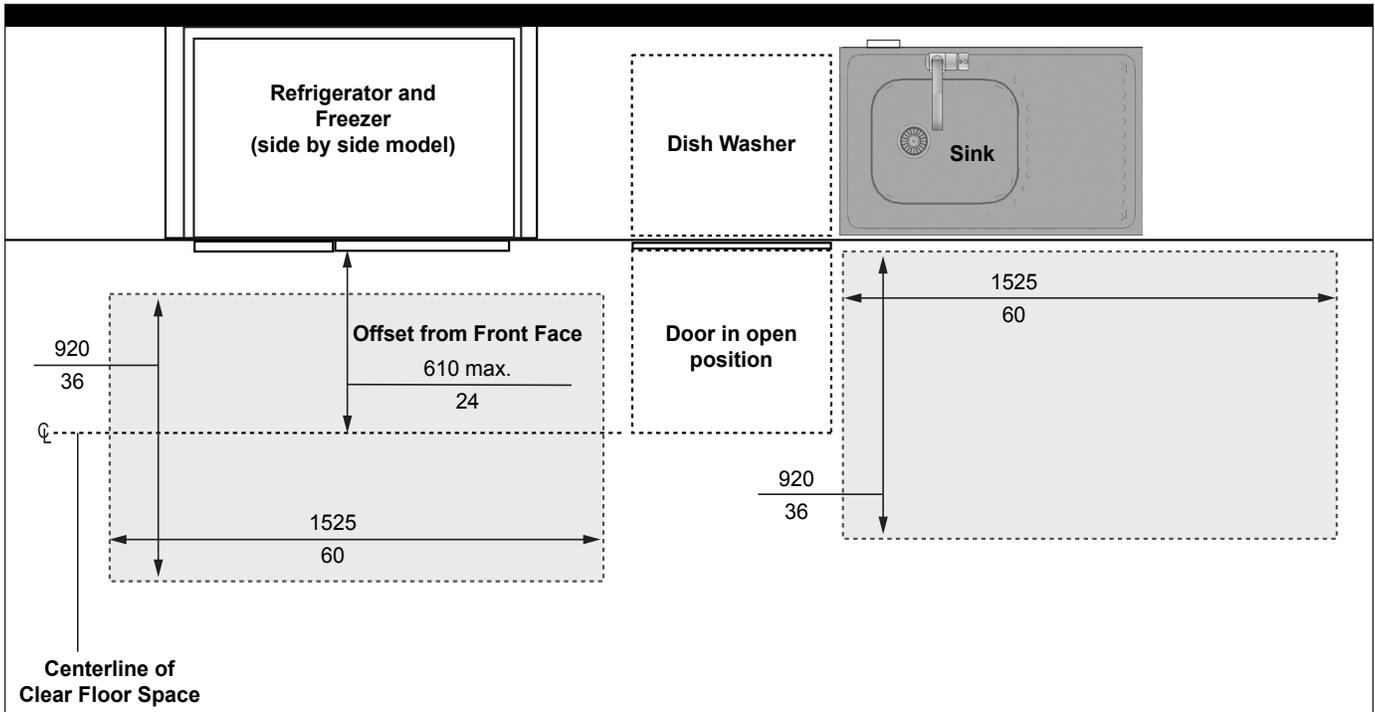
Where accessible refrigerators and freezers are provided: **(Figure 102)**

- a. provide a self-defrosting freezer;
- b. provide a vertical side-by-side type refrigerator / freezer or where an over-and-under type refrigerator is used, ensure the freezer shelf space is a maximum of 1100 mm (43 $\frac{1}{4}$  in) high from the floor; and
- c. provide clear floor space in front of refrigerators / freezers a minimum of 920 mm (36 in) wide by 1525 mm (60 in) depth, positioned for parallel approach immediately adjacent to the refrigerator / freezer, with the centerline of the clear floor space offset a maximum of 610 mm (24 in) from the front face.

### 6.5.5.4 Dishwashers

Where accessible dishwashers are provided: **(Figure 102)**

- a. provide a minimum clear floor space of 920 mm (36 in) wide by 1525 mm (60 in) depth at both sides of the door, when in the open position; and
- b. ensure that the door opening does not obstruct any required clear floor spaces for using all adjacent appliances or accessible sinks.



**Figure 102:** Clear Floor Space at Accessible Refrigerator / Freezer and Dishwasher



# Libraries

# 6.6

## Application

This section applies to libraries or a designated room in a facility that is used for the same purpose.

It is recognized that libraries have unique space requirements in order to accommodate book stacks and reference materials at both high and low shelving heights. Shelving heights in collection areas with book stacks is unrestricted where City staff are available to assist users when requested. Ensure staff availability is coordinated as part of a formal accessible customer service policy, practice or procedure that is in place for all library facilities.

## Reference

- Sec. 2.8 Seating, Tables and Work Surfaces
  - Sec. 4.3 Interior Accessible Routes
  - Sec. 5.1 Controls and Operating Mechanisms
  - Sec. 5.7 Lighting
  - Sec. 5.8 Signage and Wayfinding
  - Sec. 6.10 Service Counters
  - Sec. 6.11 Waiting and Queuing Areas
- Refer to AODA Customer Service Standard, Ontario Regulation 429 / 07.

## 6.6.1 Design and Layout

For typical library design features and layout: (Figures 103, 104 & 105)

- provide a consistent accessible path of travel a minimum of 1100 mm (43¼ in) wide throughout spaces for circulation, or preferred 1830 mm (72 in) wide;
- provide a minimum clear turning circle of 1525 mm (60 in) diameter, or preferred 2500 mm (98 ½ in), for approach, maneuverability and turning by users of mobility aids, at key features such as service counters, study carrel areas and computer workstations;
- where required, provide security gates with a minimum clear width of 950 mm (37½ in);
- provide at least one accessible service counter at circulation, information or self-service checkout areas (**Refer to Section 6.10, Service Counters**);
- where computer workstations / catalogue desks are provided, ensure all are accessible or 50% (minimum);
- ensure acoustic quality is free of unnecessary background noise;
- provide informational and directional signage where any services or amenities for users with disabilities are available on different floor levels (e.g., Information or Customer Service Desks);
- ensure library staff are provided with disability awareness / sensitivity training; and
- ensure lighting level is evenly distributed, at a minimum of: (**Refer to Section 5.7, Lighting**)
  - 300 lux (30 ft. candles), at any study carrel, work or reading surface; and
  - 200 lux (20 ft. candles), at book stacks, with illumination directly over the aisle space, at a nominal working height of 920 mm (36 in.)

### Best Practice

Clear width of 1830 mm (72 in) is preferred at main circulation routes in order to accommodate higher volumes of traffic.

Where space is available, clear floor space of 2500 mm (98½ in) is recommended to allow users of mobility aids to make a 180° turn within the aisle configuration.

Provide alternative formats for key resources based on user requests and through development of partnerships with other organizations (e.g., CNIB, Canadian Hearing Society). This includes considerations related to the availability of Audio Books on CD-ROM for users with low literacy or who have a vision loss, as well as Closed Captioning options for any audio / visual media, for users with hearing loss.

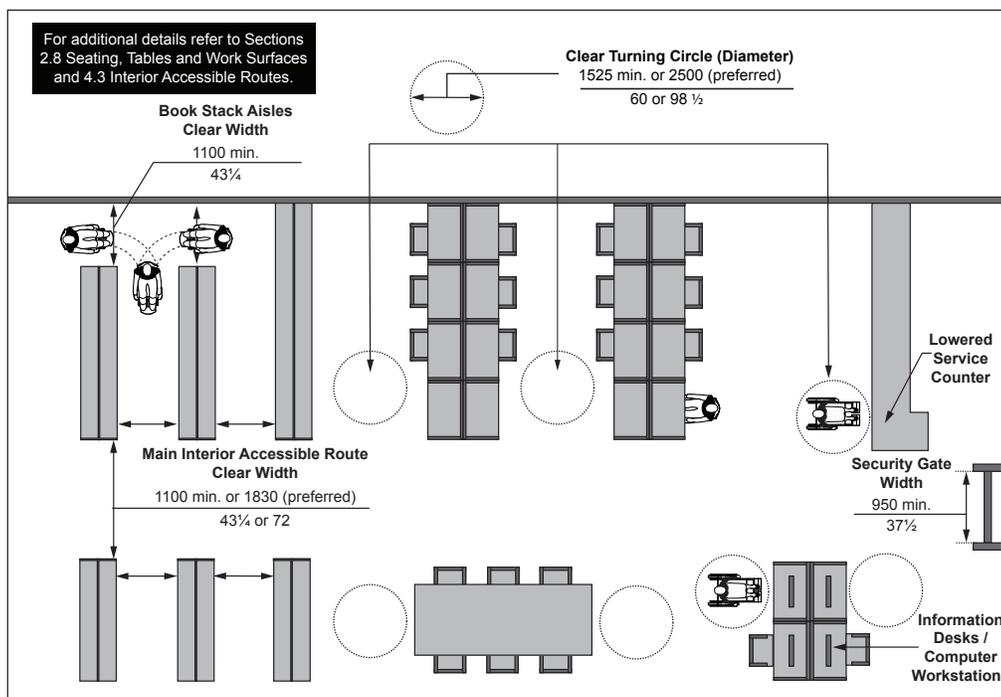


Figure 103: Library Design and Layout - Plan View

## Best Practice

Where more frequently used or referenced materials are provided, such as newspapers, periodicals, pamphlets and community brochures for example, a mounting height between 400 mm and 1100 mm (15¾ in and 43¼ in) high is required to accommodate the reach ranges of diverse users, including small children, seniors and users of mobility aids.

Ensure accessible workstations have height adjustable surface and are equipped with adaptive technology (e.g., flexible mouse control and scrolling feature). Ensure at least one accessible workstation has specialized equipment for users with vision loss (e.g., screen reader software, scanner and CCTV magnifiers).

### 6.6.2 Book Drop Slots

Where book drop slots are provided: **(Figure 104)**

- locate on an accessible path of travel;
- provide a minimum clear turning circle of 2500 mm (98 ½ in) diameter in front, or 1525 mm by 1525 mm (60 in by 60 in) clear floor or ground space in a retrofit condition, where it is technically infeasible to provide the required clear turning circle;
- ensure a high colour / tonal contrast between drop slot and mounting surface;
- locate slot between 900 mm and 1100 mm (35 in and 43 ¼ in) above the floor or ground; and
- ensure slot controls are usable with a closed fist and operable with one hand.

### 6.6.3 Book Stacks or Carousels

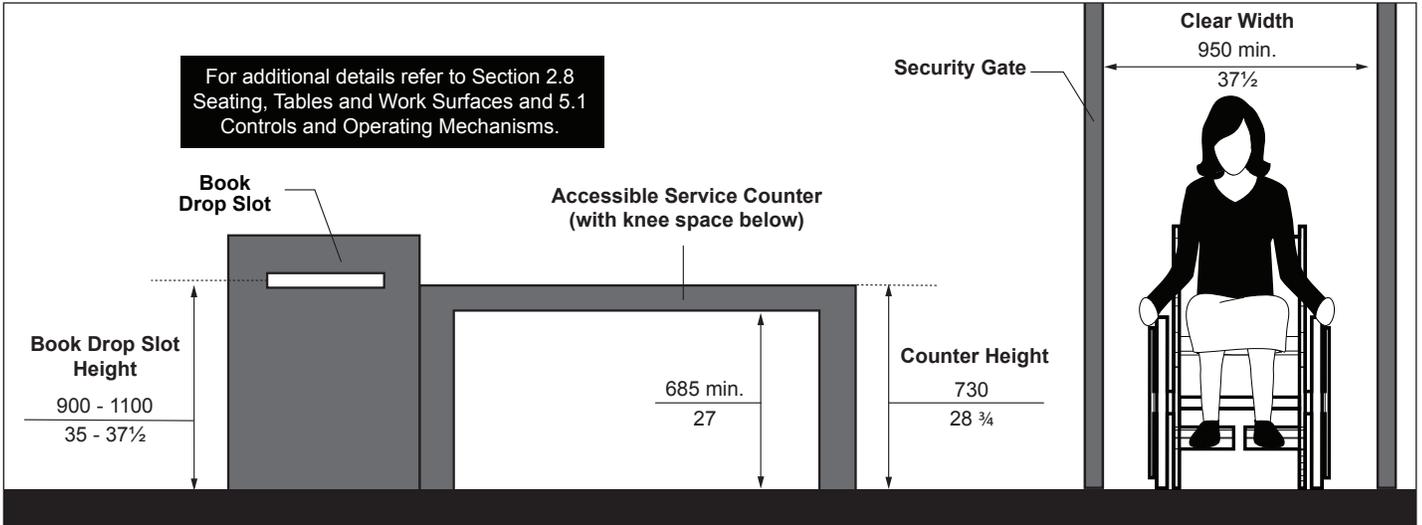
For book stacks or carousels: **(Figure 105)**

- provide an accessible path of travel with a minimum width of 1100 mm (43 ¼ in) between aisles or 1830 mm (72 in) preferred;
- ensure library policy is in place to provide assistance for users to access items that are too high or too low; and
- ensure large print collection and heavier materials are placed on lower shelves for easy access.

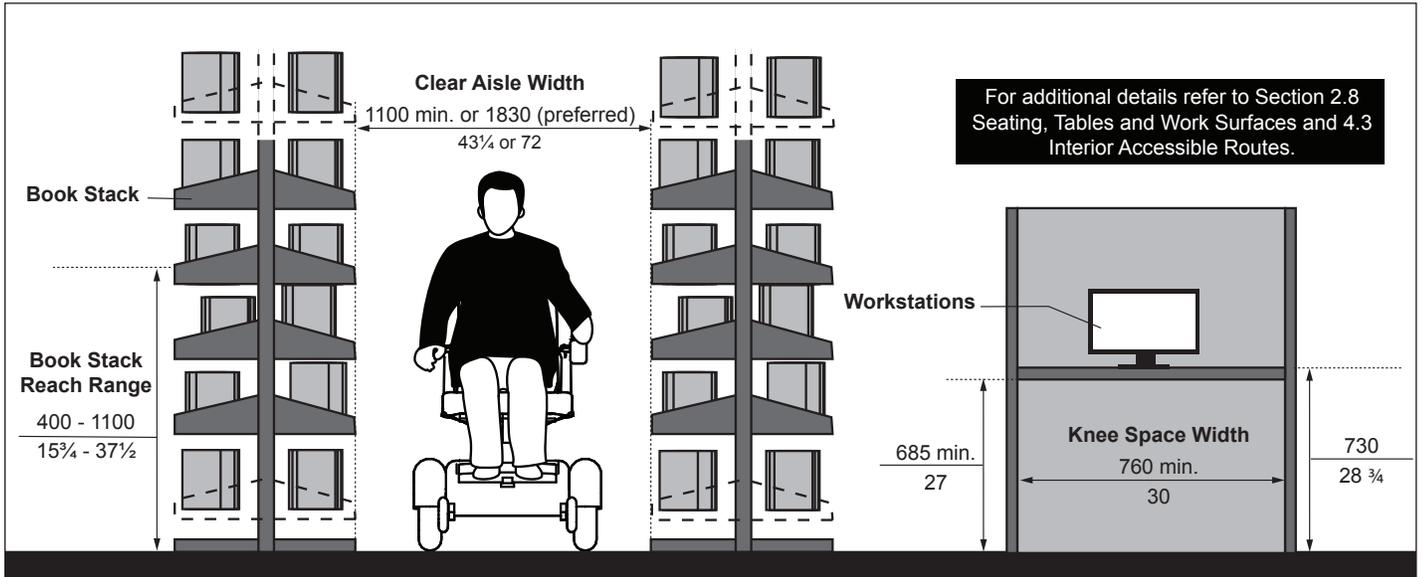
### 6.6.4 Reading Lounges and Study Areas

For reading lounges and study areas that consist of seating and study carrels / work surfaces: **(Figure 105)**

- provide a variety of flexible seating options;
- ensure a high colour / tonal contrast is provided between furniture and their surroundings;
- ensure all study tables, study carrels and work surfaces provide suitable knee and toe clearances with at least 10%, and a minimum of one of each surface type fully accessible **(Refer to Section 2.8, Seating, Tables and Work Surfaces)**; and
- incorporate an electric outlet.



**Figure 104:** Library Security Gate, Service Counter and Book Drop Slot



**Figure 105:** Book Stacks and Workstations (Typical)



# Recreational and Community Facilities

# 6.7

## Application

This section applies to recreational and community facilities, whether indoor or outdoor, used by spectators, participants, volunteers, coaching staff and facility employees. Recreational and community facilities include, but are not limited to:

- courts (e.g., basketball, volleyball, tennis);
- fields (e.g., baseball, soccer, football);
- arenas (e.g., ice pad, skating rinks);
- aquatic facilities (e.g., swimming pools, spas, wading pools, splash pads, saunas);
- gymnasiums; and
- exercise and fitness facilities.

Criteria in this section requires detailed review and application based on the type of facility, level of use and number of features or elements provided (e.g., total number of change rooms).

## Reference

- Sec. 2.1 Ground and Floor Surfaces
- Sec. 2.2 Ramps
- Sec. 2.3 Stairs
- Sec. 2.4 Guards and Handrails
- Sec. 2.7 Tactile Walking Surface Indicators
- Sec. 2.8 Seating, Tables and Work Surfaces
- Sec. 5.2 Assistive Listening Systems
- Sec. 5.8 Signage and Wayfinding
- Sec. 6.1 Assembly Areas
- Sec. 6.8 Change Rooms

## 6.7.1 Design and Layout

The design and layout of recreational and community facilities, typically consists of the following elements. As part of detailed design, ensure direct accessible routes are provided to connect all key components and spaces, including from: **(Refer to Section 4.3, Interior Accessible Routes)**

- i. any main entrance lobby to change rooms;
- ii. change rooms to any pool deck, ice surface or exercise / fitness rooms; and
- iii. viewing areas to public washrooms or any other amenities (e.g., gymnasium, auditorium, performer areas, meeting rooms etc.).

### 6.7.1.1 Change Rooms

- a. for each type of recreational facility (e.g., arena, pool, gymnasium etc.), provide a minimum of one accessible change room, or 50% of the total provided is preferred, with at least one universal change room or stall integrated, for each type of use in each cluster, to accommodate parents with children, companions or care givers of the opposite sex **(Refer to Section 6.8, Change Rooms)**.

### 6.7.1.2 Viewing Areas

- a. provide level accessible seating spaces to accommodate users of mobility aids **(Refer to Section 6.1, Assembly Areas)**; and
- b. integrate assistive listening systems as required, with the type of system dependent on the type of venue and seating capacity **(Refer to Section 5.2, Assistive Listening Systems)**.

## 6.7.2 Arenas

For access to ice pads and skating rinks in arenas:

- a. locate on an accessible path of travel;
- b. provide access panels to ice surface with clear width of at least 950 mm (37½ in); and
- c. provide level or beveled threshold access to ice surface.

## 6.7.3 Exercise and Fitness Facilities

- a. ensure accessibility features are provided, if available, for at least one of each type of equipment or machine; and
- b. provide a minimum clear floor space of 920 mm by 1525 mm (36 in by 60 in) for either a front or side approach on one side of exercise equipment to allow transfer for users of mobility aids.

### Best Practice

Refer to the Canadian Recreation Facilities Council (CRFC) “Sledge Hockey Accessibility: Design Guidelines for Arenas”, as recognized by Hockey Canada (current edition).

Where space is available, provide a clear turning circle of 2500 mm (98½ in) for transfer to exercise equipment.

## Best Practice

Provide an area for mobility aids or assistive devices to be stored so they do not obstruct circulation around pool deck.

Where possible, provide sloped entry or ramp with running slope of no more than 1:20 (5%).

## Note

Extensions are not required on bottom landing as they can be a bumping hazard for swimmers.

For new construction, ensure sloped entry or ramp is provided. Transfer lifts are permitted as an option for existing facilities that cannot be retrofitted to provide a sloped entry or ramp.

## 6.7.4 Aquatic Facilities

For aquatic facilities, ensure a direct, accessible route is provided from any lobby with the following features or amenities: **(Figure 106)**

- ensure pool deck perimeter surfaces are firm, stable and slip-resistant, with a matte finish provided that is non-abrasive and easy to clean;
- ensure deck surface has running or cross-slope gradient no steeper than 1:50 (2%) for drainage of water;
- provide recessed drainage tiles with openings no greater than 13 mm (½ in) wide;
- provide an accessible path of travel around the perimeter of pool deck at a minimum width of 1100 mm (43¼ in) or preferred 1830 mm (72 in);
- provide tactile attention indicators (TAI) 610 mm (24 in) wide to clearly delineate the perimeter of the pool deck and locate where any area contiguous to the pool deck may be confused with the deck;
- provide high colour / tonal contrast on pool lane markers, related tie-off devices, starter blocks and any other permanent or temporary equipment (e.g., life-guard chairs, diving boards or platforms, safety equipment);
- ensure safety equipment and other accessories are stored properly in order to prevent any potential tripping or bumping hazard;
- where diving boards or platforms are provided, ensure they are clearly marked and protected with an overhead clearance of 2100 mm (82¾ in) or suitable guard protection; and
- where pool-depth indicator markings are provided, ensure that the depth-indicator markings, as well as the 'SHALLOW AREA' and 'DEEP AREA' markings, have a high colour / tonal contrast and that there is sufficient sizing of lettering / numbering for high visibility (e.g., as required by applicable Health Protection and Promotion Act Regulations).

### 6.7.4.1 Entry and Exit Point

Provide at least one accessible entry and exit point:

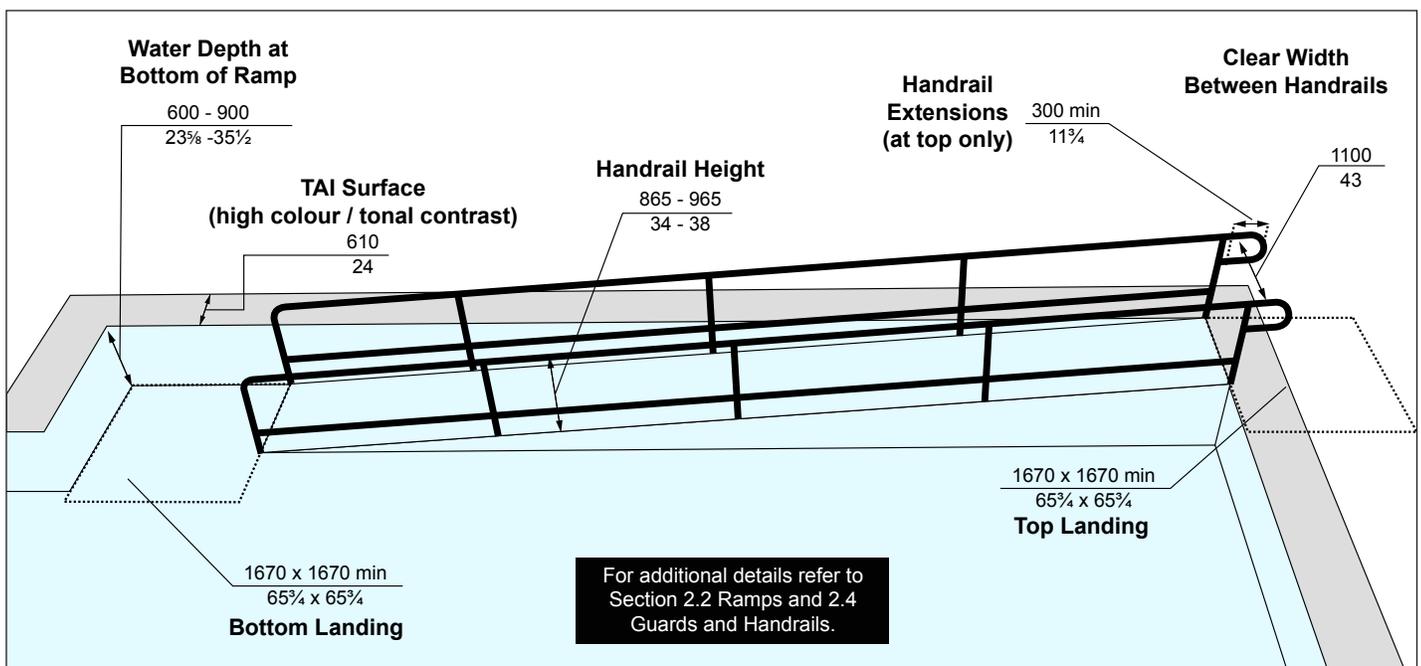
- located away from any designated swimming lanes.

### 6.7.4.2 Sloped Entry or Ramp

Where either a sloped entry or ramp is provided, ensure: **(Figure 106)**

- running slope is no more than 1:12 (8.33%);
- handrails are mounted between 865 mm and 965 mm (34 in and 38 in) high from surface, extending at top landing only;
- the minimum clear width between handrails is 1100 mm (43¼ in);

- d. a top and bottom landing of at least 1670 mm by 1670 mm (65¾ in by 65¾ in) is provided;
- e. a curb or other means to prevent a wheelchair from falling off the side is provided;
- f. provision of an anti-slip surface finish, capable of being kept clean and sanitary;
- g. water depth at the bottom of the ramp is a minimum of 600 mm (23⅝ in) and a maximum of 900 mm (35½ in);
- h. provision of a hard-surfaced area capable of accommodating a movable barrier separating the area from the deck, and is a minimum of 750 mm (29½ in) wide that is contiguous to the entire length of the part of the submerged ramp that pierces any part of the deck;
- i. the finishes in the submerged portions of the ramps and curbs are different in colour or shade from each other and from that of the pool walls and bottom;
- j. Where the ramp is not submerged:
  - i. provide a landing at the bottom of the ramp that is at least 450 mm and 550 mm (17¾ in and 21¾ in) below the top of the wall;
  - ii. ensure width at the top of the wall between the pool and ramp of 250 mm and 300 mm (10 in and 11¾ in);
  - iii. ensure water depth at the landing is clearly marked in figures at least 100 mm (4 in) high on the top of the wall;
  - iv. ensure a running slope of 1:12 (maximum); and
  - v. equip with a floor drain at the lowest point;
- k. where the ramp is submerged:
  - i. provide a maximum running slope of 1:9; and
  - ii. provide a water resistant wheelchair at each facility for use in transferring into the water (e.g., may also be used for shower facilities).



**Figure 106:** Sloped Entry or Ramp to Swimming Pool

### 6.7.4.3 Transfer Systems

For existing facilities without ramps, provision of a fixed transfer lift is required to support diverse user needs. Transfer lifts can be used as a means of assisted entry and exit point where an accessible entry / exit point can't be provided.

### 6.7.4.4 Transfer Lifts

- a. locate transfer lifts on an accessible path of travel and in shallow end, where water level does not exceed 1200 mm (47 in) high;
- b. ensure the centerline of the seat for the transfer lift is located over the deck and at a minimum of 400 mm (15¾ in) from the edge of the pool when in the raised position;
- c. ensure seat is firm with suitable padding, with a minimum width of 400 mm;
- d. provide a clear deck space, located parallel with the seat for the pool lift and on the side of the seat opposite the water (e.g., transfer side of the lift), a minimum of 920 mm (36 in) wide, extending forward a minimum of 1525 mm (60 in) in length, from a line located 305 mm (12 in) behind the rear edge of the seat;
- e. ensure lift is designed:
  - i. to be operable without assistance from both the deck and water; and
  - ii. when in use, its controls and operating mechanisms are unobstructed, mounted no higher than 1100 mm (43¾ in) from pool deck or water surface and / or are activated via remote control.
- f. ensure lifts have a minimum weight capacity of 135 kilograms (300 pounds) and capable of sustaining a static load of at least 1.5 times the rated load.



Example of pool transfer lift, City of London.

### 6.7.4.5 Steps

Where steps are provided into the pool:

- a. mark both riser and tread with a high colour / tonal contrasted strip of at least 50 mm (2 in) wide; and
- b. provide handrails on both sides of the steps with:
  - i. high colour / tonal contrast; and
  - ii. extensions at least 300 mm (11¾ in) beyond the pool edge.

## 6.7.5 Therapeutic Pools / Spas

### 6.7.5.1 General

- a. ensure water temperature is heated to between 33-34 Degrees Celsius (92 - 94 Degrees Fahrenheit);

- b. ensure temperature or other controls (e.g., submerged water jets) comply with applicable accessible operating control requirements, as identified in other sections of these standards;
- c. provide therapy pool with exercise portion between 1050 mm and 1200 mm (41 in and 47 in) depth;
- d. provide submerged benches, as identified in other sections of these standards;
- e. incorporate exercise bars (below water level) into the design of a therapy pool;
- f. ensure the slope of the bottom of any portion of a public spa does not exceed 1:12 (8.33%);
- g. ensure the maximum depth of water to a seat or bench in a public spa is 600 mm (23<sup>5</sup>/<sub>8</sub> in); and
- h. provide at least one accessible access point, via an accessible ramp or transfer wall, as identified in this section.

### Exception

Where the public spa has an area of less than 6 square metres, and has no interior dimension of more than 2500 mm (98½ in), one section of the pool deck that does not exceed 25% of the perimeter may have a minimum clear deck space of not more than 300 mm (11<sup>5</sup>/<sub>8</sub> in).

#### 6.7.5.2 Deck Features

Any public spa provided to be surrounded by a hard-surfaced deck with:

- a. minimum clear deck space width of 1830 mm (72 in), at the main entrance point; and
- b. minimum clear deck space width of 1100 mm (43¼ in), on all sides.

#### 6.7.5.3 Steps

Where a set of steps is provided for entry into and egress from a public spa, ensure steps are designed with:

- a. required handrails;
- b. a non-slip surface; and
- c. a high colour / tonal contrasted band, integrated along the entire juncture of the side and top of the edges.

#### 6.7.5.4 Transfer Walls

Where transfer walls are provided, ensure:

- a. height of 405 mm to 485 mm (16 in to 19 in) above pool deck;
- b. depth between 300 mm and 400 mm (11¾ in and 15¾ in);
- c. slip-resistant surface with rounded edges;
- d. minimum of one grab bar is provided:
  - i. that is slip-resistant, mounted perpendicular to pool and extending the full depth of transfer wall;
  - ii. located between 100 mm and 150 mm (4 in and 5<sup>7</sup>/<sub>8</sub> in) above transfer wall;

- iii. with a clearance of at least 610 mm (24 in) on both sides;
  - iv. with a high colour / tonal contrast provided between grab bar and mounting surface; and
  - v. with a grasping surface that is circular in shape and has a diameter between 30 mm and 40 mm ( $1\frac{3}{16}$  in);
- e. provision of adjacent clear deck area for lateral transfer to the transfer wall that:
- i. is outside of and adjacent to the accessible route;
  - ii. has no obstructions at side of transfer wall;
  - iii. has clear space of 900 mm ( $35\frac{1}{2}$  in) by 2200 mm ( $86\frac{5}{8}$  in); and
  - iv. has a slope a minimum of 2% at base of transfer wall surface;
- f. provision of adjacent clear deck area centered on the grab bar where one grab bar is provided, or centered on the clear space between grab bars where more than one grab bar is provided.

## 6.7.6 Emergency Systems

### 6.7.6.1 Communications

At least one emergency telephone to be provided:

- a. with direct connection to emergency services; and
- b. installed within 30 m (98 ft. 5 in) of a public spa.

### 6.7.6.2 Safety Control

All pumps provided in a public spa to be equipped with a safety control:

- a. capable of being deactivated by an emergency stop button that is clearly labeled and visible, located in close proximity and readily accessible within 15 m (49 ft.  $2\frac{1}{2}$  in.) of persons using the public spa; and
- b. that is separate from the timing device, activates an audible and visual signal when used, and is identified with emergency signage.



# Change Rooms

# 6.8

## Application

This section applies to change rooms, which may also be referred to as dressing / locker rooms or fitting areas, used by the public or staff. These spaces share common elements and design features. Typically, change rooms are provided in arenas, pools, fitness centers and related recreation / community centers.

## Reference

- Sec. 2.1 Ground and Floor Surfaces
- Sec. 2.8 Seating, Tables and Work Surfaces
- Sec. 4.2 Doors and Doorways
- Sec. 4.3 Interior Accessible Routes
- Sec. 4.5 Washrooms
- Sec. 4.6 Showers
- Sec. 5.1 Controls and Operating Mechanisms
- Sec. 5.7 Lighting
- Sec. 5.8 Signage and Wayfinding

## Note

The provision of universal change rooms or stalls as part of change rooms and related areas is dependent upon the type of facility. For a pool facility, often a combination of shared and private spaces are provided for change areas, which often also integrate washroom and shower facilities as part of the overall design. The total number of universal change rooms or stalls should be identified based on the size and occupancy of each facility and the required fixture counts for washrooms and showers.

### Note

In a retrofit situation, 10% of change rooms, and never less than one, should be universal, for each type of other regular change room facility that is provided.

## 6.8.1 Provision and Location

For universal change rooms or stalls that are intended for private use in addition to other public or staff change rooms that may be available:

- a. provide at least one universal change room or stall for each type of other regular change room facility that is provided (e.g., Male, Female); and
- b. ensure universal change rooms or stalls are located along an accessible route.

## 6.8.2 Design and Layout

- a. where doors are provided at the change room entrance, provide a minimum clear width of 950 mm (37½ in) and equip with power door operators;
- b. provide a consistent accessible path of travel a minimum of 1100 mm (43¼ in) clear width, or preferred 1830 mm (72 in), with required turning spaces, throughout circulation areas (**Refer to Section 4.3, Interior Accessible Routes**);
- c. ensure a minimum clear turning diameter of 2500 mm (98½ in) is provided inside change room circulation area for users of mobility aids;
- d. ensure the floor surface is firm, level and slip-resistant, with required drainage integrated where applicable;
- e. where washroom facilities are provided as part of a change room, provide accessible design requirements, as identified in **Section 4.5, Washrooms**;
- f. where shower facilities are provided as part of a change room, provide accessible design requirements, as identified in **Section 4.6, Showers**;
- g. provide an emergency call system with the following features:
  - i. includes an emergency sign containing 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 stroke, that is posted above the emergency button;
  - ii. consists of visual and audible signal devices both inside and outside of the change room that are activated by a control device inside the change room; and
  - iii. where facilities have the capacity and where staff is available, ensure the call system is linked to a display panel at a reception / information counter or to a centrally monitored station (e.g., security desk).

## 6.8.3 Change Room Amenities

Change room amenities typically include, but are not limited to benches, lockers, showers and washrooms.

### 6.8.3.1 Permanent Benches

Where permanent benches are provided:

- a. provide seat height of 480 mm to 520 mm (18 $\frac{7}{8}$  in to 20 $\frac{1}{2}$  in) above finished floor to allow users of mobility aids to transfer;
- b. ensure seat depth between 510 mm to 610 mm (20 in to 24 in), with back support, unless seat surface is permanently positioned against a wall; and
- c. provide high colour / tonal contrast finishes to assist with distinguishing bench surfaces from surroundings.



Example of a universal washroom integrated as part of an accessible change room, City of London.

### 6.8.3.2 Lockers

Where lockers are provided inside change rooms:

- a. ensure a minimum of 10% of the total number of lockers but never less than one is designated as accessible;
- b. identify accessible lockers clearly with signage (e.g., International Symbol of Accessibility);
- c. provide a minimum clear floor space in front of accessible lockers:
  - i. 920 mm wide by 1525 mm depth (36 in by 60 in), for a forward approach;
  - ii. 1525 mm wide by 920 mm depth (60 in by 36 in) for a side approach; and
  - iii. ensure any fixed benches do not overlap this clear space;
- d. mount at least one shelf between 400 mm and 1200 mm (15 $\frac{3}{4}$  in and 47 $\frac{3}{4}$  in) high above finished floor;
- e. ensure locking mechanism is mounted between 900 mm and 1100 mm (35 $\frac{1}{2}$  in and 43 $\frac{3}{4}$  in) high above floor; and
- f. ensure identification / number signage for all lockers:
  - i. is mounted no higher than 1525 mm (60 in) (center);
  - ii. provides lettering or number print size between 13 mm and 19 mm ( $\frac{1}{2}$  and  $\frac{3}{4}$ ) high, with either raised or recessed lettering; and
  - iii. provides a high colour / tonal contrast with the background.

### Note

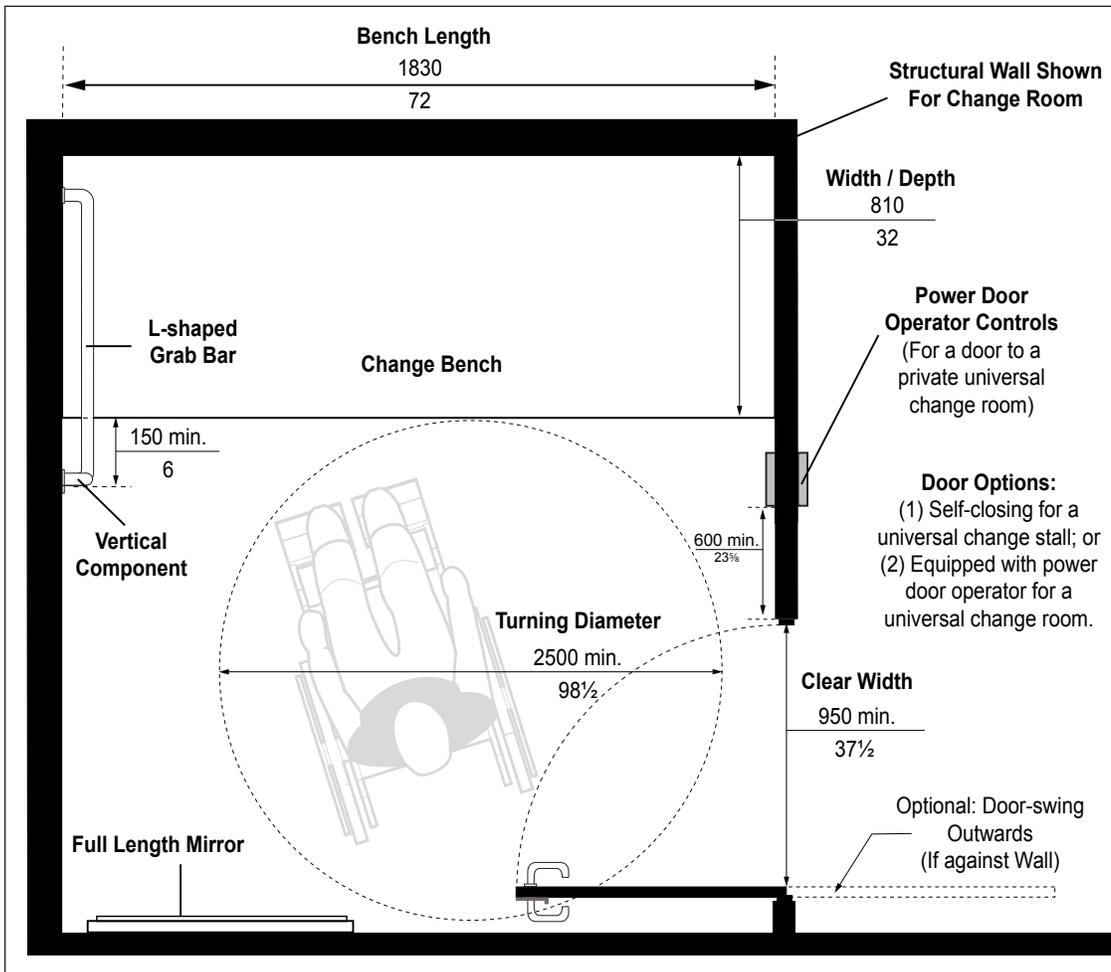
A universal change room stall is typically constructed using partitions, similar to accessible washroom stalls or enclosures, compared to a universal change room, consisting of structural walls.

## 6.8.4 Universal Change Rooms or Stalls

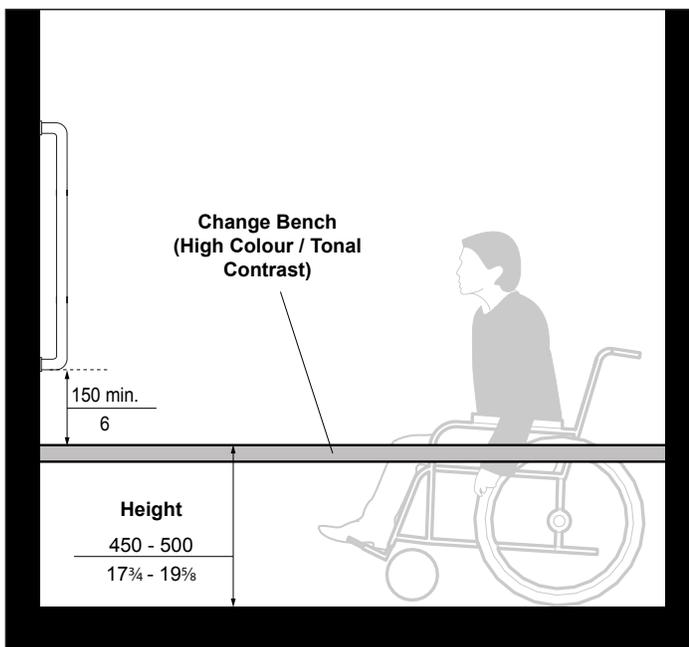
Where universal change rooms or stalls are provided:

**(Figures 107a, 107b and 107c)**

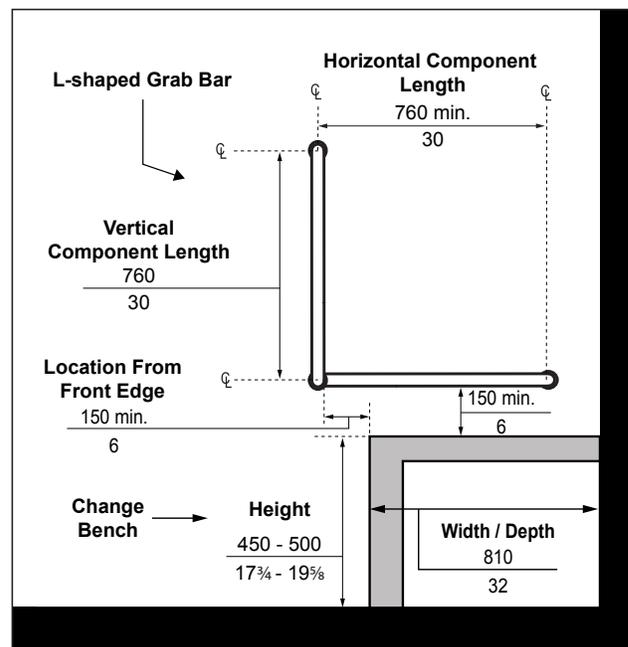
- a. identify clearly with signage (e.g., International Symbol of Accessibility);
- b. provide a minimum clear turning diameter of 2500 mm (98½ in) inside of the change room or stall;
- c. ensure floor surface is firm, level and slip-resistant, preventing accumulation of any standing water where required for any expected wet areas / conditions (e.g., showers, swimming pools etc.);
- d. provide an entrance door or stall door with required accessible door hardware, as identified in other sections of these standards, as well as: **(Refer to Section 4.5, Washrooms)**
  - i. a minimum clear width of 950 mm (37½ in), when door is in an open position;
  - ii. a locking mechanism that can be locked from the inside and released from the outside, in case of emergency;
  - iii. gravity hinges in the case of a stall door, so that door closes automatically, where the door swings outwards; and
  - iv. a power door operator, where an entrance door is required for a private universal change room;
- e. provide a fixed change bench:
  - i. a minimum of 1830 mm (72 in) length by 810 mm (32 in) width / depth;
  - ii. mounted with top surface between 450 mm and 500 mm (17¾ in and 19⅝ in);
  - iii. with clear floor space in front, at a minimum of 920 mm (36 in) wide the full length of the bench, for either a forward or parallel transfer;
  - iv. designed to carry a minimum load of 1.33 kilonewtons (300 pounds); and
  - v. with a high colour / tonal contrasted surface compared to surroundings, that is slip resistant to prevent water accumulation, where required in wet areas / conditions;
- f. provide one L-shaped grab bar as follows:
  - i. installed at one end of the bench with the vertical component a minimum of 150 mm (6 in) from front edge and a minimum clearance of 150 mm (6 in) above the bench seat; and
  - ii. with additional specifications, as identified in **Section 4.5.7, Grab Bars**;
- g. provide a motion sensor for automatic illumination of the interior, with a lighting level that is evenly distributed at a minimum of 300 lux (30 ft. candles) **(Refer to Section 5.7, Lighting)**; and
- h. include a full length mirror, a minimum of 460 mm (18⅝ in) wide by 1370 mm (54 in) high, with lower edge mounted at a maximum of 175 mm (6⅞ in) above finished floor, for seated or standing users.



**Figure 107a:** Universal Change Room or Stall (Conceptual Layout Only - Wall Types Vary) - Plan View



**Figure 107b:** Universal Change Room or Stall - Change Bench Height and Grab Bar Dimensions - Front Elevation



**Figure 107c:** Universal Change Room or Stall - Change Bench Height and Grab Bar Dimensions - Side Elevation



# Balconies and Terraces

# 6.9

## Application

This section addresses spaces that may be used for recreation as part of public facilities, such as common use areas including balconies, porches, terraces and patios used by the general public, staff or other visitors.

## Reference

- Sec. 2.1 Ground and Floor Surfaces
- Sec. 2.4 Guards and Handrails
- Sec. 3.3 Exterior Paths of Travel
- Sec. 4.2 Doors and Doorways

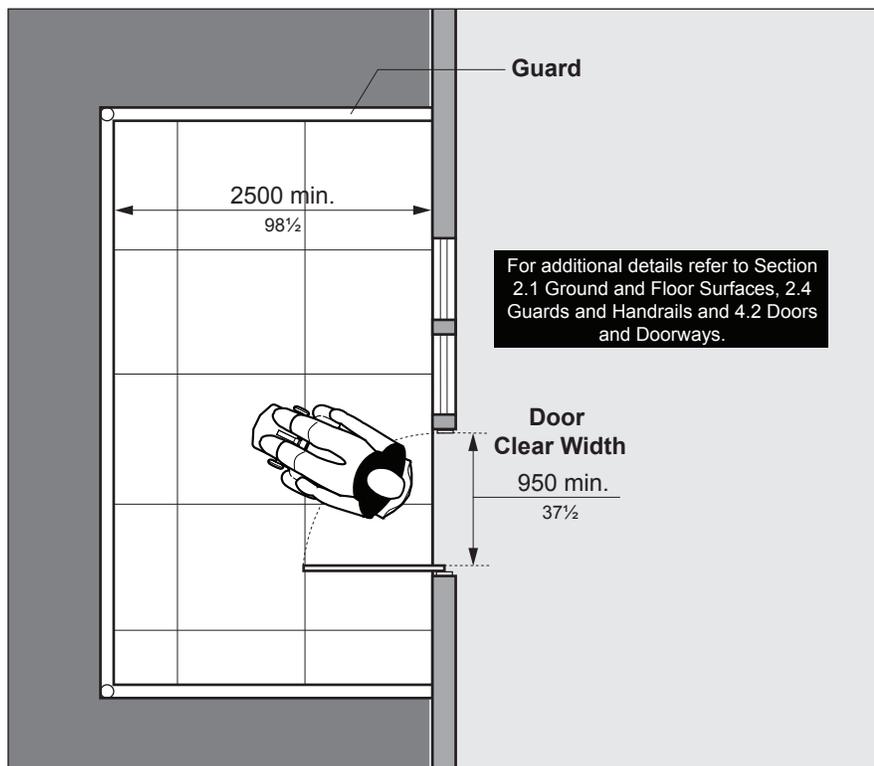
## Exception

This section does not address balconies and terraces within private residences.

## 6.9.1 Design and Layout

Where an accessible balcony, porch, terrace or patio is provided: **(Figure 108)**

- locate on an accessible path of travel;
- ensure ground or floor surfaces are firm and slip-resistant, with maximum gradient of 1:50 (2%) to permit drainage;
- provide minimum depth of 2500 mm (98½ in) or for a retrofit condition where this depth is technically infeasible, provide a minimum depth of 1525 mm (60 in);
- ensure threshold is beveled at a maximum slope of 1:2 (50%), where transition is between 6 mm to 13 mm (¼ in and ½ in);
- ensure door stops and door sweeps do not prevent maneuverability;
- where doors open directly into a path of travel, provide colour / tonal contrasted (e.g., compared to ground / floor surface) and cane detectable guards or other protective barriers (e.g., a side wall or rail system) located perpendicular to the door; and
- where guards are provided, and where elevation change is 600 mm (23½ in) or higher, design to facilitate visibility from a seated position.



**Figure 108:** Balcony, Porch, Terrace or Patio - Plan View

### Best Practice

Provide a power door operator, especially for highly used areas.

Detailed design and review is recommended for consideration of other features and amenities to integrate such as seating or table options and protection from the elements (e.g., sun, wind and rain).

### Note

Where spacers for drainage are provided, on ground surface, ensure maximum width of 6 mm (¼ in) between each.

Guards at balconies and terraces may consist of vertical pickets or glass.

Where large expanses of glazing is used, provide required markings to increase visibility, as identified in these standards.



# Service Counters

# 6.10

## Application

This section applies to service counters used by both the public and staff, whether the services are obtained in a facility or outdoors (e.g., concession stand). Service counters may include, but are not limited to:

- reception desks;
- check-out counters;
- teller counters;
- security counters;
- information desks or kiosks; and
- food service counters / concession stands.

## Reference

- Sec. 2.8 Seating, Tables and Work Surfaces
- Sec. 4.3 Interior Accessible Routes
- Sec. 5.7 Lighting
- Sec. 5.8 Signage and Wayfinding

## Note

A variety of service counter applications are provided in the built environment, with numerous options for accessible design.

## 6.10.1 Provision

For accessible service counters: (Figures 109, 110 & 111)

- a. where a single queuing line serves a single or multiple counters, ensure each service counter is accessible; and
- b. where there are multiple queuing lines and service counters, ensure at least one (1) service counter is accessible for each type of service provided.

## 6.10.2 Design and Layout

Where provided: (Figures 109, 110 & 111)

- a. locate on an accessible path of travel;
- b. where there is a single or there are multiple queuing lines and service counters, provide signage (e.g., International Symbol of Accessibility) to clearly identify the accessible service counter(s);
- c. provide clear floor space in front of service counters for users of mobility aids at a minimum of 920 mm (36 in) wide by 1525 mm (60 in) depth, where a maximum of 480 mm (18 $\frac{3}{8}$  in) may be below counter, for either a front or side approach;
- d. ensure service counter surface provides a high colour / tonal contrast compared with adjacent surfaces to identify counter when approaching;
- e. ensure lighting level is evenly distributed at top surface of counter, at a minimum of 500 lux (50 ft. candles) (Refer to Section 5.7, Lighting); and
- f. provide a lowered counter usable from a seated position:
  - i. with top surface at a minimum of 920 mm (36 in) wide and mounted between 730 mm and 865 mm (28 $\frac{3}{4}$  in and 34 in) high above floor;

### Best Practice

Ensure sources of light (natural or artificial) are not positioned directly behind service counters as they place people in silhouettes, which is a problem for people who lip read and people with vision loss.

Where service counters are accessible on both sides for public and staff use, width of counter surface should allow seating positions to be diagonal from each other to allow suitable reach across counter for transactions.

Ensure accessible service counter surfaces are not used as storage space.

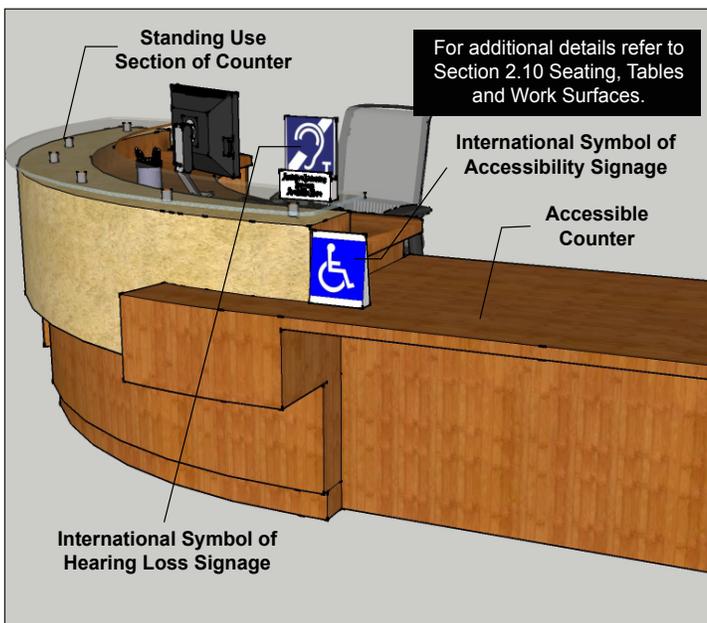
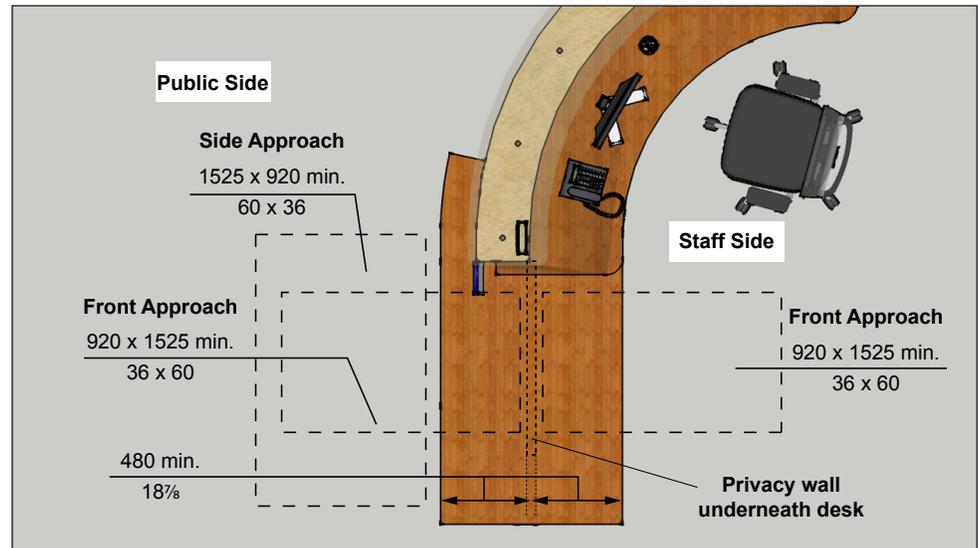


Figure 109: Example of Accessible Service Counter



Figure 110: Dimensions of Accessible Service Counter

- ii. ensure a clear knee space under the counter a minimum of 480 mm (18<sup>7</sup>/<sub>8</sub> in) depth by 920 mm (36 in) wide by 685 mm (27 in) high; and
- iii. ensure maximum forward grasp or touch reach range, between 510 mm (20 in) and 610 mm (24 in) depth, across top surface where interaction is required (**Refer to Section 1.3, Space and Reach Requirements**).



**Figure 111:** Clear Floor Space Requirements at Accessible Service Counters - Plan View

### Best Practice

Provide disability awareness / sensitivity training for staff where communication systems are provided to ensure proper use and interaction with customers with disabilities.

## 6.10.3 Communication Systems

Where communication systems are provided at service counters:

- a. ensure counter areas are well-lit to assist staff and visitors with hearing loss who may communicate by lip reading;
- b. where speaking ports are provided, provide at least one speaking port with open portion centered at a maximum 1000 mm (39<sup>3</sup>/<sub>8</sub> in) high above finished floor;
- c. where no staff person is available, provide an information phone or call bell with information signage, with controls mounted between 900 mm to 1100 mm (35<sup>1</sup>/<sub>2</sub> in to 43<sup>3</sup>/<sub>4</sub> in) high;
- d. integrate TTY service or alternate devices for visitors who are Deaf, deafened or hard of hearing;
- e. provide at least one assistive listening system and ensure signage with International Symbol for Hearing Loss is provided to indicate device is available for use;
- f. where staff communicate from an enclosed counter behind glass, ensure the glazing does not reflect glare. Where appropriate, install sliding windows that open fully to allow communication, whether verbal, through lip reading or use of sign language; and
- g. where required, provide additional visual and auditory signals to indicate when service is available and at what location.



# Waiting and Queuing Areas

# 6.11

## Application

This section applies to waiting and queuing areas in both interior and exterior environments.

## Reference

- Sec. 2.8 Seating, Tables and Work Surfaces
- Sec. 4.1 Entrances
- Sec. 4.3 Interior Accessible Routes
- Sec. 5.8 Signage and Wayfinding
- Sec. 6.1 Assembly Areas
- Sec. 6.10 Service Counters

## Best Practice

Provide companion seating immediately adjacent to the accessible seating spaces.

Provide a tactile floor plan / directional map to assist users with vision loss with wayfinding throughout complex facilities.

Provide a range of seating options such as wider seats.

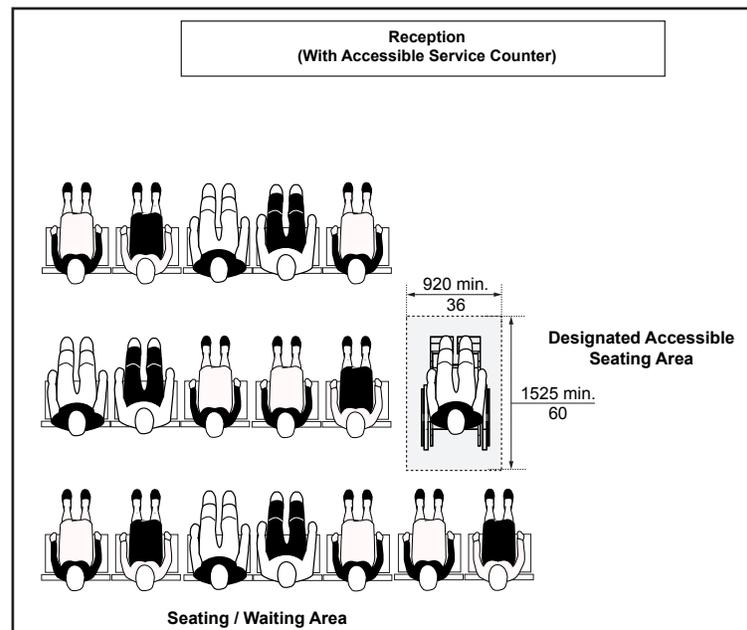
## Note

Clear floor space for designated accessible seating spaces must be positioned to allow shoulder alignment for the user of a mobility aid and person in adjacent seat.

## 6.11.1 Waiting Areas

Where waiting areas are provided: (**Figure 112**)

- position the waiting area so that it is clearly visible when entering the facility;
- provide directional and informational signage to identify and guide users to waiting areas, where they may not be clearly visible when entering a facility;
- ensure a lowered counter with suitable knee clearance for users of mobility aids is provided, where there is a service counter (**Refer to Section 6.10, Service Counters**);
- where fixed seating is provided, ensure at least 3% of the seating is accessible but in no case fewer than one accessible seating space;
- where accessible seating is provided:
  - provide a minimum clear floor space of 920 mm (36 in) wide and 1525 mm (60 in) depth, adjacent to fixed seating / waiting area and away from the main path of travel, for users of mobility aids to position themselves (e.g., shoulder alignment with adjacent users), their equipment, a service animal, or maneuver throughout the space;
  - locate adjacent and connected to an accessible path of travel;
  - provide a variety of seating options, including back and arm supports for various users; and
  - ensure accessible seating is integrated with the overall layout of other seating that is provided;
- provide a building directory for large facilities, especially where no rooms are assigned; and
- where lower coffee or telephone tables are provided adjacent to seating / waiting areas, ensure the top surface is a minimum of 510 mm (20 in) high, for reach from a seated position.



**Figure 112:** Waiting Area - Plan View

## 6.11.2 Queuing Areas

Where queuing areas are provided to streamline pedestrian movement:  
(Figure 113)

- locate on an accessible path of travel; and
- provide directional and informational signage to identify location of queuing area entry.

### 6.11.2.1 Fixed Queuing Guides

When providing fixed / permanent queuing guides: (Figure 113)

- ensure minimum clear width of 1100 mm (43¾ in) between guides, laid out in parallel, logical lines and with the floor / ground consisting of a tactile directional indicator surface (TDI), as identified in other sections of these standards;
- provide a minimum clear floor space of 1700 mm by 1700 mm (67 in by 67 in), or preferred 2500 mm by 2500 mm (98½ in by 98½ in), where queuing guides change direction and where they begin and end;
- ensure lower edges or the base of guides are cane-detectable, mounted at or below 680 mm (26¾ in) from floor, with supports that are firmly mounted with rigid rails that can be used to assist with balance or stability;
- provide a high colour / tonal contrast between guide surfaces and adjacent surroundings (e.g., for enhanced visibility); and
- ensure guides have a glare-free finish.

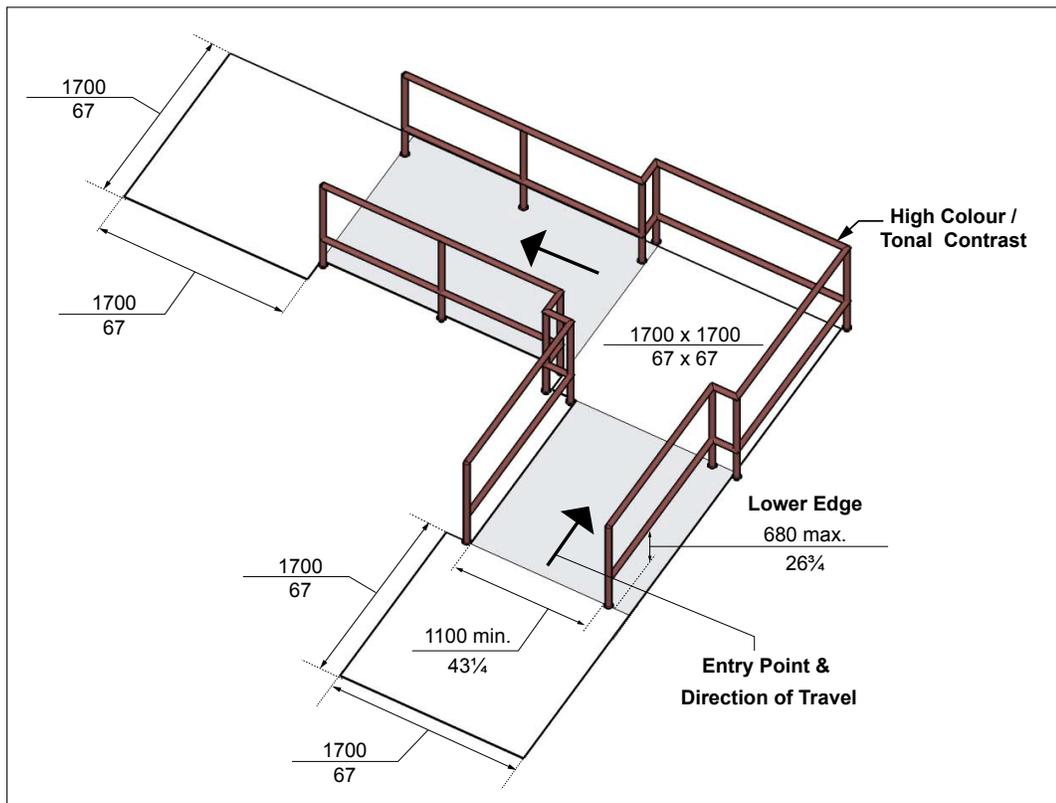


Figure 113: Fixed Queuing Guides

### Best Practice

Consider including rest areas with accessible seating along the queuing system, where queues are longer than 10 metres (32 ft 9 in). Additionally, provide a rest area at the end of the queuing system for people to wait for companions who are queuing.

### Note

Rope or flexible banding is not recommended for permanent queuing systems because they are more difficult to detect with a long cane and are unstable. When temporary queuing guides are provided, ensure they are cane detectable, stable and where floor slots / pockets are used to receive supports, ensure they are level with floor finish and have an integral cover to prevent any potential tripping hazards.



# Elevated Platforms or Stages

# 6.12

## Application

This section applies to elevated platforms or stages for both interior and exterior environments, provided for use by the general public, clients, customers or staff. Stages are typically provided in auditoriums, theatres and lecture halls used for performances and presentations.

## Reference

- Sec. 2.2 Ramps
- Sec. 2.3 Stairs
- Sec. 2.4 Guards and Handrails
- Sec. 2.6 Tactile Walking Surface Indicators
- Sec. 5.2 Assistive Listening Systems

## Best Practice

Providing both stair and ramp access increases the flexibility for the use of stages by people with varying disabilities.

## Note

Other considerations may include accessibility features for podiums and electronic equipment (e.g., microphone systems), that are provided.

### 6.12.1 Design and Layout

For elevated platforms or stages: (Figure 114)

- a. locate on an accessible path of travel sized to accommodate all types of mobility aids including powered wheelchairs and scooters, with both stair and ramp access that are designed based on other requirements identified in these standards (e.g., can vary based on whether exterior or interior design context);
- b. ensure at least one accessible route is provided to both audience seating and backstage areas for public or staff use via a sloped walkway (preferred), ramp or lift;
- c. where stairs and steps are included in the design, ensure handrails and edge protection are provided as required;
- d. provide minimum lighting of 100 lux (10 foot candles) at platform or stage level and at the darkest point, including provision of secondary task lighting sources that can be used as required (Refer to Section 5.7, Lighting); and
- e. provide a tactile attention indicator (TAI), where the change in level is 250 mm (9<sup>7</sup>/<sub>8</sub> in) or greater and where there is no guard protection:
  - i. positioned parallel to, flush with and extending the full width of any open edges of the platform or stage; and
  - ii. with a minimum depth of 610 mm (24 in) and a maximum depth of 920 mm (36 in).

#### Best Practice

Lighting level of 200 lux (20 foot-candles) is recommended. This is beneficial for users who lip read or use Sign Language Interpretation.

Provide space for sign language interpreters and captioning on elevated platforms or stages.

#### Note

Where no setback is provided, an increased depth of the TAI surface is recommended to provide greater certainty of detection and a longer stopping distance.

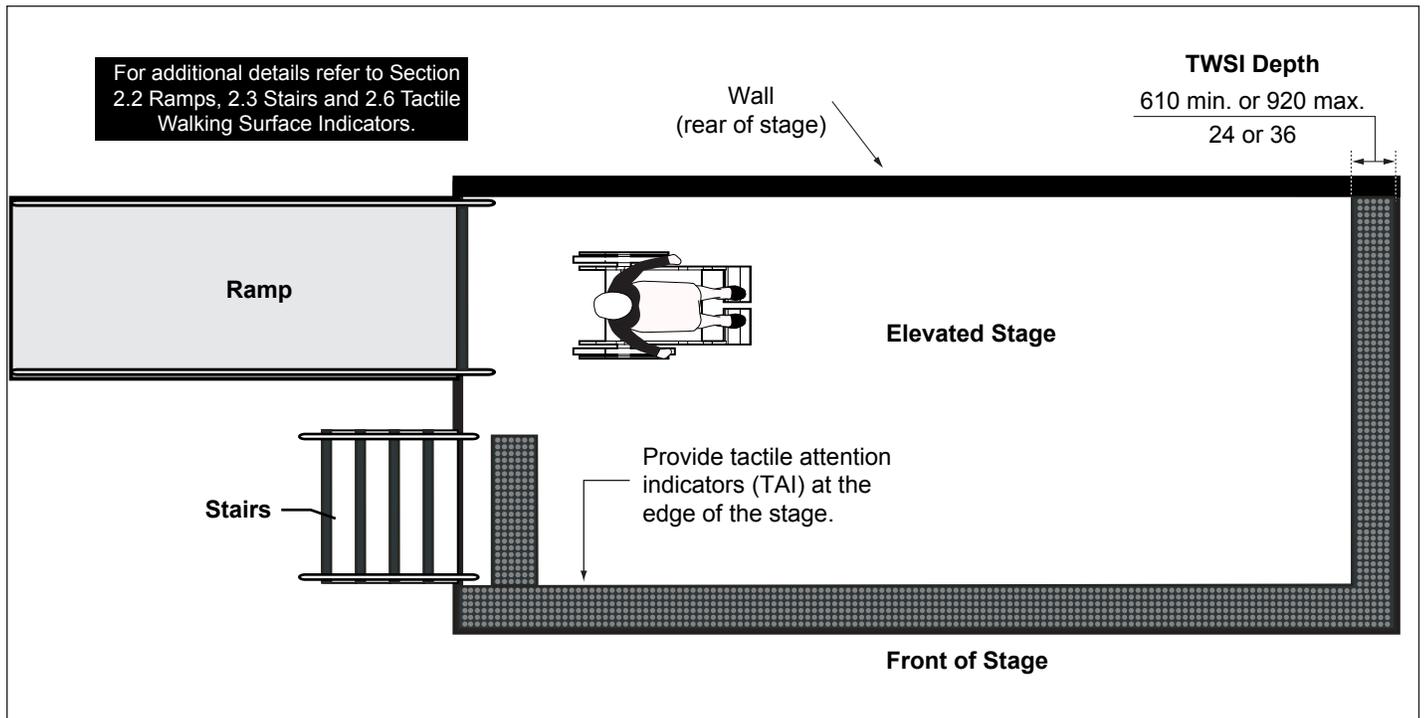


Figure 114: Elevated Platform or Stage - Plan View

A photograph of a modern office environment with desks, chairs, and partitions, overlaid with a teal tint. The text 'Office Environments' is written in white, bold, sans-serif font.

# Office Environments

# 6.13

## Application

This section applies to accessible offices and related accessible work areas or workstations that are provided for staff, visitors and used for public services / programs. Offices and related work areas typically include, but are not limited to:

- office systems furniture (e.g., modular partitions that separate work areas);
- private offices;
- printing equipment and supply rooms; and
- storage rooms or related millwork (e.g., cabinetry).

Generally, detailed design and review is required to identify the overall provision of accessible workstations and / or offices that need to be provided for staff, visitor or public use, based on the size of the facility (e.g., total occupancy) and the types of services or programs that are offered.

## Reference

- Sec. 2.10 Seating, Tables and Work Surfaces
- Sec. 4.2 Doors and Doorways
- Sec. 4.3 Interior Accessible Routes
- Sec. 5.1 Controls and Operating Mechanisms
- Sec. 5.4 Acoustics
- Sec. 5.7 Lighting
- Sec. 5.8 Signage and Wayfinding
- Sec. 6.2 Meeting and Multi-purpose Rooms

## Best Practice

Adaptive equipment for work stations and any assistive listening systems / devices to be provided for staff based on formal requests for accommodations.

Examples of accommodations may include:

- Telephone equipment, visual alarms and prevention of background noise for users with hearing loss;
- Accessible workstations and adaptive equipment for diverse users, including adjustable height work surfaces or desks, with required knee and toe space clearances below;
- Accessible seating options, with adjustable height, armrests and back support;
- Suitable floor and circulation space for users of larger wheeled mobility aids, such as power wheelchairs and scooters; and
- Task lighting for diverse users, and the provision of blinds for any adjacent glazing, allowing the ability to control and prevent glare from natural lighting sources (e.g., which may be reflected off of flooring or other surfaces), for users with vision loss.

### 6.13.1 Design and Layout

Typical features for accessible offices and related work areas include: **(Figure 115)**

- a. provide accessible identification signage (e.g., tactile / braille);
- b. ensure a consistent accessible route, aisle space and path of travel is provided, a minimum of 1100 mm (43¼ in) clear width, or 1830 mm (72 in) (preferred), with required turning spaces, throughout circulation areas **(Refer to Section 4.3, Interior Accessible Routes)**;
- c. ensure all doors within offices and common-use work areas have a minimum clear width of 950 mm (37½ in); and
- d. ensure acoustic environment is free of background noise.

### 6.13.2 Common-Use Work Areas

For accessible work and common activity areas: **(Figure 115)**

- a. ensure the clear width of the entry is a minimum of 950 mm (37½ in);
- b. provide an accessible work surface (e.g., height-adjustable), with knee and toe space clearances below, as identified in other sections of these standards and / or based on staff requests for accommodations (e.g., customized to individual needs);
- c. provide a minimum clear turning circle of 1525 mm (60 in) diameter adjacent to accessible work area (e.g., surface or desk);
- d. provide minimum clear turning circle of 2500 mm (98½ in) diameter for all common activity areas (e.g., at equipment / storage or work) and at key locations for turning around;
- e. ensure lighting, cabinet and storage unit controls are mounted no more than 1100 mm (43¼ in) high from floor; and
- f. provide minimum clear floor space of 920 mm (36 in) wide by 1525 mm (60 in) depth in front of office systems furniture (e.g., modular partitions that separate work areas) and adjacent to any storage equipment (e.g., related millwork / cabinetry), storage for forward approach and 1525 mm (60 in) wide by 920 mm (36 in) depth for side approach.

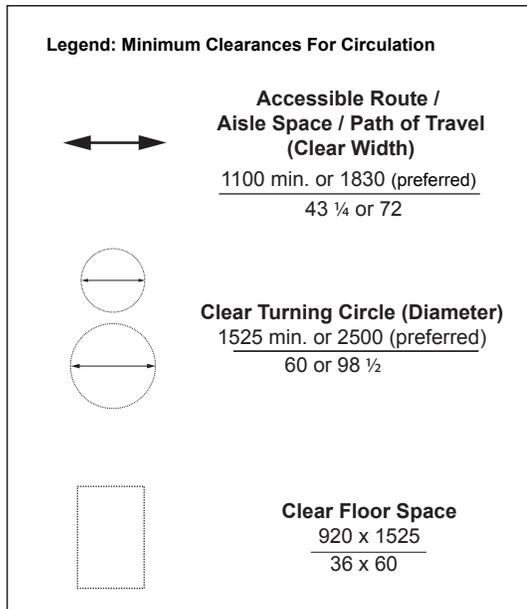
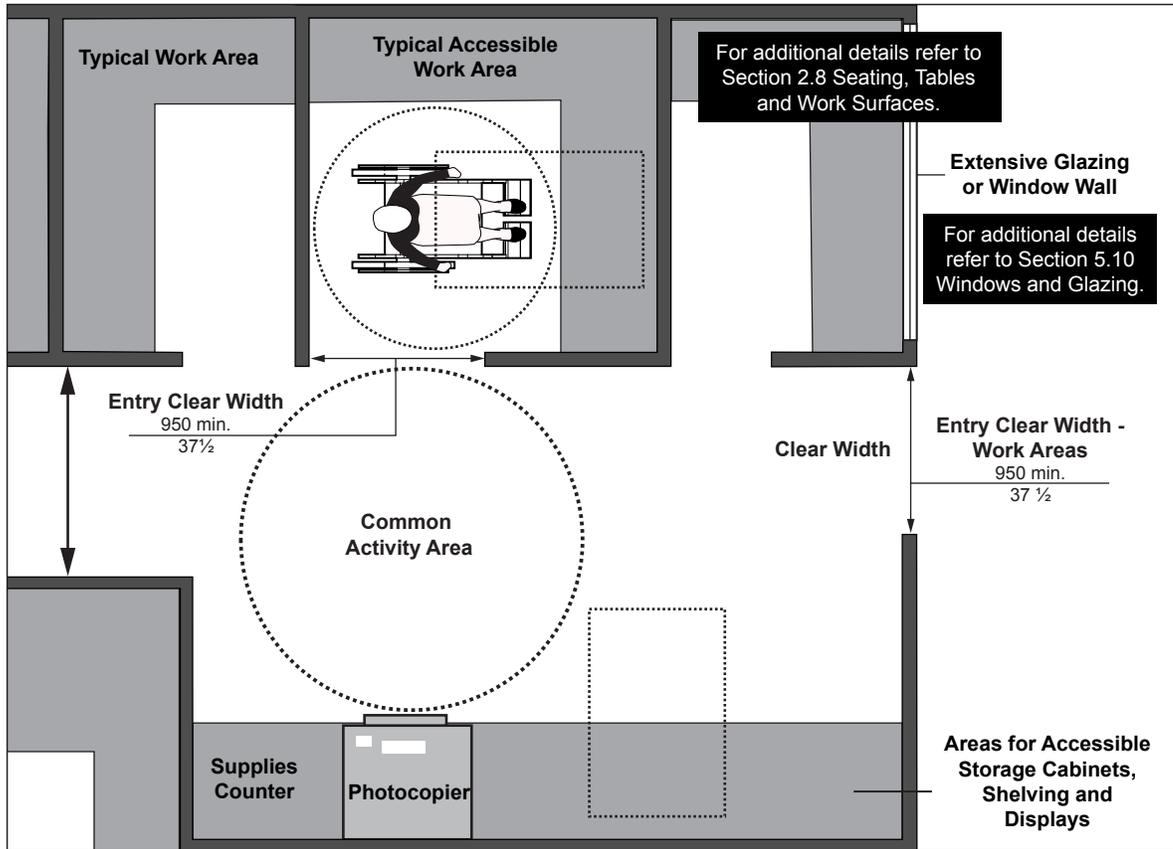
#### Note

Suitable aisle spaces are to be maintained along routes leading to accessible workstations and work areas.

Accessible routes and clear aisle spaces require ongoing maintenance that connect all primary activity elements within office and work areas, to prevent temporary barriers to accessibility (e.g., placement of equipment or other items that reduce clear width or may be potential tripping hazards).



City of London Office: Example of required clear entry width into accessible workstation (e.g., with flexible / adaptable systems furniture).



**Figure 115: Common-Use Work Areas - Plan View**



# Training and Teaching Spaces

# 6.14

## Application

This section applies to all areas of training and teaching spaces where users with disabilities may be students, staff or volunteers, including where they are provided in classroom portables.

Typical areas that require accessibility features include:

- public, visitor, student and staff amenities in common use areas, such as waiting / queuing areas, service counters, lounges and washrooms; and
- common spaces and elements specifically used by staff or students, such as classrooms, meeting rooms, demonstration and work areas with kitchens and related amenities (e.g., appliances for preparation and cooking).

## Reference

- Sec. 2.8 Seating, Tables and Work Surfaces
- Sec. 4.3 Interior Accessible Routes
- Sec. 5.1 Controls and Operating Mechanisms
- Sec. 5.2 Assistive Listening Systems
- Sec. 5.7 Lighting
- Sec. 5.8 Signage and Wayfinding
- Sec. 6.1 Assembly Areas
- Sec. 6.5 Kitchens and Kitchenettes
- Sec. 6.13 Office Environments

## Best Practice

Additional detailed accessibility standards may be available and are typically prepared by other organizations that represent the educational sector and that may also be applicable to training and teaching spaces.

Individual staff with a disability may require additional accommodations beyond those identified within this section. Typical accommodations include the ability to enter and move freely throughout the space, as well as use the various built-in elements within (i.e. blackboards, whiteboards, computer work stations, switches, benches, sinks, etc.).

## Note

Additionally, staff, teachers, students or volunteers with varying types of disabilities frequently use learning aids and other assistive devices that require a power supply. The provision of additional electrical outlets throughout training and teaching spaces will enhance the use of such equipment.

Fixtures, fittings, furniture and equipment specified for training / teaching spaces, require a flexible design for use by students, teachers and staff with a wide range of abilities.

Adjustable height tables and chairs, removable armrests and the provision of rolling / locking casters on furniture allows an individual to make any adjustments needed.

## 6.14.1 Design Requirements

Ensure entrances to training and teaching spaces include: **(Refer to Section 4.2, Doors and Doorways)**

- a. at least one accessible entrance/egress door (e.g., clear width and door hardware); and
- b. a power door operator, where the occupancy of the space exceeds 60 people.

Ensure that the overall design addresses detailed and context-specific accessible design requirements, as specified in other sections of these standards, for:

- a. provision of any common-use area / amenities (e.g., work surfaces / tables / counters), storage areas, as well as public and staff accessible washrooms / change rooms and related spaces, including universal washrooms;
- b. floor surfaces and the use of high colour / tonal contrast throughout, for applicable materials and finishes;
- c. primary accessible circulation routes with required clear width, linking all functional areas and elements within the space;
- d. secondary accessible circulation routes, with minimum clear width of 1100 mm (43¾ in) wide;
- e. accessible reach ranges, operating controls and related mechanisms (e.g., includes shelving and storage elements);
- f. windows, glazed screens and sidelights, where provided; and
- g. assistive learning devices such as screen reading software or adapted keyboards on an as-needed basis.

## 6.14.2 Built-in Elements

Where built-in elements such as fixed seating, work surfaces, tables or benches are provided, ensure:

- a. 10% (minimum), but no less than one is accessible, including one of each type of element, where they are duplicated throughout the space;
- b. all work areas / tables incorporate access to data and electrical outlets within close proximity and easy reach to accessible seating spaces;
- c. 2% (minimum) of the seating includes wider seats with a load capacity of at least 227 kilograms (500 pounds);
- d. 2% (minimum) of tables and chairs are height adjustable, with accessible operating controls or automatic push button control preferred;
- e. 50% (minimum) of shelf space in storage facilities are accessible;
- f. 10% (minimum), but no less than one, of writing surfaces that are integrated into training / teaching space seating, accommodates the needs of persons who are left-handed;

- g. 3% (minimum) of the total seating capacity is accessible and identified for use by persons who use a mobility device, with the International Symbol of Accessibility (ISA);
- h. all work areas and tables have a glare-free surface finish, with high colour / tonal contrast compared to surroundings; and
- i. all accessible work areas / tables are positioned to allow a personal assistant, service animal and / or extra equipment to be accommodated at each accessible seating location.

### Note

Refer to all other relevant sections of these standards that apply to exterior and interior design features and amenities for assembly areas with fixed seating, including accessible and adaptable seating, as part of the detailed planning, design and review process for new construction or retrofit projects.

## 6.14.3 Assembly Areas (Fixed Seating)

Where classrooms, auditoria, assembly areas and other related training and teaching spaces have fixed seating:

- a. provide at least two options for accessible seating spaces and viewing locations, integrated as part of the overall seating plan, as part of an accessible route and in close proximity to main entrances and exits; and
- b. ensure that the design allows users with varying types of disabilities to access the primary presentation area via an accessible route.

## 6.14.4 Displays

Where bulletin boards, white boards, smart boards (e.g., interactive displays) or other display systems are provided, ensure:

- a. a minimum of one of each type is accessible:
  - i. located on an accessible route with adjacent required clear floor space; and
  - ii. has its lowest edge located no higher than 760 mm (30 in), above finished floor.

## 6.14.5 Demonstration Areas

Where there are areas intended for demonstration purposes, including work areas, cooking preparation areas or computer work stations, ensure:

- a. provisions are made to facilitate viewing from a variety of eye-levels, through:
  - i. the installation of mirrors over the demonstration area(s); or
  - ii. the use of cameras and a monitor screen for image display;
- b. where any sinks are incorporated, a minimum of one of each type is accessible; and

**Note**

Alternatively, provide height adjustable work surfaces in Kitchens, with automated controls preferred.

- c. where any kitchens and / or related amenities are provided, including appliances, ensure:
  - i. overall design, for a minimum of one of each type, addresses detailed requirements for kitchens and appliances, including dishwashers, ranges and / or cooktops, ovens and refrigerators / freezers;
  - ii. the integration of a minimum one accessible work surface, a minimum 920 mm (36 in) wide, located a maximum 865 mm (34 in) high, with knee space below a minimum of 920 mm (36 in) wide, 480 mm (18 $\frac{7}{8}$  in) depth, and 685 mm (27 in) high; and
  - iii. for detailed requirements, **Refer to Section 6.5, Kitchens and Kitchenettes**

**6.14.6 Additional Requirements**

Ensure spaces / elements intended for general training, teaching and study have:

- a. a background noise level no higher than 30 decibals above ambient (dBA);
- b. a lighting level at a minimum of 500 lux (50 foot candles) and 750 lux (75 foot candles), where any accessible podium is provided; and
- c. alternate mounting heights and reach ranges accommodating children, as identified in **Table 16**, where intended primarily for use by children.

**Table 16:** Alternate Reach Requirements for Children

Forward or Side Reach	Age 3 to 4	Age 5 to 8	Age 9 to 12
High (maximum)	915 (36)	1015 (40)	1120 (44)
Low (minimum)	510 (20)	455 (18)	405 (16)
<b>Note:</b> Children over the age of 12 have the same reach requirements as adults.			

# Laboratories

# 6.15

## Application

This section applies to all areas of laboratories where users with disabilities may be students, staff or volunteers. Fixtures, fittings, furniture and equipment specified for laboratories require design flexibility in terms of accommodating a wide range of diverse users. However, it is recognized that not all equipment typically provided in laboratories is usable by persons with disabilities and additional accommodations may be required.

Typical areas that require accessibility features include:

- Public, staff or student amenities in common use areas, such as waiting / queuing areas, service counters, lounges and washrooms; and
- Common spaces and elements specifically used by staff or students, such as meeting rooms, offices, demonstration and work areas with specialized equipment (e.g., laboratory benches and fume hoods).

## Reference

- Sec. 4.3 Interior Accessible Routes
- Sec. 5.1 Controls and Operating Mechanisms
- Sec. 5.2 Assistive Listening Systems
- Sec. 5.7 Lighting
- Sec. 5.8 Signage and Wayfinding
- Sec. 6.13 Office Environments

## Best Practice

Additional detailed accessibility standards may be available and are typically prepared by other organizations that represent the educational sector and that may also be applicable to laboratories.

Individual staff with a disability may require additional accommodations beyond those identified within this section. Typical accommodations include the ability to enter and move freely throughout the space, as well as use the various built-in elements within (i.e. blackboards, switches, benches, sinks, etc.).

### Note

Wherever practical, it is recommended that controls and operating mechanisms associated with built-in elements and equipment are mounted on the front face of the built-in element or equipment, or in an equivalent location that is reachable by a user in a seated position.

## 6.15.1 Design Requirements

Provide a minimum of one accessible entrance / egress to laboratory spaces and ensure:

- a. the overall doorway design addresses all other accessibility requirements identified in these standards (e.g., clear width / door hardware); and
- b. doorway(s) are equipped with a power door operator, where the occupancy of the space exceeds 60 people.

Ensure that the overall design addresses detailed and context-specific accessible design requirements, as specified in other sections of these standards, for:

- a. provision of any common-use area / amenities (e.g., work surfaces / tables / counters), storage areas, as well as public and staff accessible washrooms / change rooms and related spaces, including universal washrooms;
- b. floor surfaces and the use of high colour / tonal contrast throughout, for applicable materials and finishes;
- c. primary accessible circulation routes with required clear width, linking all functional areas and elements within the space;
- d. secondary accessible circulation routes, with minimum clear width of 1100 mm (43¼ in);
- e. accessible reach ranges, operating controls and related mechanisms (e.g., includes shelving and storage elements);
- f. windows, glazed screens and sidelights, where provided; and
- g. assistive learning devices such as screen reading software or adapted keyboards on an as needed basis.

## 6.15.2 Built-in Elements

Where built-in elements such as fixed seating, work surfaces, tables, laboratory benches or fume cabinets are provided, ensure:

- a. 3% (minimum), but no less than one is accessible, including one of each type of element, where they are duplicated throughout the space;
- b. all work areas / tables incorporate access to data and electrical outlets within close proximity and easy reach to accessible seating spaces;
- c. 50% (minimum) of shelf space in storage facilities are accessible;
- d. all work areas and tables have a glare-free surface finish, with high colour / tonal contrast compared to surroundings; and
- e. all accessible work areas / tables are positioned to allow a personal assistant, service animal and / or extra equipment to be accommodated at each accessible seating location.

### 6.15.3 Fume Cabinets

Where provided as part of fume cabinets, ensure accessible fume hoods have:

- a. a base surface mounted no higher than 865 mm (34 in) above the floor; and
- b. one fume hood (minimum), with knee-space below, a minimum of 685 mm (27 in) high by 480 mm depth (18 $\frac{3}{8}$  in) by 920 mm wide (36 in).

### 6.15.4 Safety equipment

For all safety equipment such as fire extinguishers, eye wash stations or deluge showers, ensure:

- a. the provision of accessible design features and usability by persons with diverse disabilities, based on detailed requirements identified in applicable sections of these standards.

### 6.15.5 Displays

Where bulletin boards, white boards, smart boards (e.g., interactive displays) or other display systems are provided, ensure:

- a. a minimum of one of each type is accessible:
  - i. located on an accessible route with adjacent required clear floor space; and
  - ii. has its lowest edge located no higher than 760 mm (30 in), above finished floor.

### 6.15.6 Demonstration Areas

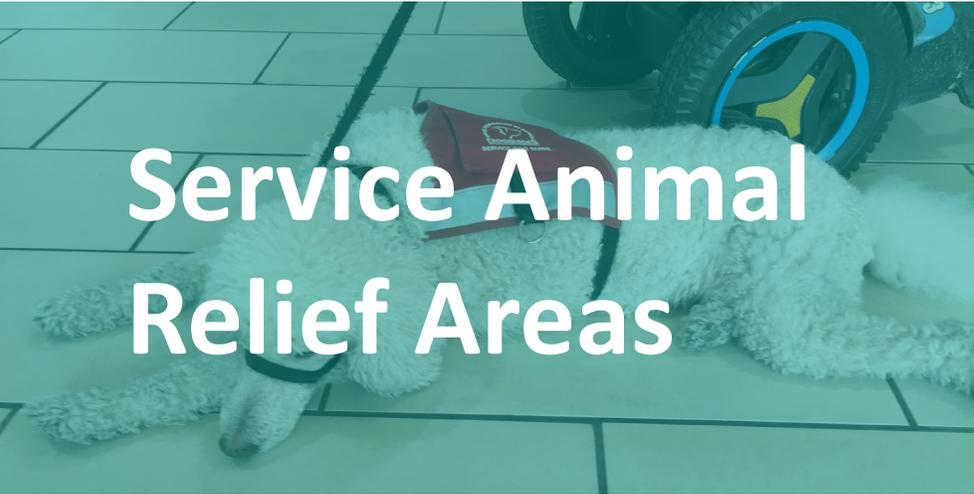
Where there are areas intended for demonstration purposes, including laboratory benches, fume cabinets / hoods or computer work stations, ensure:

- a. provisions are made to facilitate viewing from a variety of eye-levels, through:
  - i. the installation of mirrors over the demonstration area(s); or
  - ii. the use of cameras and a monitor screen for image display; and
- b. where any sinks are incorporated, a minimum of one of each type is accessible.

### 6.15.7 Additional Requirements

Ensure spaces / elements intended for general training, teaching and study have:

- a. a background noise level no higher than 30 decibals above ambient (dBA); and
- b. a lighting level at a minimum of 500 lux (50 foot candles) and 750 lux (75 foot candles), where any accessible podium is provided.



# Service Animal Relief Areas

# 6.16

## Application

This section applies to the provision of a Service Animal Relief Area (SARA), which is a designated exterior area for service animals to relieve themselves (e.g., guide or companion dogs who assist users with their mobility and that are trained to use these facilities).

## Reference

- Sec. 2.5 Overhanging and Protruding Objects
- Sec. 3.3 Exterior Paths of Travel
- Sec. 5.1 Controls and Operating Mechanisms
- Sec. 5.8 Signage and Wayfinding

### 6.16.1 Provision and Location

- a. connect and locate adjacent to an exterior accessible route / path of travel, with a minimum clear width of 1830 mm (72 in) and ensure it is located away from high traffic areas such as vehicular drive aisles, access routes and loading docks; and
- b. locate as close as possible to an accessible entrance.

#### Best Practice

Locating any SARA between 30 m to 50 m (98 ft 5 in to 164 ft) from an accessible entrance is recommended.

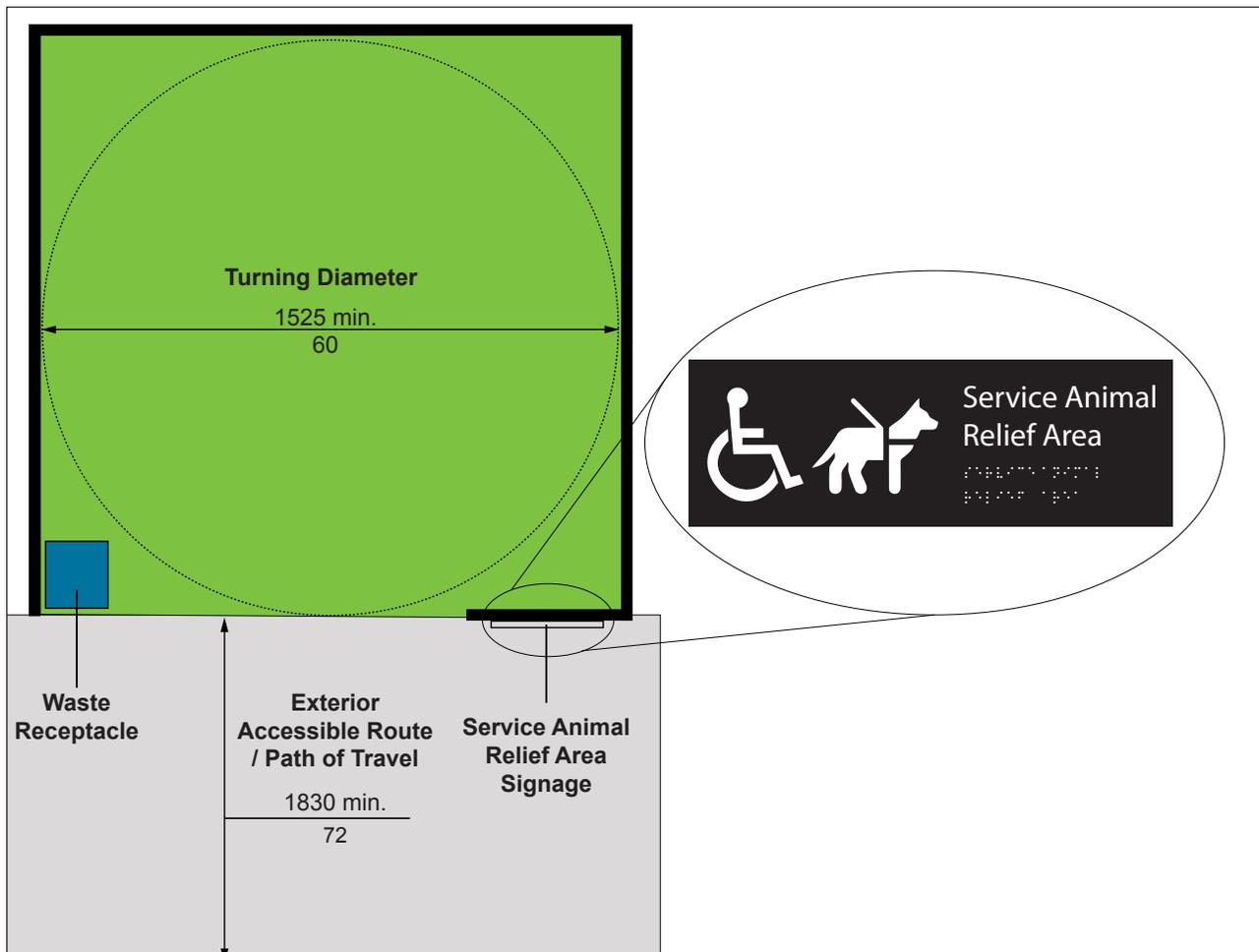
### 6.16.2 Design and Layout

An exterior SARA can potentially be designed in many ways depending on the site context, however, typical features include: **(Figure 106)**

- a. provide a dedicated space, clearly marked with accessible identification signage, and with a waste receptacle; and
- b. ensure no interior obstructions or projections, with interior ground space (e.g., grass, mulch or artificial turf) providing a minimum turning space diameter of 1525 mm (60 in), or preferred 3000 mm (118 in), which allows a service animal to circle its handler prior to relieving itself.

#### Note

Consider providing additional information signage, to explain what the SARA is and to remind handlers to clean up afterwards.



**Figure 116:** Typical SARA Design Features and Layout



# Municipal Courts

# 6.17

## Application

This section applies to municipal courts and members of the judiciary, court clerks or other officials, defendants, members of counsel and members of the public.

Typical areas that require detailed accessibility features include:

- spectator, press and other areas with fixed seats or flexible furniture (e.g., seating, tables, serveries);
- jury boxes and witness stands;
- judges' benches; and
- courtroom stations (e.g., clerk / bailiff, court reporter, litigant, counsel).

The design of municipal courts is typically complex due to unique spaces and elements that are provided. Therefore, it is important to refer to all other relevant sections of these standards that apply to exterior and interior design features and amenities for municipal courts, as part of the detailed planning, design and review process for new construction or retrofit projects.

## Reference

- Sec. 2.8 Seating, Tables and Work Surfaces
- Sec. 2.9 Drinking Fountains
- Sec. 4.3 Interior Accessible Routes
- Sec. 5.1 Controls and Operating Mechanisms
- Sec. 5.2 Assistive Listening Systems
- Sec. 5.7 Lighting
- Sec. 5.8 Signage and Wayfinding
- Sec. 6.1 Assembly Areas
- Sec. 6.5 Kitchens and Kitchenettes
- Sec. 6.13 Office Environments

## Note

Refer to additional detailed accessibility standards prepared by the Province of Ontario that may be applicable (e.g., Ministry of the Attorney General).

## 6.17.1 General Provisions

### 6.17.1.1 Entrances

Provide all required accessibility features, including an accessible route leading to:

- one restricted entrance (minimum);
- one secured entrance (minimum); and
- any fixed security barrier systems at all required accessible entrances.

## 6.17.2 Other Features

For existing conditions, where security barriers incorporate equipment such as metal detectors, fluoroscopes, or other similar devices which can't be made accessible:

- provide an accessible route adjacent to such security screening devices, to facilitate an equivalent circulation path; and
- ensure two-way communication systems, where provided to gain admittance into restricted areas within a facility, are accessible with both visual and audible signals.

## 6.17.3 Assembly Areas - Fixed Seating

Where fixed seating is provided, ensure:

- accessible seating spaces and viewing locations are integrated as part of the overall seating plan, as part of an accessible route; and
- provide accessible seating spaces for users of mobility aids and adaptable seating based on design requirements and the total number of fixed seats (**Refer to Section 6.1, Assembly Areas**).

## 6.17.4 Jury Boxes and Witness Stands

Where a jury box and witness stand are provided:

- provide an accessible route and level access into seating areas, with required minimum clear floor space within its defined area of 920 mm (36 in) by 1525 mm (60 in); and
- ensure any related features or equipment are accessible (e.g., evidence shelf, work surface and communication equipment such as a microphone etc.).

### Note

Restricted entrances are those entrances used only by judges, public officials, facility personnel or other authorized parties on a controlled basis. Secured entrances are those entrances to judicial facilities used only by detainees and detention officers.

### Exception

Accessible door hardware is not required for secured entrances, doors and doorways operated only by security personnel.

In alterations, accessible clear floor 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 a ramp or lift access poses a hazard by restricting or projecting into a required means of egress.

### **6.17.5 Judges' Benches and Courtroom Stations**

Where a judges' bench and work stations (e.g., used by clerk / bailiff / court reporter / legal counsel etc.) are provided as part of an accessible route:

- a. ensure floor space and related millwork (e.g., tables / work surfaces) are designed based on the requirements identified in these standards.

### **6.17.6 Additional Considerations**

Ensure that the overall design addresses detailed and context specific accessible design requirements, as specified in other sections of these standards, for:

- a. the provision of any common-use areas / amenities (e.g., work surfaces / tables / counters), storage areas, as well as public and staff accessible washrooms / change rooms and related spaces, including universal washrooms;
- b. assistive listening systems (e.g., including a suitable number of receivers based on expected occupancy of rooms / spaces), with required informational signage indicating the availability and locations of the system(s), marked with the international symbol for hearing loss; and
- c. other key elements and spaces, including those provided in areas for jury assembly or deliberation, such as refreshment areas, kitchenettes, and any built-in refreshment dispensers or drinking fountains.



# Fire Stations

# 6.18

## Application

This section applies to fire stations, where persons with disabilities may be members of the public or fire station staff (e.g., including employees who may have a temporary disability or injury and require accommodations) and where fire stations may be used for diverse public programming space and events.

Typical areas that require accessibility features include:

- public, visitor and staff amenities in common use areas, such as waiting / queuing areas and service counters;
- common spaces and elements such as meeting rooms, kitchen, lounge, public washrooms; and
- areas used frequently by visitors during site visits and tours (e.g., apparatus bay for school visits and educational seminars), emergency events, elections (e.g., space used for a polling station), safety training or other municipal functions and special events.

## Reference

All other relevant sections of these standards that apply to exterior and interior design features and amenities for fire stations, as part of the detailed planning, design and review process for new construction or retrofit projects.

## Best Practice

Additional detailed accessibility standards may be available and are typically prepared by the Province of Ontario that may also be applicable to fire stations and related spaces.

## Exception

Accessible design compliance is not required for existing fire facilities and spaces that are for the exclusive use of firefighters such as hose towers, fitness rooms, 2nd floor offices or other spaces (e.g., dormitories), as well as any basement level storage areas.

## Exception

Accessible door hardware is not required for secured entrances, doors and doorways operated only by fire personnel.

## Note

Space for an adult-sized change table is required, with provision of an adult-sized change table with automatic height adjustment recommended, but not required. An accessible baby change table is required.

Additional universal washrooms / showers / changerooms for use by staff and public to be provided based on detailed review during the design of new fire stations based on occupancy requirements, the overall size of the facility, and other requirements identified in these standards.

## 6.18.1 General Design Features

### 6.18.1.1 Main Entrance

Provide all required accessibility features, including an accessible route leading to:

- a. the main public entrance; and
- b. one secured entrance (minimum) used by staff / firefighters.

## 6.18.2 Emergency Communications System

Ensure an accessible two-way emergency call system (with visual and audible notification) is provided at the main accessible public entrance, with this entrance providing level access and equipped with a power door operator.

## 6.18.3 Common Areas

- a. provide at least one universal washroom, with an accessible shower and change room or area for public / staff use, located on the main floor level, as part of an accessible route and in close proximity to the primary accessible entrance to the facility; and
- b. ensure an accessible route, doorways and related features are provided, leading to key / centralized spaces including the apparatus bay, dispatch / communications office and meeting / office areas.

## 6.18.4 Additional Considerations

Ensure that the overall design addresses detailed and context-specific accessible design requirements, as specified in other sections of these standards, for:

- a. provision of any common-use area / amenities (e.g., work surfaces / tables / counters), storage areas, as well as public and staff accessible seating areas, kitchens / kitchenettes, and key spaces such as washrooms, change rooms and related spaces, including universal washrooms;
- b. floor surfaces and the use of high colour / tonal contrast throughout, for applicable materials and finishes;
- c. primary accessible circulation routes for public and staff with required clear width, linking all functional areas and elements within the space;
- d. secondary accessible circulation routes, with minimum clear width of 1100 mm (43¼ in);
- e. accessible reach ranges, operating controls and related mechanisms (e.g., includes shelving and storage elements);
- f. windows, glazed screens and sidelights, where provided; and
- g. any other space, element or feature that applies.



# 6.19

## Application

This section applies to police stations, where persons with disabilities may be members of the public, detainees, members of counsel or police staff.

Typical areas that require accessibility features include:

- Public, visitor and staff amenities in common use areas, such as waiting / queuing areas, washrooms and service counters; and
- Secured areas such as holding cells and any common use areas for detainees.

## Reference

All other relevant sections of these standards that apply to exterior and interior design features and amenities for police stations, as part of the detailed planning, design and review process for new construction or retrofit projects.

## Best Practice

Additional detailed accessibility standards may be available and are typically prepared by the Province of Ontario that may also be applicable to police facilities and related spaces.

## Exception

Accessible door hardware is not required for secured entrances, doors and doorways operated only by police personnel.

## Note

Where accessible communications systems incorporate a telephone handset, one telephone handset (minimum) requires volume controls.

## 6.19.1 General Provisions

### 6.19.1.1 Entrances

Provide all required accessibility features, including an accessible route leading to:

- a. all public entrances;
- b. one secured entrance (minimum) used by the public; and
- c. any fixed security barrier systems that are provided at all required accessible entrances.

## 6.19.2 Security Features

For existing conditions, where security barriers incorporate equipment such as metal detectors, fluoroscopes, or other similar devices which cannot be made accessible:

- a. provide an accessible route adjacent to such security screening devices, to facilitate an equivalent circulation path; and
- b. ensure two-way communication systems, where they are provided to gain admittance into restricted areas within a facility, are accessible with both visual and audible signals.

## 6.19.3 Specialized Areas

### 6.19.3.1 Visiting Areas

Where there are secured, non-contact visiting areas (e.g., detainees are separated from visitors), that serve accessible holding cells or related rooms / spaces, provide features and elements as part of an accessible route as follows:

- a. ensure the overall design, related millwork (e.g., work surfaces, tables, counters) and clear floor space that is required for circulation by users of mobility aids is provided, on both the visitor and detainee side and as identified in these standards, for:
  - i. 5%, but not less than one cubicle / counter work surface; and
  - ii. 5% but not less than one service / information counter.
- b. incorporate accessible communications systems (e.g., hands-free type speaker, with push button activation), mounted at dual height, for both individuals who use mobility aids and individuals who have difficulty bending, where solid partitions or security glazing separates visitors from detainees (**Refer to Section 5.2, Assistive Listening Systems**).

### 6.19.3.2 Holding Cells

Where holding cells are provided for detainees, ensure:

- a. 2% (minimum), but not less than one, of the total number of cells are designed with accessibility features (e.g., specialized toilet, lavatory, grab bars and other amenities for secured environments);
- b. one cell (minimum) of each type of specialized cell is designed with accessibility features, where provided (e.g., orientation, protective custody, disciplinary, segregation, detoxification or medical isolation); and
- c. 2% (minimum), but not less than one, of general cells are equipped with audible and visual emergency alarm systems.

### 6.19.4 Additional Considerations

Ensure that the overall design addresses detailed and context specific accessible design requirements, as specified in other sections of these standards, for:

- a. the provision of any common-use area / amenities (e.g., work surfaces / tables / counters), storage areas, as well as public and staff accessible seating areas, and key spaces such as washrooms, change rooms and related spaces, including universal washrooms;
- b. floor surfaces and the use of high colour / tonal contrast throughout, for applicable materials and finishes;
- c. primary accessible circulation routes for public, staff and detainees with required clear width, linking all functional areas and elements within the space;
- d. secondary accessible circulation routes, with minimum clear width of 1100 mm (43¼ in) (e.g., this includes clear width around any furniture such as beds in accessible holding cells);
- e. accessible reach ranges, operating controls and related mechanisms (e.g., includes shelving and storage elements);
- f. windows, glazed screens and sidelights, where provided; and
- g. any other space, element or feature that applies.



# Child Care Facilities

# 6.20

## Application

This section applies to all areas of child care facilities where users with disabilities may be children, parents, staff or volunteers.

Typical areas that require accessibility features include:

- public, visitor and staff amenities in common use areas, such as waiting / queuing areas and service counters;
- common spaces and elements such as meeting rooms, kitchens, lounges, and public washrooms; and
- areas used frequently by visitors when dropping off or picking up children.

## Reference

Refer to all other relevant sections of these standards that apply to exterior and interior design features and amenities for child care / daycare facilities.

## Best Practice

Additional detailed accessibility standards may be available and are typically prepared by organizations representing child care facilities that may also be applicable to these specialized environments.

## 6.20.1 Design Requirements

To address inclusive design needs for child care facilities, ensure:

- a. accessible service counters, tables, work counters / surfaces, and activity counters or built-in millwork are located on an accessible route, as well as other typical amenities / features common for this type of space, including but not limited to:
  - i. universal washrooms and specialized training washrooms for children;
  - ii. kitchens / kitchenettes or food preparation areas;
  - iii. assembly and seating areas;
  - iv. sleeping / quiet rooms (e.g., for infants versus other ages); and
  - v. cubbies, coat storage, locker areas and mailboxes;
- b. main entrance area and lobby are located in close proximity to a universal washroom for visitor, public and staff use, connected conveniently to a central circulation corridor, an elevator (e.g., if required for multi-level facilities), a stroller and coat storage area, as well as direct access to a doorway leading to an exterior inclusive play space;
- c. where power door operators (PDO's) are provided, they are synchronized with other security measures to prevent children from leaving the center unsupervised, such as keypad, card reader or other type of secure access feature (e.g., incorporated as part of PDO control to activate the power door);
- d. provision of 1525 mm (60 in) clear turning circle, or preferred 2500 mm (98 ½ in) for all key spaces, including clear floor and transfer space adjacent to any furniture, such as sleeping beds or cots, for any dedicated child or infant sleeping room; and
- e. a minimum of 5%, and never less than one, accessible bed / cot with required clear turning, floor and transfer space.

### Note

Design requirements to address the needs of children of various ages and abilities may also need additional review as part of detailed design, including understanding varying types of disabilities such as autism.

## 6.20.2 Enhanced Design Features

- a. ensure entry vestibules are large enough to accommodate a triple stroller and a person, in addition to the free space required for the clear swing of any door that enters the space;
- b. where stairs and ramps are provided, provide regular height handrails (as identified in these standards, with a second child-height handrail mounted at 510 mm to 710 mm (20 in to 28 in));
- c. where elevators are provided, ensure they are sized to accommodate a triple stroller and the appropriate staff-to-child ratio based on the age group(s) served by the facility;
- d. integrate the provision of inclusive play spaces for exterior areas, based on compliance with CAN/CSA Z614 Annex H (current edition); and
- e. provision of additional accessibility features such as public address systems and assistive listening systems where required.

### 6.20.3 Additional Considerations

Ensure that the overall design addresses detailed and context specific accessible design requirements, as specified in other sections of these standards, for:

- a. provision of any common-use area / amenities (e.g., work surfaces / tables / counters), storage areas, as well as public and staff accessible seating areas, kitchens / kitchenettes, and key spaces such as washrooms, change rooms and related spaces, including universal washrooms;
- b. floor surfaces and the use of high colour / tonal contrast throughout, for applicable materials and finishes;
- c. primary accessible circulation routes for public and staff with required clear width, linking all functional areas and elements within the space;
- d. secondary accessible circulation routes, with minimum clear width of 1100 mm (43¼ in);
- e. accessible reach ranges, operating controls and related mechanisms (e.g., includes shelving and storage elements);
- f. windows, glazed screens and sidelights, where provided; and
- g. any other space, element or feature that applies.



# Business, Mercantile and Civic

# 6.21

## Application

This section applies to areas used to conduct business transactions, including public areas (e.g., as customer / consumer), as well as staff work areas. Typical facilities include:

- city service departments;
- retail areas and spaces; and
- sales and distribution centers.

The types of transaction and service counters may vary but commonly are related to:

- customer service areas;
- information desks or counters;
- ticketing counters;
- teller stations;
- registration counters; and
- box office counters.

## Reference

All other relevant sections of these standards that apply to interior and exterior design features and amenities for business, mercantile and civic facilities, as part of the detailed planning, design and review process for new construction or retrofit projects.

Sec. 5.2 Assistive Listening Systems

Sec. 6.10 Service Counters

Sec. 6.11 Waiting and Queuing Areas

Sec. 6.13 Office Environments

## Best Practice

All work areas and spaces require flexible design and considerations for ongoing and future adaptations or accommodations that may be required for addressing the needs of users with diverse disabilities and based on the type of spaces, individual equipment or assistive devices that may be used.

## 6.21.1 Design Requirements

In areas used for business transactions and related services, as well as where service counters have cash registers / point of sale devices (POS), ensure:

- all accessible service counters / aisles are provided as part of an accessible route, with minimum clear width of 1100 mm (43¼ in), or preferred 1830 mm (72 in) and are marked overhead and at other strategic locations with the International Symbol of Accessibility (e.g., in the same location where the checkout number or type of checkout is displayed);
- at least one of each type of service counter has a portion of the counter that is accessible, a minimum of 920 mm (36 in) wide, with:
  - required clear floor space in front;
  - clear knee / toe space below, for both frontal / parallel approach and use;
  - where required, provide any point of sale devices that are flexible and not affixed to any counter / work surface, either with wireless capability or attached with a coil / chord for suitable reach within 600 mm (23½ in) of the front edge; and
  - an overall design that addresses all other applicable accessible design requirements identified in these standards;
- where counters are dispersed throughout the facility, ensure that the accessible counters are also dispersed;
- where public counters have solid partitions or glazing to separate personnel from the public, ensure:
  - one of each type (minimum) provides an accessible method to facilitate voice communication (e.g., assistive listening system such as a counter loop system, grills, slats, talk-through baffles, intercoms or handsets); and
  - the method to facilitate voice communication is accessible (e.g., mounted at dual heights) for both seated and standing users (e.g., people who have difficulty bending);
- provide the number of accessible checkout aisles, as identified in **Table 17**.



Example of service area and accessible service counter, Neighborhood, Children and Fire Services Office, City of London.

**Table 17:** Required Number of Accessible Check-out Aisles

Total Number of Check-out Aisles Provided, For Each Type / Design	Minimum Number of Accessible Check-out Aisles Required, For Each Type / Design
1 to 4	1
5 to 8	2
9 to 15	3
Over 15	3 plus 20% of additional aisles



# Storage, Shelving and Display Units

# 6.22

## Application

This section applies to typical fixed or built-in storage, shelving and display units, including millwork, that are part of the design of interior environments related to facilities in general, as well as other special facilities and spaces, including but not limited to assembly areas, offices, meeting and multi-purpose rooms, and libraries.

Key considerations include:

- mounting heights need to address a full range of vantage points including the lower sightlines of children or users of mobility aids, including when in a seated position;
- upper and lower reach ranges are designed to accommodate diverse users, including a minimum lower reach range to assist users who may have difficulty bending down;
- strategic use of high colour / tonal contrast and suitable lighting levels to assist with identifying their location, allow users to position themselves properly when approaching and using these elements, as well as to prevent any potential bumping hazards; and
- where possible, use recessed shelving or alternate options (e.g., design related millwork to be cane detectable at sides) to ensure there are no projections into any adjacent accessible routes.

## Reference

- Sec. 1.3 Space and Reach Requirements
- Sec. 4.3 Interior Accessible Routes
- Sec. 5.1 Controls and Operating Mechanisms
- Sec. 6.0 Special Facilities and Spaces

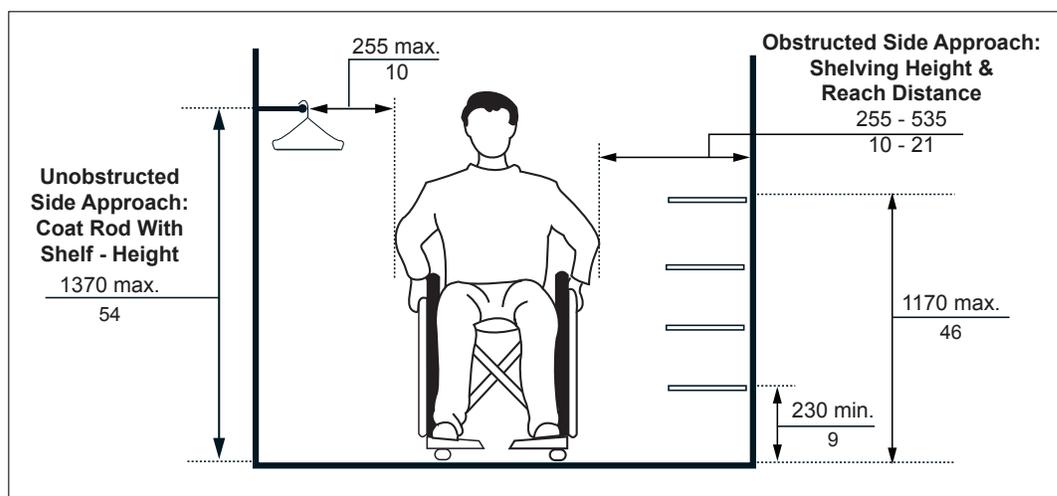
## Note

Mounting coat hooks on the back side of accessible benches is not permitted, as it will be a bumping hazard and obstructs the use of the bench when transferring or seated.

### 6.22.1 Design Requirements

Where fixed or built-in storage facilities, such as cabinets, closets, shelves and drawers, are integrated as part of the design of interior accessible rooms or spaces: **(Figure 117)**

- a. ensure that these types of features and elements are located as part of an accessible route, with a minimum clear floor space of 920 mm (36 in) by 1525 mm (60 in) to allow either a frontal or side approach;
- b. provide a minimum of one of each type that is accessible, with suitable reach ranges, allowing independent use and approach, as identified in this and other sections of these standards **(Refer to Section 1.3, Space and Reach Requirements)**;
- c. for an unobstructed frontal approach, reach and use, mount:
  - i. clothes rods at a maximum of 1200 mm (47 in) high; or
  - ii. shelves between 230 mm to 1200 mm (9 in to 47 in), where a range of shelving heights is provided;
- d. for a side approach, reach and use, mount clothes rods or shelves:
  - i. when unobstructed, at a maximum 1370 mm (54 in) high above the floor; or
  - ii. when obstructed, at a maximum 1170 mm (46 in) high above the floor, for a side approach where there is a required reach distance between 255 mm and 535 mm (10 in and 21 in), for example, closets without accessible doors;
- e. mount coat hooks, where provided, at a maximum 1200 mm (47 in) high above the floor, with collapsible type design that does not project more than 50 mm (2 in) from mounting surface; and



**Figure 117:** Reach Limits for Storage (Side Approach): Clothes Rods and Shelving

- f. provide accessible hardware, to be determined based on the type of storage, cabinetry and / or millwork design, with high colour / tonal contrast and suitable grasping dimension and operating forces, which may include D-shaped handles / pulls or other hardware systems activated by push or touch of the surface, such as sliding drawers or cabinet doors **(Refer to Section 5.1, Controls and Operating Mechanisms)**.

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# Appendices

# 7.0

## Table of Contents

7.1	Glossary .....	269
7.2	List of Figures.....	279
7.3	List of Tables .....	284
7.4	Feedback Form .....	285
7.5	Appendix A: Universal Design Principles and Guidelines ....	287



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# Glossary

# 7.1

Term	Definition
<b>Access Aisle</b>	Refers to an accessible and safe pedestrian space or route used for loading and unloading from vehicle, as well as safe travel to and from designated accessible parking spaces to nearest accessible route / entrance. Access aisles include pavement markings for easy identification and are often shared between accessible parking spaces.
<b>Accessible</b>	Refers to any space, feature, element, site, environment or facility that can be used (e.g., located, approached, entered, exited or operated) by people with varying disabilities, with or without the use of mobility aids or assistive devices. Can also refer to services, practices and programs.
<b>Accessible element</b>	An element specified by this standard (for example, telephone, controls etc.).
<b>Accessible Route</b>	A continuous, unobstructed path (interior or exterior) connecting users to accessible elements, features, amenities and spaces. Typically, accessible routes include parking access aisles, pedestrian sidewalks and curb ramps and interior corridors, floors, elevators and ramps.
<b>Accessible space</b>	Space that complies with this standard.
<b>Accommodation</b>	A term used to reflect how an individual's needs are met for unique circumstances where a solution may not be "technically" feasible or practical to implement. Where barriers continue to exist because it is impossible to remove those barriers at a given point in time, then accommodation should be provided to the extent possible, short of "undue hardship". There is no set formula for accommodating people with disabilities. Each person's needs are unique and must be considered afresh when an accommodation request is made. A solution may meet one person's requirements but not another's, although it is also the case that many accommodations will benefit large numbers of persons with disabilities. Accommodating an individual's needs through differential treatment must be achieved in a manner that maximizes integration and dignity.
<b>Adaptable</b>	The ability of a certain building space or element, such as kitchen counters, sinks, or grab bars, to be added or altered so as to accommodate the needs of individuals with or without disabilities or to accommodate the needs of persons with different types or degrees of disabilities.
<b>Addition</b>	An expansion, extension, or increase in the gross floor area of a facility.
<b>Alteration</b>	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, remodelling, 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.

Term	Definition
<b>Ambient Light</b>	The total amount of light in a space, including daylight or artificial light, whether from direct sources or reflected from surfaces in that space.
<b>Amenities</b>	Features or services that are usable by the public that typically increase physical comfort throughout the built environment (e.g., washrooms, resting areas, telephones, drinking fountains or food vending machines).
<b>Amenity Strip</b>	A section of a path or sidewalk that is set aside for placement of street furniture (e.g., benches, hydro poles, vending machines and post boxes), to ensure it is located away from pedestrian path of travel.
<b>Anthropometrics</b>	Refers to the study of human physical measurement, movement and proportions of the human body, with respect to reach ranges, sight lines, etc.
<b>Area of Refuge</b>	A safe holding area which has been designated in a Fire Safety Plan, with direct access to an exit and is equipped with separate ventilation and communication equipment. It is a place where people can wait temporarily until they can exit safely or await further instructions or assistance during an emergency evacuation.
<b>Arena</b>	Refers to an enclosed, indoor venue, often circular or oval-shaped and designed to showcase a variety of performance or sporting events (e.g., hockey, basketball, football or soccer) in a large open space, typically surrounded on most or all sides by tiered seating for spectators. Often, the key feature of an arena is that the event space is the lowest point, allowing for maximum visibility.
<b>Assembly Area</b>	A room or space accommodating a group of individuals for educational, recreational, political, social, civic or amusement purposes, or for the consumption of food and drink.
<b>Assistive Listening Systems (ALS)</b>	Assistive listening systems (ALS) augment standard public address and audio systems by providing signals which can be received directly by persons with special receivers or their own hearing aids and which eliminate or filter background noise. The type of assistive listening system appropriate for a particular application depends on the characteristics of the setting, the nature of the program, and the intended audience. Magnetic induction loops, infrared and radio frequency systems are types of listening systems which are appropriate for various applications. Refer to Induction Loop or Infrared Assistive Listening Systems.
<b>Attic or roof space</b>	The space between the roof and the ceiling of the top storey or between a dwarf wall and a sloping roof.
<b>Audible Signals</b>	Signals which emit a distinctive sound, communication or alert to provide a warning or indicate a readiness to respond (e.g., alarm bell or signal).
<b>Automatic Door</b>	A door equipped with electronic sensors allowing it to be opened and triggered when pedestrians approach (e.g., typically sliding doors or swing doors equipped with guardrails for safety). See Power-Assisted Door.
<b>Barrier</b>	Refers to anything that prevents a person with a disability from fully participating in any aspect of society because of their disability. This can include a physical barrier, an architectural barrier, an information or communication barrier, an attitudinal barrier, or a technological barrier for example. It can also include policies and practices that result in an obstacle or hardship (e.g., systemic barrier).
<b>Blended Curb</b>	A connection with a slope of 1:20 (5%) or less between the level of a pedestrian walkway and the level of a crosswalk.

Term	Definition
<b>Board room / Conference room / Meeting room</b>	A room used for meetings, which accommodates six or more people.
<b>Bollard</b>	Typically a 900 mm high (minimum) post to mark a pedestrian path from vehicular traffic.
<b>Braille</b>	Braille is a system of touch reading for the blind which employs embossed dots evenly arranged to represent numbers and letters. Literary Braille, as officially approved, comprises of two grades. Grade 1 Braille is in full spelling and consists of the letters of the alphabet, punctuation, numbers, and a number of composition signs which are special to Braille. Grade 2 Braille consists of Grade 1 and 189 contractions and short-form words, typically used for signage where space is limited.
<b>Building</b>	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.
<b>Change Room</b>	See Dressing Room.
<b>Circulation Route or Path</b>	An exterior or interior pedestrian way used for traveling from one place to another.
<b>Clear</b>	Unobstructed.
<b>Clear Floor Space</b>	The amount of unobstructed floor or ground space required to accommodate a single stationary user, or a mobility device / aid, such as wheelchairs, scooters, canes and crutches.
<b>Closed Circuit</b>	A telephone with dedicated line(s), such as a house phone, courtesy phone or phone that must be used to gain entrance to a building or part thereof.
<b>Closer</b>	See Door Closer.
<b>Common Use</b>	Refers to those interior and exterior rooms, spaces or elements that are made available for regular and daily for use by the occupants or visitors of a facility. (e.g., common use areas of an office may include kitchens, reception areas, washrooms, etc.)
<b>Communication Devices and Systems</b>	Devices that enable or enhance the ability of people to receive or transmit information, usually electronically, for communication.
<b>Comply with</b>	Meet one or more specifications of this standard.
<b>Cross Slope</b>	The slope that is perpendicular to the direction of travel. Opposite of running slope.
<b>Crosswalk</b>	That part of a roadway at an intersection that is marked for safe pedestrian crossing (e.g., by lines or other markings on the surface).
<b>Curb Ramp</b>	A sloped ramp surface cutting through a curb or built up to it (e.g., between the sidewalk and the road surface).
<b>Dais</b>	Refer to Stage.
<b>Deaf</b>	A term to describe people with a severe to profound hearing loss (90 decibels or greater), with little or no residual hearing. Lowercase deaf is used when referring to the medical / audio logical condition of having little or no hearing, while uppercase Deaf refers to individuals who identify themselves as deaf and share a culture and community, not just a medical condition.

Term	Definition
<b>Deafened</b>	A term used to describe individuals who grow up hearing or hard of hearing and suddenly, or gradually, experience a profound loss of hearing. Late-deafened adults usually cannot understand speech without visual clues such as print interpretation (e.g., computerized note taking), speech reading or Sign Language.
<b>DeafSpace</b>	Deaf people inhabit a rich sensory world where vision and touch are a primary means of spatial awareness and orientation. Many use sign language, a visual-kinetic mode of communication and maintain a strong cultural identity built around these sensibilities and shared life experiences. Our built environment, largely constructed by and for hearing individuals, presents a variety of surprising challenges to which deaf people have responded with a particular way of altering their surroundings to fit their unique ways-of-being. This approach is often referred to as DeafSpace. (Source: Gallaudet University, Campus Design and Planning).
<b>Disability</b>	Describes a functional limitation or activity restriction caused by an impairment. Common types include: sensory (e.g., vision or hearing), mobility, physical, cognitive, learning or mental health disabilities. Refer to the Ontario Human Rights Code for a detailed definition of disabilities.
<b>Door Closer</b>	A device or assembly used to open or close a door automatically.
<b>Door Jamb</b>	The vertical component of a door frame.
<b>Dressing Room</b>	Home or visiting team locker rooms that are not for the general public, but dedicated to the group using the playing areas (e.g., hockey arena, soccer field or basketball court). Generally contains showers, benches and washroom amenities.
<b>Egress (<i>Means of</i>)</b>	Means of egress refers to a continuous path of travel provided for the escape of persons from any point in a building leading to a point of safety (e.g., a separate building or an exterior open space protected from fire exposure), including exits and exit routes.
<b>Element</b>	An architectural or mechanical component of a building, facility, space or site (e.g., telephone, curb ramp, door, drinking fountain, seating or water closet).
<b>Elevator Lobby</b>	The waiting area in front of an elevator.
<b>Entrance</b>	An access point into a building or portion of a building or facility used for the purpose of entering. An entrance includes the approach, the vertical access leading to the entrance platform, the entrance door, landing area, vestibules (if provided), the entry door or gate, and the hardware of the entry door or gate. The principal or main entrance of a building or facility is the door through which most people typically enter (e.g., highest level of use).
<b>Exit</b>	The part of a means of egress, including doorways, that leads from the floor area it serves to a separate building, an open public thoroughfare, or an exterior open space protected from fire exposure from the building and having access to an open public thoroughfare.
<b>Facility</b>	All or any portion of buildings, structures, elements, improvements, equipment and pedestrian or vehicular routes located on a site or in a public right-of-way, where specific programs or services are provided or activities performed.
<b>Fire Safety</b>	A general term typically relating to the ability of a building or site to resist, suppress or control the onset and spread of fire and the protection of building occupants.
<b>Fire Safety Plan</b>	An operational plan that provides information, directions, strategies and recommendations for the safe evacuation of users during fire emergencies.
<b>Firm Surface</b>	Refers to a surface that does not deform under the vertical forces exerted by permitted users. Reference ASTM F 1951 Standard.

Term	Definition
<b>Flared Sides</b>	A sloped surface that flanks a curb ramp and provides a graded transition between the ramp and the sidewalk. Flares bridge differences in elevation and are intended to prevent ambulatory pedestrians from tripping. Flares are not considered part of the accessible route.
<b>FM Assistive Listening System</b>	FM assistive listening systems are variations on the commercial FM radio. Radio signals are broadcast by an FM transmitter that is piggybacked on the sound system used in the facility. These signals are received by individual “radios”, which are small pocket-size receivers tuned to the specific frequency used in the transmission.
<b>Foot-Candle (FC)</b>	Refers to measurements of the visible light intensity on a surface, a distance from the light source. One foot-candle is equivalent to the illumination produced by one candle (an optical standard reference) at a distance of 305 mm (one foot). One foot-candle equals approximately ten lux. Foot-candle is the imperial measure. Refer to Lux.
<b>Forward Approach</b>	Where a person will make use of a service counter, drinking fountain, or any other usable element of the built environment, by positioning their body or mobility aid directly in front of and facing the element.
<b>Glare</b>	Often refers to uncomfortably bright light reflected from a surface, floor, window or screen. Glare occurs when one part of the environment is much brighter than the general surrounding area, causing annoyance, discomfort or loss in visual performance.
<b>Grade</b>	The slope parallel to the direction of travel that is calculated by dividing the vertical change in elevation by the horizontal distance covered.
<b>Graphic conventions</b>	Dimensions that are not marked maximum or minimum are absolute, unless otherwise indicated.
<b>Ground floor</b>	Any occupiable floorless 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.
<b>Guard</b>	Protective barrier to prevent accidental falls at openings in floors and at the open sides of stairs, landings, balconies, mezzanines and ramps. Handrail supports often act as guards.
<b>Handrail</b>	A component which is normally grasped by hand for support at stairways and other places where needed for the safety of pedestrians.
<b>Hard of Hearing</b>	A term used to describe people with a hearing loss who rely on residual hearing to communicate through speaking and speech-reading, as well as to hold conversations on the telephone. The degree of hearing loss can range from mild to profound. People who are hard of hearing can understand some speech sounds, with or without a hearing aid, and communicate primarily by speech. Persons who are hard of hearing often use hearing aids, lip reading and other assistive technologies.
<b>Heritage facility</b>	A facility or portions thereof designated under the Ontario Heritage Act, or identified in the inventory of heritage resources for the City of London. (See Public Heritage Facility).
<b>Illumination</b>	The combined amount and intensity of lighting provided, measured in foot-candles or lux.
<b>Induction Loop Assistive Listening System</b>	Induction loop assistive listening systems use a wire around the room to transmit an electromagnetic signal that is picked up by a small telecoil in the hearing aid. Users simply switch on this telecoil (the “T” setting) and adjust the volume of the hearing aid, if necessary. Loop systems are generally used by fewer people with hearing loss due to advances in hearing aid technology.

Term	Definition
<b>Infrared Assistive Listening System</b>	Infrared assistive listening systems operate on infrared light that is beamed from one or several infrared transmitters to small, specialized receivers. There are several types of infrared receivers: stethoscope-style that dangle from the ears, a headset type that fits over the ears, and a small pocket-size type similar to the FM receiver. Where confidential transmission is essential (e.g., a court room setting), an infrared system generally is more effective recognizing transmission will be restricted within a given space.
<b>Kilonewton (kN)</b>	Equals 1000 Newtons.
<b>Lavatory</b>	A washbasin or sink used for personal hygiene.
<b>Lux</b>	The metric measurement for light intensity or illumination. See Foot-Candle.
<b>Maneuvering Space</b>	The minimum floor or ground area needed for users of mobility aids to move into or out of a place, space or along an accessible pathway or route.
<b>Marked Crossing</b>	A crosswalk or other identified path intended for pedestrian use in crossing a vehicular way.
<b>May</b>	Denotes an option or alternative.
<b>Mezzanine or Mezzanine floor</b>	That portion of a storey which is an intermediate floor level, placed within the storey and having occupiable space above and below its floor.
<b>Mobility Aids (or Devices)</b>	A term used to encompass the variety of assistive devices used by people with mobility / physical types of disabilities, including manual and power wheelchairs, scooters, canes and crutches.
<b>Newton (N)</b>	The amount of force needed to move 1 kilogram of an object 1 meter per second squared.
<b>Occupiable</b>	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 at labour, and which is equipped with means of egress, light and ventilation.
<b>Open space</b>	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.
<b>Operable Control</b>	The part of equipment or appliances that is used to insert or withdraw objects, to activate or deactivate, or to adjust the equipment or appliance (e.g., a coin slot, pushbutton or handle).
<b>Operable Portion</b>	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, such as a coin slot, push button or handle.
<b>Park</b>	Land that is privately nor 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, picnic areas, playgrounds, water features, spaces for free play and leisure.
<b>Passenger Loading Zone</b>	Designated and signed area used for loading and unloading of passengers into or out of a waiting vehicle.
<b>Pedestrian Access Route</b>	An accessible route or corridor for pedestrian use within the public right-of-way.
<b>Pictogram</b>	A pictorial symbol or image that represents activities, facilities, spaces or concepts.
<b>Platform Lift</b>	An elevating device which is used to transport a person (with or without assistive equipment) between levels on a platform. A vertical platform lift is a self-contained unit, with or without an enclosure. An inclined platform lift is used for staircases.

Term	Definition
<b>Power-Assisted Door</b>	A door with a mechanism that opens the door automatically, upon the activation of a switch, button or a control. The door also remains in the “open” position for a set period of time to allow safe passage. See Automatic Door.
<b>Private Open Space</b>	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 particular subdivision and usually remain in private ownership.
<b>Public Entrance</b>	An entrance that is not a service entrance or a restricted entrance.
<b>Public Heritage Facility</b>	A facility or portions thereof designated under the Ontario Heritage Act, or identified in the inventory of heritage resources for the City of London and that is open and accessible to the public. (See Heritage Facility)
<b>Public Use</b>	Buildings, facilities and interior or exterior rooms, spaces, sites or elements that are made available to the public and that are typically owned, operated or leased by the City of London.
<b>Ramp</b>	A walking surface with a running slope steeper than 1:20.
<b>Retrofit</b>	See alteration.
<b>Running Slope</b>	The slope that is parallel to the direction of travel expressed as a ratio of rise to run. Opposite of cross slope.
<b>Service Counter</b>	A raised surface on which business is transacted. Service counters can be composed of either built-in (e.g., kiosks) or loose furniture (e.g., podiums). Other examples of service counters include: ATMs, checkout counters, self service kiosks, food vendor, and information counters.
<b>Service Entrance</b>	An entrance not intended for use by the public and used primarily for delivery of goods and services.
<b>Service Room</b>	A room provided in a building to contain equipment associated with building services.
<b>Service space</b>	A space provided in a facility to facilitate or conceal the installation of facility service facilities such as chutes, ducts, pipes, shafts or wires.
<b>Shall</b>	Denotes a mandatory specification or requirement.
<b>Should</b>	Denotes an advisory specification or recommendation.
<b>Side Approach</b>	Where a person will make use of a service counter, drinking fountain, or any other usable element of the built environment, by positioning their body or mobility aid perpendicular to the element.
<b>Sidewalk</b>	A public right-of-way designated for pedestrian use and typically located between the curb or roadway and the adjacent property line.
<b>Sightline</b>	The line of view between a person in an audience and a performance, speaker or displayed item.
<b>Sign or Signage</b>	A sign is a means of conveying information about direction, location, safety or form of action and in general should be designed to be clear, concise and consistent. Signage displays text, symbols, tactile or pictorial information.
<b>Site</b>	A parcel of land bounded by a property line or a designated portion of a public right-of-way.
<b>Site Improvement</b>	Landscaping, paving for pedestrian and vehicular ways, outdoor lighting, recreational facilities added to a site.

Term	Definition
<b>Sleeping Accommodations</b>	Rooms in which people sleep, for example, a dormitory.
<b>Slip-Resistant</b>	A surface that provides sufficient frictional counterforce to the forces exerted in walking to permit safe ambulation.
<b>Space</b>	A definable area (e.g. room, toilet room, hall, assembly area, entrance, storage room, alcove, courtyard or lobby).
<b>Sprinklered</b>	Refers to a building or any part of a building equipped with an automatic sprinkler system.
<b>Stable Surface</b>	Refers to a surface that does not deform or erode under the angular forces of permitted users travelling in a straight line or turning.
<b>Stage</b>	Refers to a space designed primarily for performances and is typically elevated from the audience seating area.
<b>Stair System</b>	Refers to combined elements that make up a typical stair, including steps, landings, and handrails, for example.
<b>Storey</b>	That portion of a building included between the upper surface of a floor and the upper surface of the floor next above. If such portion of a building does not include occupiable space, it is not considered a storey for the purposes of this standard. There may be more than one floor level within a storey, as in the case of a mezzanine or mezzanines.
<b>Street Furniture</b>	Elements in the public right-of-way that are intended for use by pedestrians, including benches, lighting fixtures, waste dispensers and paper vending machines, for example.
<b>Structural Frame</b>	The columns and the girders, beams, trusses and spandrels having direct connection to the columns and all other members which are essential to the stability of the building as a whole.
<b>Tactile</b>	Describes an object that can be perceived using the sense of touch, and typically provided for users with vision loss.
<b>Tactile Walking Surface Indicator (TWSI)</b>	A surface detectable underfoot or by a long white cane, to assist persons with low vision or blindness by alerting or guiding them. TWSI's are referred to as either tactile attention indicator (TAI) or tactile directional indicator (TDI) surfaces.
<b>TDD</b>	(Telecommunication Device for the Deaf): See Text telephone.
<b>Technically Infeasible</b>	Means, with respect to an alteration of a building or a facility, that it has little likelihood of being accomplished, because: <ul style="list-style-type: none"> <li>- existing structural conditions would require moving or altering a load-bearing member which is an essential part of the structural frame; or</li> <li>- 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.</li> </ul>
<b>Temporary Structure</b>	A facility that is not of permanent construction but that is extensively used, or is essential for public use for a period of time. Examples of temporary facilities covered by this standard 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, such as scaffolding, bridging, materials hoists, or construction trailers, are not included.

Term	Definition
<b>Text Telephone (TTY)</b>	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.
<b>Touch Tour</b>	Typically refers to tours provided by museums or other cultural / arts facilities that allow users with vision loss to touch and feel objects, displays and features, for example to gain a sensory understanding of objects and allow individual exploration. Tactile experiences may include: replicas, models, props, and handling objects which convey one aspect of the work.
<b>Transfer Space</b>	An unobstructed area adjacent to a fixture or furniture, allowing the positioning of a mobility aid to assist users with transferring to the fixture or furniture.
<b>Universal Access</b>	A broad term to reflect the intended goal of inclusion for all, based on the principles of universal design or 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” (Ron Mace).
<b>Universal Trail Assessment Process or UTAP</b>	An objective method of documenting trail conditions for universal access. The UTAP: <ul style="list-style-type: none"> <li>- documents actual trail conditions;</li> <li>- enhances user safety through accurate information about trail conditions;</li> <li>- increases access for people of all abilities;</li> <li>- identifies maintenance needs;</li> <li>- creates accessibility information;</li> <li>- enhances environmental protection;</li> <li>- facilitates trail planning and budgeting;</li> <li>- enables informed choice of trails based on interests and abilities;</li> <li>- inventories trails and facilities; and</li> <li>- documents patterns of trail use.</li> </ul>
<b>Vehicular way</b>	A route intended for vehicular traffic, such as a street, driveway or parking lot, within the boundary of the site.
<b>Video Signage</b>	Video signage refers to video devices such as televisions, computer monitors / screens, and flat panel displays that may be used to provide information (e.g., directories). Advantages of video signs include the use of motion to attract attention, and the ability to rapidly update the content of the signs.
<b>Vision Loss</b>	This term usually refers to a progressive decrease in visual acuity. However, it can refer to the sudden onset of substantial acuity decrease or total blindness.
<b>Vision Panel</b>	A glazed opening in a door leaf which allows people to see through to the other side without opening the door.
<b>Walk</b>	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.
<b>Wayfinding</b>	A term used to describe a variety of means for spatial orientation and finding your way to a destination. Wayfinding design describes a variety of means for helping people find their way, through touch, print, signage, architecture and landscaping, for example.

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# List of Figures

# 7.2

Title	Page no.
<b>Section 1.0 Introduction</b>	
Figure i: Universal Clear Floor / Ground Space for Mobility Devices	11
Figure ii: 360° Turning Space / Circle	11
Figure iii: 180° Turning Space	11
Figure iv: Clearances at Alcove - Side Approach where Depth of Alcove is 380 mm (15 in) or less	12
Figure v: Clearances at Alcove - Side Approach where Depth of Alcove is more than 380 mm (15 in)	12
Figure vi: Clearances at Alcove - Front Approach where Depth of Alcove is 610 mm (24 in) or less	12
Figure vii: Clearances at Alcove - Front Approach where Depth of Alcove is more than 610 mm (24 in)	12
Figure viii: Forward Reach - No Obstruction	13
Figure ix: Forward Reach over an Obstruction - Section View	13
Figure x: Forward Reach over an Obstruction - Plan View	13
Figure xi: Side Reach - No Obstruction - Plan View	14
Figure xii: Side Reach - No Obstruction - Section View	14
Figure xiii: Side Reach over an Obstruction - Section View	14
<b>Section 2.0 Common Elements (Exterior and Interior)</b>	
Figure 1: Joints Between Surfaces - Section View	20
Figure 2: Changes in Level	20
Figure 3a: Grating Opening	22
Figure 3b: Gratings - Section View	22
Figure 4: Ramp Design Features	24
Figure 5a: Curb Protection - Cross Section	25
Figure 5b: Solid Barrier Protection - Cross Section	25
Figure 5c: Rail Protection - Cross Section	25
Figure 6: Typical Ramp Configurations	26
Figure 7a: Door Swings into Ramp Landing - Plan View	26
Figure 7b: Door Swings Away From Ramp Landing - Plan View	26
Figure 8a: Handrail Returns to Post	27
Figure 8b: Handrail Returns to Wall	27
Figure 8c: Handrail Returns to Floor	27
Figure 9: Handrail Design and Features - Section View	27
Figure 10: Guard Provision at Ramp - Section View	28
Figure 11: Stair Design Features - Section View	30
Figure 12: Tactile Attention Indicators (TAI) at Top of Stairs	31
Figure 13: Handrail Extensions at Stairs - Section View	32
Figure 14: Continuous Handrails at Landings - Plan View	32

Title	Page no.
<b>Section 2.0 Common Elements (Exterior and Interior)</b>	
Figure 15a: Handrails on Smooth Wall - Section View	34
Figure 15b: Handrails on Rough Wall - Section View	34
Figure 15c: Handrails in Recessed Area - Section View	34
Figure 16: Headroom Clearance - Exterior	36
Figure 17: Protruding Objects and Headroom Clearance - Interior	36
Figure 18a: Option A - Enclosed Protection Underneath Stairs	37
Figure 18b: Option B - Guard / Protective Barrier Protection Underneath Stairs	37
Figure 19: Truncated Dome Specifications	39
Figure 20: Elongated Bar Specifications	40
Figure 21: Rest Area - Plan View	44
Figure 22: Typical Accessible Bench Dimensions - Section View	46
Figure 23a: Knee and Toe Clearances - Elevation View	47
Figure 23b: Clear Floor Space Requirements and Approach at Tables and Work Surfaces - Plan View	47
Figure 24: Clear Floor Space Requirements and Approach at Recessed Drinking Fountain / Bottle Filling Station - Plan View	50
Figure 25: Drinking Fountain Design and Layout - Elevation View	51
<b>Section 3.0 Exterior Environments</b>	
Figure 26a: Perpendicular Accessible Parking Space Dimensions - Plan View	65
Figure 26b: Parallel Parking Space Dimensions - Plan View	66
Figure 27a: Designated Parking Spaces, Vertical Signage - Mounting Height and Typical Dimensions	67
Figure 27b: Type A Vertical Signage - Detailed Dimensions	68
Figure 27c: Type C Vertical Signage - Detailed Dimensions	68
Figure 28a: Accessible Parking Pavement Marking	68
Figure 28b: Limited Mobility Pavement Marking	68
Figure 29a: Passenger Loading Zone - Plan View	71
Figure 29b: Clearances at Passenger Loading Zone (* Refer to Note)	71
Figure 29c: Accessible Loading Zone Vertical Signage	71
Figure 30a: Minimum Clear Width of Exterior Path of Travel	74
Figure 30b: Reduced Clear Width and Required Passing Area	74
Figure 30c: Rest Area	74
Figure 31a: Running Slope	74
Figure 31b: Cross-Slope	74
Figure 32a: Change in Level - Edge Protection Required	75
Figure 32b: Exception - No Guard Required	75
Figure 32c: Change in Level - Guard Protection Required	76
Figure 33: Typical Curb Ramp Features	80
Figure 34: Transition Area - Counter Slope	80
Figure 35a: Standard Curb Ramp	80
Figure 35b: Alternate Curb Ramp: Depressed Curb	81
Figure 35c: Curb Ramp at Mid-Block Crossing	81
Figure 35d: Curb Ramp at Narrow Median Crossing	81
Figure 35e: Curb Ramp at Wide Median Sidewalk Crossing	82
Figure 35f: Curb Ramp at Commercial or Lane Approach	82
Figure 36: Streetscapes - Plan View	90

Title	Page no.
<b>Section 4.0 Interior Environments</b>	
Figure 37a: Main or Primary Entrance Features	99
Figure 37b: Entrance Vestibule - Plan View	99
Figure 38a: Clear Width of Typical Swing Door, Hardware Location and Use of Colour / Tonal Contrast - Plan and Elevation Views	101
Figure 38b: Sliding Door Clear Width - Plan View	101
Figure 39: Accessible Control Gate - Plan and Elevation Views	102
Figure 40: Example of Control for Power Door Operator Promoting Universal Use	103
Figure 41a: Power Door Operator Control Mounting Location Options - Plan View	105
Figure 41b: Vertical Extended Power Door Operator Control - Elevation View	105
Figure 41c: Circular Power Door Operator Control - Elevation View	105
Figure 42: Recessed Door - Plan View	106
Figure 43: Guard at Out-swinging Door - Elevation View	106
Figure 44a: Pull Side Approach at Recessed Swing Door - Plan View	107
Figure 44b: Push Side Approach at Recessed Swing Door - Plan View	107
Figure 44c: Front Approach at Swing Door (Hinge Side)	108
Figure 44d: Front and Side Approach at Sliding Door - Plan View	108
Figure 44e: Side Approach at Swing Door (Hinge Side)	108
Figure 44f: Side Approach at Swing Door (Latch Side)	108
Figure 45a: Doors in Series Where Doors are Aligned - Plan View	109
Figure 45b: Doors in Series Where Doors are not Aligned - Plan View	109
Figure 46a: Glazed Doors and Sidelights - Elevation View	110
Figure 46b: Spacing For Decal Strip of Specialized Design (e.g., Logo)	110
Figure 47: Vision Panels - Elevation View	111
Figure 48a: Clear Width (Typical)	114
Figure 48b: Required Passing Area for Routes Greater than 30 m (98 ft 5 in) if Width is less than 1830 mm (72 in)	114
Figure 48c: Permitted Reduced Clear Width	114
Figure 49a: 180 Degree Turn (Typical)	115
Figure 49b: 180 Degree Turn Around Obstacle Greater than 1220 mm (48 in)	115
Figure 50: Running Slope	116
Figure 51: Cross-Slope	116
Figure 52: Elevator Lobby - Key Features	118
Figure 53: Elevator Car Features	120
Figure 54a: Elevator Car Control Panel and Handrail	121
Figure 54b: Standard Tactile Symbols	121
Figure 55: Inclined Platform Stair-Lift	123
Figure 56: Vertical Platform Lift	123
Figure 57: Example of Multiple Occupancy Washroom Layout and Typical Amenities (Conceptual - Layouts Can Vary)	128
Figure 58: Example of Universal Washroom Layout and Typical Amenities (Conceptual - Layouts Can Vary)	130
Figure 59: Accessible Water Closet Stall - Space Requirements	133
Figure 60: Accessible Water Closet Stall Features	133
Figure 61: Horizontal Grab Bar and Seat Height (Water Closet with Water Tank)	135
Figure 62: L-shaped Grab Bar and Seat Height (Wall Hung Water Closet with Flush Valve)	135
Figure 63a: Fold-down Grab Bar - Plan View	135
Figure 63b: Fold-down Grab Bar - Elevation View	135
Figure 64a: Lavatories - Section View	137
Figure 64b: Lavatories - Plan View	137
Figure 65: Typical Washroom Amenities - Mounting Heights For Operating Controls, Dispensers and Receptacles	138
Figure 66a: Folding Baby Changing Station - Section View	139
Figure 66b: Adult-size Change Table - Front Elevation View	140

Title	Page no.
<b>Section 4.0 Interior Environments</b>	
Figure 66c: Adult-size Change Table - Side Elevation View	140
Figure 67a: Urinals - Side Elevation View	141
Figure 67b: Urinals - Front Elevation View	141
Figure 68: Accessible Shower Stall Design and Layout - Plan View	144
Figure 69: Drying Area - Plan View (Best Practice)	144
Figure 70a: Accessible Shower Stall Design and Layout (Typical) - Section View	147
Figure 70b: Accessible Shower Grab Bar Dimensions	147
Figure 71: Bathtub Design and Layout - Plan View	149
Figure 72: Bathtub Design - Section View	151
<b>Section 5.0 Common Systems, Controls and Communications</b>	
Figure 73: Colour / Tonal Contrast Between Background and Control	156
Figure 74: Control Mounting Heights - Elevation View	156
Figure 75a: Maximum Mounting Height for an Obstructed Forward Approach and Reach	157
Figure 75b: Maximum Mounting Height for an Obstructed Side Approach and Reach	157
Figure 76: Proximity Card Reader Location - Plan View	166
Figure 77: Fire Safety and Evacuation Features - Elevation View	168
Figure 78: Example of an Area of Refuge within Exit Stair	171
Figure 79: Examples of International Symbols of Accessibility and Pictogram for Limited Mobility / Caregiver Parking Space	177
Figure 80: Character Features and Sizes. Example of dark character on light background	178
Figure 81: Example of Typical Pictograms and Symbol	179
Figure 82: Mounting Location of Signage with Tactile Features - Elevation View	181
Figure 83: Signage with Tactile Features	181
Figure 84: Tactile Map (Best Practice)	181
Figure 85: Self-service Kiosks - Elevation View	185
Figure 86: Window Design Features - Elevation View	188
<b>Section 6.0 Special Facilities and Spaces</b>	
Figure 87: Accessible Seating Space Dimensions	193
Figure 88: Sight Lines	193
Figure 89: Accessible Seating Plan - Example of Viewing Positions	194
Figure 90: Meeting Room Design and Layout	197
Figure 91a: Food Displays and Tray Slides - Section View	201
Figure 91b: Clear Aisle Width - Plan View	201
Figure 92: Pass-Through or Galley Kitchen - Plan View	204
Figure 93: U-Shaped Kitchen - Plan View	205
Figure 94: L-Shaped Kitchen - Plan View	205
Figure 95: Example of Kitchen with Typical Amenities and Appliances	206
Figure 96: Kitchen Storage - Elevation View	207
Figure 97: Kitchen Storage	207
Figure 98: Sink - Elevation View	208
Figure 99: Accessible Sink with Offset Drain	208
Figure 100: Cooktop - Elevation View	209
Figure 101: Cooktop with Operating Controls at Front	209
Figure 102: Clear Floor Space at Accessible Refrigerator / Freezer and Dishwasher	211
Figure 103: Library Design and Layout - Plan View	213
Figure 104: Library Security Gate, Service Counter and Book Drop Slot	215

Title	Page no.
<b>Section 6.0 Special Facilities and Spaces</b>	
Figure 105: Book Stacks and Workstations (Typical)	215
Figure 106: Sloped Entry or Ramp to Swimming Pool	219
Figure 107a: Universal Change Room or Stall (Conceptual Layout Only - Wall Types Vary) - Plan View	227
Figure 107b: Universal Change Room or Stall - Change Bench Height and Grab Bar Dimensions - Front Elevation	227
Figure 107c: Universal Change Room or Stall - Change Bench Height and Grab Bar Dimensions - Side Elevation	227
Figure 108: Balcony, Porch, Terrace or Patio - Plan View	229
Figure 109: Example of Accessible Service Counter	231
Figure 110: Dimensions of Accessible Service Counter	231
Figure 111: Clear Floor Space Requirements at Accessible Service Counters - Plan View	232
Figure 112: Waiting Area - Plan View	234
Figure 113: Fixed Queuing Guides	235
Figure 114: Elevated Platform or Stage - Plan View	237
Figure 115: Common-Use Work Areas - Plan View	240
Figure 116: Typical SARA Design Features and Layout	249
Figure 117: Reach Limits for Storage (Side Approach): Clothes Rods and Shelving	264

# List of Tables

# 7.3

Title	Page no.
<b>Section 2.0 Common Elements (Exterior and Interior)</b>	
Table 1: Changes in Level - Edge Treatments	20
Table 2: Truncated Dome Spacing Requirements	39
Table 3: Elongated Bar Spacing Requirements	40
Table 4: CNIB Recommendations on the Use of Colour / Tonal Contrast	57
<b>Section 3.0 Exterior Environments</b>	
Table 5: Requirements for the Provision of Designated Accessible Parking Spaces	62
<b>Section 4.0 Interior Environments</b>	
Table 6: Minimum Clearance Spaces at Doors	107
Table 7: Minimum Dimensions for Elevator Car and Door Clear Width	119
Table 8: Minimum Number of Universal Washrooms per Building	127
Table 9: Minimum Number of Water Closet Stalls or Enclosures Required to be Accessible	127
Table 10: Minimum Number of Accessible Showers	144
<b>Section 5.0 Common Systems, Controls and Communications</b>	
Table 11: Provision of Area of Refuge Spaces	170
Table 12: Lighting Requirements for Exterior and Interior Environments	173
Table 13: Character Height Relative to Viewing Distance	178
<b>Section 6.0 Special Facilities and Spaces</b>	
Table 14: Common Assembly Areas	191
Table 15: Accessible and Adaptable Seating Requirements in Assembly Areas	192
Table 16: Alternate Reach Requirements for Children	244
Table 17: Required Number of Accessible Check-out Aisles	262



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# Appendix A: Universal Design Principles and Guidelines

# 7.5

## 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 designs, guide the design process 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; definition of the principle, a brief description of the principle's primary directive for design; and guidelines, a list of the key elements that should be present in a design which adheres to the principle. (Note: all guidelines may not be relevant to all designs.)

## Reference

**Version 2.0 (4/1/97): Copyright 1997  
NC State University, The Center for  
Universal Design**

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.

For additional information, Refer to the poster, "The Principles of Universal Design", available at: [http://www.ncsu.edu/ncsu/design/cud/pubs\\_p/docs/poster.pdf](http://www.ncsu.edu/ncsu/design/cud/pubs_p/docs/poster.pdf)

## Principle One: Equitable Use

The design is useful and marketable to people with diverse abilities.

### Guidelines:

- 1a. Provide the same means of use for all users: identical whenever possible; equivalent when not.
- 1b. Avoid segregating or stigmatizing any users.
- 1c. Provisions for privacy, security, and safety should be equally available to all users.
- 1d. Make the design appealing to all users.

## Principle Two: Flexibility in Use

The design accommodates a wide range of individual preferences and abilities.

### Guidelines:

- 2a. Provide choice in methods of use.
- 2b. Accommodate right- or left-handed access and use.
- 2c. Facilitate the user's accuracy and precision.
- 2d. 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:

- 3a. Eliminate unnecessary complexity.
- 3b. Be consistent with user expectations and intuition.
- 3c. Accommodate a wide range of literacy and language skills.
- 3d. Arrange information consistent with its importance.
- 3e. 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:

- 4a. Use different modes (pictorial, verbal, tactile) for redundant presentation of essential information.
- 4b. Provide adequate contrast between essential information and its surroundings.
- 4c. Maximize "legibility" of essential information.
- 4d. Differentiate elements in ways that can be described (i.e., make it easy to give instructions or directions).
- 4e. 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:

- 5a. Arrange elements to minimize hazards and errors: most used elements, most accessible; hazardous elements eliminated, isolated, or shielded.
- 5b. Provide warnings of hazards and errors.
- 5c. Provide fail-safe features.
- 5d. 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:

- 6a. Allow user to maintain a neutral body position.
- 6b. Use reasonable operating forces.
- 6c. Minimize repetitive actions.
- 6d. 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:

- 7a. Provide a clear line of sight to important elements for any seated or standing user.
- 7b. Make reach to all components comfortable for any seated or standing user.
- 7c. Accommodate variations in hand and grip size.
- 7d. 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.

## Report to Community and Protective Services Committee

**To:** Chair and Members, Community and Protective Services Committee Meeting  
**From:** Jacqueline Davison, Deputy City Manager, Enterprise Supports  
**Subject:** Emergency Public Mass Emergency Notification System – Single Source Procurement (SS21-38)  
**Date:** November 2<sup>nd</sup>, 2021

## Recommendation

That, on the recommendation of the Deputy City Manager, Enterprise Supports, the following actions BE TAKEN, with respect to the Emergency Public Mass Emergency Notification System:

- (a) a purchase of service agreement BE AWARDED to Everbridge, Inc. as a single source procurement for a mass emergency notification system at a cost of \$77,000 plus HST per year for a five (5) year period, beginning December 20<sup>th</sup>, 2021 to December 19<sup>th</sup>, 2026. This is in accordance with section 14.4 (d) and 14.4 (e) of the City of London's Procurement of Goods and Services Policy.
- (b) that Civic Administration BE AUTHORIZED to undertake all administrative acts which are necessary in relation to this matter; and
- (c) the approval given herein BE CONDITIONAL upon the Corporation of the City of London negotiating satisfactory terms and conditions with Everbridge, Inc. to the satisfaction of the City Manager;

## Executive Summary

Emergency Management and Security Services is seeking single source approval to enter into Purchase of Service Agreement with Everbridge, Inc. for the period of December 20<sup>th</sup>, 2021 to December 19<sup>th</sup>, 2026 for the continuation of their provision of a mass public emergency notification system.

## Analysis

### 1.0 Background Information

#### 1.1 Previous Reports Related to this Matter

- Community and Protective Services Committee, meeting on July 22, 2013, Agenda Item #21, Public Notification System and Communication Plan for Emergencies
- Community and Protective Services Committee, meeting on December 13, 2016, Agenda Item #16, Annual Emergency Management Program Update
- Community and Protective Services Committee, meeting on December 5, 2017, Agenda Item #4, 2017 Annual Emergency Management Program Update

### 2.0 Discussion and Considerations

#### 2.1 Purpose

The municipality is responsible for communicating emergency information and safety directions to residents and staff as part of the Municipal Emergency Program and the London Emergency Response Plan. The implementation of a Mass Emergency

Notification System is a key tool to increase the robustness and efficiency of the current public and staff emergency notification systems.

## **2.2 Background**

### City of London Emergency Mass Notification

In 2013, the Community and Protective Services Committee reviewed various options for public notification system. Council recommended that the City pursue a Request for Quotation for the purchase of an automated notification system.

In the event of an emergency and/or significant event, the dissemination of timely and accurate information is an important tool for the protection of staff and the public. The mass notification system is one element of the City's public warning system to notify staff, residents, and businesses. The Mass Notification System may be used to provide life saving information to staff, residents, and businesses during a large-scale hazardous material incident, an explosion, drinking water contamination, etc. This system also has the ability to notify senior leaders so that they are aware of and appropriately able to respond to the situation.

The municipality is responsible for communicating emergency information to residents and staff as part of the London Emergency Response Plan. Pursuant to the London Emergency Response Plan, the City currently uses Alert London, social media, and media releases to communicate emergency information. The continued use of a mass public emergency notification system is desired to maintain the robustness and efficiency of the current emergency notification system. The Alert London Notification System was successfully used on July 19<sup>th</sup>, 2020 to advise residents and businesses of a tornado warning as issued by Environment and Climate Change Canada. The Alert London Notification System was also used on August 3, 2021 to notify surrounding residents to shelter-in-place (e.g., close all windows and doors, turn off the HVAC system) as a result of the fire on Centre Street (near Wharncliffe Road).

Canadian Standards Association Z1600-14 6.2.5.6. best practices recommends that organizations "develop emergency communication and warning capability to advise the affected population of hazards and threats to people, property, the environment, and/or the continuity of services either directly, indirectly, or through authorized agencies."

Over the last several years, other municipalities have implemented a mass notification system, to advise staff and public of a large-scale emergency. Municipalities include Sarnia, Sudbury, and Waterloo Region, as well as Western University.

This system is also being shared amongst City of London Services and allied partners to support the emergency notification of staff. City Services and allied partners have access to notify their respective staff of an emergency and/or callback to work. Environment and Infrastructure (e.g., Dispatch, Road-Side Operations, Transportation) utilises the system to call in staff as a result of severe weather (e.g., snow removal). Other allied partners have also created their notification lists to notify their staff of a significant event and the requirement to report back to work (e.g., London Health Sciences Centre for Code Orange [external emergency]).

Since initiation of the contract, we have trained City of London staff (e.g., Emergency Management and Security Services, the Security Operations Centre, Environment and Infrastructure Services), London Health Sciences Centre staff, Middlesex-London Paramedic Service on the use of the emergency notification system.

The system allows multiple contact paths (e.g., text, email, cellphone, landline) to notify residents and staff of an emergency/significant event. Emergency Management and Security Services have administrative rights to the system to activate a public emergency notification to staff and/or residents.

## 2.3 Procurement Process

In 2016, the City of London completed a Request for Quotation (RFQ16-59) for an Emergency Mass Notification System. Everbridge, Inc. was the only bidder and was awarded a five (5) year contract in accordance with the Procurement of Goods and Services Policy.

During the past five years, Everbridge, Inc. has supported the City of London in the continuous improvement and development of the Alert London platform. Everbridge, Inc. has worked with City staff to establish a comprehensive database to enhance the notification system. Everbridge, Inc. continues to develop its product and platform and continues to be a leader in the emergency notification sector. Municipalities including Sarnia, Waterloo Region, Sudbury and several lower tier municipalities, have implemented a municipal emergency mass notification system using Everbridge, Inc. Everbridge, Inc. has demonstrated an understanding of Ontario municipal requirements for emergency notification, as well as the requirements for the City of London. Everbridge, Inc. has provided great assistance with the development of organizational structures and the development of notification templates. Everbridge, Inc. has also provided assistance with the post notification analysis and providing recommendations for improvements in the delivery of notifications. Furthermore, Everbridge, Inc. has an extensive e-learning modules and videos, accessible through Everbridge University (website).

Based on the service, support, features, knowledge and expertise that Everbridge, Inc. has provided to the City of London during the previous contract period, a single source award approval to Everbridge, Inc. for five (5) years is requested as per the City of London's Procurement of Goods and Services Policy, sections 14.4.(d) and (e):

- d. There is a need for compatibility with goods and/or services previously acquired or the required goods and/or services will be additional to similar goods and/or services being supplied under an existing contract (i.e., contract extension or renewal);
- e. The required goods and/or services are to be supplied by a particular supplier(s) having special knowledge, skills, expertise or experience;

In accordance with section 14.5(a)(ii) of the City's Procurement of Goods and Services Policy, since the award is greater than \$50,000, Committee and Council must approve the award.

## 3.0 Financial Impact/Considerations

### 3.1 Annual Cost

The annual cost for the Emergency Notification System is \$77,000. This cost provides approximately 7.5 million contacts annually. Based on the past five (5) years experience, the annual 7.5 million contacts is sufficient.

The annual cost of this procurement is \$77,000 and can be accommodated within the approved Emergency Management and Security operating budget.

The total cost of the Emergency Notification system would be \$385,000 over five (5) years.

## Conclusion

As outlined in the City of London's Emergency Response Plan, a Mass Notification System forms an integral component to the City's response to an emergency event. Based on experience over the past five (5) years with Alert London, and in working with Everbridge Inc., to continually improve the system and on-board outside agencies, it is

recommended that through a single source procurement, the City enter into a five (5) year purchase of service agreement with Everbridge, Inc.

**Prepared by: Andre Luc Beauregard, Manager, Emergency Management and Security Services, Enterprise Support**

**Submitted by: Dave O'Brien, Director, Emergency Management and Security Services, Enterprise Support**

**Recommended by: Jacqueline Davison, Deputy City Manager, Enterprise Support**

## Report to Community and Protection Services Committee

**To:** Chair and Members  
**Community and Protective Services Committee**  
**From:** Jacqueline Davison Deputy City Manager, Enterprise  
**Supports**  
**Subject:** 2021 Annual Emergency Management Program Update  
**Date:** November 2, 2021

### Recommendation

That, on the recommendation of the Deputy City Manager, the following actions BE TAKEN:

- (a) The attached by-law (Appendix “A”) BE INTRODUCED at the Municipal Council meeting to be held on November 16th, 2021 to:
  - i) Adopt the Emergency Management Program including the London Emergency Response Plan as set out in Schedule “A” of the by-law;
  - ii) Repeal Bylaw A.-7657-4
- (b) The balance of this report, including an update of the Emergency Management Program BE RECEIVED for information.

### Analysis

#### 1.0 Background Information

##### 1.1 Previous Reports Related to this Matter

- December 19, 2016 “Emergency Management Program Update”
- December 12, 2017 “Emergency Management Program Update”
- December 10, 2018 “Emergency Management Program Update”
- December 3, 2019 “Emergency Management Program Update”
- December 1, 2020 “Emergency Management Program Update”

#### 2.0 Discussion and Consideration

The Emergency Management and Civil Protection Act requires municipalities to have an Emergency Management Program and provisions to prevent and manage an emergency within our community. This report is submitted to seek Council approval to repeal the existing London Emergency Response Plan Bylaw A.-7657-4 and replace it with a new bylaw as required under the Act. A status update on the Emergency Management Program is also provided. The bylaw includes adopting the Municipal Emergency Response Plan and the associated program components. The plan and components are the foundation for our program and provide the authority to implement the Emergency Management Program.

#### PROGRAM UPDATE

##### LONDON EMERGENCY RESPONSE PLAN

The London Emergency Response Plan is required pursuant to legislation. The plan outlines the roles and responsibilities of community partners in the management of a major emergency. The Emergency Management and Civil Protection Act requires that the plan be reviewed, updated and approved by by-law annually.

For 2021, amendments to the London Emergency Response Plan include the following:

- Changes in titles to reflect current organizational structure; and,

- References to terminology related to the Incident Management System.

The Corporation continues to meet or exceed the provincially legislated requirements under the Emergency Management and Civil Protection Act and Regulations and has undertaken many recommended best practices. These efforts have been completed in conjunction with the Community Emergency Management Program Committee (CEMPC) and include the following members:

- London Police Services, Chief of Police, Deputy or designate;
- London Fire Department, Fire Chief, Deputy or designate;
- Environmental and Infrastructure Services (roads and water representatives);
- Emergency Social Services representative;
- Middlesex-London Health Unit, Emergency Manager;
- Middlesex-London Paramedic Services (EMS), Chief, Deputy;
- Strategic Communications & Government Relations, Director, EIO or designate;
- Emergency Management and Security Services, CEMC or Alternate;
- London Health Sciences Centre, representative;
- St. Joseph's Health Care – London, representative;
- London Hydro, representative;
- London Transit, representative;
- Information Technology Services, representative; and;
- Middlesex County, representative.

## COVID-19 PANDEMIC

On March 11, 2020 the World Health Organization declared COVID-19 as a pandemic and shortly after the Middlesex – London Medical Officer of Health declared a Health Emergency under the Health Protection and Promotion Act. The City of London and the Mayor declared a local state of emergency on March 20, 2020. Over the course of the past year numerous steps have been taken both locally and across the province in the management of COVID-19.

Since the declaration of a local state of emergency, the Municipal Emergency Control Group (EOC Policy Group) has been meeting weekly. The Emergency Operations Centre has been in active status since the pandemic with an Operations, Planning and Logistics Sections in place. Numerous action plans and initiatives have been implemented including the establishment of two assessment centres, three vaccination centres, a field hospital, expanded morgue capacity and expanded hospital capacity. In the past 18 months, public services have been reduced, modified, cancelled, reintroduced and recently modified again as we adapt to each wave of the pandemic.

All services and agencies have worked collaboratively in the management of COVID-19 in our community. This is the longest activation for our community and thanks to the extraordinary efforts of our partners we continue to effectively manage the impacts this virus is creating and keep our community safe. Our focus continues to be on preventing deaths and serious illness, maintaining essential services and a functioning economy.

## ADDITIONAL EMERGENCY RESPONSE

In addition to the COVID-19 response, the Emergency Operations Centre was activated on several occasions in response to incidents within the community. These include:

- Rally related to death of four members of the Muslim Community – June, 2021
- Funeral for the four members of the Muslim Community - June, 2021
- Hospital Infrastructure Failure – August, 2021
- Unsanctioned Street Party - September, 2021
- Flooding - September, 2021

In August 2021, The City of London received a request for assistance from the Provincial Emergency Operations Centre to support Emergency Management Ontario in hosting a community affected by wildfires in Northern Ontario. From August 3rd to the

20th, the City of London and partner agencies assisted the province in hosting 356 evacuees' from Wabaseemoong First Nations in the City of London.

An emergency reception centre was activated on several occasions in response to a variety of incidents that occurred in multi-tenant building evacuations in the City. The incidents included fires and building structural integrity issues due to water damage from broken pipes. These evacuations were of varied duration with members of the public being assisted for one day to over a week. Emergency Operations staff also aided in activating cooling centres and monitoring multiple protests that occurred during the year.

## EMERGENCY PUBLIC NOTIFICATION SYSTEM

The Alert London Program was launched in 2017 as part of Emergency Preparedness Week. This program allows us to provide notifications and information to the public in relation to pending or active emergency situations. The program provides information to residents in a variety of formats and allows for self-registration by the public if they prefer a specific type of notification. In addition, this program is used by many key partner services and agencies to do staff notifications and call outs.

Alert London was activated on May 4th, during our annual emergency notification test conducted during Emergency Preparedness Week. During the notification, 88,863 contacts within five minutes and, 90,695 contacts within ten minutes were completed. In addition Alert London was activated on August 3rd to notify residents of a significant fire in the Old South area of London and provided instructions to close windows and shut off HVAC systems temporarily due to heavy smoke in the area. Approximately 5000 residents were notified of the incident.

## BUSINESS CONTINUITY

The City of London developed a formal business continuity program in 2017 to ensure vital services could be maintained during emergency situations. Service areas at the City of London have plans that assist in decision making related to prioritization of services. Emergency Management and Security Services continue to assist service areas in maintaining and updating their business continuity plans. These plans have been routinely used to support the corporation's response to COVID-19.

## TRAINING AND COURSES

The Community Emergency Management Program Committee, Policy Group and Incident Commanders conducted their annual field and EOC exercise on June 17th in partnership with Labatt's Brewery. The London Emergency Response Plan was tested during a mock Anhydrous Ammonia release, as a HAZMAT response, site and tabletop exercise with Policy Group ZOOM meetings.

The City of London continues to offer a full curriculum of courses to our municipal partners, community agencies, non-government organizations and the public. Training is focused on the Incident Management System 200 & 300, Incident Command, Agency Incident Commander Training, EOC Operations, and Reception/Evacuation Centre Management. Emergency Management is also hosting a Safety Officer workshop for first responders in November. Staff at the centre also provide customer service to other staff and partner agencies who utilize it as a training centre on a regular basis. Training has been limited this year due to COVID -19

## EMERGENCY PREPAREDNESS WEEK

During Emergency Preparedness Week a media and public education program was implemented, including a social media campaign. A virtual severe weather presentation was conducted by Environment and Climate Change Canada to our public, partner agencies and staff.

## PUBLIC AWARENESS AND EDUCATION

Emergency Management staff continue to work with interested organizations to provide outreach on emergency preparedness and London's Emergency Management Program. In 2019 the Emergency Management Citizen Academy was launched to further educate and engage the public in their role during emergency situations. The program is paused due to the COVID-19 and Emergency Management staff continue to provide workshops, presentations and training on a limited basis or virtually. As part of our COVID response we have issued media releases and have frequent messaging through social media to educate the public.

## PARTNERSHIPS

Emergency Management staff continues to maintain partnerships and explore opportunities with numerous community agencies, departments, and organizations in our effort to be amongst the best prepared municipalities. Staff actively collaborated with other emergency management organizations through several avenues including:

- Office of the Fire Marshal and Emergency Management - Sector meetings;
- Fire Chiefs mutual aid;
- Provincial Emergency Management Coordinating Committee;
- Provincial Incident Management System training working group;
- Regional and Single Tier Community Emergency Coordinators Committee;
- Ontario Municipal Business Continuity Network;
- Western University, Campus Community Police Service;
- Fanshawe College, Emergency Management and Communications Programs;
- London International Airport;
- Ontario Municipal Business Continuity Network;
- Ontario Association of Emergency Managers; and,
- International Association of Emergency Managers.

## Conclusion

The Emergency Management Program continues to strive toward making London among the best prepared communities in Canada. COVID-19 has reinforced the importance of preparedness and community engagement that has formed the basis of our program for many years. COVID-19 is an ongoing active situation that will test our resiliency and require continued focus and diligence for many months to come. There is strong support from emergency management partners across the community and our accomplishments to date could not have been completed without the commitment and expertise of these partners. The collaboration and engagement is exceptional. We will continue to build our program in accordance with best practices and teamwork.

**Prepared by:** Henry Klausnitzer, Manager, Emergency Management  
**Submitted by:** David O'Brien, Director, Emergency Management and Security Services Division  
**Recommended by:** Jacqueline Davison, Deputy City Manager, Enterprise Supports

Appendix "A"

Bill No.  
2021

By-law No. A.-7657-4

A by-law to amend By-law No. A.-, being "A by-law to repeal By-law No. A.- and to adopt an Emergency Management Program and Plan." in order to repeal and replace Schedule "A" to the by-law.

WHEREAS Section 3.1 of the Emergency Management and Civil Protection Act, R.S.O 1990, c. E.9 (the EMCPA) provides that every municipality shall formulate an emergency plan governing the provision of necessary services during an emergency and the procedures under and the manner in which employees of the municipality and other persons will respond to the emergency and the council of the municipality shall by by-law adopt the emergency plan;

AND WHEREAS the EMCPA requires the municipality and council to implement an emergency management program to protect the public safety, public health, the environment, the critical infrastructure and property and to promote economic stability and a disaster-resilient community;

AND WHEREAS the EMCPA makes provision for the Head of Council to declare that an emergency exists in the community or in any part thereof and also provides the Head of Council with the authority to take such action or deliver such orders as he/she considers necessary and are not contrary to law to implement the emergency plan of the community and to protect property and the health and welfare of the inhabitants of an emergency area;

AND WHEREAS Subsection 9 of the Municipal Act, 2001 provides that a municipality has the capacity, rights, powers and privileges of a natural person for the purpose of exercising its authority under this or any other Act;

AND WHEREAS Subsection 5(3) of the Municipal Act, 2001 provides that a municipal power shall be exercised by by-law;

NOW THEREFORE the Municipal Council of The Corporation of the City of London enacts as follows:

1. Schedule "A", being the City of London Emergency Response Plan, to by-law No. A.-7657-4 is hereby repealed and replaced with the attached new Schedule "A".
2. This by-law comes into force and effect on November 16, 2021

PASSED in Open Council on November 16, 2021

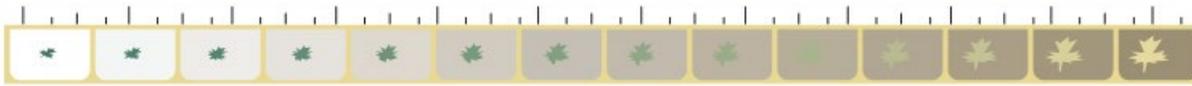
Ed Holder  
Mayor

Catharine Saunders  
City Clerk

First Reading – , 2021  
Second Reading – , 2021  
Third Reading – , 2021

# City of London

# Emergency Response Plan



November 2021

[www.london.ca/emergency](http://www.london.ca/emergency)



# CITY OF LONDON EMERGENCY RESPONSE PLAN

## TABLE OF CONTENTS

### SECTION 1 INTRODUCTION

1.1	DEFINITION OF AN EMERGENCY	4
1.2	AIM	4
1.3	AUTHORITY	4
1.4	EMERGENCY RESPONSE	5
1.5	LEVELS OF EMERGENCIES	5
1.6	EXERCISING THE PLAN	6
1.7	REVIEW AND AMENDMENT	7
1.8	LIST OF ANNEXES	7

### SECTION 2 DECLARATION / TERMINATION OF AN EMERGENCY

2.1	DECLARATION OF AN EMERGENCY	7
2.2	REQUESTS FOR ASSISTANCE	8
2.3	TERMINATION OF AN EMERGENCY	8
2.4	RECOVERY AND RESTORATION OF SERVICES	9

### SECTION 3 NOTIFICATION AND ACTIVATION

3.1	NOTIFICATION OF AN EMERGENCY	9
3.2	POLICY GROUP OPERATIONS	10
3.3	SUPPLEMENTARY PLANS	11

### SECTION 4 EMERGENCY OPERATIONS CENTRE POLICY GROUP

4.1	EOC POLICY GROUP MEMBERSHIP	12
4.2	EOC ADVISORS	12
4.3	THE INCIDENT COMMANDER	13
4.4	RESPONSIBILITIES OF THE INCIDENT COMMANDER	15
4.5	INCIDENT MANAGEMENT SYSTEM	16
4.6	EOC IMS ORGANIZATIONAL STRUCTURE	17

### SECTION 5 RESPONSIBILITIES OF THE EOC POLICY GROUP MEMBERS

5.0	RESPONSIBILITIES	20
5.1	ELECTED OFFICIALS	21
5.2	CITY MANAGER	22
5.3	CITY CLERK	22
5.4	CHIEF OF POLICE	23
5.5	FIRE CHIEF	24
5.6	DEPUTY CITY MANAGER, ENVIRONMENT AND INFRASTRUCTURE	24
5.7	DEPUTY CITY MANAGER, NEIGHBOURHOOD AND COMMUNITY WIDE SERVICES AND DEPUTY CITY MANAGER, SOCIAL AND HEALTH DEVELOPMENT	25
5.8	MEDICAL OFFICER OF HEALTH	26
5.9	MIDDLESEX - LONDON PARAMEDIC SERVICE CHIEF	27

5.10	DIRECTOR, STRATEGIC COMMUNICATIONS AND GOVERNMENT RELATIONS - EMERGENCY INFORMATION OFFICER	28
5.11	COMMUNITY EMERGENCY MANAGEMENT COORDINATOR	29
5.12	HOSPITALS REPRESENTATIVE	30
5.13	CHIEF EXECUTIVE OFFICER, LONDON HYDRO INCORPORATED	30
5.14	GENERAL MANAGER, LONDON TRANSIT COMMISSION	31

## **SECTION 6 RESPONSIBILITIES OF THE EOC ADVISORY GROUP MEMBERS**

6.1	DIRECTOR, PEOPLE SERVICES	32
6.2	DEPUTY CITY MANAGER, PLANNING AND ECONOMIC DEVELOPMENT	32
6.3	DEPUTY CITY MANAGER, FINANCE SUPPORTS	33
6.4	DEPUTY CITY MANAGER, LEGAL SERVICES	33
6.5	DEPUTY CITY MANAGER, ENTERPRISE SUPPORTS	34
6.6	DIRECTOR, INFORMATION TECHNOLOGY SERVICES	34
6.7	REGIONAL CORONER	34
6.8	THE THAMES VALLEY DISTRICT SCHOOL BOARD AND THE LONDON DISTRICT CATHOLIC SCHOOL BOARD	34
6.9	OFFICE OF THE FIRE MARSHAL AND EMERGENCY MANAGEMENT	35
6.10	INCIDENT REPRESENTATIVE	35
6.11	DND – REGIONAL LIASION OFFICER	35
6.12	ADDITIONAL EOC ADVISORS	35

## **SECTION 7 OTHER AGENCIES AND ORGANIZATIONS**

7.1	LONDON CENTRAL AMBULANCE COMMUNICATIONS CENTRE	36
7.2	ST. JOHN AMBULANCE	36
7.3	THE SALVATION ARMY	36
7.4	CANADIAN RED CROSS	36
7.5	AMATEUR RADIO EMERGENCY SERVICE	36
7.6	FEDERAL GOVERNMENT AGENCIES	37
7.7	BELL CANADA	37
7.8	UNION GAS	37
7.9	LONDON INTERCOMMUNITY HEALTH CENTRE	37
7.10	LONDON COMMUNITY FOUNDATION	37

## **SECTION 8 IMS IN THE EOC**

8.1	POLICY GROUP	38
8.2	EOC MANAGEMENT	39
8.3	EOC GENERAL STAFF	40

## **SECTION 9 POPULATION EVACUATION**

9.0	GENERAL	43
-----	---------	----

## **SECTION 10 PLAN DISTRIBUTION LIST**

10.0	GENERAL	44
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## **1.0 INTRODUCTION**

### **1.1 DEFINITION OF AN EMERGENCY**

The Provincial *Emergency Management and Civil Protection Act* defines an emergency as:

*“An emergency means a situation or an impending situation that constitutes a danger of major proportions that could result in serious harm to persons or substantial damage to property and that is caused by the forces of nature, a disease or other health risk, an accident or an act whether intentional or otherwise.”*

These situations could threaten public safety, public health, the environment, property, critical infrastructure or economic stability. In order to protect residents, businesses and visitors, the City of London supports a coordinated emergency response by various agencies under the direction of the Municipal Emergency Control Group (Emergency Operations Centre Policy Group). These are distinct arrangements and extraordinary procedures from the normal core services normally delivered by the emergency services.

The City of London Emergency Management and Security Services in conjunction with the Community Emergency Management Program Committee developed this emergency response plan to ensure that all Civic Departments, Service Areas, Boards, Commissions and Municipal Council are prepared to carry out assigned responsibilities in the event of an emergency situation.

The *Emergency Management and Civil Protection Act* requires that the Emergency Response Plan be a risk-based plan, developed and maintained to respond to an emergency. This includes steps to guide the response effort, identify persons, equipment and resources for activation in an emergency and outline how they will be coordinated.

In addition, it is important that residents, businesses and interested visitors be aware of the Emergency Response Plan and its provisions. Copies of the City of London Emergency Response Plan may be viewed on the City of London web site [www.london.ca/emergency](http://www.london.ca/emergency) and are available through the Emergency Management Office.

### **1.2 AIM**

The aim of this plan is to make provision for the extraordinary arrangements and measures that may be required to safeguard property, the environment and the health, safety and welfare of the residents, businesses and visitors of the City of London when faced with an emergency. The response plan enables a centralized controlled and coordinated response to emergencies in the City of London and meets the legislative requirements of the Emergency Management and Civil Protection Act.

### **1.3 AUTHORITY**

The legal authority for London’s Emergency Response Plan is the Provincial Emergency Management and Civil Protection Act, RSO 1990 Chapter E-9. In accordance with the Emergency Management and Civil Protection Act, the following actions were taken with respect to London’s Emergency Response Plan:

- Issued under authority by City of London By-law
- Filed with Office of the Fire Marshal and Emergency Management, Ministry of the Solicitor General; and
- For the purposes of the Act and Regulations, London's Municipal Emergency Control Group (MECG) shall be referred to in this plan as the Emergency Operations Centre Policy Group.

## **1.4 EMERGENCY RESPONSE**

Emergency action will include the earliest possible recognition of and response to the situation by all services; the earliest possible establishment of overall control of emergency operations by municipal authorities; the provision of essential aid and assistance for persons affected by the emergency; the recording of decisions taken by Municipal authorities and of costs incurred in relation to the emergency; and the timely distribution of information on the emergency to all services, to the public, the media and senior governments.

When an incident or an emergency can be handled by emergency services in the normal course of routine operations, they are authorized to carry out their respective duties and this plan does not take effect.

When an emergency exists but has not yet been declared, actions may be taken under this emergency response plan as required to protect life, property, environment and the health, safety and welfare of the citizens of the City of London.

When an emergency exists as defined by the act or determined by an emergency service that has major impact on the municipality or the health, safety and welfare of the citizens, the City of London Emergency Operations Centre Policy Group shall be notified of the incident.

## **1.5 LEVELS OF EMERGENCIES**

Emergency levels are defined based on the impact in the following areas:

- Evacuation;
- Impact on infrastructure;
- Threat to/loss of life;
- Impact on essential services;
- Emergency service response; and
- Declared emergency.

It should be noted that, while this plan sets out procedures for major emergencies and disasters, responsibilities outlined in Section 5 are applicable for all levels of emergencies, and whether the EOC Policy Group is convened or not.

There are three levels of emergencies:

### **1.5.1 LEVEL ONE**

#### Criteria:

- Evacuation - large scale evacuation;

- Impact on Infrastructure - all or most roads closed/loss of major municipal facilities, reducing or eliminating essential service;
- Threat to/Loss of Life - major loss of life or threat to a large number of people;
- Emergency Service Response - all or most emergency services involved, impact on coverage;
- Incident Management System used at the site;
- Emergency Operations Centre - activated and/or Policy Group convened; and
- EOC - Full Activation.

## **1.5.2 LEVEL TWO**

### Criteria:

- Localized Evacuation - of an area requiring a reception centre or other extra-ordinary measures;
- Impact on Infrastructure - major roadway or facility impacted;
- Disruption to business or industry;
- Threat to/Loss of Life - loss of life is minimal or non-existent. Threat to public may be substantial;
- Emergency Service Response - may or may not affect all essential services, activation of the Operations Section, EIO, etc. (example severe storm);
- Policy Group members may be advised of the incident but not convened;
- EOC - Enhanced Activation; and
- Incident Management used at the site.

## **1.5.3 LEVEL THREE**

### Criteria:

- Limited Evacuation - small number of people and for short duration;
- Impact on Infrastructure - secondary roadway closed for short duration;
- Threat to/Loss of Life - threat or loss of life is minimal;
- Emergency Service Response - limited to one or two agencies with short duration response; and
- EOC – Monitoring Activation.

## **1.6 EXERCISING THE PLAN**

The ability to respond under emergency conditions must be assessed under non-emergency conditions. The efficacy of this Plan will be tested as follows:

- Annual testing in accordance with the Emergency Management and Civil Protection Act regulations; and
- A notification exercise to test the alerting network will be conducted as required.

## **1.7 REVIEW AND AMENDMENT**

This Plan will be maintained by the Emergency Management and Security Services. It will be reviewed annually by members of the Community Emergency Management Program Committee. Normal administrative changes will be updated as part of the annual review. Changes that directly impact on the viability of the plan shall be brought to the attention of the City Manager and/or the Senior Leadership Team.

## **1.8 ANNEXES**

- A – EOC Policy Group Contact Lists
- B – Contact and Resource List
- C – Alternate Emergency Operations Centre
- D – Exercise “Snow Ball” Practice Alerting Exercise
- E – Glossary of Terms and Acronyms
- F – EOC Policy Group Alerting System
- G – Flood Plan (E&I)
- H – Emergency Procedures for Major Power Utilities Service Disruptions (London Hydro)
- I – Environmental Spills Response Plan (E&I)
- J – Communications Plan (EIO)
- K – Emergency Social Services Plan (NCWS & SHD)
- L – Hazardous Materials Plan (CEMPC)
- M – Railroad Emergency Plan (CEMPC)
- N – Pandemic Plan (MLHU)
- O – Disaster Recovery Assistance (OFMEM)
- P – Extreme Temperature Protocol (MLHU)

## **2.0 DECLARATION / TERMINATION OF AN EMERGENCY**

### **2.1 DECLARATION OF AN EMERGENCY**

Where serious and extensive steps to protect property and the health, safety and welfare of the public are deemed necessary in managing the emergency, the Mayor or Acting Mayor, on the advice of the EOC Policy Group, may declare that an emergency exists under the provisions of Section 4 of the Emergency Management and Civil Protection Act, R.S.O. 1990 and may designate an area within the City of London as an "Emergency Area."

Upon declaring an emergency, the Mayor may authorize notification to any of the following:

- Office of the Fire Marshal and Emergency Management, Ministry of the Solicitor General;
- Members of City Council;
- Neighbouring Community Emergency Management Coordinators, as appropriate;
- The Public;
- Neighbouring community officials, as appropriate;
- Local Members of Provincial Parliament (MPP); and
- Local Members of Parliament (MP).

The mayor (or Designate) will authorize notification to the Solicitor General as mandated under the Emergency Management and Civil Protection Act.

Under such a declaration, the Mayor may authorize any of the following actions:

- Evacuation of buildings within the vicinity considered dangerous to occupants;
- Dispersal of persons judged to be in danger or whose presence hinders emergency operations;
- Discontinuation of any service without reference to other consumers where continuation of service constitutes a hazard within the emergency area;
- Provision of shelter as required and available for residents of the emergency area in need of assistance due to conditions of the emergency;
- Deployment of Municipal personnel and equipment;
- Request assistance from volunteers and other agencies not under Municipal control such as St. John Ambulance, the Salvation Army, Canadian Red Cross, Amateur Radio Emergency Service, London Search and Rescue, Intercommunity Health Care, Community Foundation, snowmobile clubs, local industry; and
- Request assistance from the County of Middlesex and its Constituent Municipalities.

## **2.2 REQUESTS FOR ASSISTANCE**

Assistance may be requested by the City in a declared emergency when needed, under the following guidelines:

- The assistance of Federal and Provincial Ministries may be requested via Office of the Fire Marshal and Emergency Management through the Community Emergency Management Coordinator; and
- Assistance from other municipalities may be requested through the respective head of council and/or through senior staff.

The City Clerk (Planning Section) will maintain a record of requests made for Municipal, Provincial or Federal Government assistance in the emergency.

Direction and control of emergency operations will rest with Municipal authorities except where the Provincial or the Federal Government assumes control.

## **2.3 TERMINATION OF AN EMERGENCY**

A community emergency may be terminated at any time by:

- Mayor or Acting Mayor; or
- City Council; or
- Premier of Ontario.

When terminating an emergency, the Mayor may authorize notification to:

- Office of the Fire Marshal and Emergency Management, Ministry of the Solicitor General;

- Members of City Council;
- County Officials, as appropriate;
- Members of the Media;
- Public;
- Neighbouring community officials, as required;
- Local Members of Provincial Parliament; and
- Local Members of Parliament.

## **2.4 RECOVERY AND RESTORATION OF SERVICES**

### EOC Policy Group

The Policy Group will direct responsibilities for the recovery and restoration of services, the orderly and safe return of citizens to their homes and the clean-up following an emergency situation.

The Deputy City Manager, Environment and Infrastructure (or designate) will be responsible to coordinate this phase of the emergency with support and advice from other agencies as required. Where a spill of hazardous material is involved, the responsibility of the consignor or owner of the material will be considered.

Inspection of dwellings and buildings to ensure safe occupation will also be organized by the Deputy City Manager, Planning and Economic Development with inspection assistance being provided by the Fire Department, London Hydro, Electrical Safety Authority, Middlesex-London Health Unit, and other agencies as required.

### Communications

The Director of Communications acting as the Emergency Information Officer will work with the EOC Policy Group to arrange for the prompt release of information and direction to the public through the media concerning clean-up operations and the occupation of dwellings and buildings. This includes the use of the Public Inquiry Centre to assist with public inquiries.

## **3.0 NOTIFICATION AND ACTIVATION**

### **3.1 NOTIFICATION OF AN EMERGENCY**

Emergency Services personnel are typically first on the scene mitigating the incident during any emergency. When the Police, Fire, EMS, or Engineering Supervisor at the site considers the situation or potential situation beyond the capability of the emergency service to manage or support without outside assistance, he/she will so advise the Chief of Police, the Fire Chief, EMS Chief or the Deputy City Manager of Environment and Infrastructure.

The following EOC Policy Group members (or their alternates), in consultation with the Community Emergency Management Coordinator, will decide if the situation calls for assembly of the EOC Policy Group:

- Chief of Police;
- Fire Chief;
- Paramedic Service (EMS) Chief;
- City Manager, Deputy City Manager;
- Deputy City Manager, Environment and Infrastructure;
- Community Emergency Management Coordinator;
- Medical Officer of Health;
- Deputy City Manager, Neighbourhood and Community-Wide Services and Deputy City Manager, Social and Health Development (Emergency Social Services); and
- Chief Executive Officer, London Hydro.

Based on the scope of the emergency they will determine what EOC members, advisors and support staff are required and if so, will request their attendance through the Community Emergency Management Coordinator.

## **3.2 POLICY GROUP OPERATIONS**

### **Emergency Operations Centre (EOC)**

Emergency Management and Security Services will maintain the Emergency Operations Centre in a state of readiness. This facility is located at the #12 Fire Station in Byron. This is the location where the EOC Policy Group would convene. This centre may be activated at other times to monitor situations that may escalate or for coordination of planned events.

This facility main role is to support the Incident Commander and assist in ensuring service levels to other parts of the Community.

The EOC consists of several rooms:

- **OPERATIONS ROOM** – A large room where operational, planning, logistics, finances/administration is monitored. Information is gathered, collated, evaluated, and disseminated in order to provide situation, status reports and EOC action plans to the EOC Policy Group.
- **POLICY ROOM** – Adjoining the Operations Room, a boardroom that allows the Mayor and City Manager to obtain updates from the EOC Director. The City Manager (Policy Group Chair) determines the membership of the Policy Group, normally senior representatives of the key agencies/departments. The EOC Director is appointed by Policy Group to provide leadership in the Operations Room and consolidate information to provide situation reports and upcoming priorities to the Policy Group. This room can also be used by the Operations Section or EOC Director for Section meetings, while the Policy Group is not in session.
- **BREAK-OUT ROOM** – A smaller meeting room is available for working group or separate task-based discussions.
- **ADMINISTRATIVE AREAS** – Access control and the Amateur Radio station are housed in the front administrative area. The Manager’s Office can also be used as a breakout room.

- COMMUNITY ROOM – A segregated room at the rear of the building can be setup to house the Public Inquiry Centre.

### **Operating Cycle**

Members of the Policy Group will meet at regular intervals to receive situation reports from the EOC Director. The Policy Group Chair will establish the frequency of meetings based on discussions with the EOC Director and the Emergency Site - Incident Commander. Meetings will be kept as brief as possible allowing members to carry out their individual responsibilities. A display board identifying the status of actions will be maintained and prominently displayed in the Operations Room.

The City Manager will chair operating sessions of the Policy Group. The Policy Group will consider strategic decisions and will break to permit members to consult the Operations Room staff, help develop action plans, continuity of government, business continuity and contact others as necessary.

The intent of these conference sessions is to provide an uninterrupted forum for the Policy Group members to update one another and to recommend necessary actions to be taken. The Mayor will join conference sessions when available and confirm extra-ordinary decisions recommended by the Policy Group.

The Policy Group will require support staff to assist and to record key decisions. The CEMC will provide a Scribe to the Policy Group. Members will require staff at the EOC to handle communications to and from their department or agency to the emergency site. It is the responsibility of all members to notify their staff and associated volunteer organizations.

### **EOC Meeting Cycle**

Members of the EOC IMS team will work in their functional sections; EOC Management, Operations, Planning, Logistics and Finance/Administration. The sections will work during an operational period and develop an EOC action planning process:

- Understand Current Situation and build situational awareness;
- Identify Objectives and priorities;
- Develop the EOC Action Plan;
- Obtain Approvals and distribute EOC action plan; and
- Review and Monitor Progress.

## **3.3 SUPPLEMENTARY PLANS**

Separate emergency plans (Annex's or Appendices) are maintained by Service Areas, Boards and Commissions to respond to specific emergency situations. One copy of each such plan should be available in the Emergency Operations Centre and be updated annually by the responsible agency. Copies should also be filed with the Community Emergency Management Coordinator.

## **4.0 EOC POLICY GROUP**

The Emergency Operations Centre Policy Group is responsible for providing immediate and continuing interchange of information, assessment and planning among the officials responsible for emergency operations. Each member will have identified designate(s) to act on their behalf when they are not available. The EOC Policy Group could consist of two groups of officials (depending on the situation) to build the EOC Policy Group:

### **4.1 EOC POLICY GROUP MEMBERSHIP**

The Membership of the EOC Policy Group will be comprised of the following officials:

- Mayor, or Deputy Mayor;
- City Manager, Deputy City Manager or Alternate;
- City Clerk, Deputy City Clerk or Alternate;
- Chief of Police, or Deputies;
- Fire Chief, or Deputies;
- Deputy City Manager, Environmental and Infrastructure or Alternate;
- Deputy City Manager, Neighbourhood and Community-Wide Services and Deputy City Manager, Social and Health Developments or Alternates;
- Medical Officer of Health, or Associate MOH;
- Middlesex-London Paramedic Services Chief, Deputies;
- Director of Strategic Communications and Government Relations or Manager;
- Community Emergency Management Coordinator, or Alternate;
- Hospital(s) Representative or Alternate;
- Chief Executive Officer, London Hydro or Alternate; and
- General Manager, London Transit or Alternate.

Note: in the absence of the primary member the alternate or designate will fulfil their role.

### **4.2 EOC ADVISORS**

The EOC Staffing can be comprised of any or all of the following officials:

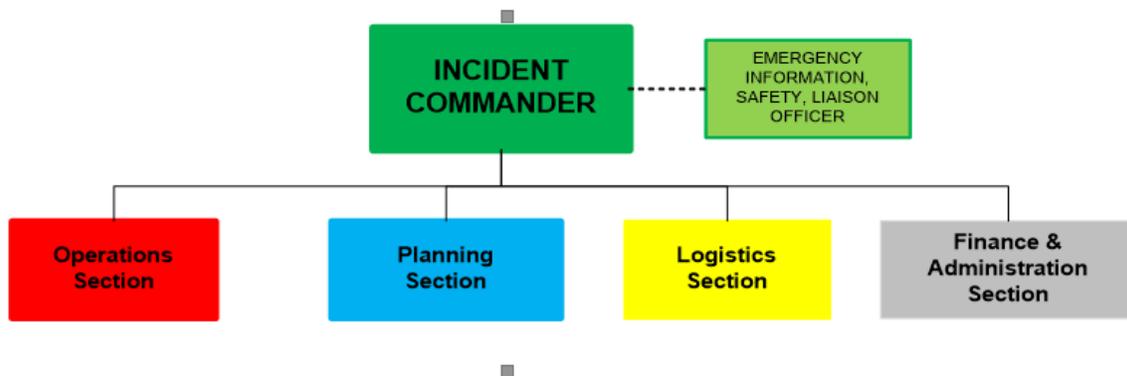
- Director, People Services;
- Deputy City Manager, Planning and Economic Development;
- Deputy City Manager, Finance Supports;
- Deputy City Manager, Enterprise Supports;
- Deputy City Manager, Legal Services;
- Director, Information Technology Services;

- Regional Coroner;
- The Thames Valley District School Board;
- The London District Catholic School Board;
- The Incident Industrial Representative;
- The Ministry of the Environment;
- The Upper Thames River Conservation Authority;
- CN / CP
- Office of the Fire Marshal and Emergency Management Representative;
- Ontario Provincial Police Representative;
- Department of National Defense, Canadian Armed Forces Regional Liaison Officer;
- Liaison staff from Provincial and Federal Ministries; and
- Any other officials, experts, or representatives from the public or private sectors as deemed necessary.

All members of the EOC Policy Group shall designate alternates to act for them in the EOC, in their absence. Alternate designations are noted in Annex A. Some members may also be required to fulfill positions in the EOC Management, Operations, Planning, Logistics and Finance/Administration Sections.

### 4.3 THE INCIDENT COMMANDER

The City of London has utilized standard Emergency Management protocols for many years. The City of London has adopted the Provincial model, using “best practices” the Incident Management System (IMS). In a Complex Incident one agency takes the lead role as Incident Commander (IC) or Unified Command. The IC provides coordination and leadership at the site/scene using the IMS model. This person is normally drawn from the lead agency and other leaders take over directing the operations section. This approach has been advocated in both federal and provincial levels.



## INCIDENT COMMANDER

The Incident Commander (IC) is appointed by those response agencies on site. He/she will usually be from the lead agency (jurisdiction) involved in the specific type of emergency. For example, in a fire incident, an IC from the Fire Department would be appointed. Another officer from the Fire Department would then assume responsibility for fire ground operations. In a criminal incident, the IC would most probably be from London Police.

However, the collaborative decision on which person is most appropriate is based on the Knowledge, Skills and Abilities of the on-scene personnel.

This appointment would be amended or confirmed by the EOC Policy Group if activated. This appointment may be reassessed or transferred as the incident moves from response to recovery.

## COMMAND STAFF

It may be necessary for the Incident Commander (IC) to designate a Command Staff who will provide information, liaison, and safety services for the entire organization at the site, they report directly to the IC.

## EMERGENCY INFORMATION OFFICER

This person develops and releases information about the incident to the news media, incident personnel, city administrative and political leaders, and other appropriate agencies and organizations. He/she supports the IC with media interviews and works with other involved communications personnel to ensure consistent, accurate and timely communications.

## SAFETY OFFICER

The Safety Officer is tasked with creating systems and procedures for the overall health and safety of all responders.

## LIAISON OFFICER

The Liaison Officer serves as the primary contact for organizations cooperating with or supporting the incident response.

## GENERAL STAFF

### OPERATIONS SECTION

The Operations Section implements the incident action plan and is responsible for developing and managing the first responders to accomplish incident objectives set by the Incident Commander. Operations organize, assigns, and supervises all resources assigned to an incident including the staging area. It works closely with other members of the Command and General Staff to assign resources from the following agencies:

London Fire Department;  
London Police Service;  
London - Middlesex Paramedic Service (EMS);  
Environment and Infrastructure (E&I);  
London Transit;  
London Hydro; and  
Other Agencies.

## PLANNING SECTION

The Planning Section at the site develops the Incident Action Plan. It collects, evaluates, analyzes and disseminates emergency information. The planning process includes preparing and documenting the Incident Action Plan and conducts long range contingency planning.

## LOGISTICS SECTION

The Logistics Section coordinates the provision of all resources assigned to the incident. It obtains, maintains and accounts for essential personnel, equipment and supplies.

## FINANCE / ADMINISTRATION SECTION

The Finance/Administration Section provides financial and cost analysis support to an incident.

## RADIO COMMUNICATIONS

Services likely to be at an emergency site include Police Services, Fire Department, Middlesex-London Paramedic Service (EMS), Environment and Infrastructure (E&I), London Hydro and London Transit personnel. They will make every effort to ensure there is an efficient means of communication in place, both to and from the Incident Commander between emergency service groups.

A clear communications link must be established between the Incident Commander and the EOC. This is done using LCOM1 or LIMS 1, the 800 Mhz. common channels. This talkgroup is to communicate key information relative to Command decisions. Each Agency utilizes their own operational channels/tacs to relay information within their own organization

Communications relating to operational decisions should utilize individual agency channels or talk groups to communicate with staff in the Emergency Operations Centre. Agencies must have access to both radios.

## **4.4 RESPONSIBILITIES OF THE INCIDENT COMMANDER**

Coordination by all resources at the emergency site is important to an effective response. The Senior Fire, Police, EMS Supervisor in conjunction with the Environment & Infrastructure (E&I) Supervisor (when applicable) on site will agree who should act as the initial Incident Commander (IC) depending on the nature of the emergency and will advise the Fire Chief and/or Chief of Police, Paramedic Chief respectively.

An on-site "Incident Command Post" will be established by the IC as soon as practical, to bring together supervisors of all emergency services operating at the scene for the purposes of coordinated action. It may also be necessary to establish a resource staging area so that outside resources have a definitive assembling/marshalling point. It will also be necessary to establish an area close, yet in safe proximity, to the emergency site for the media to assemble. The location should be easily identified and located in proximity to the on-scene Incident Command Post.

The Incident Commander, in liaison with the Senior Fire, Police, Paramedic, E&I and other officials on site, is responsible to:

- Implement the Incident Management System
- Direct, control and coordinate the on-site emergency response effort of the Emergency Response Agencies, in accordance with direction from the Senior Officers;
- Maintain contact with the leader of each agency and inform on progress on each;
- Assess the situation, establish an aim and determine the incident action plan;
- In conjunction with Police, Fire, EMS, E&I and other key agencies, establish site layout and an Incident Command Post, including a staging area for additional staff resources for the control and coordination of emergency site operations;
- Establish Emergency Site communications capabilities;
- Establish which agencies/personnel are allowed access past the outer and inner perimeters and advise on-site police;
- In coordination with the Director of Strategic Communications and Government Relations establish an Assistant Emergency Information Officer - Site Media Spokesperson. Request public information support, as required;
- Request the activation of Alert London – mass notification system;
- Request the activation of the EOC and EOC Policy Group for additional support to the site;
- Maintain continuous contact with EOC Director and Operations Section Chief and or Branch Operations to report the operations status at the emergency site and advise of any assistance or other resources required;
- Take such necessary actions to minimize the effects of the emergency;
- When recovery operations are nearing completion, monitor and advise the EOC about agencies preparing to depart the site;
- Maintain a log of all major decisions, instructions, IMS forms and actions taken; and
- Prepare and submit a final report containing operational evaluation of his/her area of responsibility, including recommendations on changes to the Emergency Response Plan and Supplementary Plans.

#### **4.5 INCIDENT MANAGEMENT SYSTEM**

The City of London adopted the Incident Management System (IMS) at the emergency site and has adopted it at the Emergency Operations Centre. IMS is internationally recognized and is endorsed by Office of the Fire Marshal and Emergency Management (IMS 2.0), based on the National Incident Command System (NIMS 2017) and NFPA 1600.

IMS Principles:

Communication;  
Coordination;  
Collaboration; and  
Flexibility.

IMS Characteristics:

1. Common Terminology
2. Management by Objectives
3. Manageable Span of Control
4. Comprehensive Resources Management
5. Establishment and Transfer of Command
6. Chain of Command and Unity of Command
7. Dispatch/Deployment
8. Modular Organization
9. Incident/EOC Action Plan
10. Incident Facilities and Locations
11. Integrated Communications
12. Unified Command
13. Accountability
14. Information and Intelligence Management

IMS consists of five key functions:

1. Command
2. Operations
3. Planning
4. Logistics
5. Finance / Administration

IMS is the standardized emergency response system, which defines the basic command structure and the roles and responsibilities, required for the effective management of an emergency.

#### **4.6 EOC IMS ORGANIZATIONAL STRUCTURE**

The majority of emergency incidents are managed at the site, by the Incident Commander. Incident objectives, strategies and tactics for the site are formulated and directed from the Incident Command Post (ICP). In larger emergencies, onsite responders may require policy, coordination and resources to support site activities by requesting support from the EOC.

An Emergency Operations Centre (EOC) is a pre-designated facility, set up off site, to provide this support. The EOC provides policy direction and support to the site, business continuity. The EOC Director coordinates resources requests from the site(s) and manages all non-site activities.

An EOC may be established by any level of government or the private sector to support individual response agencies or the overall response effort. Emergency Operations Centres are normally activated at the request of the Incident Commander or EOC Policy Group.

When an EOC is activated, the City may establish a EOC Policy Group (formally the Community Control Group), comprised of the head of the organization (e.g. Mayor, City Manager, Deputy City Manager, Directors, Chiefs, etc.) and other senior executive officers, in order to provide the EOC Director with policy direction.

The EOC is organised into five major functions; Management, Operations, Planning, Logistics and Finance/Administration. A diagram of this EOC structure is provided on the next page. The primary responsibilities of each of these functions are described below:

**EOC Management:** Responsible for overall policy and coordination through the joint efforts of government agencies and private organizations. Management includes the EOC Director, Deputy Director, Risk Management Officer, Liaison and Emergency Information Officers.

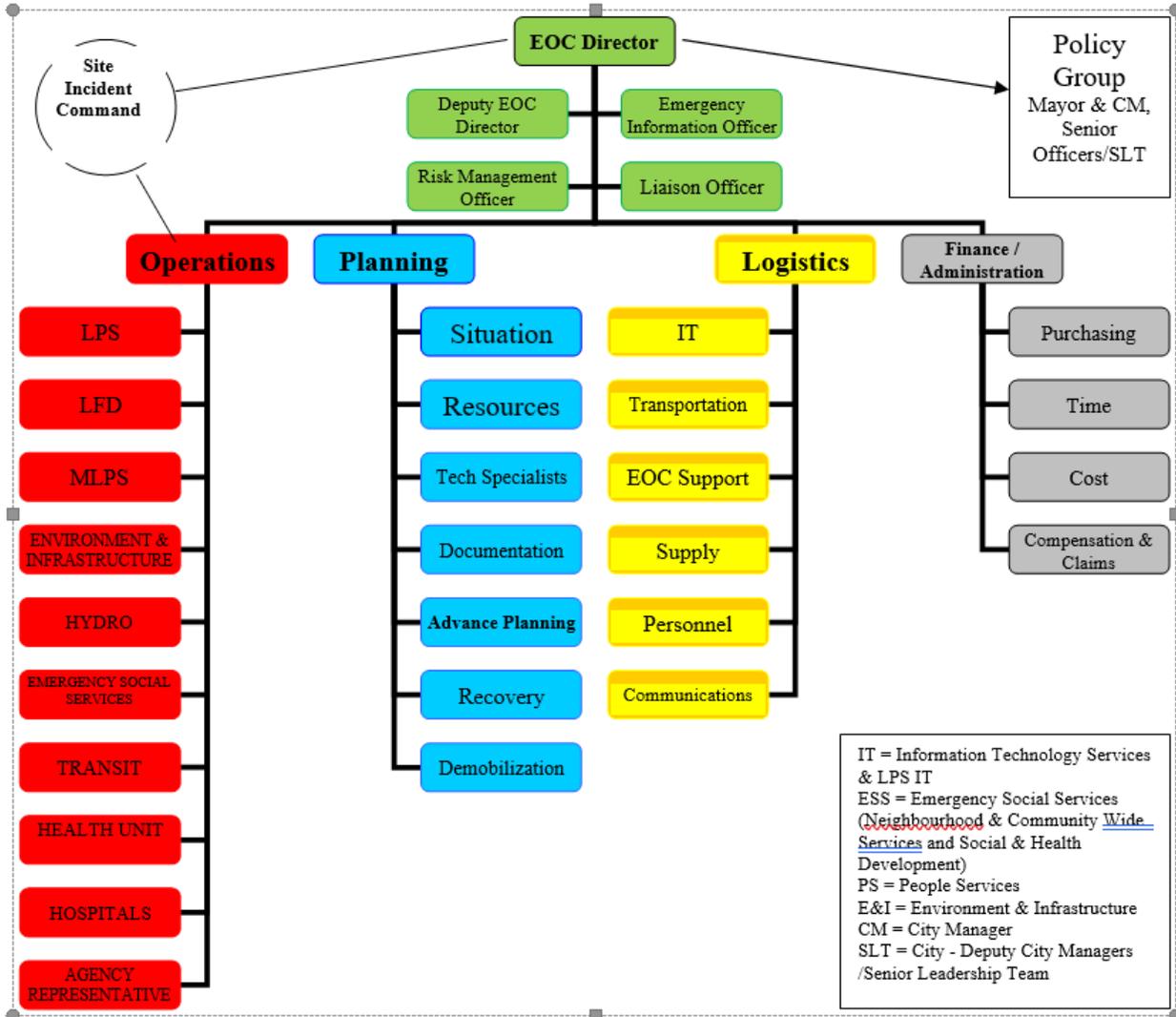
**Operations:** Responsible for coordinating all jurisdictional operations in support of the emergency response through implementation of the EOC Action Plan.

**Planning:** Responsible for collecting, evaluating and disseminating information; developing the EOC's Action Plan and Situation Report in conjunction with other functions; and maintaining EOC documentation.

**Logistics:** Responsible for ensuring the EOC is operational and providing facilities, services, personnel, equipment and materials.

**Finance/Administration:** Responsible for financial activities and other administrative aspects

# EOC IMS ORGANIZATIONAL CHART



More information on IMS in the EOC in chapter 8

## **5.0 RESPONSIBILITIES OF THE EOC POLICY GROUP MEMBERS**

The members of the EOC Policy Group (Municipal Emergency Control Group) are appointed on the annual emergency management program update; Bylaw, the EOC Policy Group are authorized to take the following actions:

- Calling out and mobilizing their respective services, equipment or other agencies as required;
- Supporting the Incident Management System at the site and at the Emergency Operations Centre;
- Designating an Agency representative to the EOC Operations Section as Branch Coordinator;
- Assist in the staffing of the EOC Planning, Logistics, Finance/Administrative Sections;
- Coordinating and directing services and ensuring that any actions necessary for mitigating the effects of the emergency are taken;
- Determining if the location and composition of the EOC are appropriate (and that appropriate advisory and support members are present);
- Advising the Mayor as to whether the declaration of an emergency is recommended;
- Advising the Mayor on the need to designate all or part of the City as an emergency area;
- Ensuring that an Incident Commander (IC) is appointed and confirmed if required;
- Ensuring support to the IC in terms of equipment, staff and other resources as required;
- Discontinuing utilities or services provided by public or private agencies, e.g. hydro, water, gas, closing down a shopping plaza/mall;
- Arranging for services and equipment from outside local agencies;
- Notifying, requesting assistance from and/or liaising with various levels of government and other public or private agencies not under municipal control, as considered necessary;
- Determining if volunteers are required and authorizing requests to identify agencies for assistance;
- Implementing Business Continuity Plans to ensure the delivery of services outside of the emergency area;
- Authorizing transportation arrangements for evacuation or transport of persons and/or supplies;
- Ensuring that pertinent information is promptly forwarded to Communications for dissemination;
- Determining the need to establish advisory groups and/or sub-committees/working groups for any aspect of the emergency including recovery;
- Authorizing expenditure of money required to deal with the emergency;
- Notifying personnel under their direction, of the declaration and termination of the emergency;

- Maintaining a log outlining issues, decisions made and actions taken for submission to the City Manager within one week of the termination of the emergency;
- Requesting activation of the London Alert – emergency mass notification system;
- Participating in the operational debriefing following the emergency; and
- Ensuring support to emergency service personnel and the citizens suffering emotional trauma as a result of critical incident stress.

## **5.1 ELECTED OFFICIALS**

5.1.1 The Mayor is responsible for the following:

- Member of the EOC Policy Group;
- Providing overall leadership to the community;
- Provide advice and information from Councilors;
- Designating specific responsibilities to members of the Policy Group as deemed appropriate and receiving interim reports on a continuing basis for such special areas of concern;
- Representing the City of London with Senior Government officials and making the appropriate notifications;
- Serving as main media spokesperson for the Municipality;
- Determining if and when an emergency is declared;
- Declaring an emergency;
- Ensuring Council members are advised of the declaration and termination of an emergency;
- Ensuring Council members are informed of the emergency situation as per Corporate policy; and
- Declaring termination of the emergency.

5.1.2 The Deputy Mayor is responsible for the following:

- In the absence of the Mayor, the Deputy Mayor will assume the duties of the Mayor; and
- In the absence of the Deputy Mayor, the Alternate Deputy Mayor will assume the duties of the Mayor.

5.1.3 City Councillor's are responsible for the following:

- Councillors may be appointed as Alternate Deputy Mayor;
- Adopt by by-law the City of London's Emergency Management Program;
- Approve at council the City of London's Emergency Response Plan, including any amendments;
- Reinforce emergency preparedness messages to their constituents;

- Consider receiving training in emergency management and the Incident Management System provided by the City;
- Refer questions from the public to the City's Public Inquiry Centre, which may be operational during an emergency;
- When receiving calls from their constituents, Councilors can compile issues and concerns to share with the Mayor that will be passed on to the EOC Director and Emergency Information Officer;
- If calls from the media are received by a Councillor, then the information should be forwarded to Corporate Communications/Emergency Information Officer; and
- When the EOC is activated, it is important to note that information should not be posted on websites and social media sites that have not been approved for release by the EOC Director.

## **5.2 CITY MANAGER**

The City Manager, Deputy City Manager(s) or designate is responsible for the following:

- Member of the EOC Policy Group;
- Activating the EOC Policy Group notification system, when applicable;
- Act as the Emergency Operations Centre Director; assign the Command Staff and General Staff Chiefs in the EOC. Activate the Operations, Planning, Logistics and Finance / Administration Sections;
- Chairing Policy Group meetings, determining the meeting cycle and agenda during emergencies or other meeting;
- Act as Chief Advisor to the Mayor on policies and procedures as appropriate;
- Ensuring a master event log is made recording all important decisions and actions taken by the EOC and EOC Policy Group;
- Approving, in conjunction with the Mayor, major announcements and media releases prepared by Communications; and
- Ensuring that a communications link is established between the EOC and IC.

## **5.3 CITY CLERK**

The City Clerk or designate is responsible for the following:

- Member of the EOC Policy Group;
- Assisting the City Manager and/or EOC Director as required;
- Advising the EOC Policy Group in matters of: bylaws and protocols, governing Council;
- If assigned by the EOC Director, act / assign the Finance / Administration Section Chief. Activate the Finance/Admin Section in the EOC; be prepared to assist in the Operations, Planning and Logistics Section.
- Recording emergency expenditures authorized by the EOC Policy Group;

- Maintain a record of requests made for Municipal, Provincial or Federal Government assistance in the emergency; and
- Upon direction of the Mayor, arranging special meetings of Council; and advising Councillors of the time, date and location of the meetings.

## 5.4 CHIEF OF POLICE

The Chief of Police or deputy will have the following responsibilities in addition to the normal responsibilities of the Police Service:

- Member of the EOC Policy Group;
- Activating the EOC Policy Group notification system, when applicable;
- Alerting persons endangered by the emergency and coordinating evacuation procedures;
- Depending on the nature of the emergency, providing the Incident Commander at the Emergency Site and inform the EOC;
- If assigned by the EOC Director, act / assign the Operations Section Chief, activate the Police Branch of the Operations Section in the EOC, be prepared to assist in the Planning and Logistics Section.
- Establishing an ongoing communications link with the Senior Police on scene;
- Where applicable, establish and/or secure the inner perimeter of the emergency scene;
- Where applicable, establish the outer perimeter in the vicinity of the emergency to facilitate the movement of evacuees, emergency vehicles and to restrict access to all but essential emergency personnel;
- As feasible, provision of the police mobile command vehicle to serve as the multi-agency incident command post;
- Initiating traffic control to facilitate the movement of emergency vehicles and services;
- Provision of facilities for the City's, third alternate Emergency Operations Centre at Police Headquarters;
- Authorizing movement of the primary EOC to the alternate EOC location;
- Providing communications support, and information on the emergency to the Policy Group;
- Arranging for additional Police assistance when necessary;
- Evacuation of buildings or areas as authorized by the Mayor (IC/EOC Director), or the immediate evacuation of residents from a building or area for urgent safety reasons on the decision of the Senior Police Officer on scene in consultation with Fire Services where appropriate, and notifying the EOC or City Manager and the Deputy City Manager of Neighbourhood and Community-Wide Services of such actions;
- Arranging for the maintenance of order in any emergency reception centre, morgue and other facilities established by the EOC;
- Notifying the coroner of fatalities;
- Ensure the protection of life and property and the provision of law and order;

- Securing the emergency site to protect evidence so that subsequent investigation by other agencies is not hindered, for example an aircraft crash site; and
- Liaising with other municipal, provincial and federal law enforcement/intelligence agencies as required. The Chief of Police will ensure that the OPP Western Region Duty Officer is kept informed of any emergency situation in or affecting the City of London, so that current information on the emergency will be on hand at OPP General Headquarters.

## **5.5 FIRE CHIEF**

The Fire Chief or deputy will have the following responsibilities in the emergency in addition to the normal responsibilities of the London Fire Department:

- Member of the EOC Policy Group;
- Activating the EOC Policy Group notification system, when applicable;
- Providing the EOC with information and advice on firefighting and rescue matters;
- Depending on the nature of the emergency, providing the Incident Commander at the Emergency Site and informing the EOC;
- If assigned by the EOC Director, act / assign the Operations Section Chief, activate the Fire Branch of the Operations Section in the EOC, be prepared to assist in the Planning and Logistics Section.
- Establishing an ongoing communications link with the Senior Fire official on scene;
- Informing Mutual Aid Fire Chiefs and/or initiating mutual aid arrangements for the provision of additional firefighters and equipment, if needed;
- Determining if additional or special equipment or capabilities are required and recommending possible sources of supply, e.g. breathing apparatus, protective clothing;
- Determining the level and nature of Mutual Aid Fire assistance to provide to neighbouring communities when requested;
- Providing support to non fire fighting operations if necessary, e.g. rescue, casualty collection, evacuation;
- Maintaining plans and procedures for dealing with spills of hazardous material from the viewpoint of public safety, prevention of explosions and the spread of noxious fumes; and
- Providing advice to other City Services as required in the emergency.

## **5.6 DEPUTY CITY MANAGER OF ENVIRONMENT AND INFRASTRUCTURE**

Deputy City Manager, Environment and Infrastructure or designate are responsible for the following:

- Member of the EOC Policy Group;
- Activating the EOC Policy Group notification system, when applicable;

- Depending on the nature of the emergency, providing the Incident Commander at the Emergency Site and informing the EOC;
- If assigned by the EOC Director, act / assign the Operations Section Chief, activate the Engineering Branch of the Operations Section in the EOC, be prepared to assist in the Planning and Logistics Section;
- Establishing an ongoing communications link with Senior E&I on the scene of the emergency;
- Maintaining communications with public works representatives from neighbouring communities to ensure a coordinated response;
- Ensuring provision of engineering assistance;
- Maintaining and repairing sanitary sewage and water systems;
- Providing emergency potable water, supplies and sanitation facilities as required by the Medical Officer of Health;
- Liaising with public utilities to disconnect any services representing a hazard to the public and/or arranging for the provision of alternate services or functions;
- Liaising with the Upper Thames River Conservation Authority regarding flood control, conservation and environmental matters;
- Arranging for snow or building debris clearance on an emergency basis so that vehicle movement can be maintained;
- Developing and implementing a plan for the removal and disposal of debris;
- Arranging for procurement of special purpose vehicles/equipment not in City inventory;
- Obtaining advice from the Chief Building Official on the structural safety of any buildings affected by the emergency and take action as required under the Building Code Act;
- Arranging for the demolition of unsafe structures as required;
- Maintaining flood plans including river watch in liaison with the Upper Thames River Conservation Authorities and the weather services, when required;
- Maintaining procedures and plans for Environment and Infrastructure response to spills of hazardous and environmentally damaging materials including containment, neutralizing and clean-up, upon advice from the Fire Department as to the material involved and the remedial action required;
- Arranging for repair of the water distribution system in case of ruptured mains in order to restore availability of water for fire-fighting purposes;
- Providing assistance to accomplish tasks as requested by London Police to support evacuations; and
- Arrange for the provision of forestry crews as required.

## **5.7 DEPUTY CITY MANAGER OF NEIGHBOURHOOD AND COMMUNITY-WIDE SERVICES AND SOCIAL AND HEALTH DEVELOPMENT**

The Deputy City Manager of Neighbourhood and Community-Wide Services and/or Deputy City Manager, Social and Health Development or designate is responsible for the following:

- Member of the EOC Policy Group;
- Emergency Social Services lead;
- Activating the EOC Policy Group notification system, when applicable;
- Ensuring the well-being of residents who have been evacuated from their homes by arranging emergency lodging, clothing, food, registration, inquiries and other personal services;
- Activation of the Emergency Social Services Plan;
- Coordinating the opening and operation of temporary and/or long-term reception/evacuation centres and ensuring adequate staffing;
- If assigned by the EOC Director, activate the Emergency Social Services Branch of the Operations Section in the EOC; be prepared to assist in the Planning and Logistics Section.
- Liaising with the EOC with respect to the designated reception/evacuation centres that can be opened on short notice;
- Liaising with the Medical Officer of Health on areas of mutual concern regarding operations in reception centres;
- Liaising with the Ministry of Children, Community and Social Services;
- Liaising with volunteer organizations (non-government organizations) in regards to providing staff for registering the public in reception centres and providing clergy to the site; and
- Notifying Western Fair and London school boards when their facilities are required as reception centres.

## **5.8 MEDICAL OFFICER OF HEALTH**

The Medical Officer of Health or designate will have the following responsibilities:

- Member of the EOC Policy Group;
- Activate EOC Policy Group notification system in the event of a health emergency;
- Acting as a coordinating link for all emergency health services at the EOC;
- If assigned by the EOC Director, act / assign the Operations Section Chief, activate the Health Unit Branch of the Operations Section in the EOC, be prepared to assist in the Planning and Logistics Section.
- Depending on the nature of the emergency, assigning the Incident Commander at the Emergency Site and informing the EOC;
- Liaising with the Ontario Ministry of Health, Public Health Branch;
- Establishing an ongoing communications link with the senior health official at the scene of the emergency;
- Liaising with senior EMS representatives, hospital officials, relevant health care organizations (i.e. Southwest Local Health Integration Network, the Ministry of Health and relevant government agencies);

- Providing authoritative instructions on health and safety matters to the public through Communications;
- Coordinating the response to disease related emergencies or anticipated emergencies such as epidemics, according to the Ministry of Health policies;
- Coordinating care of bed-ridden and special needs citizens at home and in reception centres during an emergency;
- Liaise with Local Health Integration Network
- Liaising with voluntary and private health care agencies, as required, for augmenting and coordinating public health resources;
- Coordinating efforts towards prevention and control of the spread of disease during an emergency;
- Notifying the Environment and Infrastructure and City Engineer regarding the need for potable water supplies and sanitation facilities;
- Liaising with the Emergency Social Services on areas of mutual concern regarding health services in reception centres;
- Providing advice to the Mayor and the EOC Policy Group on health matters;
- When advised by emergency services of an emergency situation involving hazardous substances or any threat to public health, providing advice for the safety of emergency service workers and activities to reduce the adverse affects on the public health;
- Directing precautions in regard to food and water supplies when warranted;
- Arranging for mass immunization where required; and
- Notifying other agencies and senior levels of government about health-related matters in the emergency.

## **5.9 PARAMEDIC SERVICE (EMS) CHIEF**

The Middlesex-London Paramedic Service (MLPS) Chief or deputy or designate is responsible for the following:

- Member of the EOC Policy Group;
- Activating the EOC Policy Group notification system, when applicable;
- Providing information on patient care activities and casualty movement from the emergency site;
- If assigned by the EOC Director, activate the Ambulance (EMS) Branch of the Operations Section in the EOC; be prepared to assist in the Planning and Logistics Section.
- Establishing an ongoing communications link with the EMS official at the scene of the emergency;
- Liaising and obtaining EMS resources from the Provincial Ministry of Health Emergency Health Services Branch, Senior Field Manager or On Call EMS Superintendent and from other municipalities for support if required;

- Liaising with the London Central Ambulance Communications Centre regarding patient status, destination, and department case load;
- Organizing the EMS response to assist and coordinate actions of other Social Service agency EMS branches (i.e. patient transport services, and other transportation providers);
- Advising the EOC if other means of transportation are required for large scale responses;
- Obtain EMS Mutual Aid assistance as required for both land and air based patient transport;
- Assist with the emergency evacuation when required;
- Ensure balanced emergency EMS coverage is available at all times throughout the community;
- Liaising with the receiving hospitals; and
- Liaising with Police, Fire, Coroner and Medical Officer of Health, as required.

## **5.10 DIRECTOR OF STRATEGIC COMMUNICATIONS AND GOVERNMENT RELATIONS EMERGENCY INFORMATION OFFICER (EIO)**

The Director of Strategic Communications and Government Relations or designate; responsibilities include:

- Member of the EOC Policy Group;
- Establishing a communications link with the Community Spokesperson (s) and any other media coordinator(s) (i.e., provincial, federal, private industry, hospitals, etc.) involved in the incident;
- Implementing the Emergency Communications Plan;
- Designate an Emergency Information Officer (EIO) for the EOC
- If assigned by the EOC Director, designate the Emergency Information Officer at the Site and Assistant EIO's in the EOC; be prepared to assist in the Operations and Planning Section.
- Ensuring that all information released to the public is timely, full and accurate;
- Ensuring an Emergency Information Centre is set up and staffed for the purpose of disseminating information to the media;
- Ensuring media releases/PSAs are approved by the Mayor prior to dissemination;
- Handling inquiries from the public and media;
- Coordinating individual interviews and organizing press conferences;
- Ensuring a Public Inquiry Centre is set up (if necessary) to process email and/or phone inquiries;
- Ensuring a Public Inquiry Centre Supervisor is designated and to liaise often with this Supervisor regarding the nature of inquiries;
- Distribute media releases/PSAs to the EOC, Public Inquiry Centre Supervisor and other appropriate key persons;

- Ensuring the public is advised of the Public Inquiry Centre phone number(s) through public service media announcements;
- Monitoring news coverage and social media and correcting any erroneous information;
- Maintaining copies of media releases pertaining to the emergency; and
- Ensure information notification protocols for Elected Officials are exercised.

## **5.11 COMMUNITY EMERGENCY MANAGEMENT COORDINATOR (CEMC)**

The Community Emergency Management Coordinator or alternate responsibilities include:

- Member of the EOC Policy Group;
- Activating the EOC Policy Group notification system, when applicable;
- Ensuring Alert London – Mass Notification System and EOC Policy Group contact lists are kept up to date, for EOC activation;
- Ensuring the email lists and cell phone, electronic device applications are utilized to supplement telephone call-out system;
- Providing advice and support to the Incident Commander and initial responders including liaison with appropriate agencies, service areas and departments;
- Assisting with the decision making process to determine whether to activate the EOC Policy Group notification system when applicable;
- Preparing and arranging the Emergency Operations Centre in readiness to activate;
- If assigned by the EOC Director, act as Deputy EOC Director, assign a Liaison Officer, activate the Incident Management System in the EOC, be prepared to assist in the Operations, Planning, Logistics and Finance/Administration Sections and EOC Support;
- Ensuring EOC Policy Group members have all plans, resources, supplies, maps and equipment;
- Ensuring that a communications link is established between the EOC and Site;
- Providing advice and clarification regarding the London Emergency Response Plan;
- Lead contact between the Municipality and Office of the Fire Marshal and Emergency Management (OFMEM);
- Liaising with Provincial and Federal agencies as required;
- Liaising with support agencies (i.e., Red Cross, St. John Ambulance, Salvation Army, Amateur Radio Emergency Service) as required;
- Addressing any action items that may result from the activation of the London Emergency Response Plan;
- Maintaining logs for the purpose of debriefings and post emergency reporting;
- Acting as Deputy EOC Director, EOC Director and/or Liaison Officer to the EOC as required, provide members for the EOC Support Unit;
- Advising on the implementation of the City of London emergency plans;

- To initiate arrangements with telephone authorities for priority attention to key municipal offices;
- Arranging the provision of administrative staff to assist in the EOC, as required;
- Maintaining plans in place, for the alternate EOC at City Hall and alternate back up at LPS HQ, for use by the EOC as outlined in Annex C of this plan;
- Providing a process for registering EOC and EOC Policy Group members; and
- Forwarding all Provincial Media releases to the Director of Communications (EIO).

## **5.12 HOSPITALS REPRESENTATIVE**

London Hospitals' work collaboratively together on their Emergency Management programs. They would send a representative to attend the EOC Policy Group and EOC Operations Section provide direct liaison to the hospitals' control groups.

Providing information on overall hospital capacity, patient care activities and casualty movement at the hospitals including decontamination status for CBRNE events;

- If assigned by the EOC Director, assist the Hospital Branch of the Operations Section in the EOC; be prepared to assist in the Planning and Logistics Section;
- Liaising with the Ambulance Communications Centre and EMS regarding patient status, destination, and department case load;
- Activating their emergency plans as appropriate;
- Establishing ongoing communications links with the hospital control groups;
- Liaising and obtaining hospital resources from the Provincial Ministry of Health, Emergency Health Regulatory and Accountability, and from other hospitals for support if required;
- Ensure communication regarding availability of essential hospital services occurs at all times throughout the community; and
- Liaising with Police, Fire, Coroner and Medical Officer of Health, Community Care Access Centre, and Southwest Local Health Integration Network (LHIN) as required.

## **5.13 CHIEF EXECUTIVE OFFICER, LONDON HYDRO**

The Chief Executive Officer, or designate London Hydro responsibilities include:

- Member of the EOC Policy Group;
- Activating the EOC Policy Group notification system, when applicable;
- Monitoring the status of power outages and customers without services;
- Providing updates to the EOC on power outages, as required;
- Depending on the nature of the emergency, providing the Operations Section Hydro resources at the Emergency Site and informing the EOC;
- If assigned by the EOC Director, activate the Utilities Branch of the Operations Section in the EOC; be prepared to assist in the Planning and Logistics Section;

- Liaising with the Independent Electrical System Operators regarding local and global power outage issues;
- Monitoring service status to inform customers relying on home medical equipment, (i.e., oxygen, dialysis machines);
- Providing assistance with accessing generators for essential services or other temporary power measures;
- Arranging to discontinue electrical services to any consumer where considered necessary in the interest of public safety;
- Maintaining plans in place for alternative electrical service, where necessary, and for the priority restoration of affected services as dictated by emergency needs of City services and other essential users;
- Arranging for the clearance of power lines and fallen trees on emergency routes in order that emergency response personnel have access to perform their duties;
- Establishing procedures and maintaining plans for emergency response to transformer oil leaks and for the coordination of response efforts by other departments and agencies in such situations; and
- Assisting with post-disaster clean-up and restoration of services.

#### **5.14 GENERAL MANAGER, LONDON TRANSIT**

The General Manager, or designate London Transit responsibilities include:

- Member of the EOC Policy Group;
- Co-ordination of evacuation transportation resources;
- Responding as directed by London Police and/or the EOC regarding the utilization of transportation resources under emergency evacuation conditions;
- Depending on the nature of the emergency, providing the Operations Section transportation resources at the Emergency Site and informing the EOC;
- If assigned by the EOC Director, activate the Transportation Unit of the Logistics Section; and /or Transportation Branch of the Operations Section, in the EOC, be prepared to assist in the Planning Section.
- Coordinating the acquisition, distribution and scheduling of various modes of transport (i.e. public transit, school buses, etc.) for the purpose of transporting persons and/or supplies, as required in an emergency;
- Procuring staff to assist with transit issues, as required;
- Ensuring that a record is maintained of drivers and operators involved;
- Establishing an emergency availability system for all transportation vehicles according to time of day, excluding London Central Ambulance Communications Centre (L.C.A.C.C) dispatched vehicles which will remain the responsibility of the L.C.A.C.C., and
- Provide transportation support for on-site emergency responders as required.

## **6.0 RESPONSIBILITIES OF EOC ADVISORS**

### **6.1 DIRECTOR, PEOPLE SERVICES**

The Director, People Services (Human Resources) is responsible for the following:

- If assigned by the EOC Director, act as the Risk Management Officer in the EOC
- Assisting with providing necessary staff to help with emergency operations by matching employees' skills with required job (prior to an emergency). Obtaining, recording and maintaining an inventory of employee skills and limitations related to emergency operations, to be verified through the EOC Policy Group and support staff;
- Coordination of staff information hotline and internal Corporation of the City of London communications in conjunction with Emergency Management;
- Ensuring safe workplace practices are followed and that appropriate safeguards are in place to protect staff and volunteers. Advising the EOC Policy Group on matters concerning Occupational Health and Safety legislation;
- Advising the EOC Policy Group on legislative and collective agreement aspects of the response. Make recommendations to ensure staff are fairly compensated for extra-ordinary efforts. Work with Union leadership to address any issues arising during the incident.
- Providing identification cards to staff, volunteers and temporary employees when required;
- Providing personal assistance to those employees who are impacted by the emergency. Establishing the necessary support services to allow employees to continue to report to work during the emergency (i.e. daycare, elder care, food services, rest areas, etc.);
- Recommendation to the EOC Policy Group on alternate work schedules, site, telecommuting, etc. in the event that City facilities are impacted;
- Ensuring that records of human resources and related administrative issues that cover financial liability are completed;
- Arranging Critical Incident Stress Debriefing Teams and employee counseling services to respond to the needs of municipal emergency response staff and registered volunteers, during and post emergency, as required; and
- Providing additional staff to the EOC, as required.

### **6.2 DEPUTY CITY MANAGER, PLANNING AND ECONOMIC DEVELOPMENT**

The Deputy City Manager, Planning and Economic Development or alternate will:

- Where possible, inspect buildings for visual assessment of damage and advise if any dangerous or unsafe conditions exist; If necessary, retain or request the owner to retain the services of a professionally qualified engineer to determine the structural adequacies of the structure;
- Obtaining advice from the Chief Building Official on the structural safety of any buildings affected by the emergency and take action as required under the Building Code Act;

- Arranging with London Police for building evacuation where appropriate;
- Providing advice on the structural safety of any buildings affected by the emergency in liaison with the Chief Building Official and arranging with London Police for building evacuation where appropriate;
- Coordinating action for the recovery and restoration of services as outlined in the London Emergency Response Plan, including the inspection of homes and buildings for safe re-occupation where required;
- Providing technology services personnel to assist with geomatics, mapping needs of the EOC and EOC Policy Group;
- Providing advice on Bylaw, licensing and compliance to the EOC Director;
- Issue orders as necessary for remedial actions to be undertaken; and
- Proceed with any actions as necessary to “make safe” any building or structure.

### **6.3 DEPUTY CITY MANAGER, FINANCE SUPPORTS**

The Deputy City Manager, Finance Supports responsibilities includes:

- Co-ordinate financial management of the emergency;
- Ensure necessary purchasing and stores support is available to support the incident;
- Assisting the EOC Director, if assigned by the EOC Director, assign a Finance/Administration Section Chief;
- Providing information and advice on financial matters related to the emergency; and,
- Ensuring that records of expenses are maintained for future claim procedure.

### **6.4 DEPUTY CITY MANAGER, LEGAL SERVICES**

The Deputy City Manager, Legal Services responsibilities includes:

- Co-ordinate legal management of the emergency;
- Ensure necessary support is available to the Policy Group, EOC and emergency site;
- Assisting the EOC Director, if assigned by the EOC Director, assign a Legal/Risk Management Officer; and
- Providing information and advice on legal matters related to the emergency.

### **6.5 DEPUTY CITY MANAGER, ENTERPRISE SUPPORTS**

The Deputy City Manager, Enterprise Supports responsibilities includes:

- Co-ordinate support to emergency management and EOC operations;

- Ensure necessary support is available to support the incident;
- Assisting the EOC Director, if assigned by the EOC Director, assign a Liaison Officer; and
- Providing information and advice on matters related to the emergency.

## **6.6 DIRECTOR, INFORMATION TECHNOLOGY SERVICES**

The Director, Information Technology Services is responsible for the following:

- Providing information technology services personnel to assist with telecommunications, computer, LAN and GIS needs of the EOC and EOC Policy Group;
- Assisting the EOC Director, if assigned by the EOC Director, assign a IT unit leader in the Logistics Section and emergency city mapping; and
- Provide co-ordination with London Police IT services in the EOC.

## **6.7 REGIONAL CORONER**

When the Regional Coroner is called upon to join the EOC, the following responsibilities will be carried out:

- Providing information on the handling of fatalities;
- Liaising with London Police Service regarding victim identification and evidence gathering/preservation;
- Liaising with the Medical Officer of Health regarding associated health risks to emergency responders and the public;
- Arranging for adequate staffing to deal with the situation;
- Advising the Mayor/City Manager regarding information to be released to the media; and
- Providing information with respect to the establishment of a temporary morgue.

## **6.8 THE THAMES VALLEY DISTRICT SCHOOL BOARD AND THE LONDON DISTRICT CATHOLIC SCHOOL BOARD**

When the Boards of Education are called upon to join the EOC Policy Group, they will provide liaison officer(s) who will have the following responsibilities:

- Provide the EOC with information with respect to the Boards action to ensure the safety and well-being of their students;
- Providing school facilities (as appropriate and available) for use as public information and/or reception centres as required;

- Provide staffing to coordinate the maintenance, use, and operation of the facilities being used as public convergence/assembly and/or reception centres; and
- Act as liaison between the Boards of Education to keep them informed of EOC Policy Group decisions that will impact the Boards activity.

## **6.9 OFFICE OF THE FIRE MARSHAL AND EMERGENCY MANAGEMENT**

Office of the Fire Marshal and Emergency Management (OFMEM) can assist with facilitating access to Provincial and Federal agencies and resources. OFMEM can provide advice on managing an emergency and provide information and access to additional private and public agencies that may assist in the management of the emergency. OFMEM can deploy field officers to provide advice and assistance to the Policy Group and also ministry staff from the MCS&CS communications branch to assist with emergency public information. Access to OFMEM is through the CEMC, who should notify the Provincial Emergency Operations Centre of all major incidents.

## **6.10 INCIDENT INDUSTRIAL REPRESENTATIVE**

When the emergency has been caused by an industrial accident, the EOC may request that the company involved provide the EOC with an advisor.

## **6.11 DND – REGIONAL LIASION OFFICER**

A Canadian Armed Forces Regional Liaison Officer will provide a link between the community and local Department of National Defence resources in London; including 31 Canadian Brigade Group and HMCS Prevost.

## **6.12 ADDITIONAL E.O.C. ADVISORS**

Dependent upon the nature of the emergency, the EOC may require further consultation from, but not limited to, the following internal and external agencies;

### External

- Ministry of the Environment
- Ministry of Community and Social Services
- Ministry of Municipal Affairs and Housing
- Ministry of Health and Long-Term Care
- Ontario Provincial Police
- Ministry of Transportation
- Upper Thames River Conservation Authority
- Transport Canada
- London International Airport
- Canadian National/Canadian Pacific Railroad
- Western University
- Fanshawe College

## **7.0 OTHER AGENCIES AND ORGANIZATIONS**

### **7.1 LONDON CENTRAL AMBULANCE COMMUNICATIONS CENTRE**

The Ambulance Communications Centre is responsible for the dispatch of ambulances in London and Middlesex County operating 24 hours per day, 7 days per week.

### **7.2 ST. JOHN AMBULANCE**

Southwestern Ontario Branch of the St. John Ambulance Community Services Unit has resources in first aid and emergency reception centre medical support. St. John Ambulance will respond to requests from the Emergency Services or the EOC. St. John Ambulance resources are staffed by volunteers and their response is governed by the availability for duty of volunteers.

### **7.3 THE SALVATION ARMY**

The Salvation Army has emergency resources for public welfare, short term accommodation, clothing, feeding, mobile canteen, emergency responder critical incident stress issues, and emergency reception centre support and will respond within their budgetary capabilities when requested by the EOC. The Salvation Army is also prepared to arrange for clergy assistance, emotional and spiritual care personnel at a disaster site or at reception centres when called upon by Police or Fire authorities (IC) or by the (Emergency Supervisor On Call), or Managing Director of Neighbourhood, Children and Fire Services or Delegate.

### **7.4 CANADIAN RED CROSS**

The London and Middlesex Branch of the Canadian Red Cross is prepared to provide Red Cross assistance to the community in the form of a registration and inquiry service as described in the Public Health Agency of Canada "Registration and Inquiry Manual". This service will assist the public in locating immediate relatives who have left their homes as a result of the emergency. Inquiry services may be operated from outside the disaster area in accordance with Red Cross standard operating procedures. Registration and inquiry services will be provided at the request of the (Emergency Supervisor on Call), or the Deputy City Manager, Neighbourhood and Community Wide Services and or Social and Health Development or Designate.

### **7.5 AMATEUR RADIO EMERGENCY SERVICE**

The Amateur Radio Emergency Service (A.R.E.S.) is the volunteer group which coordinates amateur radio in the London-Middlesex area. They are prepared to establish and maintain emergency radio communications for any purpose required, including assisting Red Cross with registration and inquiry services at reception centres, communications between London hospitals, to supplement municipal communications resources, and to establish a Shadow Network of backup communication paths. Radio operators can deploy mobile and portable radios throughout the area to supplement existing radio networks. An A.R.E.S. control station can be activated at the EOC in a major emergency at the request of the CEMC. Other stations are available at the Middlesex London Health Unit, the London Police Community Command Vehicle, and any location that is reachable by car.

## **7.6 FEDERAL GOVERNMENT AGENCIES**

Federal resource assistance should be accessed through Office of the Fire Marshal and Emergency Management - Provincial Emergency Operations Centre. The financial burden for Federal resource assistance requests made directly from the municipality is born by the Municipality.

## **7.7 BELL CANADA**

Bell Canada is aware of key emergency personnel and departments, and will ensure that these telephones are given priority attention in maintenance and restoration of service in emergency situations. Bell Canada can provide additional emergency telephone lines if the incident has not caused major disruption to their installed services. They also have a telephone and radio equipped mobile command post which can be positioned at emergency sites to augment the City's telecommunications capability.

## **7.8 ENBRIDGE GAS**

Enbridge Gas Limited (Union Gas Limited) has emergency plans in place, personnel and equipment available to handle the restoration of gas mains and services in an emergency when contacted by City Emergency Services.

## **7.9 LONDON INTERCOMMUNITY HEALTH CENTRE**

The InterCommunity Health Centre has emergency resources for public welfare, triage, medical care, medications/prescriptions, emergency reception centre support and will respond when requested by the Emergency Operations Centre Policy Group.

## **7.10 LONDON COMMUNITY FOUNDATION**

In the event of an emergency situation affecting the City, the London Community Foundation has agreed to take on the role of coordinating donation management. To facilitate this important and supportive role, the Foundation will work closely with the City to continually ensure there are efficient policies and processes in place.

## **8.0 INCIDENT MANAGEMENT SYSTEM IN THE EOC**

The London Emergency Response Plan adopts the principles of the Incident Management System (IMS) from the Ontario IMS Guidance Version 2.0. Based on the five key functions that must occur during any emergency situation, IMS can be used for any size or type of emergency to manage response personnel, facilities and equipment. Principles of the Incident Management System include the use of common terminology, modular organization, integrated communications, unified command structure, EOC action planning, manageable span of control, personnel accountability, unity and chain of command, management by objectives and comprehensive resource management.

The Emergency Operations Centre consists of the IMS five major functions Management, Operations, Planning, Logistics, Finance/Administration Sections and the EOC Policy Group. (formally known as the Municipal Emergency/Community Control Group).

### **Response Goals**

The following response goals are applied to all emergency situations:

- Provide for the health and safety of all responders;
- Save lives;
- Reduce suffering;
- Protect public health;
- Protect government/critical infrastructure;
- Protect property;
- Protect the environment;
- Reduce economic and social losses; and
- Maintain public confidence.

## **8.1 POLICY GROUP**

When an EOC is activated, the Municipal Emergency Control Group and local authorities may establish a Policy Group comprised of the head of the local authority (e.g. Mayor) and other elected officials and senior executive officers in order to provide the Incident Commander and EOC Director with policy direction. An example of this level of policy direction is the declaration of a “state of emergency”. The Policy Group is responsible for executing the emergency response plan and making decisions on issues not covered in the London Emergency Response Plan (LERP). This group decides whether to declare or cancel a Declaration of Emergency. It is also responsible for the continuity of government and business continuity plans for the City of London. It is responsible, through emergency information staff, for ensuring that the public is informed during an emergency. Members of the policy group are found on page 14 of the plan.

### **Roles and Responsibilities:**

- Provide overall policy direction;
- Changing/amending bylaws or policies;
- Could request Municipal/Provincial level assistance;
- Declare a State of Local Emergency;
- Declare termination of State of Local Emergency; and
- Acting as an official spokesperson.

## 8.2 EOC MANAGEMENT

### Management Section

The Management Section is responsible to provide, for the overall management and coordination of site support activities and consequence management. Coordination through the joint efforts of the EOC, City, government agencies and private organizations. Coordination between EOC sections and between the site.

The EOC Management Section consists of the following positions:

EOC Director (City Manager, CEMC, City Senior Leadership Team and/or Chiefs)

Deputy EOC Director

Emergency Information Officer (Director of Strategic Communications and Government Relations, and CE Division)

Risk Management/Legal Officer (City Senior Leadership Team)

Liaison Officer (City Senior Leadership Team)

#### EOC Director:

- Overall authority and responsibility for the activities of the EOC;
- Ensures organizational effectiveness;
- Provides leadership to the EOC Management team;
- Sets out priorities and objectives for each operational period and ensures they are carried out;
- Liaises with the Policy Group; and
- Approves emergency information releases.

The EOC Director is responsible for ensuring that the EOC is ready for use on short notice. The EOC contains information display materials, telecommunications and any additional supporting equipment, documents, and supplies required to ensure efficient operations and effective emergency management on a 24-hour per day basis. In addition, power generation capabilities and other special life support systems may be required to allow for continuous operations apart from normal public utilities and services.

#### Emergency Information Officer:

- Establishes, maintains media contacts;
- Coordinates information for release;
- Coordinates media interviews;
- Liaises with other information officers;
- Prepares public information materials; and
- Prepares EOC messaging sheets.

Legal, Risk Management Officer:

- Monitors EOC safety, recommends safety modifications to operations;
- Maintains link with safety officers as applicable;
- Assesses unsafe situations and halts operations if necessary;
- Provides advice and assistance on matters related to occupational health and safety regulations for the response and for the EOC personnel;
- Identifies liability and loss exposures to personnel and property and for City;
- Provides advice and assistance on matters related to law and how they may be applicable to the actions of the City during the emergency; and
- Provide advice on Human Resource matters, such as collective agreements and work scheduling

Liaison Officer:

- Invites required or requested agencies to the EOC, as identified by the EOC Director and EOC Management Team;
- Maintains regular contact with cooperating agencies, assist guest agencies in the EOC; and
- Assists EOC Director with activities (meetings & briefings).

### **8.3 EOC GENERAL STAFF**

Operations Section

The Operations Section is responsible for coordinating all jurisdictional operations in support of the emergency response. The Operations Section is also responsible for gathering current situation information from the site and sharing it with the Planning Section and other Management Team personnel, as appropriate; coordinating resources requested from the site to the Planning Section.

The Operations Section consists of the following positions:

Operations Section Chief  
Fire Branch  
Police Branch  
EMS Branch  
Emergency Social Services Branch  
Public Health Branch (Health Unit and Hospitals)  
Environment and Infrastructure (Engineering) Branch  
Utilities Branch (London Hydro, London Transit, Enbridge/Union Gas)  
Other

Operations Chief:

- Ensures coordination of the Operations function including supervision of the various Branches required to support the emergency event;

- Ensures that operational objectives and assignments identified in EOC Action Plans are carried out effectively;
- Establishes the appropriate level of Branch and Unit organizations within the Operations Section, continuously monitoring the effectiveness and modifying accordingly;
- Consults with Planning Chief to clearly define areas of responsibility between the Operations and Planning Sections;
- Maintains a communication link between Incident Commander at the site and the EOC, for the purpose of coordinating the overall response, resource requests and event status information;
- Ensures that the Planning Section is provided with Branch Status Reports and Incident Reports;
- Conducts periodic Operations briefing for the EOC Director and EOC Management Team as required or requested;
- Approves special resource requests and/or obtains the EOC Directors approval of critical and extra ordinary resources; and
- Supervises the Operations Section.

#### Branch Directors

Branch Directors oversee the operations of a particular city service area or outside agency. A Branch Director will be responsible for coordinating the activities of their service agency site personnel, dispatch centre, with other branches in the operations section. Additional Branch staff may be required, dependent on the size of the emergency event and the support required. Each Branch has a Roles and Responsibilities binder in the EOC.

#### Planning Section

Responsible for compiling, evaluating and disseminating situation information in coordination with other functions, anticipating / planning for future needs and maintaining all EOC documentation.

The Planning Section consists of the following positions:

Planning Section Chief;  
 Situation Unit;  
 Resources Unit;  
 Documentation Unit;  
 Advanced Planning Unit;  
 Demobilization Unit;  
 Recovery Unit; and  
 Technical Specialists.

#### Planning Chief:

- Collects, processes, evaluates and displays situational information;
- Develops EOC Action Plans in coordination with other functions;
- Tracks the status of EOC issued resources;
- Maintains all EOC documentation;
- Conducts advanced planning activities and makes recommendations for action;
- Obtains technical experts for the EOC;
- Plans for EOC demobilization of personnel and resources; and

- Facilitates the transition to the recovery phase.

#### Logistics Section

Responsible for ensuring the EOC is operational and providing / obtaining facility services, personnel, equipment, and materials.

The Logistics Section consists of the following positions:

Logistics Section Chief  
 Information Technology Branch  
 EOC Support Branch  
 Supply Unit  
 Personnel Unit  
 Transportation Unit

Logistics Chief:

- Provides / acquires requested resources including personnel, facilities, equipment and supplies;
- Arranges access to technological and telecommunications resources and support;
- Acquires and arranges resources for the transportation of personnel, evacuees, and goods; and
- Provides other support services such as arranging for food and lodging for workers within the EOC and other sites.

#### Finance and Administration Section

Responsible for cost accounting, compensation, and administration in the EOC.

The Finance and Administration Section consists of the following positions:

Finance & Administration Section Chief  
 Time Unit  
 Compensation and Claims Unit  
 Procurement Unit  
 Cost Accounting Unit

Finance & Administration Chief:

- Monitors the expenditures process and response and recovery costs;
- Coordinates claims and compensation;
- Tracks and reports on personnel time;
- Develops service agreements and / or contracts; and
- Oversees the purchasing processes.

## **9.0 POPULATION EVACUATION**

It may be necessary in an emergency for the residents of an area of the City to be temporarily evacuated from their homes for their own welfare and safety. Such a requirement may be of an urgent or short-notice nature caused by an immediate hazard and decided upon and directed by Police in collaboration with Fire authorities. Police and Fire authorities will consider the advice of the Medical Officer of Health when deciding on the need for such immediate evacuation where health matters are involved. A less immediate but probably larger scale evacuation could be decided upon and directed by the EOC, as in the case of an impending flood situation. The aim in any such operation will be to care for the evacuated persons, to bring families together, and to re-establish residents in their homes.

When the Police and/or Fire authority decides that an immediate and urgent evacuation is necessary, they will attempt to arrange for a nearby facility such as a community centre, shopping mall, or a school, to be utilized as a Reception Centre to provide essential needs to those adversely affected by the event.

The Incident Commander will notify the EOC Policy Group of the initial actions taken. When transportation beyond private vehicles is required to assist residents to move, the City Manager will request London Transit to provide buses for this purpose.

Further arrangements for the welfare of evacuees while accommodated at such a temporary shelter facility by City direction will be the responsibility of the Managing Director of Neighbourhood, Children and Fire Services, assisted by City Service Areas and Departments as necessary and if possible by volunteer agencies noted here. When an urgent evacuation is considered necessary by the Medical Officer of Health, he will so advise the Mayor and the assistance of municipal essential service agencies will be made available.

In a situation where a less urgent, but major evacuation of an area is decided on by the EOC or by the City Manager, coordination of measures to arrange for one or more suitable reception facilities and for the welfare of evacuees will be the responsibility of the Managing Director of Neighbourhood, Children and Fire Services assisted by other municipal service and volunteer agencies. In the case where the City accepts a commitment to provide temporary shelter and welfare requirements for a group of evacuees from another community in Ontario, the City Manager will direct responsibilities of municipal agencies for management of the commitment.

## **10.0 PLAN DISTRIBUTION LIST**

### **EOC Policy Group Membership**

- Mayor
- City Manager
- City Clerk
- Chief of Police
- Fire Chief
- Deputy City Manager of Environment & Infrastructure
- Deputy City Manager of Neighbourhood and Community Wide Services and or Social and Health Development
- Medical Officer of Health
- Middlesex-London Emergency Medical Services Chief
- Director Communications & Emergency Information Officer
- Community Emergency Management Coordinator
- Chief Executive Officer, London Hydro
- General Manager, London Transit
- London Health Sciences Centre
- St. Joseph's Health Care London

### **EOC Staff and Others**

- Corporate Services and Service Areas
- Middlesex County – CEMC
- Western University
- Fanshawe College
- London Central Ambulance Communications Centre
- St. John Ambulance
- Canadian Red Cross
- The Salvation Army
- Amateur Radio Emergency Service (ARES) London
- Commander, Canadian Forces, Army Reserve, 31 Canadian Brigade Group
- Commander, Canadian Forces, Navy Reserve, HMCS Prevost
- Chief – Office of the Fire Marshal and Emergency Management
- Office of the Fire Marshal Emergency Management Community Officer – St. Clair Sector
- CN & CP – Police
- Ontario Provincial Police - Western Region Headquarters
- RCMP - O Division and London Detachment
- London International Airport
- London Community Foundation
- London InterCommunity Health Centre
- Local Health Integration Network

*A copy of the London Emergency Response Plan can be found on our website at:  
[www.london.ca/emergency](http://www.london.ca/emergency)*

**NOT FOR CITY REPORT – delete before submission**

2021, 16 Feb; section 5, added MECG appointment.

25 Feb – new city org positions and titles (req. draft to Dave by May 4<sup>th</sup> )

9 March HK, 22 July

Redue with Dave's corrections, Henry 11 August

Recommendations from Michelle Butlin 13 August 2021 HK

16 August 2021

Final draft V5, 8 September 2021, Accessibility Inspection

## Report to Community and Protection Services Committee

**To:** Chair and Members  
**Community and Protective Services Committee**  
**From:** Jacqueline Davison Deputy City Manager, Enterprise  
**Supports**  
**Subject:** 2021 Annual Emergency Management Program Update  
**Date:** November 2, 2021

## Recommendation

That, on the recommendation of the Deputy City Manager, the following actions BE TAKEN:

- (a) The attached by-law (Appendix "A") **BE INTRODUCED** at the Municipal Council meeting to be held on November 16th, 2021 to adopt the Emergency Management Program including the London Emergency Response Plan as set out in Schedule "A" of the by-law and repeal Bylaw A.-7657(c) -2;
- (b) The balance of this report, including an update of the Emergency Management Program BE RECEIVED for information.

## Analysis

### 1.0 Background Information

#### 1.1 Previous Reports Related to this Matter

- December 19, 2016 "Emergency Management Program Update"
- December 12, 2017 "Emergency Management Program Update"
- December 10, 2018 "Emergency Management Program Update"
- December 3, 2019 "Emergency Management Program Update"
- December 1, 2020 "Emergency Management Program Update"

### 2.0 Discussion and Consideration

The Emergency Management and Civil Protection Act requires municipalities to have an Emergency Management Program and provisions to prevent and manage an emergency within our community. This report is submitted to seek Council approval to repeal the existing London Emergency Response Plan Bylaw A.-7657(c)-2 and replace it with a new bylaw as required under the Act. A status update on the Emergency Management Program is also provided. The bylaw includes adopting the Municipal Emergency Response Plan and the associated program components. The plan and components are the foundation for our program and provide the authority to implement the Emergency Management Program.

#### PROGRAM UPDATE

##### LONDON EMERGENCY RESPONSE PLAN

The London Emergency Response Plan is required pursuant to legislation. The plan outlines the roles and responsibilities of community partners in the management of a major emergency. The Emergency Management and Civil Protection Act requires that the plan be reviewed, updated and approved by by-law annually.

For 2021, amendments to the London Emergency Response Plan include the following:

- Changes in titles to reflect current organizational structure; and,
- References to terminology related to the Incident Management System.

Appendix "A"

Bill No.  
2021

By-law No. A.-

A by-law to amend By-law No. A.-7657-4, as amended, being "A by-law to repeal By-law No. A.-7495-21 and to adopt an Emergency Management Program and Plan" in order to repeal and replace Schedule "A" to the by-law.

WHEREAS Section 3.1 of the Emergency Management and Civil Protection Act, R.S.O 1990, c. E.9 (the EMCPA) provides that every municipality shall formulate an emergency plan governing the provision of necessary services during an emergency and the procedures under and the manner in which employees of the municipality and other persons will respond to the emergency and the council of the municipality shall by by-law adopt the emergency plan;

AND WHEREAS the EMCPA requires the municipality and council to implement an emergency management program to protect the public safety, public health, the environment, the critical infrastructure and property and to promote economic stability and a disaster-resilient community;

AND WHEREAS the EMCPA makes provision for the Head of Council to declare that an emergency exists in the community or in any part thereof and also provides the Head of Council with the authority to take such action or deliver such orders as he/she considers necessary and are not contrary to law to implement the emergency plan of the community and to protect property and the health and welfare of the inhabitants of an emergency area;

AND WHEREAS Subsection 9 of the Municipal Act, 2001 provides that a municipality has the capacity, rights, powers and privileges of a natural person for the purpose of exercising its authority under this or any other Act;

AND WHEREAS Subsection 5(3) of the Municipal Act, 2001 provides that a municipal power shall be exercised by by-law;

NOW THEREFORE the Municipal Council of The Corporation of the City of London enacts as follows:

1. Schedule "A", being the City of London Emergency Response Plan, to by-law No. A.-7657-4 is hereby repealed and replaced with the attached new Schedule "A".
2. By-law No. A.-7657(c)-2 is hereby repealed.
3. This by-law comes into force and effect on November 16, 2021

PASSED in Open Council on November 16, 2021

Ed Holder  
Mayor

Catharine Saunders  
City Clerk

First Reading – , 2021  
Second Reading – , 2021  
Third Reading – , 2021

## Report to Community and Protective Services Committee

**To:** Chair and Members  
Community and Protective Services Committee

**From:** Cheryl Smith, Deputy City Manager, Neighbourhood and Community-Wide Services

**Subject:** London Symphonia Stewardship  
of the Former Orchestra London Music Library

**Date:** November 2, 2021

## Recommendation

That, on the recommendation of the Deputy City Manager, Neighbourhood and Community-Wide Services, the by-law attached as Appendix A, **BE INTRODUCED** at the Municipal Council meeting of November 16, 2021:

- (a) to authorize and approve a Stewardship Agreement between The City of London and London Symphonia for its exclusive use and custody of the City's Music Library, for the benefit of Londoners and the regional community;
- (b) the foregoing Stewardship Agreement is expected to be substantially in the form attached as Schedule "A" to the by-law, however any amendments to this Stewardship Agreement are to be in a form acceptable to the City Solicitor's Office;
- (c) to authorize the Mayor and Clerk to execute the Stewardship Agreement upon The Corporation of the City of London negotiating terms and conditions with London Symphonia to the satisfaction of the City Solicitor's Office.

## Executive Summary

This report requests approval for the execution of the Former Orchestra London Music Library Stewardship Agreement between The City of London and London Symphonia. The City is the owner of instrumental sheet music scores that form the Music Library.

It is recommended by Culture Services of Neighbourhood and Community-Wide Services that London Symphonia have exclusive use and custody of the City's Music Library for the benefit of Londoners and the regional community.

## Linkage to the Corporate Strategic Plan

The London Music Library Stewardship Agreement between the City and London Symphonia is aligned with the following strategic area of focus, as presented in the City of London Strategic Plan 2019-2023.

- Strengthening Our Community under the outcome Londoners have access to the services and supports that promote well-being, health, and safety in their neighbourhoods and across the city.

## Analysis

### 1.0 Background Information

#### 1.1 Previous Reports Related to this Matter

- [Orchestra London Additional Grant Request \(Dec 18, 2014\)](#)
- [Investing In The Arts Building A New Collaborative Orchestra Model We Play On Performance Fund And Reallocation Of Caip Arts Funding \(April 13, 2015\)](#)
- [Orchestra London Bankruptcy \(June 9, 2015\)](#)

## 2.0 Discussion and Considerations

### 2.1 Background and Purpose

#### Ownership of the Music Library

The Music Library consists of instrumental sheet music scores amassed over decades of performances of the former Orchestra London Canada Inc. (Orchestra London) from the professional players who marked these scores on previous performance occasions. In early 2015, the professional musicians of Orchestra London moved the Music Library, of approximately 300 boxes, to the London Room of the Central Branch of London Public Library (LPL).

On January 15, 2015, TD Bank called on the City of London for payment of the Guarantee of \$500,000 for Orchestra London. According to the City's Legal Services, the City inherited the Bank's Claim to the assets of Orchestra London when it paid the Guarantee. The Bank's claim was outranked by the Crown, but if the Crown agreed to release its claim the City would become the owner of the Music Library. Orchestra London filed for bankruptcy in May 2015. One of the items listed as an asset of the Orchestra was referred to as "Orchestral-type, sheet music" and it has a practical value to the City and the public for library use.

In July 2019, the City's Legal Services was advised that the debt owed to the CRA by Orchestra London had been fully paid and everything on the account had been settled. They were further advised that the lien placed by the CRA against the assets of Orchestra London had been discharged in April, 2017. This meant that the City could proceed to explore public access for the Music Library.

#### Purpose of the Report

It is recommended by Culture Services of Neighbourhood and Community-Wide Services that the City enter into a Stewardship Agreement with London Symphonia for the exclusive use and custody of the City's Music Library. London Symphonia submitted a proposal to Culture Services outlining their interest in entering into this custodial arrangement of the Music Library.

This recommendation is based on the following considerations:

- Fit with the Mandate of London Symphonia

London Symphonia is a local professional orchestra that was formally incorporated in November 2015 after the bankruptcy of the former Orchestra London. Many of the thirty musicians of London Symphonia were also musicians of the former Orchestra London. Their organization's vision includes a commitment to artistic excellence in classical and contemporary musical performance, music education, and strong community partnerships. London Symphonia has been recognized as the logical successor organization to the former Orchestra London in three separate estate cases where bequests were directed to the former Orchestra London. This professional orchestra would benefit most from the use of the Music Library because they have the historical understanding of the sheet music markings.

- Conservation Expertise

London Symphonia has the professional expertise to maintain the Music Library and to steward its use with community music partners. London Symphonia's music librarian has a long history of stewardship with this Music Library with both the former Orchestra London and London Symphonia.

- Storage

At the present time, the City's Corporate Records cannot guarantee the appropriate storage and conservation of the Music Library. London Symphonia has an existing partnership with the Metropolitan United Church (the Met) as a joint performance and storage venue. London Symphonia has agreed to pay the Met for additional rental of the space that is safe and secure for the Music Library, through a Memorandum of Understanding that forms part of the Agreement.

### **3.0 Proposed Agreement**

#### **3.1 Music Library Stewardship Agreement**

The Music Library Stewardship Agreement with London Symphonia (by-law and Agreement attached as Appendix A) provides support to London Symphonia for its exclusive use and custody of the Music Library. The following is a summary of the highlights of this Agreement:

- The proposed term of this Agreement shall be for ten (10) years, commencing December 2021, noting that the City may terminate this Agreement immediately without notice and London Symphonia may terminate this Agreement upon sixty days' written notice. This Agreement may be renewed for two further ten-year terms, at the mutual agreement of the parties.
- London Symphonia's obligations include:
  - obtaining custody and control of the Music Library without remuneration from the City;
  - renting safe storage space for the Music Library through an occupancy agreement with the Metropolitan United Church;
  - preserving the integrity of the music scores through a regular review and maintenance of the inventory catalogue;
  - taking all reasonable and appropriate care to protect the music scores from any damage, loss or theft;
  - replacing any music scores which have been damaged or lost; and,
  - making the Music Library available for the City's inspection and digital replication of music scores deemed to be of significant cultural value, which will be stored by the City.
- London Symphonia assumes responsibility for the protection of the Music Library and agrees to indemnify the City and save it harmless from any and all loss resulting from all damage, loss or theft, however caused.
- London Symphonia may arrange to use music scores with a third party through use of a Loan Agreement (attached as Schedule D to the Stewardship Agreement), but will not allow any third party to reproduce, duplicate, copy, sell, transfer, trade, resell, re-provision, redistribute, or rent the Music Library, without the prior written consent of the City.

### **4.0 Next Steps**

This Agreement has been reviewed with Legal Services, Records Management, Risk Management and the London Music Industry Development Officer.

The London Public Library has also provided a Letter of Support (attached as Appendix B) for the London Symphonia proposal to be the steward of the City's Music Library currently located in the London Room of the Central Library and has offered their services to assist with the move of the music to the new storage location at the Met.

It is recommended that Civic Administration be authorized to take the necessary action to enter into a Stewardship Agreement with London Symphonia for the custodianship of the Former Orchestra London Music Library.

## **5.0 Financial Impact Considerations**

There is no funding being requested by Culture Services.

The City will self-insure the Music Library. In the event of any loss or damage which renders any music score(s) to be unusable while the Music Library is in the possession of London Symphonia, the parties agree that the City of London will make the final decision with respect to the replacement of such lost or damaged music score(s) and/or the Music Library. The City will work with London Symphonia to mitigate any damage or loss through the digital replication of music sheets deemed to be of significant value, noted in the obligations of this Agreement.

It is recommended that London Symphonia would have custody and control of the Music Library without remuneration from the City. London Symphonia is funded through the City's Community Arts Investment Program as a Developmental Acceleration Stream recipient for \$40,000 in 2021.

Cultural Services of the City hired expert Brian McMillan, Director, Music Library, Western University to provide a high level overview valuation of the former Orchestra London Music Library on July 19, 2021. The parties of the Agreement agree that the replacement value of the Music Library has been appraised to be worth \$252,874.51.

A more detailed valuation and condition appraisal of the Music Library will take place after City Council grants approval of the proposed Stewardship Agreement with London Symphonia and the boxes of music are unpacked at their new storage space at the Metropolitan Church.

## **Conclusion**

Creating conditions that support the development of the music sector in London remains a priority for the City of London in alignment with the City of London's Strategic Plan and Council-directed priorities. Organizations such as London Symphonia play a critical role in strengthening the health and well-being of local communities.

Providing London Symphonia with exclusive access to the Music Library supported Council's direction on April 13, 2021 for Administration to submit an application to UNESCO for London to be designated a "UNESCO City of Music".

The former Orchestra London Music Library is vast and includes decades of shared knowledge from previous users. Preserving this knowledge while allowing wider access of this Music Library through London Symphonia will continue to build and grow London's music sector.

**Prepared/Submitted by:** Robin Armistead, Manager, Culture Services  
**Recommended by:** Cheryl Smith, Deputy City Manager,  
Neighbourhood and Community-Wide Services

**cc.** April Voth, Executive Director, London Symphonia  
Michael Ciccone, CEO and Chief Librarian, London Public Library  
George Kotsifas, Deputy City Manager, Planning and Economic Development  
Cory Crossman, Music Industry Development Officer, Planning and Economic  
Development  
Grace Smith, Solicitor, Legal Services  
Linzi Lavery, Risk Management Specialist, Legal Services  
Bridgette Somers, Manager Corporate Records, Legal Services

Bill No.  
2021

By-law No. A.-

A by-law to authorize and approve a Stewardship Agreement between The Corporation of the City of London and London Symphonia for its exclusive use and custody of the City's Music Library; and to authorize the Mayor and the City Clerk to execute the Stewardship Agreement.

WHEREAS section 5(3) of the *Municipal Act, 2001* S.O. 2001, c.25, as amended, provides that a municipal power shall be exercised by by-law;

AND WHEREAS section 9 of the *Municipal Act, 2001* provides that a municipality has the capacity, rights, powers and privileges of a natural person for the purpose of exercising its authority under this or any other Act;

NOW THEREFORE the Municipal Council of The Corporation of the City of London enacts as follows:

1. The Stewardship Agreement attached hereto as Schedule "A", being a Stewardship Agreement between the City and London Symphonia, is hereby AUTHORIZED AND APPROVED.
2. The Mayor and the City Clerk are hereby authorized to execute the Stewardship Agreement authorized and approved under section 1 of this by-law.
3. This by-law shall come into force and effect on the day it is passed.

PASSED in Open Council , 2021

Ed Holder  
Mayor

Catharine Saunders  
City Clerk

First Reading -  
Second Reading –  
Third Reading –

# Schedule A Stewardship Agreement between the City and London Symphonia

THIS AGREEMENT made this     day of December 2021

B E T W E E N:

**THE CORPORATION OF THE CITY OF LONDON**

(Hereinafter called "City")

OF THE FIRST PART

AND

**LONDON SYMPHONIA**

A registered corporation established by the *Canada Not-for-profit Corporations Act*

OF THE SECOND PART

**WHEREAS** the City is the owner of certain scores of music sheets set forth in Schedule "A" hereof and which are hereinafter collectively referred to as the "Music Library" and individually as a "music score";

**AND WHEREAS** the parties hereto have agreed that London Symphonia shall act as custodian of the Music Library,

**AND WHEREAS** the City considers it in the interest of the municipality to provide support to London Symphonia for its exclusive use and custody of the Music Library, with exceptions noted below, for the benefit of the citizens of the London and regional community;

**NOW THEREFORE** in consideration of the promises, covenants and agreements herein contained and subject to the terms and conditions hereinafter set forth, the parties hereto agree as follows:

## **1     DEFINITIONS**

"Commencement Date" means the date on which London Symphonia's custody of the Music Library began.

## **2     TERM**

2.1     The term of this Agreement shall be for ten (10) years, commencing December 2021, and terminating December 2031, or terminating at such earlier date pursuant to section 3 of this Agreement.

- 2.2 This Agreement may be renewed for two further ten-year terms, at the mutual agreement of the parties provided London Symphonia is not in default of any of the terms and conditions contained in this Agreement. If London Symphonia does not wish to renew this Agreement, a written notice must be provided a minimum of six (6) months prior to the expiration of the Term herein. The City's decision to renew shall be in its sole discretion.

### **3 TERMINATION**

- 3.1 The City may terminate this Agreement immediately without notice for any breach of this agreement or for any reason as determined by the City in its sole discretion. Such termination shall be without penalty.
- 3.2 London Symphonia may terminate this Agreement upon sixty days' written notice for any reason. Such termination shall be without penalty.
- 3.3 London Symphonia acknowledges that all rights, title and interest in the Music Library remain vested in the City. London Symphonia shall relinquish its custodianship of the Music Library on the termination of this Agreement.

### **4 LONDON SYMPHONIA'S OBLIGATIONS**

- 4.1 London Symphonia shall obtain custody and control of the Music Library without remuneration from the City. London Symphonia may from time to time use music scores from the Music Library for performances.
- 4.2 London Symphonia shall store the Music Library collectively at the Metropolitan United Church located at 468 Wellington St, London, ON N6A 3P8, (the "Met") as per the conditions set out in Schedule B.
- 4.3 London Symphonia shall verify that the storage location of the Music Library is safe and secured by locked entry, dry, and not susceptible to flooding;
- 4.4 An inventory of music scores within the Music Library shall be kept on file of which London Symphonia shall conduct a regular review with the City at intervals determined by the City.
- 4.5 London Symphonia covenants and agrees with the City that London Symphonia shall, at all times, take all reasonable and appropriate care to protect the music scores from any damage, loss or theft.
- 4.6 London Symphonia covenants and agrees to replace any music scores which have been damaged or lost.
- 4.7 London Symphonia shall make the Music Library available for inspection and digital replication by the City's designated point of contact at all reasonable times throughout the term of this Agreement. London Symphonia shall use reasonable efforts to work with the City in the digital replication of music scores deemed to be of significant cultural value. The City will provide storage for the digitalization of the music scores.

### **5 INSURANCE**

- 5.1 The parties agree that the value of the Music Library has been appraised to be worth \$252,874.51 at the Commencement Date in accordance with the Valuation Report at Schedule C.
- 5.2 The parties agree that the Music Library shall be self-insured by the City. In the event of any loss or damage while the Music Library is in the possession of London Symphonia which renders any music score(s) to be unusable, the parties agree that the City of London will make the final decision with respect to the replacement of such lost or damaged music score(s) and/or the Music Library.

## **6 INDEMNITY**

- 6.1 London Symphonia covenants and agrees with the City that London Symphonia shall assume the entire responsibility for the protection of the Music Library following receipt of which until the Music Library is returned to the custody of the City.
- 6.2 London Symphonia specifically covenants and agrees to indemnify the City and save it harmless from any and all loss resulting from all damage, loss or theft, however caused.
- 6.3 London Symphonia agrees that London Symphonia shall report promptly any losses or damage, through use, theft, negligence or vandalism, which renders the music score to be unusable to the City of London's Risk Management Department. London Symphonia shall provide the City with an update to the condition report containing any changes to which every 5 years.

## **7 RIGHTS OF USE**

- 7.1 The City reserves all rights to the reproduction of the Music Library for the purposes of resale except as noted in writing to the contrary.
- 7.2 London Symphonia may make music scores available from the Music Library to Third Parties on a temporary loan basis at its discretion. Any such arrangement shall, prior to the delivery of such loaned music scores, require the execution of the Music Sheet Loan Agreement ("Loan Agreement") set out in Schedule D by London Symphonia and the Third Party that will be loaned the music scores. Notwithstanding the General Terms and Conditions of the Loan Agreement set out in Schedule D, if any music scores have been loaned to a Third Party, London Symphonia agrees to replace the music scores if any damage or loss occurs.
- 7.3 London Symphonia covenants with the City that London Symphonia will obtain any further consent or permission which may be required by law with respect to any such reproduction and, further, that London Symphonia will indemnify the City and save it harmless from any and all claims and demands relating to reproduction of any music scores.

## **8 ASSIGNMENT**

- 8.1 London Symphonia shall not assign this Agreement or any interest in this Agreement without the prior written consent of the City.

## **9 STATUS**

- 9.1 London Symphonia acknowledges and agrees this Agreement shall in no way be deemed or construed to be an Agreement of Employment. Specifically, the parties agree that it is not intended by this Agreement that London Symphonia, nor any person employed by or associated with London Symphonia is an employee of, or has an employment relationship of any kind with the City or is in any way entitled to employment benefits of any kind whatsoever from the City whether under internal policies and programs of the City, the *Income Tax Act*, R.S.C. 1985 c.1 (1st Supp); the *Canada Pension Act*, R.S.C. 1985, c.C-8; the *Employment Insurance Act*, S.O. 1996, c.23; the *Workplace Safety and Insurance Act*, 1997 S.O. 1997, c.26 (Schedule "A"); the *Occupational Health and Safety Act*, R.S.O. 1990, c.o.1; the *Pay Equity Act*, R. S. O. 1990, c.P.7; the Health Insurance Act, R.S.O. 1990, c.H.6; or any other employment related legislation, all as may be amended from time to time, or otherwise.

9.2 London Symphonia shall operate independently of the City and is not the agent or servant of the City for any purpose.

**10 ENTIRE AGREEMENT**

10.1 This Agreement constitutes the entire agreement between the Parties pertaining to the subject matter of this Agreement and supersedes all prior agreements, understandings, negotiations and discussions, whether oral or written, of the Parties, and there are no representations, warranties or other agreements between the Parties in connection with the subject matter of this Agreement except as specifically set out in this Agreement.

**11 GOVERNING LAW**

11.1 This Agreement is governed by, and is to be construed and interpreted in accordance with, the laws of the Province of Ontario and the laws of Canada applicable in that Province.

**12 ACKNOWLEDGEMENT**

12.1 The parties agree that the statements within the recitals are true and accurate.

12.2 London Symphonia agrees that no warranties, expressed or implied have been made in connection with this agreement.

12.3 The parties hereby declare, covenants and agree that the parties have reviewed and obtained independent legal advice or has had the opportunity to obtain independent legal advice and fully understands the terms and binding effect of this Agreement.

**IN WITNESS WHEREOF** the Parties hereto have hereunto caused to be affixed their respect corporate seals duly attested by the hands of their respective proper signing officers this day of December, 2021.

SIGNED, SEALED AND DELIVERED ) THE CORPORATION OF THE CITY OF  
in the presence of ) LONDON  
)  
)  
) \_\_\_\_\_  
) Ed Holder, Mayor  
)  
)  
) \_\_\_\_\_  
) Catharine Saunders, City Clerk

SIGNED, SEALED AND DELIVERED ) LONDON SYMPHONIA  
in the presence of )  
)  
) \_\_\_\_\_  
) April Voth, Executive Director  
I HAVE AUTHORITY TO BIND THE CORPORATION

**Schedule A**  
**Music Sheet Inventory (Music Library)**

A sample of the Music Sheet Inventory has been provided below.

Note: One score could consist of instrumental music sheet music for anywhere from 10 to 80 performers (estimated to total approximately 1,636 scores)

**Music Library Catalogue Sample**

<b>Item Number</b>	<b>Composer (Last Name)</b>	<b>Composer (First Name)</b>	<b>Work Title</b>	<b>Publisher</b>
1	Glinka	Mikhail	Midsummer Night's Serenade	Galazy, No.99
2	Anderson	Leroy	Fiddle-Faddle	Belwin/Educational
3	Anderson	Leroy	Sleigh Ride	Belwin/Educational
4	Auber	D.F.E.	Overture to Fra Diavolo	Reprint: Breitkopf and Härtel
5	Bray	Kenneth	O Canada/God Save the Queen	Gordon V. Thompson Limited
6	Mozart	W.A.	Symphony No.39	Breitkopf & Hartel
7	Bach	J.S.	Sheep May Safely Graze	Oxford University Press
8	Bach/Stokowski	J.S.	Adagio from Toccata and Fugue in C Major for Organ	Broude Brothers
9	Bach/Stokowski	J.S.	Toccata and Fugue in D minor	Broude Bros.
10	Strauss	Richard	Don Juan	Edwin F. Kalmus
11	Bartok	Bela	Rumanian Folk Dances	Boosey & Hawkes
12	Beethoven	Ludwig van	Minuet in G	Boosey & Hawkes
13	Beethoven	Ludwig van	Piano Concerto No.3	Breitkopf and Härtel
14	Beethoven	Ludwig van	Piano Concerto No.4	Breitkopf and Härtel
15	Holst	Gustav	St. Paul's Suite	G. Schirmer

**Schedule B**  
**Occupancy Agreement Between London Symphonia and the Metropolitan Church for Storage**

This Occupancy Agreement between London Symphonia and the Metropolitan Church dated October 14, 2021 provides for 15x15 feet of space for \$50 per month paid by London Symphonia to store approximately 300 boxes of the Music Library on metal shelves. The complete copy of the Agreement is available upon request to Culture Services of Neighbourhood and Community-Wide Services.

## **Schedule C Valuation Report**

### **Estimate of the 2021 Replacement Value of the Orchestra London Music Collection Prepared by Brian McMillan, Director, Music Library, University of Western Ontario September 13, 2021**

The following report offers a general valuation of the Orchestra London Music Collection as documented in the Microsoft Excel spreadsheet “Music Library Catalogue.xlsx” received from Robin Armistead, Manager Culture Services for the City of London, on June 23, 2021.

#### **Overview of the collection**

The Orchestra London Music Collection represents the performance materials (music scores and parts) owned by the organization in 2013, one year before its dissolution. The collection, as documented in the spreadsheet, comprises 1634 works for symphony orchestra or smaller ensembles thereof. Included in this total are 35 titles for orchestra and choir (marked “C-“ in their accession numbering). The repertoire reflects the diverse programming offered by Orchestra London over its decades of operation from core works of the Western classical tradition to newly commissioned works by Canadian composers, with a healthy selection of lighter classics (e.g., works by Leroy Anderson), seasonal chestnuts, and suite arrangements of popular film scores. Judging by the publication dates of some editions listed in the spreadsheet, it appears the collection could have begun as early as the orchestra’s founding in 1937.

The vast majority of works listed consist of two components – a full score for the conductor and a set of parts for the instrumentalists to play from. The choral works mentioned above add a third component – vocal/choral scores intended for the singers. Two hundred and fifty-four works, identified by accession numbers beginning “MX-,” are represented in the collection by a full score only (no parts). By and large, the editions in the Orchestra London Music Collection were produced by music publishers and sold commercially; therefore, their replacement value can be determined relatively easily when they are still on the market in either their original state or as reprints. However, over 150 titles in the spreadsheet lack a publisher (the “Publisher” field is either blank or listed as “none”). These may represent – at least in part – unpublished arrangements and editions acquired directly from the composers, arrangers, or editors, and therefore not necessarily acquirable today.

#### **Credentials**

I am a music librarian with 17 years’ experience in the field. My current role is director of Western University’s Music Library. One of my responsibilities is the acquisition of new materials for this collection, including scores and parts for ensembles, which are added to the library’s Choral/Band/Orchestral Collection. As a trained musician (with a Bachelors of Music (Honours) and Masters of Music in Voice Performance from McGill University) as well as the holder of a postgraduate library degree accredited by the American Library Association (Masters of Information Studies from the University of Toronto), I am familiar with the idiosyncrasies of music materials, their acquisition and organization in library settings, and their use in rehearsal and performance.

#### **Methodology**

The following valuation is based on an analysis of the “Music Library Catalogue.xlsx” spreadsheet, one visit to the physical collection on July 19, 2021, and discussion with Shawn Spicer, current librarian for London Symphonia.

Given the information provided in the spreadsheet – in particular the 2013 replacement value – two possible methods for evaluating the current replacement value of the collection were evident. The simpler method was to multiply the total value of the 2013 estimate by the Bank of Canada’s percent change for the intervening years, 15.60%, determined using the Bank of Canada’s Inflation Calculator: <https://www.bankofcanada.ca/rates/related/inflation-calculator/>. The second method was

more involved, but, in my opinion, would lead to a more accurate picture of the expenditure required were the collection to be replaced in 2021.

After analysis of the spreadsheet, a representative selection of works was chosen and the current market value determined by finding prices at established online music vendors. The sum of the 2013 values of these representative works was compared to the sum of the 2021 prices. The difference was then extrapolated to the entire collection of 1634 works.

Several factors helped define a representative set for my analysis. I included works from each musical “style” I found in the collection (Western classical tradition, contemporary works, “lite” classics, and seasonal works). Within the subset of standard classical repertoire, I chose works from the Baroque, Classical, and Romantic periods. Works by Canadian composers dominated the contemporary repertoire in my set, reflecting their prominence in the collection, but I also included works by twentieth-century British, American, Mexican, and German composers in this subset. The entire set favours works by European, American, and Canadian composers, reflecting the Eurocentric focus of the classical music canon and the particular context of a Canadian orchestra. I also chose works from a number of publishers. Finally, I sought a variety of orchestra size, including both works requiring large forces and those scored for more chamber-sized ensembles. In weighing all of these factors, I attempted to find a balance that reflected the make-up of the entire Orchestra London collection.

I initially selected 127 scores, of which I discarded 26. Most of the discarded scores were either out of print or currently available only for rent. Others had no pricing available online or were too minimally described for me to confidently identify the edition. Two had a perplexing 2013 replacement value of \$0.00 and therefore could not be useful in my calculations.

The representative set ultimately totaled 101, or 6.2% of the entire collection. The average cost per item in this set, \$159.50, approximated the cost per item across the collection, \$155.11, using the 2013 replacement values found in the spreadsheet. I followed a similar process to the 2013 valuation exercise as described to me by Shawn Spicer. In that year, a student searched each title in Luck’s Music Library (<https://www.lucksmusic.com/>), a popular vendor of low-cost reprint editions of orchestral music, and recorded the price – converted to Canadian currency – for the specific edition or a similar set if the specific set was not available. For sets no longer in print, a basic cost per page was assigned.

Out of necessity, my process in 2021 differed from the above in a few ways. First, I did not rely solely on Luck’s Music Library. In a sense, I “comparison shopped” each item on the list since competitive prices could be found on other popular reprint score vendor sites, such as Kalmus and Serenissima (offered through the free online score wiki site IMSLP.org). Furthermore, these other sites frequently offered more complete metadata that facilitated the matching of their inventory with the editions listed in the Orchestra London “Music Library Catalogue.xlsx” spreadsheet. In some cases, I had to turn to the original publisher websites (such as Bärenreiter, Arcana Editions, and Schott) or distributor websites (such as the Canadian Music Centre and Alfred Music) when a work, or a particular edition of a work, was not available on any reprint sites. This was the case for many Canadian works and contemporary “pop” titles, such as *Jurassic Park Highlights* and *Around the World at Christmas Time*. Finally, I could not calculate a “per page” cost for sets no longer available for purchase. Since I did not have the collection at hand to consult, I dropped out-of-print sets and those now available only as rentals from my representative set of works.

To convert the purchase costs, usually found in USD or EUR, to Canadian funds I used the Xe Currency Converter tool found at <https://www.xe.com/currencyconverter/>. Generally, prices were rounded to the nearest dollar.

In working through the representative collection, I had to make several assumptions. For example, since the spreadsheet does not indicate the number of choral scores owned by Orchestra London for the performance of such standards as Handel's *Messiah* or Beethoven's Ninth Symphony, Shawn Spicer and I agreed that 40 copies would be a reasonable number to use in this exercise. In these cases, therefore, I included the cost of 40 choral scores in the replacement cost alongside the price of the full score and parts. A second assumption was that only *one* score and *one* full set of parts, as sold by vendor, would suffice in calculating the current replacement cost. (The only exception were those pieces with the accession number beginning "MX-," which indicates that the score alone is part of the Orchestra London collection. In these cases, I only recorded the cost of a single score.) No extra scores or parts were added to my calculations. Finally, I decided to rule out the possibility of simply downloading scores and parts available from IMSLP.org. Though extremely convenient, print-outs on standard office paper are not practical additions to an orchestra library. North American paper sizes are too small for musicians to read with ease, standard paper is not robust enough to withstand performance demands, and the need to bind scores and parts brings the burden of extra costs in time and labour.

### Results and Estimate of 2021 Replacement Value

Following the first method, that is, using the Bank of Canada's Inflation Calculator, the 2021 cost of the Orchestra London Music Collection, estimated to be \$253,452.05 in 2013, is projected to be \$292,983.16.

The second method, taking sample titles from the entire collection and checking their actual current prices, reveals a modest price decrease. In my professional opinion, this method produces a much more realistic replacement value. The 101 titles in the representative set had a total 2013 replacement value of \$16,110.00. My calculations determined a final replacement value for these same titles of \$16,073.29, a difference of \$36.71. The extrapolated change in replacement value for the entire collection may be expressed in the following equation:

$$\begin{aligned}
 &2021 \text{ Subset replacement value} = 2021 \text{ Total replacement value} \frac{2013 \text{ Subset}}{2013 \text{ Total replacement value}} \\
 &\$16,073.29 = 2021 \text{ Total replacement value} \frac{\$16,110.00}{\$253,452.05} \\
 &2021 \text{ Total replacement value} = (\$16,073.29 \times \$253,452.05) \div \$16,110.00 \\
 &\mathbf{2021 \text{ Total replacement value} = \$252,874.51}
 \end{aligned}$$

### Analysis

The difference between the 2013 total valuation and this 2021 valuation is minimal: a decrease of \$577.54 (0.23% of the value of the 2013 valuation), or \$0.35 per item. However, my analysis of the 101 individual prices reveals a much broader fluctuation of prices that merits an explanation. Several factors can affect the cost of a music score and its parts. First, there are the usual market pressures that push prices up or down, including costs of materials, demand for a certain work counterbalanced by its availability, and – right now – the COVID-19 pandemic. Second, the varying exchange rate can cause the range of prices to stretch when converted to Canadian dollars from the Euro or the US dollar. Third, because music scores can appear in so many editions that are periodically reissued, materials once available from an inexpensive reprint service, such as Luck's Music Library, may suddenly only be available from a more expensive publishing house or, in fact, be withdrawn from the market entirely. Fourth, different methodologies in these valuation exercises can affect the price recorded for certain works. As I wrote earlier, I chose to "comparison shop," visiting more than one possible vendor for each score to determine the best price in today's market. Furthermore, my choice to include the cost of 40 choral scores in the replacement value of each work with choir in my representative set certainly increased my estimate. Finally, there is the possibility of human error. I cannot speak to the work done in the 2013 valuation. I have attempted to be thorough and meticulous and to document and justify my findings reported here.

The example of Ottorino Respighi's *Lauda per la nativita del Signore*, the work in my representative set with the greatest percent increase in value between 2013 and 2021, illustrates several of the preceding points. I do not know whether the score and all the accompanying parts required for performance were available from the Canadian distributor Counterpoint Music Services in 2013; in 2021, however, they are not. Counterpoint now only offers the score and wind set and directs the purchaser to the work's publisher, stating "The choral parts are still in print from the original publisher. We don't sell or rent them." (See <https://cpmusiclibrary.ca/?s=respighi+lauda>.) The publisher, Carus Verlag, sells all performance materials, offering the score and wind parts for less than Counterpoint and a rebated price on a bulk purchase of 40 choral scores. (See <https://www.carus-verlag.com/en/music-scores-and-recordings/ottorino-respighi-lauda-per-la-nativita-del-signore.html>.) Nevertheless, the total price for these materials is €386.35 (\$604.20 CDN when converted in late August 2021), much more than the 2013 valuation of \$75.00.

Moving back out to the overall picture, after completing my initial analysis, I still wondered if I could justify a slight decrease in the 2021 valuation of the Orchestra London Music Collection as compared to the 2013 calculation, especially given the 15.60% change in the price of goods over the past 8 years stated by the Bank of Canada. Fortunately, my findings are backed by a recent article published in *Notes: The Quarterly Journal of the Music Library Association*. In the small market of printed music, prices do indeed appear to have decreased. In 2019, music librarian Paul Cary investigated recent price trends for both monographs about music and scores.<sup>1</sup> Two tables from this article (found on pages 242 and 243) are particularly relevant to this valuation exercise. The first charts the mean price of all music scores advertised in the journal *Notes* between 2012 and 2018; the second focuses on scores of large instrumental works (such as those found in the Orchestra London Music Collection) over the same period. According to Cary's calculations, the mean price of scores actually fell between 2013 and 2018. The first chart illustrates that, across all genres, the drop was minimal (an average of \$0.27 US or 0.45%), but the second chart reveals the price drop in the category of large instrumental works was more significant: \$9.56, or nearly 17% of the 2013 mean price of \$56.93 US.

Application of Cary's findings to the price differences in this current valuation exercise is problematic since the materials under examination are not exactly the same. Cary's article focuses on scores *only* while Orchestra London's collection includes scores, parts, and choral scores. Nevertheless, Cary's analysis reveals a general trend in the price of printed music that is borne out in my work here. Although the prices of the individual editions I checked may vary greatly, in general the fluctuations balance out to produce a slight decrease of 0.23% overall. I therefore submit an estimate of the 2021 replacement value for the Orchestra London Music Collection of \$252,874.51.

Respectfully submitted,  
Brian McMillan Director, Music Library University of Western Ontario [bmcmill2@uwo.ca](mailto:bmcmill2@uwo.ca)  
September 13, 2021

**Schedule D  
Music Sheet Loan Agreement**

Borrower Information

Borrower Name	
Borrower Address	
Contact Name	
Contact Phone	
Contact Email	
Effective Date	

- I. This Music Sheet Loan Agreement (“Loan Agreement”) is between London Symphonia, who is the steward of the Music Library and borrowee of the Music Sheets, and the Borrower identified above (“Borrower”), who will take possession of the Music Sheets on a temporary basis.
- II. The Agreement is effective as of the Effective Date.
- III. Borrower and London Symphonia are each a “Party” and collectively the “Parties” to this Agreement.
- IV. The Agreement consists of the terms and conditions set forth below and any attachments identified below.

**Attachments**

- 1. Music Sheet Loan Chart
- 2. General Terms and Conditions

V. By signing below, each Party represents that (a) it has not made changes to this Agreement without expressly bringing them to the attention of the other; (b) the person signing on behalf of that Party has the authority to bind that Party to the Agreement; and (c) the Party agrees to be bound to this Agreement, including its Attachments.

- Accepted and agreed to as of the Effective Date by the authorized representative of each Party:

**London Symphonia**

**Borrower**

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

Position: \_\_\_\_\_

Position: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_

**Attachment I: Music Sheet Loan Chart (Sample for London Symphonia to modify and use)**

The following Music Sheets will be loaned:

	Item	Serial No.	Number of Pages	Number of Parts	Condition at Time of Consignment	Value	Loan Period (Start Date and End Date)	Notes
i.								
ii.								
iii.								
iv.								
v.								

**Attachment II: General Terms and Conditions**

1. The Borrower agrees to pay any shipping costs required to move the Music Sheets to and from the Music Library.
2. The Music Sheets shall remain in the condition in which it is received until returned to London Symphonia on the date stipulated in the chart at Attachment I.

**The Borrower shall inform London Symphonia immediately about any loss, breakage, or deterioration to the Music Sheets. If the Music Sheets are returned incomplete, or in damaged condition, the Borrower will be responsible for the cost of repair or replacement, at the discretion of London Symphonia.**

3. The Music Sheets shall remain in the exclusive possession of the Borrower for the duration of this Agreement. The Borrower agrees to exercise the same care in respect to object(s) on loan from London Symphonia as it does for safekeeping of its own property.
4. In the event of a breach by the Borrower, its employees, agents, officers, representatives or contractors of this Loan Agreement, the Borrower recognizes that the City shall be entitled to take any or all necessary legal measures to have the terms of this Loan Agreement enforced.
5. The Borrower agrees that the Borrower will not have any ownership interest in and to the Music Sheets whatsoever, or any part thereof, and that the Music Sheets will remain under the stewardship of London Symphonia and ownership of the City of London at all times.
6. London Symphonia and/or the City reserves the right to cancel or terminate the Loan Agreement and request the return of the loaned Music Sheets, without penalty, prior to the Loan Period End Date, upon three (3) days' written notice to the Borrower. In the event of the termination of the Loan Agreement for any reason, Borrower shall deliver to London Symphonia all Music Sheets, records and copies thereof within five (5) business days upon receipt of the written request for their return.

## Appendix B:

### London Public Library Letter of Support for the London Symphonia Proposal



September 17, 2021

Robin Armistead  
Manager Culture Services  
Neighbourhood & Community Services  
City of London

Re: Music Library Collection of Former Orchestra London

The London Public Library supports London Symphonia's proposal to be the stewards of the City's Music Library, currently located in a closed storage area at the Central Library. London Public Library would be more than happy to assist with the move of the collection to their new storage location.

Sincerely,

A handwritten signature in black ink, appearing to read "Michael Ciccone".

Michael Ciccone  
CEO and Chief Librarian

ADDRESS: 251 Dundas Street, London, ON., N6A 6H9 PHONE: 519.661.5100 FAX: 519.663.9013 TTY: 432.8835 EMAIL: [info@lplondon.on.ca](mailto:info@lplondon.on.ca)

[www.londonpubliclibrary.ca](http://www.londonpubliclibrary.ca)

## Report to Community and Protective Services Committee

**To:** Chair and Members, Community and Protective Services Committee Meeting  
**From:** Kevin Dickins, Deputy City Manager, Social and Health Development  
**Subject:** Revised - The City of London 2021-22 Winter Response Program for Unsheltered Individuals (SS21-40, SS21-41, SS21-42, SS21-43)  
**Date:** November 02, 2021

## Recommendation

That, on the recommendation of the Deputy City Manager Social and Health Development, the following actions **BE TAKEN** with respect to The City of London 2021-22 Winter Response Program for Unsheltered Individuals to;

- a) **ENDORSE** the proposed report dated November 02, 2021, titled, “The City of London 2021-2022 Winter Response Program for Unsheltered Individuals”,
- b) **APPROVE** a funding increase extension to the existing Municipal Purchase of Service agreements at a total estimated increase of \$1,685,000.00 (excluding HST) for the period of December 1, 2021, to March 31, 2022, to administer the City of London 2021-2022 Winter Response Program, as per the Corporation of the City of London Procurement Policy Section 20.3.a.ii; to the following existing agreements:
  - Ark Aid Street Mission,
  - CMHA Thames Valley Addiction & Mental Health Services,
  - Impact London and
  - Atlohosa Family Healing Services.
- c) that Civic Administration **BE AUTHORIZED** to undertake all administrative acts which are necessary in connection with the contracts noted in b); and,
- d) that the approval given herein **BE CONDITIONAL** upon the Corporation of the City of London entering into and/or amending Purchase of Service Agreements with Agencies outlined in the attached as Schedule 1 of this report.

## Executive Summary

Housing stability services is seeking single source approval to implement a temporary winter response program to provide lifesaving measures for individuals experiencing unsheltered homelessness this winter who cannot access existing emergency shelters, resting spaces or other temporary shelter support services.

As a result of COVID-19, existing programs are operating at capacity and services are unable to expand to meet the anticipated demand during the winter months. This is compounded by the fact that during the pandemic there has been an increase in unsheltered homelessness, the number of individuals experiencing severe and complex mental health needs, and the number of substance-related overdoses. COVID-19 has also resulted in a reduction of services and community supports and services available to meet the needs of unsheltered Londoners. During the warmer months there has also been an increase in people residing in small encampments throughout more isolated areas of the community.

The proposed winter response program will allow City teams to work collaboratively with community partners and direct service providing organizations to create new temporary community spaces for the winter months through a three-pronged approach. The recommendation for this type of approach is to align the variety of needs with a variety of interventions.

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The three-pronged approach will consist of the following:

1. **Drop-in Space:** both day and night stays ranging 0-8 hours
2. **Stabilization Space:** for stays ranging 24-72 hours
3. **Winter Shelter:** for stays ranging up to 4 months

This approach allows a tailored response for services to address the varying needs of vulnerable unsheltered Londoners.

Homeless Individual and Family Information System “HIFIS” data and outreach observations across the past six months of interactions indicate additional temporary resources are needed beyond the current temporary COVID related responses. Lessons learned from last year’s winter response program supports the need to decentralize some of these services and enhance housing-focused service delivery models. This multi-pronged approach is designed to meet the needs of those hardest to support experiencing unsheltered homelessness with no other options, giving them an opportunity to stabilize and focus on housing needs.

### Housing Stability for All: The Housing Stability Action Plan for the City of London (2019)

London’s Homeless Prevention and Housing Plan, Housing Stability for All: The Housing Stability Action Plan for the City of London (2019), is the approved guiding document for housing stability services and housing in the city of London and was developed in consultation with Londoners.

Providing the right level of support at the right time to decrease the use of emergency services and creating an outreach system and rapid response to support individuals and families experiencing unsheltered homelessness are strategic areas of focus within the 2019 – 2024 Housing Stability Action Plan. London needs to increase system capacity and availability of services across sectors to meet the housing stability needs of individuals and families in crisis, including housing individuals and families experiencing unsheltered homelessness over the winter months.

### Core Area Action Plan

Establishing more daytime resting spaces and stabilization spaces are actions identified in the Core Area Action Plan. London needs to increase the number of spaces available during the winter months for individuals to rest and meet their basic needs such as food, water, change of clothing and bathrooms. Warm spaces are needed for individuals who sleep unsheltered to access breakfast essentials of daily living including food, drink, and social connectivity.

The City of London is committed to working in partnership with the community to identify solutions that will drive a strong, deep, and inclusive community recovery for London as we move out of and beyond the global COVID-19 pandemic. This report, and the items within, are linked to such initiatives as London Community Recovery Network (LCRN) and Back to Business (B2B). The Winter Response aims at supporting community recovery efforts by aligning with Council’s 2019-2023 Strategic Plan. This response specifically speaks to several areas of focus including - Strengthening Our Community, Safe City for Women and Girls, Leading in Public Service and Anti-Racism and Anti-Oppression

### Winter Response Program

The winter response program being proposed is a result of planning that has taken place since the closure of last year’s winter response. The need for a winter response has been monitored and system service levels evaluated constantly over the summer months to best understand the current need in community. As a result of this monitoring, civic administration has identified that the need for additional temporary space has not reduced as anticipated and the demand for services since the spring of 2021 has only increased.

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As a result, the proposed winter response is being recommended by civic administration as a temporary measure to aid the community and service providers in their service delivery responsibilities.

The best practises and lessons learned from the previous winter response have been reviewed and incorporated into the proposed temporary response for winter 2021-22.

The ability to propose any type of Winter Response is a result of the Provincial and Federal governments providing additional temporary COVID related funding this fall. While Civic Administration had anticipated the potential to be directly involved in a Winter Response for a final time, it was not until an additional Provincial Social Services Relief Funding (SSRF) allocation was finalized on Aug 16, 2021, and an additional Federal Reaching Home allocation was finalized on July 23, 2021, that finalization of plans could occur. Civic Administration has spent weeks working internally with several Service Areas and externally with service providers to formulate and finalize several details and specifics of the Winter Response. While the SSRF investment plan is currently with the Province for final approval Civic Administration does not foresee any delay in launching the winter response and anticipates receiving investment plan approval in the coming weeks.

As a result of COVID-19 and the increased need for service, several modified and temporary services have been introduced to best support existing programs in operating at capacity. Even with these temporary programs, it is evident that some services are unable to expand capacity to meet the expected demand during the winter months. As part of this report preparation, civic administration took into consideration the use of City owned property and under-used assets (seasonal) where possible. Ten existing City spaces were extensively considered, evaluated and internal discussions around opportunity were carried out for this year's response. However, most city owned buildings did not meet the immediate needs of the response. Reasons included capital upgrade requirements, location, existing programming that is operating in the space and environmental and safety design challenges.

### **Linkage to the Corporate Strategic Plan**

#### 2019-2023 Strategic Plan for the City of London

The City of London identifies 'Strengthening Our Community' and 'Building a Sustainable City' as strategic areas of focus.

Londoners have access to the supports they need to be successful.

Londoners have access to the services and supports that promote well-being, health, and safety in their neighbourhoods and across the city.

#### Housing Stability for All: The Housing Stability Action Plan for the City of London (2019-2024)

London's Homeless Prevention and Housing Plan, Housing Stability for All: The Housing Stability Action Plan for the City of London (Housing Stability for All Plan), is the approved guiding document for homeless prevention and housing in the City of London and was developed in consultation with Londoners.

Council and staff continue to recognize the importance of actions to support the Core Area, and in the development of its 2019-2023 - Strategic Plan for the City of London. Specifically, the efforts described in this report address the following Areas of Focus, including:

- Strengthening Our Community
- Building a Sustainable City
- Safe City for Women and Girls
- Leading in Public Service

#### **Links to Community Recovery**

The city of London is committed to working in partnership with the community to identify solutions that will drive a strong, deep and inclusive community recovery for London as

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we move out of and beyond the global COVID-19 pandemic. This report, and the items within, are linked to supporting Londoners experiencing homelessness during the COVID-19 pandemic to attain and retain permanent housing. This work supports recovery efforts through a coordinated COVID-19 Response that will support the transition of homeless individuals and families with life saving measures and to support individuals to secure permanent housing.

## Analysis

### 1.0 Background Information

#### 1.1 Previous Reports Related to this Matter

- Homeless Prevention COVID-19 Response (SSRF Phase 3) – Single Source Procurement - #SS21-29 (June 22, 2021)
- City of London Additional Short-Term Supports for Unsheltered Individuals (CPSC: June 1, 2021)
- Update – City of London 2020-21 Winter Response Program for Unsheltered Individuals (CPSC: April 20, 2021)
- Homeless Prevention COVID-19 Response Extension, April to June, 2021 (CPSC: March 30, 2021)
- Sole Source Award for the Implementation of The Giwetashkad Indigenous Homelessness Strategic Plan (CPSC March 2, 2021)
- City of London 2020-2021 Winter Response Program for Unsheltered Individuals (CPSC: December 1, 2020)
- Homeless Prevention COVID-19 Response and Funding Overview (CPSC: April 28, 2020)
- Canada's COVID-19 Economic Response Plan Funding Agreement (CPSC: April 28, 2020)
- Homeless Prevention COVID-19 Response (CPSC: October 6, 2020)
- Municipal Council Approval of the Housing Stability Plan 2019 to 2024 as Required Under The Housing Services Act, 2011 (CPSC: December 3, 2019)

### 2.0 Discussion and Considerations

#### 2.1 Purpose

Housing Stability Services is coordinating a temporary winter response that will support the provision of life saving measures for unsheltered individuals and families over the coming winter months.

The COVID-19 pandemic has resulted in existing homeless responses operating at or near capacity. As a result, a three-pronged approach of temporary supports is being proposed to help temporarily address the varying needs of individuals experiencing unsheltered homelessness.

The City of London has been allocated provincial and federal funding specifically for COVID related supports through the Federal Reaching Home program and Provincial Social Services Relief Fund (SSRF). This funding is intended to support vulnerable individuals and families during the COVID-19 pandemic.

Single source approval is being sought for the winter program response, including for the use of multiple locations for temporary shelter and staffing support, for the period of December 1, 2021, to March 31, 2022.

#### 2.2 Background

##### City of London, Housing Stability Services Winter Response

The city of London housing stability services team is working with community collaborators to provide temporary life saving day/overnight space, shelter space and stabilization space during the winter months.

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London currently funds approximately 300 beds within its existing emergency shelter system. These services are provided by Youth Opportunities Unlimited, Men's Mission including Rotholme Family Shelter, Centre of Hope and Unity Project. These spaces are consistently at or near capacity. The city also currently funds 40 resting space beds operated by London Cares, Atlohsa Family Healing Services and My Sisters Place through the Canadian Mental Health Association, which are also consistently at or near capacity.

There are currently approximately 120 unique individuals living unsheltered who do not access traditional shelter services. The winter response is proposing 60 additional overnight spaces, 40 additional resting spaces and up to 10 stabilization beds.

Community driven prioritization criteria that have been established will influence the access to these services through the City of London Coordinated Access program for winter response. The temporary response aims to support individuals in crisis, meet an individual's basic needs, increase connectivity so primary social services and to provide a solution to assist our most vulnerable Londoners to get out of the cold. Significant background planning has taken place including internally across many service areas of the corporation and with several community organizations and professionals that serve vulnerable individuals experiencing unsheltered homelessness. Initial planning for the winter response began shortly after the prior year's debrief and review of program success. Throughout the summer months additional lessons were learned through data tracking, outreach experiences, input from services providers, and through pre-existing projects such as the Emergency Shelter competitive bid consultations.

In August 2021, Civic Administration learned of new COVID related funding allocations through the Provincial SSRF program which provided a possibility for this type of intervention this winter. While these funds needed to be considered for a wide range of services including in Middlesex County, the announced funding meant Civic Administration could begin to formalize planning discussions. An investment plan outlining SSRF expenditures was submitted to the Province on September 24, 2021, which included expenditures for the Winter Response. While that investment plan has not been returned with approvals, Civic Administration does not expect that delay will jeopardize the delivery of this plan, while acknowledging it is best to move forward and act quickly.

In addition to the SSRF allocation, Civic Administration also learned of a new COVID related funding allocation for the Federal Reaching Home program. A portion of this funding is being earmarked for the winter response. The details related to the remaining funding will be brought for council approval where required later this year once additional project details can be finalized and endorsed by the Reaching Home community advisory board.

The Housing Stability Services team has maintained close contact with the Middlesex-London Health Unit (MLHU) to seek public health guidance about reducing the spread of COVID-19 in homeless serving settings. Civic administration will maintain both provincial and local COVID-19 guidelines with resources and guidance provided by MLHU. This includes the preparation of a detailed outbreak management plan for all aspects of the winter response. All winter response spaces will follow existing community policies, procedures, and resources in the event a participant should have a positive COVID screening. Current isolation and monitoring resources will be utilized to support the individual for testing, education, and vaccination as appropriate.

The Housing Stability Services team has consulted with the city's risk management department related to liability, risk, and insurance. Feedback received included recommendations related to the use of current contracting protocols and processes for existing agreements. These agreements include provisions related to safety, indemnification, and compliance.

### Drop-in Space: Daytime

- Location: Centre Branch YMCA (382 Waterloo Street)

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Civic Administration through consultation with community partners are proposing as part of a three-pronged approach a very critical day drop-in space response for a specific portion of the unsheltered homeless population. Having safe and warm space to access during the day with supports available is a key intervention and addresses a gap in the service system that often results in higher volume of individuals seeking refuge in outdoor spaces such as alleys and covered doorways.

In this regard, 48 drop-in day spaces are being recommended and will be focused on providing a warm space for individuals to get out of the cold, access basic needs and build a sense of community in a socially distanced environment. Housing focused supports and professional health services will be on site to engage with participants on a daily basis.

This centralized location will be staffed by Ark Aid Street Mission staff and volunteers. .

### Drop-in Space: Overnight:

- Location: TBD

Civic Administration through consultation with community partners are proposing as part of a three-pronged approach a very critical overnight drop-in space response for a specific portion of the unsheltered homeless population. Having safe and warm space to access during the night with supports available is a key intervention and addresses a gap in the service system that often results in higher volume of individuals seeking refuge in outdoor spaces such as alleys and covered doorways.

In this regard, 40 Drop-in overnight spaces are being recommended and will become operational throughout December and reach full capacity in early January. This space will become operational throughout December and reach full capacity in early January. The space will focus on providing a safe, warm environment for individuals to receive rest and be out of the cold.

This response will be staffed by Ark Aid Street Mission staff and volunteers and offered in close proximity to the daytime drop-in space.

**NOTE: As part of the CPSC Nov 2 report released to committee on Oct 27, 2021, it was identified that the overnight spaces would operate out of the Centre Branch YMCA. This is not correct.**

**City staff reported in error that this had been secured as the location for overnight drop-in space. Staff remain committed to securing an overnight resting space and hope to be able to confirm a location soon.**

**The YMCA has been an important partner in supporting London's vulnerable population throughout the pandemic. In no way is this an indication of a change in the YMCA's desire to help London's unsheltered homeless population; nor is it a result of a change in any decisions or business practise needs of the YMCA.**

### Stabilization Space

- Location: CMHA Coffee House (371 Hamilton Road)

Civic Administration has sought in the past to provide a stabilization space in the community for individuals in need of acute mental health and addiction support. Though the ability to operate this type of intervention on a permanent basis is not yet achieved, there does exist an opportunity for a temporary service to serve a specific population through a unique partnership with community providers.

Up to 10 stabilization beds are being proposed to operate 24/7 to support unsheltered individuals experiencing in the moment crisis. In collaboration with social, addiction, medical and mental health service providers, the site will provide crash style beds with direct referrals only made through COAST, LPS and CIR. A Canadian Mental Health

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Association Thames Valley Addiction & Mental Health Services owned building with controlled entry will provide private space for stabilization and recovery, support engagement and clinical work with individuals.

Individuals being referred to this space will stay for a period of 24 to 72 hours and will receive direct professional care while onsite. This space is not identified as a drop-in style space, nor will there be daytime programming being provided for general visitors.

### Winter Emergency Shelters

Civic administration through the constant review of system capacity and current demands for service are proposing additional temporary emergency shelter beds. The need for those living unsheltered who are working towards their housing goals is the priority of this response. As part of the lessons learned from last year's response, the decision was made to move these temporary responses out of the core and to the fringe of the city. As part of last year's response, the best results were achieved by those individuals who were able to achieve more privacy and, in a community, focussed response. This provided the opportunity for a number of individuals to stabilize and secure housing once the program ended.

60 emergency shelter spaces are proposed to be provided between two locations 24/7. In collaboration with social service providers, the site will utilize heated portable residential trailers owned by the city of London parked on hard surfaces adjacent to city owned communal space for the provision of this service. On site services include dining, washroom and hygiene facilities, support staff workspaces and programming space to provide housing focussed supports to the individuals. These low barrier units are for individuals who are sleeping unsheltered to allow for rest, stability and, access to basic needs and housing focussed supports. Security will support each location 24/7.

All services required for the individuals on site will be brought into the space as required and any individual needs for off-site services will be accommodated by ensuring transportation to those services and back to the space are facilitated by on site staff.

The need for an indigenous led response supports councils' direction to implement the Giwetashkad plan and having the winter response led by an indigenous service agency allows for a more considerate response for those who identify as indigenous and who are experiencing unsheltered homelessness.

Every effort is being made to bring services from a variety of care providers to these sites.

- Location: River Road Golf Course (2115 River Road)

The river road location was chosen as it is currently an underutilized municipal property and provides the amenities to support the program needs. After considering a number of City owned locations and carefully taking into account the successes of the Elizabeth Street site from last year's response, the river road location is being recommended for use for this year's winter response. The site will operate from December 1, 2021, until March 31, 2022, and will provide indigenous led supports and services to assist through the transition from street to shelter. The indigenous led response may be supported at times by a multitude of service providers depending on the service and care being provided. This temporary response will provide a specific service offering for participants who self-identify as being indigenous to reconnect with land, culture, and home. The river road property provides privacy while being accessible to community supports and transit.

City of London Realty Services has initiated the disposition process for this asset in compliance with the Municipal Council's Sale and Other Disposition of Land Policy and will be reporting to Municipal Council later in 2021. All temporary uses will align with Council approved timelines and plans to achieve highest and best use for the property.

- Location: Fanshawe Golf Course (2835 Sunningdale Road)

The Fanshawe site is being recommended as a short-term temporary location for very specific housing focused supports as it is an underutilized site during the winter months.

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The primary objective of this location will be a focus on housing and housing readiness. The location, although remote, provides the necessary space out of the core to allow those staying there to be supported through their housing stability journey. Services such as the H.O.M.E bus as well as other primary health and mental health and housing supports will come to this location to support residents of the site. The intent of the site is to move people from the streets to housing as quickly as possible. Those chosen for this site are going to be individuals who are already moving towards housing. The location will operate from December 1, 2021, until March 1, 2022, and provide supports and services for individuals experiencing unsheltered homelessness who are already engaging with supports and actively working toward their housing goals. The site is intended to support individuals who self-sustain due to not being successful in the traditional shelter system.

### 2.3 Procurement Process

Procurement for the Winter Response will be supported through single source contracts per the Procurement of Goods and Services Policy Section 14.4;

d)

“There is a need for compatibility with goods and/or services previously acquired or the required goods and/or services will be additional to similar goods and/or services being supplied under an existing contract (i.e. Contract extension or renewal).”

and e)

“The required goods and or services are to be supplied by a particular supplier having special knowledge, skills, or experience.”

The Winter Response will continue to leverage existing purchase agreements with service providers, seek volunteers, and benefit from donations coordinated by community organizations.

If approved, civic administration will move quickly to finalize all agreements and procurements to support vulnerable unsheltered Londoners.

### 3.0 Financial Impact/Considerations

#### 3.1 Funding

This temporary program will be fully funded through the Government of Canada COVID-19 Economic Response Plan Funding Agreement and Government of Ontario Social Services Relief Fund.

The program allocations up to a total \$1,950,000.00 outlined in the attached as Schedule 1 of this report, that will include using approved funding to amend current existing Purchase of Service agreements up to a total of \$1,685,000.00 (plus HST) to support the operations of the winter response. Additionally, \$270,000 is being identified to support 24/7 security at City owned sites and to support minor renovations and retrofits to the current trailers before being used for the winter response program.

<b>Prepared by:</b>	<b>Debbie Kramers, Manager, Housing Stability Services, Social and Health Development</b>
<b>Submitted by:</b>	<b>Craig Cooper, Director, Housing Stability Services, Social and Health Development</b>
<b>Recommended by:</b>	<b>Kevin Dickins, Deputy City Manager, Social and Health Development</b>

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Schedule 1

**Housing Stability Services  
2021-22 Winter Response Allocations**

<b>Program/Service</b>	<b>Agency</b>	<b>Cost Estimate</b>	<b>Time-period &amp; Description</b>
Day/Night resting spaces	Ark Aid Street Mission (SS21-40)	\$400,000	Services to provide basic needs and operational requirements to continue to support vulnerable individuals and families receiving temporary emergency shelter at core area location for the period of December 1, 2021, to March 31, 2022. Includes cleaning & transportation, damages, food, contingency, etc.
Stabilization Spaces	CMHA (SS21-41)	\$360,000	Services to provide basic needs and operational requirements to continue to support vulnerable individuals experiencing in the moment crisis' at CMHA location for the period of December 1, 2021, to March 31, 2022. Includes cleaning & transportation, damages, security, contingency, etc.
River Road Winter Shelter Space	Atlohsa Family Healing Service (SS21-43)	\$460,000	Services to provide basic needs and operational requirements to continue to support vulnerable individuals and families receiving temporary emergency shelter at a city owned location for the period of December 1, 2021, to March 31, 2022. Includes cleaning & transportation, damages, food, contingency, etc.
Fanshawe Winter Shelter Space	Impact London (SS21-42)	\$460,000	Services to provide basic needs and operational requirements to continue to support vulnerable individuals and families receiving temporary emergency shelter at a city owned location for the period of December 1, 2021, to March 1, 2022. Includes cleaning & transportation, damages, food, contingency, etc.
City Security for City properties	Corporate Security	\$180,000	Provision of 24/7 security for the River road and Fanshawe locations
Renovation for existing trailers	City of London Facilities	\$90,000	Renovations of existing trailers to meet current program needs for service at both city owned locations.
<b>Total</b>		<b>\$1,950,000</b>	<b>100% Funded through Federal COVID related Reaching Home Program.</b>

October 31, 2021

Dear Committee Members,

My name is Joan Duckitt and I am a resident on River Road, 300 yards from River Road Golf Course. I write to voice my opposition regarding the proposal to house unsheltered individuals at River Road Golf Course this winter, or at any time in the future.

I have resided there for 20 years, and deliberately chose this location for the quietness, small neighborhood, and peaceful atmosphere. While the road has gotten much busier due to the city allowing "light" industries to locate on the road, it still is a quiet community. There are 7 homes located just east of the golf course, on the south side of the road between the golf course and Veterans Memorial Parkway. My home is one of them. Several light industries, and more homes are located to the west of the golf course.

It does not take much observation to notice that people **do** live on River Rd. The home of my neighbor to the west of me is 100 yards from the golf course. My home is approximately 300 yards from the golf course. My neighbors on the other side of me are about 500 yards from the golf course. I have heard Kevin Dickerson on the news call River Road Golf Course a "remote location" and "that they (the city) plan to move the homeless to an "isolated" location "out of the watchful eye of the community, neighbors, and passersby." Please recognize that there **are** neighbors who live right there. There **is** a community on River Road. The comings and goings of the homeless people will certainly be in our view and under our watchful eyes. They will be living 300 yards from me!

The Golf Course used to be the pride of River Rd. The grounds were well kept and tidy. On the weekend in the winter months, it was common to hear families enjoying the toboggan hill behind the Clubhouse. Who is going to tell them that they are no longer welcome to use that "little gem" for family recreation? In July I asked Councilor VanHolst to investigate why the trailers were at River Road Golf Course. I was told that they were merely being stored there, and not to worry. I asked again a few weeks ago when we heard that the trailers were indeed going to house the homeless on the site. The Councilor knew nothing about it and then the information broke in the news the following day. Obviously, we were lied to in July and then a few weeks ago. It seems to those of us who live on the road that the decision to house the homeless there was made months ago, and this is simply a matter of "rubber stamping" that decision.

I pose some questions for the committee to consider:

1. If the City is indeed trying to sell the golf course, why was it left to deteriorate to the conditions that now exist?
2. Has the City received any viable offers for the property?
3. Why were the residents on River Road not notified of the intent to shelter the homeless on our road? Why was it left to the media to educate us of this decision?
4. Where in the study regarding unsheltered individuals does it recommend that you further isolate the homeless people by placing them on a dark road, with no sidewalks, no bus route, and no police presence? Jody Hall of the WISH evaluation team was quoted on the news saying as much.
5. What sanitation facilities will be provided for these people? What toilets will they use? What bathing facilities will be available? We are not on the city sewer system; we all have septic tanks.
6. Why can't all the homeless be housed at Fanshawe Golf Course where there are no residential areas in sight
7. Why split the indigenous homeless peoples from the general homeless population? What resources will be on site to meet their needs?

8. We are all aware of the security issues surrounding the homeless sites last winter. We know that the sites drew unwanted individuals that were not housed on site. We know that there were problems with drug and alcohol abuse. What security will be available to my community?
9. My neighbors heard the Clubhouse being broken into a few months ago. There was no police response until hours later and after much vandalism. Can you guarantee us that our neighborhood will be safe, that there will be a police presence and a prompt response from police, if needed?
10. Can you guarantee that my property value will not decrease because of this decision?

I feel that this decision to house the homeless at River Road Golf Course is ill-conceived, and irrational. It is typical of this city's bureaucracy- "just stick the problems in London east- no one will notice- no one will say anything!" It is the proverbial- "out of sight; out of mind."

I find myself contemplating moving from this city, that is if I can even sell my house with this "on the table." I fear for my personal safety, and that of my property at the prospect of this plan. I have never felt unsafe in the 20 years I have resided here. I will now have additional outlay of money to purchase cameras and improve lighting around my home to help offset my anxieties. I am enraged that I must do so.

I heard Mayor Ed Holder remark that he is so "proud "of this proposal. I wonder if he or any of you on this committee would like to have this homeless setup 300 yards from your front doors? I beg you to rethink this decision. I encourage you to come to this location, and try to see things from our point of view. River Road Golf Course is not the solution to your dilemma!

Respectfully,  
*Joan Duckitt*

Good evening

My name is Lynn Kellestine my husbands name is Frank Kellestine

I am concerned about the homeless moving on to the golf course in the trailers we live directly beside the golf course on River Rd about a hundred feet from the trailers we have owned the property and lived here for 60 years we have no security and we fear for our physical safety there are no street lights and no sidewalks it is very dark on our street many of the homeless are addicted and their drug of choice is crystal meth I have seen what that drug does to people I will have to purchase cameras, blinds, and lights for my property as I know they will come on my property to steal things and possibly break in my house how can you pass this without speaking to anyone in our Rd and hear our concerns we are not remote there are many homes and businesses on this road that object to this decision My neighbor has been here for 20 years she is retired and is very frightened she was at my home tonight crying with fear She is planning on selling her house and moving out of London because of this she is besides herself I will not be able to go to work as I won't leave my house unattended for fear of a break in I am on a group on Facebook about what is happening in our city's core area and how people are being threatened they call the police only for them to sit in que so what is going to happen when we have to call the police and get no response I am very fearful and do not feel safe with this decision we are again not a remote area there are no bus service on this rd the road is so bad it goes into one lane because of the massive pot holes this is again a terrible idea and I am scared to death I fear for my life

Lynn Kellestine

This needs to not happen. No sidewalks, narrow roads, no bus, coyotes. Why will there be 24/7 security? Will they be wondering the streets? What will be in place for crime prevention?

I moved here to get away from people and so did the other families along this river, there are 14 people that live here and to have 30 plus people added to this area would be like taking all of london and moving them to dorchester. Where do they get the money for there drugs? I am very concerned about everyone's safety. What measures will be taken?

Why were the residents not informed prior to finding out on the news? I would have moved!

Nobody will want to buy my house now, where will I go? Why do I have to move? Been here 16 years, this is my children's childhood home. Who will protect them?

I have serious concerns....

This needs to not happen!

Waiting on your reply.

Joe

Homeless camp being put on river road golf course . I don't know if you have ever driven down this road but this is not a road for pedestrians . It is narrow has heavy trucks on it continually . If you look at a map it looks good Sign says no heavy truck But that is not the case . This road has scrap steal yards cement plant , auto wreckers and another recycle yard was just approved all on a road that is not designed for this traffic . There are no sidewalks .No drainage When it rains there is only one lane in the middle .No were to walk. Your info says there is LTC bus service . I don't know where your info comes from but get LTC bus route map and you will see its no were near the golf course. Your info says staff will transport people . That is UNREALISTIC . They will be walking down the road. You cannot stop them ! This road is unsafe for pedestrians . Trucks have to pull on the shoulder to pass each other . No were to walk. Dangerous . If you head east of course the road is a hill with a blind curve and steel rails on both sides . No side walk and no were to walk. They will walk on road and it is unsafe for driver and pedestrian . I don't know who would think this is a good idea . Come out and look during business hours .This is during the summer. It does not get better in the winter when the snow plow puts banks on both sides . Please take this into consideration when you put 30 plus people out there.  
Raymond Young

## Report to Community and Protective Services Committee

**To:** Chair and Members, Community and Protective Services Committee Meeting  
**From:** George Kotsifas, Deputy City Manager, Planning and Economic Development  
**Subject:** Authorization and Delegations to Advance Urgent Housing Projects  
**Date:** November 2, 2021

## Recommendation

That, on the recommendation of the Deputy City Manager Planning and Economic Development, the attached proposed by-law (Appendix "A") **BE INTRODUCED** at the Municipal Council Meeting to be held November 16, 2021 to:

- (a) **AUTHORIZE AND APPROVE** the standard form "Rapid Housing Initiative (RHI) Agreement", substantially in the form of the agreement attached as Schedule 1 to be completed in accordance with Round 2 of the RHI program between Canada Mortgage and Housing Corporation (CMHC) and The Corporation of the City of London;
- (b) **DELEGATE** the duties of the City as Recipient to the Round 2 "Rapid Housing Initiative (RHI) Agreement", related to project plans, administration, development approvals, program and project management, oversight and progress attestation requirements noted within the CMHC Agreements, to Housing Development Corporation, London (HDC) as agent for the City;
- (c) **AUTHORIZE AND DELEGATE** the Deputy City Manager Planning and Economic Development to execute any such agreements, amendments, or similar such program agreements that may be required by CMHC under Round 2 RHI or similar such CMHC capital investment funding programs and agreements that may be required to advance the City's identified Urgent Housing with Supports projects. These agreements are within approved budgets and do not increase the indebtedness or contingent liabilities of The Corporation of the City of London.

## Executive Summary

This report recommends the City of London's continued participation in the "Rapid Housing Initiative (RHI)" through a second agreement with Canada Mortgage and Housing Corporation (CMHC) and through continued delegated authority to Housing Development Corporation, London (HDC) to advance and deliver RHI Round 2 project plans and related activities, working in partnership with Civic Administration.

In alignment with the City's Urgent Housing Strategy, Round 1 of CMHC's RHI program (\$7.5M), advanced the creation of 33 new affordable rental housing units within the 61-unit development at 122 Base Line Road West. Construction of this first of three priority sites identified by HDC and Civic Administration is tracking on-time for completion by December 31, 2021 and first occupancy in January 2022.

The remaining two priority development sites being readied for RHI Round 2 are 403 Thompson Road and 345 Sylvan Street. In order to advance affordable housing funding approvals and project plans for these two sites, and in accordance with Council's direction emerging from the December 15, 2020 meeting of its Community and Protective Services Committee (CPSC), this report seeks the required authorities and delegations to execute agreements and initiate contracts and capital construction for the noted remaining two priority development sites as quickly as possible.

Any updates will be reported back to Council through either this specific urgent housing initiative or through other existing housing strategy or budget reporting tools.

## Linkage to the Corporate Strategic Plan

This report advances the work of the London Community Recovery Network, London's Housing Stability Action Plan, and the City of London's Multi-Year Strategy.

The [London Community Recovery Network](#) (LCRN) is working in partnership with the community to identify solutions that will drive recovery that is inclusive to all Londoners. This includes building individual, family, and community resilience through housing stability as London moves beyond the global COVID-19 pandemic.

The [Housing Stability Action Plan](#) (HSAP) focuses on increasing affordable and quality housing options for individuals and families, reducing the number of individuals and families experiencing homelessness, and supporting improved access to mental health and addiction services.

Council's direction to Civic Administration emerging from the December 15, 2020 report to CPSC on Urgent Housing, directed staff to "continue advancing opportunities to develop additional properties to create up to 150 units" to address local urgent housing needs.

## Background

### 1.0 Background Information

#### 1.1 Previous Reports Related to this Matter

- [Homeless Prevention Covid 19 Response Extension \(and other Canada Ontario Housing funding extensions provided through the Province of Ontario\)](#) (CPSC: Aug 31, 2021)
- [Housing Stability for All Plan 2020 Update](#) (CPSC: May 11, 2021)

- [Homeless Prevention - COVID-19 Response](#) (CPSC: March 30, 2021)
- [Letter of Mayor Holder to CPSC Re: 3000 Unit Challenge](#) (CPSC: March 30, 2021)
- [Municipal Council Approval of the Housing Stability Plan 2019 to 2024](#) (CPSC: December 3, 2020)
- [Update on Urgent Transitional and Modular Supported Housing Development Report on July 15, 2020](#) (CPSC: December 15, 2020)
- [Canada Mortgage and Housing Corporation \(CMHC\) Seed and Rapid Housing Initiative \(RHI\) Agreements](#) (CPSC: November 3, 2020)
- [Homeless Prevention COVID-19 Response and Funding Overview](#) (CPSC: April 28, 2020)
- [Canada's COVID-19 Economic Response Plan Funding Agreement](#) (CPSC: April 28, 2020)
- [Council Approved "Canada-Ontario Community Housing Initiative..." and associated delegation of Authority to HDC](#) (CPSC: June 17, 2019)
- [Council Approved "Delegation of the Rental Housing Component ...for the Development of Affordable Housing to the Housing Development Corporation, London \(HDC\)" and related previous reports.](#) (CPSC: July 18, 2017)

## 2.0 Discussions and Considerations

### 2.1 Urgent Housing Initiative – Status Update

To advance the urgent housing strategies and initiatives of the City of London's Housing Stability Action Plan (HSAP), and the "Specialized Housing" strategy approved by Council within the City's Multi-Year Budget, the City Manager established an internal Housing Enterprise Action Team to support a collaborative housing system approach to deliver on these strategies and related work. Through this work, it was established that development activities related to the urgent housing strategies and initiatives, including RHI program delivery, are being led by HDC in alignment with its delegated authorities by Council; and, building management, operations, and specialized housing and tenancy strategy considerations are being managed through Housing Stability Services together with partner community agencies, and with support through Planning and Economic Development.

Development plans related to current urgent housing initiatives that are being advanced by HDC and supported through the Housing Enterprise Action Team to align with CMHC's RHI program (and other funding programs) include new affordable rental housing developments at three priority sites, as identified by HDC and Civic Administration in the City's Urgent Housing Strategy:

1. 122 Base Line Road West
  - HDC owned vacant lands; re-zoned by HDC to create 61 units.
  - CMHC RHI Major Cities stream funding application approved (Round 1).
  - Currently under development.
2. 403 Thompson Road
  - HDC owned vacant lands; re-zoned by HDC to create 44 units.
  - Application for funding under RHI Round 1 Projects Stream declined.

- Application for funding revised and resubmitted under RHI Round 2 Major Cities Stream, which has been approved.
  - Project plans currently under review for Site Plan Approval and Building Permit submission is anticipated in late November/early December 2021.
3. 345 Sylvan Street
- City owned lands; demolition of the existing former group home was managed by HDC to prepare vacant lands that are development ready.
  - Re-zoned by HDC to create 42 units; Council approved zoning is currently under appeal to the Ontario Land Tribunal (OLT).
  - Application for funding under RHI Round 1 Projects Stream declined.
  - Application for funding revised and resubmitted under RHI Round 2 Projects Stream; status pending at the time of writing this report. Should the CMHC RHI Round 2 application be declined for a second time, HDC/City will investigate sources of financing through other CMHC and government funding programs.
  - Project plans currently under review for Site Plan Approval and Building Permit submission is anticipated in late November/early December 2021.
  - Site Plan and development approvals remain subject to the process and timeline of the OLT, and a decision of the OLT to uphold the Council approved zoning.

HDC completed the due diligence, preliminary engineering, prequalification and other procurement processes required to ready the lands at 122 Base Line and 403 Thompson, and at 345 Sylvan Street through Council's delegated authority. This work included establishing EllisDon Corporation (EllisDon) as the successful proponent to advance the urgent housing plans related to the three identified priority development sites.

HDC and the City's Housing Enterprise Action Team are also working to advance other sites in an effort to establish London's ongoing preparedness and capacity to continuously create new affordable rental housing developments directly and with community partners, as capacity allows, to meet specific local needs. These strategies will be further defined within the pending report related to Council's implementation plan to create 3000 units in 5 years.

## **2.2 [CMHC's Rapid Housing Initiative \(RHI\)](#)**

### **London's Allocation - Round 1**

The City received \$7.5M through the CMHC RHI Major Cities Stream Round 1 to create 33 units of the 61-unit affordable rental housing development at 122 Base Line Rd. W. The City was able to move quickly to align 122 Base Line with the CMHC RHI program requirements given HDC's completion of all necessary pre-development work, including a successful re-zoning application to the Approval Authority.

Utilizing RHI Round 1 funding combined with other sources of financing, HDC executed a fixed-price design-build contract with EllisDon to deliver the development plans related to the first priority site at 122 Base Line. Through the combined efforts of Civic Administration

and HDC staff working together as the City's Housing Enterprise Action Team, construction of this first CMHC RHI affordable housing development project has stayed on course with the aggressive rapid delivery program timelines and is currently tracking for completion by December 31, 2021 with first occupancy planned for January 2022. Alignment of the CMHC RHI program tenancy requirements, property management services and operations will be managed through Housing Stability Services.

## **London's Allocation - Round 2**

Round 2 of the CMHC RHI program retained the two streams of funding established within the first round: the 'Major Cities Stream' and the 'Projects Stream'.

As the funding applications to CMHC's RHI Projects Stream related to 403 Thompson and 345 Sylvan were declined in Round 1, updated applications were prepared and submitted by HDC under RHI Round 2, including 403 Thompson under the Major Cities Stream and 345 Sylvan under the Projects Stream.

In October 2021, CMHC confirmed the City of London's RHI Round 2 funding allocation under the Major Cities stream for up to \$10,794,247 to advance the creation of 44 units of new affordable rental housing at 403 Thompson Road. This Round 2 RHI Major Cities allocation is in addition to the \$7.5M received under RHI Round 1 (allocated to 122 Base Line). The status of the Round 2 application related to 345 Sylvan remained unknown at the time of writing this report.

The Round 2 RHI funding guidelines provide only minor variations through lessons learned in Round 1. This includes providing greater flexibility from the previous modular-specific development requirements but retaining the rapid project delivery timeline requirements.

Through the pre-development work completed by HDC and continued by EllisDon, 403 Thompson is appropriately zoned to advance the proposed development in alignment with the RHI Round 2 funding commitment and program requirements. Plans are currently under review for Site Plan Approval. The City's Housing Enterprise Action Team will again be engaged to ensure alignment of the project with CMHC's rapid project delivery timelines.

### **2.3 Investment Funding, Project Proformas, and Next Steps for Ongoing Urgent Housing**

Established in the proforma to advance 122 Base Line, the ability to stack funding sources is essential to assembling sufficient capital to fully fund and cashflow these major capital housing projects while also keeping operating costs, and therefore tenant rents, at their lowest possible levels. This ensures the alignment of housing with supports to the priority populations identified within the "Specialized Housing" strategy and the "Urgent Housing" plans at levels generally otherwise challenging to meet within other strategies and plans.

The stacking of funds may include use of allocations received through the Canada/Ontario National Housing Strategy (NHS) programs and provincial funding programs, including

the Social Services Relief Fund (SSRF) and the Ontario Priorities Housing Initiative (OPHI). The City, directly or through its HDC entity, has the option to also access other government funding, including capital loans and grants, that can be used to support the creation of new affordable housing.

The final projected costs of the proposed project sites remain unconfirmed due to the current fluctuating nature of pricing and access to materials and supplies in construction. These costs will be confirmed through work underway with HDC to establish fixed price design-build contracts and to align available funding subject to the associated program approvals. This will be confirmed by HDC through its work with EllisDon and Civic Administration and will be advanced with the concurrence of the Deputy City Manager, Planning and Economic Development.

Any municipal tools and funding approvals being considered under the 3000-unit strategy currently under development through Civic Administration may also apply to these projects but would be subject to the separate recommendations and authorities to be considered by Council.

### **3.0 Financial Impact/Considerations**

There are no financial impacts at this time. All financing is anticipated to be established within government funding programs and existing Municipal/HDC commitments, including land, which is defined in the project's capital and operating proformas.

Any further municipal funding support required will be brought forward for Council's approval, as required.

## **Conclusion**

The City of London has been allocated up to \$10,794,247 under CMHC's Rapid Housing Initiative Major Cities Stream Round 2, in addition to funds previously allocated under Round 1. To access the Round 2 funding, execution of a second Rapid Housing Initiative (RHI) Agreement is required. Civic Administration is requesting the continuation of HDC's delegated authority related to development activities to advance and deliver new affordable housing development projects under the CMHC RHI program.

Ongoing initiatives and work will continue to be advanced on urgent housing and other HSAP related priorities and reported to Council within the established update plans.

**Prepared and Submitted by:** **Stephen Giustizia, HDC President and CEO**

**Recommended by:** **George Kotsifas, Deputy City Manager, Planning and Economic Development**

**c. Craig Cooper, Director, Housing Stability Services**  
**Kyle Murray, Director, Financial Planning & Support, Finance and**

**Corporate Services  
HDC Staff**

Bill No.

By-Law No.

A by-law to authorize and approve a standard form "Rapid Housing Initiative Agreement" (RHI) (Schedule 1) with Canadian Mortgage and Housing Corporation (CMHC) and to delegate the duties of the City as it relates to the administrative and development activities for capital development within the Rapid Housing Initiative (RHI).

WHEREAS under the Rapid Housing Initiative established pursuant to Section 76 of the *National Housing Act*, the Canadian Mortgage and Housing Corporation (CMHC) provides funding for the development or implementation of proposals to help increase the supply of new permanent affordable housing;

AND WHEREAS section 10 of the *Municipal Act, 2001* provides that the City may provide any service or thing that the City considers necessary or desirable for the public, and may pass by-laws respecting same, and respecting economic, social and environmental wellbeing of the City including respecting climate change, and the health, safety and well-being of persons;

AND WHEREAS section 8 of the *Municipal Act, 2001* provides that a municipality has the capacity, rights, powers and privileges of a natural person for the purpose of exercising its authority under this or any other Act;

AND WHEREAS The City has established the Housing Development Corporation, London (HDC) as a mechanism to advance the development and sustainability of affordable housing;

AND WHEREAS City is responsible for the delivery and administration of affordable housing initiatives through other direct delivery or through the Housing Development Corporation, London;

AND WHEREAS subsection 5(3) of the *Municipal Act, 2001* provides that a municipal power shall be exercised by by-law;

NOW THEREFORE the Municipal Council of The Corporation of the City of London enacts as follows to:

1. AUTHORIZE AND APPROVE the standard form "Rapid Housing Initiative (RHI) Agreement", substantially in the form of the agreement attached as Schedule 1 to be completed in accordance with Round 2 of the RHI program between Canada Mortgage and Housing Corporation (CMHC) and The Corporation of the City of London;
2. DELEGATE the duties of the City as Recipient to the Round 2 "Rapid Housing Initiative (RHI) Agreement", related to project plans, administration, development approvals, program and project management, oversight and progress attestation requirements noted within the CMHC Agreements, to Housing Development Corporation, London (HDC) as agent for the City;
3. AUTHORIZE AND DELEGATE the Deputy City Manager Planning and Economic Development to execute any such agreements, amendments, or similar such program agreements that may be required by CMHC under Round 2 RHI or similar such CMHC capital investment funding programs and agreements that may be required to advance the City's identified Urgent Housing with Supports projects.

This by-law shall come into force and effect on the day it is passed.

PASSED in Open Council on November 16, 2021

Ed Holder  
Mayor

Catharine Saunders  
City Clerk

First reading -  
Second reading -  
Third reading -

## RAPID HOUSING INITIATIVE AGREEMENT

THIS AGREEMENT is made as of the \_\_\_ day of \_\_\_\_\_, 202\_\_ (the "Effective Date") between **CANADA MORTGAGE AND HOUSING CORPORATION ("CMHC")** and **[NAME OF PROVINCIAL, TERRITORIAL, or MUNICIPAL GOVERNMENT, INDIGENOUS GOVERNMENT, INDIGENOUS ORGANIZATION, GOVERNMENT NOT FOR PROFIT AGENCY]** ("Recipient").

(collectively the "Parties" and individually a "Party")

**WHEREAS** the COVID-19 crisis has exacerbated existing housing affordability and homelessness issues particularly for the most vulnerable Canadians;

**WHEREAS** the Parties wish to implement the Rapid Housing Initiative ("RHI") to rapidly house some of the most vulnerable Canadians; and

**WHEREAS** in connection with the RHI, CMHC is authorized under the National Housing Act to make contributions to the Recipient for the purposes of developing, in conformity with the deliverables to be approved by CMHC and attached as **Schedule B** (the "Deliverables"), at least **[number of units]** affordable housing units in **[Municipality / Region]** (the "Units");

**NOW THEREFORE** for value received, the Parties agree as follows:

### **1. Contribution and Purposes**

The contribution by CMHC under this Agreement is \$[●] (the "Contribution") and will be advanced to the Recipient following signature of this Agreement, subject to the terms and conditions herein and for only to be used for the following purposes (as will be further specified by the Recipient in the Deliverables):

- (i) acquisition of land and the construction of affordable multi-residential housing ;
- (ii) acquisition of land and buildings for the purpose of conversion of non-residential into affordable multi-residential housing Units; or
- (iii) acquisition of land and buildings In Disrepair or abandoned for the rehabilitation<sup>1</sup> into affordable multi-residential housing Units;

and all of the eligible costs associated with the foregoing including conversion costs, pre-development, pre-construction (e.g. environmental site assessments, cost consultant reports, architectural or engineering reports, legal/closing costs related to acquisition of land and buildings) for the development of permanent affordable housing Units.

For greater certainty, costs must be incurred on or after October 27, 2020 and do not include operational expenses. Furthermore, the Recipient is solely responsible for any cost overruns due to change in scope, design, time to complete, site conditions or otherwise and CMHC will not increase the Contribution in such circumstances.

### **2. Expiration of Commitment**

If this Agreement is not executed by the Recipient by **[insert date that is 10 business days from date agreement is sent to Recipient]**, or such other date as CMHC may agree to in writing, then CMHC's obligation to make the

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<sup>1</sup> The land and buildings to be rehabilitated must have been in disrepair and/or abandoned and in both cases inhabitable and lost to the housing stock.

Contribution shall end at CMHC's sole discretion.

### **3. Conditions to Funding**

The Recipient agrees it will:

- (a) perform all of its obligations under Schedule B and use the Contribution only for the purposes specified in the Deliverables (and no other purpose) to create affordable Units for People And Populations Who Are Vulnerable (as defined in **Schedule A**) who are targeted by the Affordability Criteria (as defined in **Schedule A**);
- (b) ensure, for a minimum period of 20 years (or for such longer period as agreed to in the Deliverables) commencing on January 1, 2023, or on another date as may be set by CMHC at its discretion (the "**Term**"), the Units meet the Affordability Criteria (as defined in **Schedule A**) and are for People And Populations Who Are Vulnerable;
- (c) ensure the Units, and the newly constructed building(s) where the Units are situated, will meet: (i) the accessibility requirements set out in the Deliverables or, if none set out in the Deliverables, (ii) the local accessibility requirements in its jurisdiction during the Term;
- (d) ensure the Units, and the newly constructed building(s) where the Units are situated, will meet: (i) the energy efficiency standards set out in the Deliverables or, if none set out in the Deliverables, (ii) the energy efficiency standards, as set out in the 2015 National Energy Code for Buildings (NECB), or as set out in the local/regional standard, whichever is higher;
- (e) where it intends to engage a third party intermediary (the "**Intermediary**") to construct, operate, and/or own the Units: (i) exercise appropriate care in selecting an Intermediary who is a reputable entity that meets the Recipient's integrity regime and Know-Your-Client requirements; (ii) enter with the Intermediary into agreements as may be needed, setting out terms and conditions reflecting the requirements of this Agreement; and (iii) take all necessary actions to cause the Intermediary to comply with the obligations under this Agreement, noting however that the Recipient shall remain at all times primarily liable to CMHC for the fulfillment of all obligations under this Agreement;
- (f) be, and cause the Units and any property on which the Units will be constructed and operated to be, at all times in compliance with all Applicable Laws including environmental laws and zoning, in all material respects; and
- (g) provide such financial and other information or documents relating to the Recipient as CMHC may reasonably require.

### **4. Return of Contribution**

In support of the implementation of the RHI to rapidly house some of the most vulnerable Canadians affected by the COVID-19 crisis, the Recipient will select projects that can be implemented within the short period of time specified in the Deliverables. As a consequence, the Recipient agrees to the following:

- (a) CMHC may periodically review the progress in fulfilling the Deliverables. Where CMHC or the Recipient considers that there may be reasonable doubt any part of the Deliverables will be fully and timely delivered as expected, or where the Recipient has not started a project within 2 months of the start date(s) set out in Schedule B, the Parties shall consult together and make all efforts to find an acceptable solution that minimizes impacts on the projects and that is in the best interest of the RHI implementation, following which CMHC may reduce or cancel the Contribution to the extent that CMHC considers reasonable. In that case, the Recipient shall return any such reduced or cancelled Contribution within 30 days of being notified in writing by CMHC. For the purpose of this section, a project is started when the Recipient first incurs Hard Costs.

(b) The Recipient shall return to CMHC any undisbursed funds within 30 days of the Quarterly Attestation (as defined below) for the quarter in which all projects set out in the Deliverables are completed, and in all cases no later than February 28, 2023 unless otherwise agreed by CMHC.

**5. Disposition, Conversion, and Encumbrance of Units**

(a) The Recipient shall not make any Disposition or conversion, or permit any Disposition or conversion to be made, of the Units or any lands acquired with the Contribution, without the prior written consent of CMHC, who may impose any conditions its deems necessary and appropriate, acting reasonably.

(b) The Recipient may not encumber the Units, or any lands acquired with the Contribution, without CMHC's prior written consent, acting reasonably.

**6. Reporting**

The Recipient agrees it will:

(a) deliver an attestation to CMHC within 30 days of each of December 31, 2021, March 31, 2022, June 30, 2022, September 30, 2022, December 31, 2022 and March 31, 2023, unless directed otherwise by CMHC, and in accordance with **Schedule C** (the "**Quarterly Attestation**"); and

(b) deliver an attestation to CMHC within 60 days of the Recipient's fiscal year end, commencing in the first fiscal year ending after March 31, 2023 and on each fiscal year thereafter, unless otherwise directed by CMHC, until the completion of the Term and in accordance with **Schedule C** (the "**Yearly Attestation**").

**7. Schedules**

Schedules attached hereto, including the Deliverables (**Schedule B**) and the Additional Terms (**Schedule D**), form a part of this Agreement.

**[Signature pages follow]**

**IN WITNESS WHEREOF** the Parties hereto have duly executed this Agreement as of the date first written above.

**CANADA MORTGAGE AND HOUSING CORPORATION**

700 Montreal Rd  
Ottawa, Ontario  
K1A 0P7

\_\_\_\_\_  
**Name:**  
**Title:**

\_\_\_\_\_  
**Name:**  
**Title:**

**[RECIPIENT]**

**[Address]**

\_\_\_\_\_  
**Name:**  
**Title:**

\_\_\_\_\_  
**Name:**  
**Title:**

*[Signature page for the Rapid Housing Initiative Agreement  
between Canada Mortgage and Housing Corporation and **[Recipient]**]*

## **SCHEDULE A**

### **Definitions**

**"Affordability Criteria"** means:

All units must serve and be affordable (household is paying less than 30% of gross income on housing costs or the shelter component of any provincial income assistance program as an equivalent) to targeted People and Populations Who Are Vulnerable and who are also, or otherwise would be, in severe housing need or people experiencing or at high risk of homelessness as described below. Affordability must be maintained for a minimum of 20 years. The Recipient will be required to confirm, through an attestation, that all units serve the intended targeted population. CMHC may require incremental validation throughout the 20-year affordability period as needed.

A household in severe housing need is a subset of core housing need households that pays 50% or more for their current dwelling. A household is said to be in core housing need if its housing falls below at least one of the adequacy, affordability or suitability standards and it would have to spend 30% or more of its total before tax income to pay the median rent of alternative local housing that is acceptable (meets all three housing standards).

Homelessness is described as the situation of an individual, family or community without stable, safe, permanent, appropriate housing, or the immediate prospect, means and ability of acquiring it. Populations at imminent risk of homelessness are defined as individuals or families whose current housing situation will end in the near future (for example, within 2 months) and for whom no subsequent residence has been established.

A Recipient who has already adopted its own definitions for 'severe core housing need', 'homelessness' or at 'risk of homelessness' may, with approval of CMHC, apply such definitions to the Affordability Criteria. Otherwise, the definitions for these terms indicated herein apply.

**"Applicable Laws"** means, with respect to any person, property, transaction or event, all present or future applicable laws, statutes, regulations, rules, orders, codes, treaties, conventions, judgments, awards, determinations and decrees of any governmental, regulatory, fiscal or monetary body or court of competent jurisdiction in any applicable jurisdiction.

**"Disposition"** means, with respect to a Recipient, any sale, assignment, transfer, conveyance, lease, licence or other disposition of any nature or kind whatsoever of any property or of any right, title or interest in or to any property.

**"Hard Costs"** means any amounts expended or to be expended for work, services or materials done, performed, placed or furnished in connection with the construction of the project, all as more particularly set out in the project budget (and, for the avoidance of doubt, Hard Costs shall not include amounts payable pursuant to the terms of any consultant contract).

**"In Disrepair"** means Units which are abandoned and/or in disrepair and no longer adequate for occupancy would be eligible for acquisition and rehabilitation if, in the opinion of a qualified expert, they cannot be made safe and adequate for occupancy without undertaking a substantial or complete renovation of the entire existing building(s) including dwelling units.

**"People and Populations Who Are Vulnerable"** means the following groups and the individuals belonging to these groups:

- Women and children fleeing domestic violence;

- Seniors;
- Young adults;
- Indigenous peoples;
- People with disabilities;
- People dealing with mental health and addiction issues;
- Veterans;
- LGBTQ2+;
- Racialized groups;
- Black Canadians;
- Recent immigrants or refugees; and
- Homeless people or those at risk of homelessness.

**SCHEDULE B**

**Deliverables**

[see attached]

**SCHEDULE C**

**Reporting**

**Quarterly Attestation**

[see attached]

**Yearly Attestation**

[see attached]

**SCHEDULE D**  
**Additional Terms**

Parties agree to the following additional terms and conditions:

**1. Termination**

In the event that the Recipient (or a representative thereof) does not adhere to the terms and conditions of this Agreement, or commits fraud, misconduct, criminal acts, gross negligence or willful misconduct, CMHC may immediately terminate this Agreement and declare the Contribution to be repayable to CMHC in whole or in part, and may exercise any other rights and remedies it has by operation of law or equity. Sections 2, 3 and 4 of this **Schedule D** shall survive the expiry or termination of this Agreement.

**2. Indemnification**

The Recipient agrees to indemnify and save harmless the Government of Canada, CMHC, its officers, directors and employees against all claims, demands, actions, suits or other proceedings (including but not limited to environmental claims) of any nature whatsoever arising from or as consequence of or relating to (a) any breach by the Recipient of its obligations, or any misrepresentation by the Recipient under this Agreement, (b) the construction or operation of the Units, (c) the failure of the Recipient to comply with all environmental laws or losses suffered in connection with the presence of any hazardous material on the land upon which Units are situated; or (d) any act or failure to act on the part of the Recipient in connection with the Contribution or the Units, whether or not CMHC is named as a party.

**3. Liability**

CMHC shall not be liable to the Recipient or any other party in relation to the Contribution. To the extent the Recipient engages or retains any third party in respect of its obligations under this Agreement, the Recipient shall remain primarily liable to CMHC for the fulfillment of its obligations under this Agreement. For the purposes of this Agreement, CMHC will only deal with the Recipient, and not with third parties retained by the Recipient including the Intermediary.

**4. Recipient's Representations and Warranties**

(a) The Recipient has the requisite power, authority and capacity to execute, deliver and perform its obligations under this Agreement, which has been duly authorized, executed, and delivered by the Recipient and constitutes a legal, valid, and binding obligation of the Recipient.

(b) The Recipient and any property on which the Units are situated are in compliance with all applicable laws, including all environmental laws and municipal zoning, in all material respects.

(c) It is a condition of this Agreement that all representations and warranties made in this Agreement or any other document or reporting by the Recipient are true, complete and correct.

**5. Official Languages**

In areas of significant demand, the Recipient agrees to provide all information and services pertaining to the RHI in both French and English. The Recipient will use the criteria for communications and services in the *Official Languages Regulations* made pursuant to Canada's *Official Languages Act* as a guideline to determine "significant demand". The Recipient will consult with representatives of local minority language groups.

## **6. Information and Communications**

(a) Subject to the *Access to Information Act* (Canada), the *Privacy Act* (Canada), and the applicable provincial, territorial or municipal freedom of information and privacy legislation, the Parties shall hold confidential any information clearly identified and marked as confidential or that reasonably should be understood to be confidential given the nature of the information and the circumstances of disclosure. Nothing in this Agreement shall be construed in a manner that would contravene the access to information and privacy legislation that applies to the Parties.

(b) The Recipient consents to the collection, use and disclosure of information submitted to CMHC by the Recipient for the following purposes: (i) to assess the Recipient's eligibility under the RHI; (ii) for analytics, policy analysis, auditing and research by CMHC; (iii) to communicate to the Recipient possible opportunities under other CMHC programs, or possible collaboration opportunities with third parties; (iv) for evaluation of the RHI; (v) for use by CMHC in and the Government of Canada for purposes related to the *National Housing Act* (Canada); and (vi) for information verification and due diligence purposes, including to detect and protect CMHC from errors and fraud. The Recipient shall obtain the foregoing consents from any third party intermediary engaged by the Recipient to construct and/or operate the Units.

(c) CMHC and its representatives are authorized to use and disclose the information, on a need to know basis, to CMHC employees, officers and directors, the office of the Minister responsible for CMHC and provincial/territorial/municipal entities collaborating with CMHC for the purposes outlined in Section 6(b) of this **Schedule D**.

(d) Any public communications related to projects under this Agreement must be approved in advance by CMHC. Notwithstanding the preceding, each Party retains the right to communicate information to Canadians about the projects to meet its respective legislated and regulatory obligations, with prior notice to the other Party.

(e) If requested by CMHC, the Recipient shall publicly acknowledge CMHC's and the Government of Canada's Contribution under this Agreement in a manner acceptable to CMHC, acting reasonably, including through use of signage at the project (at the costs of CMHC).

## **7. Audit**

(a) CMHC and any of its officers, employees and agents shall have the right to inspect, audit and make extracts from the Recipient's books and records in relation to the Contribution upon its request, acting reasonably, until the completion of the Term.

(b) CMHC or a third party representative may conduct onsite visits to inspect and monitor the construction and operation of the Units and compliance with the terms and conditions of this Agreement. All site visits are for CMHC's program and risk management purposes only and are not to be considered a technical inspection to confirm the quality of the work or the Recipient's compliance with applicable laws, including building codes.

## **8. Notice**

Delivery of notice under this Agreement shall be effective three days after posting by regular mail, or on the day following transmission by e-mail, to the Parties at addresses set out on the signature pages of this Agreement.

## **9. Independent Recipient**

The Parties agree that under this Agreement CMHC is solely a financial contributor in respect of the Units and there shall be no legal partnership or joint venture between CMHC and the Recipient or the Intermediary. No

Party will use the name, logo or marks of the other party without the prior express written consent of that other party.

**10. Costs**

The Recipient is responsible for its own costs and expenses incurred in connection with the preparation, execution, enforcement and implementation of this Agreement.

**11. Conflict of Interest**

The Recipient shall avoid any conflict of interest during the Term of this Agreement and shall immediately declare any existing, potential or apparent conflict and shall, upon direction of CMHC, take steps to eliminate any conflict, or perception that a conflict of interest exists.

**12. House of Commons/Senate**

No member of the House of Commons or the Senate of Canada shall be admitted to any share or part of this Agreement or to any benefit arising therefrom.

**13. Assignment and Amendment**

This Agreement shall be binding upon and shall enure to the benefit of the Parties and their successors and assigns. This Agreement may not be assigned by a Party without the prior written consent of the other Party. Any amendment to this Agreement must be approved by both Parties in writing.

**14. Counterparts**

This Agreement may be executed in any number of counterparts, which taken together will be deemed to constitute one and the same instrument. This Agreement may be executed by electronic signature and such electronic signature shall be deemed to be an original signature for the purpose of this Agreement with the same legal effect as a manual signature.

**15. Waiver**

The failure of CMHC to insist on strict compliance with one or more of the terms of this Agreement shall not constitute a waiver of its right to enforce those terms at a later date. No provision of this Agreement shall be deemed to have been waived as a result of a breach by either Party of the provisions of this Agreement, unless such waiver is in writing and signed by CMHC. Any such waiver shall not be deemed a waiver for a subsequent breach of the same or any other provision of this Agreement.

**16. Governing Law and Jurisdiction**

This Agreement will be governed by and construed in accordance with the laws of the province or territory where the Units are situated, and indigenous laws and the federal laws of Canada applicable therein. The courts of such jurisdiction shall exclusively hear any dispute related to this Agreement. Funding under this Agreement is at all times subject to appropriations by the Parliament of Canada.

**17. Entire Agreement**

This Agreement contains all of the agreements and understandings between the Parties and no other representations or warranties, verbal or otherwise, exist between the Parties. If any provision of this Agreement

is held by a competent authority to be invalid, illegal or unenforceable for any reason, the remaining provisions of this Agreement and any schedules attached hereto, will continue to be in full force and effect.

**18. Additional Funding**

If following the Effective Date, CMHC agrees to provide additional RHI funds to the Recipient (the "Additional Funds"), CMHC may use this Agreement as a basis for its agreement with the Recipient in relation to the Additional Funds. In such case, CMHC will provide a written notice of the amount of the Additional Funds, along with a revised Schedule B, to the Recipient. If the Recipient accepts such Additional Funds and revised Schedule B, and unless directed otherwise by CMHC, it shall provide a written acknowledgement confirming the Recipient's acceptance of the Additional Funds and revised Schedule B (including the additional units and applicable term) within 10 business days of receiving CMHC's written notice of the Additional Funds. The terms and conditions of this Agreement, as varied by the revised Schedule B, shall apply to the Additional Funds *mutatis mutandis* unless otherwise agreed by the Parties.

**SCHEDULE B**

Deliverables

(See attached)

(•)

Develop, construct and operate the Project in accordance with the following requirements:

- i) Affordability – maintain the affordability of the Project for (•) years, ensuring the tenants occupying the units:
  - a. spend less than 30% of their gross income on the applicable unit or the shelter component of any provincial or territorial income assistance as an equivalent; and
  - b. be composed of individuals and families who are, or otherwise would be, in severe housing need, or people experiencing or at high risk of homelessness, (the “Affordability Standard”)
  
- ii) Serving people and populations who are vulnerable – ensure all units are serving people and populations who are vulnerable<sup>1</sup>, and make reasonable efforts to maintain a distribution of (•) units among the following groups<sup>2</sup>:
  - a. (•) units for (•)
  - b. (•) units for (•)
  - c. (•) units for (•)Type of intervention:
  - iii) Among the number of units targeting the vulnerable populations listed in ii) above, the Recipient will make reasonable efforts to ensure that the units below are occupied by the following priority groups<sup>3</sup>:
    - a. (•) units for women and/or women and their children
    - b. (•) units for Black Canadians
    - c. (•) units for Indigenous people
  
  - iv) Accessibility – ensure that the Project (•) the local accessibility requirements in its jurisdiction (the “Accessibility Standard”);
  
  - v) Energy Efficiency – ensure the Project (•) the energy efficiency standards as set out in the 2015 National Energy Code for Buildings (NECB) or local/regional standard whichever is greater (the “Energy Efficiency Criteria”);
  
  - vi) Project start date: (•)

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<sup>1</sup> People and populations who are vulnerable include:

Homeless people or those at risk of homelessness, Women and their children fleeing domestic violence, Black Canadians, Indigenous peoples, Racialized groups, Seniors, Young adults, People with disabilities, People dealing with mental health and addiction issues, Veterans, LGBTQ2+, and Recent immigrants or refugees

<sup>2</sup> Any change to the distribution of units among people populations who are vulnerable must be disclosed in the annual attestation to CMHC.

<sup>3</sup> CMHC will determine compliance with paragraph (iii) on a “portfolio basis” where the Deliverables consist of more than one project.

- vii) Reach project completion by: (•);
- viii) Reach 25% occupancy by: (•);
- ix) Project location: (•)

## Report to Community and Protective Services Committee

**To:** CHAIR AND MEMBERS  
**COMMUNITY AND PROTECTIVE SERVICES COMMITTEE**

**From:** GEORGE KOTSIFAS, P. ENG., DEPUTY CITY MANAGER,  
PLANNING AND ECONOMIC DEVELOPMENT ,  
KELLY SCHERR, P.ENG., MBA, FEC, DEPUTY CITY MANAGER,  
ENVIRONMENT AND INFRASTRUCTURE

**Subject:** BACK TO BUSINESS BY-LAW EXTENSION

**Date:** NOVEMBER 2, 2021

## Recommendation

That, on the recommendation of the Deputy City Manager, Planning and Economic Development, and the Deputy City Manager, Environment and Infrastructure, the Deputy City Managers and designates **BE DELEGATED** authority in regulations related to business supportive actions including business application and permit processing procedures until January 15, 2023 in the following By-laws: Business Licence By-law, Streets By-law, Traffic and Parking By-law, Sign By-law, Parks and Recreation By-law, Sound By-law, Building By-law and Council Policy By-law.

## Executive Summary

The purpose of this report is to extend the above identified business supportive delegation of authority past the previously identified date of December 31, 2021 to January 15, 2023 based on continued evolving business needs during the ongoing pandemic.

## Analysis

### 1.0 Background Information

- Community & Protective Services Committee: B2B By-Law Extension (December 1, 2020)
- Community & Protective Services Committee: London Community Recovery Network – Ideas for Action by Municipal Council (February 9, 2021)
- Community & Protective Services Committee: B2B By-Law Extension (March 2, 2021)

### 2.0 Discussion and Considerations

#### Back to Business By-law Extension:

On March 23, 2021, Municipal Council extended a previous December 8, 2020 delegation by resolving that,

the Managing Directors and designates **BE DELEGATED** authority in regulations related to business reopening and supportive actions, including business application and permit processing procedures, until December 31, 2021 in the following By-laws: Business Licence By-law, Streets By-law, Traffic and Parking By-law, Sign By-law, Parks and Recreation By-law, Sound By-law, Building By-law, and Council Policy By-law.

Administrative operational approvals included property patio approvals in coordination with provincial legislation, implementation of loading zones, providing temporary curbside customer parking locations and making portions of municipal parking lots available for outdoor retail sales events. The recommended further extension will allow for these operational decisions to continue without interruption until January 15, 2023. This date will allow for a full year ( plus a seasonal extension into 2023) of operational approvals. It is noted that some existing patio extensions may require additional reviews due to the recent amendment to the Zoning By-law permitting expanded outdoor patios.

## **Conclusion**

Administrative approvals contained in this report include patio approvals in coordination with provincial legislation, implementation of loading zones, providing temporary curbside customer parking locations and making portions of municipal parking lots available for outdoor retail sales events.

Based on continued evolving business needs during the ongoing pandemic, Civic Administration is requesting that delegated authorities be extended by Council until January 15, 2023.

**Prepared by:** Orest Katolyk, MLEO (C), Director, Municipal Compliance

**Reviewed &  
Concurred by:** Doug MacRae P. Eng., MPA Director,  
Transportation and Mobility, Environment and Infrastructure

**Recommended by:** George Kotsifas, P. Eng., Deputy City Manager,  
Planning and Economic Development

**Recommended by:** Kelly Scherr, P. Eng., MBA, FEC Deputy City Manager,  
Environment and Infrastructure

## Report to Community & Protective Services Committee

**To:** CHAIR AND MEMBERS  
**COMMUNITY AND PROTECTIVE SERVICES COMMITTEE**  
**From:** GEORGE KOTSIFAS, P. ENG., DEPUTY CITY MANAGER,  
**PLANNING AND ECONOMIC DEVELOPMENT**  
**Subject:** PUBLIC PARTICIPATION MEETING – FLYER DELIVERIES TO  
**RESIDENTIAL PROPERTIES**  
**Date:** NOVEMBER 2, 2021

## Recommendation

That, on the recommendation of the Deputy City Manager, Planning and Economic Development this report **BE RECEIVED** for information purposes.

## Executive Summary

Based on the Council direction of October 5, 2021, a public participation meeting is being held to provide an opportunity for further discussion of the matters related to flyer deliveries to residential properties. Attached is the Community and Protective Services Committee report dated September 21, 2021 (**Appendix 'A'**).

## Analysis

### 1.0 Previous Reports Pertinent to this Matter

September 21, 2021 - Community and Protective Services Committee. Information Report: Flyer Deliveries to Residential Properties

### 2.0 Background Information

On October 5, 2021, Municipal Council resolved:

That the following actions be taken with respect to the staff report dated September 21, 2021, with respect to Flyer Deliveries to Residential Properties:

- a) the matter of flyer deliveries to residential properties **BE REFERRED** to a future meeting of the Community and Protective Services Committee (CPSC) to provide an opportunity for further discussion of this matter;
- b) that a public participation meeting **BE HELD** in conjunction with the above-noted report back.

**Prepared by:** Orest Katolyk, MLEO (C), Director, Municipal Compliance

**Recommended by:** George Kotsifas, P. Eng., Deputy City Manager,  
Planning and Economic Development

## Report to Community & Protective Services Committee

**To:** Chair and Members  
Community & Protective Services Committee

**From:** Barry Card, Deputy City Manager, Legal Services

**Subject:** Flyer Deliveries to Residential Properties

**Date:** September 21, 2021

## Recommendation

On the recommendation of the Deputy City Manager, Legal Services, this report BE RECEIVED for information.

## Executive Summary

The courts have confirmed that for a municipal by-law to be valid, it must have a valid municipal purpose. In addition, any steps taken by the municipality that infringe on *Charter* rights may be subject to a successful *Charter* challenge.

The cities of Ottawa, Calgary, Halifax and Winnipeg have passed by-laws regulating the distribution of flyers (no matter the content) on residential property. A draft by-law is attached as Schedule "A".

Hamilton, Oakville and Oshawa passed resolutions requesting the assistance of the Federal and Provincial governments, either to consider enacting legislation regarding the use of graphic images, or requesting their advice on *Charter* matters.

## Analysis

### 1.0 Previous Reports Pertinent to this Matter

N/A

### 2.0 Background Information

Council resolution of November 10, 2020 stated (in part):

*That the following actions be taken with respect to graphic, unsolicited flyer deliveries to residential properties:*

- a) *the Civic Administration BE DIRECTED to investigate options to address community concerns around graphic, unsolicited flyer deliveries to residential properties and report back to a future meeting of the Community and Protective Services Committee, outlining information and options including, but not limited to:*
- i) steps taken by other municipalities with respect to this matter; and,*
  - ii) potential amendments to the existing municipal nuisance by-law or introduction of a new by-law with respect to this matter;*

#### *Municipal purpose*

The courts have confirmed that for a municipal by-law to be valid, it must have a valid municipal purpose.

#### *Charter Rights*

Rights of individuals are guaranteed under Canada's *Charter of Rights and Freedoms*. A by-law regulating delivery of flyers may be subject to a *Charter* challenge where it is alleged that the by-law infringes rights guaranteed by the *Charter*. The City Council must

be satisfied in enacting the by-law that it does not violate *Charter* rights; or, to the extent that there is some potential *Charter* infringement, that the means used by the City to achieve its objective are rationally connected to that objective, that there isn't another way to achieve the same objective without violating anyone's rights or freedoms, or violating them to a lesser degree, and that the City's objective in enacting the by-law is significant enough to justify violating a *Charter* right.

### 3.0 Discussion and Considerations

#### 3.1 What Other Jurisdictions Have Done

##### (1) City of Hamilton (resolution)

The City of Hamilton did not pass a by-law, but instead [passed a resolution](#) requesting the Government of Canada and the Province of Ontario to consider enacting legislation dealing with advertising and communication to prevent the use of graphic, gruesome and disturbing images of aborted fetuses as part of any Anti-Abortion or Pro-Life campaign at least to the extent that such images are shielded from children and other vulnerable persons.

##### (2) City of Oshawa (resolution)

The City of Oshawa did not pass a by-law, but instead [passed a resolution](#) requesting advice on the *Charter* be sent to the Minister of Justice and Attorney General of Canada and the Attorney General of Ontario, and further that the communications received by council members and staff be forwarded to the Department of Justice Canada and the Ministry of the Attorney General for inclusion in *Charter* discussions.

##### (3) Town of Oakville (resolution)

The [Town of Oakville](#) (at its meeting on August 7, 2018) requested a further report from staff on the matter, but also resolved to have the Mayor send a letter to the Hon. Caroline Mulroney, Attorney General, and having the Mayor urge the Province of Ontario to limit and regulate the display and distribution of posters, signs and leaflets that contain disturbing images. Further, that the Mayor, on Council's behalf, write the Minister of Justice of Canada urging the consideration of amendments to the Obscene Publication provisions of the Criminal Code.

##### (4) City of Ottawa (by-law)

The City of Ottawa passed a By-law for a [“Voluntary Admail Reduction Program”](#). It was formerly called “No Junk Mail Program”, passed in 1997. It is to be noted that this by-law was not passed in response to any perceived disturbing content, but was passed in response to a perceived litter issue and “junk mail”. This by-law states that any owner or occupant of a property may participate in this program by purchasing a sticker which indicates their desire not to receive unaddressed advertising material. The sticker is to be affixed to the mail slot or mail box. A distributor is not to distribute any unaddressed advertising material on private property if the owner has a prescribed ‘no junk mail’ sticker clearly displayed. This by-law contains no enforcement or penalty sections, and was implemented based on voluntary compliance.

The by-law regulates the distribution of unaddressed advertising material in a content-neutral manner; the by-law applies to all unaddressed advertising material no matter what the content of the flyers is (with certain exemptions for community newspapers, newspaper delivered to paid subscribers, election campaign material, and information circulars produced by governments/agencies). It is to be noted that the provisions of the By-law were directed at advertising material for commercial purposes.

##### (5) City of Calgary (by-law)

In [2016 the City of Calgary modified measures in its Community Standards By-law](#) to prohibit depositing a flyer (whether or not commercial in nature) at premises where a sign

or notice has been posted indicating that flyers are not wanted. This by-law is very similar to the City of Ottawa by-law, but does have a penalty provision, and does not prescribe a specific sign.

The by-law regulates the depositing of flyers in a content-neutral manner; the by-law applies to all flyers no matter what the content is (with certain exemptions for legal election advertising, newspapers to paid subscribers, community association newsletters, government/agency information circulars). The by-law establishes penalties for failing to comply.

#### (6) Halifax Regional Municipality (by-law)

Halifax Regional Municipality passed a [“Flyer Distribution By-law”](#) in 2019. This by-law is very similar to the City of Ottawa by-law, but does have a penalty provision. The by-law No Flyer sign can be one provided by the municipality, or one that meets the criteria in the by-law. The reported purpose of the by-law was to prevent litter and promote proper waste management. Like the Ottawa By-law, the by-law regulates flyer distribution in a content-neutral manner (with some exceptions for lawful election advertising, newspapers for paid subscribers, community association newsletters or newspaper that do not contain flyers, and information circulars produced by a level of government/agency). The extensive report can be found here:

<https://www.halifax.ca/sites/default/files/documents/city-hall/standing-committees/180405essc1211.pdf>

#### (7) City of Winnipeg (by-law)

The [City of Winnipeg](#) regulates the delivery of “handbills” on residential property by prohibiting such delivery if there is a sign indicating handbills are not wanted, or if the occupant indicates they aren’t wanted, or if the property is vacant.

### **3.2 Draft By-law**

The draft by-law attached as Schedule “A” is similar to those enacted by other jurisdictions and appears to be objectively related and proportional to the problems associated with the behavior addressed by the by-law.

The draft by-law regulates the depositing of unaddressed flyers in a content-neutral manner; the draft by-law applies to all unaddressed flyers no matter what the content is (with certain exemptions for legal election advertising, newspapers to paid subscribers, community association newsletters, government/agency information circulars); the draft by-law gives residents the choice whether they wish to display a sign indicating NO FLYERS or NO JUNK MAIL.

The draft by-law does not prescribe a specific sign, but requires that the sign be clearly visible posted on a mail box, mail slot, or at the property entrance stating “NO FLYERS” or “NO JUNK MAIL”. The draft by-law does not establish penalties for failing to comply, taking the Ottawa approach of voluntary compliance.

### **3.3 Municipal Compliance**

The Director, Municipal Compliance advises the following:

*“With the adoption of any new municipal by-law, the standard protocol has been a three-pronged approach: education, voluntary compliance and enforcement based on officer discretion. The approach to this by-law, if approved by Council, will have a very strong front-ended focus on engagement, education and communications. Normally after a new by-law or by-law amendment is passed by Council, Civic Administration submits an application to a Senior Regional Judge for a set fine related to the prohibition noted in the by-law or recommends an amendment to the Administrative Monetary Penalty System (AMPS) introducing short form wording and a penalty amount. In this instance, the fine and/or penalty process will not be implemented as this by-law is based on voluntary compliance. After an initial focus on engagement and communications, staff will monitor the level of voluntary compliance and will communicate with any flyer distributors or other groups where repeated noncompliance is reported. If voluntary compliance is not*

achieving the goal and objectives of this by-law, Civic Administration will report back on alternative compliance options including the possibility of fines and or penalties.”

### 3.4 Additional Information

#### *No Junk Mail Stickers – Canada Post*

Individuals currently have the ability to post “NO JUNK MAIL” or “NO FLYERS” stickers on their mailboxes. Further, Canada Post will stop delivering unaddressed advertising if a note is placed on a mailbox.

(see: <https://www.canadapost-postescanada.ca/cpc/en/support/kb/receiving/mail-delivery/how-to-stop-receiving-advertising-mail> ).

#### *Trespass to Property Act*

Individuals who do not wish to receive various kinds of flyers may consider their private property rights, including the *Trespass to Property Act*. This would be a private property matter between the parties involved not requiring municipal government involvement.

#### *City of Toronto*

The City of Toronto adopted [a Motion on December 5, 2017](#) directing Civic Administration to assess options to “regulate the distribution of print materials to private residences that contain extremely graphic images intended to shock, alarm, or cause dismay, including the potential for the prohibiting of the distribution of such print materials to private residences, for the purposes of addressing the potential of such displays to cause harm to members of the public, especially children...”. We were unable to locate a report addressing this item.

The [City of Toronto website](#) states “If you wish to make a complaint about offensive or graphic flyers or pamphlets delivered to your mailbox, please contact Advertising Standards Canada at the link below.” That complaint process can be found here: <https://adstandards.ca/complaints/>.

#### *Town of Airdrie*

The Town of Airdrie, Alberta is reported not to have passed a proposed graphic images by-law. (see: <https://discoverairdrie.com/local/graphic-images-bylaw-scrapped-by-city-council>).

The article states “Because of the difficulty of directly dealing with the distribution of graphic images, the proposed bylaw didn’t directly target graphic images and instead targeted flyers in general. It’s part of the reason Mayor Peter Brown and Council decided to defeat the by-law.”.

#### *Provincial Bill 259, Viewer Discretion Act (Images of Fetuses), 2021*

On March 8, 2021, Bill 259, [Viewer Discretion Act \(Images of Fetuses\), 2021](#), received its First Reading and is not law. This is a private members’ bill. This Bill provides that no one shall send a graphic image of a fetus by mail or otherwise distribute such an image unless the image is contained in an opaque envelope, the exterior of the envelope includes a description of the contents and the exterior of the envelope clearly identifies the sender. The penalty for violating this prohibition is a fine of \$100 per image.

**Prepared by:** Lynn Marshall  
Solicitor  
**Recommended by:** Barry Card  
Deputy City Manager, Legal Services

Attachment: Schedule “A” – Draft By-law  
cc. Orest Katolyk, Director, Municipal Compliance

## SCHEDULE "A" - Draft By-law

Bill No.  
2021

By-law No.

A by-law establishing a voluntary program to regulate the distribution of flyers in the City of London.

WHEREAS subsection 5(3) of the *Municipal Act, 2001*, S.O. 2001, c.25, as amended ("*Municipal Act, 2001*") provides that a municipal power shall be exercised by by-law;

AND WHEREAS subsection 8(2) of the *Municipal Act, 2001* provides that in the event of ambiguity in whether or not a municipality has the authority to pass a by-law under s. 10, the ambiguity shall be resolved so as to include, rather than exclude, municipal powers that existed on December 31, 2002;

AND WHEREAS subsection 8(3) of the *Municipal Act, 2001* provides that a by-law under section 10 respecting a matter may regulate or prohibit respecting the matter, require persons to do things respecting the matter, provide for a system of licenses (including permits, approvals, registrations and any other type of permission) respecting the matter;

AND WHEREAS section 9 of the *Municipal Act, 2001* provides that a municipality has the capacity, rights, powers and privileges of a natural person for the purpose of exercising its authority under the *Municipal Act, 2001* or any other Act;

AND WHEREAS subsection 10(1) of the *Municipal Act, 2001* provides that a municipality may provide any service or thing that the municipality considers necessary or desirable for the public;

AND WHEREAS subsection 10(2) of the *Municipal Act, 2001* provides that a municipality may pass by-laws respecting: in paragraph 5, Economic, social and environmental well-being of the municipality, including respecting climate change; and, in paragraph 8, Protection of persons and property;

NOW THEREFORE the Municipal Council of The Corporation of the City of London enacts as follows:

### **Part 1 SHORT TITLE**

#### **Short Title**

- 1.1 The short title of this by-law is the Voluntary Program Regulating Distribution of Flyers By-law.

### **Part 2 DEFINITIONS**

#### **Definitions**

- 2.1 For the purposes of this By-law:

"City" means The Corporation of the City of London;

"Distributor" means any person, owner of a business, company, or organization which distributes, permits to be distributed or causes to be distributed any Flyer which promotes the distributor's activities;

"Flyer" means any printed or written matter, and includes a circular, leaflet, pamphlet, paper, booklet, postcard, or any other printed or otherwise reproduced matter of literature, but not including electronic messages;

"Person" includes a corporation, other legal entities and an individual having charge or

control of a Property;  
“Property” means residential property.

**Part 3  
PROGRAM ESTABLISHED**

3.1 A voluntary program for the regulation of the distribution of unaddressed Flyers in the City of London is established.

3.2 Any owner or occupant of Property may participate in this program and indicate their desire not to receive unaddressed Flyers by placing a sign stating “NO FLYERS” or “NO JUNK MAIL” on their mail box, mail slot, or in a location clearly visible at the Property entrance.

**Part 4  
PROHIBITIONS**

**Flyers – Person**

4.1 No Person shall deposit an unaddressed Flyer at a Property if there is a clearly visible sign posted on the mail box, mail slot, or at the Property entrance stating “NO FLYERS” or “NO JUNK MAIL”.

**Flyers – Distributor**

4.2 No Distributor shall distribute or cause to be distributed an unaddressed Flyer at a Property if there is a clearly visible sign posted on the mail box, mail slot, or at the Property entrance stating “NO FLYERS” or “NO JUNK MAIL”.

**Exceptions**

4.3 Sections 4.1 and 4.2 do not apply to any of the following:

- (a) community newspapers;
- (b) mailings in the public interest from government departments or agencies at the Federal, Provincial, municipal levels and band councils;
- (c) materials from Elections Canada, provincial election officials, and municipal election officials, and material from political parties and electoral candidates during an election;
- (d) any addressed mail, including addressed advertising materials.

**Part 5  
MISCELLANEOUS**

**Administration**

5.1 The Director, Municipal Compliance is responsible for the administration of the By-law.

**Effective date**

5.2 This By-law shall come into force and effect on the day it is passed.

PASSED in Open Council on .

Ed Holder  
Mayor

Catharine Saunders  
City Clerk

First Reading –  
Second Reading –  
Third Reading –

Dear Ms. Bunn,

Thank you for reading my email.

I'm writing in the hopes that sharing my experience can help in the consideration of changing regulations so that it is not permitted to send unsolicited graphic, disturbing images to people.

I give my permission for all of this email to be put on the agenda for the November 2nd CPSC meeting, and for you to share it with whoever you feel it's relevant to share with.

I deal with PTSD, unfortunately, and after the shock of seeing the anti-abortion flyer in my mailbox with graphic images, I had over 2 months of symptoms flaring up - awful nightmares, high anxiety and fear, jumping at the slightest sound, couldn't focus, flashbacks, crying over nothing, etc. It was awful. Now I'm nervous to get the mail.

I don't understand how sending these images is allowed. I saw one on the sidewalk once, and any small child could have seen it and been traumatized. Shocking images like that can profoundly impact children and cause psychological harm. That's not ok.

I'm not sure of the details involved in regulating this kind of thing, but I hope that you'll forward my letter to anyone you know of who is involved in decision-making.

Thank you for your time and consideration.

Sincerely,  
Lily O'Brien

**To:** Chair Jesse Helmer, Members of the Community and Protective Services Committee and City Clerk

**From:** Deanna Ronson

**Re:** 15th Meeting, November 2, 2021, Item 3.1 Flyer Deliveries to Residential Properties.

We are here today to discuss the home distribution of flyers containing graphic images of alleged aborted fetuses.

In preparing for this evening's meeting, I spent some time reviewing submissions to the 12th Meeting of the CPSC, November 3, 2020, Item 4 -- where it all began.

Last year at this time, I submitted a proposed amendment to the sign by-law. My proposal included an accompanying petition with approx. 4,500 signatures (that number quickly grew to 5,227).

The proposal and petition were in response to flyers/signs with graphic images of alleged/aborted fetuses being circulated/displayed around London.

In response to my petition, the opposing side (CCBR & LAA) launched a petition that gathered 7,700 signatures.

In looking at these numbers, it would suggest that a majority were in favour of these images. However, when you break down the numbers, you'll see the truth.

In her Nov. 3, 2020 letter to the CPSC, Maria McCann of the LAA states that their petition gathered 7,700 signatures from 89 countries with 1,963 **from Ontario**. She does not state how many of those supporters were from London.

The petition that I circulated, gathered 5,227 signatures, 4,856 of those were from Canada, approximately 4,000 were from Ontario, 3,000 were from Southwest Ontario and **2,725 were from London**.

As this is a municipal issue that is before us, I think that it's important to note that there are a majority of individuals in London and surrounding areas who wish to see an end to the images. On the other hand, a minority of vocal individuals want to protest a potential end to their ability to cause harm to our community.

The other interesting item that I noted in reviewing the submissions from the November 3, 2020, CPSC meeting, is that the opposing side frames these graphic images as "victim photography" and draws a comparison to graphic images of Alan Kurdi and George Floyd that have been displayed in the news.

That's an interesting label and comparison.

I would suggest a counterargument. The images that the CCBR distributes, **depict the graphic, end-result of a healthcare procedure** that many individuals across Canada have access to. **The real victim** of this “victim photography” **is the viewer.**

Aside from causing trauma to unsuspecting children, the images that the CCBR & LAA circulate, also resemble the expelled tissue/blood/fetus that occurs during a miscarriage, thereby triggering trauma in pregnant people and persons who have experienced miscarriages.

In addition, these images are misleading as the CCBR refers to them as murdered "**children.**" Canadian statistics estimate that 87% of abortions are done before 12 weeks of pregnancy (<https://www.arcc-cdac.ca/wp-content/uploads/2020/07/statistics-abortion-in-canada.pdf>), and yet the CCBR uses images that illustrate what a full-term, or near full-fetus might look like. These images look nothing like what an embryo (conception to 10 weeks of pregnancy) or a fetus at looks like (at 12 weeks of pregnancy).

In regards to the comparison of graphic images of alleged aborted fetuses with “victim photography,” there is no comparison. The anti-choice side is forcing their propaganda into the homes of unsuspecting residents. The flyers were hand-delivered to thousands of homes across London. Residents **had no choice** in whether or not they saw these images.

The images of “victim photography” like Alan Kurdi and George Floyd were seen on the news and social media where individuals **had a choice** as to whether or not they wanted to see the images. Many folks choose not to watch the news or read the newspaper.

Not surprisingly, groups like the CCBR and LAA acknowledge the harm that the graphic images of alleged aborted fetuses cause individuals and communities at large, but view the harm as merely a means to an end.

I'm not asking City Hall to muzzle or ban the CCBR or the LAA in London. What I am asking, is that City Hall acknowledges that the freedom of expression is not absolute. I don't want the City to deny these groups' freedom of expression, but rather to limit it by passing a specific by-law (with penalties) that would prohibit the distribution of flyers with graphic images of alleged aborted fetuses. Such a by-law can be justified under Section 1 of the Charter.

We know that Calgary, Winnipeg, Halifax and Ottawa already have these flyer by-laws in place. Research conducted by the ARCC indicates that **none of these four cities** — Winnipeg, Ottawa, Calgary and Halifax — **have had ANY lawsuits come forward in response to their by-laws.** I think this is significant information, especially regarding

Winnipeg, Calgary and Halifax, which **have by-laws with penalties**. Further, three of these by-laws have been in place for many years — Ottawa since 2003, Winnipeg since 2008 and Calgary since 2016 (Halifax since 2019).

Finally, if all attempts to pass a specific by-law banning graphic images of alleged aborted fetuses fail, then I propose that the City enact a by-law the same or similar to the former Bill 529 2021 that was recently in front of the Legislative Assembly of Ontario. That bill reads:

Conditions for mailing

1 No one shall send a graphic image of an aborted or otherwise non-viable fetus by mail or otherwise distribute such an image unless the following conditions are satisfied:

1. The image is contained in an opaque envelope.
2. The exterior of the envelope includes a description of the contents.
3. The exterior of the envelope clearly identifies the sender.

Thank you all for your time.

Submitted on Oct. 31, 2021  
by Deanna Ronson  
Member of ARCC  
London, Ontario

This is in regards to the overly graphic pro-life flyers that proliferated my Old East neighbourhood in this past year or so.

I was shocked to receive such disturbing postcards delivered to my door. Instead of touting the virtues of pro-life by way of pictures of living children, this postcard's graphic display of aborted fetuses, in my opinion, went over the line...and raised an awful feeling in the pit of my stomach.

While this is probably the effect this anti-abortion group was going for, I feel it nevertheless was a cheap and insensitive tactic to make their point. It is absurd to think a pro-life belief could be so disrespectful to the feelings, memories or decisions of living people. And further, beyond even that, the literature disrespected the very alleged aborted fetuses they proprot to want to show respect for.

I could not help but think, What of a family who had lost a baby? What of a small child viewing this? What of a woman who once had to make this difficult choice?

This was an insensitive way to drive home their message. I am against this type of literature being delivered to my home and I believe this type of flyer should be banned from home delivery or put on billboards.

Thank you for your consideration in this matter. You have my permission to include my comments in the record/agenda of the CPSC meeting taking place on Nov 2nd at 4pm.

Deb French  
Old East Village resident

TO: Members of London City Council Community and Protective Services

FROM: Samuel Trosow

RE: CPSC Agenda November 2, 2021 (Public Participation Meeting- Flyer Distribution)

This is to follow up on my previous communications to the CPSC on the matter of a by-law regulating the distribution of leaflets to residential properties in the city. I have requested to speak at the public participation meeting for November 2, 2021 and I request this letter be included in the Added Communications. I would like to appear in person at the meeting.

In my presentation to the Committee, I intend to cover three points. Given the time constraints of a PPM I will outline them below:

**1. As the Council is being asked to enact a by-law that will engage section 2(b) of the Charter, the Council should carefully craft the measure to be justified under section 1 of the Charter**

I understand that any measure that restricts the distribution of flyers is going to engage section 2(b) of the Canadian Charter of Rights and Freedoms. The test for making out a *prima facie* violation of 2(b) is very low, and under the case law the issue becomes whether the impugned measure can be justified under Section 1 of the Charter. There are several significant cases that show how a *prima facie* violation of 2(b) will nonetheless survive a constitutional challenge after the application of section 1 (*R v Butler* regarding obscenity, *R v Keegstra* regarding hate speech to name two prominent examples). Should a measure restricting leaflet distribution be challenged, a court would likely find a section 2(b) violation but then turn to a full section 1 analysis.

I stress Section 1 because the council has significant control over how this analysis would be determined. As a threshold issue, the city must show that the by-law is in furtherance of a legitimate and substantial objective. This requirement is clearly met because of the harm and distress the distribution of these unwanted leaflets causes to residents. This demonstrable harm could be recited in the preamble to the by-law. While I think the council has already heard enough from residents about it to make this finding, it would be prudent to schedule a PPM to bolster the record. Beyond that, you must show that any violations caused by the by-law is proportionate to the harm it is seeking to address. For example, the measure should be rationally related to the harm, and it should not be vague, arbitrary or overbroad. In addition, care should be taken to craft a measure that restricts the expression rights as little as possible. On this point you might want to limit the ban to specific type of leaflets (graphically portraying what purports to be an aborted fetus) rather than the much broader category of “junk-mail.”

**2. A by-law regulating the distribution of flyers to residential properties in the City of London is a legitimate municipal purpose.**

Concerns have been raised about whether by-law restricting the distribution of flyers to residential properties is a proper municipal purpose which can be pursued by a municipality council. This concern is understandable insofar as there are related federal and provincial measures on this subject. The federal *Canada Post Corporation Act* (R.S.C., 1985, c. C-10) gives the agency the exclusive the exclusive privilege to delivering letters to addresses within Canada (section 14) and the Ontario *Trespass to Property Act* (R.S.O. 1990, Chapter T.21) defines trespass to property, including defining trespass as an offense (sec. 2), a general exception for lawful access (section 3, subdivision 2), and providing notice prohibiting certain activities (sections 4 and 5).

While the city must avoid a direct conflict with the enactments of senior levels of government, a municipality is still able to legislate in the area so long as there is a statutory basis for the measure and so long as it is otherwise constitutionally permissible.

While the solicitor's draft by-law (attachment A to the September 21 CPSC Agenda) recites several broad municipal powers justifying a by-law, another important one needs to be added. Subdivision 6 of section 10(2) of the Municipal Act speaks to: "6. Health, safety and well-being of persons." The information given by members of the public at the meeting should assist the council in determining that a by-law limiting flyer distribution comes within the broad authority.

### **3. There are several constitutionally permissible by-law options the council could enact that are within the scope of its municipal powers**

Given the above constraints, there are several measures that the London City Council could nonetheless enact to address the problems associated with the distribution of graphic images to residences. Briefly they include a measure that (a) limits the distribution of flyers when the occupant places a sign on the premises to the contrary; or (b) requires that the defined images be contained in an opaque envelope with a warning of its contents and an identification of the sender.

The first option is similar to the draft by-law that was attached to the CPSC meeting of September 21, 2021 (Appendix A to staff report, which was returned to civic administration for further elaboration including enforcement provisions).

Another option would be to model a by-law on former Ontario Bill 259, (Viewer Discretion Act, Images of Fetuses, 2021). The operative provision of this approach could provide:

"No person shall deliver or distribute a graphic image of an aborted or otherwise non-viable fetus (or what purports to be such images) to a place of residence in the City of London unless the following conditions are satisfied:

- a. The image is contained in an opaque envelope.
- b. The exterior of the envelope includes a description of the contents.
- c. The exterior of the envelope clearly identifies the sender."

The objective should be clearly stated in the by-law:

"The objective of this by-law is to reduce the harms associated with the residential distribution of unsolicited flyers depicting graphic images of aborted fetuses or what purports to be such images. Such harms include unwanted exposure to disturbing and graphic images, an interference with residents' peaceful enjoyment of their premises, and particular harm to children resulting from exposure to the images."

Further options can be based upon by-law enacted in other cities (including Ottawa and Calgary).

#### 4. Conclusion

It should be stressed that the city is not being asked to take a position on the issue of the legality or morality of abortion or the provision of abortion services. That issue is beyond the scope of a municipal purpose and it is hoped that the speakers at the November 2<sup>nd</sup> PPM will not attempt to broaden the scope of the purpose of the meeting. The opportunity for members of the community to discuss why they believe the distribution of graphic images of aborted fetuses to their residences causes harm is relevant to several issues. This information should help the city make a legislative finding that the purpose and objective of any by-law is the reduction of demonstrated harm in the community. This matter is relevant both to bring the measure with a municipal purpose, and also to show that there is a legitimate and substantial justification and objective for the measure under section 1. Any limitation on expressive activity needs to be carefully justified under section 1 of the Charter, and the city would have the burden of making this showing. It should also be appreciated that other municipalities (i.e., Calgary and Ottawa) have enacted various measures dealing with this problem and their work should be helpful to you.

I will also provide the committee (at the meeting) the general outline of a draft by-law which is modeled on former Bill 259, Viewer Discretion Act (Images of Fetuses), 2021 that was introduced in the Ontario Legislative Assembly on March 8, 2021. I believe a slightly modified version of this of this bill which adopts its main features is appropriate for enactment by a municipality and is more desirable than a general ban on the delivery of leaflets.

As my limited time before the committee at the meeting will not permit a detailed discussion of its provisions, I would be pleased to discuss this further with members of the committee or with members of civic administration.

Samuel Trosow, Associate Professor  
University of Western Ontario  
Faculty of Law, Faculty of Information & Media Studies  
[strosow@uwo.ca](mailto:strosow@uwo.ca) 519 661-2111 x82282

# **Animal Welfare Advisory Committee**

## **Report**

The 9th Meeting of the Animal Welfare Advisory Committee  
October 7, 2021  
Advisory Committee Virtual Meeting - during the COVID-19 Emergency

Attendance                   PRESENT: M. Blosch (Acting Chair), A. Hames, and M. Toplack;  
A. Pascual (Committee Clerk).

ABSENT: W. Brown and P. Lystar.

ALSO PRESENT: O. Katolyk, M. McBride, and B. Westlake-Power.

The meeting was called to order at 5:03 PM; it being noted that the following members were in remote attendance: M. Blosch, A. Hames, and M. Toplack.

### **1. Call to Order**

#### 1.1 Disclosures of Pecuniary Interest

That it BE NOTED that no pecuniary interests were disclosed.

### **2. Scheduled Items**

None.

### **3. Consent**

#### 3.1 8th Report of the Animal Welfare Advisory Committee

That it BE NOTED that the 8th Report of the Animal Welfare Advisory Committee, from its meeting held on September 2, 2021, was received.

### **4. Sub-Committees and Working Groups**

#### 4.1 Sub-Committee Update

That it BE NOTED that M. Blosch provided a verbal presentation with respect to the Sub-Committee Update.

### **5. Items for Discussion**

#### 5.1 Removal of Deceased Animals from Streets and City Property - M. McBride

That it BE NOTED that M. McBride, Animal Welfare Coordinator, provided a verbal update with respect to the removal of deceased animals from streets and City property.

#### 5.2 Recycling Depots and Fishing Line

That the following actions be taken with respect to the recycling depots and fishing line:

- a) the Civic Administration BE REQUESTED to obtain recycling receptacles for used fishing lines and hooks and install signage related to the proper disposal of these items and the proper use of the recycling receptacles; and,

b) a member of the Animal Welfare Advisory Committee BE GRANTED delegation status at the Community and Protective Services Committee, when the above-mentioned matter goes before the Committee, to provide additional information related to the recommendation;

it being noted that the attached information, with respect to this matter, was received.

### 5.3 Budget Expenditure Requests

That the Civic Administration BE REQUESTED to review the coyote signage in City park amenities, in comparison to the related signage posted in Environmentally Significant Areas, with an aim to providing consistent educational signage with respect to coyotes to the public;

it being noted that the Animal Welfare Advisory Committee would be interested in funding any changed or additional signage;

it being further noted that the attached information, with respect to this matter, was received.

### 5.4 Fireworks and Impacts on Wildlife and Pets

That it BE NOTED that the Animal Welfare Advisory Committee (AWAC) held a general discussion with respect to fireworks and the impacts on wildlife and pets; it being further noted that the Sub-Committee will report back to AWAC about possible recommendations for awareness and education materials for pet owners.

### 5.5 Zoos and Mobile Zoos

That it BE NOTED that the Animal Welfare Advisory Committee held a general discussion with respect to zoos and mobile zoos.

## 6. Adjournment

The meeting adjourned at 5:39 PM.

## AWAC Recommendation for Fishing Line Recycling

Improperly discarded fishing line pose a significant problem for fish, wildlife, humans, and the environment. Wildlife ingest, or become entangled, and injured in fishing line and can cause unnecessary messes and pollution. Monofilament fishing line can take 600 years to decompose.

Recently, here in London an osprey was found ensnared and hanging from a bridge. These large birds of prey use our waterways to capture fish, and as is the case with many other birds of prey and song birds, are known to bring non-natural materials such as plastic bags, balloons and fishing line to their nests. The AWAC believes we should take steps to protect these remarkable birds, and all wildlife flora and fauna that call our river home. The incident was shared on social media and many of our Londoners provided comments that reflect observations of an overwhelming problem with discarded lead sinkers and fishing line for wildlife and for humans along our waterways.

“Clear Your Gear” [[www.clearyourgear.ca](http://www.clearyourgear.ca)] is Canada’s national fishing line recycling network established in 2016 to reduce the amount of fishing line and gear left in the environment. They have provided fishing line recycling receptacles at hundreds of outdoor locations, as well as in Bass Pro Shops, Cabela’s, and other retail stores, and municipalities throughout Canada.

“Clear Your Gear” has agreed to send free receptacles for the City of London, as well as free shipping of the collected line to be recycled. They have asked for a formal response that outlines how we intend to meet the following two requirements:

1. Secure local permission/approvals and develop a local network to maintain/empty the units, prior to the units being shipped, and
2. Install the units, take a photo and share the details with the program.

AWAC appreciates and thanks Orest Katolyk for responding to AWAC’s recommended informative signage for anglers on strategic spots along the Thames River as well as interest in working with community partners and AWAC to motivate Londoners to clean up, and properly dispose of fishing line.

We look forward to your consideration, and to making the “Clear Your Gear” fishing line recycling initiative a success in London. The Clear Your Gear Fishing Receptacle is depicted below (left) and the newly installed Anger’s Alert Signage along the Thames River in strategic locations in London Ontario (right).



# 2019-2021 Progress Report



Steve Loney  
Community Relations Volunteer

Clear Your Gear Inc.  
(A Non-Profit Organization)  
[www.clearyourgear.ca](http://www.clearyourgear.ca)

Cell: +1-204-869-7594  
Email: [steve@clearyourgear.ca](mailto:steve@clearyourgear.ca)

Clear Your Gear Inc. 2021



# Our Mission

- ▶ Reduce the impacts of poorly discarded fishing line on wildlife, people & the environment.
- ▶ Educate the public on the impacts of poorly discarded fishing line
- ▶ Expand our network of fishing line recycling receptacles to make recycling easy & convenient.



# Background

- ▶ Clear Your Gear is Canada's national fishing line recycling network was established in late 2016. Initial prototypes were built and deployed throughout 2017 with the [official launch](#) taking place in the spring of 2018. Clear Your Gear was quickly adopted by community groups such as the [The Women That Hunt](#). We are 100% volunteer based and provide FREE volunteer-built fishing line recycling receptacles to retailers, community groups, marinas, lodges and camps. Paid for by sponsors such as Bass Pro Shops Cabela's Outdoor Fund and Build Films. Prepaid shipping boxes are also provided to send the collected line to the recycling depot courtesy of [Berkley](#) Pure Fishing.
- ▶ Requests for FREE recycling receptacles can be made at [ClearYourGear.ca](#). Potential partners must secure local permission to install the receptacle and have volunteers or staff to empty them prior to shipping. We also sell advertising on the bottom of the receptacle for a onetime fee of \$250 (Lifetime Location Sponsorship). *Clear Your Gear currently has over 750 locations in 10 provinces. The Clear Your Gear volunteer network of outdoor and retail locations continues to grow. Our goal is to be in every province and territory by 2022.*



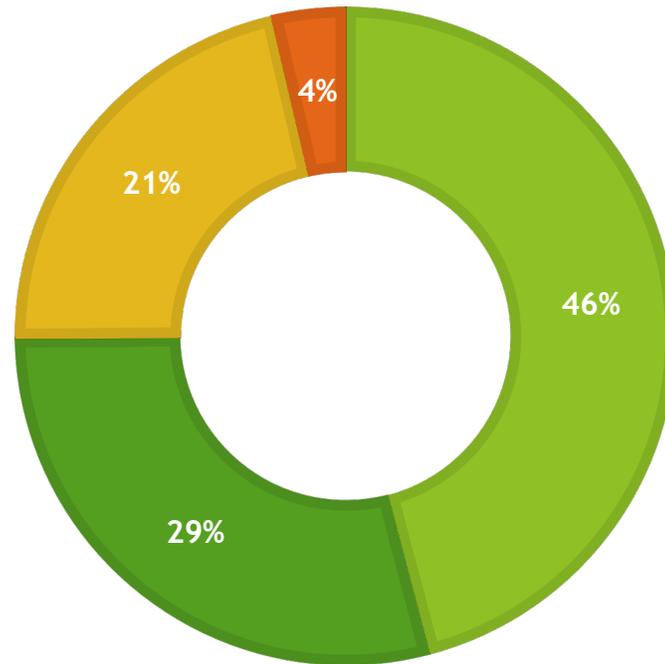
# 2019-2021 Impacts

- ▶ Clear Your Gear manufactured and delivered over 600 recycling receptacles to community groups and retailers since March of 2020 across 10 provinces.
- ▶ British Columbia, Alberta, Quebec, New Brunswick, Nova Scotia, Prince Edward Island, Newfoundland & Labrador were added to the Clear Your Gear volunteer fishing line recycling network.
- ▶ The Bass Pro Shops Cabela's Outdoor Fund, TC Energy, Build Films, Freshwater Fisheries Society of BC, Alberta Conservation Association, EMCO Supply, IPEX Canada, Tofino Marina & Resort, Radka Construction, Enbridge, Cypher Environmental and Cabela's Canada were our top sponsors.
- ▶ We have gained significant interest from communities on the east coast of Canada in recent months.

# \$103,749.38 Raised 2019-2020

## DONATIONS BY CATEGORY

■ Corporate Sponsors ■ Foundations ■ Fundraising ■ Online



# Sponsor Assets 2019-2020

- ▶ Recognition on [Website](#)
- ▶ Logo on recycling receptacles
- ▶ Logo on promotional trailer
- ▶ Logo on promotional tent
- ▶ Featured in radio advertising
- ▶ Social media and video mentions
- ▶ Recognition in appeal letters and welcome packages sent to sponsors and volunteers



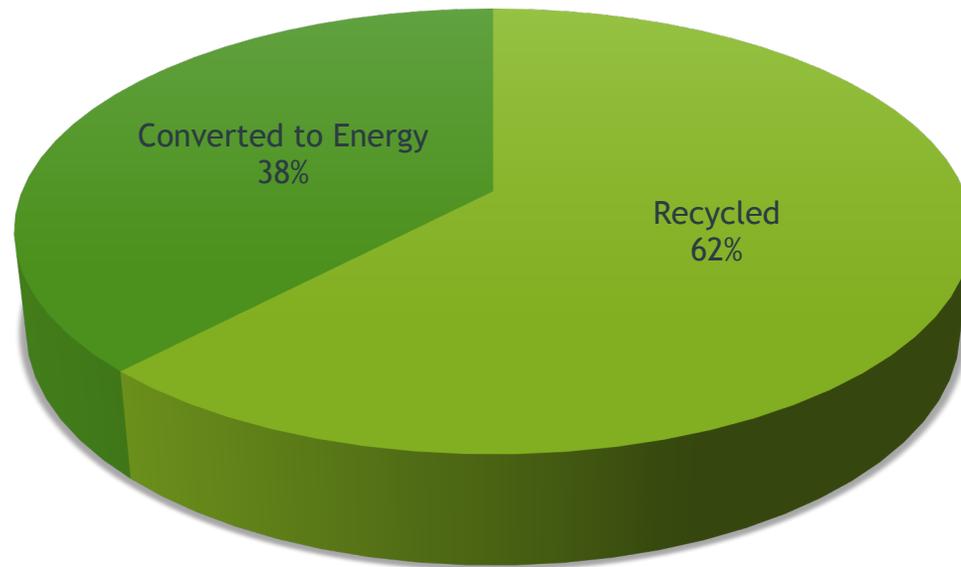
# Volunteers

- ▶ Over 200 volunteers across Canada are currently hosting, maintaining, promoting, and delivering Clear Your Gear recycling receptacles at over 750 locations.
- ▶ 5 volunteers in Manitoba safely assembled 5,100 components into 300 recycling receptacles during the pandemic in 2020.
- ▶ 4 volunteers in Edmonton built 55 units, and 5 volunteers in Winnipeg built 295 units in 2021.
- ▶ Volunteers travelled over 24,000 Km (14,900 miles) to support Clear Your Gear during the 2020-2021 season.
- ▶ Translated our first French language units in 2021.



# 2019 Recycling Data

10,811 lbs Collected by Pure Fishing



■ Recycled ■ Converted to Energy

# Earned Media

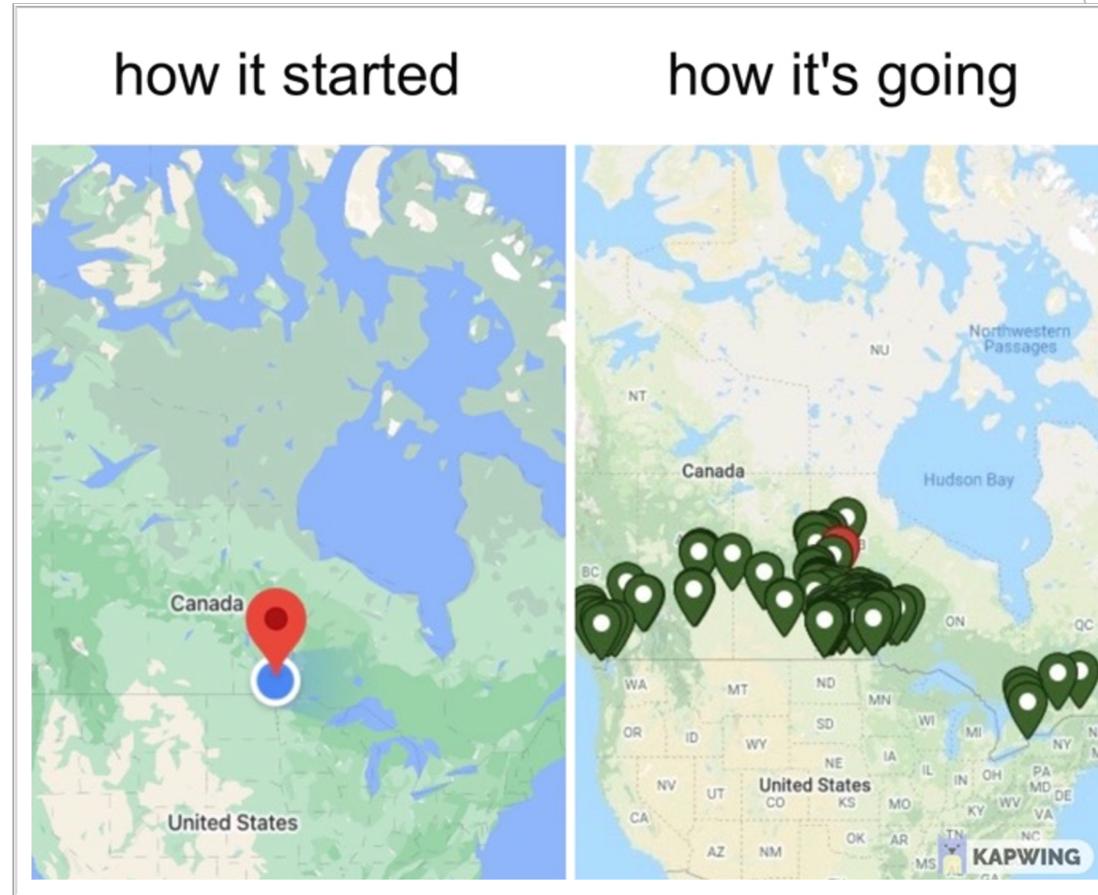
- ▶ CBC Radio Winnipeg
- ▶ [CBC Radio Thunder Bay](#)
- ▶ Clear Your Gear has been recognized as Canada's national volunteer fishing line recycling network by top fishing publications such as [bassmaster.com](#)
- ▶ [Saltwire](#) News

# Social Media

- ▶ Over 327 posts across Instagram, Facebook, & Twitter.
- ▶ Animated [educational video](#) for youth.
- ▶ One of our top [facebook](#) posts reached 10,398 people.

# Retail & Park Location Highlights

- ▶ **Cabela's Canada (National)**
- ▶ **Bass Pro Shops (National)**
- ▶ Canadian Tire (SK, ON)
- ▶ The Fishin' Hole (MB, SK, AB)
- ▶ Gone Fishin' Shop (BC)
- ▶ Pacific Angler (BC)
- ▶ LOTW Sports Headquarters (ON, MB)
- ▶ Fishing Tackles Store (QC)
- ▶ Wild Side Outdoors (AB)
- ▶ Lone Butte Sporting Goods (BC)
- ▶ Smoke N' Fish (MB)
- ▶ Harvester Outdoors (MB)
- ▶ Richards Bait & Tackle (PEI)
- ▶ Bobby's Sport Shop (ON)
- ▶ QSL Tackle (ON)
- ▶ Manitoba Parks (MB)
- ▶ Public Works Canada (MB)



# Key Community Partners

- ▶ Backcountry Hunters & Anglers BC
- ▶ Vancouver Island Fishing for Fun Society BC
- ▶ West Coast Kayak Angler Series BC
- ▶ Tiffany Tasker AB
- ▶ Wishin' I was Fishing Events Inc. SK
- ▶ Fishing Saskatchewan SK
- ▶ Lower Qu'Appelle Watershed Stewards Inc. SK
- ▶ Saskatchewan Ice Fishing Fanatics SK
- ▶ Saskatchewan Parks SK
- ▶ Wildlife Haven Rehabilitation Centre MB
- ▶ Manitoba Parks MB
- ▶ Public Works Canada MB
- ▶ Pembina Valley Fish Enhancement MB
- ▶ City of Kenora ON
- ▶ Sioux Narrows-Nestor Falls Township ON
- ▶ Antigonish Rivers Association NS
- ▶ Slate Falls Airways ON



# Questions?



## Animal Welfare Advisory Committee Budget Expenditure Request:

Wild canids (coyotes and fox) navigate through all of our city's parks, green spaces, and ESA's.

There are increased sightings during specific times of the year, such as when there is less foliage on trees, pup rearing season when food demands are high, and when young adults are dispersing in the fall. City staff and Animal Care and Control are frequently contacted during these times and through out the year, and as a result of chronic dogs off leash, direct and indirect feeding of wildlife, and improper food items disposal in City of London Parks.

The City of London has recognized the need to create a framework of education, enforcement of nuisance feeding and leash by-laws, and the provision of preventative strategies to empower folks to co-exist with wildlife, reduce adverse encounters, and take up one's responsibility in green spaces as it relates to wildlife, pet, and human safety.

The City of London endorsed new Wild Canid signage encompassing all aspects of safety in our ESA's with these principles in mind and in keeping with London's Humane Urban Wildlife Policy. This signage was meant to replace signage that does not assist folks to distinguish sightings from concerns, and does not contain sufficient information to empower folks to avoid, prevent, or discourage adverse encounters. The new signage assists folks to make the connection between the natural history of these species and the unintended consequences of ignoring nuisance feeding, and leash bylaws in green spaces. The signage was also intended to reduce the burden to City of London staff over time, by increasing public awareness of current bylaws, resident responsibilities, and practical tools for wildlife, domestic pet, and human safety.

Replacing the current parks signage with the new signage would bring our City Parks in line with the purpose and goal for all Londoners. Parks bordering wooded and significantly naturalized area hotspots for wildlife nuisance feeding and off leash dog infractions would benefit from being prioritized for this signage. Any additional contact information for the city's purpose could be added if necessary.

The Animal Welfare Advisory Committee would like to use our budget to fund this worthwhile endeavour as we strive to continue to contribute to the City of London's animal welfare and bring education, awareness, prevention, and wildlife safety tools to residents. New informative signage on right.





Photo by Rebecca Richardson

# Advocating Positive Human & Wildlife Experiences

## Be Coyote Aware

### Wildlife Safety

## Never Feed a Coyote

- Never approach a coyote, their den or their pups
- Never allow your pets to chase, harass or corner a coyote
- Obey leash by-laws
- Dispose of all food items at picnic/ cooking areas in designated bins
- Respect and safely admire coyotes from afar

### Coyote Encounter

## If a Coyote is Near

- Pick up small children and pets
- Never run or turn your back
- Wave your arms above your head
- Be BIG and LOUD! Yell “Go away!”
- Slowly back away
- Use hazing techniques such as popping an umbrella, throwing an object or shaking your keys

**For more information and to report  
local coyote sightings:  
[www.london.ca/coyotes](http://www.london.ca/coyotes)**

**Do not feed wildlife**

## What is a Coyote?

While usually associated with agricultural lands, woodlands or brushy areas, Eastern Coyote is able to live in urban centres and developed areas.

Considered a keystone species, they play a vital role in maintaining the health and balance of their ecosystems. Coyotes have keen senses and are highly sociable.

Coyotes mate for life and are attentive parents. Although coyotes are wild animals, they can be curious of human activity. It's important to keep them wary of people. Never approach or attempt to tame a coyote.

## What Do They Eat?

Coyotes play an important role in rodent control. With a diet consisting of a variety of foods, including meat, carrion, fruits and vegetables, coyotes feed mainly on small animals such as rats, mice and voles from spring to fall. They may also be interested in food scraps, fallen fruit from trees, or bird feed. Remember to keep garbage in enclosed trash and compost bins.

## Coyote Awareness

The peak activity periods for coyote and fox are dusk and dawn, but it is not uncommon to see them during daylight hours.

Wild canids do their best to avoid humans. Coyotes and other species may perceive domestic pets as a danger to their family members, competition for resources, or potential prey.

Attracting wildlife, either accidentally by having possible food sources that are accessible or intentionally by feeding, alters natural foraging behaviours and increases encounters between people, wildlife, and domestic pets. Always clean up after your pets to avoid attracting small mammal prey species.

Ensure responsible supervision of children and pets at all times. Obey leash, garbage disposal, and nuisance feeding by-laws.

Be aware! Coyote sightings and vocalizations may increase during seasonal active times of the year such as:

Winter during mating season (Jan to Feb)  
Spring during den selection and pup rearing (Mar to Sept)  
Fall during dispersal of pack members (Sept to Dec)



COYOTE WATCH CANADA



[www.coyotewatchcanada.com](http://www.coyotewatchcanada.com)

UPPER THAMES RIVER  
CONSERVATION AUTHORITY



London  
CANADA

**DEFERRED MATTERS**

**COMMUNITY AND PROTECTIVE SERVICES COMMITTEE**

as of October 25, 2021

<b>File No.</b>	<b>Subject</b>	<b>Request Date</b>	<b>Requested/Expected Reply Date</b>	<b>Person Responsible</b>	<b>Status</b>
1.	<p><b><u>Proposed Accessible Vehicle for Hire Incentive Program – Update</u></b>                      That, on the recommendation of the Managing Director, Development and Compliance Services and Chief Building Official the following actions be taken with respect to the staff report dated September 10, 2019 related to an update on a proposed accessible vehicle for hire incentive program:</p> <p>b) the Civic Administration BE DIRECTED to hold a public participation meeting at a future meeting of the Community and Protective Services Committee with respect to amending the Vehicle for Hire By-law to make the necessary changes to implement an incentive program for accessible vehicles for hire.</p>	September 10, 2019	TBD	Anti Racism, Anti Oppression Service area	
2.	<p><b><u>Special Events Policies and Procedure Manual</u></b>                      That the following actions be taken with respect to the “Special Events Policies and Procedure Manual”:</p> <p>a) the communication dated September 6, 2019 from Councillor A. Kayabaga, with respect to the “Special Events Policies and Procedures Manual” BE RECEIVED; and,</p> <p>b) the Civic Administration BE DIRECTED to review the City’s “Special Events Policies and Procedures Manual” and report back on possible amendment to the Manual to address the following matters:</p> <p>i) the disruption caused by special events being held in the evenings prior to a work and/or school day;</p>	September 10, 2019	June 2022	C. Smith J.P. McGonigle	

File No.	Subject	Request Date	Requested/Expected Reply Date	Person Responsible	Status
	ii) the application of the same rules/restrictions that are in place for Victoria Park to Harris Park; and, iii) increased fines and penalties for special events that contravene the Manual.				
3.	<p><b><u>Short-Term Accommodations - Proposed Regulations</u></b></p> <p>That, on the recommendation of the Managing Director, Development and Compliance Services and Chief Building Official, the following actions be taken with respect to the staff report dated February 19, 2020 related to short-term accommodations:</p> <p>a) the Civic Administration BE DIRECTED to amend all necessary by-laws to address short-term accommodations and hold a public participation meeting at a future meeting of the Community and Protective Services Committee;</p> <p>b) the Civic Administration BE DIRECTED to continue consulting with short-term accommodation platforms on the further collection of Municipal Accommodation Tax;</p>	February 19, 2020	Q4 2021/ Q1 2022	G. Kotsifas O. Katolyk	
4.	<p><b><u>London Community Recovery Network - Ideas for Action by Municipal Council</u></b></p> <p>That, on the recommendation of the Managing Director, Neighbourhood, Children and Fire Services, the Acting Managing Director, Housing, Social Services and Dearness Home, and the Managing Director, Parks and Recreation, the following actions be taken with respect to the staff report dated February 9, 2021 related to the London Community Recovery Network and ideas for action by Municipal Council:</p> <p>ii) the implementation plan for item #2.3 Downtown Recovery – free transit to the downtown, as it relates to transit initiatives to the downtown, BE REFERRED back to the Civic Administration to continue working with the London Transit Commission on this matter, with a report back to a future meeting of the Community and Protective Services Committee (CPSC) when additional details are available; and,</p>	February 9, 2021	TBD	C. Smith K. Dickins S. Stafford	

File No.	Subject	Request Date	Requested/Expected Reply Date	Person Responsible	Status
	iii) implementation plan for item #2.3 Downtown Recovery – free transit to the downtown, as it relates to parking initiatives in the downtown BE REFERRED back to the Civic Administration with a report back to a future meeting of the CPSC when additional details are available;				
5.	<b><u>Affordable Housing Units in London</u></b> That the following actions be taken with respect to the creation of affordable housing units in London: b) the Civic Administration BE DIRECTED to report back to a future meeting of the Community and Protective Services Committee with an implementation plan, inclusive of financial impacts, that sets out the best supports for the development of affordable housing units;	March 30, 2021	TBD	K. Dickins	
6.	<b><u>Animal By-law PH-3</u></b> That the communication, dated April 1, 2021, from Councillor M. Cassidy, with respect to By-law PH-3, being "A by-law to provide for the regulation, restriction and prohibition of the keeping of animals in the City of London", BE REFERRED to the Civic Administration for review and a report back at a future meeting of the Community and Protective Services Committee related to revisions or updates that could be made to the by-law; it being noted that a communication from K. and K. Beattie, as appended to the Added Agenda, with respect to this matter, was received.	April 20, 2021	Q4, 2021	G. Kotsifas O. Katolyk	
7.	<b><u>School Planning</u></b> That the Civic Administration BE DIRECTED to provide an information report at a future meeting of the Community and Protective Services Committee with respect to the roles and responsibilities of the local school boards and how the City of London interacts with the boards related to the items listed in the communication, as appended to the Agenda, from Councillors S. Lewis and P. Squire; it being noted that the above-noted communication, with respect to this matter, was received.	June 22, 2021	TBD	C. Smith	

File No.	Subject	Request Date	Requested/Expected Reply Date	Person Responsible	Status
8.	<p><b><u>Recognizing the Impact of Hosting the COVID-19 Assessment Centres at Oakridge Arena and Carling Heights Optimist Community Centre</u></b></p> <p>That the following actions be taken with respect to the communication, dated July 6, 2021, from Councillors S. Lehman and J. Helmer and Mayor E. Holder, related to Recognizing the Impact of Hosting COVID-19 Assessment Centres at Oakridge Arena and Carling Heights Optimist Community Centre:</p> <p>a) the Civic Administration BE DIRECTED to consult residents, especially those close to the COVID-19 assessment centres, about priorities for new recreational amenities or upgrades to existing recreational amenities in the general area; and,</p> <p>b) the Civic Administration BE DIRECTED to explore potential provincial and federal funding opportunities for recreational infrastructure and to report back with recommended new or upgraded recreational amenities in the general area of both testing centres, along with a recommended source of financing;</p>	July 27, 2021	TBD	C. Smith	
9.	<p><b><u>Property Standards Matters (March 2021 Council Resolution)</u></b></p> <p>That the following actions be taken with respect to the staff report dated September 21, 2021, related to Property Standards Matters (March 2021 Council Resolution):</p> <p>a) the Civic Administration BE DIRECTED to report back at a future meeting of the Community and Protective Services Committee on how a RentSafeLondon by-law enforcement program, modelled after the RentSafeTO program, could be implemented, including proposed fees for registration and building audits;</p>	September 21, 2021	TBD	G. Kotsifas	
10.	<p><b><u>Flyer Deliveries to Residential Properties</u></b></p> <p>That the following actions be taken with respect to the staff report dated September 21, 2021, with respect to Flyer Deliveries to Residential Properties:</p>	September 21, 2021	TBD	G. Kotsifas B. Card	

File No.	Subject	Request Date	Requested/Expected Reply Date	Person Responsible	Status
	a) the matter of flyer deliveries to residential properties BE REFERRED to a future meeting of the Community and Protective Services Committee (CPSC) to provide an opportunity for further discussion of this matter; and, b) the delegation requests from A. Marchand, as appended to the Agenda, and D. Ronson, as appended to the Added Agenda, BE REFFERED to a future meeting of the CPSC;				