



Orientation Manual

**Accessibility
Advisory
Committee
2022-2026**

Date: June 6, 2023

To: Accessibility Advisory Committee Members

From: Charlotte Gravlev, Deputy City Clerk

Re: **General Information – Committee Appointment**

Congratulations on your appointment as a member of the Accessibility Advisory Committee for the term ending November 14, 2026, or until a successor is appointed.

The purpose of this memo is to provide you with additional details regarding your appointment.

Committee Meetings

Attendance

- Attendance at meetings is important so that Accessibility Advisory Committee business is completed.
- If you are unable to attend, need to leave early or expect to arrive late, you are requested to notify the Legislative Coordinator, as soon as you know your schedule. This assists staff to determine if quorum will be achieved and maintained and provides the opportunity to contact the other committee members, if necessary, to confirm their attendance.
- If it is realized prior to the meeting that the committee will not have quorum, the Chair will be advised and the meeting may be cancelled.
- If quorum is not achieved within ½ hour after the scheduled start time, the meeting will be deemed as “failed for quorum” and the names of members who are in attendance will be recorded and the meeting will not proceed.
- As outlined in the Procedure By-law, if citizen members are absent for **three consecutive meetings, without cause, or approval from Council**, the member will be deemed to have resigned and the vacancy will be filled in accordance with the Citizen Appointment Procedures.

Meeting Procedures

- The appointment of the Chair and Vice-Chair or Co-Chairs is scheduled for the first meeting of the “new” committee.
- The “Procedure By-law at a Glance” handout assists the members regarding Council-approved procedures for all meetings.
- The Legislative Coordinator is present at the meetings to record the proceedings and to assist the Chair to ensure that procedures are followed properly.

All Accessibility Advisory Committee business appointments are for the term ending November 14, 2026 or until successors are appointed. As occurred this 2023, this means that this Committee will continue with normal business, if necessary, after the next municipal election in 2026 until the new Council at that time appoints a new committee.

Meeting agendas and minutes are available on the City’s website for your reference at your convenience.

Some meeting materials may be available in alternate formats. If you require such materials, please advise staff.

This orientation eManual includes reference material as you begin your duties. Also, please be assured that City staff is available to assist you.

I wish you an enjoyable and fulfilling experience on the Accessibility Advisory Committee. If you have any questions, please contact myself or Chandra Urquhart, Legislative Coordinator, at (905) 874-2114.

Charlotte Gravlev
Deputy City Clerk
Telephone: (905) 874-2115 Fax: (905) 874-2119
charlotte.gravlev@brampton.ca

cc: Peter Fay, City Clerk
Chandra Urquhart, Legislative Coordinator

Purpose and Mandate:

Under the Ontarians with Disabilities Act, to advise on the preparation of a yearly accessibility plan, including accessibility planning for Brampton Transit; and, to advise Council on the following:

- a. the accessibility to a building, structure or premises, or part of a building, structure or premises:
 - o that the City of Brampton purchases, constructs or significantly renovates
 - o for which the City of Brampton enters into a new lease
 - o that a person provides as municipal capital facilities under an agreement in accordance with the Municipal Act.
- b. accessibility issues relating specifically to Brampton Transit
- c. other Brampton priorities as established by the AAC
- d. any other functions which may be specified by provincial legislation and/or regulation.

Composition:

Minimum of 10 and up to 13 members as follows:

1. at least seven members who are persons with disabilities as defined by the Ontarians with Disabilities Act
2. one Member of Council
3. up to five other members of the community with preference being given to parents and/or caregivers of disabled persons

Accessible Advisory Committee

Orientation

Council Chambers
4th Floor, City Hall

June 6, 2023

Overview

1. Committee Process and Meetings
2. Role of Committee Members

Accessibility Advisory Committee

- [Accessibility Advisory Committee](#) was established by Council Resolution C349-2002
- 2022-2026 term Committee appointed May 3, 2023 by Council Resolution C111-2023, until November 14, 2026 or until successors are appointed.

Accessibility Advisory Committee

Membership

- 7 members of the public, appointed until November 14, 2026, or until successors are appointed

Paula Anderson
Gurleen Garcha
Sherri Hopkins
Kathia Johnson
Nuno Peixoto
Franco Spadafora
Vanessa Tantalo

- **1 Councillor:**
Councillor Rod Power - Wards 7 and 8

Accessibility Advisory Committee

Attendance and Quorum

- **Quorum** = 4 citizen members
a majority of the 4 citizen members to be present to convene a meeting
- If a member is absent for three consecutive meetings, that position may be declared vacant and an alternate member is appointed
- *Please contact Chandra Urquhart if unable to attend a meeting*

Meeting dates and location

- **Quarterly (2nd Tuesday at 6:30 p.m.)**
- meetings held at City Hall (Council Chambers, 4th Floor)

Accessibility Advisory Committee

Responsibility

- To advise on the preparation of municipal accessibility plans

Scope

- Serves an advisory, consultative role
- Does not have decision-making authority, but may make recommendations to City Council through Committee of Council

Meeting Procedures, Agendas and Minutes

AGENDA

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Meeting Procedures

- Council Procedure By-law 160-2004, as amended

<https://www.brampton.ca/EN/City-Hall/Bylaws/All%20Bylaws/ProcedureBy-law-160-2004.pdf>

Agendas

- digitally published the Thursday before the scheduled meeting date
- available on the City website

<https://www.brampton.ca/en/city-hall/meetings-agendas/Pages/Welcome.aspx>

- meeting information available in alternate formats, upon request

Minutes

- Committee recommendations/proceedings recorded in Committee Minutes
- Minutes presented to Committee of Council for approval
- Committee of Council Minutes are approved by Council

Agenda Sections

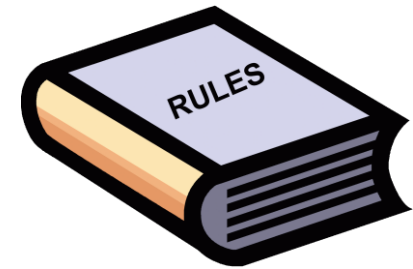


Committee Agenda:

1. Approval of the Agenda
2. Declarations of Interest under the Municipal Conflict of Interest Act
3. Previous Minutes
4. Delegations/Presentations
5. Reports/Updates
6. Other/New Business/Information Items
7. Correspondence
8. Question Period
9. Public Question Period
10. Adjournment

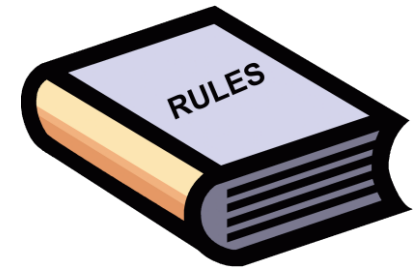
Municipal Conflict of Interest Act

- The Act applies where a **direct or indirect pecuniary (financial benefit) relationship** may exist for a member as a result of a matter before the Committee
 - “relationship” includes parent, spouse, child
- The member must declare a conflict of interest at the beginning of the meeting and excuse themselves from the proceedings and involvement in the decision
- Declaring a conflict is up to the individual member
- New requirement for declaration to also be in writing
- Can seek advice regarding conflict of interest from Integrity Commissioner



Rules of Debate and Decision-Making

- Considering an agenda item:
 - Chair calls the item
 - May be introduction of item by Chair, member, staff
 - Committee considers the item
 - May ask questions of staff/proponent
 - May speak in favor/against the item/issue/proposal
 - Speaking and debate must be relevant to item under consideration



Rules of Debate and Decision-Making

- Making a decision
 - Consensus-based decision-making
 - Committee member introduces a motion to do something
 - Verbal or in writing
 - Does not require a seconder
 - Motion debated and may be amended, referred, deferred
 - After debate, Chair puts motion to a vote
 - Majority vote to pass Motion (does not carry on tie vote)

City By-laws and Policy

- Procedure By-law
<http://www.brampton.ca/EN/City-Hall/Bylaws/All%20Bylaws/ProcedureBy-law-160-2004.pdf>
- Code of Conduct
<http://www.brampton.ca/EN/City-Hall/Pages/CouncilCodeofConduct-2016.aspx>
- Lobbyist Registry
<http://www.brampton.ca/EN/City-Hall/Lobbyist-Gift-Registries/Pages/Welcome.aspx>
- Accessibility Advisory Committee Webpage
<https://www.brampton.ca/EN/City-Hall/Council-Committees/Pages/Accessibility-Advisory-Committee.aspx>

Role of Committee Members

- Be familiar with Committee responsibilities
- Review agenda materials
- Attend meetings
- Listen to the presentations and debate; be respectful of everyone
- Contribute to discussions and ask questions for clarification
- **Work on sub-committees and participate at Committee events**
- Avoid emotional attachment
- If delegating to a Council or other Committee meeting, qualify your role (an interested citizen or Committee representative – if authorized)
- Support the Committee decision once approved
- Avoid criticizing Council decisions
- Refer media inquiries to the Chair or City staff
- Remember staff is available to help
- Enjoy the experience!

Accessibility Advisory Committee

Orientation – June 6, 2023

***Discussion
Questions?***

Committee Contact

**Chandra Urquhart, Legislative Coordinator, City Clerk's
Office, Legislative Services, 905-874-2114**

chandra.urquhart@brampton.ca

Accessibility Advisory Committee 2022-2026

Paula Anderson
Gurleen Garcha
Sherri Hopkins
Kathia Johnson
Nuno Peixoto
Franco Spadafora
Vanessa Tantalo
City Councillor Rod Power – Wards 7 & 8

Staff

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905-874-2110 – email: sylvia.ingham@brampton.ca

Sabrina Cook, Accessibility Coordinator
905-874-5113 – Sabrina.s.cook@brampton.ca

Chandra Urquhart, Legislative Coordinator
905-874-2114 – email: chandra.urquhart@brampton.ca

Schedule of Meetings
Accessibility Advisory Committee
June 2023 – December 2023
Hybrid Meetings – Council Chambers, City Hall

Meeting Dates
June 6, 2023
September 5, 2023
December 5, 2023

Members: If you are unable to attend a meeting, please contact Chandra Urquhart, Legislative Coordinator, at (905) 874-2114 or via email at chandra.urquhart@brampton.ca at your earliest possible convenience.



Accessibility for Life

Procedure By-law - At a Glance For Council Committees and Citizen Advisory Committees	
Additions to an Agenda	Additions to the agenda for a Committee meeting are permitted by a two-thirds majority vote.
Amendments	If an amendment is not contrary, it is voted on before the main motion. The last amendment made is voted on first.
Attendance	If any member of a Committee fails to attend three consecutive regular meetings of that Committee without authorization by Council resolution, that citizen's membership on the Committee is terminated and Council will appoint a new person to fill the vacancy.
Call the Question	The vote will be taken after any member who has not already spoken and wishes to, has spoken. If a member speaks to the motion, he/she may not then immediately call the question.
Chair Not Present	If the Committee Chair does not attend within 15 minutes of the meeting start time, the Co-Chair, Vice-Chair, or other member, will assume the Chair for the meeting, until the arrival of the Chair.
Conflict of Interest	A member is required to declare a conflict of interest prior to any consideration of the matter and to disclose the general nature of the conflict. The conflict must relate to a direct or indirect pecuniary interest, eg. positive or negative financial interest, affecting the member or the member's spouse, child or parent. The member shall not participate in the discussion, vote on any motion regarding the matter, or attempt in any way to influence the voting before, during or after the meeting. Please refer to the <i>Municipal Conflict of Interest Act</i> .
Defer (to a Future Meeting)	To postpone consideration of a matter to a future meeting, the vote on a deferral is taken immediately, that is, there is no discussion or debate on the motion to defer.
Delegations	A delegation is limited to speaking for a maximum of five minutes, unless an extension is agreed upon. If the subject of the delegation is not a matter on the agenda, it will be received without comment and referred to staff for a report, unless there is a majority vote to simply receive the delegation. Delegation requests are directed by the City Clerk's Office to the appropriate Committee.
Interrupt a Speaker	A member is prohibited from interrupting a speaker except on a point of order or point of privilege.
Last Speaker to a Motion	The mover has the right to be the last speaker unless the question is called and then those rules apply (see above).
Minutes	The minutes of each Committee meeting will be presented at the next regular meeting of the appropriate Standing Committee or Council for approval of the recommendations and receipt of the minutes. The Standing Committee or Council may debate and amend any matter contained within the Committee minutes.

Order of Speakers	The order of speakers is as announced by the Chair. Only a speaker may make a motion.
Point of Order	A point of order may be raised at any time, eg. for a breach of the rules.
Point of Privilege	A point of privilege may be raised at any time, eg. for a challenge to the Council's or member's integrity, statements naming a member, rights / privileges of Council, eg. incorrect minutes, conduct of staff/visitors, comfort of members, eg. noise, heat.
Public Question Period	A member of the public in attendance may ask a question regarding any decision made at a meeting. A maximum of 15 minutes is allowed for all public questions.
* Quorum *	A majority of Committee members is required to be present and seated in order to constitute a quorum, unless a Committee terms of reference specify different quorum provisions. If a quorum is not achieved within 30 minutes of the meeting start time, the Legislative Co-ordinator will record the name of the members present and the meeting will not be called to order. If quorum is lost during a meeting, the meeting is recessed and will reconvene when quorum is regained. If quorum is not regained within 30 minutes, the Legislative Co-ordinator will record in the minutes the names of those present and the meeting will end without formal adjournment. The items that were not considered will be placed on the agenda of the next meeting.
Recorded Vote	Any Committee member may request a recorded vote at a Committee meeting.
Recount Vote	A recount may be requested only immediately after the declaration of the vote by the Chair.
Refer (to a Committee or Person Named in the Motion)	A motion to refer will send or direct a matter to another Committee, staff or official named in the motion, for further work or consideration. This motion is debatable, but only the merits of the referral, not the subject. In order to continue to discuss the subject, the motion to refer must be defeated.
Reopen the Question	To discuss a matter already voted on at a meeting, a two-thirds majority is required to reopen the question. To discuss a matter from a previous meeting, a two-thirds majority is required by Council Resolution. If a motion to reopen is lost, it cannot be raised again during the current term of Council.
Speaking – Number of Times a Member may Speak	A Committee member may speak initially for five minutes. He/she may not speak again until everyone else who wants to, has spoken. A member may then speak a second time for five minutes. There is no restriction on the number of times a member may speak.

The above are selected extracts from [Procedure By-law 160-2004](#), as amended. For further information, please refer to the Procedure By-law and/or contact the City Clerk's Office.

August 2017



OFFICE CONSOLIDATION

Procedure By-law 160-2004

(amended by By-laws 71-2005, 351-2005, 362-2005, 194-2006, 23-2007, 62-2007, 195-2007, 378-2007, 405-2007, 85-2008, 86-2008, 313-2008, 219-2009, 132-2011, 158-2012, 37-2013, 74-2013, 271-2013, 376-2014, 25-2015, 4-2016, 44-2016, 169-2016, 224-2016, 264-2017, 77-2018, 232-2018, 240-2019, 51-2020, 67-2020, 118-2020, 156-2020, 4-2021, 49-2022)

To provide rules governing the order and proceedings of the council and the committees of the Council of The Corporation of the City of Brampton (The Procedure By-law 2004) and to repeal By-law 62-81, as amended

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PROCEDURE BY-LAW – By-law 160-2004

(amended by By-laws 71-2005, 351-2005, 362-2005, 194-2006, 23-2007, 62-2007, 195-2007, 378-2007, 405-2007, 85-2008, 86-2008, 313-2008, 219-2009, 132-2011, 158-2012, 37-2013, 74-2013, 271-2013, 376-2014, 25-2015, 4-2016, 44-2016, 169-2016, 224-2016, 264-2017, 77-2018, 232-2018, 240-2019, 51-2020, 67-2020, 118-2020, 156-2020, 4-2021, 49-2022)

To provide rules governing the order and proceedings of the council and the committees of the council of The Corporation of the City of Brampton (The Procedure By-law 2004) and to repeal By-law 62-81, as amended.

WHEREAS subsection 238(2) of the *Municipal Act, 2001*, S.O. 2001, c. 25, as amended, (the “*Municipal Act*”) requires municipalities to pass a procedure by-law governing the calling, place and proceedings of meetings; and,

WHEREAS it is necessary and expedient that there should be rules governing the order and proceedings of the council and the committees of the council of The Corporation of the City of Brampton;

THEREFORE the council of The Corporation of the City of Brampton ENACTS as follows:

1. DEFINITIONS

1.1 For the purposes of this by-law,

- (1) “announcement” means any announcement related to an event of interest to the general public, and shall not include a delegation.
(By-law 376-2014)
- (2) “call the question” means that the vote on the motion shall now be taken.
- (3) “chair” means the Mayor or the presiding officer of a meeting.
- (4) “City” means The Corporation of the City of Brampton.
- (5) “City Councillor” means a member of the council who is elected to be a member of the Council of The Corporation of the City of Brampton.
- (6) “City Manager” means the chief administrative officer of The Corporation of the City of Brampton or designate.

- (7) “Clerk” means the clerk of The Corporation of the City of Brampton or designate.
- (8) “closed session” means that part of a meeting closed to the public in accordance with the provisions of the *Municipal Act*.
- (9) “committee” means any standing committee, functional, ad hoc, advisory committee, subcommittee or other committee or similar entity established for a specific purpose. **(By-law 376-2014)**
- (10) “committee recommendation” means a motion passed by a committee during a committee meeting and recommended for adoption by the council.
- (11) “confirming by-law” means a by-law passed immediately prior to adjournment of every meeting of the council to adopt, ratify and confirm the actions of the council at that meeting.
- (12) “Corporation” means The Corporation of the City of Brampton.
- (13) “consent motion” means a single motion to approve the recommendations arising out of a number of items of business on the agenda of a meeting which items are considered to be routine and non-controversial.
- (14) “council” means the council of The Corporation of the City of Brampton.
- (15) “defer”, “deferred” or “deferral”, when used in connection with a matter or item before the council or a committee, means that the said matter or item is to be dealt with later in the same meeting, or at the next meeting of the same body, or at the meeting of the same body that is specified in the motion to defer.
- (16) “delegation” means a person intending to address the council or committee on a matter where a decision of the council may be required.
- (17) “majority vote” means a vote where more than one-half (1/2) of the members who are present and eligible to vote, vote in the affirmative.
- (18) “meeting” means “any regular, special or other meeting of a council, of a local board or of a committee of them, where,
 - a) A quorum of members is present; and

- b) Members discuss or otherwise deal with any matter in a way that materially advances the business or decision-making of the council, local board or committee.

(By-law 264-2017)

- (19) “member” means a member of the council or a committee.
- (20) “motion” means a proposal by a member to resolve and effect a decision.
- (21) “Newspaper” means a printed publication in sheet form published regularly, that, in the opinion of the Clerk, has such circulation within the municipality as to provide reasonable notice to such persons affected by any public notice **(By-law 378-2007)**.
- (22) “open session” means any part of a meeting not in “closed session”.
- (23) “point of order” means a member calling attention to:
 - a) any breach of the rules of order pursuant to this Procedure By-law; or
 - b) any defect in the constitution of any meeting; or
 - c) the use of improper offensive or abusive language; or
 - d) notice of the fact that the matter under discussion is not within the scope of the proposed motion; or
 - e) any other informality or irregularity in the proceedings of the meeting.
- (24) “point of personal privilege” means a member calling attention to a matter relating to:
 - b) statements challenging the integrity of the council, committee or individual members; or
 - c) an individual member (e.g. statements made during the meeting naming that member specifically, comments regarding a member’s character, an incorrect record of a member’s participation in a meeting contained in minutes approved in a member’s absence); or
 - d) the rights and privileges of the council or committee (e.g. the accuracy of published reports of its proceedings; the conduct of its officers, employees or visitors; the comfort of members with respect to heating, ventilation, lighting, noise).
- (25) “proclamation” means a public statement from the Office of the Mayor to proclaim a specific date, week or month in order to acknowledge a significant event, in accordance with the City’s program. **(By-law 376-2014)**

- (26) “public meeting” means a public meeting under the *Municipal Act* or the *Planning Act*, or any other statute that requires the council to hold a public meeting.
- (27) “public notice” means notice given to the public generally as it relates to an intent to act or take action, an action taken or to hold a public meeting related to a subject matter within the jurisdiction of the City, but does not include notice given only to specified persons **(By-law 378-2007)**.
- (28) “public question period” means that part of a meeting where any member of the public may ask a question related to any item on the agenda for that meeting.
- (29) “quorum” means a majority of the members of the council or committee, unless otherwise provided for by resolution pertaining to a specific committee.
- (30) “question period” means that part of a meeting where any member asks questions of municipal staff regarding any matters within the jurisdiction of the committee.
- (31) “recorded vote” means the recording of the name and vote of every member voting on a motion.
- (32) “refer”, “referred”, or “referral” when used in connection with a matter or item before the council or a committee, means that the said matter or item is referred to the body or person named in the motion to refer, for further consideration and action.
- (33) “Regional Councillor” means a member of the council who is elected to be a member of both the Council of The Corporation of the City of Brampton and the Council of the Regional Municipality of Peel.
- (34) “resolution” means the decision of the council on any motion or committee recommendation.
- (35) “two-thirds majority vote” means a vote where at least two-thirds (2/3) of the members present and eligible to vote, vote in the affirmative.
- (36) “web site” means the official City of Brampton Internet Web Site **(By-law 378-2007)**.

- (37) “workshop” means a meeting of council, intended for all members of council, for the purpose of:
- receiving a briefing on municipal business,
 - discussing emerging priorities and issues, including strategic planning; and,
 - training purposes;
- and which shall be conducted in accordance with Section 20 of this by-law **(By-law 195-2007)**.

1.2 Interpretation

- (1) A word in this by-law interpreted in the singular number has a corresponding meaning when used in the plural. Words importing a single gender should be read to be inclusive of both genders.
- (2) The Clerk shall be responsible to interpret and administer the rules of procedure under this Procedure By-law.

2. COUNCIL AND COMMITTEE MEETINGS – GENERAL

2.1 Inaugural Meeting

The inaugural meeting of the council after a regular election shall be held on the first Monday in December at 8:00 p.m., or on such day and time in December prior to the first Monday as may be fixed by resolution of the council in office at the time of the preceding regular election.

2.2 Time of First Regular Meeting

The first regular meeting of the council following the inaugural meeting of the newly elected council shall be held on such day and time in December as may be fixed by resolution of the council in office at the time of the regular election preceding the inaugural meeting.

2.3. Place of Meetings (By-law 195-2007)

- 1) Regular meetings of the council and standing committees shall be held in the Council Chambers, or other Committee Room at City Hall, 2 Wellington Street West, Brampton.
- 2) Other meetings may be held at any convenient location within or outside the City at the call of the Mayor in accordance with the requirements of this Procedure by-law.

- 3) Public notice of meetings shall be provided as follows:
 - a) notice of meetings shall be published in the annual and monthly calendar of meetings available through the City Clerk's Office, on the City's website, and posted in the Atrium at City Hall
 - b) agendas, including all public attachments, shall be available through the City Clerk's Office, after distribution to the Members of Council
 - c) agendas shall be published whenever possible through the City's website, after distribution to the Members of Council
 - d) any member of the public may obtain a copy of a public matter included on an agenda through the City Clerk's Office, for such charge as may be provided for in the User Fee By-law

2.4 Joint Meetings of Councils

Notwithstanding subsection 2.3, if authorized by resolution prior to the holding of the meeting, the council may meet in joint session with the councils of one or more municipalities for the consideration of matters of common interest. Such meeting may be held in any one of the involved municipalities.

2.5 Standing Committees (By-laws 376-2014, 224-2016, 232-2018, 4-2021)

The following Standing Committees are comprised of the Members of the Council, except the Mayor who shall be an ex-officio member of such committees, as follows:

- 1) Committee of Council, which shall be divided into five sections, each with a Member of Council appointed as Chair and as Vice-Chair(s), and each section to consider and make recommendations to Council for those matters identified:
 - Economic Development Section – Economic Development matters including economic development, Brampton Entrepreneur Centre, competitive policy and business research, and advancing the City's economic development priorities
 - Legislative Services Section – matters within jurisdiction of the Legislative Services Department including legal services, animal services, court administration, risk management, city clerk's office, and also matters related to the enforcement of by-laws and municipal licensing matters;

- Community Services Section – matters within the jurisdiction of the City’s Community Services Department and Fire and Emergency Services, including parks maintenance and forestry, recreation services, fire services, emergency measures, the performing arts, as well as Service Brampton and real estate;
- Corporate Services Section – matters related to services to the Corporation within the jurisdiction of the Chief Administrative Officer and Corporate Support Services Departments, including finance, administration, information technology, human resources, corporate operations, public relations and strategic communications, tourism, film, culture and events;
- Public Works and Engineering Section – matters within the jurisdiction of the City’s Public Works and Engineering Department, including public works and infrastructure, environment and development engineering, construction and maintenance, corporate buildings and property services and Brampton Transit.

The agenda order for the committee sections, and the chair roles for opening and closing the meeting, may be established and amended by Council resolution.

- 2) Planning and Development Committee shall consider and make recommendations to the Council to those matters identified:
 - a) Matters including land use planning, growth management, urban design and operational matters within the jurisdiction of the Chief Building Official;
 - b) Holding of public meetings required by the Planning Act, which shall be conducted in accordance with the rules under the Procedure By-law.

At the commencement of each public meeting, the Chair shall explain the intent of the meeting is to hear the views of the public, and that the members shall not enter into discussion or debate on the subject.

- 3) The Council shall appoint a Chair and a number of Vice-Chairs, as appropriate, of:
 - a) The Planning and Development Committee;
 - b) The Committee of Council sections;

Meetings of each Standing Committee or section shall be chaired by the Chair, pursuant to Section 4 of this by-law and the appropriate Chair or Vice-Chair shall lead discussion of matters under that section.

- (4) At the start of the Council term, the City Clerk shall canvas, for Council approval, Members of Council for their appointment preferences for:
 - a) Chairs and Vice-Chairs of Standing Committees and sections, and
 - b) Membership and Chairs of other functional and ad hoc committees, sub-committees, consultative committees and other bodies.

(By-law 240-2019)

Committee membership and Chair and Vice-Chair positions shall remain as appointed at the beginning of the term, and those members appointed to the Chair and Vice-Chair positions are permitted to rotate between the two positions at their discretion during the term, upon notice provided to the City Clerk. **(By-law 240-2019)**

- 5) The rules governing the Council as set out in sections 7, 9 and 10, and the conduct of members as set out in section 11 shall be observed at meetings of the Standing Committees and other committees, insofar as they are applicable, except that:
 - a) The Chair shall preside at meetings, or in his absence, the Vice-Chair;
 - b) A motion shall not be required to be in writing;
 - c) A motion shall not be required to be seconded;
 - d) The number of times a member may speak on any item shall not be limited unless a member moves to call the question.”

2.6 Other Committees **(By-law 376-2014)**

- 1) The Council may at any time establish and appoint a committee from time to time for such purpose as deemed appropriate, based on terms of reference considered by Council and approved by resolution or by-law.
- 2) The members required to serve on such a committee shall be appointed by resolution.
- 3) The Mayor is an ex-officio member of any committee established by this subsection.

- 4) Any committee established by this subsection that includes members, who are not exclusively members of Council, shall also comply with the City's citizen-based advisory committee guideline and appointment procedure, as approved and amended by Council.
- 5) Each committee shall appoint from among its members a chair and vice-chair, or co-chairs, for approval by resolution.
- 6) Committees established by this subsection shall report to a standing committee or the Council, as set out by resolution.
- 7) The rules governing the Council as set out in sections 7, 9 and 10 and the conduct of members as set out in section 11 shall be observed at meetings of committees, insofar as they are applicable, provided that:
 - a) a motion shall not be required to be in writing;
 - b) a motion shall not be required to be seconded;
 - c) the number of times a member may speak on any item shall not be limited unless a member moves to call the question.

2.7 Regular Meetings

- (1) The regular meetings of the council and committees shall be established on an annual basis by the Clerk, and approved prior to the end of the month of September of the previous calendar year.
- (2) The schedule of regular meetings may be subject to the following exceptions:
 - (a) when otherwise directed by resolution of the council; or
 - (b) when the Mayor or chair advises otherwise with 48 hours notice; or
 - (b) in extenuating circumstances, at the call of the Mayor or chair of the committee.
- (3) **(By-law 376-2014)**
 - (a) The Council shall hold two regular meetings each month on the second and fourth Wednesday commencing at 9:30 a.m. **(By-law 4-2016)**;
 - (b) (i) The standing committees shall meet during the first and third weeks of each month commencing at 9:30 a.m. and adjourning no later than 3:30 p.m., except as provided for in subsection 2.10(1) and 2.7(3)(b)(iii);

- (ii) (Deleted – By-law 195-2007)
 - (iii) The Planning and Development Committee shall meet on the first and third Monday of each month at 7:00 p.m. and 1:00 p.m., respectively. **(By-law 224-2016)**
- (c)
- (i) Notwithstanding subsection (3)(b) above, during the months of July and August, the standing committees shall not meet, and matters which would be heard by that committee shall be directed to a meeting of the Council, or at such other date and time as may otherwise be provided for by resolution;
 - (ii) Notwithstanding subsection (3)(b) above, during the month of December, one regular meeting of the standing committees shall be held on the Wednesday during the first week of the month commencing at 9:30 a.m. and adjourning no later than 3:30 p.m., except as provided for in subsection 2.10(1), or at such other date and time as may otherwise be provided for by resolution;
- (d) Notwithstanding subsection (3)(d) above, during the months of July, August and December, one regular meeting of the Planning and Development Committee shall be held on the second Monday of the month commencing at 7:00 p.m., or at such other date and time as may otherwise be provided for by resolution. **(By-law 224-2016)**
- (4)
- (a)
 - (i) Notwithstanding subsection (3)(a) above, during the months of July and August, one regular meeting of the council shall be held on the second Wednesday of the month commencing at 9:30 a.m., or at such other date and time as may otherwise be provided for by resolution. **(By-law 4-2016)**
 - (ii) Notwithstanding subsection (3)(a) above, during the month of December, one regular meeting of the council shall be held on the second Wednesday of the month commencing at 9:30 a.m., or at such other date and time as may otherwise be provided for by resolution. **(By-law 4-2016)**
 - (b)
 - (i) Notwithstanding subsection (3)(b) above, during the months of July and August, the Committee of Council shall not meet, and matters which would be heard by that committee shall be directed to a meeting of the

council, or at such other date and time as may otherwise be provided for by resolution.

- (ii) Notwithstanding subsection (3)(b) above, during the month of December, one regular meeting of the Committee of Council shall be held on the 1st Wednesday of the month commencing at 9:30 a.m. and adjourning no later than 3:30 p.m., except as provided for in subsection 2.10(1), or at such other date and time as may otherwise be provided for by resolution.
- (c) Notwithstanding subsection (3)(d) above, during the months of July, August and December, one regular meeting of the Planning, Design and Development Committee shall be held on the second Monday of the month commencing at 7:00 p.m., or at such other date and time as may otherwise be provided for by resolution.
- (d) Notwithstanding subsection (3) above, in the year of a municipal election, no regular meetings of the council or standing committees shall be held after the Wednesday following Thanksgiving Day, until the inaugural meeting of the new council **(By-law 362-2005)**.
- (e) Notwithstanding subsection (3) above, in respect for Remembrance Day events and activities leading up to November 11th, and in accordance with similar practices of federal and provincial legislatures in observance of Remembrance Day Week, no meeting be held on the Wednesday preceding Remembrance Day. **(By-law 240-2019)**
- (f) Notwithstanding subsection (3) above, in respect to the Thanksgiving statutory holiday, no meeting be held on the Wednesday preceding the Thanksgiving Monday holiday. **(By-law 240-2019)**
- (5) Notwithstanding subsection 2.7(3), when a regular meeting would fall on a public or civic holiday, the council or committee, as the case may be, shall meet at the same hour on the Wednesday immediately following the public or civic holiday, unless otherwise provided for by resolution.
- (6) Notwithstanding the subsections (1) through (5) above, the Clerk may:

- (a) on direction from the chair, cancel a regular meeting by giving notice of cancellation to the members and to the public,
- (b) in consultation with the chair, appoint a different time of commencement for a meeting other than the one required by this subsection, should the need arise to do so,
- (c) move the time of the commencement of a meeting ahead of its appointed time of commencement, but only if all delegations listed on the agenda for that meeting, and all members of the council or committee, other than the ones who have notified the Clerk of their intention not to attend, are available to be present,
- (d) delay the time of the commencement of a meeting of any committee beyond its appointed time of commencement if the preceding meeting of another committee continues past the time scheduled for the commencement of the next committee meeting.

(7) **(Deleted – By-law 23-2007)**

2.8 **Special Meetings (By-law 195-2007)**

- (1) The Mayor may at any time summon a special meeting of the council upon twenty-four (24) hours notice to the members of the council, which notice shall be given through the Clerk, and which notice shall set out the item(s) to be considered at the special meeting.
- (2) Upon receipt of a petition of the majority of the members of the council, the Clerk shall summon a special meeting for the purpose and at the time set out in the petition, provided that the Clerk shall provide a minimum of twenty-four (24) hours notice to the members of the council of the call of the meeting.
- (3) The chair of a committee may, at any time summon a special meeting of that committee, upon twenty-four (24) hours notice to the members, which notice shall be given through the Clerk, and which notice shall set out the item(s) to be considered at the special meeting.

2.9 **Closed Sessions (By-law 195-2007)**

- (1) A part of a meeting may be closed to the public if the subject being considered is so authorized to be considered in a closed session pursuant to the provisions of the *Municipal Act*, or any other

applicable statute, and such meeting shall be called a “closed session” meeting.

- (2) For any meeting at which there are items to be considered in a closed session, the agenda for that meeting shall identify the subsection(s) of the *Municipal Act*, or other applicable legislation, which authorizes each item to be considered at the closed session.
- (3) The Clerk shall prepare, and have approved by the City Solicitor or designate, an agenda for the closed session which shall include a list of items to be considered and shall identify the subsection of the *Municipal Act*, or other applicable legislation, which authorizes each item to be considered at the closed session. **(By-law 132-2011)**
- (4) The Clerk shall circulate the closed session agenda to all members of the Council and to such staff as directed by the Chief Administrative Officer. **(By-law 376-2014)**
- (5) No item may be added to an agenda for a closed session without the prior approval of the City Solicitor or designate. **(By-law 132-2011)**
- (6) Before a meeting is closed, a motion shall be carried as to:
 - (a) the fact of the holding the closed meeting; and
 - (b) the subsection(s) of the *Municipal Act*, which authorizes each item to be considered at the closed session.
- (7) Once in a closed session, no item may be added to the agenda for that closed session.
- (8) Subject to subsection (9) below, a meeting shall not be closed to the public during the taking of a vote.
- (9) Despite subsection (8) above, during a closed session, a vote may be taken for a procedural matter or for giving directions or instructions to the council or a committee, officers, employees or agents of the City or persons retained by or under contract with the City.
- (10) Minutes shall be kept of all closed sessions, identifying the members present and absent, and the senior staff present, in the same fashion as those kept for open sessions and shall correspond directly to the prepared closed session agenda and shall identify any added items and shall note any direction given pursuant to subsection (9) above.

- (11) No member of the council shall distribute any reports or items, or disclose the nature or content of discussions regarding any matters that are part of a closed session agenda without the prior approval of the council or committee.
- (12) (a) The council or a committee, rather than moving into a closed session, may simply acknowledge the items, without full discussion, on a closed session agenda, and may give direction in accordance with a recommendation included in a report on a closed session agenda, without moving into closed session.

(b) When the option in subsection (a) above has been exercised, the record will include a "Note to File" that will indicate the steps taken.
- (13) For discussion of items regarding confidential matters related to an individual employee during a closed session, the Chief Administrative Officer will designate which staff members may be present and the Chief Administrative Officer may, if appropriate, be the designate of the Clerk for that portion of the closed session.
- (14) The Clerk may require that copies of any reports or documents circulated at a closed session regarding confidential matters related to an individual employee shall be collected by the Clerk and destroyed.
- (15) The Clerk shall be responsible to maintain a confidential copy of all agendas and minutes of closed sessions.
- (16) (a) Any request from a person for an investigation into whether a Council or Committee meeting or part of a meeting, was closed to the public contrary to the *Municipal Act, 2001*, shall be referred by the Clerk to the Investigator appointed by Council for that purpose;

(b) Should the Investigator report a meeting, or part thereof, has been, in their opinion, closed to the public contrary to the *Municipal Act, 2001*, the Council shall pass a resolution stating how the report shall be addressed.

(By-laws 405-2007).

2.10 Length Of Meetings

- (1) Subject to a motion to extend, if any **(By-law 195-2007)**:
 - (a) a meeting shall not carry on past 11:55 p.m.;

- (b) deleted (**By-law 376-2014**)
- (2) Ten (10) minutes prior to the times set out in subsection (1) above, discussion on the item then being considered shall be suspended for the purpose of dealing with the matters set out in subsection (1) above only.
- (3) Notwithstanding subsection (1) above, where a motion to continue is not approved, the meeting shall adjourn only after:
 - (a) a motion to adjourn the meeting to another date and time has been passed; and
 - (b) in the case of a meeting of the council, all the by-laws arising out of business dealt with by the council at that meeting to the time of the proposed adjournment have been presented and dealt with by the council; and
 - (c) in the case of a meeting of the council, a confirming by-law of the proceedings of that meeting up to the time of the proposed adjournment has been presented and dealt with by the council.
- (4) The items on the agenda for a meeting adjourned before all items have been dealt with, shall be placed on the agenda for the next meeting.

2.11 Minutes Of Meetings

- (1) The Clerk shall prepare minutes of all meetings which shall record:
 - (a) The place, date and time of meeting,
 - (b) The name of the chair and vice-chair, or co-chairs, and the attendance of the members,
 - (c) The name of the recording secretary and senior staff present,
 - (d) The proceedings of the meeting, without note or comment, and
 - (e) The time of adjournment.
- (2)
 - (a) The minutes of each meeting of the council shall be presented to the council at the next regular meeting for approval.
 - (b) Notwithstanding subsection (a) above, if the meeting of the council is less than five (5) days prior to a regular meeting of the council, the minutes may be presented to the meeting of the council at the next following regular meeting for approval.

- (3) The presence or absence of the Mayor shall not be shown in the record of attendance for meetings of the standing committees.
- (4) After the minutes of each meeting of the council have been approved by the council, the minutes shall be signed by the Mayor and Clerk.
- (5)
 - (a) The minutes of each meeting of a standing committee shall be presented to the council at the next regular meeting for approval of the recommendations therein and receipt of the minutes.
 - (b) The Chair, or appropriate Vice-Chair, of the Standing Committee or section of the Committee of Council, shall report to Council, during Committee Reports and for a period not to exceed five minutes unless approved by Council, with an overview of the significant business and recommendations of the Committee or section without an item-by-item review. Notwithstanding, the Council may debate and amend, if appropriate, any matter contained within the minutes. **(By-laws 376-2014, 224-2016)**
 - (c) After the minutes of each meeting of the standing committee have been approved by the council, the minutes shall be signed by the chair.
- (6)
 - (a) The minutes of each meeting of other committees shall be presented to the appropriate standing committee or the council at the next regular meeting for approval of the recommendations therein and receipt of the minutes.
 - (b) The standing committee or the council may debate and amend, if appropriate, any matter contained within the minutes.
 - (c) After the minutes of each meeting have been received by the council, the minutes shall be signed by the chair.
- (7) The Clerk is authorized to make:
 - (a) Minor technical or clerical corrections to the minutes after they have been adopted by Council, with appropriate notation included in the minutes identifying the correction, so long as the intent and integrity of the information and/or resolution is not changed. **(By-law 86-2008)**

(b) Minor deletions, additions, or other changes in form to any by-law before the by-law is signed, sealed, numbered, and enacted as a by-law, for the purpose of ensuring correct and complete implementation of the actions that form the subject matter of the by-law. **(By-law 86-2008)**

(8) The Clerk shall maintain a list of outstanding business referred or deferred by Council or a standing committee and shall report quarterly to the Council or standing committee with the list, status, resolution and/or expected reporting date of the outstanding business referred or deferred.

(a) Any outstanding business referred or deferred at the end of the term of Council shall be deemed resolved, unless Council decides otherwise.

(By-law 376-2014)

2.12 Conflicts of Interest

(1) (a) A member shall declare a conflict of interest in accordance with and subject to the provisions of the *Municipal Conflict of Interest Act* and

- shall, prior to any consideration of the matter at a meeting, disclose the interest and the general nature thereof;
- shall not take part in the discussion of, or vote on any motion in respect of the matter; and
- shall not attempt in any way whether before, during or after the meeting to influence the voting on any such motion.

(b) At a meeting at which a member declares a conflict of interest, as soon as possible afterwards, the member shall file a written statement of the interest and its general nature with the clerk and the clerk shall maintain a registry of written statements for public inspection, in accordance with the *Municipal Conflict of Interest Act*.

(By-law 232-2018)

(2) If the conflict under subsection (1) above is with respect to an item on a closed session agenda, in addition to complying with the requirements of subsection (1) above, the member shall forthwith leave the closed session or that part of the closed session during which the matter is under consideration, subject to the provisions of the *Municipal Conflict of Interest Act*.

(By-law 232-2018)

(3) Where the interest of a member has not been disclosed as required by subsection (1) above, by reason of the member's absence from the meeting referred to therein, the member shall disclose the

interest and otherwise comply with subsection (1) above at the first meeting of the council attended by the member after the meeting referred to in subsection (1) above.

2.13 Absent Member May Appoint

By notifying the Clerk (either orally or in writing) before the commencement of a meeting, a member of the council may designate another member of the council to attend a committee meeting on his or her behalf and the member of the council so designated shall be deemed to be a member of the committee for the purposes of that meeting.

2.14 Absence From Meeting

The members of the council or committee shall inform the Clerk of all planned absences, late arrivals, and early departures from a meeting in order that the recording of the minutes of such meeting may accurately reflect attendance (ie. vacation, illness, other municipal business, personal).

In the case of absence by reason of “other municipal business” or “personal”, the members may also advise the Clerk of the general nature of the matter for recording in the meeting minutes. **(By-law 44-2016)**

2.15 Attendance Requirement

- (a) Should any member of a committee, who is not a member of the council, fail to attend three consecutive regular meetings of that committee without authorization from the council by resolution, that person’s membership on the committee is terminated and the council shall appoint a new person to fill that vacancy.
- (b) Should the council, by resolution, authorize a member of a committee, who is not a member of the council, to be absent from meetings of the committee for more than three consecutive meetings, the council may appoint another person to fill that temporary vacancy.

2.16 Process to Appoint and Regulate an Alternate Council Member for a Regional Councillor **(By-law 264-2017)**

- (1) Council may, during its term, appoint one (1) City Councillor to serve as an Alternate Council Member (“alternate member”) for the absence of a Brampton Regional Councillor at a meeting of the Regional Council for any reason, in accordance with Section 268 of the *Municipal Act, 2001*.

- (2) The provisions of Section 19 of the procedure by-law apply, with necessary modifications identified by the Clerk, to appoint an alternate member for a Regional Councillor. Only one (1) alternate member may be appointed at any one time for the term of Council. Should the seat of the alternate member become vacant, then Council may appoint another City Councillor to act as the alternate member.
- (3) The alternate member shall only be used for an absence of a Regional Councillor from a Region of Peel Council meeting.
- (4) If more than one Regional Councillor is absent, the alternate member may only substitute for one of the absent Regional Councillors.
- (5) The alternate member only applies to short-term substitutions when a Regional Councillor is absent from a Region of Peel Council meeting for any reason (planned or unforeseen). Section 267 of the *Municipal Act, 2001*, may also apply and may be considered for longer-term absences.
- (6) A Regional Councillor shall simultaneously notify (in writing) the City Clerk, Regional Clerk, alternate member and Regional Chair of the absence as soon as possible before the scheduled commencement of a Region of Peel Council meeting.
- (7) Only one designation of an alternate member replacement can occur for each Regional Council meeting.
- (8) The City Clerk shall notify (in writing) all Brampton Regional Councillors of the designation of the alternate member for the Regional Council meeting.
- (9) If the Regional Councillor, who was to be absent, and after notification has been provided in writing:
 - (a) attends the Regional Council meeting before the start of the meeting, the alternate member shall immediately withdraw from the meeting and the Regional Councillor shall assume his or her seat at the Regional Council meeting, or
 - (b) attends the Regional Council meeting after the start of the meeting, will be subject to the rules of the Region of Peel Council in regard to the formal representation status of the Regional Councillor and alternate member at that meeting.

- (10) The alternate member, while serving on Regional Council, will not receive additional remuneration from the City of Brampton, and will be subject to all the applicable Region of Peel policies and procedures at the discretion of the Regional Clerk.

3. MAYOR NOT PRESENT

- 3.1 When the Office of the Mayor is vacant, or when the Mayor is unable to carry on their duties through illness or otherwise, or when the Mayor is absent from the office in the course duties, or on vacation or an approved leave, the Deputy Mayor, or in the absence of a Deputy Mayor, an Acting Mayor who shall have all the powers and duties of the Mayor, with respect to the role of presiding at meetings. **(By-laws 264-2017, 49-2022)**
- 3.2 Council may appoint one or more Deputy Mayor(s) with respect to the role of presiding at meetings. **(By-law 49-2022)**
- 3.3 At the beginning of each term of the council, the Clerk shall prepare and circulate a list setting out the month(s) during which each member of the council may be called upon to hold the position of Acting Mayor. **(By-law 49-2022)**
- 3.4 The aforementioned Acting Mayor list shall be prepared by listing the City Councillors in alphabetical order, followed by the Regional Councillors in alphabetical order. **(By-law 49-2022)**
- 3.5 Should any designated member be unable to carry out the duties of Acting Mayor, the designation of Acting Mayor will automatically pass to the next member on the alphabetical listing. **(By-law 49-2022)**

4. ORDER OF BUSINESS AT MEETINGS

4.1 Format of Agenda **(By-laws 376-2014, 25-2015, 232-2018)**

- 1) For each regular meeting of the Council, the Clerk shall have prepared and provided electronically where possible, an agenda with a list of all items to be considered in the following headings:
 - A. Approval of Agenda
 - B. Declarations of Interest
 - C. Adoption of the Minutes
 - D. Consent Motion
 - E. Announcements
 - F. Delegations

- G. Reports from the Head of Council
- H. Reports of Corporate Officials
- I. Reports of Accountability Officers
- J. Committee Reports
- K. Unfinished Business
- L. Correspondence
- M. Resolutions
- N. Notices of Motion
- O. Petitions
- P. Other Business/New Business
- Q. Procurement Matters
- R. Regional Council Business
- S. Public Question Period
- T. By-laws
- U. Closed Session
- V. Confirming By-Law
- W. Adjournment

- 2) For each special meeting of the Council, the Clerk shall have prepared and provided electronically where possible, an agenda with a list of items to be considered in the appropriate headings, but in any case shall include the following in the appropriate order:
- Approval of Agenda
 - Declarations of Interest
 - Public Question Period
 - Confirming By-Law
 - Adjournment
- 3) (a) For each regular or special meeting of a committee, the Clerk shall have prepared and provided electronically where possible, an agenda with a list of all items to be considered under such headings as may be established by the Clerk to effectively manage the business to be considered, but in any case, the agenda shall include the following in the appropriate order:
- Approval of Agenda
 - Declarations of Interest
 - Consent Motion
 - Announcements
 - Regional Council Business
 - Public Question Period
 - Adjournment
- (b) deleted.

4.2 Consent Motion

- (1) The agenda for a meeting shall identify by asterisk (*) those items which are considered to be routine and non-controversial and may be approved by a single motion.
- (2) Any member, before the consent motion is voted on, may remove any number of items of business from the consent motion and each such item shall be dealt with separately and pursuant to section 9 in the order in which the item appears on the agenda.
- (3) Any member, before the consent motion is voted on, may add to the consent motion, any number of items of business from the agenda.
- (4) In the event that a member declares a conflict of interest on an item that is included in the consent motion, that item shall be removed from the consent motion and dealt with separately and pursuant to section 9 in the order in which the item appears on the agenda.
- (5) No matter which requires binding funding commitments for which there is no previously approved funding, unless Council retains its discretion to consider the funding at a future date, shall be included on a consent motion.

4.3. Announcements (By-law 376-2014)

- (1) In the event that a member of the public wishes an announcement to be made at a Council or standing committee meeting, the request and the details shall be received, in writing in a form established by the City and shall include a Member of Council sponsorship, by the Clerk no later than 4:30 p.m. on the Tuesday of the week preceding the meeting.
- (2) It shall be the decision of the Clerk, in consultation with the Mayor, whether the announcement will be included on the agenda, and the Clerk shall notify the sponsoring Member and the person who requested the announcement of the decision made.
- (3) A Member of Council shall be permitted to sponsor only one announcement per Council meeting.
- (4) When an announcement is to be included on the agenda, the Clerk shall make the appropriate arrangements with the sponsoring Member of Council and the member of the public who made the request.

- (5) The agenda shall list the name of the member of the public to make the announcement, the name of the sponsoring Member and the general nature thereof.
- (6) The Member of Council shall be permitted not more than one minute to introduce the announcement and the member of the public making the announcement shall be limited to speaking not more than two minutes.
- (7) The chair or sponsoring Member of Council shall respond on behalf of the Council and no other member shall speak.

4.4 Proclamations **(By-laws 376-2014, 240-2019)**

- (1) Proclamations issued by the Mayor, on behalf of the City and Council, and in accordance with the City's approved Proclamations Protocol, shall be listed on a Council agenda identifying the nature of the proclamation and receiving organization or representative. **(By-law 240-2019)**
- (2) The Mayor shall read issued proclamations at Council meetings on behalf of City Council, and a two-minute speaking opportunity shall be provided to the recipient accepting the proclamation, with presentation receptions occurring outside the meeting. **(By-law 240-2019)**

4.5 Delegations

- (1) Any person may, by written notice to the Clerk, request an opportunity to address the members of the Council on any matter within the jurisdiction of the City.
 - (a) A Member of Council may request an opportunity to address a standing committee on any new business matter within the jurisdiction of the City, in accordance with this section, with such item listed on the appropriate standing committee agenda as a "discussion item".

(By-law 376-2014)

- (2)
 - (a) Every request to be a delegation shall be received by the Clerk no later than 4:30 p.m. on the Tuesday of the week preceding the meeting, and shall include the complete name, address, telephone number, and/or email address, of the person requesting the opportunity to be a delegation, as well as the reasons for the delegation, and, if applicable, the

name, address and telephone number of any person, corporation or organization represented.

- (b) Notwithstanding subsection (a) above, no delegation shall be permitted when the subject matter to be addressed relates to a recommendation of any tribunal that has conducted a hearing under the *Statutory Powers Procedure Act* (**By-law 351-2005**).
- (3) For the purposes of subsections (1) and (2) above, it shall be the decision of the Clerk, in consultation with the Mayor, whether a delegation will be included on an agenda.
- (4) The Clerk shall direct any delegation approved under subsection 3 above to the appropriate committee. Any delegation request to Council regarding new business, not already listed on a Council meeting agenda, shall be directed to the appropriate committee, unless Council decides otherwise by resolution. (**By-law 376-2014**)
- (5) The Clerk shall notify the person who requested the delegation of the decision made under subsection (3) above, and if appropriate, the date and time of the committee to which the delegation is directed under subsection (4) above.
- (6)
 - (a) A delegation wishing to address an item already on the agenda for a meeting shall be listed with reference to the item on the agenda, and such requests, preferably in writing, for delegation shall be accepted by the Clerk until the agenda for that meeting has been finalized for printing purposes. (**By-law 132-2011**)
 - (b) In the event that a request for delegation, preferably in writing, wishing to address an item already on the agenda is received after the agenda has been finalized for printing purposes, the Clerk shall accept such request and shall provide a list of such delegations, in the order they were received, to Council or committee at or before the meeting, and they shall be added to the agenda notwithstanding Section 4.10. (**By-law 132-2011**)
 - (c) At the time a delegation is heard regarding a matter which is the subject of a staff report, the chair may request that staff first provide an overview of the staff report.
 - (d) No delegation shall be permitted to make a request for financial assistance from the Corporation and shall be

advised that any such request must be submitted in writing to the Chief Operating Officer and will be administered within the context of existing policies and procedures. **(By-law 271-2013)**

- (7) Where notice has been published under the provisions of the *Municipal Act* and in accordance with this by-law, that a public meeting is to be held, or that there is an intention to consider a matter, the fact that there may be possible delegations regarding that notice shall be listed on the agenda for that meeting under Delegations on the agenda, and any person present to address that matter shall be heard **(By-law 86-2008)**.
- (8) (a) A delegation to a committee regarding a matter for which there is no staff report on the agenda for that meeting shall be received without comment by members on the subject and the matter shall be referred to staff for a report, unless there is a majority vote to simply “receive” the delegation. **(By-law 376-2014)**.
- (9) Where a particular matter is expected to generate a large number of delegations (namely, ten (10) delegations or more), the council may pass a resolution to hold a special meeting in order to afford all delegations an opportunity to address the committee.
- (10) The priority in which delegations are listed on the agenda shall be in accordance with the following:
 - (a) delegations, if any, in response to a public notice referred to in subsection (7) above **(By-law 195-2007)**;
 - (b) delegations arranged for in accordance with this subsection, in the order in which written notice was received by the Clerk;
 - (c) such other order as may be determined by the Clerk in order to facilitate the efficient management of the matters to be heard.
- (11) A delegation shall sit or stand, as may be appropriate, at a place usually reserved for that purpose or as may be directed by the chair.
- (12) No delegation shall:
 - (a) speak disrespectfully of any person;
 - (b) use offensive words or unparliamentary language;
 - (c) speak on any subject other than the subject for which he received approval to address; or
 - (d) disobey the rules of order or a decision of the chair.

- (13) (a) A delegation shall be limited to speaking not more than five minutes.
- (b) Notwithstanding subsection (a) above, if a delegation has not completed his presentation within the time allotted, the chair, or any member through the chair, shall determine if the extension shall be allowed by immediate vote in which case the time shall be extended for such reasonable time as the chair and members may so determine.
- (14) After a delegation has completed the presentation, members shall each have the opportunity to ask questions of the delegation for clarification purposes only, and without debate. When all members who have indicated a desire to ask questions have been given the opportunity to do so, the delegation shall withdraw from the place designated to make submissions before any debate on the subject of the delegation begins.
- (15) The chair may curtail any delegation, any questions of a delegation or debate during a delegation, for disorder or for any other breach of this Procedure By-law and, should the chair rule that the delegation is concluded, the delegation shall withdraw immediately from the place designated to make submissions as specifically directed by the chair.

4.6 Correspondence and Petitions

- (1) Every item of correspondence and every petition to be presented to the council shall be legibly written or printed and shall not contain any obscene or improper matter or language and shall be signed by at least one person and filed with the Clerk. The Clerk shall not accept any correspondence or petition that contains any obscene or improper language, as determined by the Clerk in consultation with the Mayor.
- (2) Every item of correspondence and every petition shall be received by the Clerk no later than 4:30 p.m. on the Tuesday of the week preceding the meeting and, if, in the opinion of the Mayor, it contains any obscene or improper matter or language, the Mayor shall decide whether it should be included on the agenda. Any correspondence or petition regarding an item already on the agenda, and received after the agenda has been finalized for printing purposes and before the start of the meeting, shall be accepted and the Clerk shall provide the correspondence or petition to Council or committee at or before the meeting, and they shall be added to the agenda notwithstanding Section 4.10. **(By-law 132-**

2011)

- (3) (a) Any item of correspondence or petition within the jurisdiction of a committee shall be referred by the Clerk directly to the appropriate committee, unless the matter relates to a subject or a report already scheduled to be dealt with by the council.
- (b) Any correspondence received from municipalities and local boards outside of the Region of Peel and requesting endorsement or consideration of a resolution shall:
 - (i) be circulated to each member of the Council and as directed by the Chief Administrative Officer;
 - (ii) be placed on the agenda for a meeting of the Council or committee, only at the request of a member of the council or the Chief Administrative Officer; and,
 - (iii) deleted.

(By-law 376-2014)

- (4) No item of correspondence requesting financial assistance from the Corporation shall be submitted to council or committee for consideration and the author of such correspondence shall be advised that any such request must be submitted in writing to the Chief Operating Officer and will be administered within the context of existing policies and procedures. **(By-law 271-2013)**

4.7 Unfinished Business

- (1) Any item on an agenda not disposed of shall be noted and repeated on each subsequent agenda, together with the date of its first appearance, until fully disposed of, unless removed from the agenda by resolution of the council.
- (2) Any item referred to another meeting for disposition shall be included on the agenda for that meeting, together with information as to how the item came to be included on the said agenda.

4.8 Public Question Period **(By-laws 376-2014, 25-2015, 77-2018)**

- (1) The agenda for each Council and committee meeting shall include a public question period during which any member of the public may ask a question related to any decision made by Council or recommendation made by committee on the agenda for that meeting or the section of the meeting as applicable, except a matter dealt with in a closed session

- (2) (a) The maximum time allocated for public questions for Council and other committees, except for Committee of Council, shall be fifteen (15) minutes, unless, by unanimous consent of the members present, the Council or committee agrees to extend that time limit
- (b) The agenda for Committee of Council shall include a public question period for each of the sections referenced in subsection 2.5(1), each to be held in the appropriate order, in addition to a public question period for the entirety of the Committee of Council meeting to be held immediately prior to consideration of items under the Closed Session heading. The maximum time allocated for each public question period in Committee of Council shall be five (5) minutes, unless by unanimous consent of the members present the committee agrees to extend that time limit for the question period.
- (3) Any member of the public asking a question during public question period shall first state their name for the meeting record and succinctly state the question related to the decision or recommendation made at that meeting

4.9 Delivery of Agenda

It shall be the duty of the Clerk to ensure that the agenda for a regular meeting prepared in accordance with subsection 4.1 shall be mailed or delivered to each member not less than forty-eight (48) hours before the hour appointed for the holding of such regular meeting.

4.10 Additions to an Agenda

- (1) Additions to the agenda for a meeting of the council may be permitted by a two-thirds (2/3) majority vote. **(By-law 158-2012)**
- (2) Additions to the agenda for a meeting of a committee may be permitted by a two-thirds (2/3) majority vote.
- (3) Notwithstanding subsections (1) and (2) above, a Notice of Motion may be added to an agenda with a two-thirds (2/3) majority vote provided the motion is to be dealt with at a subsequent meeting.

4.11 Change in Order of Business

A change in the order of items listed on the agenda may be permitted on a majority vote.

5. CALLING A MEETING TO ORDER AND QUORUM

- 5.1 The chair shall call the meeting to order as soon after the hour fixed for the holding of the meeting that a quorum is present.
- 5.2 (a) For a meeting of the council, in the event the Mayor does not attend within fifteen (15) minutes after the time appointed for a meeting, the Deputy Mayor, followed by the Acting Mayor shall assume the chair for the meeting and call the meeting to order and shall preside until the arrival of the Mayor and, while presiding, shall have all the powers of the Mayor. **(By-law 49-2022)**
- (b) For a meeting of a committee, in the event the chair does not attend within fifteen (15) minutes after the time appointed for a meeting, the co-chair or vice-chair, or other member, shall assume the chair for the meeting and call the meeting to order and shall preside until the arrival of the chair and, while presiding, shall have all the powers of the chair.
- 5.3 A majority of the members are required to be present and seated in order to constitute a quorum.
- 5.4 If a quorum is not achieved within one half (1/2) hour after the time appointed for the commencement of the meeting, the Clerk shall record the names of the members present and the meeting shall not be called to order. All items on the agenda shall be included on the agenda for the next regular meeting or special meeting as the case may be.
- 5.5 If during the course of a meeting, the quorum is lost, then the meeting shall stand recessed and shall reconvene when a quorum is regained. In the event that the quorum is not regained within thirty (30) minutes, then the Clerk shall record in the minutes the names of those present and the meeting shall be ended without formal adjournment.
- 5.6 (a) In the case of a meeting of the council, if a meeting ends because the quorum is lost, and no confirming by-law has been passed, all items on the agenda for that meeting shall be placed on the agenda for the next regular meeting or special meeting as the case may be.
- (b) In the case of a meeting of committee, if a meeting ends because the quorum is lost, the items on the agenda for that meeting:
- that were dealt with will be included in the minutes of the meeting with any recommendations therefrom, and
 - that were not dealt with shall be placed on the agenda for the next regular meeting or special meeting as the case may be.

- 5.7 The minutes of a meeting which ended because the quorum was lost, shall note the time that the quorum was lost and shall include the names of the members present at the time the quorum was lost.

6. DUTIES OF THE CHAIR

It shall be the duty of the chair of a meeting to:

- 6.1 open the meeting by taking the chair and calling the meeting to order;
- 6.2 ensure that a quorum is established and is maintained throughout the course of the meeting;
- 6.3 chair the meeting;
- 6.4 announce the business in the order in which it is to be considered;
- 6.5 direct discussion such that all comments shall be through the chair;
- 6.6 receive and submit, in the proper manner, all motions presented by the members, in accordance with section 9;
- 6.7 put to vote all motions which are moved, and seconded when necessary, or all motions that arise in the course of the proceedings, and to announce the results of the votes;
- 6.8 decline to put to vote motions that infringe upon the rules under this Procedure By-law;
- 6.9 restrain the members, when engaged in debate, within the rules of order under this Procedure By-law;
- 6.10 enforce on all occasions the rules and the observance of order and decorum amongst the members, and the conduct of members in accordance with section 11;
- 6.11 undertake all matters required to permit the meetings to proceed in an orderly and efficient manner;
- 6.12 authenticate by signature, when necessary, all applicable by-laws, resolutions and minutes;
- 6.13 recess the meeting for a minimum of ten minutes after two and one-half (2 1/2) hours has passed, unless there is unanimous consent to continue without such;

- 6.14 adjourn the meeting when the business is concluded or at the designated time in accordance with subsection 2.10(1);
- 6.15 adjourn the meeting without question or suspend the meeting to a time to be named by him, if he considers it necessary, because of grave disorder.
- 6.16 in the case of a standing committee meeting, introduce an agenda item or report to the committee for consideration before debate, and may request the vice-chair of the standing committee to do the same. **(By-law 376-2014)**

7. RULES OF DEBATE IN COUNCIL MEETINGS

7.1 Chair at Meetings

The Mayor shall chair at meetings of the council, and in the Mayor's absence, the Deputy Mayor shall chair. In the absence of both the Mayor and Deputy Mayor, the Acting Mayor shall chair. **(By-law 49-2022)**

7.2.1 Speaking at Meetings

- (1) Every member, prior to speaking to any matter or motion, shall ask leave of the chair to so speak.
- (2) When a member is speaking, no other member shall pass between him and the chair or interrupt the member speaking except to raise a point of order or personal privilege.
- (3) When a member desires to address a point of personal privilege, the member shall ask permission of the chair to raise a point of personal privilege. Once permission is granted, the member shall state the point of personal privilege to the chair and the point of personal privilege shall be immediately decided by the chair.
- (4) Thereafter, a member shall only address the chair for the purpose of appealing the chair's decision to the council or committee.
- (5) If no member appeals the decision of the chair, the decision of the chair shall be final.

7.3 Number of Times a Member May Speak

- (1) A member may initially speak on an item of business or motion for five (5) minutes.

- (2) No member shall speak more than once on an item of business until every member who desires to speak has spoken.
- (3) Any member, including the mover of the motion, wishing to speak on an item of business a second time may do so for a further five (5) minutes.

7.4 Member Asking a Question

A member may ask a question only for the purpose of obtaining information relating to the matter under discussion and said question must be stated concisely and asked only of the chair, or through the chair.

7.5 Member To Be Present For Voting

When the chair calls for a vote on a motion, each member shall occupy his seat and shall remain in his place until the chair has declared the result of the vote, and during such time, no member shall walk across the room or speak to any other member or make any noise or cause any disturbance.

7.6 Stating The Motion To Be Voted On

Immediately preceding the taking of a vote, the chair may state the motion in the form introduced, and the manner in which it is to be recorded in the minutes, and shall, if required by a member, state the motion in the precise form.

7.7 No Member Shall Speak Until The Vote Is Taken

After a motion is finally put by the chair, no member shall speak to the motion nor shall any other motion be made until after the vote is taken and the result has been declared by the chair.

7.8 Splitting the Motion

A member may request that a separate vote shall be taken upon each proposal contained in a motion and the vote shall then be taken on each proposal.

7.9 Every Member Present Must Vote

Every member present, when a motion is put, shall, in accordance with the *Municipal Act*, vote thereon unless prohibited by law.

7.10 Manner of Voting

The manner of determining the decision of the council on a motion shall be at the discretion of the chair, and may be by show of hands, standing, or otherwise.

7.11 Member Who Does Not Vote Deemed To Vote In The Negative

If any member present does not vote when a vote is taken, he shall be deemed as voting in the negative, except where he is prohibited from voting by law.

7.12 Recorded Vote

- (1) Any member may request that a recorded vote be taken on any motion.
- (2) When a recorded vote is requested by a member, the Clerk shall call for each member in favour of the motion to rise and be counted and shall then call for each member opposed to the motion to rise and be counted and shall record the name and vote of every member on the motion, or may use such alternative electronic means for voting to record each member in favour and opposed to the motion, and shall announce the result so that the vote of every member is public. **(By-law 132-2011)**
- (3) Any member present who does not vote to indicate that he is in favour of, or opposed to, the motion, shall be deemed as voting in the negative and shall be recorded as voting in the negative, except where he is prohibited from voting by law. **(By-law 132-2011)**

7.13 Tie Vote Loses

In the event that the number of members voting in favour of and the number opposing a motion are equal, that motion will not carry and is deemed to have "lost".

7.14 Member Disagrees With Announcement Of The Vote

If a member disagrees with the announcement of the chair that a motion is carried or lost he may, but only immediately after the declaration by the chair, object to the chair's declaration and request that the vote be retaken.

7.15 Member Disregards The Rules

- (1) If a member:
 - disregards the rules under this Procedure By-law, or
 - disregards a decision of the chair on points of order or privilege, or
 - upon the interpretation of the rules under this Procedure By-law, andpersists in such inappropriate conduct, after having been called to order by the chair, then the chair shall forthwith take a vote, with no amendment, adjournment or debate, for the purpose of deciding whether to order such member to leave his seat for the duration of the meeting
- (2) If a member is ordered to leave his seat for the duration of a meeting, and if the member apologizes, he may, by a further majority vote, be permitted to retake his seat and continue participating in the meeting.

8. NOTICE OF MOTION

- 8.1 Any member may request the Clerk to include a motion on an agenda for a meeting no later than 4:30 p.m. on the Tuesday of the week preceding a meeting at which the motion is to be introduced.
- 8.2 The motion shall be submitted to the Clerk in writing over the signature of the mover and seconder and shall be complete and correct.
- 8.3 The motion shall be printed in full on the agenda for the next meeting and may be considered at that time.
- 8.4 The motion shall be printed in full on the agenda for each succeeding meeting until the motion is considered or otherwise disposed of.
- 8.5 When a member's motion has been called by the chair at two successive meetings and not proceeded with, it shall be removed from the agenda unless the council or committee, by majority vote, otherwise decides.

9. MOTIONS

- 9.1 Motion At Meeting Of The Council To Be In Writing And Seconded

A motion, in a meeting of the council, shall be in writing and formally moved and seconded before it will be recorded in the minutes, and before the chair will take the vote on the motion.

9.2 Motion To be Read Or Stated

When a motion is presented in a meeting of the council in writing it shall be read by the chair or, if it is a motion, which may be presented orally, stated by the chair before debate.

9.3 Motion In Possession Of The Council

After a motion is read or stated by the chair, it shall be deemed to be in possession of the council or committee, as the case may be, but may, with the permission of the council or committee, as the case may be, and the member who moved the motion, be withdrawn at any time before decision or amendment is made.

9.4 Motion To Amend

A motion to amend:

- (1) may be introduced without notice;
- (2) shall be in writing and signed by the mover and seconder if in a meeting of the council, or shall be with the approval of the mover if in a meeting of committee;
- (3) shall be disposed of by the council or committee before a previous amendment or the main motion;
- (4) shall be relevant to the main motion to be received;
- (5) shall not be received if it is contrary to the motion;
- (6) may propose a separate and distinct disposition of a motion;
- (7) shall be voted on in the reverse order to that in which it is moved, pursuant to subsection 9.9.

9.5 Motion To Defer

A motion to defer shall be put to vote immediately without prior debate.

9.6 Motion To Refer

A motion to refer is a motion by which a matter, action or a pending motion can be sent or directed to a committee, staff, other body or official named in the motion, for such purpose as may be named in the motion; and,

- (1) shall include the name of the committee, staff position, other body or official to which the matter is to be referred;

- (2) may be debated, subject to debate being confined to the merits of the referral only, and debate shall not deal with the subject of the main motion; and,
- (3) may be amended.

9.7 Disposition Of Motion

A motion properly before the council or committee for decision must receive disposition before any other motion can be received, except motions in respect of matters listed in subsections 9.8 and 9.9.

9.8 Oral Motions

Despite subsection 9.1, the following motions may be introduced orally without notice or specific permission, except as otherwise provided for in these rules:

- (1) to defer;
- (2) to refer;
- (3) to call the question;
- (4) to suspend the rules;
- (5) any other procedural motion; and
- (6) to adjourn.

9.9 Ranking of Motions

The following list ranks motions in descending order, such that each takes precedence, and must be decided before others ranking below it in the list are decided or dealt with, as follows:

- (1) to sustain a decision of the chair;
- (2) to fix the time to which to adjourn;
- (3) to adjourn, subject to subsection 2.10;
- (4) to recess;
- (5) point of privilege;
- (6) to call the question;
- (7) to limit or extend limits of debate;
- (8) to defer;
- (9) to refer;
- (10) to amend the main motion;
- (11) the main motion.

9.10 Right to Speak First

If the motion pertains to a specific geographic area only within the City of Brampton, the City Councillor, or the Regional Councillor, of the area, has the right to speak first to the motion; and in the event both wish to speak, the chair shall determine who first requested to speak.

9.11 Right to Speak Last

The mover may request the right to be the last member to speak on the motion.

9.12 Call for Motion To Be Read

Any member may require the motion under discussion to be read at any time during the debate but such request shall not be made so as to interrupt a member while speaking.

9.13 Calling the Question

- (1) A member may make a motion to “call the question” in order to end debate on a motion.
- (2) The chair shall take the vote on a motion to “call the question” after each member who wished to speak on the motion has spoken once.
- (3) If a member speaks to the subject of a motion, he may not then immediately “call the question”.
- (4) A motion to “call the question”:
 - (a) cannot be amended;
 - (b) cannot be proposed on the main motion, when there is an amendment under consideration;
 - (c) shall preclude all further amendments of the main motion;
 - (d) when resolved by a majority vote, the motion is to be put forthwith without debate or amendment.

9.14 Motion to Adjourn

Subject to subsection 2.10, a motion to adjourn a meeting may be called at any time, provided that:

- (1) when resolved in the negative, it shall not be made again until after some intermediate proceedings have been completed;
- (2) it shall not be called when a member is speaking or during the verification of a vote;
- (3) it shall not be called immediately following a majority vote on a motion to “call the question”;
- (4) it shall not be debated when a specified time of adjournment is named in the motion;
- (5) it shall not be made at a meeting of the council until a by-law confirming the proceedings of the council at that meeting to the

time of adjournment has been presented and dealt with by the council;

- (6) if the motion to adjourn is defeated, and the meeting is to continue, the council shall first consider, and deal with a by-law repealing the by-law passed pursuant to subsection (5) above.

10. POINTS OF ORDER AND PRIVILEGE

10.1 The chair of a meeting shall preserve order and decide questions of order.

10.2 A member may rise on a point of order.

10.3 When a member rises on a point of order:

- (1) the member shall ask leave of the chair to raise the point of order and, after leave is granted, the member shall state the point of order to the chair and sit down and remain seated until the chair has decided the point of order,
- (2) thereafter, a member shall only address the chair for the purpose of appealing the chair's decision to the council or committee in which the point of order was raised,
- (3) if no member appeals the decision of the chair, the chair's decision shall be final,
- (4) if there is an appeal to the council or committee, the chair shall immediately take a vote to sustain the chair's decision, without debate, and the decision shall be final.

11. CONDUCT OF MEMBERS AT MEETINGS

11.1 No member shall:

- (1) speak disrespectfully of any person;
- (2) use offensive words or unparliamentary language;
- (3) speak on any subject other than the subject in debate or for which he has received approval to address council; or
- (4) disobey the rules or a decision of the chair or of the council or committee on questions of order or practice or upon the interpretation of the rules.

11.2 Procedures that may be used by the chair in the event of a breach of order are as follows, in increasing order of severity provided that the chair may

use any such procedure regardless of order of severity where circumstances warrant:

- (1) advise and correct the member;
 - (2) request an apology or withdrawal of a remark from the member;
 - (3) warn the member;
 - (4) call the member to order, by which the member shall be seated and not speak further until recognized by the chair;
 - (5) name the member, by which the member shall be called to order and further, that the member's name and offence shall be entered into the minutes; and
 - (6) expel or exclude the member.
- 11.3 (1) When a member desires to appeal a ruling of the chair regarding conduct, the member shall give notice to the chair that his ruling is being appealed and shall state the nature of the appeal.
- (2) If there is an appeal to the council or committee with respect to the ruling regarding conduct, then the chair shall immediately take a vote to sustain the decision of the chair, without debate, and the decision shall be final.
- (3) No person in attendance during a meeting shall:
- (1) speak disrespectfully of any person;
 - (2) use offensive words or unparliamentary language;
 - (3) disrupt the meeting or disregard City guidelines for attending Council or committee meetings;
 - (4) disobey the rules or a decision of the chair or of the Council or committee on questions of order or practice or upon the interpretation of the rules.

(By-law 376-2014)

12. DIRECTION TO STAFF BY COUNCIL OR COMMITTEE

- 12.1 The council or committee may, by resolution, give direction to staff to pursue a course of action. An individual Councillor shall not direct staff to undertake an action, expend funds, commit resources or prepare a staff report to Council or a committee, unless authorized by Council. **(By-law 132-2011)**
- 12.2 Despite subsection 12.1, where direction to staff is made by a committee and, for practical and logistical reasons that action must be undertaken prior to council passing a resolution to approve the committee's recommendation (e.g. direction to refer a matter to the meeting of the council at which the committee's recommendation would be considered) such direction may still be given but only on a majority vote.

13. REOPENING A QUESTION

13.1 Reopening a Question At the Same Meeting (By-law 4-2016)

There shall be no further discussion of an item already voted on at a meeting unless:

- (1) there is a two thirds (2/3) majority vote to reopen the question on that item;
- (2) the member who moves the motion to reopen the question must be a member who voted on the prevailing side of the original motion;
- (3) the member shall state the reasons for making the motion.

13.2 Reopening a Question After The Matter Has Been Dealt With By Council (By-law 4-2016)

There shall be no further discussion of a matter previously dealt with by resolution unless:

- (1) notice to that effect has been given pursuant to section 8;
- (2) there is a two thirds (2/3) majority vote to reopen the question when the notice of motion is voted on;
- (3) the member who moves the notice of motion to reopen the question must be a member who voted on the prevailing side of the original motion; and
- (4) the member who moves the notice of motion to reopen the question shall state the reasons for making that motion.

13.3 No Motion To Reopen Shall Be Reconsidered Once Resolved

No motion to reopen the question shall be considered again if there has been a previous motion to reopen the question which was not approved by a two-thirds (2/3) majority vote, within the current term of the council.

14. SUSPENSION OF RULES IN PROCEDURE BY-LAW

Except where it is otherwise provided, any one or more of these rules may be temporarily suspended on a two-thirds (2/3) majority vote, except where such suspension may be contrary to the *Municipal Act*.

15. CONFLICT WITH LEGISLATION

In the event of conflict between the provisions of this Procedure By-law and any legislation, the provisions of the legislation shall prevail.

16. MATTERS NOT PROVIDED FOR IN PROCEDURE BY-LAW

Where a matter is not provided for in the Procedure By-law, or, in the case of conflict with the Procedure By-law, *Bourinot's Rules of Order* may be consulted as an interpretive aid in resolving the problem.

17. REPEAL OF FORMER PROCEDURE BY-LAW

The former Procedure By-law, being By-law 62-81, as amended, is hereby repealed.

18. SHORT TITLE

This by-law shall be known as "The Procedure By-law 2004".

19. PROCESS TO APPOINT ADDITIONAL REGIONAL COUNCILLOR PURSUANT TO BY-LAW 320-2005 (By-law 194-2006)

General Rules

- All members present shall be permitted to vote.
- A member who abstains from voting in any round shall not be permitted to vote in any subsequent rounds.
- Candidates do not need to be present to stand for appointment.
- Candidates may withdraw from standing for appointment after any vote.

Procedures

1. The City Clerk shall call for declaration by interested City Councillors of their decision to stand for appointment as Regional Councillor. This declaration may be made in advance of the Council meeting.
2. The City Clerk shall announce the names of the candidates standing for appointment.

3. Candidates shall be given five (5) minutes each to speak prior to the first round of voting taking place. The order of speakers shall be determined by the City Clerk drawn by lot.
4. The City Clerk shall call each candidate alphabetically according to the candidates' surnames. Voting members shall rise to indicate their vote for each candidate.
5. Each member of Council may vote for up to one fewer than the number of candidates per round. In other words, if the first round holds five candidates, each member may vote any number of candidates to a maximum of four.
6. The City Clerk shall record the votes and announce the results verbally at the end of each round of voting.
7. Rounds of voting shall be conducted as follows.
 - (a) At the end of each round, the candidate receiving the fewest number of votes will be dropped from the ballot.
 - (b) If there is a tie for fewest number of votes cast, the City Clerk shall draw by lot the name of the candidate to be excluded from subsequent rounds of voting.
 - (c) For each subsequent round, the maximum number of votes per member is one fewer than the number of candidates still standing.
 - (d) At end of any round, the City Clerk shall announce the opportunity for any candidate to withdraw from the ballot.
8. If, at the end of any round of voting, a candidate receives the majority of votes cast on that round, that candidate shall be declared the successful candidate and a by-law shall be prepared and submitted to Council for enactment to formally appoint the successful candidate.
9. If the final round of voting ends in a tie, the City Clerk shall draw the unsuccessful candidate's name by lot.
10. The record of votes shall remain part of the public record.

20. **CITY COUNCIL WORKSHOPS (By-law 195-2007)**

- (a) A workshop shall be coordinated through the City Clerk's Office, which shall be responsible for liaising with the Mayor's Office, the Council Office and the City Manager's Office.

- (b) A workshop may include open session and closed session business in accordance with the rules of the Procedure By-law, council policy and applicable legislation.
- (c) Upon confirmation that the workshop is to proceed, the City Clerk's Office shall give notice to all members of council in accordance with this by-law regarding the subject, date, time and location of the workshop.
- (d) Preparation of an "agenda" will be dependent on the subject of the workshop. The City Clerk's Office shall be consulted and shall keep a copy for the public record and public inspection.
- (e) Notice of the workshop subject, date, time and location will be made available to the public in accordance with Subsection 2.3, and comply with any additional requirements set out in council policy or by-law.
- (f) After notice of the workshop has been provided, no new matters will be added to the "agenda" since the appropriate notification will not have been given in accordance with this by-law.
- (g) Quorum of council is not required for the workshop to proceed.
- (h) The City Clerk's Office will prepare "minutes" from the workshop, and any public session "minutes" will be made available to the public for review if a request is received.
- (i) Any member of the public who does attend, will be permitted to observe the workshop during public session.
- (j) No council decisions shall be made at a workshop. Any matter requiring a decision shall be reported back to Committee of Council or City Council for consideration and approval.

21. PUBLIC NOTICE PROVISIONS (By-law 378-2007)

21.1 Circumstances for Public Notice

- (a) Where the City is required to give public notice under this section, the notice shall be given in a form, manner and at the times indicated by this section, unless:
 - (i) The *Municipal Act, 2001*, another act, or a regulation prescribes or permits otherwise;
 - (ii) Another City By-law or resolution prescribes or permits otherwise; or

- (iii) Council directs by resolution a method by which notice is to be given that Council considers adequate to give reasonable notice.
- (b) Where there is a conflict between this section and public notice provisions of the Municipal Act, 2001, another act, regulation, or by-law of City Council, the Municipal Act, 2001, other act, regulation, or by-law shall prevail.
- (c) Where a public notice does not strictly comply with the provisions contained in this section as to form, but would substantially inform a reasonable person of the subject matter to which the public notice relates, the public notice shall be deemed to be adequate, and in compliance with this section.
- (d) Where a public notice is required under the Municipal Act, 2001 but is not provided for specifically in this section, a notice which would substantially inform a reasonable person of the subject matter to which the notice relates, shall be deemed to be adequate, and in compliance with this section.

21.2 Manner of Public Notice

Where public notice of an action or decision, including an intention to pass a by-law or notice of a public meeting, is required to be given by this section, the Clerk shall cause such public notice to be given in a manner in accordance with Schedule A to this by-law.

21.3 Time of Public Notice

Where public notice of an action or decision, including an intention to pass a by-law or notice of a public meeting, is required to be given, such notice shall be provided in the time frame prescribed in the Municipal Act, 2001 or its regulations, and if not so prescribed, notice shall be given at least once during the period of a minimum of five (5) calendar days and not more than twenty-one (21) calendar days prior to the Council or Committee meeting at which the subject matter is to be considered, except where otherwise provided in this section.

21.4 General Provisions

- (a) No public notice shall be required under this section with respect to matters to be considered by Council or Committee at a meeting or part of a meeting that is closed to the public in accordance with the provisions of the *Municipal Act, 2001*.

- (b) Nothing in this section shall prevent the Clerk from using more comprehensive methods of notice or providing for a longer notice period where circumstances warrant in her discretion.
- (c) If the subject matter, for which public notice is required to be given, is deferred or referred at a Council or Committee meeting, no additional public notice is required, except where the Municipal Act, 2001, another act, regulation, by-law or resolution provides otherwise, or the Council or Committee directs otherwise.
- (d) If a matter arises, which in the opinion of the Mayor, or City Manager in consultation with the Mayor, is considered to be of an urgent or time sensitive nature, or which could affect the health or well-being of the residents or property in the municipality, or if a state of emergency is declared, or if so advised by a Provincial Ministry, the public notice requirements of this by-law may be waived by the Mayor and the Clerk shall make reasonable efforts to provide as much notice as the Clerk considers appropriate, having regard to the prevailing circumstances.

21.5 Form of Public Notice

- (a) Unless otherwise prescribed in the *Municipal Act, 2001*, another act, regulation, by-law or resolution, the form of the public notice shall include the following information:
 - (i) A general description of the purpose and/or effect of the subject matter
 - (ii) The date, time and location of any meeting to consider the subject matter
 - (iii) Where the matter relates to a general location, and where appropriate, a key map showing the affected lands
 - (iv) Where the matter relates to a specific location, sufficient information of the location to identify the location
 - (v) Instructions on obtaining any additional information, which may include the contact name, address, telephone number, fax number, email address, and website
 - (vi) The name, title and address of the person who is designated to receive submissions or written comments, and the deadline for receiving such submissions or comments
 - (vii) A statement that no further public notice is required should the subject matter be deferred or referred by Council or Committee at the meeting for which notice is given.

22. ELECTRONIC MEETINGS DURING A DECLARED EMERGENCY (By-law 51-2020)

22.1 Interpretation

In this Section the following shall apply, in addition to the definitions in section 1 of this By-law:

“Emergency” means any period of time during which an emergency has been declaration to exist in all or part of a municipality by the Head of Council or the Province under sections 4 or 7.0.1 of the *Emergency Management Act*;

“Electronic Meeting” means a meeting called and held in full or in part via electronic means (including, but not limited to, audio teleconference, video teleconference, or via means of the internet), and with or without in person attendance;

“Emergency Management Act” means the *Emergency Management and Civil Protection Act*, R.S.O. 1990, Chapter E. 9, as amended;

22.2 Electronic Meetings

A regular meeting or special meeting of Council may be conducted by Electronic Meeting during an Emergency, in accordance with this Section and any Emergency Electronic Meeting Protocol as may be approved by Council, and a committee meeting may be conducted by Electronic Meeting in accordance with any Council approved Emergency Electronic Meeting Protocol as may be adapted by the specific committee, provided such committee meeting is deemed necessary by the CAO, responsible Department Head and City Clerk, in consultation with the Committee Chair(s). **(By-law 67-2020)**

22.3 Quorum and Voting for Electronic Meeting

Members attending and present during an Electronic Meeting shall be counted for purposes of quorum at the commencement and at any point in time during the meeting, and shall be entitled to vote through a vote recorded by the Clerk as if they were attending the meeting in person.

22.4 Closed Session

An Electronic Meeting may include a Closed Session, which shall be conducted in the absence of the public and in accordance with this Section.

22.5 Public Notice of Electronic Meeting

A public notice of an Electronic Meeting shall include sufficient information as to provide the public with a means to electronically access the open session of such Electronic Meeting.

22.6 Delegations In Writing

An Electronic Meeting may include in-person or electronic public delegations where practical, and where impractical only by way of electronic submission received in advance of the meeting, which shall be submitted to the City Clerk's Office at cityclerksoffice@brampton.ca prior to the start of the Electronic Meeting, and shall be provided to Members at the meeting. **(By-law 67-2020)**

22.7 Public Question Period

An Electronic Meeting may include a public question period where practical, and where impractical questions regarding decisions made at the meeting may be submitted during the meeting via email to the Clerk at cityclerksoffice@brampton.ca .

22.8 Application and Conflict

Notwithstanding the foregoing, the Procedure By-law shall continue to apply to an Electronic Meeting held pursuant to this Section, except that this Section and any Emergency Electronic Meeting Protocol approved by Council and any Provincial legislation or order shall prevail to the extent of any conflict.

23. **ELECTRONIC MEETINGS DURING A NON-EMERGENCY PERIOD (By-law 118-2020, 156-2020)**

23.1 The provisions of Section 22 shall remain in effect during a non-emergency period, in accordance with Sections 238 (3.1) and (3.3) of the Municipal Act, 2001, effective from the date when the COVID-19 emergency declaration existing in all or part of a municipality by the Head of Council or the Province under sections 4 or 7.0.1 of the Emergency Management Act has been lifted, for a period of one (1) year, and may be extended by Council Resolution.

Read a first, second and third time, and passed in Open Council this 14th day of June,
2004

Original Signed by:
Susan Fennell, Mayor
Kathryn Zammit, Acting City Clerk

Schedule A – Public Notice Provisions and Methods

**Schedule A to By-law 160-2004 (amended by 378-2007, 85-2008, 219-2009,
169-2016)**

Public Notice Provisions and Methods

1. Notice to the public shall be provided by **website posting** under the following circumstances:

Public and Private Roads

- Intention to pass a by-law related to permanently closing a public road
- Intention to pass a by-law related to altering a public road
- Intention to pass a by-law related to naming or changing a name of a public or private road

Advertising Devices and Signs

- Intention to pass a by-law related to advertising devices or signs

Municipal Capital Facilities

- Passage of a by-law relating to the provision of a municipal capital facility for the City

Licensing and Registrations

- Intention to pass a by-law related to business licenses

Policies and Procedures

- Intention to pass a by-law related to the Procedure By-law

User Fees and Charges under the Municipal Act, 2001

- Intention to pass a by-law related to a new or revised user fee or charge imposed by the municipality

Real Estate Activities (Definitions of terms in accordance with Schedule B, Delegation of Authority By-law 191-2011, as amended) **(By-law 74-2013)**

- Surplus Declaration and Disposal of all Property, except when at least one of the following criteria is met:
 - (i) the property is a permanent easement that is being abandoned;
 - (ii) the property is a street parcel that is being conveyed to a public authority to effect a change of jurisdiction;
 - (iii) the property has a current market value of \$50,000 or less and the conveyance is to a government organization, is routine and within the scope of usual operations of the City,

for which exceptions, no notice to the public is required.

In the following circumstances, notice to the public shall be provided by web posting only:

- (i) Surplus Declaration and Disposal of Property at current market value of \$50,000 or less and the conveyance is either to (a) one or more owners of adjacent property and is initiated by the City , or (b) to a utility or service provider for the installation/maintenance of services
- (ii) Surplus Declaration and Disposal of Property at, or less than, current market value and the conveyance is either (a) to the Region of Peel in compliance with the Standard Operating Procedure for Inter-municipal Transactions, or (b) to a government organization not governed by the Standard Operating Proceed for Inter-municipal Transactions and the property has a current market value of \$50,000 or less.

Heritage Designations (By-law 219-2009)

- Heritage designations under Parts IV and V of the *Ontario Heritage Act*

2. Notice to the public shall be provided by **newspaper publication** under the following circumstances:

Financial Administration

- Publication of the audited financial statements of the municipality for the previous year
- Before voting to adopt an annual or multi-year current or capital budget

Note: Normal operating costs incurred prior to the adoption of the annual current budget shall not require public notice, and approval of such expenditures shall be deemed ratified upon the adoption of the annual current budget.

Municipal Restructuring

- Before Council votes on whether to support or oppose a restructuring proposal
- Intention to pass a by-law related to changing the name of the municipality
- Intention to pass a by-law related to changing the Council composition
- Intention to pass a by-law related to establishing, dissolving or changing wards or ward boundaries

Real Estate Activities

- Commencement of expropriation process for all acquisitions by expropriation regardless of the current market value of property being acquired.

3. Unless noted otherwise, public notice under these circumstances shall be given by the following methods:

- a. **Notice Given by Newspaper Publication** – Notice published at least once in a newspaper before the occurrence of the subject matter of which notice is being given.
 - b. **Notice Given by Website Posting** – Notice published on the City’s website, or other conspicuous place, preceding the occurrence of the subject matter of which notice is being given. In the event the City’s website is not accessible during a portion of the time period notice is to be given, the notice given shall continue to be deemed sufficient and reasonable notice.
 - c. **Notice Given by Meeting Agenda Publication** – Notice published in a City Council or Committee meeting agenda by listing and identifying the subject matter on the agenda of the meeting at which it is to be considered.
4. This Schedule is deemed to be a policy for the purposes of section 270 (1) para. 4. of the *Municipal Act, 2001*, S.O. 2001, c.25 as amended.

Municipal Conflict of Interest Act

R.S.O. 1990, CHAPTER M.50

Consolidation Period: From November 23, 2022 to the [e-Laws currency date](#).

Last amendment: 2022, c. 18, Sched. 3.

Legislative History: 1994, c. 23, s. 2; 1996, c. 32, s. 76; 1997, c. 25, Sched. E, s. 7; 1997, c. 31, s. 156; 1999, c. 6, s. 41; 2002, c. 17, Sched. F, Table; 2005, c. 5, s. 45; 2006, c. 19, Sched. C, s. 1 (1); 2006, c. 32, Sched. C, s. 33; 2006, c. 32, Sched. D, s. 10; 2007, c. 7, Sched. 27; 2007, c. 8, s. 219; 2009, c. 33, Sched. 21, s. 7; 2016, c. 23, s. 58; 2017, c. 10, Sched. 3; 2018, c. 3, Sched. 5, s. 37 (see: 2019, c. 1, Sched. 3, s. 5); 2019, c. 1, Sched. 4, s. 35; 2021, c. 4, Sched. 11, s. 23; 2022, c. 18, Sched. 3.

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Definitions

1 In this Act,

“child” means a child born within or outside marriage and includes an adopted child and a person whom a parent has demonstrated a settled intention to treat as a child of his or her family; (“enfant”)

“controlling interest” means the interest that a person has in a corporation when the person beneficially owns, directly or indirectly, or exercises control or direction over, equity shares of the corporation carrying more than 10 per cent of the voting rights attached to all equity shares of the corporation for the time being outstanding; (“intérêts majoritaires”)

“council” means the council of a municipality; (“conseil”)

“elector” means,

- (a) in respect of a municipality, or a local board thereof, other than a school board, a person entitled to vote at a municipal election in the municipality, and

(b) in respect of a school board, a person entitled to vote at the election of members of the school board; (“électeur”)

“interest in common with electors generally” means a pecuniary interest in common with the electors within the area of jurisdiction and, where the matter under consideration affects only part of the area of jurisdiction, means a pecuniary interest in common with the electors within that part; (“intérêt commun à tous les électeurs”)

“judge” means a judge of the Superior Court of Justice; (“juge”)

“local board” means a school board, board of directors of a children’s aid society, committee of adjustment, conservation authority, court of revision, land division committee, municipal service board, public library board, board of management of an improvement area, board of health, police services board, planning board, district social services administration board, trustees of a police village, board of trustees of a police village, board or committee of management of a long-term care home, or any other board, commission, committee, body or local authority established or exercising any power or authority under any general or special Act in respect of any of the affairs or purposes, including school purposes, of one or more municipalities or parts thereof, but does not include a committee of management of a community recreation centre appointed by a school board or a local roads board; (“conseil local”)

Note: On a day to be named by proclamation of the Lieutenant Governor, the definition of “local board” in section 1 of the Act is amended by striking out “police services board” and substituting “police service board”. (See: 2019, c. 1, Sched. 4, s. 35)

“meeting” includes any regular, special, committee or other meeting of a council or local board, as the case may be; (“réunion”)

“member” means a member of a council or of a local board; (“membre”)

“municipality” includes a board, commission or other local authority exercising any power in respect of municipal affairs or purposes, including school purposes, in territory without municipal organization, but does not include a committee of management of a community recreation centre appointed by a school board, a local roads board or a local services board; (“municipalité”)

“parent” means a person who has demonstrated a settled intention to treat a child as a member of his or her family; (“parent”)

“school board” means a board as defined in subsection 1 (1) of the *Education Act*, and, where the context requires, includes an old board within the meaning of subsection 1 (1) of the *Education Act*; (“conseil scolaire”)

“senior officer” means the chair or any vice-chair of the board of directors, the president, any vice-president, the secretary, the treasurer or the general manager of a corporation or any other person who performs functions for the corporation similar to those normally performed by a person occupying any such office; (“dirigeant”)

“spouse” means a person to whom the person is married or with whom the person is living in a conjugal relationship outside marriage. (“conjoint”) R.S.O. 1990, c. M.50, s. 1; 1997, c. 25, Sched. E, s. 7; 1997, c. 31, s. 156 (1); 1999, c. 6, s. 41 (1); 2002, c. 17, Sched. F, Table; 2005, c. 5, s. 45 (1, 2); 2006, c. 19, Sched. C, s. 1 (1); 2006, c. 32, Sched. D, s. 10; 2007, c. 8, s. 219; 2016, c. 23, s. 58; 2021, c. 4, Sched. 11, s. 23 (1-3).

Section Amendments with date in force (d/m/y)

1997, c. 31, s. 156 (1) - 01/01/1998; 1999, c. 6, s. 41 (1) - 01/03/2000

2002, c. 17, Sched. F, Table - 01/01/2003

2005, c. 5, s. 45 (1, 2) - 13/06/2005

2006, c. 19, Sched. C, s. 1 (1) - 22/06/2006; 2006, c. 32, Sched. D, s. 10 - 01/01/2007

2007, c. 8, s. 219 - 01/07/2010

2016, c. 23, s. 58 - 01/01/2017

2018, c. 3, Sched. 5, s. 37 - no effect - see 2019, c. 1, Sched. 3, s. 5 - 26/03/2019

2019, c. 1, Sched. 4, s. 35 - not in force

2021, c. 4, Sched. 11, s. 23 (1-3) - 19/04/2021

Principles

1.1 The Province of Ontario endorses the following principles in relation to the duties of members of councils and of local boards under this Act:

1. The importance of integrity, independence and accountability in local government decision-making.

2. The importance of certainty in reconciling the public duties and pecuniary interests of members.
3. Members are expected to perform their duties of office with integrity and impartiality in a manner that will bear the closest scrutiny.
4. There is a benefit to municipalities and local boards when members have a broad range of knowledge and continue to be active in their own communities, whether in business, in the practice of a profession, in community associations, and otherwise. 2017, c. 10, Sched. 3, s. 1.

Section Amendments with date in force (d/m/y)

2017, c. 10, Sched. 3, s. 1 - 01/03/2019

Indirect pecuniary interest

2 For the purposes of this Act, a member has an indirect pecuniary interest in any matter in which the council or local board, as the case may be, is concerned, if,

- (a) the member or his or her nominee,
 - (i) is a shareholder in, or a director or senior officer of, a corporation that does not offer its securities to the public,
 - (ii) has a controlling interest in or is a director or senior officer of, a corporation that offers its securities to the public,
 or
 - (iii) is a member of a body,

that has a pecuniary interest in the matter; or

- (b) the member is a partner of a person or is in the employment of a person or body that has a pecuniary interest in the matter. R.S.O. 1990, c. M.50, s. 2.

Interest of certain persons deemed that of member

3 For the purposes of this Act, the pecuniary interest, direct or indirect, of a parent or the spouse or any child of the member shall, if known to the member, be deemed to be also the pecuniary interest of the member. R.S.O. 1990, c. M.50, s. 3; 1999, c. 6, s. 41 (2); 2005, c. 5, s. 45 (3); 2021, c. 4, Sched. 11, s. 23 (4).

Section Amendments with date in force (d/m/y)

1999, c. 6, s. 41 (2) - 01/03/2000

2005, c. 5, s. 45 (3) - 13/06/2005

2021, c. 4, Sched. 11, s. 23 (4) - 19/04/2021

EXCEPTIONS

Where ss. 5, 5.2 and 5.3 do not apply

4 Sections 5, 5.2 and 5.3 do not apply to a pecuniary interest in any matter that a member may have,

- (a) as a user of any public utility service supplied to the member by the municipality or local board in like manner and subject to the like conditions as are applicable in the case of persons who are not members;
- (b) by reason of the member being entitled to receive on terms common to other persons any service or commodity or any subsidy, loan or other such benefit offered by the municipality or local board;
- (c) by reason of the member purchasing or owning a debenture of the municipality or local board;
- (d) by reason of the member having made a deposit with the municipality or local board, the whole or part of which is or may be returnable to the member in like manner as such a deposit is or may be returnable to all other electors;
- (e) by reason of having an interest in any property affected by a work under the *Drainage Act* or by a work under a regulation made under Part XII of the *Municipal Act, 2001* or Part IX of the *City of Toronto Act, 2006*, as the case may be, relating to local improvements;
- (f) by reason of having an interest in farm lands that are exempted from taxation for certain expenditures under the *Assessment Act*;
- (g) by reason of the member being eligible for election or appointment to fill a vacancy, office or position in the council or local board when the council or local board is empowered or required by any general or special Act to fill such vacancy, office or position;

- (h) by reason only of the member being a director or senior officer of a corporation incorporated for the purpose of carrying on business for and on behalf of the municipality or local board or by reason only of the member being a member of a board, commission, or other body as an appointee of a council or local board;
- (i) in respect of an allowance for attendance at meetings, or any other allowance, honorarium, remuneration, salary or benefit to which the member may be entitled by reason of being a member or as a member of a volunteer fire brigade, as the case may be;
- (j) by reason of the member having a pecuniary interest which is an interest in common with electors generally; or
- (k) by reason only of an interest of the member which is so remote or insignificant in its nature that it cannot reasonably be regarded as likely to influence the member. R.S.O. 1990, c. M.50, s. 4; 2002, c. 17, Sched. F, Table; 2006, c. 32, Sched. C, s. 33 (1); 2017, c. 10, Sched. 3, s. 2; 2022, c. 18, Sched. 3, s. 1.

Section Amendments with date in force (d/m/y)

2002, c. 17, Sched. F, Table - 01/01/2003

2006, c. 32, Sched. C, s. 33 (1) - 01/01/2007

2017, c. 10, Sched. 3, s. 2 - 01/03/2019

2022, c. 18, Sched. 3, s. 1 - 23/11/2022

DUTY OF MEMBER

When present at meeting at which matter considered

5 (1) Where a member, either on his or her own behalf or while acting for, by, with or through another, has any pecuniary interest, direct or indirect, in any matter and is present at a meeting of the council or local board at which the matter is the subject of consideration, the member,

- (a) shall, prior to any consideration of the matter at the meeting, disclose the interest and the general nature thereof;
- (b) shall not take part in the discussion of, or vote on any question in respect of the matter; and
- (c) shall not attempt in any way whether before, during or after the meeting to influence the voting on any such question. R.S.O. 1990, c. M.50, s. 5 (1).

Where member to leave closed meeting

(2) Where the meeting referred to in subsection (1) is not open to the public, in addition to complying with the requirements of that subsection, the member shall forthwith leave the meeting or the part of the meeting during which the matter is under consideration. R.S.O. 1990, c. M.50, s. 5 (2).

Exception, consideration of penalty

(2.1) The following rules apply if the matter under consideration at a meeting or a part of a meeting is to consider whether to suspend the remuneration paid to the member under subsection 223.4 (5) or (6) of the *Municipal Act, 2001* or under subsection 160 (5) or (6) of the *City of Toronto Act, 2006*:

- 1. Despite clauses (1) (b) and (c), the member may take part in the discussion of the matter, including making submissions to council or the local board, as the case may be, and may attempt to influence the voting on any question in respect of the matter, whether before, during or after the meeting. However, the member is not permitted to vote on any question in respect of the matter.
- 2. Despite subsection (2), in the case of a meeting that is not open to the public, the member may attend the meeting or part of the meeting during which the matter is under consideration. 2017, c. 10, Sched. 3, s. 3.

When absent from meeting at which matter considered

(3) Where the interest of a member has not been disclosed as required by subsection (1) by reason of the member's absence from the meeting referred to therein, the member shall disclose the interest and otherwise comply with subsection (1) at the first meeting of the council or local board, as the case may be, attended by the member after the meeting referred to in subsection (1). R.S.O. 1990, c. M.50, s. 5 (3).

Section Amendments with date in force (d/m/y)

2017, c. 10, Sched. 3, s. 3 - 01/03/2019

Written statement re disclosure

5.1 At a meeting at which a member discloses an interest under section 5, or as soon as possible afterwards, the member shall file a written statement of the interest and its general nature with the clerk of the municipality or the secretary of the committee or local board, as the case may be. 2017, c. 10, Sched. 3, s. 4.

Section Amendments with date in force (d/m/y)

2017, c. 10, Sched. 3, s. 4 - 01/03/2019

Influence

5.2 (1) Where a member, either on his or her own behalf or while acting for, by, with or through another, has any pecuniary interest, direct or indirect, in any matter that is being considered by an officer or employee of the municipality or local board, or by a person or body to which the municipality or local board has delegated a power or duty, the member shall not use his or her office in any way to attempt to influence any decision or recommendation that results from consideration of the matter. 2017, c. 10, Sched. 3, s. 4.

Exception

(2) However, if a municipality delegates a power to suspend the remuneration paid to a member under subsection 223.4 (5) of the *Municipal Act, 2001* or subsection 160 (5) of the *City of Toronto Act, 2006* to a person or body, and the person or body is considering exercising that power with respect to a member, subsection (1) of this section does not prevent the member from attempting to influence any decision or recommendation of the person or body that results from consideration of the matter. 2017, c. 10, Sched. 3, s. 4.

Section Amendments with date in force (d/m/y)

2017, c. 10, Sched. 3, s. 4 - 01/03/2019

Head of council

5.3 (1) Where a head of council of a municipality either on their own behalf or while acting for, by, with or through another, has any pecuniary interest, direct or indirect, in any matter of the municipality and has a power or duty listed in subsection (2) with respect to the matter, the head of council,

- (a) shall, upon becoming aware of the interest in the matter, disclose the interest by filing a written statement of the interest and its general nature with the clerk of the municipality;
- (b) shall not use the power or exercise the duty with respect to the matter; and
- (c) shall not use their office in any way to attempt to influence any decision or recommendation of the municipality that results from consideration of the matter. 2022, c. 18, Sched. 3, s. 2.

Same

(2) For the purposes of subsection (1), the powers and duties are the powers and duties of a head of council in Part VI.1 of the *Municipal Act, 2001* and Part VI.1 of the *City of Toronto Act, 2006* but do not include the power to delegate in section 284.13 of the *Municipal Act, 2001* and section 226.11 of the *City of Toronto Act, 2006*. 2022, c. 18, Sched. 3, s. 2.

Section Amendments with date in force (d/m/y)

2022, c. 18, Sched. 3, s. 2 - 23/11/2022

RECORD OF DISCLOSURE

Disclosure to be recorded in minutes

6 (1) Every declaration of interest and the general nature thereof made under section 5 shall, where the meeting is open to the public, be recorded in the minutes of the meeting by the clerk of the municipality or secretary of the committee or local board, as the case may be. R.S.O. 1990, c. M.50, s. 6 (1).

Idem

(2) Every declaration of interest made under section 5, but not the general nature of that interest, shall, where the meeting is not open to the public, be recorded in the minutes of the next meeting that is open to the public. R.S.O. 1990, c. M.50, s. 6 (2).

REGISTRY

Requirement to establish registry

- 6.1** (1) Every municipality and local board shall establish and maintain a registry in which shall be kept,
- (a) a copy of each statement filed under section 5.1 or 5.3; and
 - (b) a copy of each declaration recorded under section 6. 2017, c. 10, Sched. 3, s. 5; 2022, c. 18, Sched. 3, s. 3.

Access to registry

- (2) The registry shall be available for public inspection in the manner and during the time that the municipality or local board, as the case may be, may determine. 2017, c. 10, Sched. 3, s. 5.

Section Amendments with date in force (d/m/y)

2017, c. 10, Sched. 3, s. 5 - 01/03/2019

2022, c. 18, Sched. 3, s. 3 - 23/11/2022

REMEDY FOR LACK OF QUORUM

Quorum deemed constituted

- 7 (1) Where the number of members who, by reason of the provisions of this Act, are disabled from participating in a meeting is such that at that meeting the remaining members are not of sufficient number to constitute a quorum, then, despite any other general or special Act, the remaining number of members shall be deemed to constitute a quorum, provided such number is not less than two. R.S.O. 1990, c. M.50, s. 7 (1).

Application to judge

- (2) Where in the circumstances mentioned in subsection (1), the remaining number of members who are not disabled from participating in the meeting is less than two, the council or local board may apply to a judge without notice for an order authorizing the council or local board, as the case may be, to give consideration to, discuss and vote on the matter out of which the interest arises. R.S.O. 1990, c. M.50, s. 7 (2).

Power of judge to declare s. 5, 5.1 or 5.2 not to apply

- (3) The judge may, on an application brought under subsection (2), by order, declare that section 5, 5.1 or 5.2 does not apply to the council or local board, as the case may be, in respect of the matter in relation to which the application is brought, and the council or local board thereupon may give consideration to, discuss and vote on the matter in the same manner as though none of the members had any interest therein, subject only to such conditions and directions as the judge may consider appropriate and so order. R.S.O. 1990, c. M.50, s. 7 (3); 2017, c. 10, Sched. 3, s. 6.

Section Amendments with date in force (d/m/y)

2017, c. 10, Sched. 3, s. 6 - 01/03/2019

ACTION WHERE CONTRAVENTION ALLEGED

Application

- 8** (1) An elector, an Integrity Commissioner of a municipality or a person demonstrably acting in the public interest may apply to a judge for a determination of the question of whether,
- (a) a member has contravened section 5, 5.1, 5.2 or 5.3; or
 - (b) a former member contravened section 5, 5.1, 5.2 or 5.3 while he or she was a member. 2017, c. 10, Sched. 3, s. 7; 2022, c. 18, Sched. 3, s. 4.

Six-week period

- (2) An application may only be made within six weeks after the applicant became aware of the alleged contravention. 2017, c. 10, Sched. 3, s. 7.

Exception

- (3) Despite subsection (2), an application may be made more than six weeks after the applicant became aware of the alleged contravention if all of the following conditions are satisfied:

1. The applicant applied to an Integrity Commissioner for an inquiry under section 223.4.1 of the Municipal Act, 2001 or under section 160.1 of the City of Toronto Act, 2006 in accordance with those sections.

2. The Integrity Commissioner conducted an inquiry under section 223.4.1 of the *Municipal Act, 2001* or under section 160.1 of the *City of Toronto Act, 2006* and the Commissioner,
 - i. has advised the applicant under subsection 223.4.1 (16) of the *Municipal Act, 2001* or under subsection 160.1 (16) of the *City of Toronto Act, 2006* that the Commissioner will not be making an application to a judge,
 - ii. has not completed the inquiry within the time limit set out in subsection 223.4.1 (14) of the *Municipal Act, 2001* or subsection 160.1 (14) of the *City of Toronto Act, 2006*, or
 - iii. has terminated the inquiry under subsection 223.4.1 (12) of the *Municipal Act, 2001* or subsection 160.1 (12) of the *City of Toronto Act, 2006*.
3. The application under this section includes a copy of the applicant's statutory declaration made under subsection 223.4.1 (6) of the *Municipal Act, 2001* or under subsection 160.1 (6) of the *City of Toronto Act, 2006*.
4. The application under this section is made within six weeks after the earlier of the following,
 - i. the day the Commissioner advised the applicant under subsection 223.4.1 (16) of the *Municipal Act, 2001* or under subsection 160.1 (16) of the *City of Toronto Act, 2006* that the Commissioner will not be making an application to a judge,
 - ii. the last day on which the Commissioner is required under subsection 223.4.1 (14) of the *Municipal Act, 2001* or subsection 160.1 (14) of the *City of Toronto Act, 2006* to complete the inquiry referred to in paragraph 2 of this subsection, and
 - iii. the day the inquiry was terminated under subsection 223.4.1 (12) of the *Municipal Act, 2001* or subsection 160.1 (12) of the *City of Toronto Act, 2006*. 2017, c. 10, Sched. 3, s. 7.

Same, application by Integrity Commissioner

(4) Despite subsection (2), an application may be made more than six weeks after the applicant became aware of the alleged contravention if the applicant is an Integrity Commissioner and if the application relates to an inquiry conducted by the Commissioner under section 223.4.1 of the *Municipal Act, 2001* or under section 160.1 of the *City of Toronto Act, 2006*. 2017, c. 10, Sched. 3, s. 7.

No application by Integrity Commissioner during regular election

(5) No application shall be made by an Integrity Commissioner of a municipality during the period of time starting on nomination day for a regular election, as set out in section 31 of the *Municipal Elections Act, 1996*, and ending on voting day in a regular election, as set out in section 5 of that Act. 2017, c. 10, Sched. 3, s. 7.

Limitation

(6) Despite subsections (2), (3) and (4), no application shall be made after the sixth anniversary of the alleged contravention. 2017, c. 10, Sched. 3, s. 7.

Contents of notice of application

(7) The notice of application shall state the grounds for finding that the member or former member contravened section 5, 5.1, 5.2 or 5.3. 2017, c. 10, Sched. 3, s. 7; 2022, c. 18, Sched. 3, s. 4.

Section Amendments with date in force (d/m/y)

2017, c. 10, Sched. 3, s. 7 - 01/03/2019

2022, c. 18, Sched. 3, s. 4 - 23/11/2022

Power of judge

9 (1) If the judge determines that the member or former member contravened section 5, 5.1, 5.2 or 5.3, the judge may do any or all of the following:

1. Reprimand the member or former member.
2. Suspend the remuneration paid to the member for a period of up to 90 days.
3. Declare the member's seat vacant.
4. Disqualify the member or former member from being a member during a period of not more than seven years after the date of the order.

5. If the contravention has resulted in personal financial gain, require the member or former member to make restitution to the party suffering the loss, or, if the party's identity is not readily ascertainable, to the municipality or local board, as the case may be. 2017, c. 10, Sched. 3, s. 7; 2022, c. 18, Sched. 3, s. 4.

Same

(2) In exercising his or her discretion under subsection (1) the judge may consider, among other matters, whether the member or former member,

- (a) took reasonable measures to prevent the contravention;
- (b) disclosed the pecuniary interest and all relevant facts known to him or her to an Integrity Commissioner in a request for advice from the Commissioner under the *Municipal Act, 2001* or the *City of Toronto Act, 2006* and acted in accordance with the advice, if any, provided to the member by the Commissioner; or
- (c) committed the contravention through inadvertence or by reason of an error in judgment made in good faith. 2017, c. 10, Sched. 3, s. 7.

Section Amendments with date in force (d/m/y)

2017, c. 10, Sched. 3, s. 7 - 01/03/2019

2022, c. 18, Sched. 3, s. 4 - 23/11/2022

10 REPEALED: 2017, c. 10, Sched. 3, s. 7.

Section Amendments with date in force (d/m/y)

1997, c. 31, s. 156 (2) - 01/01/1998

2017, c. 10, Sched. 3, s. 7 - 01/03/2019

Appeal to Divisional Court

11 (1) An appeal lies from any order made under section 9 to the Divisional Court in accordance with the rules of court. R.S.O. 1990, c. M.50, s. 11 (1); 2017, c. 10, Sched. 3, s. 8.

Judgment or new trial

(2) The Divisional Court may give any judgment that ought to have been pronounced, in which case its decision is final, or the Divisional Court may grant a new trial for the purpose of taking evidence or additional evidence and may remit the case to the trial judge or another judge and, subject to any directions of the Divisional Court, the case shall be proceeded with as if there had been no appeal. R.S.O. 1990, c. M.50, s. 11 (2).

Appeal from order or new trial

(3) Where the case is remitted to a judge under subsection (2), an appeal lies from the order of the judge to the Divisional Court in accordance with the provisions of this section. R.S.O. 1990, c. M.50, s. 11 (3).

Section Amendments with date in force (d/m/y)

2017, c. 10, Sched. 3, s. 8 - 01/03/2019

Proceedings not invalidated but voidable

12 (1) A member's failure to comply with section 5, 5.1, 5.2 or 5.3 does not invalidate any proceedings in respect of a matter referred to in those sections, but those proceedings are voidable in the circumstances described in subsection (2). 2017, c. 10, Sched. 3, s. 9; 2022, c. 18, Sched. 3, s. 4.

Declaring proceedings void

(2) Subject to subsection (3), if a member has failed to comply with section 5, 5.1, 5.2 or 5.3 in respect of a matter referred to in those sections, the municipality or local board, as the case may be, may declare the proceedings to be void before the second anniversary of the date of the passing of the by-law or resolution authorizing the matter. 2017, c. 10, Sched. 3, s. 9; 2022, c. 18, Sched. 3, s. 4.

Exception

(3) Subsection (2) does not apply if declaring the proceedings to be void would adversely affect the rights that any person who acted in good faith and without actual notice of the failure to comply with section 5, 5.1, 5.2 or 5.3 acquired under or by virtue of the proceedings. 2017, c. 10, Sched. 3, s. 9; 2022, c. 18, Sched. 3, s. 4.

Section Amendments with date in force (d/m/y)

2017, c. 10, Sched. 3, s. 9 - 01/03/2019

2022, c. 18, Sched. 3, s. 4 - 23/11/2022

Other proceedings prohibited

13 (1) A proceeding that relates to a member's or former member's alleged conflict of interest and seeks a remedy described in subsection 9 (1) shall be brought only under this Act. 2017, c. 10, Sched. 3, s. 9.

Same

(2) Subsection (1) does not affect the power of a municipality or a local board to reprimand a member or suspend a member's remuneration under subsection 223.4 (5) or (6) of the *Municipal Act, 2001* or under subsection 160 (5) or (6) of the *City of Toronto Act, 2006*. 2017, c. 10, Sched. 3, s. 9.

Section Amendments with date in force (d/m/y)

2017, c. 10, Sched. 3, s. 9 - 01/03/2019

GENERAL

Insurance

14 (1) Despite section 279 of the *Municipal Act, 2001* or section 218 of the *City of Toronto Act, 2006*, as the case may be, the council of every municipality may at any time pass by-laws,

- (a) for contracting for insurance;
- (b) despite the *Insurance Act*, to enable the municipality to act as an insurer; and
- (c) for exchanging with other municipalities in Ontario reciprocal contracts of indemnity or inter-insurance in accordance with Part XIII of the *Insurance Act*,

to protect a member of the council or of any local board thereof who has been found not to have contravened section 5, 5.1, 5.2 or 5.3 against any costs or expenses incurred by the member as a result of a proceeding brought under this Act, and for paying on behalf of or reimbursing the member for any such costs or expenses. R.S.O. 1990, c. M.50, s. 14 (1); 2002, c. 17, Sched. F, Table; 2006, c. 32, Sched. C, s. 33 (2); 2017, c. 10, Sched. 3, s. 10 (1); 2022, c. 18, Sched. 3, s. 4.

Insurance Act does not apply

(2) The *Insurance Act* does not apply to a municipality acting as an insurer for the purposes of subsection (1). R.S.O. 1990, c. M.50, s. 14 (2).

Surplus funds

(3) Despite section 387 of the *Insurance Act*, any surplus funds and the reserve fund of a municipal reciprocal exchange may be invested only in accordance with subsection 279 (2) of the *Municipal Act, 2001* or subsection 218 (3) of the *City of Toronto Act, 2006*, as the case may be. 2017, c. 10, Sched. 3, s. 10 (2).

Reserve funds

(4) The money raised for a reserve fund of a municipal reciprocal exchange may be expended or pledged for, or applied to, a purpose other than that for which the fund was established if two-thirds of the municipalities that are members of the exchange together with two-thirds of the municipalities that previously were members of the exchange and that may be subject to claims arising while they were members of the exchange agree in writing and if section 386 of the *Insurance Act* is complied with. R.S.O. 1990, c. M.50, s. 14 (4); 2009, c. 33, Sched. 21, s. 7.

Local boards

(5) A local board has the same powers to provide insurance for or to make payments to or on behalf of its members as are conferred upon the council of a municipality under this section in respect of its members. R.S.O. 1990, c. M.50, s. 14 (5).

Former members

(6) A by-law passed under this section may provide that it applies to a person who was a member at the time the circumstances giving rise to the proceeding occurred but who, prior to the judgment in the proceeding, has ceased to be a member. R.S.O. 1990, c. M.50, s. 14 (6).

Section Amendments with date in force (d/m/y)

1996, c. 32, s. 76 (1) - 06/03/1997

2002, c. 17, Sched. F, Table - 01/01/2003

2006, c. 32, Sched. C, s. 33 (2, 3) - 01/01/2007

2007, c. 7, Sched. 27, s. 1 - 05/05/2008

2009, c. 33, Sched. 21, s. 7 - 15/12/2009

2017, c. 10, Sched. 3, s. 10 (1) - 01/03/2019; 2017, c. 10, Sched. 3, s. 10 (2) - 01/03/2018

2022, c. 18, Sched. 3, s. 4 - 23/11/2022

Conflict with other Acts

15 In the event of conflict between any provision of this Act and any provision of any general or special Act, the provision of this Act prevails. R.S.O. 1990, c. M.50, s. 15.

Français

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Accessibility and the City of Brampton



Access for All



June 6, 2023

Overview

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- Role of the AAC
- Legislation
- Policies and Procedures
- Multi-Year Accessibility Plan
- City Programs, Resources and Services
- Accessible Parking
- Accessibility Technical Standards



Statement of Commitment

The City of Brampton is dedicated to continuously enhancing its municipal programs, services, information, web content, public spaces, and facilities to ensure that individuals of all abilities have equitable access to all aspects of the community.

The City of Brampton is committed to upholding and complying with the legislative requirements outlined in the Accessibility for Ontarians with Disabilities Act (AODA) S.O. 2005, c. 11 and achieving the goals established in the Multi-Year Municipal Accessibility Plan.

The Accessibility Team and the Accessibility Advisory Committee (AAC) are committed to working together to reduce, remove, and prevent barriers while embodying AODA's four core principles of: dignity, independence, integration, and equitable opportunities for all.



Role of the AAC

The role of the Accessibility Advisory Committee is to provide vision and direction to staff and Council. This will be achieved by:

- 1) reviewing and commenting on municipal policies, programs, projects and services; and,
- 2) removing and preventing barriers faced by persons with disabilities.

Accessibility legislation exists at the Federal and Provincial level. The AAC has the power to influence accessibility initiatives at the local (municipal) level and create change by playing a key role in advancing the accessibility programs, policies, and standards.



Access for All

Legislation

- Accessibility for Ontarians with Disabilities Act 2005
- Accessibility Standards for Customer Service - Ontario Regulation 429/07
- Integrated Accessibility Standards - Ontario Regulation 191/11
- Ontario Building Code – Ontario Regulation 332/12



Policies and Procedures

The City of Brampton has established the below Accessibility policies and procedures:

- [Accessibility Policy](#)
- [Accessibility - Customer Service SOP](#)
- [Accessibility - Design of Public Spaces SOP](#)
- [Accessibility - Employment SOP](#)
- [Accessibility - General Matters SOP](#)
- [Accessibility - Information and Communication SOP](#)
- [Accessibility - Transportation SOP](#)

The link to the policy library below contains all City Policies across the City of Brampton to promote awareness, transparency, and accountability.

[City of Brampton | Policies and Directives | Policy Library](#)



Access for All

Multi-Year Accessibility Plan

The City of Brampton has established the 2022-2026 Multi-Year Accessibility Plan.

www.brampton.ca/accessibility



City Programs, Resources & Services

Programs

- [Accessible Playgrounds](#)
- [Brampton Library Accessibility](#)
- [Brampton Transit Accessible Service](#)
- [Fire and Emergency Services](#)
- [Inclusive & Integration Programs](#)

Services

- [Accessible Parking Enforcement](#)
- [AMPS Parking Ticket Information](#)
- [Snow Removal Financial Assistance](#)

Resources

- [Accessibility Webpage](#)
- [Alternate Format Request](#)
- [Inclusive Customer Service Resource Manual for Vendors](#)
- [Service Disruption Notices](#)

Accessible Parking



Corporate Services
Enforcement and By-Law Services

(January 1, 2014)

Accessible Parking in the City of Brampton

The City of Brampton is committed to ensuring that people of all ages and abilities enjoy the same opportunities as they live, work, play and visit in our City. This commitment includes ensuring access to appropriately marked, signed and maintained accessible parking spaces. Access to accessible parking is very important for people with disabilities to be able to enjoy services and facilities just as others are able to do. As our population ages and the number of people with disabilities increases, the need for accessible parking spaces will be even greater.

Requirements for accessible parking spaces in the City of Brampton are regulated by the following:

- Highway Traffic Act, *Ontario Regulation 581*
 - Specific sign requirements
- Integrated Accessibility Standards Regulation, Design of Public Spaces *Ontario Regulation 413-12*
 - Type of parking spaces
 - Number of accessible spaces to be provided
- City of Brampton, Traffic By-law 93-93
 - Owners/operators obligations
 - Surface, size and configuration of parking spaces and access aisles
 - Curb cuts
 - Specific sign requirements
- City of Brampton, Zoning By-law 270-2004, as amended
 - Number of total parking spaces required (including accessible and regular spaces)
- Approved site plans
 - Specific requirements regarding number and location of accessible parking spaces and access

The following pages provide an overview of the requirements of accessible parking spaces in Brampton and some helpful hints to assist you with compliance with these requirements.



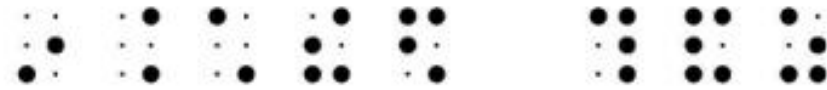
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Accessibility Technical Standards



Access for All

Questions?



thank you





City of Brampton
Multi-Year Accessibility Plan
2022-2026



Access for All

Alternate formats of this document are available upon request

Updated February 23, 2023



Access for All

City of Brampton Municipal Accessibility Plan 2022-2026

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City of Brampton Multi-Year Accessibility Plan

The City of Brampton’s Multi-Year Accessibility Plan (MAP) for 2022-2026 is a legislative requirement that illustrates how the City will continue to recognize, remove, reduce, and prevent accessibility barriers and enhance the Accessibility Program. The New MAP plan builds on the previous multi-year plans, which was introduced in 2013, and updated in 2019.

Statement of Commitment

The City of Brampton is dedicated to continuously enhancing its municipal programs, services, information, web content, public spaces, and facilities to ensure that individuals of all abilities have equitable access to all aspects of the community.

The City of Brampton is committed to upholding and complying with the legislative requirements outlined in the *Accessibility for Ontarians with Disabilities Act (AODA) S.O. 2005, c. 11* and achieving the goals established in the Multi-Year Municipal Accessibility Plan.

The Accessibility Team and the Accessibility Advisory Committee (AAC) are committed to working together to reduce, remove, and prevent barriers while embodying AODA’s four core principles of: dignity, independence, integration, and equitable opportunities for all.

Introduction

In 2021, the City of Brampton’s Accessibility Team reviewed its program, created a new overarching Accessibility Policy, accompanying Standard Operating Procedures (SOP), and renewed its commitment to making Brampton accessible for all. A 2022-2026 MAP has been created, replacing the 2019 – 2025 MAP, with specific and time-bound initiatives to meet the five accessibility standards of Information and Communications, Employment, Transportation, Design of Public Spaces and Customer Service.

The new MAP describes the actions we are taking to engage residents, organizations, and businesses to strengthen our foundation, and promote a culture shift, which will allow individuals of all abilities to participate in everyday activities; including utilizing public transit, accessing online services, attending sporting, cultural and other various events, and having access to public spaces including but not limited to recreation facilities, parks, trails etc.

The MAP fulfills the Term of Council Priority of the City of Brampton as a *Mosaic*, recognizing the City’s continued commitment towards accessibility for all residents of Brampton. The Accessibility Team, within the City Clerk’s Office, strives to promote accessibility for all as a key priority in its day-to-day business and future planning.

Legislative Background

In December 2001, the Province of Ontario passed the *Ontarians with Disabilities Act (ODA)*. This legislation was intended to improve opportunities for persons with disabilities. The Act required all municipalities to assist in the identification, removal, and prevention of accessibility barriers.

In 2005, the province introduced the *Accessibility for Ontarians with Disabilities Act, 2005*. The purpose of the Act is to “develop, implement and enforce accessibility standards in order to achieve accessibility for Ontarians with disabilities in respect to goods, services, facilities, accommodation, employment, buildings, structures and premises on or before January 1, 2025.”

In addition, *Ontario Regulation 191/11: Integrated Accessibility Standards Regulation (IASR)* is a grouping of five standards developed by the AODA specific to Customer Service, Information & Communications, Employment, Transportation, and the Design of Public Spaces.

In 2020, all current requirements in the *IASR* came into effect except for Section 14.4 (Accessible websites and web content, Web Content Accessibility Guidelines 2.0 level AA), which came into effect on January 1, 2021.

Under the *IASR*, the City of Brampton is required to “establish, implement, maintain and document a multi-year accessibility plan.” The City is required to report on this plan annually, and the plan is to be updated and reviewed at least every five years.

Roles and Responsibilities

Accessibility is a shared responsibility, and everyone has a part to play in making the City accessible to residents, visitors, and co-workers, as described in detail in the [Accessibility Policy](#). Additionally, roles and responsibilities include:

Accessibility Advisory Committee: Provide advice and feedback to City Council on the prevention and elimination of barriers faced by persons with disabilities to achieve accessibility with respect to City by-laws, policies, goods, services and programs, employment, facilities, buildings, structures, and premises.

Accessibility Team: Oversees the accessibility function in accordance with legislative requirements outlined in the AODA. Promotes, and coordinates accessibility throughout the municipality and assists the Accessibility Advisory Committee with its work.

Council and Senior Leadership: Lead the City to ensure services and infrastructure are accessible to all residents and visitors regardless of their ability, promote accessibility within the community, and provide direction and support of the initiatives identified in the MAP.

Network of Accessibility Champions: Provide departmental support by acting as a liaison between the department and the Accessibility Team; communicating with individual team members so they know what their responsibilities are, and advising of training resources, supports, and tools that are available.

Key stakeholders include Digital Innovations and Information Technology (DiiT); the Equity Office; Human Resources; Interior Design; Parks; Planning, Building; Economic Development; Strategic Communications, and Brampton Transit.

The Public: Public engagement includes collaborating/partnering with persons with disabilities as well as agencies and businesses that provide services to persons with disabilities. These individuals and groups will be consulted with to provide input on the Accessibility Program, allowing us to further identify, prevent, and remove barriers for people with disabilities.

Identifying Barriers

A barrier is something that prevents a person from accessing services, facilities, and programs in the same way as others. The intent of the MAP is to either remove, reduce, or prevent barriers, to provide access for all. Barriers come in many forms, such as:

Attitudinal Barriers:

Are behaviors, perceptions, and assumptions that discriminate against individuals with disabilities which may result in individuals with disabilities being treated differently than people without disabilities. This may include prejudgments or assumptions that directly or indirectly discriminate. For example, if a person has a speech impairment and you assume they cannot understand you.

Information and Communication Barriers:

Arises when an individual with a disability cannot easily receive, interact with and/or understand information that is available to others. For example, text on a brochure that is too small to read or documents that are not available in alternative formats.

Physical and Architectural Barriers:

These barriers are in the physical environment relating to the features, building elements and/or physical space that prevent, restrict, or impede physical access. For example, a doorway that is too narrow to accommodate entry by a person in a wheelchair

Systemic Barriers:

Involves aspects of policies, practices, and procedures that result in individuals with disabilities being treated differently than others or sometimes being excluded altogether. For example, listing a driver’s license as an employment qualification for an office position may prohibit individuals with visual impairments from applying.

Technological Barriers:

Occur when technology or the way it is used does not meet the needs of people with disabilities, specifically when technology cannot or is not modified to support various assistive devices and/or software. For example, a website that does not provide for increased text size or contrast options.

The MAP to Building an Accessible City

The 2022 – 2026 MAP is a roadmap that identifies how the City of Brampton will continue to prevent and remove barriers to our programs, services, and facilities.

Subject	Action Plan	Target Completion Date
Customer Service		
Accessible facility mapping	Identify in an online format the accessible features for each City facility and maintain City public spaces data on AccessNow app. Work with Brampton businesses to add facilities to the AccessNow app.	Q3 2022 Q4 2022
Replace the Inclusive Customer Service Manual	Replace the Inclusive Customer Service Manual with a Vendor Accessibility Responsibilities Manual.	Q1 2023
Accessible customer service	Explore ways to improve accessibility at City facilities.	Q4 2025

Subject	Action Plan	Target Completion Date
Self Service Kiosks	Continue to be included in the design and procurement of self-service kiosks.	Q4 2026
2022 and 2026 Municipal elections	Continue to ensure that electors with disabilities can vote privately and independently.	Q4 2026
Improved wayfinding within City facilities	Ensure signage is appropriately located, legible and clear.	Q4 2025
Design of Public Spaces		
Traffic by-law updates	Provide inputs to the Traffic By-law update to ensure the dynamic symbol and/or International Symbol of Access is properly identified.	Q4 2023
Site plan review process	Identify a means of standardizing the Site Plan review process.	Q2 2023
Capital project review process	Identify a means of standardizing the Capital Project Review Process.	Q2 2023
Capital Project: Chris Gibson Recreation Centre	Participate in conceptual design stage. Review drawings at various stages of completion (30%, 60%, 90%), provide recommendations, then audit final build, Identify and report on any deficiencies for internal use/tracking and to the project manager and Design Team overseeing the project.	Ongoing
Capital Project: Victoria Park Arena		
Capital Project: Hurontario Light Rail Transit		
Capital Project: New Transit Facility		
Capital Project: Rose Theatre		
Capital Project: Centre for Innovation		
Capital Project: Downtown Revitalization		
Capital Project: Susan Fennell Youth Hub		
Capital Project: 185 Clark Transit		

Subject	Action Plan	Target Completion Date
Capital Project: Balmoral Recreation Centre		
Capital Project: Century Gardens Pool Changing Room		
Capital Project: Chinguacousy Wellness Centre		
Capital Project: Peel Regional Police Satellite Station in Gore Meadows		
Capital Project: Lorne Scots Museum		
Capital Project: Civic Centre Universal Washroom		
Capital Project: Earnscliffe Recreation Centre		
Capital Project: Fire Station 214		
Capital Project: Tennis Clubhouse		
Capital Project: Fitzpatrick House		
Capital Project: Williams Parkway Fire Campus		
Capital Project: Parkside Heights Park		
Capital Project: Sandalwood Adventure Park		
Site Plan Review	Review site plan applications to identify barriers, and make recommendations for improvement.	Ongoing
Identification of Deficiencies	Develop a process to audit and report on deficiencies for Capital Project review	Q4 2026

Subject	Action Plan	Target Completion Date
	and follow up with Project Manager/Design Team.	
Wheelchair Charging Stations	Investigate and draft a strategy to implement wheelchair charging stations in various locations across the city.	Q4 2026
Employment		
Individualized workplace emergency response process	Ensure managers, supervisors, and staff are familiar with the individualized workplace emergency response process.	Ongoing
Accessibility awareness for hiring managers	Increase knowledge of accessible hiring practices.	Q3 2024
HR policy updates	Support policy and administrative directive updates to ensure accessible hiring and employment practices.	Q3 2024
Outreach and recruitment	Promote the City as an inclusive employer to people with disabilities in alignment with other HR initiatives.	Q3 2024
Corporate diversity and inclusion plan	Make linkages between accessibility and the Equity Office.	Q4 2023
Staffing model of the Accessibility Team	Review and update the staffing model for the Accessibility Team.	Q3 2024
Increased staff training	Develop and deliver targeted training programs to various business units across the City.	Q4 2024
Information and Communications		
Accessibility champions network meetings	Host quarterly networking and information sharing meetings with departmental liaisons.	Ongoing
www.brampton.ca replacement	Monitor changes to website accessibility from a usability and functionality perspective.	Q2 2024
Accessibility awards	Review the annual Accessibility Awards Program, and host as appropriate.	Q1 2024
Service disruption notice	Develop a strategy and communications plan to improve the effectiveness and efficiency of the Service Disruption Notice process.	Q4 2022

Subject	Action Plan	Target Completion Date
	Includes construction on bus routes.	
Website compliance	<p>Ensure all City websites and the content on those websites are WCAG (Web Content Accessibility Guidelines) 2.0 AA compliant.</p> <p>Ensure information is easy to access, and keyboard accessible.</p>	Q2 2024
Accessible web training program	Ensure corporate and web content accessibility guidelines, tools and training are provided.	Q2 2024
Accessible public spaces training	Ensure accessible public spaces guidelines, tools and training are provided.	Q3 2024
Web accessibility style Guide	Develop a quick reference web accessibility style guide for employees to better understand WCAG (Web Content Accessibility Guidelines) requirements and responsibilities.	Q4 2022
Develop annual communication plans	Develop annual internal and external communication plans to raise awareness of Accessibility related items.	Q4 2024
Accessible formats and communication supports	Provide accessible formats and communication supports to persons with disabilities in a timely manner, in consultation with the individual that is requesting the format.	Q1 2024
Social media best practices	Create a better understanding of how best to use corporate social media channels to meet the needs of people with disabilities, thereby improving the effectiveness of communicating to residents.	Q2 2024
Develop collaboration tools	Enable staff to communicate with each other in accessible formats.	Q1 2024
Accessibility for Brampton businesses	Share best practices and provide accessibility-related resources and	Q1 2024

Subject	Action Plan	Target Completion Date
	information with the local business community.	
Public engagement	Explore new ways to engage with the local community on a regular basis, and improve channels of communication with the public.	Q1 2023
Accessible consultations	Review communication documents, reports, advertisements, and plans; provide recommendations, guidance and support based on Accessibility requirements.	Ongoing
Digital Accessibility Admin Directive	Implement the Digital Accessibility Administrative Directive and create resources/tip sheet based on SiteImprove for staff.	Q1 2023
Transportation		
City of Brampton Parking Plan	Provide input on the transportation plan to ensure adequate and compliant accessible parking is identified in the plan.	Q2 2023
Automated Snowplows	Present to the Accessibility Advisory Committee (AAC) accessibility features and recommendations related to robotic snowplows.	Q3 2022
Electric Scooters	Bring corporate initiatives to the AAC for information sharing, and for obtaining their recommendations and comments regarding features, safety concerns.	Q2 2023
Public engagement promotion and recognition	Promote accessibility-related events and causes.	Q4 2025
Brampton Transit	Ensure that multi-year accessibility plans include procedures for preventative and emergency maintenance of the accessible elements in public spaces as required.	Q4 2025
Brampton Transit	Design and conduct public consultations and perform assessments to better	Q4 2025

Subject	Action Plan	Target Completion Date
	understand the barriers faced by people with disabilities using transit.	
Brampton Transit	Continue to update the transit stop database, with information on all accessibility features as well as ridership demand at the stops will accurately inform staff on which stop improvements to prioritize.	Q4 2025
Brampton Transit	Launch a marketing campaign and leverage social media to broadly communicate system accessibility features.	Q4 2025
Brampton Transit	Review and update the accessibility section of the Transit Infrastructure Design guidelines to ensure compliance and consistency with universal accessibility design principles and AODA / COB requirements, and include additional accessibility features that address identified customer challenges.	Q4 2025
General		
Tracking, Monitoring and Publishing Statistics	Develop and capture key performance metrics to be reported to AAC to hold the Accessibility Program accountable and ensure transparency.	Q4 2022
Treat Accessibly	Continue to encourage participation in the Treat Accessibly program, and invite the founder to the Ontario Network of Accessibility Professionals (ONAP) group to build support throughout Ontario.	Q3 2022
Technical Standards Updates	<p>Review and revise technical standards to incorporate changes to legislation and best practices to ensure public spaces are accessible for all.</p> <p>Includes:</p> <ul style="list-style-type: none"> - Increased accessible parking at City facilities; 	Q4 2023

Subject	Action Plan	Target Completion Date
	<ul style="list-style-type: none"> - Increased number of Universal washrooms in City facilities; - Lowered push buttons at traffic lights; and, - Handles on washroom stall doors to assist with closing doors. 	
Accessible Parking Manual Update	Review and revise the Accessible Parking Manual to ensure it is easy to understand and incorporates current best practices; aligned with Technical Standards Update.	Q4 2023
Updating the Multi-Year Accessible Plan	Update the MAP for 2022 – 2026.	Q3 2022
Alternate format disclaimer	Spot-check forms for “Alternate Format” disclaimer.	Ongoing
Web Content Accessibility Guidelines (WCAG) 2.0 Policy	Develop a policy to ensure the City is WCAG 2.0 compliant.	Q2 2023
Partner with external agencies	Partner with external agencies to identify opportunities for improvement and document best practices.	Q3 2023
AAC Membership	Review membership of the AAC to ensure that there are a minimum number of members who have lived experience with a disability.	Q4 2022
AAC	Review the role of the AAC and identify new ways to increase committee effectiveness and engage members in meaningful discussions and decisions.	Q4 2022
Accessible Recreation Week	Partner with the Recreation division and participate in Accessible Recreation Week; increase public engagement and awareness.	Q2 2023
Health, Wellness and Accessibility Fair	Partner with the Recreation division and participate in the Health, Wellness and Accessibility Fair; increase public engagement and awareness.	Q4 2023
Recreation Inclusive Programming	Offering a variety of accessible and inclusive recreation programs for all ages	Ongoing (Q1-Q4 2023)

Subject	Action Plan	Target Completion Date
Maintenance of accessible elements of Public spaces	Through the Asset Management Plan, accessible elements of public spaces will be maintained in good working order.	Ongoing
Improve process for enforcement of accessible parking considerations	Work with By-law Enforcement and Planning as appropriate to develop a “rapid” response program for complaints.	Q1 2023
Develop and implement programs and strategies to encourage businesses to become more accessible	Encourage private businesses to install automatic door openers. Adopt, endorse, and advertise the businesses using the Stopgap program to make entrances accessible.	Q3 2023 Q1 2023
Develop a process for Universal Washroom call buttons	Develop City facility-specific processes, roles, and responsibilities for responding to the activation of emergency call buttons in Universal washrooms.	Q4 2022
Update Accessibility Logo Design	Work with Strategic Communications to create new program branding and logo design that represents various disabilities.	Q4 2022
AAC Committee Orientation	Review meeting schedule and procedures, agendas and minutes, meeting procedures and delegations, rules of debate and decisions, and roles of Committee members, etc.	Q1 2023

Conclusion

The City is committed to making full and meaningful accessibility throughout Brampton a reality. City staff have reviewed the Accessibility Program and completed benchmarking with other Ontario municipalities to confirm the City is in alignment with consistent accessibility practices, and in many instances going beyond the requirements. The review highlighted areas of success for the City and assisted in the determination of the initiatives identified in the 2022-2026 MAP. Staff continue to work diligently to meet and exceed the AODA requirements to provide meaningful access for all. With the direction and support of the AAC, City Council and the Senior Leadership Teams, the Accessibility Team will continue to collaborate with

partners to continually enhance accessibility within City facilities, programs, and services. The City strives to make Brampton a place for people of all abilities.

References

Statistics Canada. (July 5, 2016). Canadian Survey on Disability, 2017 (89-654-X). Ottawa: Government of Canada. Retrieved from [Accessibility Findings from the Canadian Survey on Disability, 2017 \(statcan.gc.ca\)](#)

Category: Accessibility and Inclusion

Title: Accessibility Policy

Policy Number: ANI-100

Approved by: CW348-2021

Administered by: Accessibility, Legislative Services, City Clerk’s Office

Effective: July 7, 2021

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1. Background

The City of Brampton (the City) is committed to ensuring individuals of all ages and abilities have equitable access to participate in all aspects of the community. The City values diversity, inclusiveness, and the unique contribution that each resident makes to the local community.

The City recognizes that preventing new barriers, reducing and removing existing barriers, and enhancing access to our goods, services, and facilities is essential to providing increased opportunities that foster independence, inclusion, and dignity for people of all ages and abilities.

The *Accessibility for Ontarians with Disabilities Act (AODA) S.O. 2005, c. 11*, was established in 2005 to develop, implement and enforce accessibility standards. In 2011, the *Integrated Accessibility Standards Regulation (IASR) Ontario Regulation 191/11*, was introduced to set out requirements to ensure compliance with specific obligations, standards, timelines and targets.

The IASR consists of general requirements as well specific requirements under the following standards:

- Information and Communications;
- Employment;
- Transportation;
- Design of Public Spaces; and,
- Customer Service.

The Accessibility Policy affirms the City of Brampton's commitment to comply with the:

- Accessibility for Ontarians with Disabilities Act (AODA);
- Integrated Accessibility Standards Regulation (IASR);
- Ontario Human Rights Code;
- Ontario Building Code;
- City of Brampton Technical Accessibility Standards; and,
- City of Brampton By-laws.

2. Purpose

The City's mission is to be a vibrant, safe and attractive city of opportunity where efficient services make it possible for families, individuals and the business community to grow, prosper and enjoy a high quality of life.

The City of Brampton and its Accessibility Advisory Committee are committed to ensuring people of all ages and abilities enjoy the same opportunities as they live, work, play, visit and invest in our city. The Policy will ensure the City:

- Comply with the Accessibility for Ontarians with Disabilities Act (AODA) and the Integrated Accessibility Standards Regulation (IASR) requirement to develop, implement and maintain accessibility policies and make such documents available to the public, and in an alternate format upon request;
- Provide overarching framework to act as a foundation to develop, enforce and implement other accessibility policies, Standard Operating Procedures (SOPs), City By-laws, reference material and guidelines;
- Identify, remove and reduce accessibility barriers including physical, architectural, informational, communicational, technological, organizational, attitudinal and systemic barriers; and,
- Provides opportunities for individuals of all abilities to have equitable access to City information, facilities, services, programs, employment and volunteer opportunities.

3. Application and Scope

This Policy applies to:

- Members of Council and their staff;
- City employees, volunteers, agents, students, contractors and third parties acting on behalf of the City for the provision of goods, services, programs and facilities; and,
- The Accessibility Advisory Committee.

4. Principles

- **Dignity:** All individuals, be it, employees, volunteers, residents or business owners are valued and deserving of full and effective service, where individuals facing barriers are not treated differently or forced to accept lesser opportunities, service, quality or convenience;
- **Independence:** Freedom from control or influence of others;
- **Integration:** All employees, residents, and visitors fully benefit from the same opportunities and services, in the same place, and in the same or similar ways as others; and
- **Equitable Opportunities:** Having the same chances, options, benefits and results for individuals of all abilities. People with disabilities should not have to make significantly more effort to access information or obtain services and should receive the same quality service as others.

5. Outcomes

5.1 Compliance with Legislation and Regulations

The City has one or more policies governing how the organization will achieve the requirements of the *Accessibility for Ontarians with Disabilities Act (AODA)* and *Integrated Accessibility Standards Regulation (IASR)* to

enhance accessibility in the community. Where the documents are not published in an accessible format, the City will make these documents available to the public, and in alternate formats upon request.

Establish, implement and maintain an accessibility policy and Multi-year Municipal Accessibility Plan (MAP) that outline the City plans to create an inclusive and accessible environment.

Provide, create and receive information and communications in an accessible format.

Provide an inclusive and accessible service for all employees, residents, and visitors.

Establish processes to determine employee accommodation needs for new and existing employees.

6. Mandatory Requirements

6.1 General Requirements

a. Establishment of Accessibility Policies

The City will establish, implement, and maintain accessibility policies to meet the AODA and IASR requirements.

b. Multi-year Municipal Accessibility Plan

The will establish, implement, maintain and document a multi-year Municipal Accessibility Plan (MAP) that outlines its strategy for identifying, removing, and preventing barriers. The MAP shall be reviewed in consultation with the AAC at least once every five years or as updates are required and are posted on the public website.

The City must prepare an annual status report on the progress of the MAP, post the report on the website and provide both the MAP and annual report in an alternate format, upon request.

c. Procuring or acquiring goods, services, facilities

When procuring or acquiring goods, services, self-service kiosks, or facilities, the City will incorporate accessibility design, criteria, and features, unless it is not practicable to do so. If not practicable, the City must provide an explanation, upon request.

d. Training

The City will ensure that training is provided to all existing and new employees, volunteers, those developing City policies/directives, and others who provide goods or services on behalf of the City. The training shall be appropriate to the duties of the employees, volunteers, and other persons.

The City will keep a record of the training provided, including the dates and the number of employees who received the training.

Additional information regarding training is available in the **Accessibility – Customer Service Statement of Procedure**.

6.2 Information and Communication Requirements

The City will create, provide and receive information and communications in ways that are accessible for individuals of all abilities.

The standard addresses four aspects of information and communication:

- **Alternate Formats & Communication Supports:** Provide alternate formats when requested: large print, text transcript, handwritten notes, electronic document, etc.
- **Feedback Process:** Receiving, investigating, action and resolution.
- **Emergency Procedures & Public Safety Information:** Must be provided in Alternate Formats when requested; and,
- **Accessible Websites and Web Content:** Must conform to the Web Content Accessibility Guidelines (WCAG) 2.0 developed by the World Wide Web Consortium (W3C). All websites and web content must also adhere to the timelines outlined in the IASR.

6.3 Customer Service Requirements

The City will strive for excellence in serving all customers regardless of ability, and must meet obligations under the Ontario Human Rights Code, AODA, and the IASR.

The Customer Service Standard sets out requirements to achieve inclusive customer service while understanding that customers may have different needs. This may include but is not limited to the use of service animals, support persons, assistive devices, and technology. The Customer Service Standard requires a process for Notice of Disruption and states that individuals with disabilities should not be subject to higher fees or fares when accessing City services and programs.

This standard also requires staff to be trained on:

- How to interact and communicate with individuals with disabilities

- How to interact with individuals who use an assistive device and those who require the assistance of a service animal or support person.
- How to use equipment, devices, or technology available or provided in City facilities or on City websites.
- What to do if an individual is having difficulty accessing the City related information, services, programs or facilities.

6.4 Employment Standards Requirements

The Employment Standard applies to all employees and requires employers to establish processes to determine employee accommodation needs for new and existing employees.

The Employment Standard builds upon the duty to accommodate and meets the needs of employees with disabilities as required in the Ontario Human Rights Code.

The City will create policies for recruitment, alternate formats/supports for employees, workplace emergency response information, accommodation plans, return to work process, performance management, career development, and redeployment.

6.5 Transportation Standards Requirements

The Transportation Standard sets out requirements that will prevent and remove barriers to make it easier for people to travel in Ontario. The standard applies to transportation providers like Brampton Transit, ZUM, rail transportation services, commuter trains, specialized transit such as Trans Help. Transportation and shuttle services provided by school boards, hospitals, colleges, and universities are also covered under this standard. It also sets out regulations for the licensing of taxicabs.

Brampton Transit will maintain policies on Priority Seating, Non-functioning accessibility equipment, Stop Annunciation, and assisting individuals with disabilities.

6.6 Design of Public Spaces Requirements

The Design of Public Spaces Standard applies to newly constructed and significantly redeveloped public spaces, components, and amenities. Examples include but are not limited to paths of travel, ramps, recreational trails, outdoor play areas, accessible parking, etc. The standard also sets out requirements for service counters, waiting areas, the maintenance of accessible elements, and opportunity for public consultation through the Accessibility Advisory Committee.

The standard does not require existing public spaces or facilities to be retrofitted however, the expectation is that the new requirements will be implemented to the greatest extent possible when replacing, renovating, or retrofitting existing City facilities and public spaces.

The City will apply the City's Accessibility Technical Standards or the Design of Public Spaces Standards, whichever provides the highest level of accessibility.

7. Roles and Responsibilities

Accessibility is a shared responsibility, and everyone has a part to play in making the City accessible to residents, visitors, and co-workers, as described in the following roles and responsibilities.

All People Leaders, Managers, and Department Heads

- Ensure resources are budgeted for identifying and preventing accessibility barriers, including attitudinal, systemic, information, communications and technology, and built environment and public space barriers, and for planning for barrier removal;
- Provide oversight for implementation of this Policy and compliance with AODA within area of responsibility;
- Provide AODA compliance assurance when required;
- Provide leadership in building an inclusive and accessible environment for the public and employees;
- Facilitate requests for accommodation by members of the public and employees with disabilities in a timely manner, to the point of undue hardship, in accordance with the Ontario Human Rights Code and the City's policy, practices and procedures;
- Prevent barriers by including accessibility considerations in the development of new policies, practices, procedures or bylaws;
- Ensure that the Policy is communicated to all City employees and those acting on behalf of the City;
- Promote awareness of the Policy within their area of responsibility;
- Monitor current practices and ensure that management and staff are held accountable for their responsibilities under the Policy;
- Act on non-compliant issues within their area of responsibility;
- Attend training and ensure staff receive training appropriate to the duties of their role, including any skills and competencies required to identify, prevent and remove accessibility barriers;
- Ensure volunteers and other third parties providing goods, services, and facilities on behalf of the City have been provided training, either by the City or their organizations; and,
- Consult with the Accessibility team for assistance with accessibility issues.

Employees, Volunteers and Third Parties

- Maintain compliance with this Policy;
- Be familiar with their rights and responsibilities under this Policy;
- Participate in identifying accessibility barriers and planning for barrier prevention and/or removal;
- Provide a welcoming environment for people with disabilities, including any person with a disability using assistive devices or accompanied by a support person or service animal;
- Communicate with persons in a manner that considers their disability;
- Provide information and communications in alternate formats upon request, or with communication supports, consulting with the requestor about their preferred format;
- Facilitate the process of receiving and responding to feedback about the manner that the City provides goods, services, and facilities to persons with disabilities, and ensure all feedback processes are accessible to persons with disabilities by providing for alternate formats and communication supports upon request;
- Facilitate requests for accommodation by members of the public and employees with disabilities in a timely manner, to the point of undue hardship, in accordance with the Ontario Human Rights Code and the City's policy, practices and procedures;
- Request support from supervisors, managers, directors or division heads when accommodation requests are outside their area of responsibility, or beyond their capacity;
- Attend mandatory training and any additional training appropriate to the duties of their role; and,
- Ensure confidentiality and protection of personal information.

Brampton Accessibility Advisory Committee

- Provide advice to City Council on the requirements and implementation of AODA accessibility standards, preparation of accessibility reports, and other accessibility related matters for which Council may seek advice;
- Provide advice to City Council on the prevention and elimination of barriers faced by persons with disabilities to achieve accessibility with respect to City bylaws, policies, goods, services and programs, employment, facilities, buildings, structures and premises; and,
- Act as a liaison with external bodies on identifying, preventing, and removing barriers to the participation of persons with disabilities in public life.

8. Monitoring and Compliance

While all staff play a role in ensuring accessibility standards are met, the monitoring and compliance is the responsibility of the City's people leaders, specifically:

- Provide oversight for implementation of this Policy and compliance with AODA within areas of responsibility;
- Provide AODA compliance assurance when required; compliance reporting submitted by Accessibility Team;
- Monitor current practices and ensure that management and staff are held accountable for their responsibilities under the Policy;
- Ensure effective implementation of the Accessibility policy by developing department specific SOPs.
- Report on program activities and key performance metrics.

9. Consequences of non-compliance

Failure to follow this Council Policy may result in non-compliance and/or prosecution of a Provincial or Federal Offence.

The consequences of non-compliance may include reputational damage to the City, negative publicity, litigation and financial damages ranging from \$50,000 - \$100,000, per day, depending on the impact and contravention history of the person or organization, as per O. Reg. 191/11, s. 83 (1). City employees acting in good faith will not be subject to disciplinary action for non-compliance. Failure to adhere to the provisions of this policy will result in a review of the circumstances by Human Resources and Corporate Leadership, and if a failure is validated, will result in disciplinary action. The consequence of conviction of a Provincial or Federal Offence may include a fine.

10. Definitions

Term/ Acronym	Definition
Accessible	A product, device, information, technology, service, facility or public space that provides for independent, equitable and dignified access for people with disabilities, including but not limited to those with visual, auditory, sensory, cognitive, and mobility related disabilities.
Accessibility	Accessibility at the City of Brampton means ensuring individuals of all abilities have equitable access to all aspects of community life. This includes access to information, employment, services, programs, facilities, transportation, and opportunities for social engagement.

Accessibility Advisory Committee (AAC)	A City of Brampton Committee, advising Council on matters related to the City's accessibility plans and priorities.
Accessibility Team	A section under the City Clerk's Office that provides guidance and advice on accessibility matters, to ensure City facilities, technologies, programs, and services are accessible to all.
Alternate Format	Alternate formats refer to any non-traditional publishing formats such as large print, recorded audio of electronic formats, Braille, and other formats.
Accommodation	Preventing and removing barriers caused by attitudinal, systemic, physical, information or communications, and technology barriers that unfairly exclude individuals or groups protected by Ontario's Human Rights Code from having equal access to full benefits available to others.
AODA	The <i>Accessibility for Ontarians with Disabilities Act, 2005</i> , that became law on June 13, 2005, used to develop mandatory accessibility standards to identify, remove and prevent barriers for people with disabilities in key areas of daily living.
Assistive Devices	Assistive technology and devices are used to assist in carrying out activities or accessing services. People with disabilities have the right to use their assistive devices when they are accessing our goods, services and facilities. Examples include but are not limited to: wheelchairs, scooters, screen-reading devices, accessible computer software, hearing aids, etc.
Barrier	<p>A barrier is something that prevents a person from accessing services, facilities, and programs in the same way as others.</p> <p>Six of the most common types of barriers are:</p> <ul style="list-style-type: none"> • Physical or architectural • Informational or communicational • Technological • Organizational • Attitudinal

	<ul style="list-style-type: none"> • Systemic
Communication Supports	Includes but is not limited to captioning, alternative and augmentative communication supports, plain language, sign language, and other supports that facilitate effective communications.
Disability	Any impairment, including but not limited to a physical, mental, intellectual, cognitive, learning, communication or sensory impairment, or a functional limitation, whether permanent, temporary or episodic in nature, or evident or not, that, in interaction with a barrier, hinders a person's full and equal participation in society.
IASR	Integrated Accessibility Standards Regulation, which is a grouping of 5 standards developed by the AODA, that have been designed to prevent and remove barriers for people with disabilities.
Kiosk	An interactive electronic terminal, including a point-of-sale device, intended for public use that allows users to access one or more services or products or both.
MAP	Multi-year accessibility plan, as required by the AODA.
Service Animal	An animal used by a person with a disability for reasons relating to the person's disability; or an animal that the person provides documentation from a regulated health professional confirming that the person requires the animal for reasons relating to the person's disability.
Standard Operating Procedures (SOP)	Statement of Procedure specific to the City of Brampton that describes the activities necessary to complete tasks in accordance with legislation, regulations, City By-laws and City policies.
Support Person	An individual who accompanies a person with a disability to help with communication, mobility, personal care or medical needs or with access to goods, services, and programs.
Undue Hardship	A special or specified circumstance that would exempt the City from meeting obligations identified

	under the AODA and/or IASR so as to avoid an unreasonable or disproportionate burden or obstacle, including but not limited to exorbitant cost to taxpayers.
Web Content Accessibility Guidelines (WCAG) 2.0	Web Content Accessibility Guidelines (WCAG) are guidelines developed through the W3C process in collaboration with individuals, experts, and organizations worldwide. The goal is to provide digital accessibility standards so that all online content is accessible for all.
WC3	World Wide Web Consortium is an international community that develops open standards to ensure the long-term growth of the Web.

11. References and Resources

11.1 External references

- [Accessibility for Ontarians with Disabilities \(AODA\)](#)
- [Highway Traffic Act](#)
- [IASR Standards](#)
- [Ontario Building Code](#)
- [Ontario Human Rights Code](#)

11.2 References to Related Bylaws, Council Priorities, and Administrative Directives

- [Accessible Parking By-Law](#)
- [Noise By-Law](#)
- [Property Standards By-Law](#)
- [Sign By-Law](#)
- [Snow Clearing By-Law](#)
- [Protection of Personal Information Policy](#)

11.3 References to Corporate-Wide Procedures, Forms, and Resources

- [2019-2025 Municipal Accessibility Plan](#)
- City of Brampton Accessibility Technical Standards
- Accessibility – Customer Service Standard Operating Procedure
- Accessibility – Design of Public Spaces Standard Operating Procedure
- Accessibility – Employment Matters Standard Operating Procedure

- Accessibility – General Matters Standard Operating Procedure
- Accessibility – Information and Communication Standard Operating Procedure
- Accessibility – Transportation Standard Operating Procedure

Revision History

Date	Description
2021/07/07	Approved – Replaces Inclusive Customer Service Policy 14.12.1 Accessibility Policy (rescinded by Council Resolution No. CW348-2021)
2024/07/07	Next Scheduled Review

Flower City



brampton.ca

City of Brampton Accessibility Technical Standards



Accessibility for Life

Brampton's Commitment to Accessibility

The City's mission is to be a vibrant, safe and attractive city of opportunity where efficient services make it possible for families, individuals and the business community to grow, prosper and enjoy a high quality of life.

The City values diversity and inclusiveness and the unique contribution that each resident makes to the local community.

The City recognizes that preventing new *barriers*, reducing and removing existing *barriers* and enhancing access to our goods, services and facilities is essential to providing increased opportunities that foster independence, inclusion and dignity for people of all ages and abilities.

Brampton's Accessibility Responsibilities

In December 2004 the Province of Ontario introduced new legislation designed to make Ontario fully accessible for people with disabilities. Bill 118, *Accessibility for Ontarians with Disabilities Act* (AODA) 2005, received Royal Assent and focused on improving accessibility in areas such as buildings and spaces, employment, customer service, communications and transportation. The scope of the legislation is much broader than the scope of the Ontarians with Disabilities Act (ODA) and includes the private sector as well as government and the broader public sector.

Accessibility standards have been created as part of the Accessibility for Ontarians with Disabilities Act. These standards are rules that businesses and organizations in Ontario need to follow to identify, remove and prevent *barriers* so that people with disabilities have more opportunities to participate in everyday life.

The Accessibility Standard for Customer Service was the first standard to become law. Standards for Information and Communications, Employment, Transportation and the Design of Public Spaces have been combined under one regulation, the Integrated Accessibility Standards Regulation 191/11 (IASR).

In December 2012 the IASR was amended to include the Accessibility Standards for the Design of Public Spaces (DOPS). The requirements of DOPS regulate features in the exterior environment and apply to new construction and the redevelopment of elements in *public spaces*.

Minimum accessibility standards for buildings will continue to be regulated through Ontario Building Code (O Reg 332/12).

Acknowledgements

The Accessibility Technical Standards were developed with the assistance of the City of Brampton Ontarians With Disabilities Act (ODA) Staff Committee and Technical Sub-Committee (2005) and through research and application of benchmarks identified in the following resources:

- ❖ **The base document from which the City of Brampton Accessibility Technical Standards grew was the City of London Facility Accessibility Design Standards, adopted by that City in 2001 and revised in 2007**
- ❖ **Ontario Building Code (January 2015)**
- ❖ **Barrier-Free Requirements - Illustrated Code Series
(Based on the Ontario Building Code, 2012, O. Reg. 332/12)**
- ❖ **Province of Ontario - Accessibility Standards for the Design of Public Spaces**
- ❖ **Province of Ontario – Standards For Barrier Free Design of Ontario Government Facilities**
- ❖ **Canadian Standards Association Barrier Free Design Standards**
- ❖ **Canadian Standards Association Z614-07 (R2012) - Children’s Playspaces and Equipment**
- ❖ **Illustrated Technical Guide to the Accessibility Standard for the Design of Public Spaces – Gaates – Global Alliance on Accessible Technologies & Environments**
- ❖ **Americans With Disabilities Act**
- ❖ **Other Canadian and International Best Practices**

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I Introduction

The City of Brampton Accessibility Technical Standards have been developed to respond to the design, development and construction of new facilities and exterior *public spaces* as well as the retrofit and renovation of existing facilities and *public spaces* that the City owns, operates or leases. The Accessibility Technical Standards address the needs of people of all ages and abilities with emphasis on the needs of persons with disabilities.

These standards incorporate the belief in universal design recognizing the broad diversity of people who use facilities. Universal design is defined as: “The design of products and environments to be usable by all people, to the greatest extent possible, without the need for adaptation or specialized design.” The philosophy of universal design is structured around the seven design principles listed below. For additional information on the Principles of Universal Design please refer to Appendix A.

Principles of Universal Design

- 1. Equitable Use**
The design is useful and marketable to people with diverse abilities.
- 2. Flexibility in Use**
The design accommodates a wide range of individual preferences and abilities.
- 3. Simple and Intuitive Use**
Use of design is easy to understand, regardless of the user’s experience, knowledge, language skills.
- 4. Perceptible Information**
The design communicates necessary information effectively to the use, regardless of ambient conditions or the user’s sensory abilities.
- 5. Tolerance For Error**
The design minimizes hazards and the adverse consequences of accidental or unintended actions.
- 6. Low Physical Effort**
The design can be used efficiently and comfortably with a minimum of fatigue.
- 7. Size and Space For Approach and Use**
Appropriate size and space are provided for approach, reach, manipulation and use, regardless of user’s body position, size, posture or mobility.

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Dimensional criteria used for these standards reflect the minimum requirements for an adult person. Prior to the design stage of a project, focus should be directed on the function of the *facility* and the customers who will use it. There may be instances when the standard may need to be reviewed and upgraded to meet the needs of a particular type of user, for example children or older persons.

Where conflicts arise between scoping and/or dimensional requirements of this standard and legislation enacted by the federal or provincial governments', the most accommodating requirements shall apply (i.e., the requirement(s) that will result in the most accommodating environment but never less than the minimum requirements of the current ***Ontario Building Code and the Integrated Accessibility Standard Regulation - Accessibility Standards for the Design of Public Spaces***.

On-going and regular review of these standards is needed to reflect technological advancement and new construction practices, as well as changes to the *barrier-free* design requirements of the ***Ontario Building Code, the Integrated Accessibility Standard Regulation – Accessibility Standards for Design of Public Spaces*** and the ***CSA Standard B651*** - Barrier-Free Design.

This document recognizes the concept of equivalent facilitation as a means to encourage new and innovative design ideas and solutions. Departures from particular technical and scoping requirements of this standard by the use of other designs and technologies are encouraged when the alternatives will provide substantially equivalent or greater access to the usability of the *element, public space* and/or *facility*.

Design departures from information provided and referenced in this document will be carefully assessed to determine the validity of the application and may require review by a committee appointed for this purpose by the City of Brampton. Dimensions used in these technical standards are in metric units.

For the purposes of this standard, words and terms in italics have their meanings defined in Section 2.0, Glossary and Definitions.

Some facilities and right of way public infrastructure operate under specified operational demands that require considered application of these standards. "Transit facilities" can include other facilities such as transit stops that will vary in some degree from the application of this standard in order to meet operational realities that are *technically infeasible* and practicable.

The City of Brampton encourages all users of this document to provide feedback, as well as to make proposals for changes, additions and/or deletions.

II Glossary and Definitions

Graphic Conventions

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

General Terminology

comply with Meet one or more specifications of this standard.

if ... then Denotes a specification that applies only when the conditions described are present.

may Denotes an option or alternative.

shall Denotes a mandatory specification or requirement.

should Denotes an advisory specification or recommendation.

Definitions

Abrupt change: A change in direction of 90 degrees or more.

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

Accessible: Describes a *site*, *building*, *facility* or portion thereof that can be approached, entered and used by all persons, including those with physical, sensory or cognitive disabilities.

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

Accessible route: A continuous unobstructed path of travel connecting *accessible elements* and *spaces* of a *facility*. Interior *accessible routes* may include corridors, floors, *ramps*, elevators, platform lifts and *clear floor spaces* at fixtures. Exterior *accessible routes* may include parking *access aisles*, *curb ramps*, crosswalks at *vehicular ways*, *walks*, *ramps* and platform lifts. This definition does not apply or refer to transit references to routes that utilize accessible vehicles.

Accessible space: *Space* that complies with this standard.

Accessibility signs: Signs incorporating the International Symbol of Access (wheelchair).

Adaptable: The ability of certain *building spaces* or *elements*, such as kitchen counters, sinks, and 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*.

Adaptable seating: A fixed seat or seats designed to facilitate a side transfer from a wheeled mobility device.

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

Alteration: A change to a *facility* that affects or could affect the usability of the *facility* or part thereof. *Alterations* include, but are not limited to, 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*.

Ambulatory stall: Ambulatory accessible stalls are equipped with parallel grab bars and are suitable for individuals with limited balance or who use an assistive device such as a cane or walker.

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

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

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

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

Barrier: Anything that prevents a person with a *disability* from fully participating in all aspects of society because of his or her *disability*, including a physical barrier, and architectural barrier, an information or communication barrier, an attitudinal barrier, a technological barrier, a policy or practices (“obstacle”);

Barrier-free: Describes the site, building or portion thereof that is defined by the requirements of this Standard.

Board room or Conference room or Meeting room: Room used for meetings, which accommodates more than six people.

Building: A structure occupying an area greater than ten square meters, 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 meters or less that contains plumbing, including the plumbing appurtenant thereto; or structures designated in the Ontario Building Code.

Cane-detectable: Any object or a change in surface texture that falls within the detection range of a long white cane.

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

Clear: Unobstructed.

Clear floor space: The minimum unobstructed floor or ground *space* required to accommodate a single, stationary wheelchair, scooter or other mobility device, including the user.

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

Colour/Tonal Contrast: A significant contrast (minimum 70%) in colour or tone between an element and its surrounding environment.

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

Companion seating: Seats in close proximity to the accessible seating that allows someone to sit with or beside someone who uses an assistive mobility device.

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

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

Detectable warning: A standardized surface feature built into or applied to walking surfaces or other *elements* to warn visually impaired people of hazards on a *circulation path*.

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

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

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

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

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

Glare: The reflection from a polished surface.

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

Heritage facility: *Facility* or portions thereof designated under the *Ontario Heritage Act*, or listed on the City of Brampton Heritage Inventory (See *Public Heritage Facility*)

Illumination: The intensity of light, as measured in lux.

Impairment: A disturbance or interference that is measured in terms of its presence or absence. Examples: spinal injury, loss of limb, or damage in the brain as a result of a stroke.

Individual/family washroom: A separate individual washroom. May be gender specific or non-specific.

Lavatory: Hand basin or sink used for personal washing (such as in a washroom).

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

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

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

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

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

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

Pedestrian crosswalk: Any portion of a road, at an intersection or elsewhere, designated and distinctly indicated for pedestrian crossing by signs on the highway and lines or other markings on the surface of the roadway.

Platform lift: A mechanical elevating device that is used to transport a person (with or without assistive equipment) between levels. A vertical *platform lift* is a less complex but more affordable elevating device than an elevator. It can be either a pre-fabricated, self-contained unit, or a unit that is installed within a constructed enclosure. An inclined *platform lift* is installed over stairs, and moves in the stairway space.

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

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

Public heritage facility: A *facility* designated under the *Ontario Heritage Act* that is open and accessible to the public. (See *Heritage Facility*)

Public space: A *space* that is intended for use by the general public, primarily an exterior *space* that is not regulated by the *Ontario Building Code*.

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

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

Reasonable accommodation: The response of the municipality to reach technically feasible and practicable accessibility provisions, programs and services that meet the required needs of people with disabilities.

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

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

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

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

Signage: Displayed verbal, symbolic, *tactile* and pictorial information, and any descriptive and directional informational erected or displayed for *public use*.

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

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

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

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

Storey: 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*.

Structural frame: 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.

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

TTY:(Teletypewriter): See *Text telephone*.

Tactile: Describes an object that can be perceived using the sense of touch through tactile markings, raised lettering and graphics that are slightly raised above the surface of a sign.

Tactile Attention Indicators: Detectable warning surfaces that provide visual and tactile cues for persons with little or no vision. They alert pedestrians to potential hazards such as stairs, ramps and platform edges.

Tactile Walking Surface Indicator (TWSI) : A raised *tactile* surface with a specific shape, size and pattern that is detectable under foot by people who are blind or who have a vision impairment. Attention and guiding patterns are used to warn of potential dangers or hazards and to provide direction for walking and movement.

Technically infeasible: Means, with respect to an *alteration* of a *building, facility, public right of way or roadway*, that meeting the technical requirement has little likelihood of being accomplished, because existing structural conditions would require moving or altering a load-bearing member which is an essential part of the *structural frame*; or other existing physical or *site* constraints prohibit modification or addition of necessary *elements, spaces* or features which are in full and strict compliance with the minimum requirements for new construction.

Temporary structure: *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.

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

Transfer space: An unobstructed area adjacent to a fixture, allowing the positioning of a wheelchair to enable a person to transfer to that fixture.

Vehicular way: A route intended for vehicular traffic, such as a street, driveway or parking lot on a site.

III Scope, Application and Enforcement

Interior Design - General

The requirements of these standards shall be:

- mandatory for all newly constructed and retrofitted or renovated *facilities, public spaces* and *right of ways* that are owned, leased or operated by the **City of Brampton**; and
- encouraged for all other *facilities*, whether new or retrofitted, and subject to the reasonable accommodation clause.

These standards do not apply to:

- residential occupancies;
- *buildings* of Group F Division 1 occupancy, as defined by the *Ontario Building Code* (latest edition with all amendments); and
- *buildings* that are not intended to be occupied on a daily or fulltime basis, including, but not limited to, automatic telephone exchanges, pump houses and substations.

All areas of newly designed or newly constructed *facilities* and altered portions of existing *facilities and* shall comply with Interior Design Sections IV.1 to IV.4 of these standards, unless otherwise provided in this section or as modified in Section IV.5, Facility Specific Requirements.

Requirements of Sections IV.1 to IV.4 do not apply to:

- *service rooms*
- elevator machine rooms
- janitor rooms
- *service spaces*
- *crawl spaces*
- *attic or roof spaces* not intended to be used as an amenity space

Application Based On Facility Use

The specific *facility* types listed in Section IV.5 shall, in addition to all of the provisions specified in Sections IV.1 to IV.4, comply with the additional design requirements specified in Section IV.5.

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

Work Areas and Employee-Designated Areas

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

Exterior Design – General

The requirements of these standards shall be:

- mandatory for all newly constructed and retrofitted or renovated *public spaces* and *right of ways* that are owned, leased or operated by the **City of Brampton**; and
- encouraged for all other public space *facilities*, whether new or retrofitted and subject to the reasonable accommodation clause.

Exceptions to the requirements or some of them are permitted when one or more of the following can be demonstrated:

- would likely affect the cultural heritage value or interest of a property identified, designated or otherwise protected under the Ontario Heritage Act as being of cultural heritage value or interest;
- would affect the preservation of places set apart as National Historic Sites of Canada by the Minister of the Environment for Canada under the Canada National Parks Act (Canada).
- would affect the national historic interest or significance of historic places marked or commemorated under the Historic Sites and Monuments Act (Canada).
- might damage, directly or indirectly, the cultural heritage or natural heritage on a property included in the United Nations Educational, Scientific and Cultural Organisation's World Heritage List of sites under the Convention Concerning the Protection of the World Cultural and Natural Heritage.
- would adversely affect water, fish, wildlife, plants, invertebrates, species at risk, ecological integrity or natural heritage values, whether the adverse effects are direct or indirect.
- are not practicable because existing physical or site constraints prohibit modification or addition of elements, spaces or features, such as where surrounding rocks bordering the recreational trail or beach access route impede achieving the required clear width. O. Reg. 413/12, s. 6.

Temporary Facilities

These standards apply to temporary *facilities*, as well as permanent *facilities*.

Retrofitting, Alterations and Additions

Each *addition* to an existing *facility* or *public space* shall be regarded as an *alteration*. Each *space* or *element* added to the existing *facility* or *public space* shall comply with the applicable provision(s) of these standards. 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* or *public space* 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* or *public space*, the entire *space* shall be made *accessible*.

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

If an escalator or stairs are proposed as a means of access where none existed previously, and major structural modifications are necessary for such installations, then a means of *accessible* access shall also be provided. If a planned *alteration* entails alterations to an *entrance*, and the *facility* has an *accessible entrance*, the *entrance* being altered is required to be *accessible*.

If the alteration work is limited solely to the electrical, mechanical or plumbing system, or to hazardous material abatement, or to automatic sprinkler retrofitting, and does not involve the alteration of any *elements* or *spaces* required to be *accessible* under these standards, then this standard does not apply (except for alarms, public telephones and assistive listening systems). An *alteration* that affects the usability of or access to an area containing a primary function shall be made to ensure that, to the maximum extent feasible, the path of travel to the altered area, the restrooms, telephones and drinking fountains serving the altered area are readily *accessible* to and usable by individuals with *disabilities*. Where the provision of *accessible* features is *technically infeasible*, and the 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.

Heritage Facilities

These standards will generally 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* that 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 a case-by-case basis, to determine the most effective and least disruptive means of retrofit, where required. Consideration should be given to the following general standards:

- *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.
- Access to above- and below- grade areas is not necessary if the context of those areas can be adequately provided on the *accessible* floor level. If 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.

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. A committee appointed by the City of Brampton will review and approve equivalent facilitation proposals on an individual basis.

Enforcement

The City of Brampton and city departments, through the project management function, shall ensure compliance to this standard during the pre-planning, design, construction documents preparation and contracts administrative phase.

IV Design Standards - Interior

The interior design standards ensure that people with disabilities can enter, circulate, use facilities and amenities within a building and exit the building safely and independently without assistance from others.

This section covers all interior components and amenities and exterior components that are needed to access a building, including paths of travel around the building and access to and from parking areas.

All areas of newly designed or newly constructed *facilities* and renovated and retrofitted portions of existing *facilities* shall comply with this section, unless otherwise provided in Section III or as excepted below.

The requirements of this section apply to all facilities except:

- residential occupancies;
- *buildings* of Group F Division 1 occupancy, as defined by the Ontario Building Code (latest edition with all amendments); and
- *buildings* that are not intended to be occupied on a daily or fulltime basis, including, but not limited to, automatic telephone exchanges, pump houses and substations.

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

- *service rooms*;
- elevator machine rooms;
- janitor rooms;
- *service spaces*;
- *crawl spaces*; and/or
- *attic or roof spaces* not intended to be used as amenity space.

Any reference to Sections in this Part IV refers to Design Standards Interior.

Section IV.1 - Access and Circulation

IV.1.1 Space and Reach Requirements

Rationale

Traditionally, accessibility standards have taken a conservative approach to wheelchair manoeuvrability, reflecting the needs of the average user in an average-sized wheelchair. Accessibility standards need to more accurately reflect the vast array of equipment that is used by persons to access and use facilities, as well as the diverse range of user ability. Standards should incorporate more generous *space* requirements, particularly related to the dynamic movement of people using wheelchairs or other assistive devices.

Application

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

Design Requirements

- The *space* required for a wheelchair to make a 360-degree turn is a *clear space* of 2440 mm diameter (Figure IV.1.1.1) or a 180-degree turn as shown in Figure IV.1.1.2.
- The minimum *clear floor* or *ground space* required to accommodate a single, stationary wheelchair or scooter and occupant shall be 810 mm x 1370 mm. (Figure IV.1.1.3 and Figure IV.1.1.4). The minimum *clear floor* or *ground space* for wheelchairs may be positioned for forward or parallel approach to an object. *Clear floor* or *ground space* for wheelchairs may be part of the *knee space* required under some objects.
- One full, unobstructed side of the *clear floor* or *ground space* for a wheelchair or scooter shall adjoin or overlap an *accessible route* or adjoin another wheelchair *clear floor space*. If a *clear space* is located in an alcove or otherwise confined on all or part of three sides, additional manoeuvring clearances shall be provided.
- The surface of *clear floor* or *ground spaces* for wheelchairs shall comply with Section IV.1.2.
- If the *clear floor space* only allows forward approach to an object, the maximum high forward reach shall be 1200 mm. The minimum low forward reach is 400 mm (Figure IV.1.1.5). If the high forward reach is over an obstruction, reach and clearance shall be provided. (Figure IV.1.1.6)
- If the *clear floor space* allows parallel approach to an object, the maximum high side reach allowed shall be 1370 mm and the low side reach no less than 230 mm above the floor. If the side reach is over an obstruction, the reach and clearances shall be as shown (Figure IV.1.1.7, Figure IV.1.1.8 and Figure IV.1.1.9).

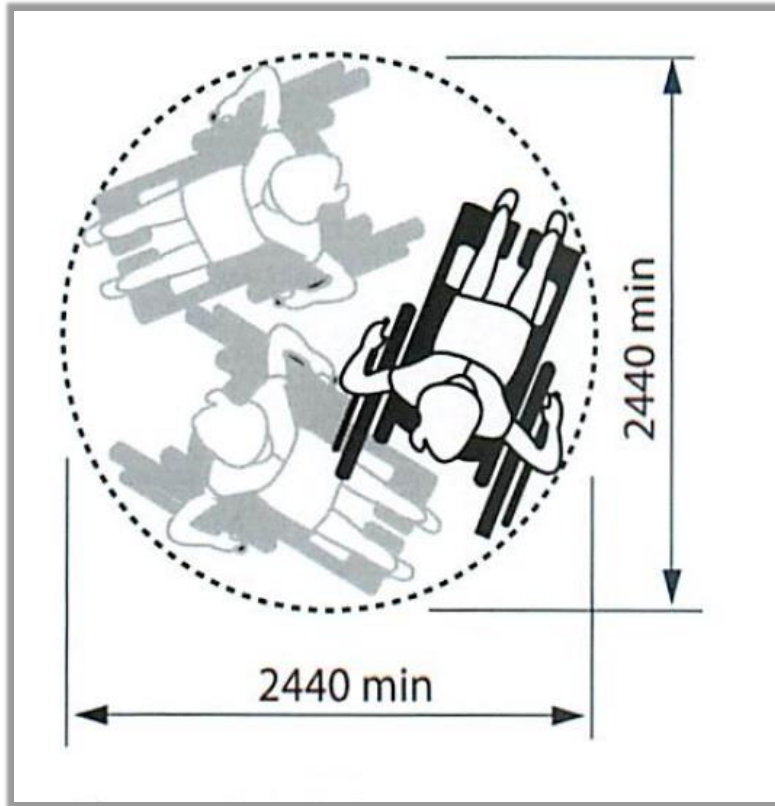


Figure IV. 1.1.1: 360° Turning Space

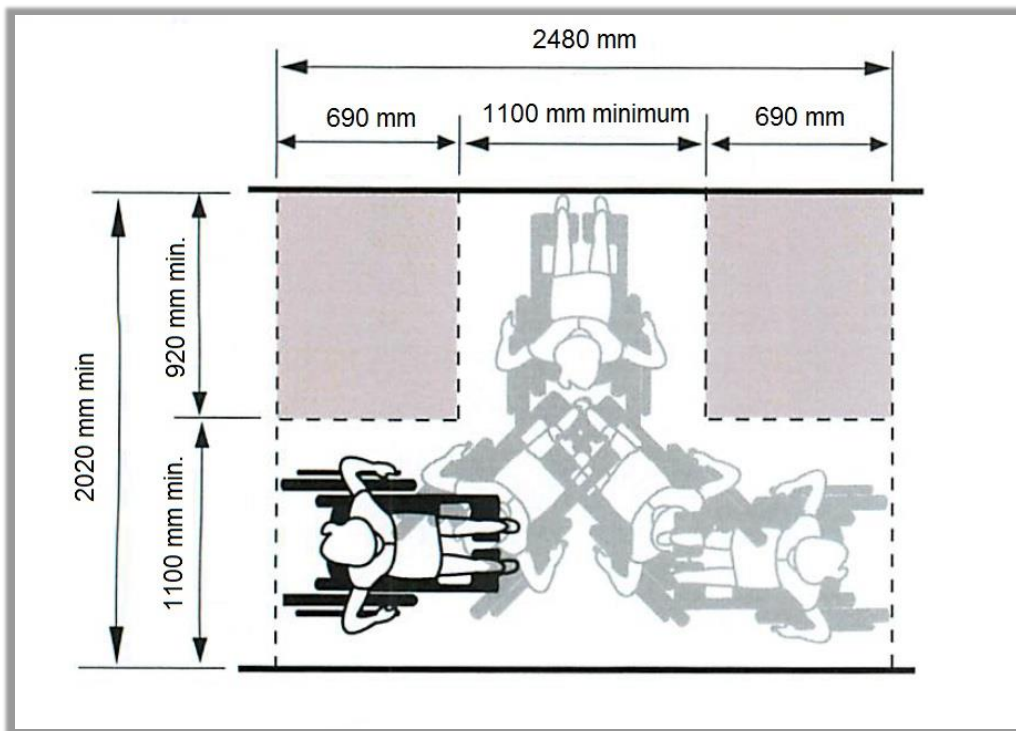


Figure IV.1.1.2: 180° Turn

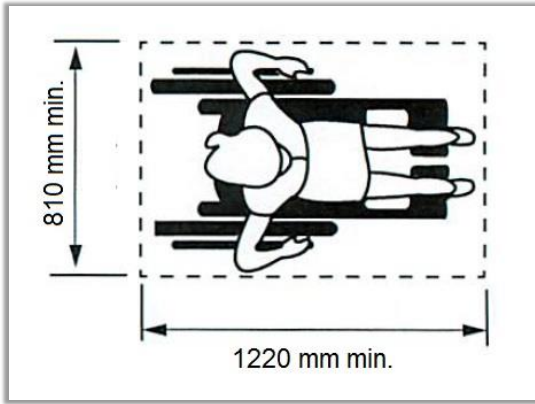


Figure IV.1.1.3: Clear Floor Space Wheelchair

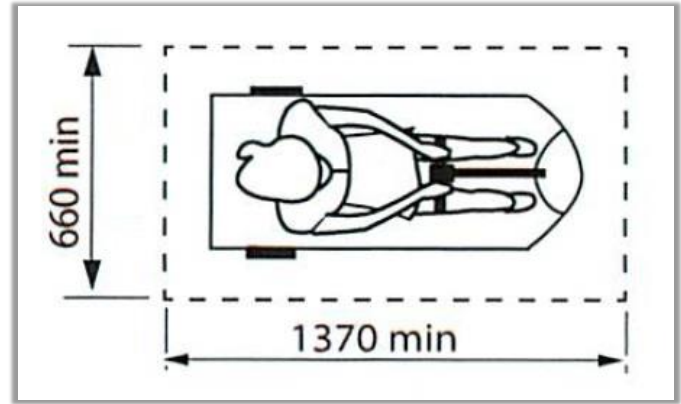


Figure IV.1.1.4: Clear Floor Space Scooter

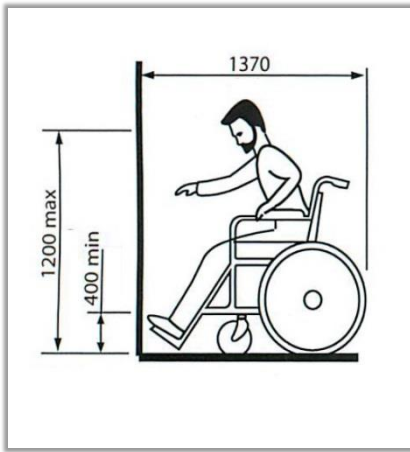


Figure IV.1.1.5: Forward Reach

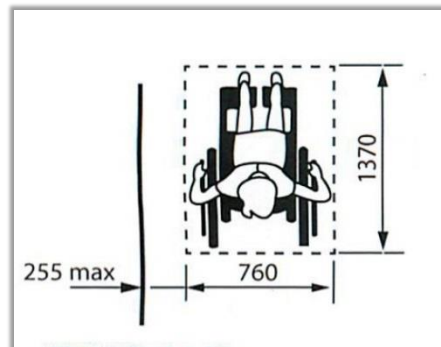


Figure IV.1.1.6: Side Reach – Maximum Distance to Wheelchair

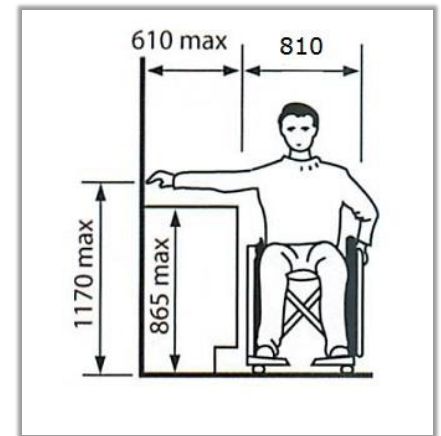


Figure IV.1.1.7: Side Reach Over an Obstruction

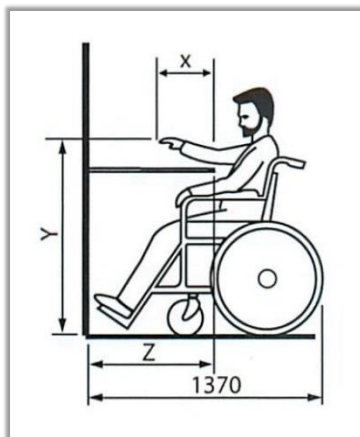


Figure IV.1.1.8: Forward Reach Over an Obstruction

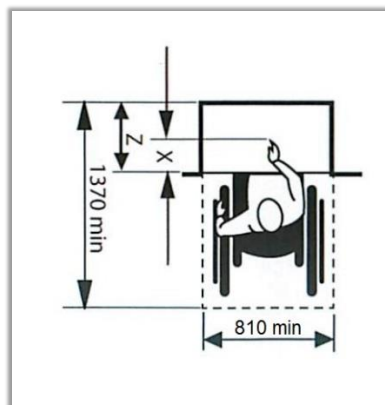


Figure IV.1.1.9: Forward Reach Over an Obstruction

Note: In Figures 1.1.8 and 1.1.9, X shall be less than or equal to 635 mm; Z shall be greater than or equal to X.

When X is less than 510 mm, then Y shall be 1220 mm maximum.

When X is 510 to 635, then Y shall be 1120 mm maximum.

IV.1.2 Ground and Floor Surfaces

Rationale

The type of ground and floor surfaces used influence every person who enters the building. Irregular surfaces, such as cobblestones or pea-gravel finished concrete, are difficult for people who are walking or pushing a wheelchair. Slippery surfaces are more difficult for a person who is ambulatory than the person using a wheelchair. Appropriate floor surfaces are especially important for children and seniors who may not be surefooted.

The glare from polished floor surfaces can obscure important orientation and safety features and can disorient a person with a visual impairment, making them unsure of the location of the ground. Pronounced colour contrast between walls and floor finishes and changes in colour and texture where a change in level or function occurs, may be helpful for a person with a visual impairment.

Carpeting with a thick pile makes manoeuvring a wheelchair very difficult. Small and uneven changes in floor level create a barrier to persons using a mobility device and present a tripping hazard to ambulatory persons. Highly patterned floors can create visual confusion and should be avoided. The use of directional way finding patterns within the surface is encouraged.

Application

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

Design Requirements

- Ground and floor surfaces shall be stable, firm, slip resistant, glare – free and not heavily patterned.
- Changes in level, except for elevator, other elevating devices and curb ramps shall conform to Table 1.2.

Vertical Rise	Edge Treatment
0 to 6 mm	May be vertical
6.1 mm to 13 mm	Bevel, maximum slope 1:2
Over 13 mm	Treat as a sloped floor, ramp or curb ramp

Table 1.2: Changes in Level

- Carpets or carpet tile shall:
 - be securely fixed;
 - have a firm cushion, pad or backing, where used;
 - have a level loop, textured loop, level cut pile, or level cut/uncut pile texture with a maximum pad and pile height of 13 mm; and
 - have exposed edges fastened to floor surfaces with trim conforming to Table 1.2.
- The smell of new carpets can adversely affect people with environmental sensitivity. Where feasible the use of carpets that have been off-gassed prior to installation is suggested.

- It is preferable to avoid locating gratings in an accessible route of travel. Where gratings are located in pedestrian walking surfaces they shall:
 - have spaces and openings not greater than 13 mm wide in one direction; and
 - be placed so that the long dimension is across the dominant direction of travel. (Figure IV.1.2.1).

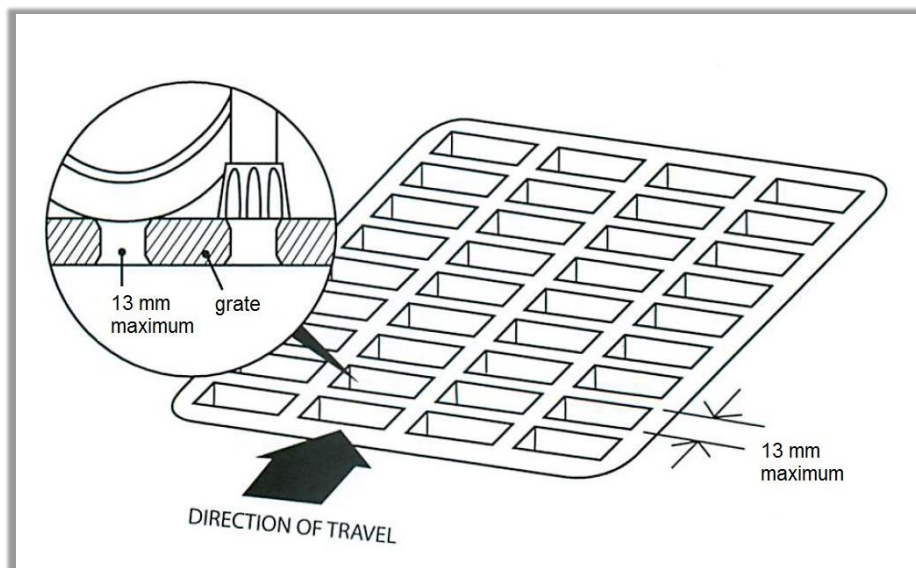


Figure IV.1.2.1: Grills and Gratings

Related Sections

- IV.1.4 Accessible Routes, Sidewalks, and Corridors
- IV.4.8 Detectable Warning Surfaces
- IV.4.14 Materials and Finishes
- IV.4.15 Texture and Colour

IV.1.3 Protruding Objects

Rationale

Pathways free of protruding objects or freestanding obstacles are important to all *facility* users. For a person with a visual impairment an object protruding from a wall above the detection range of a cane is dangerous. It is equally hazardous to a pedestrian who is distracted by a conversation. Detectable surfaces around freestanding obstacles, such as light standards, are an advantage to anyone using a pathway. Protruding obstructions include signs, telephone enclosures, drinking fountains, fire extinguishers and the underside of stairways or escalators.

Application

Protruding objects from a wall, ceiling or other location shall comply with this section. Exclusion from this section is where it is not “practicable” for temporary public services.

Design Requirements

- Objects protruding from walls with their leading edges between 680 mm and 2100 mm from the floor shall protrude not more than 100 mm into pedestrian areas, such as walkways, halls, corridors, passageways or aisles. (Figure IV.1.3.1)
- Objects attached to a wall with their leading edges at or below 680 mm from the floor may protrude any amount. (Figure IV.1.3.2)
- Freestanding objects shall not have any overhang of more than 300 mm between 680 mm and 2100 mm from the ground or floor.
- The maximum height of the bottom edge of freestanding objects with a *space* of more than 300 mm between supports shall be 680 mm from the ground or floor.
- Protruding objects shall not reduce the *clear* width required for an *accessible route* or manoeuvring *space*.
- The minimum *clear* headroom in pedestrian areas, such as walkways, halls, corridors, passageways, or aisles, shall be 2100 mm.
- A detectable guard: a guardrail or other barrier having its leading edge at or below 680 mm from the floor shall be provided where the headroom of an area adjoining an *accessible route* is reduced to less than 2100 mm. (Figure IV.1.3.3)

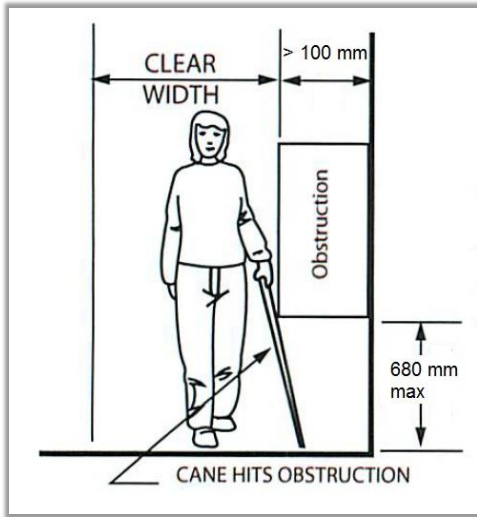


Figure IV.1.3.1: Limits of Protruding Objects

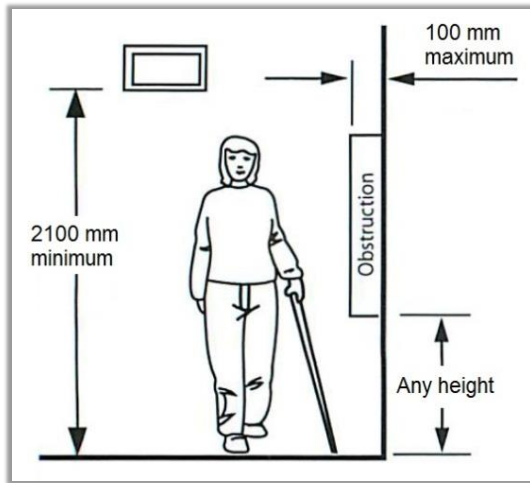


Figure IV.1.3.2: Limits of Protruding Objects

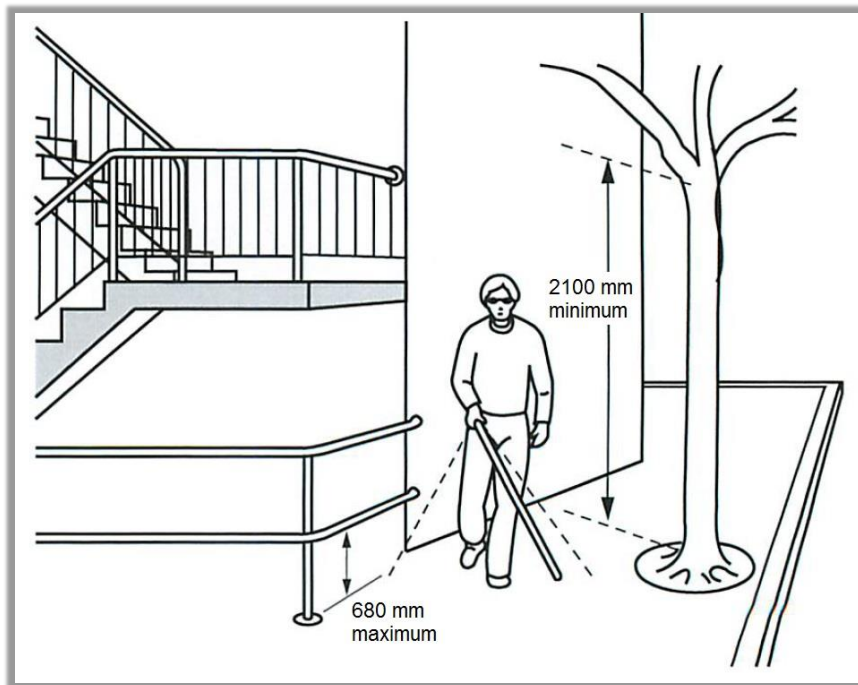


Figure IV.1.3.3: Overhead Obstructions

Related Sections

- IV.1.4 Accessible Routes, Sidewalks, and Corridors
- IV.4.8 Detectable Warning Surfaces
- IV.4.14 Materials and Finishes
- IV.4.15 Texture and Colour

IV.1.4 Accessible Routes, Sidewalks and Corridors

Rationale

Maintaining a clear route of travel into, through and out of a facility is essential. Any route of travel must provide the *clear* width necessary for persons using wheelchairs or scooters, those in strollers or those traveling in pairs. Consideration should be given not just to the width of mobility devices, but also to their manoeuvrability. While a corridor may be wide enough for a scooter driven in a straight line, it may not be possible to make a turn around a corner or to permit movement of opposing pedestrian traffic. The preferred minimum width for *accessible routes* is 1830 mm for passage.

Strong colour contrasts and/or tactile pathways set into floors can be used to assist visually impaired individuals to negotiate an environment.

Application

Wherever possible, all routes, paths or corridors shall comply with this section. A *barrier-free* path of travel is permitted to include ramps, passenger elevators or other platform equipped passenger elevating devices to overcome a difference in level.

At least one *accessible route* complying with this section shall be provided within the boundary of the *site* from *accessible parking spaces*, passenger-loading zones (if provided), and sidewalks and pathways to the *accessible facility entrance* they serve. The *accessible route* shall, to the maximum extent feasible, coincide with the route for the general public.

At least one *accessible route* shall connect *accessible buildings, facilities, elements* and *spaces* that are on the same *site*. It is preferable to have all routes *accessible*. If a *walkway* or pedestrian bridge connects two *barrier-free storeys* in different *buildings*, the path of travel from one *storey* to the other *storey* by means of the *walkway* or bridge shall be *barrier-free*.

Except where essential obstructions in a work area would make an *accessible route* hazardous, an *accessible route* shall connect *accessible entrances* with all *accessible spaces* and *elements* within the *facility*. An *accessible route* complying with this section shall be provided within all normally *occupiable* floor areas, including to and throughout a rooftop amenity space served by a passenger elevator or other platform passenger elevating device.

The provision of an *accessible route* does not apply:

- to *service rooms*;
- to elevator machine rooms;
- to janitor rooms;
- to *service spaces*;
- to *crawl spaces*;
- to *attic* or *roof spaces not intended to be used as an amenity space*;
- to high-hazard industrial occupancies;
- within portions of a floor area with fixed seats in an *assembly occupancy* where these portions are not part of an *accessible route* to *spaces* designated for wheelchair use, seats designated for adaptable seating, and storage spaces for assistive mobility device; or
- within a suite of residential occupancy.

Accessible routes are permitted to include *ramps, curb ramps*, stairs, elevators or other elevating devices (as permitted in Section IV.1.13) where there exists a difference in elevation.

Design Requirements

- The minimum *clear* width of *accessible routes* shall be 1100 mm except:
 - at doors, it shall be 950 mm;
 - where there is movement with opposing traffic, it shall be 1370 mm (Figure IV.1.4.1)
 - where additional manoeuvring *space* is required at doorways (See Section IV.1.6);
 - at U-turns around obstacles less than 1220 mm wide, it shall be 1220 mm where the width of the separating wall is less than 1220 mm (Figure IV.1.4.3);
 - at U-turns around obstacles are 1220 mm or greater, it shall be a minimum of 1100 mm (Figure IV.1.4.2);
 - for exterior routes, it shall be 1220 mm; and
 - where *space* is required for two wheelchairs to pass, it shall be 1830 mm (Figure IV.1.4.1).
- *Accessible routes* shall:
 - have a *running slope* not steeper than 1:25; and
 - have a *cross slope* not steeper than 1:50.

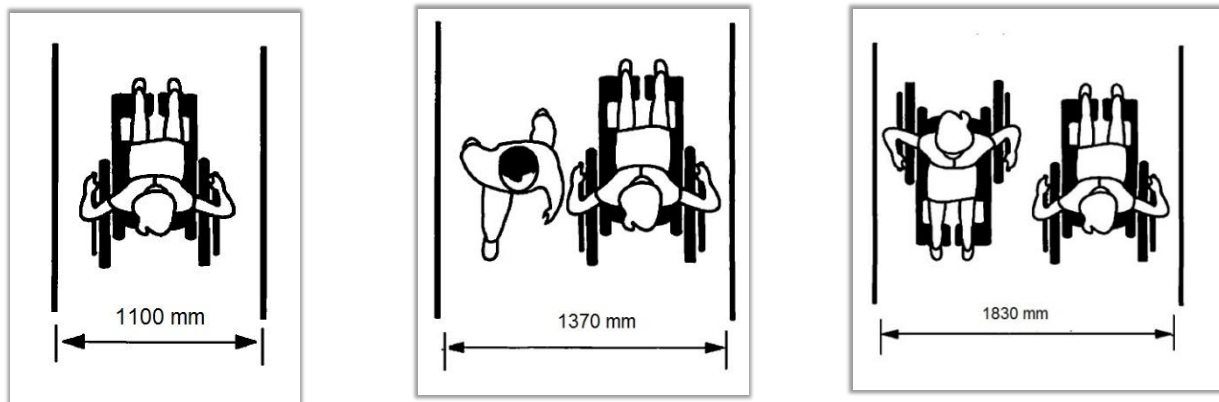


Figure IV.1.4.1: Access Widths

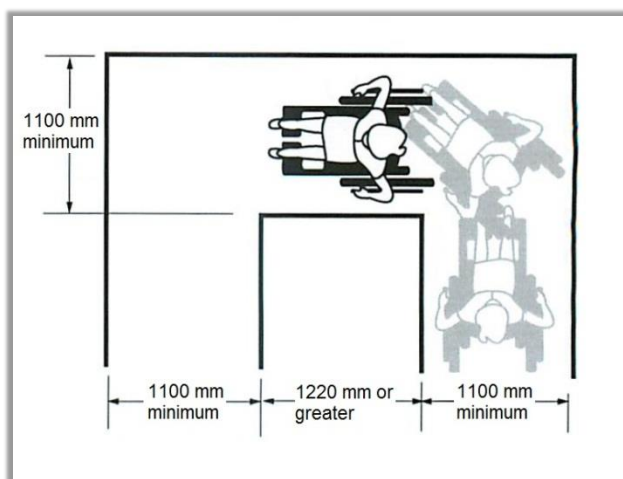


Figure IV.1.4.2: Turn Around an Obstacle

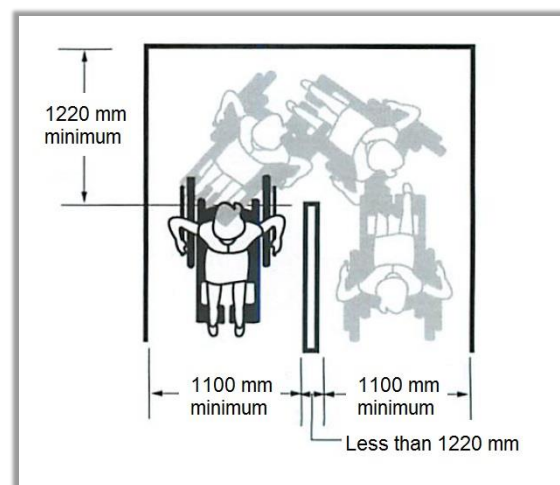


Figure IV.1.4.3: Turn Around an Obstacle

- Every *accessible route* less than 1830 mm wide shall be provided with an unobstructed resting

space of not less than 1830 mm in width and 1830 mm in length, located not more than 30 meters apart.

- Except at stairs and at elevated platforms such as performance areas or loading docks, where the edges of *accessible* routes, paths or corridors are not level with the adjacent surface, they shall be protected:
 - where the change in level is over 100 mm to 600 mm below the route, path or corridor, by a colour contrasting curb at least 75 mm high (Figure IV.1.4.4); and
 - where the change in level is greater than 600 mm, by a guard that meets the requirements listed in Section IV.1.9.

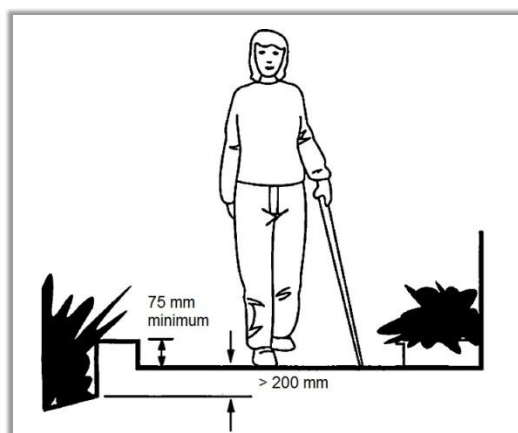


Figure IV.1.4.4: Edge Protection

- Where there is a change in direction along an *accessible route* and the intended destination of the route is not evident, directional signage shall be provided.
- All portions of exterior *accessible routes* shall be equipped to provide a level of illumination in accordance with the Illuminating Engineering Society of North America (IESNA) standards. The exception is in outdoor park settings where routes are not normally illuminated.
- Where exterior barrier-free paths of travel lead to a vehicular route and where the pedestrian route is not separated by a curb or other element, a *tactile attention indicator* shall be installed in accordance with Section IV.4.8 Detectable Warning Surfaces.
- *Accessible routes*, paths or corridors having a slope steeper than 1:25 (4%) shall be designed as *ramps*, in compliance with Section IV.1.9.

Related Sections

IV.1.2	Ground and Floor Surfaces
IV.3.3	Elevated Platforms
IV.4.7	Signage
IV.4.8	Detectable Warning Surfaces
IV.4.12	Glare and Light Sources
IV.4.13	Lighting
IV.4.14	Materials and Finishes
IV.4.15	Texture and Colour

IV.1.5 Entrances

Rationale

Entrances and doors have a direct influence on the independence and dignity of everyone entering or exiting a facility. Design features such as canopies can limit the influence of weather conditions and can make an entrance more obvious to someone with a cognitive disability, a visual impairment or someone unfamiliar with the facility.

Application

All *entrances* used by staff or the public shall be *accessible* and comply with this section. In retrofit situations where it is *technically infeasible* to make all staff and public *entrances accessible*, at least 50% of all staff and public *entrances* shall be *accessible* and comply with this section. In retrofit situations where it is *technically infeasible* to make all public *entrances accessible*, the primary entrances used by staff and the public shall be accessible.

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

An *accessible* public *entrance* must be provided to each tenancy in a *facility*.

In municipal courts subject to Sections IV.5.6, public *entrances* that are secured shall be *accessible*, as required in Sections IV.5.6.

If direct access is provided for pedestrians from an enclosed parking garage to the *facility*, at least one direct *entrance* from the parking garage to the *facility* must be *accessible*.

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

If the only *entrance* to a *facility* or tenancy is a *service entrance*, that *entrance* shall be *accessible*.

Entrances which are not *accessible* shall have directional *signage* complying with Section IV.4.7 which indicates the nearest *accessible entrance*.

Related Sections

IV.1.1	Space and Reach Requirements
IV.1.6	Doors
IV.1.7	Gates, Turnstiles and Openings
IV.1.8	Windows, Glazed Screens and Sidelights
IV.4.2	Controls and Operating Mechanisms
IV.4.7	Signage
IV.4.10	Information Systems
IV.4.11	Card Access, Safety and Security Systems
IV.4.13	Lighting

IV.1.6 Doors

Rationale

Sufficiently wide doorways are advantageous to individuals using wheelchairs or other mobility devices, pushing strollers, or making a delivery. Raised thresholds at the base of the door can create an impediment, as can heavy doors. Children, seniors, someone carrying packages and individuals using wheelchairs and mobility devices can benefit from some form of automatic door opener.

The direction of the door swing can enhance the usability and limit the hazard to other pedestrians. Sliding doors can be easier for some individuals to operate and require less wheelchair manoeuvring *space*. Doors requiring two hands to operate are not considered to be accessible. With revolving doors, *space* may be an issue for persons using wheelchairs and strollers, while the timing may be difficult for children, seniors or someone with a cognitive or visual disability.

Glazed doors can present a hazard to persons who are visually impaired. The inclusion of colour contrast strips across the glass, mounted at eye level, as well as colour-contrasting doorframes and door hardware, will increase the visibility of a glazed door for a person with a visual impairment.

Application

Wherever possible, all entrance doors used by staff or the public shall comply with this section.

At each *accessible entrance* to a *facility*, at least one door shall comply with this section.

The door(s) for the *accessible entrance(s)* described in Section IV.1.6 shall be equipped with a power door operator.

Within a *facility*, all doors at each *accessible space* shall comply with this section. In a retrofit situation where it is *technically infeasible* to make all doors at each *accessible space accessible*, at least one door at each *accessible space* shall comply with this section.

Exception: Doors not requiring full user passage, such as shallow closets, may have the *clear* opening reduced to 510 mm minimum.

Each entrance door that is an *element* of an *accessible route* shall comply with this section.

Each door required by Section IV.4.1 (Emergency Exits, Fire Evacuation and Areas of Rescue Assistance) shall comply with this section.

Mats and mat sinkages at doors shall comply with this section.

Revolving doors or turnstiles shall not be the only means of passage at an *accessible entrance* or along an *accessible route*. An *accessible* gate or door shall be provided adjacent to the turnstile or revolving door and shall be designated to facilitate the same use pattern.

Door hardware on all doors throughout a facility (not just those deemed *accessible*), shall comply with the door hardware requirements of this section.

Design Requirements

- *Accessible* doors shall be on an *accessible route* that complies with Section IV.1.4.
- Doors that open automatically by means of motion detectors are preferable, since the manual controls required for activating *power-assisted doors* are more difficult to operate. Sliding automatic doors are generally more convenient to use, since they do not require guardrails for protection and provide a smoother traffic flow.
- Power door operators shall be provided for doors and doorways that:
 - provide a barrier-free path of travel through an entrance;
 - are hinged glass doors;
 - lead from a vestibule to the floor area;
 - are entrances to barrier-free washrooms; and/or
 - serve an individual/universal/family washroom.
- The minimum *clear* opening of doorways shall be 950 mm from jam to jam. (Figure IV.1.6.1)
- *Clear* opening width for swinging doors, is measured between the face of the door or the panic hardware and the face of the stop with the door open 90°.
- *Clear* opening width for sliding doors it is measured between the edge of the open door and the doorframe.
- If doorways have two independently operated door leaves, at least one active leaf shall comply with minimum clear opening width requirements and manoeuvring space at door requirements. In double doors, the use of a center post should be avoided.
- The minimum space between two doors in a series shall be 1500 mm, plus the width of any door swinging into the space. (Figure IV.1.6.5 and Figure IV.1.6.6)
- Unless equipped for power door operation, a door in a *barrier-free* path of travel shall have a clear space on the latch side extending the height of the doorway and not less than:
 - 600 mm beyond the edge of the door opening if the door swings toward the approach side; and
 - 300 mm beyond the edge of the door opening if the door swings away from the approach side. (Figure IV.1.6.3 and Figure IV.1.6.4)
- Thresholds shall:
 - be not more than 13 mm high;
 - exterior sliding doors, be not more than 19 mm high; and
 - where over 6 mm high, be bevelled at a maximum slope of 1:2.
- Door hardware (operating devices such as handles, pulls, latches, and locks) shall:
 - be operable with a closed fist;
 - not require fine finger control, tight grasping, pinching, or twisting of the wrist to operate;
 - be mounted between 900 mm and 1100 mm from the floor; and
 - be operable with a force not to exceed 22 N.
- Sliding glass doors shall:
 - have operating hardware exposed and usable from both sides when sliding doors are fully open;

- have the sweep period of door closers adjusted so that, from an open position of 90 degrees, the door will take not less than 3 seconds to move to a semi-closed position of approximately 12 degrees;
- provide 600 mm on the latch side on both sides of the door; and
- provide a minimum clear floor space of 1500 mm by 1500 mm on both sides of door. (Figure IV.1.6.7)

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

- 38 N for exterior hinged doors;
- 22 N for interior hinged doors; and
- 22 N for sliding or folding doors.

These forces do not apply to the force required to retract latch bolts or disengage other devices that may hold the door in a closed position.

- *Power-assisted* swinging doors shall:

- take not less than 3 seconds to move from the closed to the fully open position;
- require a force of not more than 66N to stop door movement;
- remain fully open for a minimum of 5 seconds; and
- where they open into a route of travel, have guards or other barriers at a cane detectable height at right angles to the wall containing the door.

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

- Where vision panels are provided they shall:

- be mounted so bottom edge of vision panel is not more than 900 mm from the finished floor;
- be a minimum 150 mm wide, and
- have the edge of the panel located not more than 250 mm from the latch side of the door. (Figure IV.1.6.8)

- Kick plates at least 250 mm high on the push side of doors should be considered in high use areas to protect the door and assistive device from damage.

- Where power door operators are provided:

- where manually operated, they shall have controls that are colour contrasted with the adjacent surface; which are at least 150 mm in width, located in front and *clear* of the door swing, with sufficient approach *space* to accommodate a wheelchair or scooter (see Section IV.1.1); be operable by touching any part of the surface with a fist or an arm and be marked with the International Symbol of Access.
- where pressure-sensitive mats, overhead beams or proximity scanners are used to detect traffic, the layout of mat, beam or scanner coverage shall ensure that persons who use wheelchairs are detected; and
- where exterior doors swing open into a pedestrian area, they shall incorporate safety guards that project a minimum of 300 mm beyond both sides of the open door and be cane detectable. (Figure IV.1.6.10).

- Where motion detectors do not provide automatic activation, controls to open *power-assisted* doors shall:

- be located along the route of travel;
- be clearly visible before reaching the door;

- have a clear floor area of 750 mm by 1200 mm in front of them;
 - be clear of the door swing or any other fixture; and
 - be at a height between 800 mm and 1200 mm (need in) from the floor.
- The control for a power door operator shall:
 - be located in a clearly visible position;
 - be located on the latch side of the door;
 - be located 600 mm to 1500 mm beyond the door swing, where the door opens in towards the control
 - have its centre located not less than 900 mm and not more than 1100 mm from the floor level or ground;
 - for wall mounted or a free standing elongated control bar, be located a maximum of 200 mm from the floor and be a minimum of 900 mm in height;
 - be not less than 150 mm in diameter or width; and
 - contain the International Symbol of Access (Figure IV.1.6.9).
 - Doors in public corridors in normally occupied areas that are not required to have a barrier-free path of travel shall:
 - have a clear width of 950 mm;
 - have opening devices operable with a closed fist, mounted 900 mm to 1100 mm from the finished floor;
 - where a vision panel is provided it must be a minimum 150 mm wide, be mounted at not more than 900 mm from the finished floor, and be located within 250 mm from the latch side (Figure IV.1.6.8); and
 - where a glass door is provided, it shall comply with Section IV.1.8 (Windows, Glazed Screens and Sidelights).
 - Doors shall incorporate pronounced colour contrast, to differentiate them from the surrounding environment. Similarly, door frames, door handles and other operating mechanisms shall incorporate pronounced colour contrast, to differentiate them from the door itself. Where a door is fully glazed, it shall comply with Section IV.1.8 (Windows, Glazed Screens and Sidelights).

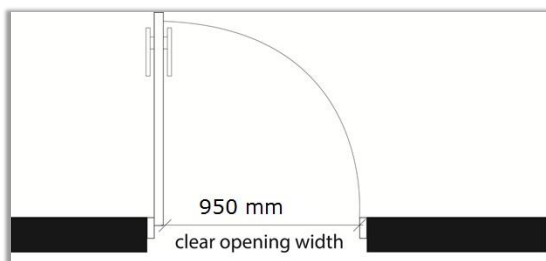


Figure IV.1.6.1: Minimum Clear Width at Doors

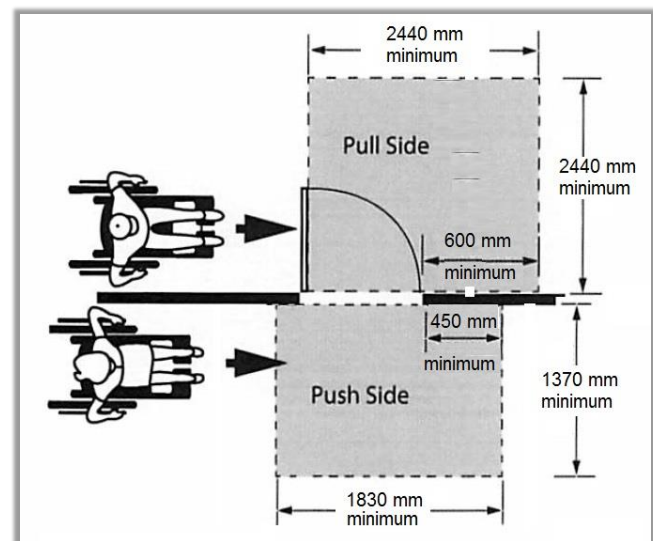


Figure IV.1.6.2: Hinge Side Approach at Hinged Doors

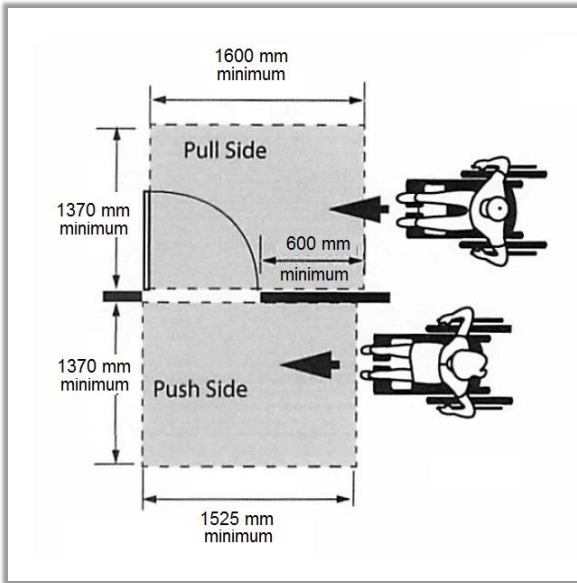


Figure IV.1.6.3: Latch Side Approach at Hinged Doors

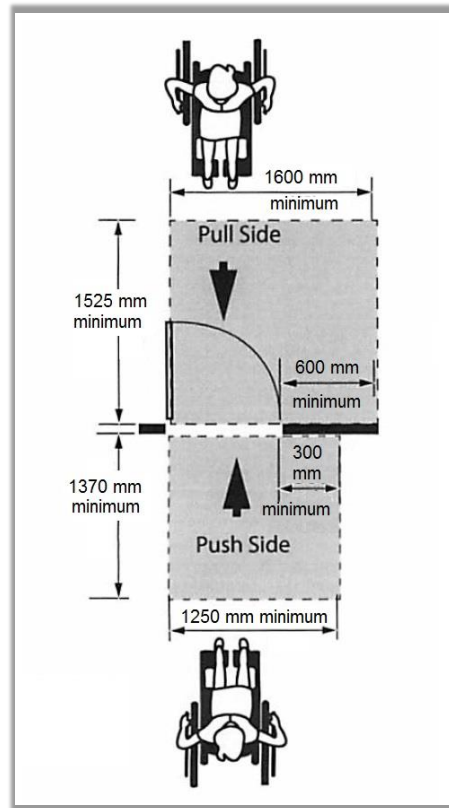


Figure IV.1.6.4: Front Approach at Hinged Doors

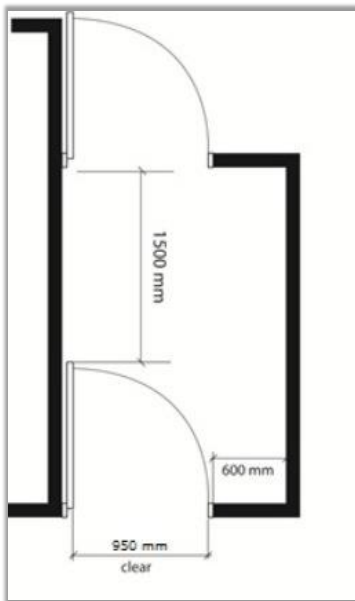


Figure IV.1.6.5: Manoeuvring Space at Doors - Series - Aligned

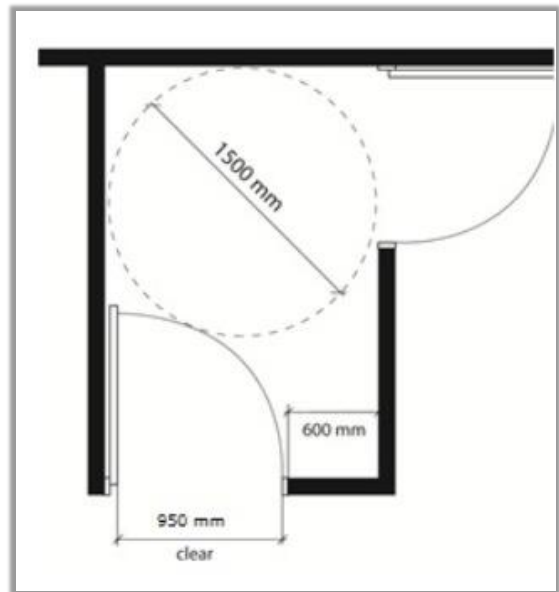


Figure IV.1.6.6: Manoeuvring Space - Doors Series - Not Aligned

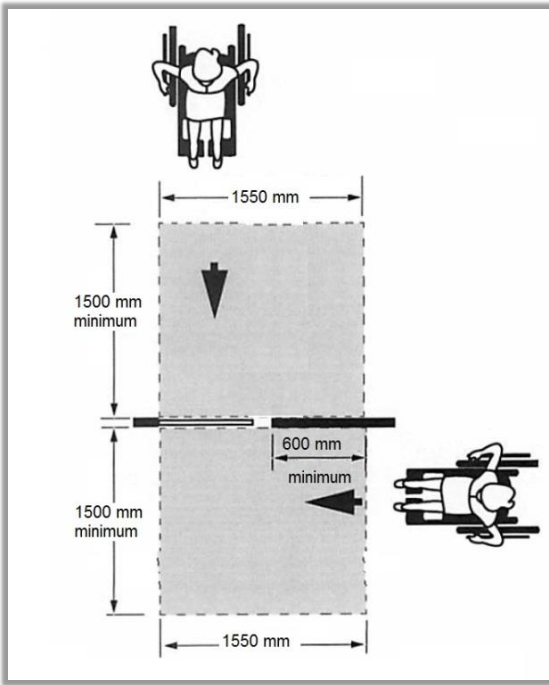


Figure IV.1.6.7: Front and Side Approach at Sliding Doors

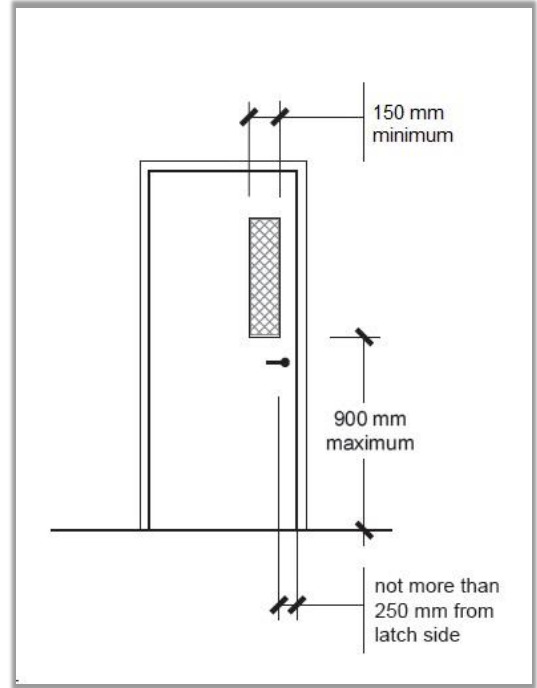


Figure IV.1.6.8: Vision Panel

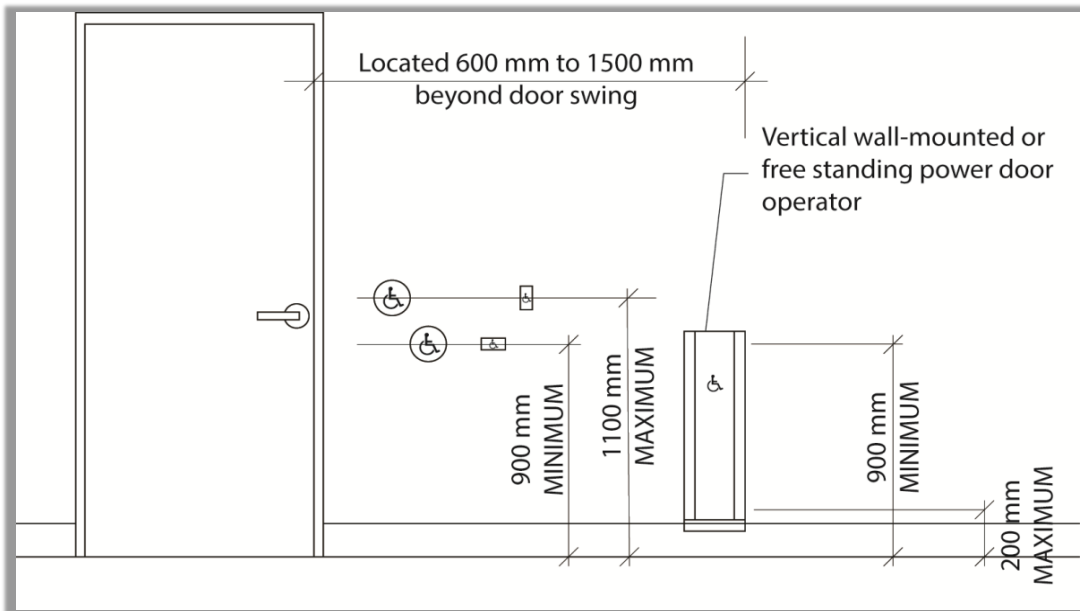


Figure IV.1.6.9: Door Operator Locations

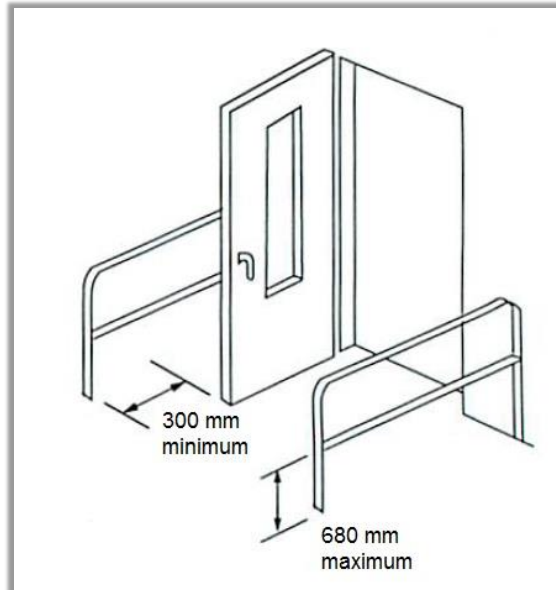


Figure IV.1.6.10: Door Guards

Related Sections

- IV.1.1 Space and Reach Requirements
- IV.1.7 Gates, Turnstiles and Openings
- IV.1.8 Windows, Glazed Screens and Sidelights
- IV.4.2 Controls and Operating Mechanisms
- IV.4.7 Signage
- IV.4.10 Information Systems
- IV.4.11 Card Access, Safety and Security Systems

IV.1.7 Gates, Turnstiles and Openings

Rationale

Gates with an adjacent opening of an appropriate width are essential for wheelchair access, as well as for others using various mobility aids and devices, strollers or delivery carts. Single-bar gates may be at a convenient waist height for ambulatory persons but are at neck and face height for children and persons who use wheelchairs. Revolving turnstiles are impossible to negotiate for someone using a wheelchair, a cane or crutches or for someone with poor balance.

Application

Gates, turnstiles and openings shall comply with this section.

Design Requirements

- Where gates or openings are provided through fences or screens to *public use* areas beyond, such openings shall be *accessible* (i.e., a minimum of 950 mm) wide, to allow free passage of a person who uses a wheelchair. Hardware should be suitable for autonomous use, and any closing device should not be spring-loaded. (Figure IV.1.7.1)
- Where turnstiles or other ticketing control devices that are not wheelchair accessible are utilized, then a gate or opening that is accessible shall also be provided in the same location. Turnstiles shall incorporate a pronounced colour contrast, to differentiate them from the surrounding environment, shall have a minimum entry width of 950 mm and a maximum height of 680 mm from the finished floor. (Figure IV.1.7.1 and Figure IV.1.7.2)
- Where gates are incorporated into a chain-link fencing system, the poles at either side of the gate shall incorporate a pronounced colour contrast from the fence and the surrounding environment.

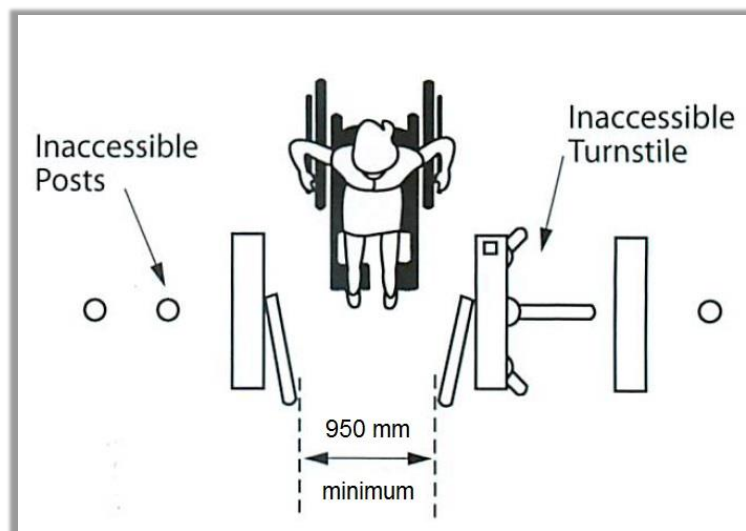


Figure IV.1.7.1: Access at Turnstile

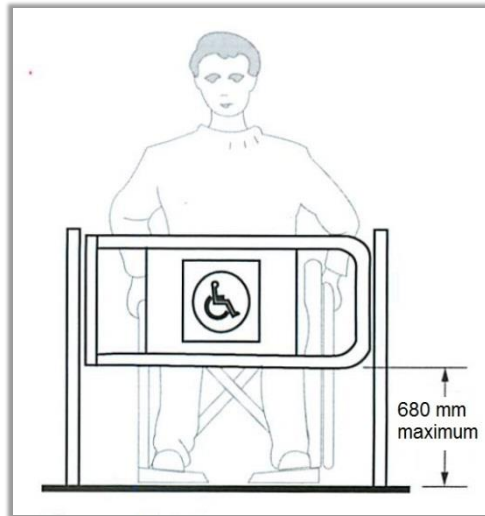


Figure IV.1.7.2: Access at Turnstile

Related Sections

- IV.1.1 Space and Reach Requirements
- IV.1.6 Doors
- IV.1.8 Windows, Glazed Screens and Sidelights
- IV.4.2 Controls and Operating Mechanisms
- IV.4.7 Signage
- IV.4.10 Information Systems
- IV.4.11 Card Access, Safety and Security Systems

IV.1.8 Windows, Glazed Screens and Sidelights

Rationale

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

Persons who use wheelchairs experience the *facility* from a seated position at a lower eye level. Operating mechanisms on windows, blinds, louvers, etc. should respect the limited reach of persons using wheelchairs, and others with reach limitations. Window controls and operating devices should also respect the limitations of hand strength or dexterity encountered with different *disabilities*, including arthritis.

Application

Windows, glazed screens, fully- glazed sidelights and fully glazed doors shall comply with this section.

Design Requirements

- Fully-glazed sidelights at exterior *entrances* or vestibules, as well as fully-glazed screens, shall be clearly identified with a horizontal row of decals, or a continuous stripe, a minimum of 50 mm wide and of highly contrasting colour, mounted with its centre line at a height of 1350 from the floor from the floor or ground. (Figure IV.1.8.2)
- Where decals are used, they shall be located at a maximum of 150 mm from centre to centre. The decals can be a minimum of 50 mm square or round, and/or of a special design (e.g., a logo) provided the solid portion of the decals provides high colour contrast and is easy to identify by persons who are visually impaired.
- Where etched or patterned glass is used, decals or a stripe of highly contrasting colour shall still be provided.
- Where frameless glass panels are used, exposed edges shall be identified with a vertical safety stripe, applied to cap the end glass panel.
- Where viewing windows are provided,
 - the sill height of the window shall be no more than 765 mm from the floor (Figure IV.1.8.1); and
 - where horizontal transoms are incorporated in windows, the transoms shall not be located between 1060 mm and 1220 from the floor.
- In *facilities* with operable windows, window opening hardware shall
 - be mounted between 400 mm and 1200 mm from the floor;
 - be operable using one hand; and
 - not require fine finger control, tight grasping, pinching, or twisting of the wrist to operate.
- Doors that are entirely glass should have a colour contrast band no less than 50 mm around the perimeter of the door and around the perimeter of the surround opening.

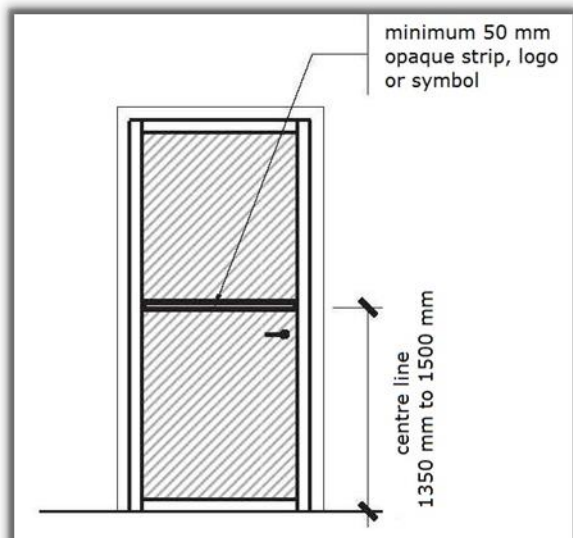


Figure IV.1.8.1: Decals

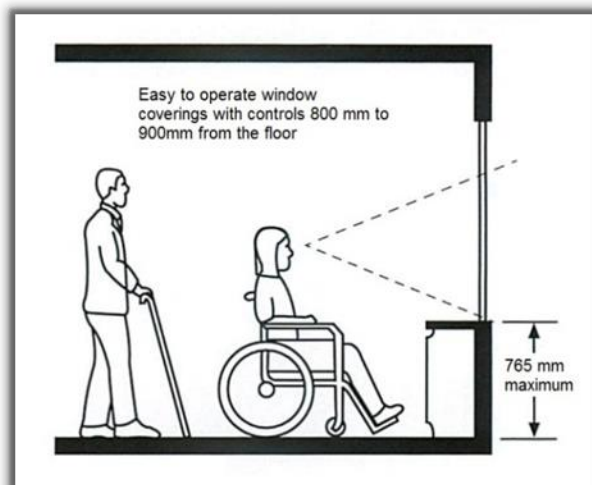


Figure IV.1.8.2: Window Sill Height

Related Sections

- IV.1.1 Space and Reach Requirements
- IV.4.2 Controls and Operating Mechanisms

IV.1.9 Ramps

Rationale

Where for many years *ramps* have been synonymous with wheelchair accessibility; *ramps* should be considered a last resort in providing accessibility. *Ramps* can be difficult and dangerous to negotiate and the physical *space* required for ramps makes them cumbersome to integrate into a facility. However, where a change in level already exists or cannot be avoided, a properly designed *ramp* can provide access for those using wheelchairs, pushing strollers or moving packages on a trolley.

The design of the *ramp* is critical to its usefulness and safety. A steep ramp is difficult to ascend and dangerous to come down for a person using a wheelchair or other mobility device. A cross slope that requires increased effort to negotiate the *ramp* must be avoided. The placement of the *ramp* is also important to its accessibility. *Space* at the bottom and flat areas at points along a long *ramp* enables an individual to slow down or to rest. Textured surfaces, edge protection and handrails all provide important safety functions.

Application

Where ever possible graded access is the preferred route rather than ramping. If ramping is required it should be located at the primary entrance. Any part of an *accessible route* with a slope steeper than 1:25 shall be considered a *ramp* and shall comply with this section. The definition of *ramp* applies to facilities and not municipal streets and parks.

Design Requirements

- *Accessible ramps* shall be on an *accessible route* complying with Section IV.1.4.
- The maximum *cross slope* of *ramp* surfaces shall be 1:50.
- The minimum width of a *ramp* between handrails shall be 950 mm.
- *Ramps* shall have level landings at the top and bottom of each run and also where the *ramp* has an *abrupt change* in direction.
- Landings shall:
 - be at least as wide as the widest *ramp* run leading to it;
 - have a minimum size not less than 2440 mm by 2440 mm if located at the top or bottom of a ramp or if served by a doorway;
 - incorporate *tactile attention indicators* at the leading edge of landings in accordance with Section IV.4.8 Detectable Warning Surfaces;
 - where an intermediate landing at the switchback of a U-shaped ramp (Figure IV.1.9.1), have a length not less than 1670 mm and a width not less than 2440 mm;
 - where an intermediate landing at the corner of an L-shaped ramp (Figure IV.1.9.1), have a length and width not less than 1670 mm;
 - where an intermediate landing at a straight ramp (Figure IV.1.9.1), have a length not less than 1670 mm; and
 - where a landing meets a slope change have a 50 mm ± 10 mm wide colour contrasted strip the width of the ramp. (Figure IV.1.9.1)
- *Ramp* and landing surfaces shall be slip-resistant.
- Outdoor *ramps* and their approaches shall be designed so that water will not accumulate on walking surfaces.

- Ramps and landings not at grade shall have a wall or guard on both sides.
- Where a ramp is wider than 2200 mm an intermediate handrail shall be provided with a clear width of 900 mm between the intermediate handrail and one of the other handrails.
- Where a guard is provided, it shall:
 - be not less than 1070 mm measured vertically to the top of the guard from the ramp surface;
 - be designed so that no member, attachment or opening between 140 mm and 900 mm above the ramp surface being protected by the guard will facilitate climbing; and
 - be provided with a curb at least 50 mm high on any side of the ramp where no solid enclosure or solid guard is provided; and with railings or other barriers that extend to within 50 mm of the finished ramp, or have a curb not less than 50 mm high. (Figure IV.1.9.2)
- A ramp run with a rise greater than 150 mm shall have handrails which:
 - are on both sides;
 - comply with Section IV.1.11;
 - are continuous on the inside of switchback (U-shaped) or dogleg (L-shaped) ramps;
 - when not continuous, extend horizontally at least 300 mm beyond the top and bottom of the ramp and return to the wall, floor, or post;
 - measure between 865 mm and 965 mm from the ramp surface to the top of the handrail; and
 - have a minimum horizontal distance between handrails of 950 mm. (Figure IV.1.9.3)

EXCEPTION: Where a ramp serves as an aisle way for fixed seating, the requirements for ramp handrails do not apply.

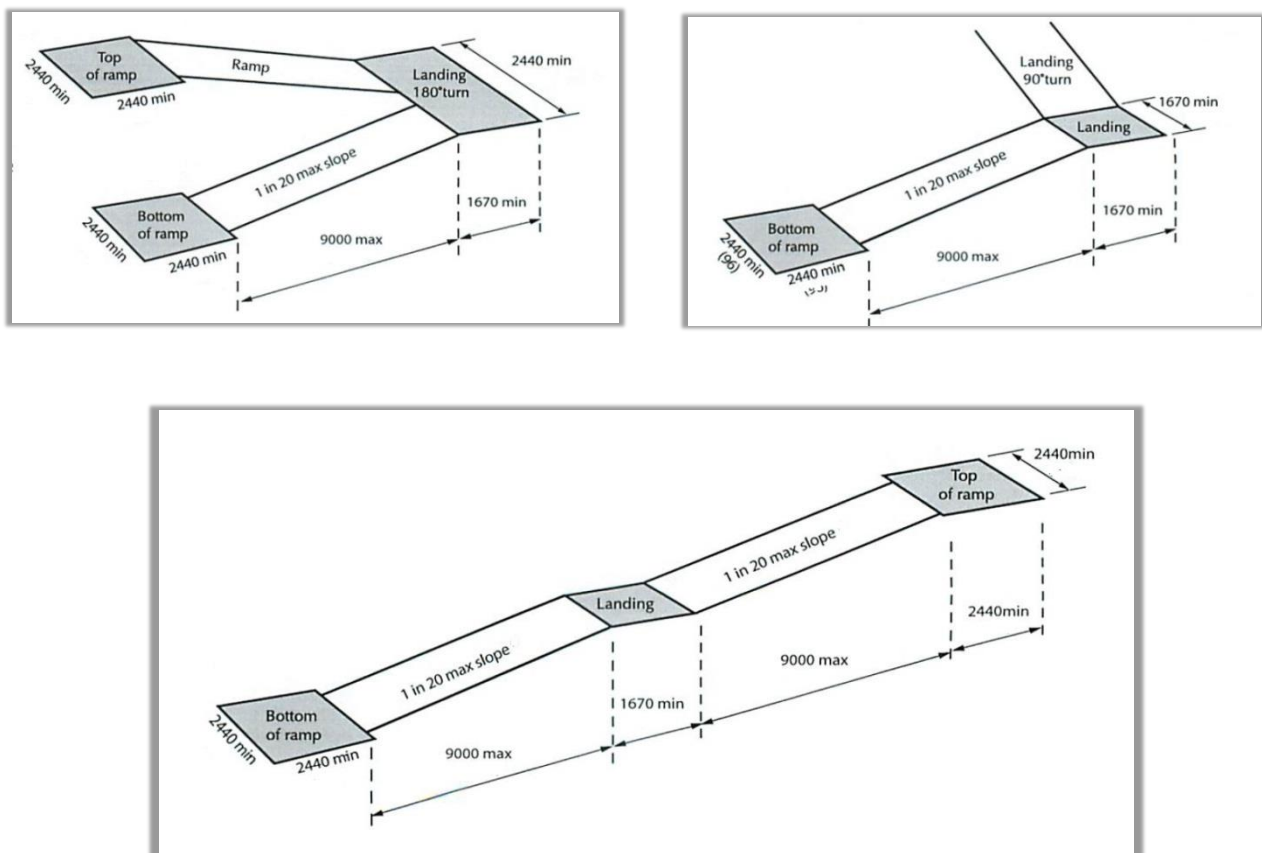


Figure IV.1.9.1: Minimum Ramp Landing Dimensions

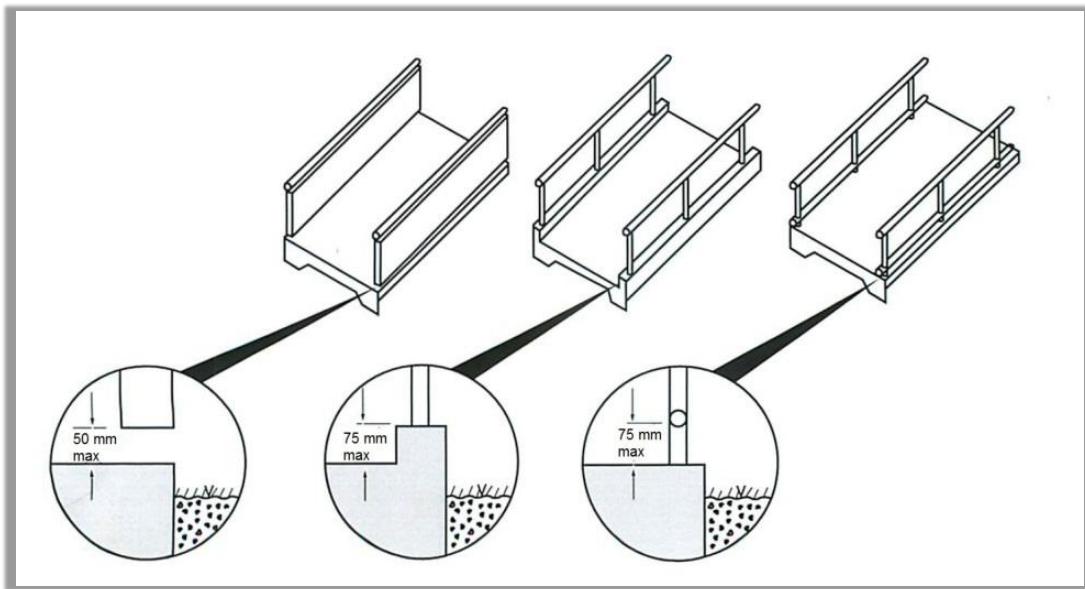


Figure IV.1.9.2: Edge Protection at Ramps

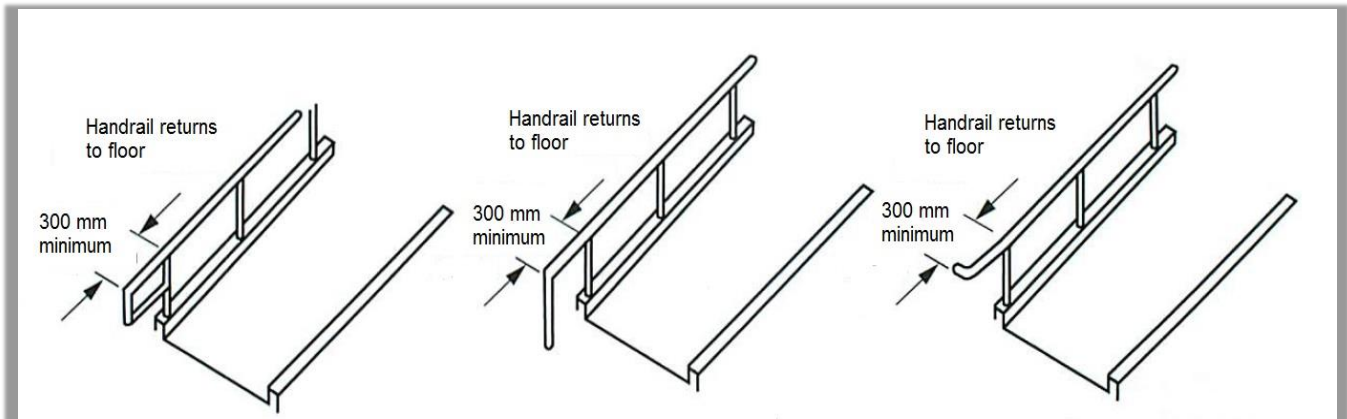


Figure IV.1.9.3: Horizontal Handrail Extensions

Related Sections

- IV.1.1 Space and Reach Requirements
- IV.1.2 Ground and Floor Surfaces
- IV.1.6 Doors
- IV.1.11 Handrails
- IV.4.7 Signage
- IV.4.8 Detectable Warning Surfaces
- IV.4.12 Glare and Light Sources
- IV.4.13 Lighting
- IV.4.14 Materials and Finishes
- IV.4.15 Texture and Colour

IV.1.10 Stairs

Rationale

Stairs that are comfortable for an adult may be challenging for children, seniors or persons of short stature. Poorly designed nosings can present tripping hazards, particularly to persons with prosthetic devices or those using canes. Cues warning a person of an upcoming set of stairs are vitally important as are stairs designed with contrasting edges on treads.

Application

Interior stairs shall comply with this section. In a retrofit situation, stairs need not comply if they connect levels *accessible* by an elevator, *ramp* or other *accessible* means of vertical access.

Design Requirements

- A flight of stairs shall have:
 - uniform riser heights and tread depths;
 - risers not more than 200 mm and not less than 125 mm high, with a preference for closed risers (Figure IV.1.10.2);
 - run not less than 255 mm and not more than 355 mm deep, measured from riser to riser and 280-355mm for new construction and preferred application for reconstruction (Figure IV.1.10.2);
 - be illuminated to at least 100 lux; and
 - slip resistant materials or treatments applied and where carpeted, avoid the use of strongly patterned carpet.
- Nosings shall:
 - project not more than 25 mm;
 - have a curved or bevelled leading edge of the tread between 8 mm and 13 mm;
 - where projecting, be sloped to the riser at an angle not less than 60 degrees to the horizontal;
 - be illuminated to a level of at least 100 lux ;
 - be slip-resistant; and
 - have a horizontal face of 40 mm and a vertical surface of the stair nosing 19 mm to 40 mm deep, extending the full width of the tread with pronounced colour contrast with the remainder of the riser and tread, colours in the warm end of the spectrum (yellow, orange, bright red) are easier to recognize, black shall not be used;
- Stairs shall incorporate:
 - colour contrasting or distinctive visual pattern to demarcate the leading edge; and
 - *tactile attention indicators* that comply with Section IV.4.8 at the top edge of the top stair one tread depth back from the edge of the top stair. (Figure IV.1.10.3)
- Handrails for stairs shall:
 - comply with Section IV.1.13
 - be installed on both sides;
 - be of uniform height, ranging between 865 mm and 920 mm from the stair nosing;
 - have a continuous inside handrail on switchback or dogleg stairs;
 - be continuous around landings less than 2100 mm in length, except where the landing is intersected by an alternate path of travel; or has an entry door leading on to it;
 - be continuous where located on the inside edge of stairs (Figure IV.1.10.1); and

- where not continuous
 - extend horizontally at the top and bottom of the stairs not less than 300 mm, at a height ranging between 865 mm and 920 mm above the floor; and
 - return to the wall, or post in a manner that will not obstruct pedestrian travel or create a hazard.

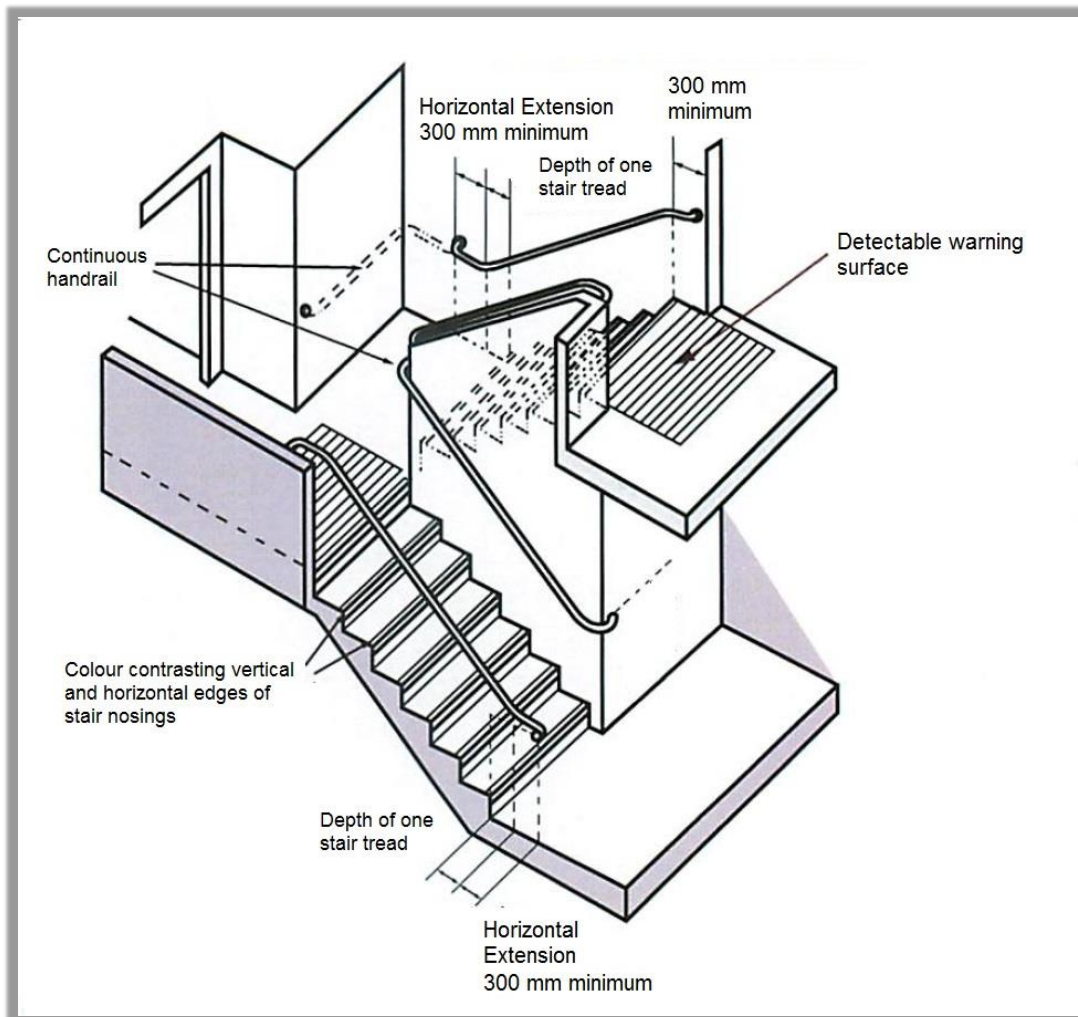


Figure IV.1.10.1: Stair Design Criteria

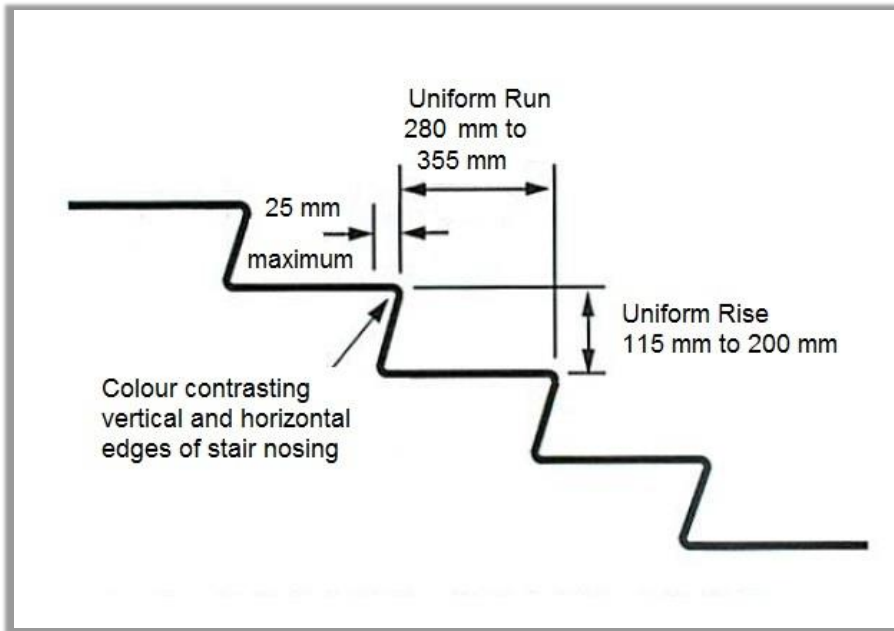


Figure IV.1.10.2: Stair Tread Criteria

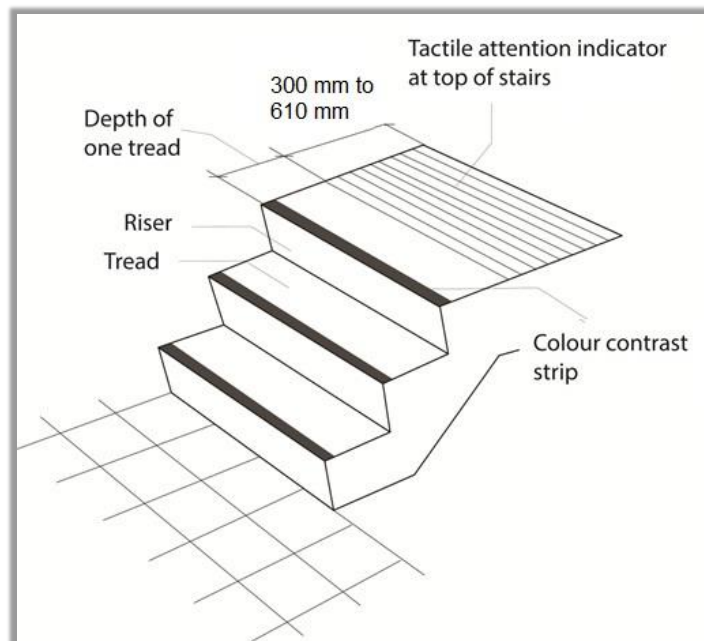


Figure IV.1.10.3 Tactile attention indicator

Related Sections

IV.1.1	Space and Reach Requirements	IV.4.8	Detectable Warning Surfaces
IV.1.2	Ground and Floor Surfaces	IV.4.12	Glare and Light Sources
IV.1.6	Doors	IV.4.13	Lighting
IV.1.11	Handrails	IV.4.14	Materials and Finishes
IV.4.7	Signage	IV.4.15	Texture and Colour

IV.1.11 Handrails

Rationale

The design of handrails, must consider the range of hands that will grasp them. A handrail suited to an adult's hand may be difficult for a child or a person with arthritis to use. The same is true for the heights of handrails.

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

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

Application

Handrails shall comply with this section.

Design Requirements

- Handrails shall:
 - have a circular section 30 mm to 40 mm in diameter be free of any sharp *elements*;
 - have continuous gripping surfaces, without interruption by newel posts, other construction *elements*, or obstructions that can break a handhold;
 - have a *clear space* between the handrail and the wall of
 - 50 mm (Figure 1.11.1); or
 - at least 60 mm where the wall has a rough surface (Figure 1.11.2); and
 - be terminated in a manner that will not obstruct pedestrian travel or create a hazard.
- A recess containing a handrail shall extend at least 450 mm above the top of the rail. (Figure IV.1.11.3)
- Handrails and their supports shall be designed and constructed to withstand the loading values obtained from the non-concurrent application of:
 - a concentrated load of not less than 0.9 kN applied at any point and in any direction; and
 - a uniform load of not less than 0.7 kN/m applied in any direction to the handrail.
- Handrails shall incorporate a pronounced colour contrast, to differentiate them from the surrounding environment.
- The width between handrails must be not less than 950 mm and not more than 1100 mm. The maximum width between handrails need not apply at landings.

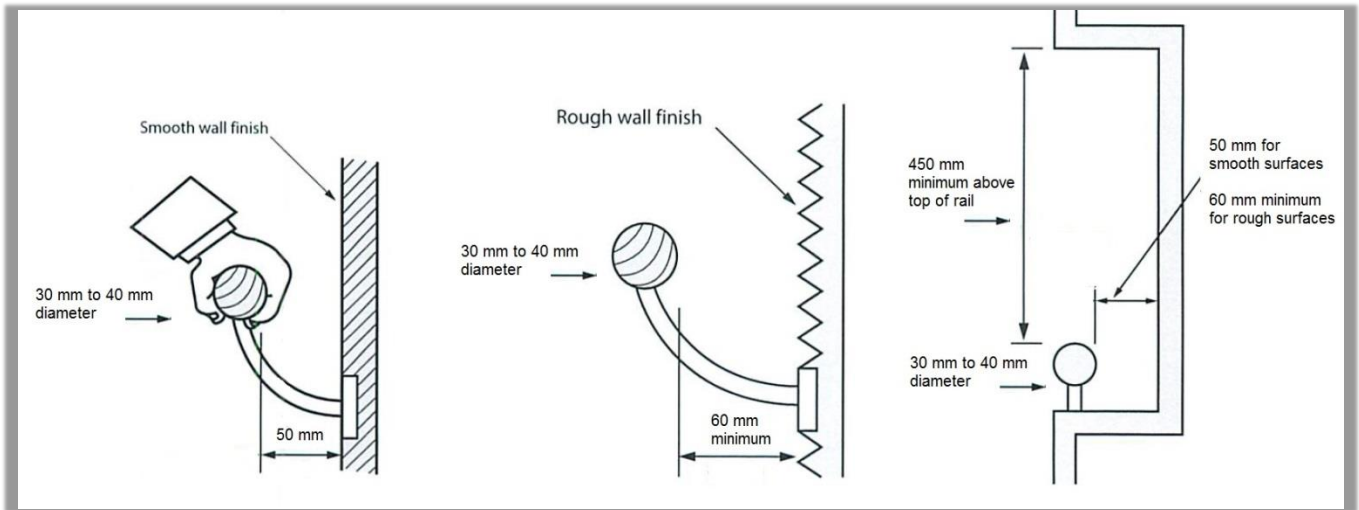


Figure IV.1.11.1: Handrail

Figure IV.1.11.2: Handrail Rough Wall

Figure IV.1.11.3: Handrail in Recess

Related Sections

- IV.1.1 Space and Reach Requirements
- IV.1.9 Ramps
- IV.1.10 Stairs
- IV.4.15 Texture and Colour

IV.1.12 Elevators

Rationale

Buttons used on elevators need to address a range of functional issues, including reach, dexterity and visual impairments, as discussed in Section IV.4.2 and Section IV.4.15. More specific to elevators is the need to provide audible cues for visually impaired individuals to identify different floor levels, as well as the direction of travel. Audible cues are a benefit to anyone who uses the elevator. Adequate door closing delays provide individuals using mobility devices additional time to reach, enter or exit the elevator car.

Application

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

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

Elevators are not required:

- In *facilities* that are less than three *storeys* and not open to the general public;
- In, elevator pits, elevator penthouses, mechanical rooms, piping or equipment catwalks;
- When *accessible ramps* complying with Section IV.1.9 are used in lieu of an elevator; and
- When platform lifts (wheelchair lifts) complying with Section IV.1.16 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 IV.3.2;
 - 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.

Design Requirements

- *Accessible* elevators shall be on an *accessible route* complying with Section IV.1.4.
- *Accessible* elevators shall be identified with *signage* complying with applicable provisions of Section IV.4.7.
- Elevators shall be automatic and be provided with a two-way automatic maintaining levelling device to maintain the floor level to ± 13 mm.
- Power-operated horizontally sliding car and landing doors opened and closed by automatic means shall be provided.
- The *clear* width for elevator doors shall be at least 950 mm with preference given to 1065 mm for centered doors.

- Doors shall be provided with a door re-opening device that will function to stop and reopen a car door and an adjacent hoist way door to at least 950 mm, in case the car door is obstructed while closing. This re-opening device shall also be capable of sensing an object or person in the path of a closing door at a nominal 125 mm \pm 25 mm and 735 mm \pm 25 mm above the floor without requiring contact for activation.
- From the time the doors start to open, a minimum of 5 to 7 seconds shall elapse before the door starts to close, if it is a hall call, and 3 seconds if it is a car call. This time may be reduced by operation of the door-close button.
- The minimum distance between the walls or between wall and door, excluding return panels, shall not be less than 1725mm by 1525 mm. In facilities with high *public use*, such as arenas, libraries or entertainment complexes, the distance between walls or between wall and door shall be 2030 mm x 1525 mm. (Figure IV.1.12.1)
- Floors of elevator cabs shall have a firm and slip-resistant surface that permits easy movement of wheelchairs.
- Handrails shall be provided on all non-access walls at a height of 800 mm to 920 mm with a *space* of 30 mm to 45 mm between the rails and wall.
- Car controls shall be readily *accessible* from a wheelchair upon entering an elevator.
- Floor register buttons in elevator cabs shall:
 - be a minimum 19 mm in size and may be raised, flush or recessed. The depth of flush or recessed buttons when they are being operated shall not exceed 10 mm (Figure IV.1.12.2); and
 - be provided with visual and momentary audible indicators to show when each call is registered. The visual indicators shall be extinguished when each call is answered.
- All car control buttons shall be designated by Grade 2 Braille characters and by raised standard alphabet characters for letters, Arabic characters for numbers, and standard symbols. Markings shall be a minimum of 16 mm high and raised a minimum of 0.75 mm, placed immediately to the left of the buttons to which they apply. Exception: Where the call buttons are mechanical, the raised markings may be on the buttons. (Figure IV.1.12.3)
- Emergency car controls and door operating buttons shall be grouped together at the bottom of the control panel. The centre line of the alarm button and the emergency stop switch shall be not less than 890 mm from the floor. The centre line of the highest floor button shall be no higher than 1200 mm from the floor. Where number of floors is 16 or greater, the centre line of the highest floor button shall be no higher than 1375 mm from the floor. Other controls may be located where it is convenient.
- An indicator shall be provided in the car to show the position of the car in the hoist way, by illuminating the indicator corresponding to the landing at which the car is stopped or passing. Indication characters shall be on a contrasting colour background and a minimum of 16 mm high.
- The centre line of hall call buttons shall be 920 mm \pm 25 mm above the floor. Buttons shall be a minimum of 20 mm in size, mounted one above the other. (Figure IV.1.12.3)

- Hall visual indication shall be provided to show each call that is registered and that is extinguished when the call is answered. Hall or in-car lanterns shall be provided. The centre line of the fixture shall be a minimum of 1830 mm above the floor. An audible signal shall be provided when the elevator stops at the landing. Visual *elements* shall be a minimum of 60 mm in the smallest direction.
- All elevator hoist way *entrances* shall have raised Arabic numerals and Braille floor designations provided on both jambs. The characters shall be a minimum of 50 mm high and at least 0.75 mm with the centreline at 1500 mm ± 25 mm from the floor. (Figure IV.1.12.3)
- As the car stops at a floor, the floor and direction of travel shall be announced using voice - annunciation technology.
- Elevators shall be linked by an emergency call system to a monitored location within the *facility*, with two-way communication ability. The highest *operable portion* of the 2-way communication system shall be a maximum of 1200 mm from the floor of the car. It shall be identified by a raised symbol and lettering located adjacent to the device. The symbol shall be a minimum of 38 mm high and raised a minimum of 0.75 mm. Permanently attached plates are acceptable. If the system uses a handset, then the length of the cord from the panel to the handset shall be at least 920 mm. Additionally, the handset shall be equipped with a receiver that generates a magnetic field in the area of the receiver cap, and the handset shall have a volume control and shall comply with CSA Standard T515. If the system is located in a closed compartment, the compartment door and hardware shall conform to Section IV.4.2. The emergency intercommunication system shall not require voice communication. (Figure IV.1.12.4)
- Lighting in elevator cabs shall be at least 100 lux , measured at the floor level and at the same lighting level as the adjacent lobby *space*.
- Mirror shall not be used within elevator cabs as a finish material on the wall *opposite* the door.
- Floor finishes within elevator cabs shall comply with Section IV.1.2.
- Elevator doors shall incorporate pronounced colour contrast, to differentiate them from the surrounding environment.
- There shall be a pronounced colour contrast between the car sill and the *facility* floor.

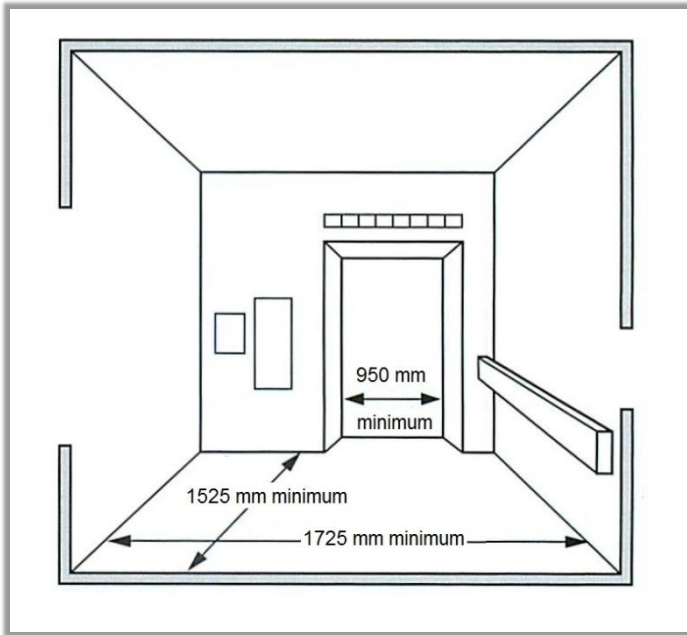


Figure IV.1.12.1: Elevator Cab

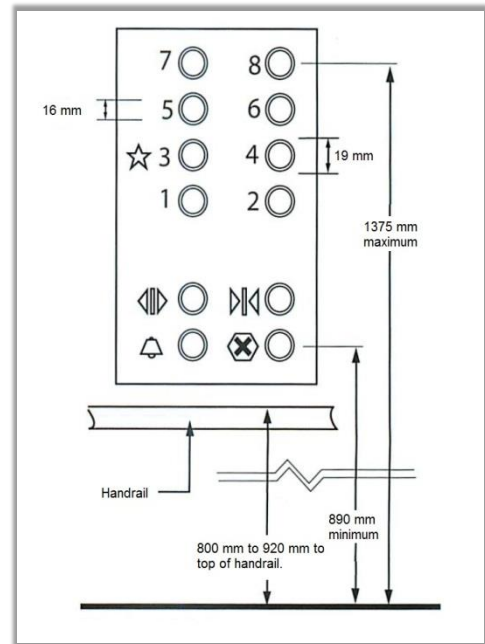


Figure IV.1.12.2: Control Panel

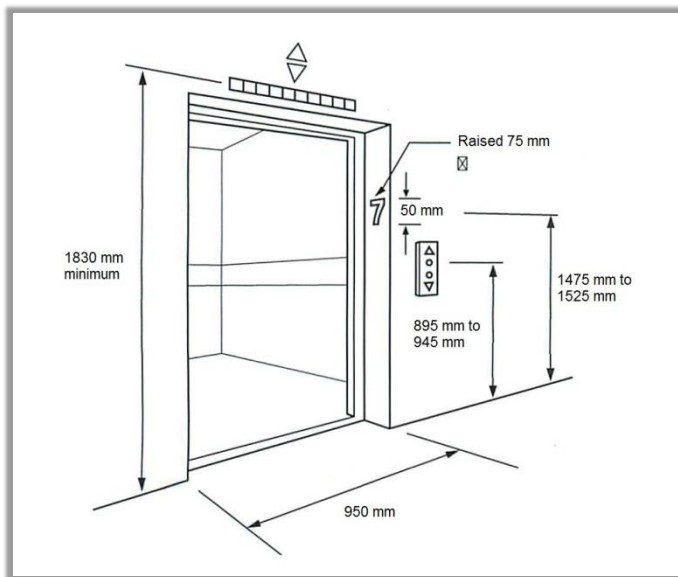


Figure IV.1.12.3: Elevator Entry

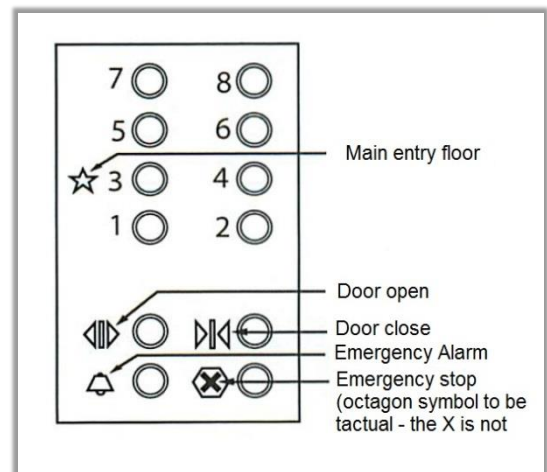


Figure IV.1.12.4: Tactile Symbols

Related Sections

IV.1.1	Space and Reach Requirements	IV.4.9	Public Address Systems
IV.1.2	Ground and Floor Surfaces	IV.4.11	Card Access, Safety and Security Systems
IV.1.6	Doors	IV.4.12	Glare and Light Sources
IV.1.11	Handrails	IV.4.13	Lighting
IV.4.2	Controls and Operating Mechanisms	IV.4.14	Materials and Finishes
IV.4.7	Signage	IV.4.15	Texture and Colour

IV.1.13 Platform and Stair Lifts

Rationale

Platform and stair lifts have long been considered an accessibility requirement although they tend to segregate persons with disabilities and limit space at *entrance* and stair locations. Independent access is often compromised, as access to platform lifts is controlled by key operation. Whenever possible, grading or integrated elevator access should be incorporated to avoid the use of lifts. Platform and stair lifts are not a preferred solution due to operational hazards and supervisory practicalities and should only be considered and applied where installation of other solutions are not technically feasible.

Application

Accessible platform and stair lifts shall comply with this section. Platform and stair lifts may only be used in lieu of an elevator or *ramp* where allowable under Section IV.1.13.

This section does not apply to platform lifts for transit vehicles.

Design Requirements

- *Accessible* platform and stair lifts shall:
 - be on an *accessible route* complying with Section IV.1.4;
 - be identified with *signage* complying with applicable provisions of Section IV.4.7;
 - comply with CSA standard CAN/ CSA B355; and
 - facilitate unassisted entry, operation, and exit from the lift.
- The platform size shall be no less than 1220 mm by 1525 mm. The doors to the platform lift shall comply with Section IV.1.6. Controls and operating mechanisms shall comply with Section IV.4.2.
- Platform lifts shall be linked by an emergency call system to a monitored location within the facility, with two-way communication ability. The highest operable portion of the two-way communication system shall be a maximum of 1200 mm from the floor of the car. If the system uses a handset, then the length of the cord from the panel to the handset shall be at least 920 mm. If the system is located in a closed compartment, the compartment door and hardware shall conform to Section IV.4.2.
- Floor finishes within platform lifts shall comply with Section IV.1.2 and Section IV.4.14.

Related Sections

IV.1.1	Space and Reach Requirements
IV.1.2	Ground and Floor Surfaces
IV.1.6	Doors
IV.1.11	Handrails
IV.1.12	Elevators
IV.4.2	Controls and Operating Mechanisms
IV.4.7	Signage
IV.4.9	Public Address Systems
IV.4.11	Card Access, Safety and Security Systems
IV.4.12	Glare and Light Sources
IV.4.13	Lighting
IV.4.14	Materials and Finishes
IV.4.15	Texture and Colours

IV.1.14 Exterior Accessible Routes, Access and Passenger Loading Zones

Rationale

People with disabilities must be able to travel along an exterior path of travel to and from a facility, the parking lot and the street and have adequate space to enter that facility without the assistance of another person. Walkway surfaces must be level, firm and slip resistant and changes in level must be carefully designed to ensure a smooth and detectable transition. Adequate space must be provided at entry points to allow movement around doors and to access automated door operators and other assistive technologies. Passenger-loading zones are important features for individuals who may have difficulty in walking distances or those who use parallel transit systems. Spatial requirements for side-loading wheelchair lifts need to be accommodated.

Application

Exterior accessible routes provided to and from a facility, access to parking areas, passenger loading zones and *curb ramps* must comply with this section.

Design Requirements

- Exterior accessible routes shall:
 - be a minimum clear width of 1100 mm;
 - be permanent, firm and slip resistant;
 - have a gradient not exceeding 1:20 (5%) and where the gradient is greater than 1:20, be designed as a ramp in accordance with Section IV.1.9 Ramps;
 - have an 1100 mm wide surface of a different texture to that surrounding the walkway where the line of travel is level and even with the adjacent walking surfaces;
 - be free of obstructions for the full width of the walkway;
 - have a level area adjacent to the entrance doorway of a minimum of 2440 mm by 2440 mm (Figure IV.1.14.2); and
 - have a *tactile indicator* that is located to identify an entry into a vehicular route or where no curbs or other element separates the vehicular route or area from a pedestrian route.

- Where a difference in elevation is less than 200 mm, a curb ramp may be used, and shall:
 - have a running slope in accordance with Table 1.14 Curb Ramp Rise and Slope;
 - have a minimum width of 1500 mm exclusive of flared sides;
 - have a horizontal length that does not exceed 2000 mm;
 - have a maximum counter slope of gutters and road surfaces immediately adjacent to curb ramps of 1:20; and
 - have a surface including flared sides, that shall:
 - be slip resistant;
 - have a *detectable walking surface indicator* in accordance with Section?
 - have a smooth transition from the ramp and adjacent surfaces; and
 - have flared sides with a slope of not more than 1:10 where pedestrians are likely to walk across them. (Figure IV.1.14.1)

Maximum Vertical Rise Between Landings, mm	Slope
Less than 75	1:8 to 1:10
75 to 200	1:10 to 1:12

Table 1.14: Curb Ramp Rise and Slope

- *Curb ramps at pedestrian crosswalks* shall be wholly contained within the area designated for pedestrian use.
- Where raised islands in crossings on vehicular paths of travel are used, they shall:
 - be cut through level with the vehicular path of travel; or
 - have *curb ramps* at both sides and a level area not less than 1370 mm long in the middle.
- Islands level with the street shall have within the area designated for pedestrian use *detectable warning* surfaces that are 920 mm long and in compliance with Section IV.4.8.
- Where exterior parking areas are provided an exterior accessible route shall be provided to the parking area.
- Where passenger-loading zones are provided, the passenger loading zones shall:
 - be on an *accessible route* complying with Section IV.1.4;
 - provide an *access aisle* at least 2440 mm wide and 7400 mm long, adjacent and parallel to the vehicle pull-up *space* (Figure IV.1.14.3);
 - have a *curb ramp* where there are curbs between the *access aisle* and the vehicle pull-up *space*;
 - incorporate an *accessibility sign* and
 - have a minimum height clearance of 3600 mm at the loading zone and along the vehicle access route to such areas to and from the *site entrances*.
- Where it is feasible, covered passenger pick-up areas are recommended.

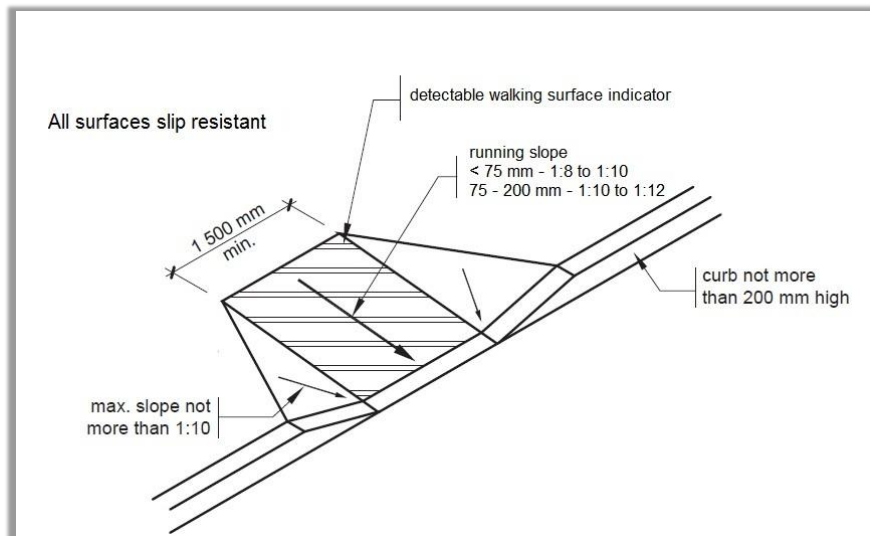


Figure IV.1.14.1: 360° Curb Ramp

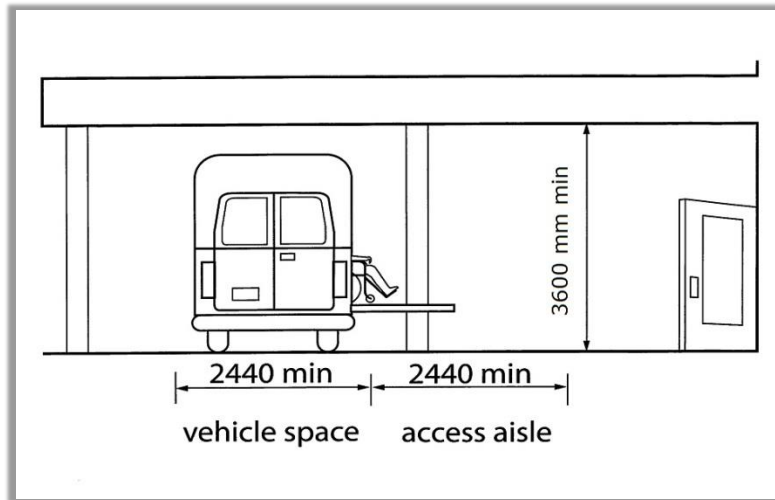


Figure IV.1.14.2: Clearances at Passenger Loading Zones

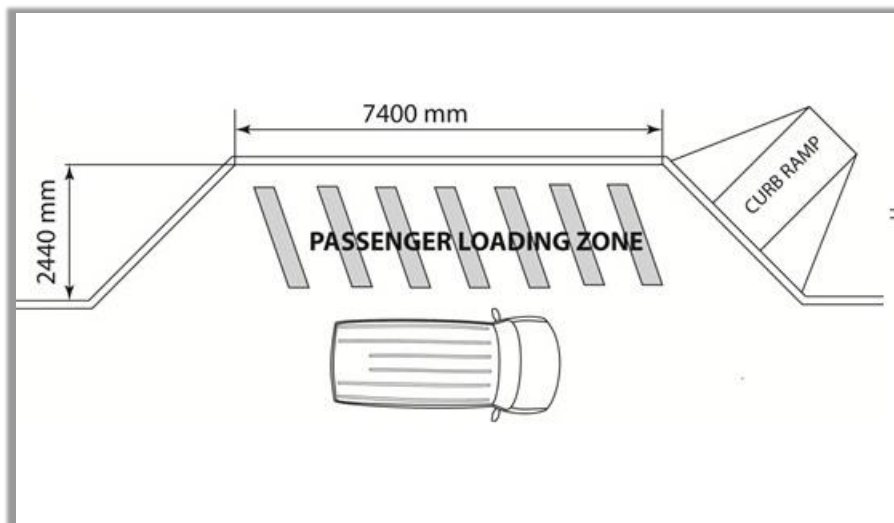


Figure IV.1.14.3: Passenger Loading Zones

Related Sections

- IV.1.1 Space and Reach Requirements
- IV.1.2 Ground and Floor Surfaces
- IV.4.8 Detectable Warning Surfaces
- IV.4.12 Glare and Light Sources
- IV.4.14 Materials and Finishes
- IV.4.15 Texture and Colour

Section IV.2 - Washroom Facilities

IV.2.1 Toilet and Bathing Facilities

Rationale

Although most persons with disabilities use toilets and bathing facilities independently, some people do require assistance. If the assistant is of the same gender, providing assistance is easy in a gender-specific public washroom. Individual universal barrier-free washrooms are the preferred design approach.

Circumstances such as wet surfaces and transferring between toilet and wheelchair can make bathrooms accident-prone areas. Door swings are also safety consideration. A door that swings inward could prevent rescuers from opening the door if someone falls. Door swings are also critical in allowing a person using a wheelchair to enter the washroom stall, turn and close the door behind them.

The identification of washrooms is also important. For children or someone who cannot read text, a symbol or pictogram is preferred. For a person with a visual impairment large-print and/or some form of tactile lettering on *signage* is an important feature. Colour contrasting doorframes and door hardware will also assist many persons with a visual impairment.

Application

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

In a retrofit situation where it is *technically infeasible* to make existing public or *common use* toilet *facilities accessible*, the installation of at least one individual washroom complying with Section IV.2.7 per floor, located in the same area as existing toilet *facilities*, will be permitted in lieu of modifying existing toilet *facilities* to be *accessible*.

In *addition* to any *accessible* public or *common use* toilets, individual washrooms complying with Section IV.2.7 shall be provided in all public *buildings*. If the individual washroom is not visible from the common or *public use* washrooms, directional *signage* complying with Section IV.4.7 shall be provided.

Where a *common* or *public use* washroom contains four or more toilet and/or urinal fixtures, an individual washroom complying with Section IV.2.7 shall also be provided, in approximately in the same area as the *common* or *public use* toilet *facility*. Where male and female *public* or *common use* toilets are located in the same area, one individual universal barrier-free washroom will suffice. Where there is more than one set of *common* or *public use* washrooms on a floor, and there is an *accessible route* connecting the washrooms, only one individual washroom is required on the floor. If the individual universal barrier-free washroom is not visible from the *common* or *public use* washrooms, directional *signage* complying with Section IV.4.7 shall be provided.

Where a washroom is provided in a storey that is not required to have a barrier-free path of travel, the washroom shall include an *ambulatory washroom stall* that meets the requirements of Section IV.2.3 through to Section IV.2.6, Section IV.2.10, Section IV.4.2 and all other related sections.

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

For single-user portable toilet or bathing units clustered at a single location, at least 5%, but no less than one, toilet unit or bathing unit complying with this section shall be provided at cluster wherever typical inaccessible units are provided.

When portable toilets are used in public locations all conditions of this section shall apply except for construction *sites* used exclusively by construction personnel.

Preference is given to an *individual/family washroom* provided primarily for the use of persons of both sexes with *disabilities*, in lieu of *facilities* for persons with *disabilities* in washrooms used by the general public. The *individual/family washroom* shall be provided on the same floor level within 45 m of the washrooms used by the general public.

Design Requirements

- *Accessible* toilet and bathing *facilities* shall be on an *accessible route* complying with Section IV.1.4.
- All doors to *accessible* toilet and bathing rooms shall comply with Section IV.1.6.
- For washrooms other than *individual/family washrooms*, design preference should be given for entrances without doors that are easier for all to use. If doors are required, a single door is preferable to two doors in series.
- The *accessible* fixtures and controls within toilet and bathing rooms shall be on an *accessible route* complying with Section IV.1.4.
- Washrooms shall incorporate a *clear floor space* to allow a person in a wheelchair to make a 180-degree turn. The *space* required for a wheelchair to make a 360-degree turn is a *clear space* of 2440 mm diameter as shown in Section IV.1.1 Space and Reach Requirements Figure IV.1.1.1 or a 180-degree turn as shown in Figure IV.1.1.2. (Figure IV.2.1.1)
- *Accessible* toilet and bathing *facilities* shall be identified with *signage* complying with applicable provisions of Section IV.4.7.
- Automated door operators shall be installed for entry doors into a washroom facility with an accessible toilet stall and individual/family washrooms.

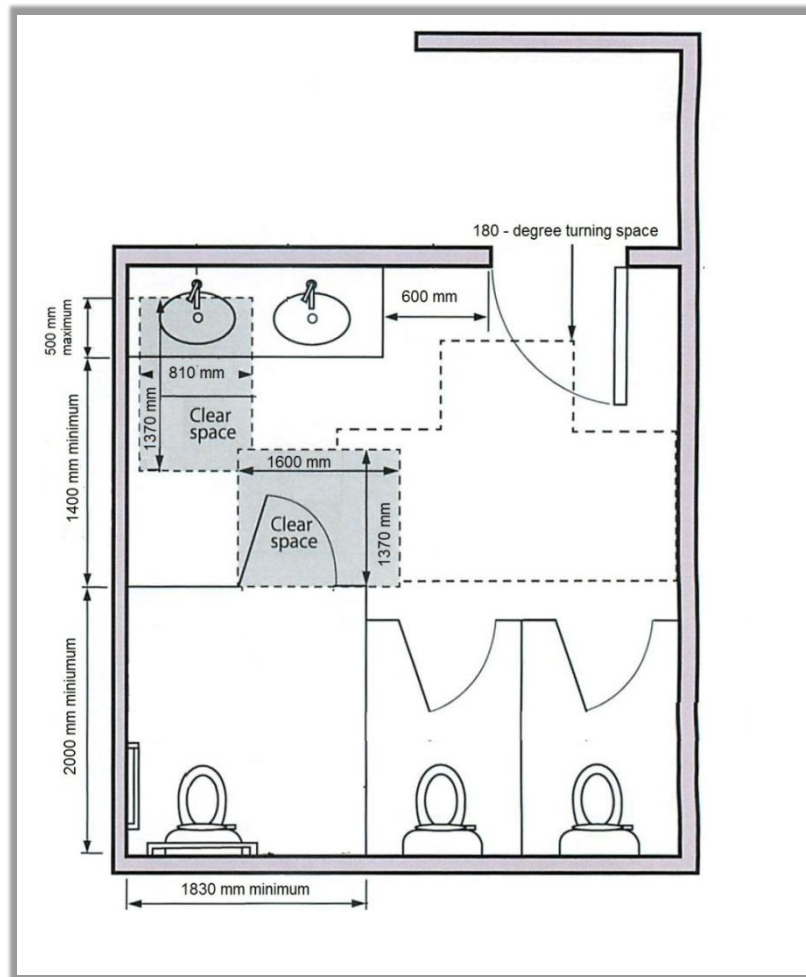


Figure IV.2.1.1 Washroom Dimensions

Related Sections

- IV.1.1 Space and Reach Requirements
- IV.1.2 Ground and Floor Surfaces
- IV.1.3 Protruding Objects
- IV.1.6 Doors
- IV.2.2 Toilet Stalls
- IV.2.3 Toilets
- IV.2.4 Lavatories
- IV.2.5 Urinals
- IV.2.6 Washroom Accessories
- IV.2.7 Individual Washrooms
- IV.2.8 Bathtubs
- IV.2.9 Shower Stalls
- IV.2.10 Grab Bars
- IV.4.2 Controls and Operating Mechanisms
- IV.4.7 Signage
- IV.4.12 Glare and Light Sources
- IV.4.13 Lighting
- IV.4.14 Materials and Finishes
- IV.4.15 Texture and Colour

IV.2.2 Toilet Stalls

Rationale

The manoeuvrability of a wheelchair, scooter or other mobility device in the design of an accessible stall is critical. Consideration needs to be given to the *space* required for the mobility equipment and where an individual requires assistance, the space required to accommodate a second person. Increased space is needed to facilitate the placement of the mobility device to accommodate a transfer onto the toilet. A door that swings outward is ideal for safety reasons and *space* considerations, but is difficult to close once inside the stall. A handle mounted part way along the door may make it easier for someone to close the door behind him or her.

Application

If toilet stalls are provided in a toilet or bathing *facility*, then the number of *accessible* toilet stalls designated to accommodate persons with disabilities shall comply with Table 2.2. Consideration should be given to the use of the building and the possible need to include additional stalls.

Accessible and *Ambulatory* toilet stalls shall comply with this section.

All other toilet stalls within a facility (i.e., those considered to be non-*accessible*) shall be minimum 920 mm wide by 1525 mm long, and shall incorporate door-locking mechanisms in compliance with this section.

Design Requirements

Number of Toilet Stalls Within the Washroom	Number of Required Accessible Stalls
1 to 4	1
5 to 9	2
10 to 16	3
17 or more	4

Table 2.2: Number of Accessible Toilet Stalls

- *Accessible* toilet stalls shall:
 - be on an *accessible route* complying with Section 1.4.
 - have internal dimensions at least 1830 mm by 2000 mm to allow a clear turning space of 1500 mm;
 - have a toilet complying with Section 2.3; and
 - be equipped with a collapsible coat hook mounted not more than 1200 mm from the floor on a sidewall and projecting not more than 40 mm from the wall. (Figure IV.2.2.1)
- Toilet stalls shall be equipped with two grab bars:
 - one continuous L-shape with vertical and horizontal components 760 mm long, mounted on the side wall with the horizontal component 230 mm above the toilet seat and the vertical component 150 mm from front edge of the toilet bowl and mounted 750 mm from the finished floor;
 - one horizontal grab provided on the wall behind the toilet that is a minimum of 600 mm in length, mounted 840 mm to 920 mm from the finished floor and mounted 150 mm above the water tank where a water tank is provided; and
 - in compliance with Section IV – 2.10 Grab Bars. (Figure IV.2.2.2)

- Toilet stall doors shall:
 - be capable of being locked from the inside by a device that is operable with a closed fist; does not require fine finger control, tight grasping, pinching, or twisting of the wrist; and requires a force of not more than 22 N to activate (e.g., sliding bolt or lever);
 - provide a clear opening of at least 950 mm with the door in the open position;
 - be aligned with the clear *transfer space* adjacent to the toilet measuring 915 mm by 1500 mm;
 - swing outward, unless additional *space* is provided within the stall for the door swing;
 - be equipped with gravity/self-closing hinges so that the door closes automatically;
 - be provided with a “D”-type contrasting-coloured door pull, at least 140 mm long, on the inside of an out swinging door, located so that the centre line is between 200 and 300 mm from the hinged side of the door, at outside door handle height;
 - be provided with a “D”-type contrasting-coloured door pull at least 140 mm long, on the outside, near the latch side of the door;
 - be capable of having the latch released from the outside in case of an emergency; and
 - be self-closing so that when at rest, the door will not project more than 50mm beyond the jamb.

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

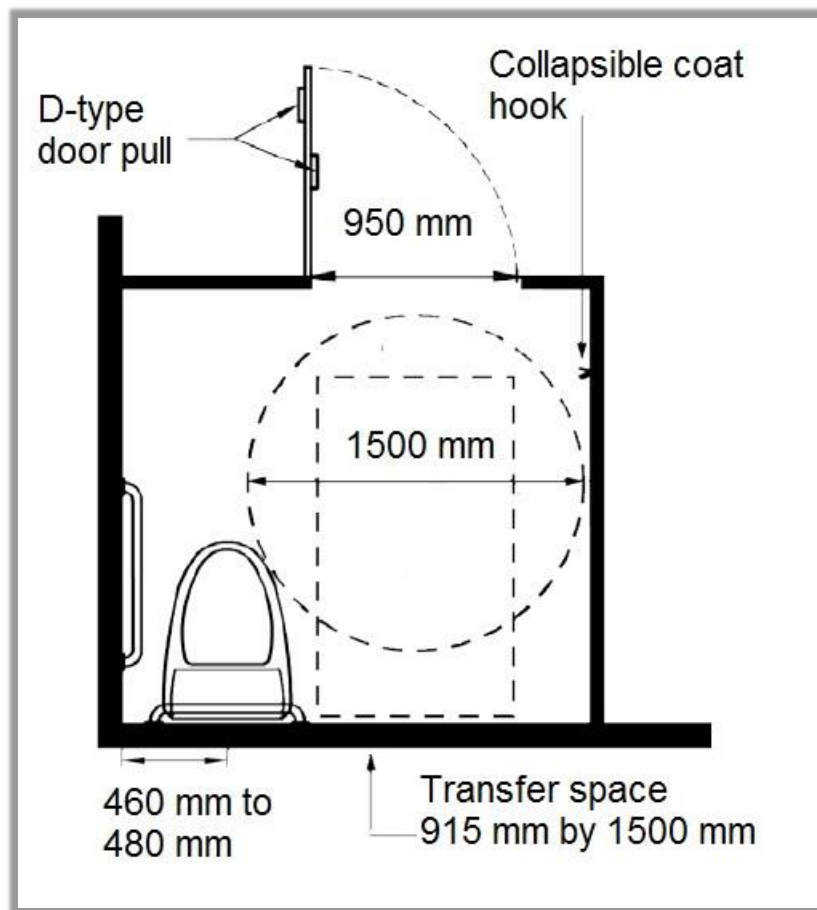


Figure IV.2.2.1: Stall Layout

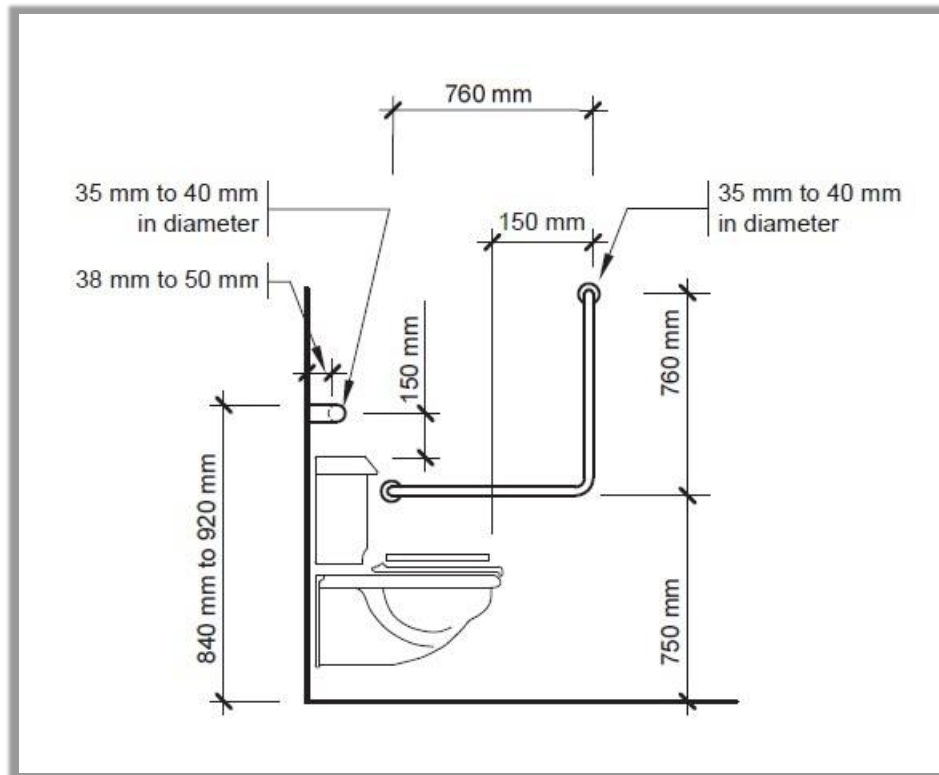


Figure IV.2.2.2: Grab Bar Configuration

Where *ambulatory toilet stalls* are provided, they shall:

- have internal measurements at least 1500 mm deep and a width of 890 mm to 940 mm;
- have a toilet complying with Section IV.2.3;
- have door hardware and locking mechanisms operable using a closed fist mounted at 900 mm to 1100 mm from the finished floor;
- Have a door that shall:
 - Provide a clear opening of at least 810 mm with the door in an open position that swings outward unless additional space is provided for the door swing;
 - be equipped with gravity/self-closing hinges so that the door closes automatically;
 - be provided with a “D”-type contrasting-coloured door pull on both sides of the door, at least 140 mm long, on the inside of an out swinging door, located so that the centre line is between 200 mm and 300 mm from the hinged side of the door and mounted at a height of 900 mm to 1100 mm from the finished floor;
- be equipped with a collapsible coat hook mounted not more than 1200 mm from the floor on a sidewall and projecting not more than 40 mm from the wall; and
- be equipped with grab bars on both sides of the toilet that:
 - have continuous L-shape with horizontal and vertical components 760 mm in length, wall mounted with the horizontal component 750 mm above the floor and the vertical component 150 mm in front of the toilet; and
 - comply with Section IV – 2.10 Grab Bars. (Figure IV.2.2.3)

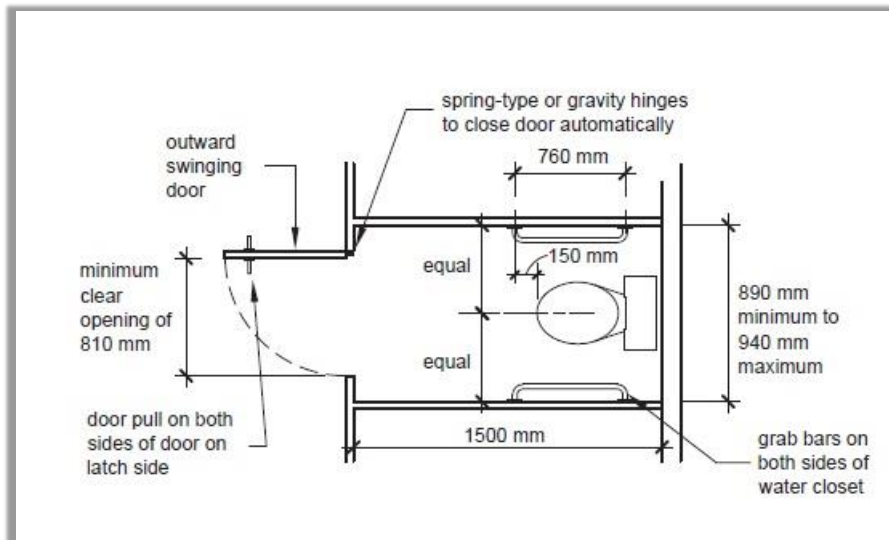


Figure IV.2.2.3: Ambulatory Stall Dimensions

Related Sections

- IV.1.1 Space and Reach Requirements
- IV.1.3 Protruding Objects
- IV.1.6 Doors
- IV.2.3 Toilets
- IV.2.6 Washroom Accessories
- IV.2.10 Grab Bars
- IV.4.2 Controls and Operating Mechanisms
- IV.4.15 Texture and Colour

IV.2.3 Toilets

Rationale

Automatic flush controls are preferred. If flushing mechanisms are not automated, consideration must be given to the ability to reach a switch and the hand strength or dexterity needed to operate it. Strategic placement of grab bars makes sitting and standing or transfers between toilet and wheelchair safer.

Application

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

Design Requirements

- Toilet fixtures shall have:
 - the top of the seat between 460 mm and 485 mm from the floor;
 - no spring-activated seat;
 - a back support where there is no seat lid or tank; and
 - the tank top securely attached. (Figure IV.2.3.2)
- Toilets shall be located 460 mm to 480 mm from the centre line to the adjacent wall.
- A minimum 915 mm wide by 1500 mm deep *clear transfer space* (Figure IV.2.3.1) shall be provided on one side of the toilet fixture measured from the edge of the toilet bowl. No devices, such as sanitary napkin disposals, shall be mounted within the minimum *clear transfer space*.
- Toilet flush controls shall be:
 - be electronically automatically controlled; or
 - be hand-operated by a lever on the transfer side of the toilet.
- Hand-operated flush controls shall comply with Section IV.4.2.
- The toilet-paper dispenser shall be:
 - wall mounted;
 - located below the grab bar;
 - mounted in line with or not more than 300 mm in front of the toilet seat
 - located not less than 600 mm above the floor; and
 - contrasting in colour to the wall. (Figure IV.2.3.3)
- Toilets in *ambulatory stalls* shall be located so that the centre line of the toilet is centred between the partition walls. (Figure IV.2.3.4)

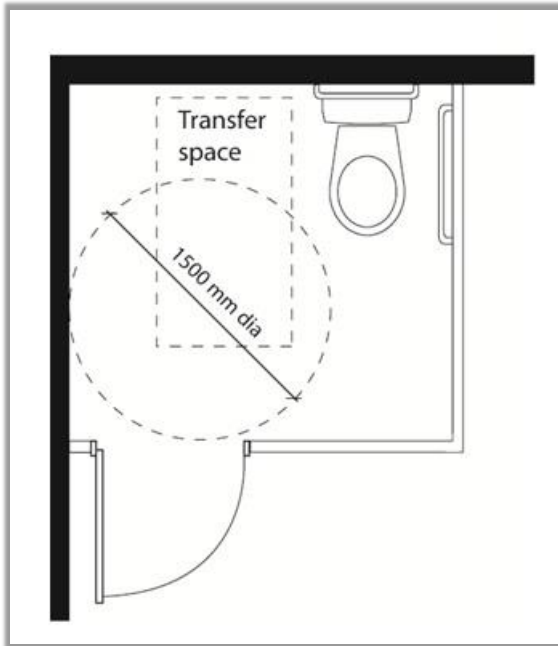


Figure IV.2.3.1: Clear Transfer Space

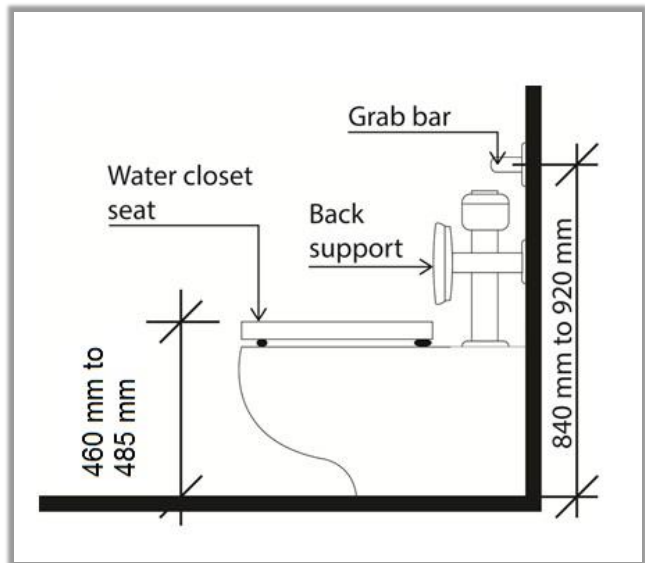


Figure IV.2.3.2: Toilet Fixture Height

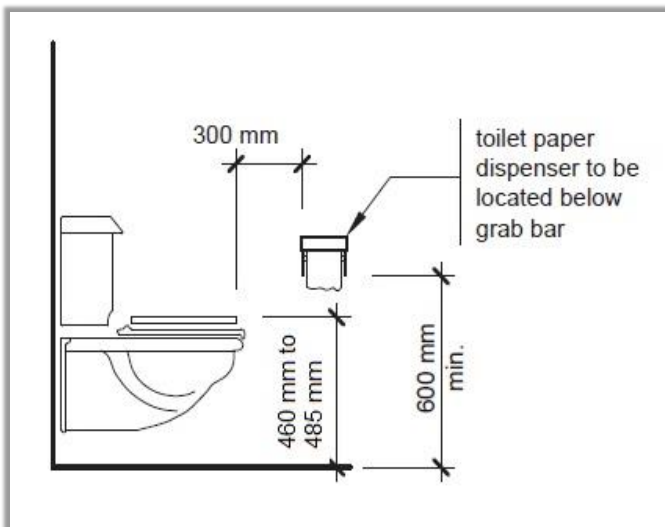


Figure IV.2.3.3: Dispenser Mounting Details

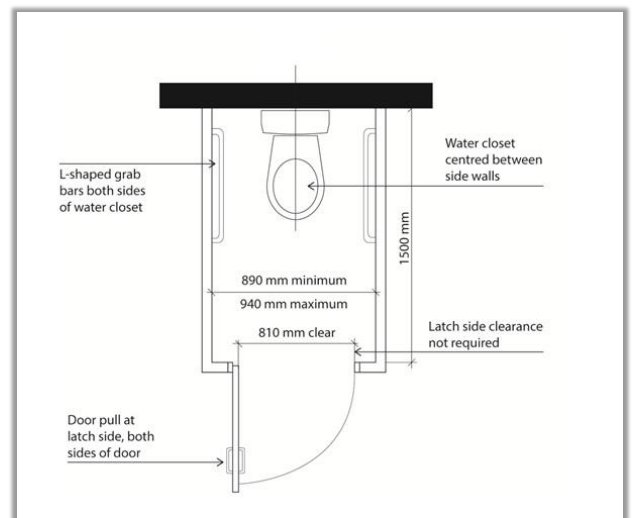


Figure IV.2.3.4: Ambulatory Stall Toilet

Related Sections

- IV.1.1 Space and Reach Requirements
- IV.2.2 Toilets Stalls
- IV.2.10 Grab Bars
- IV.4.2 Controls and Operating Mechanisms
- IV.4.15 Texture and Colour

IV.2.4 Lavatories/Hand Basins

Rationale

For an individual who uses a wheelchair, a lower counter height and clearance for knees under the counter is required. Preference is given to reversed and recessed drainage for unrestricted knee clearance. The insulation of pipes protects an individual who uses a wheelchair whose legs may come into contact with hot water pipes and is particularly important if a disability impairs sensation such that the individual would not sense that their legs were being burned. For individuals with hand strength or dexterity difficulties lever- style handles are usable. Electronically controlled faucets are safe and accessible for everyone.

Application

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

Design Requirements

- Lavatories shall:
 - be on an *accessible route* complying with Section IV.1.4;
 - be mounted so that the minimum distance between the centre line of the fixture and the side wall is 460 mm;
 - have the top located between 820 mm and 840 mm from the floor;
 - have a knee and toe *space* of at least:
 - 920 mm wide;
 - 735 mm high at the front edge;
 - 685 mm high at a point 205 mm back from the front edge; and
 - 350 mm high over the distance of 300 mm from the front edge of the lavatory to the wall. (Figure IV.2.4.2)
 - have a minimum *clear floor space* 810 mm wide and 1370 mm deep, of which a maximum of 500 mm in depth may be under the lavatory (Figure IV.2.4.1);
 - have hot water and drain pipes insulated if they abut the clearances noted above, or have the water temperature limited to a maximum of 43 degrees Celsius;
 - have the hot water and drain pipes offset to the rear where possible; and
 - have soap and towel dispensers and hand dryers that are:
 - located within 610 mm of the lavatory;
 - located so that the dispensing height or operating control is 900 mm to 1200 mm above the floor and in a position that allows a forward approach;
 - be operable with a “hands-in” direction, allowing hands and arms being in a natural forward position;
 - colour-contrasted from the surrounding environment; and
 - in compliance with Section IV.4.2. (Figure IV.2.4.3)
- Faucets and other controls shall:
 - be electronically controlled; or
 - have handles of the lever style (not self-closing) at least 75 mm long from the centre of rotation to the handle tip, not spring loaded and angled to the front when in the off-position and be operable with a clenched fist;
 - be located so that the distance from the centre line of the faucet to the edge of the basin, or where the basin is mounted in a vanity, to the front edge of the vanity is not more than 485 mm; and

- have a clear floor space of 1370 mm in front of controls or operating mechanisms in order to accommodate a frontal approach.
- The front apron of a vanity shall have a minimum clearance of 750 mm wide by 720 mm high.
- Shelves or other projections above lavatories shall be located so they will not present a hazard to persons with a visual *disability*.
- A mirror shall be provided above the lavatory or vanity unit, in compliance with Section IV.2.6.
- The temperature of the water supplied to the lavatory shall be thermostatically controlled and not exceed 43 degrees Celsius.

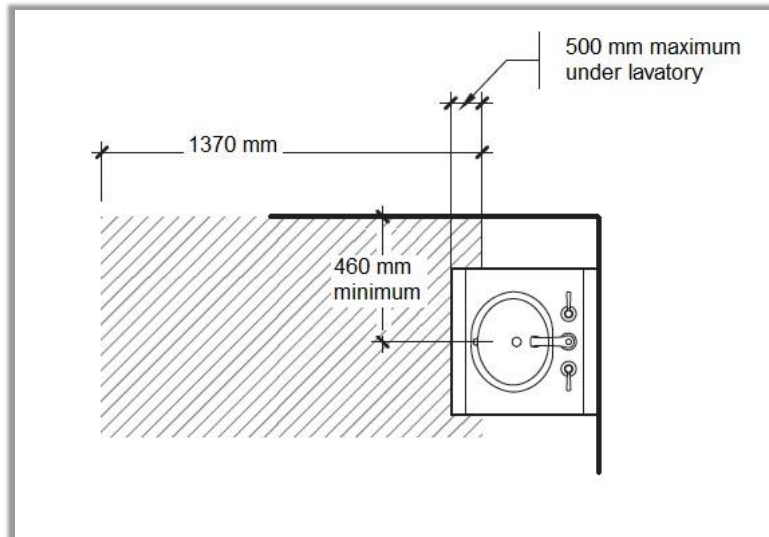


Figure IV.2.4.1: Clearances

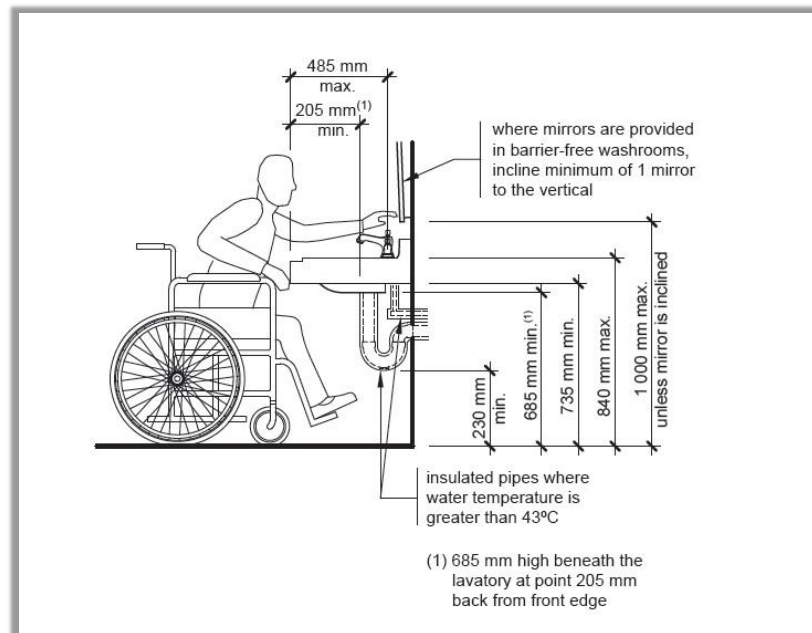


Figure IV.2.4.2 Lavatory Details

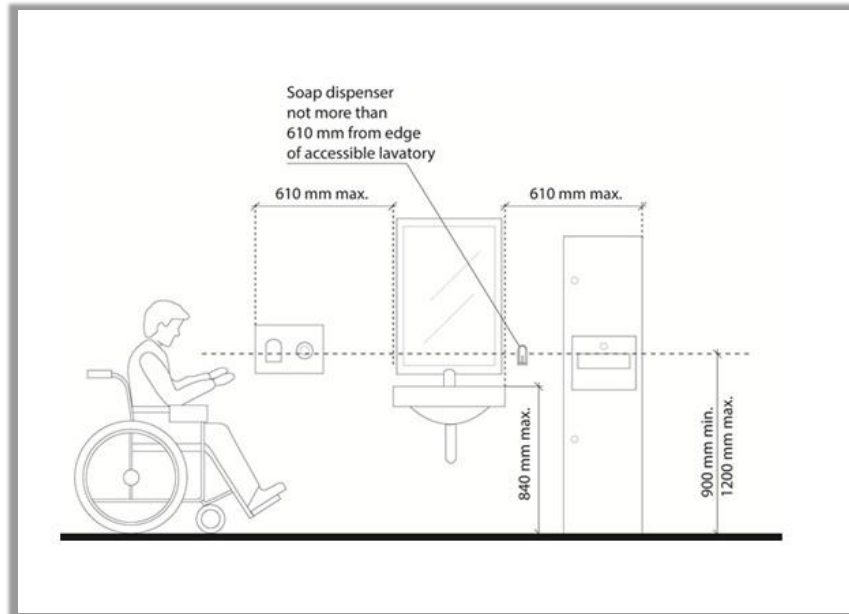


Figure IV.2.4.3 Mounting Heights

Related Sections

- IV.1.1 Space and Reach Requirements
- IV.4.2 Controls and Operating Mechanisms
- IV.4.15 Texture and Colour

IV.2.5 Urinals

Rationale

A *clear* floor space is required in front of urinals to accommodate wheelchairs and other mobility devices. Floor-mounted urinals make it easier to drain appliances. Automatic flush controls are preferred.

Application

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

Design Requirements

- A urinal shall be:
 - wall-mounted with an elongated rim located with the rim 430 mm above the finished floor; or
 - floor-mounted, with the rim level at the finished floor. (Figure IV.2.5.2)
- A *clear floor space* of 810 mm by 1370 mm shall be provided in front of the urinal to allow for a forward approach. This *clear space* shall adjoin or overlap an *accessible route* and shall comply with Section IV.1.1.
- Where privacy screens are provided they shall:
 - be mounted a minimum of 460 mm from the centre line of the urinal
 - have a clearance of at least 50 mm from the grab bars; and
 - incorporate a pronounced colour contrast, to differentiate them from the surrounding environment, with a vertical outer edge that contrasts with the screen and the surrounding environment.(Figure IV.2.5.1)
- Grab bars shall:
 - be installed on each side of the urinal;
 - be vertically mounted;
 - be not less than 300 mm long;
 - have the centre line 1000 mm above the floor;
 - be mounted so that each grab bar has the lower end between 600–650 mm from the floor;
 - be located 380 mm and 450 mm measured horizontally from the vertical centre line of the urinal; and
 - comply with Section IV.2.10. (Figure IV.2.5.1)
- Flush controls shall be automatic and may be manual if operable with a closed fist, mounted at no more than 1200 mm above the finished floor, and shall comply with Section IV.4.2. (Figure IV.2.5.2)

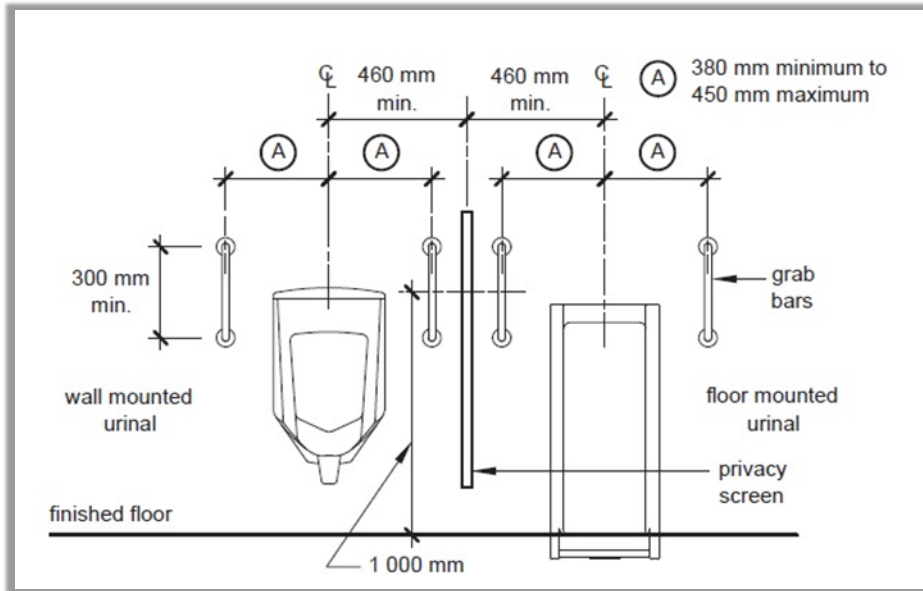


Figure IV.2.5.1: Urinal

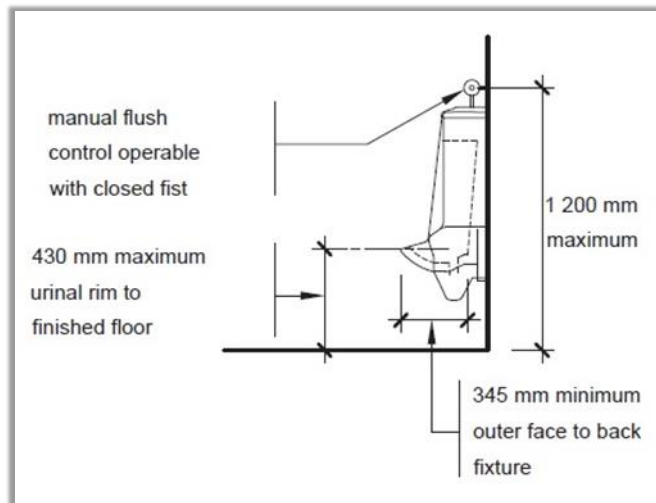


Figure IV.2.5.2: Urinal Side Elevation

Related Sections

- IV.1.1 Space and Reach Requirements
- IV.4.2 Controls and Operating Mechanisms
- IV.4.15 Texture and Colour

IV.2.6 Washroom Accessories

Rationale

Strength and hand dexterity required to operate mechanisms and placement of the fixtures are design issues to be considered for washroom accessories. A washroom accessory requiring the use of two hands to operate can present difficulties for some people whose ability to reach or balance is impaired. Section IV.4.2 addresses operating mechanisms.

Application

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

Design Requirements

- Each type of washroom accessory provided, except those located in toilet stalls as specified in Section IV.2.2 and lavatories as specified in Section IV.2.4, shall have *operable portions* and controls mounted between 900 mm and 1200 mm from the floor. Accessories such as towel dispensers and waste receptacles should be in compliance with Section IV.2.4. (Figure IV.2.7.1)
- The operable controls and mechanisms of washroom accessories shall comply with Section IV.4.2.
- At least one mirror shall be provided and shall be:
 - installed above the lavatory;
 - mounted with its bottom edge not more than 1000 mm from the floor; or
 - inclined to the vertical to be usable by a person in a wheelchair.

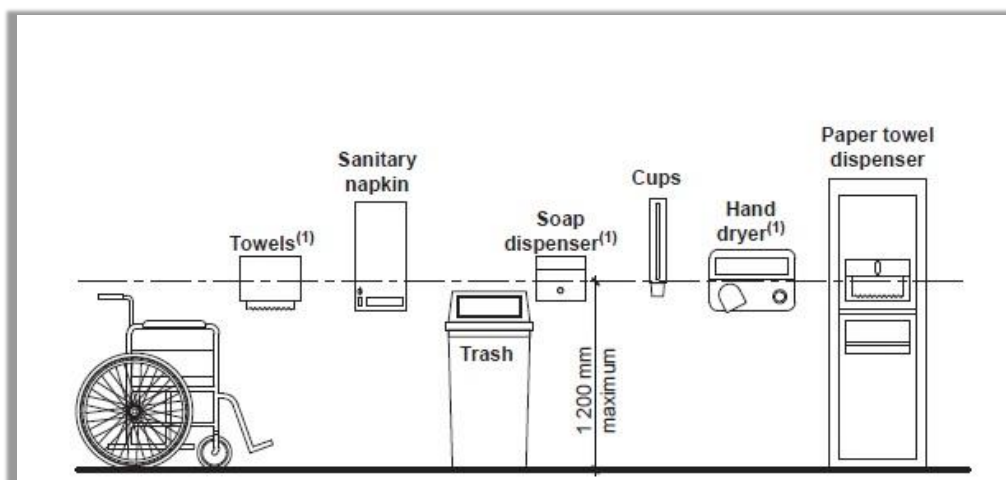


Figure IV.2.6.1: Washroom Accessories

Related Sections

- IV.1.1 Space and Reach Requirements
- IV.1.3 Protruding Objects
- IV.4.2 Controls and Operating Mechanisms
- IV.4.15 Texture and Colour

IV.2.7 Individual/Family Washrooms

Rationale

For an individual using a wheelchair or scooter, the extra *space* provided with a separate washroom is preferred to an accessible stall. For a person who requires an attendant to assist them, the *individual/family washroom* provides additional space and the complication of a woman entering a men's washroom or vice versa is avoided. The *individual/family washroom* is also a benefit for a parent with a child of a different gender.

Application

Accessible individual washrooms shall comply with this section.

Where a *common* or *public use* washroom contains four or more toilet and/or urinal fixtures, an individual washroom complying with Section IV.2.7 shall also be provided, in the same area as the *common* or *public use* toilet *facility*. Where male and female *public* or *common use* toilets are located in the same area, one individual washroom will suffice. Where there is more than one set of *common* or *public use* washrooms on a floor, and there is an *accessible route* connecting the washrooms, only one individual washroom is required on the floor. If the individual washroom is not visible from the *common* or *public use* washrooms, directional *signage* complying with Section IV.4.7 shall be provided.

Design Requirements

- The number of *accessible individual/family washrooms* provided in a building shall be in accordance with Table 2.7 and shall be on an *accessible route* complying with Section IV.1.4.

Number of Storeys in a building	Number Individual/Family Washrooms
1 to 3	1
4 to 6	2
Over 6	3 plus 1 each additional increment of 3 storeys in excess of 6 storeys

Table 2.7: Number of Individual/Family Washrooms

- *Accessible* individual washrooms shall be on an *accessible route* complying with Section IV.1.4.
- *Accessible* individual washrooms shall be identified with *signage* complying with applicable provisions of Section IV.4.7.
- Individual washrooms shall:
 - be served by a barrier-free path of travel;
 - be designed to permit a wheelchair to turn in an *open space* that has a diameter of not less than 2440 mm;
 - be provided with a minimum clear *transfer space* of 915 mm wide by 1500mm beside the toilet;
 - be equipped with a door that:
 - complies with Section IV.1.6;
 - is equipped with an automatic door operator and automated locking system;
 - is capable of being locked from the inside with one hand and being released from the outside in case of emergency;
 - has graspable latch operating and locking mechanisms located not less than 900 mm and not more than 1000 mm above the floor; and

- if it swings outward, has a door pull not less than 140 mm long, located on the inside so that its midpoint is not less than 200 mm and not more than 300 mm from the hinged side of the door and not less than 900 mm and not more than 1000 mm from the floor;
 - be provided with a lavatory conforming to Section IV.2.4;
 - be equipped with a toilet conforming to Section IV.2.3 and located:
 - so that its centre line is not less than 460 mm and not more than 480 mm from an adjacent wall on one side; and
 - not less than 1060 mm to the wall on the other side;
 - be equipped with grab bars for a single space transfer:
 - one L-shaped grab bar with vertical and horizontal components 760 mm long, mounted on the side wall with the horizontal component 230 mm above the toilet seat and the vertical component 150 mm from front edge of the toilet bowl and mounted 750 mm from the finished floor; and
 - one horizontal grab bar provided on the wall behind the toilet that is a minimum of 600 mm in length, mounted 840 mm to 920 mm from the finished floor and mounted 150 mm above the water tank where a water tank is provided; and
 - that comply with Section IV – 2.10 Grab Bars;
 - have fixture clearances conforming to Section IV.2.3 and Section IV.2.4;
 - be designed to permit a wheelchair to back into the *clear space* beside the toilet fixture;
 - be equipped with:
 - a collapsible coat hook mounted not more than 1000 mm from the floor on a side wall and projecting not more than 40 mm from the wall;
 - a shelf located not more than 1000 mm above the floor in a location *accessible* to a person in a wheelchair. The shelf shall be colour-contrasting to the surrounding environment, with no sharp corners and project not more than 100 mm from the wall; and
 - a mirror and washroom accessories complying with Section IV.2.6. (Figure IV.2.7.1)
- Individual washrooms shall be equipped with lighting controlled by a motion sensor.
 - An emergency assistance call system not connected to the fire alarm system shall be provided, and shall:
 - consist of audible and visual signals inside and outside of the washroom;
 - be activated by a control device inside the washroom; and
 - have an emergency sign posted above the emergency control button with the wording, In The Event Of An Emergency Push Emergency Button And Audible And Visual Signal Will Activate in letters a minimum of 25 mm high and with a 5 mm stroke. (Figure IV.2.7.2)
 - *Accessible* individual washrooms shall incorporate space for an adult change table:
 - with space at least 810 mm wide by 1830 mm long;
 - where the clear space is provided adjacent to a wall, install reinforcement in the wall to allow for future installation of the change table; and
 - with the washroom located on an *accessible route* in compliance with Section IV.1.4.
 - Where an adult change table is installed, it shall:
 - have a surface height above the finished floor that can be adjusted from a low range of 450 mm to 500 mm to a high range of 850 mm to 900 mm;
 - be designed to carry a minimum load of 1.33 kN; and
 - have an adjacent clear floor space parallel to the table of not less than 810 mm by 1500 mm. (Figure IV.2.7.2)

- Where a fold-down adult change table is installed, it shall:
 - not encroach into the clear *transfer space* of the toilet; and
 - have no operating mechanism higher than 1200 mm. (Figure IV.2.7.2)

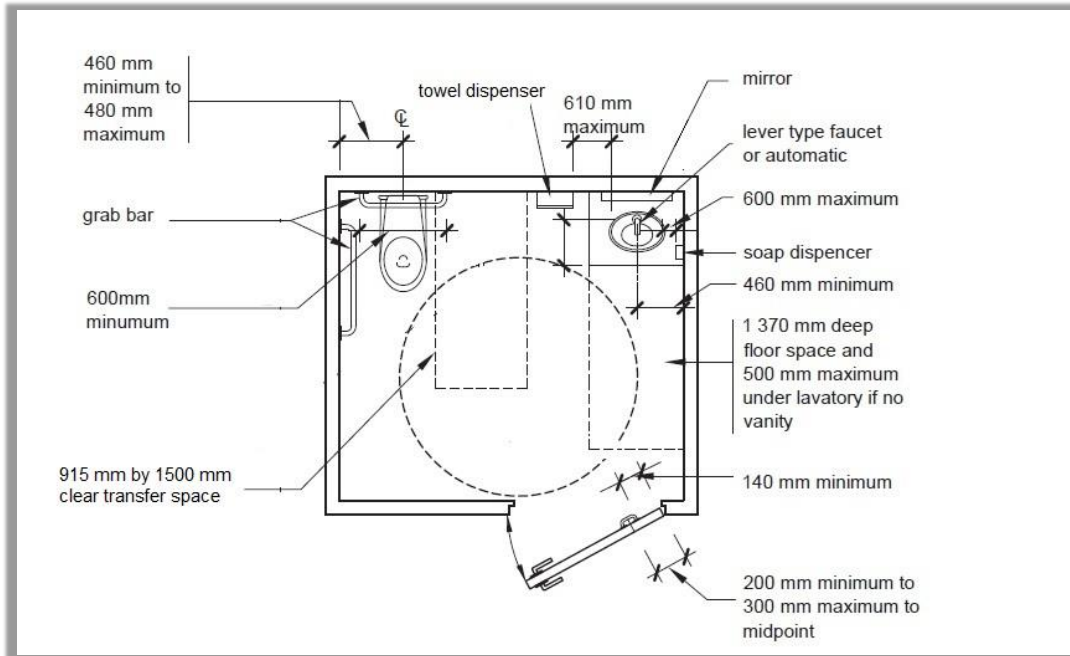


Figure IV.2.7.1: Individual Washroom Details

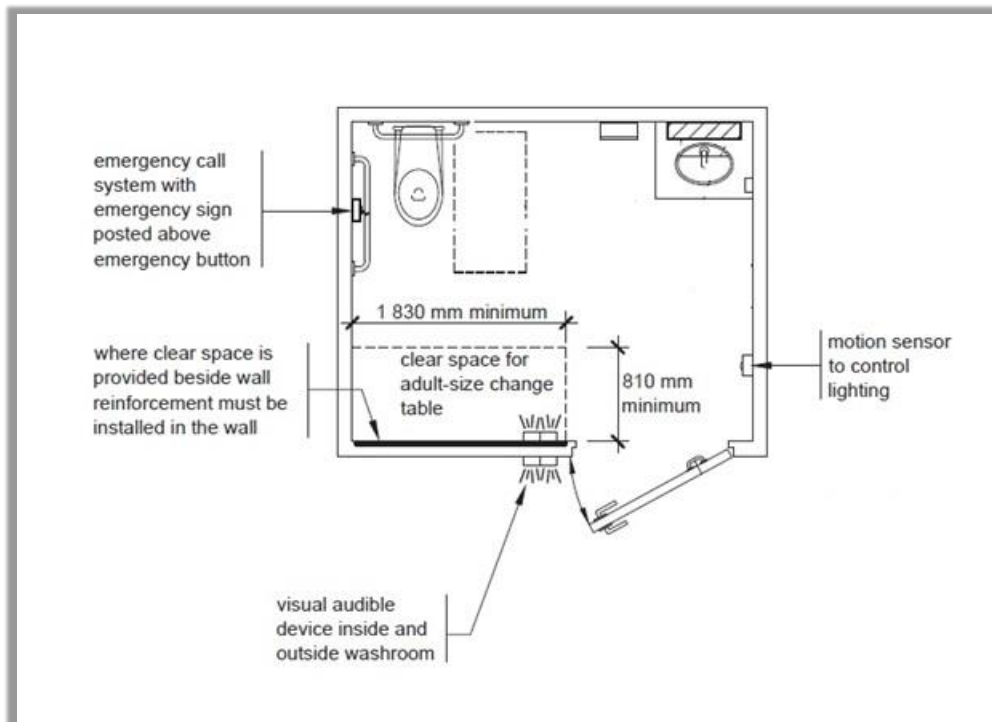


Figure IV.2.7.2: Adult Change Table and Emergency Call Button

Related Sections

IV.1.1	Space and Reach Requirements	IV.4.2	Controls and Operating Mechanisms
IV.1.2	Ground and Floor Surfaces	IV.4.7	Signage
IV.1.3	Protruding Objects	IV.4.11	Card Access, Safety and Security Systems
IV.1.6	Doors	IV.4.12	Glare and Light Sources
IV.2.3	Toilets	IV.4.13	Lighting
IV.2.4	Lavatories/Hand Basins	IV.4.14	Materials and Finishes
IV.2.5	Urinals	IV.4.15	Texture and Colour
IV.2.6	Washroom Accessories		
IV.2.10	Grab Bars		

IV.2.8 Bathtubs

Rationale

A slip-resistant surface for bathtubs is an important feature that benefits any individual, including those with *disabilities* and reduces the possibility of accidents. Securely installed grab bars provide stability and lever type faucets and controls are easier for individuals with limited hand strength or dexterity.

Application

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

Design Requirements

- *Accessible* bathtubs shall be on an *accessible route* complying with Section IV.1.4.
- *Accessible* bathtubs shall have:
 - a *clear floor space* at least 810 mm wide along the length of the bathtub (the lavatory can encroach a maximum of 300 mm into this *space*, provided there is *clear knee space* and *toe space* under the lavatory);
 - faucet handles of the lever type that are not spring-loaded, or are automatically operable;
 - faucet handles that are located so as to be usable by a person seated in the bathtub;
 - faucets and other controls mounted not more than 450 mm above the bathtub rim;
 - a shower head complying with Section IV.2.9;
 - unless the bathtub is freestanding, an “L”-shaped grab bar conforming to Section IV.2.10 mounted on the wall
 - with each leg of the “L” being at least 900 mm long;
 - with the legs of the “L” being separated by 90 degrees;
 - with the horizontal leg of the “L” located between 150 mm and 200 mm above and parallel to the rim of the bathtub; and
 - with the vertical leg of the “L” being located between 300 mm above and 450 mm from the control end of the bathtub;
 - controls equipped with a pressure-equalizing or thermostatic-mixing valve, operable from the seated position and in compliance with Section IV.4.2;
 - soap holder(s) which can be reached from the seated position, ideally fully recessed;
 - unless the bathtub is freestanding, a grab bar conforming to Section IV.2.10 which is at least 1220 mm long, mounted vertically at the foot end of the tub adjacent to the clear floor space, with the lower end 180 mm to 200 mm above the bathtub rim;
 - a slip resistant base; and
 - use shower curtains, not sliding glass doors. (Figure IV.2.8.1)
- Enclosures for bathtubs shall not:
 - obstruct controls;
 - interfere with a person transferring from a wheelchair; or
 - have tracks mounted on the bathtub rim.
- Temperature of the water supplied to the shower or bathtub shall:
 - be controlled by a pressure equalizing or an automatic thermostatically controlled valve; and not exceed 43 degrees Celsius.

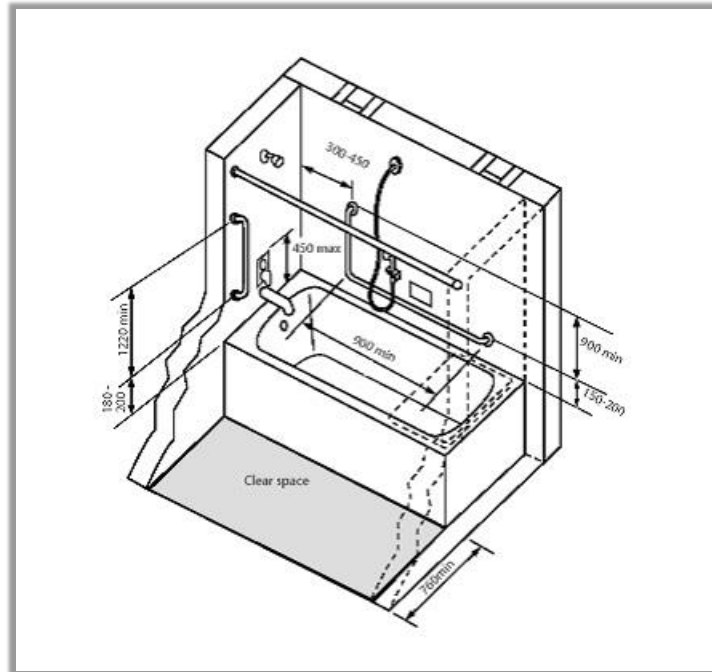


Figure IV.2.8.1: Bathtub

Related Sections

- IV.1.1 Space and Reach Requirements
- IV.2.6 Washroom Accessories
- IV.2.10 Grab Bars
- IV.4.2 Controls and Operating Mechanisms
- IV.4.15 Texture and Colour

IV.2.9 Shower Stalls

Rationale

The use of grab bars and non-slip materials are safety measures that support any individual. A hand-held shower or bench, may be an asset to someone with a *disability* but is also convenient for others. Roll-in or curbless shower stalls eliminate the hazard of stepping over a threshold and are essential for persons with *disabilities*, particularly for those who use wheelchairs. Equipment and accessories of contrasting colour from the shower stall itself assists individuals with a visual impairment.

Application

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

Design Requirements

- An accessible shower stall shall be provided in accordance with the following:
 - where 1 to 7 showers are provided in a group, 1 accessible shower is required; and
 - where 8 or more showers are provided in one group, there must be 1 accessible shower stall and 1 additional accessible shower stall for each additional increment of 7 showers.
- Accessible shower stalls shall:
 - be on an *accessible route* complying with Section IV.1.4;
 - be at least 1525 mm in width and 920 mm in depth;
 - have a *clear floor space* at the *entrance* to the shower of at least 920 mm in depth and the same width as the shower, except that fixtures are permitted to project into that *space*, provided they do not restrict access to the shower;
 - have a slip-resistant floor surface;
 - locate the drain below the seat or off to one side and trench drains should be avoided;
 - have a maximum slope of 2% in any direction to provide positive drainage;
 - have no threshold, or a bevelled threshold not exceeding 13 mm above the finished floor;
 - be equipped with a wall mounted hinged seat that is not spring-loaded and that is
 - not less than 450 mm wide and 400 mm deep;
 - mounted at a height of 450 mm to 485 mm from the finished floor;
 - located so that the edge of the seat is no more than 500 mm from the shower controls; and
 - designed to carry a minimum load of 1.33 kN (300 lbs.).
 - where it is not technically feasible to remove the curb of the shower stall, a seat shall be provided:
 - on the wall opposite the controls;
 - at least 400 mm wide extending the full depth of the stall, less a space allowed for the shower curtain;
 - with its top between 430 mm and 480 mm from the floor; and
 - with a smooth non-slip surface without rough edges
 - be equipped with an L-shaped grab bar:
 - located on the same wall as the controls;
 - mounted so that the horizontal component is not more than 850 mm from the finished floor with the end of the horizontal component 100 mm from the edge of the shower seat; and
 - in compliance with Section IV.2.10.

- be equipped with a vertical grab bar that shall:
 - be at least 1000 mm in length;
 - be mounted between 80 mm and 120 mm from the front edge of the shower, starting between 600 mm and 650 mm from the floor; and
 - conform with Section IV.2.10
 - be equipped with a pressure equalizing or thermostatic mixing valve, operable with a closed fist from the seated position and in compliance with Section IV.4.2;
 - be equipped with a hand-held shower head with at least 1525 mm of flexible hose, located so that it can be reached from the seated position, and equipped with a support so that it can be operated as a fixed shower head; and
 - have fully recessed soap holder(s) that can be reached from the seated position. (Figure IV.2.9.1 and Figure IV.2.9.2)
- Controls for showers with a curb shall:
 - be mounted within reach of the seat;
 - be not more than 1200 mm from the floor; and
 - be accessible from outside the stall.
 - Where the showerhead is mounted on a vertical bar, the bar shall be installed so as not to obstruct the use of the grab bar.
 - Enclosures for shower stalls shall not obstruct controls or obstruct transfer from wheelchairs onto shower seats
 - A shower head shall be mounted to be adjustable between 1200 mm from the floor and upward; and where mounted on a vertical bar, not have the location of the bar obstruct the use of the grab bars; and shall be within reach as identified in Section IV.1.1.

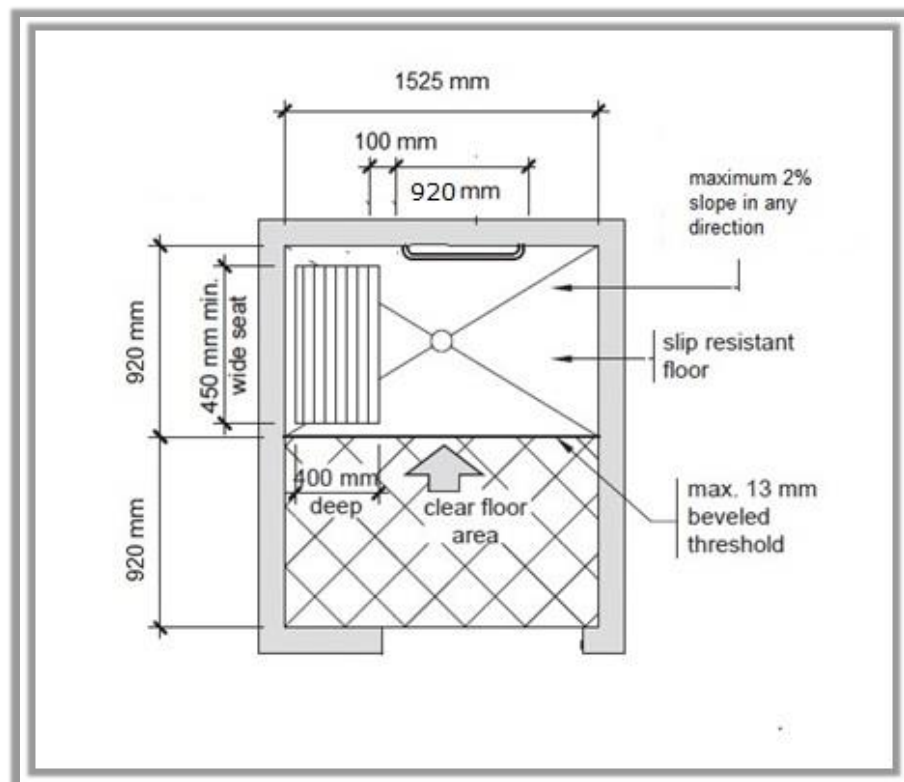


Figure IV.2.9.1: Shower Stall Unit

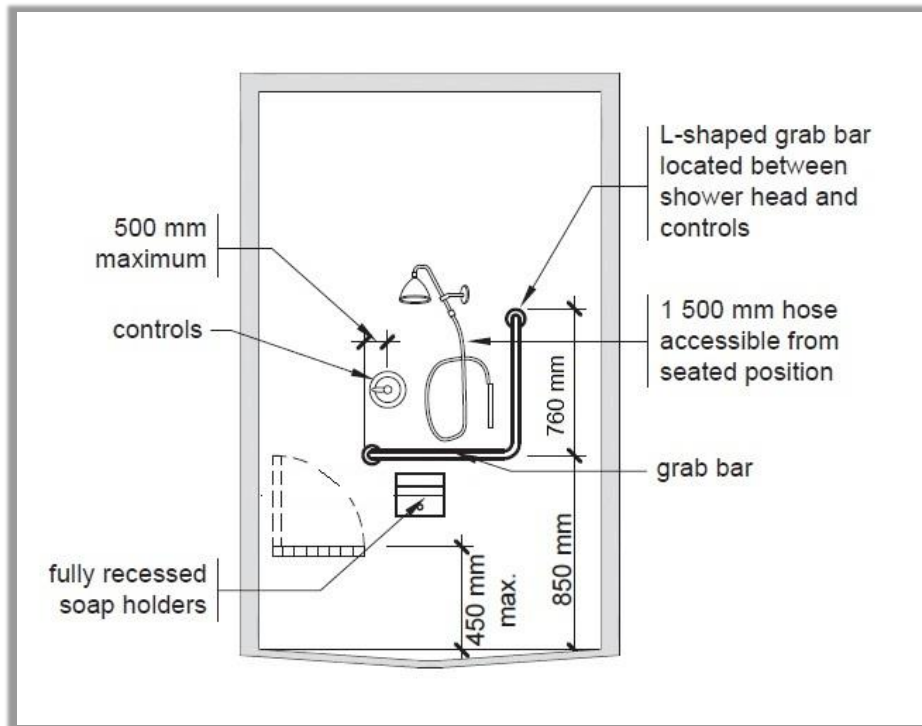


Figure IV.2.9.2: Seat and Shower Accessories Details

Related Sections

- IV.1.1 Space and Reach Requirements
- IV.2.6 Washroom Accessories
- IV.2.10 Grab Bars
- IV.4.2 Controls and Operating Mechanisms
- IV.4.15 Texture and Colour

IV.2.10 Grab Bars

Rationale

Grab bars are an important feature to those who require assistance in standing up, sitting down or stability while standing.

Application

Grab bars shall comply with this section.

Design Requirements

- Grab bars and fold-down grab bars shall:
 - be installed to resist a load of at least 1.3 kN (300 lb.), applied vertically or horizontally at any point on the grab bar, fastener mounting device or supporting structure;
 - be not less than 35 mm and not more than 40 mm in diameter (Figure IV.2.10.1);
 - have a clearance of 38 mm to 50 mm from the wall with edges to the inside surface of the grab bar (Figure IV.2.10.1);
 - be free of any sharp or abrasive *elements*;
 - be colour-contrasted with the surrounding environment ;
 - be made of non-corrosive material or finish; and
 - have a slip-resistant surface and not rotate within their fittings.
- Adjacent surfaces shall be free of any sharp or abrasive *elements*.

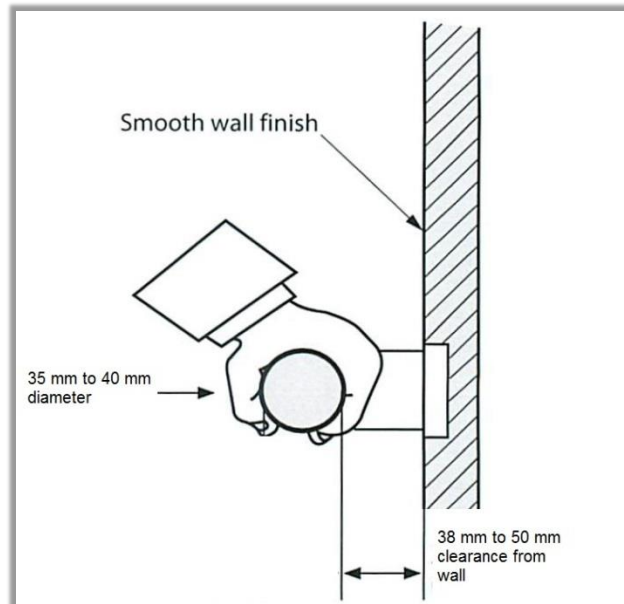


Figure IV.2.10.1: Grab Bar Details

Related Sections

IV.1.1	Space and Reach Requirements	IV.2.8	Bathtubs
IV.2.3	Toilets	IV.2.9	Shower Stalls
IV.2.5	Urinals	IV.4.15	Texture and Colour
IV.2.7	Individual/Family Washrooms		

Section IV.3 - Other Amenities

IV.3.1 Drinking Fountains

Rationale

The design and placement of drinking fountains should consider the limited height of children and persons using a wheelchair in addition to the difficulties individuals might have with bending. The provision of two drinking fountains at different heights meets the needs of most people. The height of the water flow should allow for the insertion of a cup or glass. Provision for a frontal approach is preferred and care needs to be taken to avoid the unit protruding into the path of travel.

Application

Where drinking fountains are provided on an accessible floor and normally occupied non-accessible floor areas

, at least one shall be *accessible* and shall comply with this section.

Where only one drinking fountain is provided on a floor, it shall incorporate components that are *accessible* to individuals who use wheelchairs in accordance with this section, as well as components that are *accessible* to persons who have difficulty stooping or bending. Controls should be operable with one hand and not be foot operated.

Where more than one drinking fountain or water cooler is provided on a floor, 50% shall comply with this section.

It is preferable to locate a drinking fountain entirely out of the path of travel.

Design Requirements

- *Accessible* drinking fountains shall:
 - be located on an *accessible route* complying with Section IV.1.4;
 - have a spout located near the front of the unit between 810 mm and 915 mm above the floor or ground surface (Figure IV.3.1.1) ;
 - provide a water stream at a vertical angle of
 - up to 30°, where the spout is located less than 75 mm from the front of the fountain
 - 15° where the spout is located more than 75 mm and not more than 125 mm from the front of the fountain]
 - have a spout that provides a water flow at least 100 mm high;
 - be cane detectable at or below 680 mm from the finished floor; and
 - be equipped with controls that are easily operated from a wheelchair, using one hand, with a force of not more than 22 N, or be automatically operable (Figure IV.3.1.1).
- Cantilevered drinking fountains shall:
 - have a *clear floor space* of at least 810 mm by 1370 mm;
 - be mounted not more than 915 mm from the finished floor
 - have a *knee space* between the bottom of the apron and the floor or ground of at least 810 mm wide, 500 mm deep and 735 mm high;
 - have a *toe space* at least 350 mm from the finished floor from a point 300 mm back from the front edge to the wall
 - have a depth at the base of fountain of at least less than 700 mm; and
 - be cane detectable, recessed or otherwise located out of the route of travel; and be colour-contrasted against its background.

- Freestanding or built-in fountains not having a *knee space* shall have a *clear floor space* at least 1370 mm wide by 810 mm deep in front of the unit. (Figure IV.3.1.1)

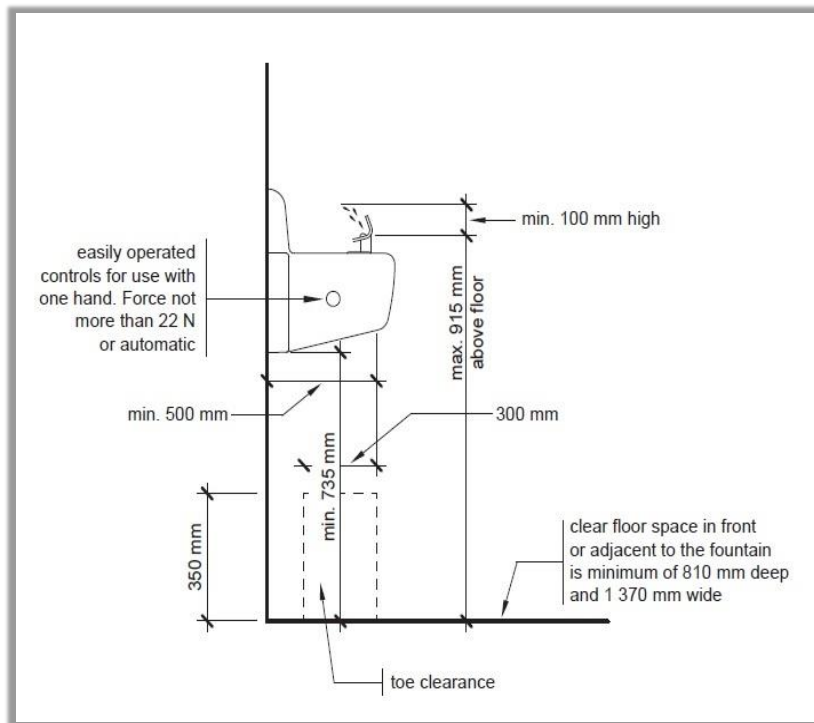


Figure IV.3.1.1: Drinking Fountain Details

Related Sections

- IV.1.1 Space and Reach Requirements
- IV.1.2 Ground and Floor Surfaces
- IV.1.3 Protruding Objects
- IV.1.4 Accessible Routes, Sidewalks and Corridors
- IV.4.14 Materials and Finishes
- IV.4.15 Texture and Colour

IV.3.2 Viewing Positions

Rationale

Barrier-free designated viewing areas are required for individuals unable to use typical seating. Adequate *space* is needed to manoeuvre a mobility device and designated companion seating must be provided. Viewing areas should not be limited to one location, but should be distributed throughout the venue. Guards or handrails around a viewing area should not interfere with the line of sight of someone sitting in a wheelchair. Where applicable a choice of locations and ticket prices should be available and appropriately positioned in preferred seating areas.

Provisions should be made for persons with visual impairments who may require seating locations in close proximity to activity. People who are hard of hearing may be dependent upon the provision of assistive listening devices.

Application

In places of assembly with fixed seating, *accessible* wheelchair locations shall comply with this section and shall be provided in numbers as indicated by Table 3.2.

In addition, *adaptable seating* shall be aisle seats with moveable armrests on the aisle side, or shall have removable armrests on the aisle side. A sign or marker shall identify each of the seats. *Signage* notifying customers of the availability of such seats shall be posted at the ticket office.

Storage space for assistive mobility devices shall also be provided on the same level and in close proximity to the spaces designated for wheelchair use and seats designated for adaptable seating.

Persons using wheelchairs usually sit higher than persons in standard seating and care should be taken that wheelchair viewing positions be located so as not to obstruct the view of persons who may be seated behind

Design Requirements

- *Accessible* wheelchair locations shall adjoin an *accessible route* complying with Section IV.1.4, without infringing on *egress* from any row of seating or any aisle requirement.
- Each *accessible* wheelchair location shall be:
 - an integral part of any seating plan. Seats shall be distributed in a manner that provides people with physical disabilities a choice of admission prices, seating locations and lines of sight comparable to those for members of the general public;
 - *clear* and level, or level with removable seats;
 - if the wheelchair enters from a side approach, not less than 920 mm wide and 1525 mm long (Figure IV.3.2.3);
 - if the wheelchair enters from a front or rear approach, not less than 920 mm wide and 1370 mm long;
 - arranged so that at least two designated wheelchair locations are side by side;
 - arranged so that at least one companion fixed seat is provided beside
 - each group of designated spaces if two or more spaces are arranged side by side
 - each designated space that is not part of a group; and
 - located adjoining a barrier-free path of travel without infringing on *egress* from any row of seating or any aisle requirements. (Figure IV.3.2.2 and Figure IV.3.2.3)

- Fixed seating designated for adaptable seating shall be:
 - Located adjoining a barrier-free path of travel without infringing on egress from any row of seating or any aisle requirements;
 - Equipped with moveable or removable armrests on the side of the seat adjoining the barrier-free path of travel (Figure IV.3.2.5); and
 - Situated to provide a choice of viewing, location and lines of sight. (Figure IV.3.2.1)
- Wheelchair viewing spaces shall provide lines of sight that are:
 - comparable to those for all viewing positions; and
 - not reduced or obstructed by standing members of the audience.
- Guardrails protecting wheelchair viewing spaces should not interfere with viewing.
- Accent lighting should be provided along the edges of the aisle steps.
- In assembly occupancies with fixed seating storage space for wheelchairs and mobility assistive devices shall
 - be 810 mm by 1370 mm in size;
 - Provide at least one space where not more than 200 fixed seats are provided and at least 2 storage spaces where more than 200 fixed seats are provided; and
 - Be located on the same level and in proximity to the spaces designated for wheelchair use and seats designated for accessible seating.
- An *accessible* path of travel, in accordance with Section IV.1.4 shall be provided to
 - spaces designated for wheelchairs;
 - seats designated for adaptable seating; and
 - storage spaces for wheelchairs and mobility assistive devices. (Figure IV.3.2.4)
- The number of wheelchair spaces and adaptable seats required shall be in accordance with Table 3.2.

Number of Fixed Seats in Seating Area	Minimum Number of Spaces Required for Wheelchairs	Minimum Number of Adaptable Seats
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 the seating capacity	The greater of 5 seats or 5% of the aisle seating capacity

Table 3.2 – Number of Wheelchair and Adaptable Seats

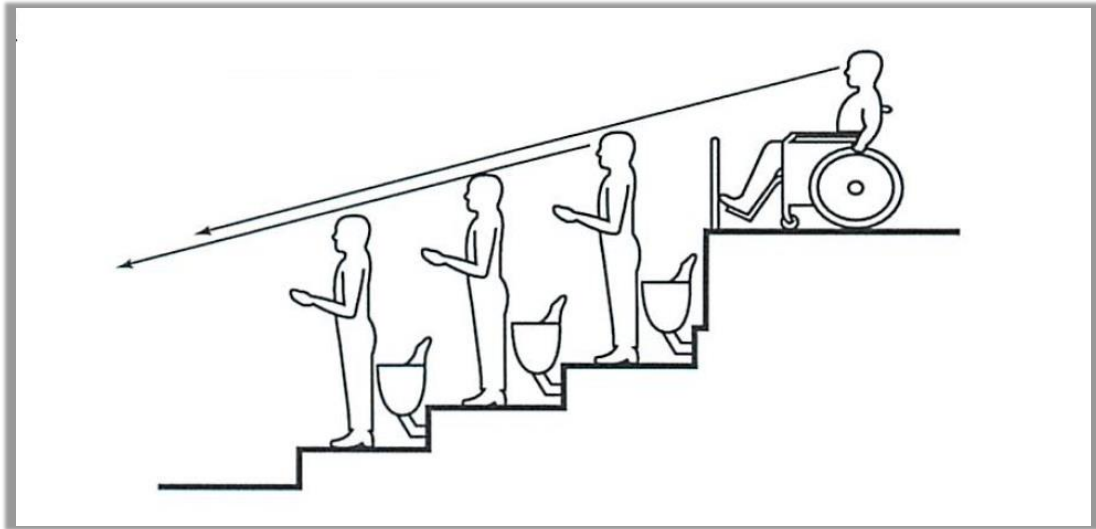


Figure IV.3.2.1: Sight Lines at Wheelchair Locations

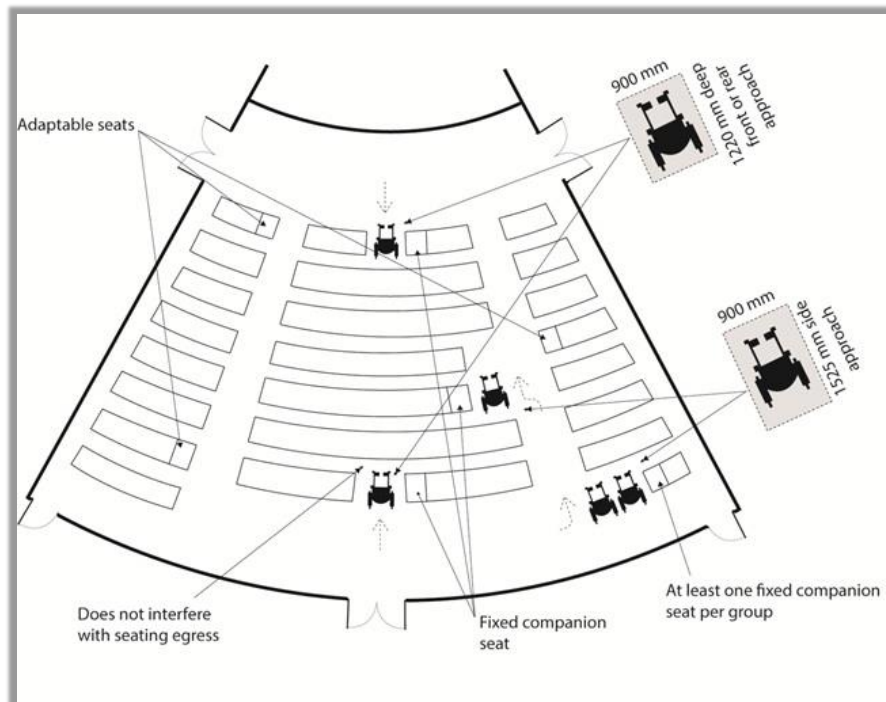


Figure IV.3.2.2: Distribution of Wheelchair Locations

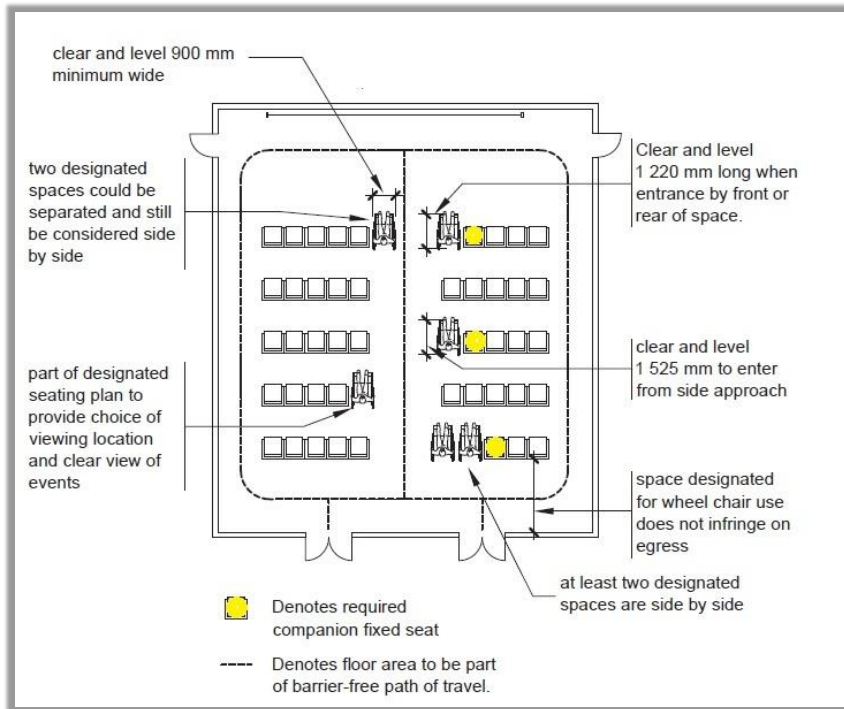


Figure IV.3.2.3: Accessible Seating Details

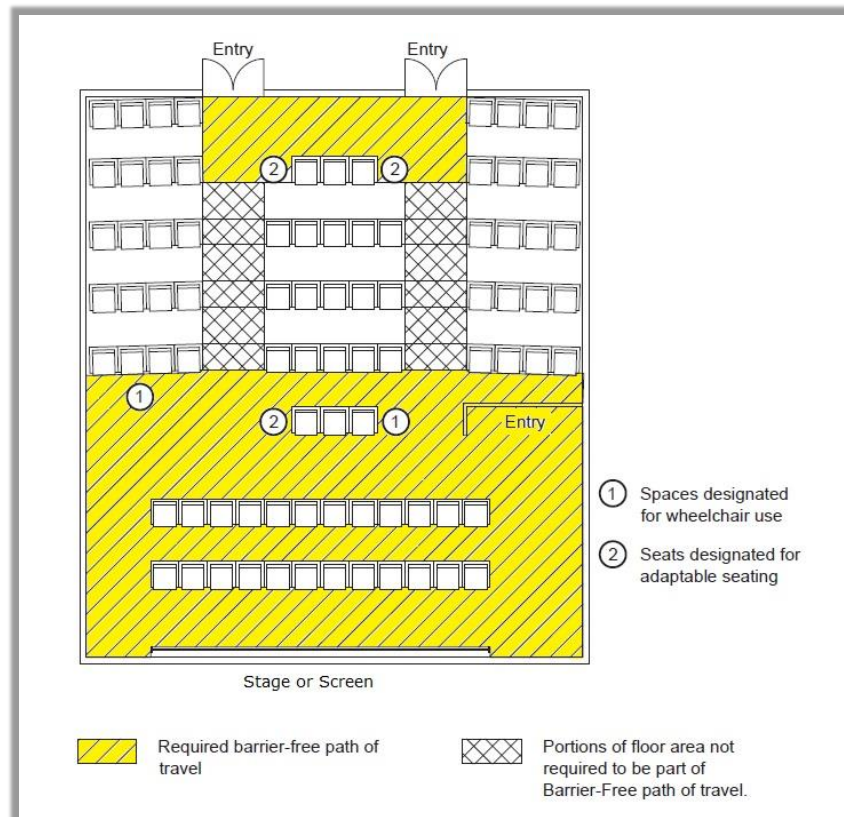


Figure IV.3.2.4: Accessible Paths of Travel

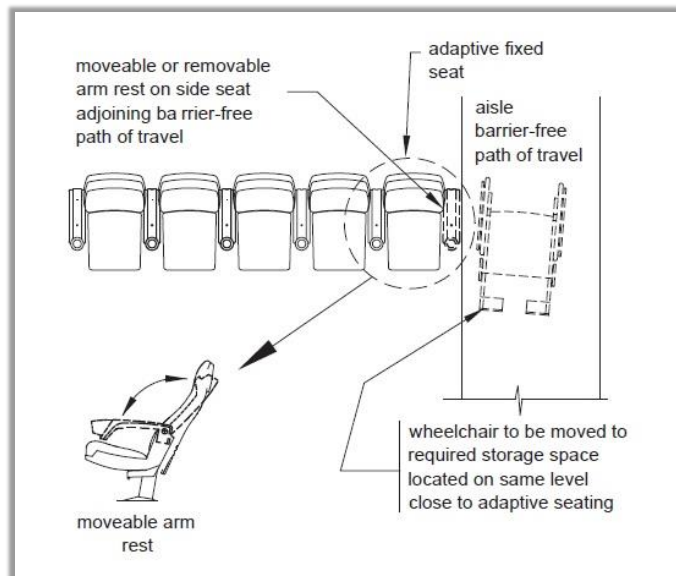


Figure IV.3.2.5: Adaptive Seating

Related Sections

- IV.1.1 Space and Reach Requirements
- IV.1.2 Ground and Floor Surfaces
- IV.1.3 Protruding Objects
- IV.1.4 Accessible Routes, Sidewalks and Corridors
- IV.4.6 Assistive Listening
- IV.4.7 Signage
- IV.4.9 Public Address Systems
- IV.4.14 Materials and Finishes
- IV.4.15 Texture and Colour
- IV.4.16 Acoustics

IV.3.3 Elevated Platforms

Rationale

Elevated platforms, such as stage areas, speaker podiums, etc., should be *accessible* to all. A marked *accessible route* should be provided that includes safety features to assist all persons with disabilities.

Application

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

Design Requirements

- Elevated platforms shall:
 - be located on an *accessible route* that complies with Section IV.1.4;
 - be capable of being illuminated to at least 100 lux at floor level at the darkest point;
 - be sized to safely accommodate wheelchairs and other mobility equipment in compliance with Section IV.1.1; and
 - have open platform edges defined by *detectable warning surface*.
- The *detectable warning surface* on elevated platforms shall:
 - be a *tactile attention indicator* that complies with the requirements of Section IV.4.8;
 - be consistent throughout the setting;
 - be positioned parallel to the open platform edge, extending the full length of the platform; and
 - be a minimum depth of 610 mm and a maximum of 915 mm, flush from the open edge of the platform. (Figure 3.3.1)

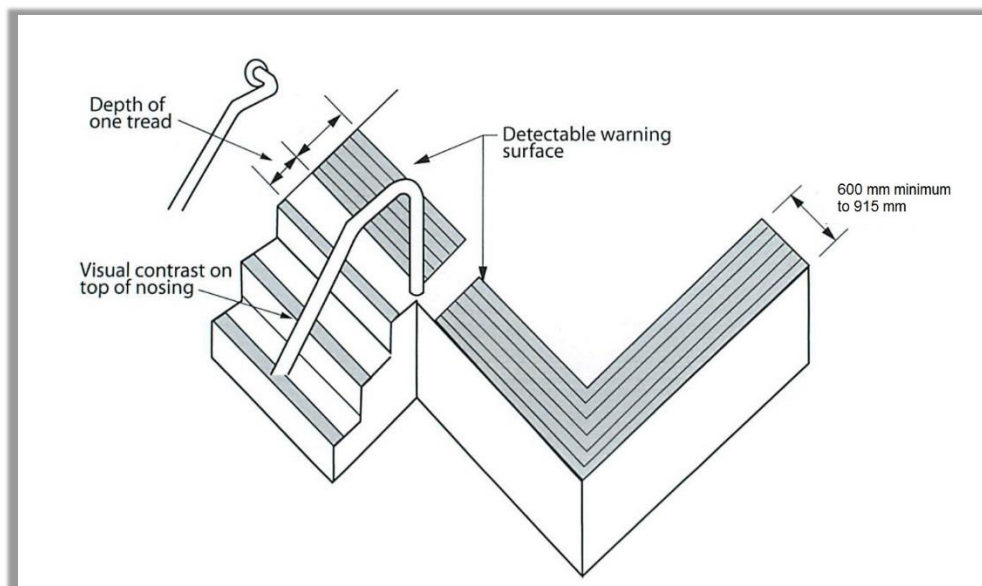


Figure IV.3.3.1: Elevated Platform Surfaces

Related Sections

IV.1.1	Space and Reach Requirements
IV.1.2	Ground and Floor Surfaces
IV.1.3	Protruding Objects
IV.1.4	Accessible Routes, Sidewalks and Corridors
IV.4.8	Detectable Warning Surfaces
IV.4.14	Materials and Finishes
IV.4.15	Texture and Colour

IV.3.4 Dressing Rooms

Rationale

As with *individual/family washrooms*, a separate unisex dressing room is useful and allows for an attendant or parent of the opposite sex to provide assistance. Space in the dressing room should allow for two people and a wheelchair or other mobility device, along with benches and accessories.

Application

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

Design Requirements

- *Accessible* dressing rooms shall be located on an *accessible route* complying with Section IV.1.4.
- A *clear floor space* allowing a person using a wheelchair to make a 180-degree turn shall be provided in every *accessible* dressing room entered through a swinging or sliding door. No door shall swing into any part of the turning *space*. Turning *space* shall not be required in a private dressing room entered through a curtained opening at least 950 mm wide if *clear floor space* complying with Section IV.1.1 renders the dressing room usable by a person in a wheelchair.
- All doors to *accessible* dressing rooms shall be in compliance with Section IV.1.6.
- Every *accessible* dressing room shall have a 610 mm by 1220 mm bench fixed to the wall along the longer dimension. The bench shall:
 - be mounted 450 mm to 500 mm above the finished floor;
 - have *clear floor space* provided alongside the bench to allow a person using a wheelchair to make a parallel transfer onto the bench;
 - be designed to carry a minimum load of 1.33 kN; and
 - where installed in conjunction with showers, swimming pools, or other wet locations, be designed so that
 - water shall not accumulate upon the surface of the bench; and
 - the top surface is slip-resistant.
- Where mirrors are provided in dressing rooms of the same use, then in an *accessible* dressing room, a full-length mirror measuring at least 460 mm wide by 1370 mm high shall be mounted in a position affording a view to a person on the bench, as well as to a person in a standing position.

Related Sections

IV.1.1	Space and Reach Requirements
IV.1.2	Ground and Floor Surfaces
IV.1.3	Protruding Objects
IV.1.4	Accessible Routes, Sidewalks and Corridors
IV.1.6	Doors
IV.4.14	Materials and Finishes
IV.4.15	Texture and Colour

IV.3.5 Offices, Work Areas and Meeting Rooms

Rationale

Offices and related support areas, work areas and meeting rooms should be *accessible* to all, including staff and visitors with varying levels of ability. Individual work paces should provide an accessible approach and should be accessible based upon workplace accommodation requirements.

Circulation areas need to address the *space* requirements of mobility equipment. Workstations and tables need to address knee *space* requirements for wheelchairs and have provisions for additional task lighting for people with visual impairments and telephone equipment for individuals with hearing impairments. Blinds that can be louvered upwards should be provided in areas where reflective glare may be problematic.

Application

Offices, work areas or *meeting rooms* provided for use by the general public, employees, clients or customers, shall comply with this section where technically and operationally feasible.

Design Requirements

- Where offices, work areas and *meeting room* are provided for use by the general public, clients or customers, they shall:
 - be located on an *accessible route* complying with Section IV.1.4;
 - where equipped with a door, the door shall comply with Section IV.1.6;
 - incorporate a *clear floor space* allowing a person in a wheelchair to make a 180-degree turn;
 - incorporate an *accessible route* through the *space* that does not require the person in a wheelchair to travel backwards to enter/leave the *space*;
 - incorporate an accessible route in compliance with Section IV.1.4 that connects the primary activity *elements* within the office, work area or meeting room;
 - incorporate knee clearances below work surfaces that comply with Section IV.3.7;
 - incorporate access in compliance with Section IV.3.9 to storage, shelving or display units for use by the general public, clients or customers;
 - provide a *clear floor space* in front of the equipment that complies with Section IV.1.1, where equipment such as photocopiers are provided for use by the general public, clients or customers, and
 - be able to be equipped with an assistive listening system that complies with Section IV.4.6 pertaining to facility utilization, function and occupancy requirements listening system.

Related Sections

IV.1.1	Space and Reach Requirements	IV.4.2	Controls and Operating Mechanisms
IV.1.2	Ground and Floor Surfaces		
IV.1.4	Accessible Routes, Sidewalks and Corridors	IV.4.4	Visual Alarms
		IV.4.6	Assistive Listening
IV.1.8	Windows, Glazed Screens and Sidelights	IV.4.13	Lighting
		IV.4.14	Materials and Finishes
IV.3.7	Tables, Counters and Work Surfaces	IV.4.15	Texture and Colour
		IV.4.16	Acoustics
IV.3.9	Storage, Shelving and Display Units		

IV.3.6 Waiting and Queuing Areas

Rationale

Waiting and queuing areas for information, tickets or services should permit persons with disabilities to move through the line safely and conveniently. These areas need to provide *space* for mobility devices and queuing lines that turn corners or double back on themselves need to provide adequate *space* to manoeuvre mobility devices. Handrails in queuing lines provide useful support and guidance. Benches in waiting areas are important for individuals who may have difficulty with standing for extended periods.

Application

Waiting and queuing areas shall comply with this section.

Design Requirements

- Where seating spaces are provided, a minimum of 3% and no less than one space shall be designed to be accessible. (Figure IV.3.6.1)
- Accessible seating shall be provided on a barrier free path of travel and provide a minimum clear floor space of 810 mm wide by 1370 mm long.
- Where seating is provided, a choice of seating shall be provided including seats with armrest and seats without armrests that allow someone to transfer from a mobility device.
- Seating immediately adjacent to accessible seating to be designated as “Companion Seating”.
- Barriers at queuing areas shall be laid out in parallel, logical lines, spaced a minimum of 1100 mm apart. (Figure IV.3.6.2)
- Where queuing lines are longer than 10 metres, provide a rest area of minimum of 1000 mm by 1000 mm with seating.
- Queuing guides shall be configured to be cane detectable.
- A 2440 mm by 2440 mm turning space must be provided at the queuing line entry point. (Figure IV.3.6.2)
- Where barriers at queuing areas make an *abrupt change* or a change in direction, a 1670 mm by 1670 mm clear floor space shall be provided to allow adequate turning space for a mobility device. (Figure IV.3.6.2)
- Barriers at queuing areas, provided to streamline people movement, shall be firmly mounted to the floor, and should have rigid rails to provide support for waiting persons.
- Where floor slots or pockets are included to receive temporary or occasional supports, such slots or pockets shall be level with the floor finish and have an integral cover, so as not to cause a tripping hazard.
- Permanent queuing areas shall incorporate clearly defined floor patterns/colours/textures in compliance with Section IV.4.15, as an aid to persons who are visually impaired.
- There shall be a pronounced colour contrast between ropes, bars or solid barriers used to define queuing areas and the surrounding environment.

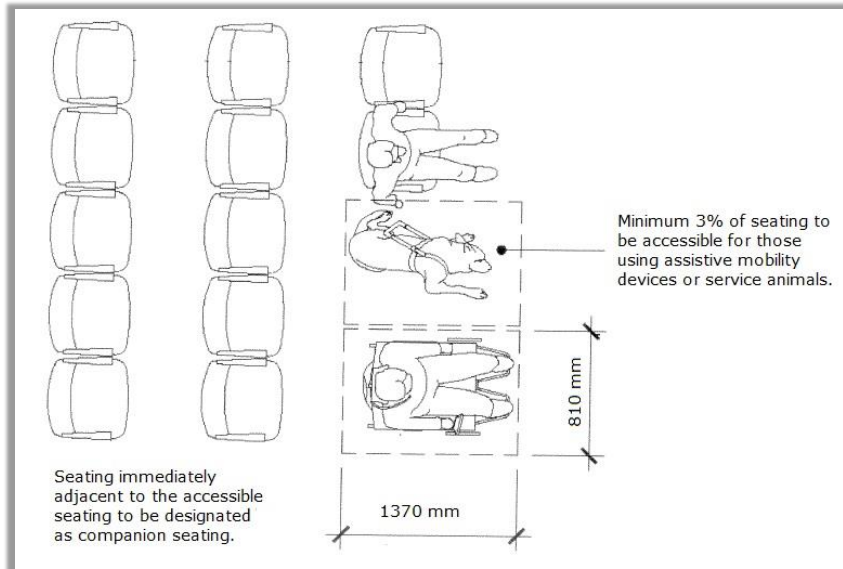


Figure IV.3.6.1: Accessible Seating

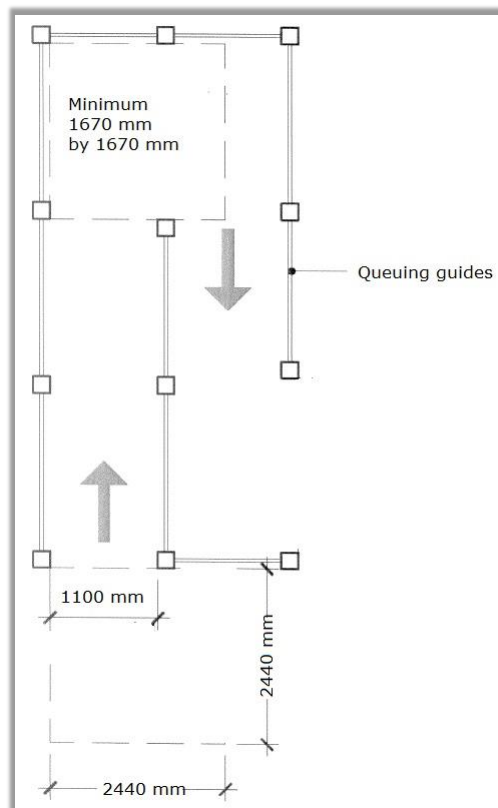


Figure IV.3.6.2: Queuing Lines

Related Sections

IV.1.1	Space and Reach Requirements
IV.1.2	Ground and Floor Surfaces
IV.1.4	Accessible Routes, Sidewalks and Corridors
IV.4.5	Public Telephones
IV.4.6	Assistive Listening
IV.4.7	Signage
IV.4.9	Public Address Systems
IV.4.10	Information Systems
IV.4.12	Glare and Light Sources
IV.4.13	Lighting
IV.4.14	Materials and Finishes
IV.4.15	Texture and Colour
IV.4.16	Acoustics
V.1.6	Benches and Seating

IV.3.7 Tables, Counters and Work Surfaces

Rationale

Tables, counters and work surfaces should accommodate the needs of a range of users. Standing-use as well as seated use must be considered. For individuals using wheelchairs, tables need to be high enough to provide knee *space* and provide adequate *clear space* to pull into. Furniture placement at tables and manoeuvring space at counters should provide sufficient turning *space* for a person using a wheelchair or scooter.

Application

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

Design Requirements

- *Accessible* tables, counters and work surfaces shall be located on an *accessible route* complying with Section IV.1.4.
- An *accessible route* complying with Section IV.1.4 shall lead to and around such fixed or built-in tables, counters and work surfaces.
- Wheelchair seating *spaces* at *accessible* tables, counters and work surfaces shall incorporate a *clear floor space* of not less than 810 mm by 1370 mm. (Figure IV.3.7.2 and Figure IV.3.7.3)
- A forward approach for seating at tables and work surfaces is preferred. Where a forward approach is used to access a wheelchair seating space, a clear knee space of at least 810 mm wide, 480 mm deep and 685 mm high shall be provided. It may overlap the clear floor space by a maximum of 480 mm. (Figure IV.3.7.1)
- The top of *accessible* tables, counters and work surfaces shall be located between 730 mm to 860 mm above the finished floor or ground.

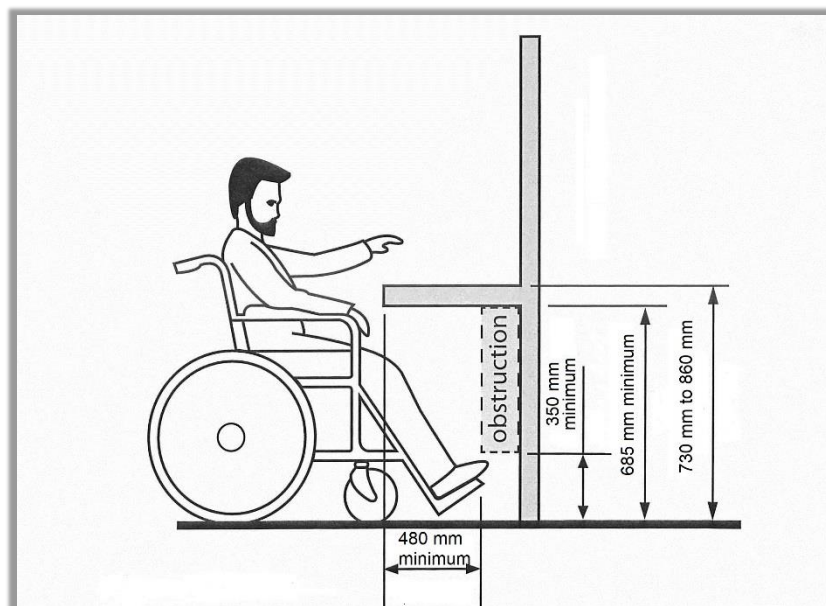


Figure IV.3.7.1: Clearances

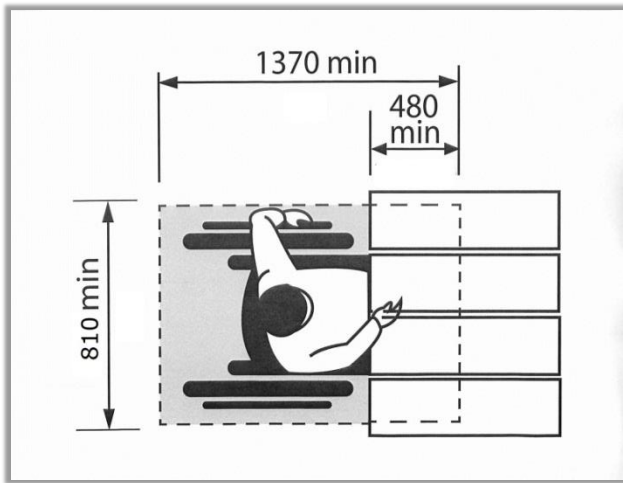


Figure IV.3.7.2: Frontal Approach

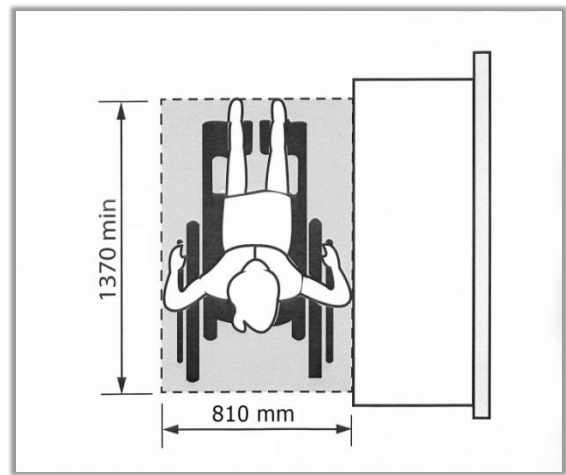


Figure IV.3.7.3: Parallel Approach

Related Sections

- IV.1.1 Space and Reach Requirements
- IV.1.4 Accessible Routes, Sidewalks and Corridors

IV.3.8 Information, Reception and Service Counters

Rationale

Information, reception, and service counters should be accessible for both the general public and staff utilization. Consideration should be given to a variety of counter heights and widths to provide a range of options for people using the counters. Use colour contrast, tactile difference or audio landmarks (e.g., receptionist voice or music source) can assist individuals with visual impairments to more precisely locate service counters or speaking ports. .

Application

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

In areas used for transactions where counters have cash registers and are provided for sales and distribution of goods or services to the public, at least one of each type shall have a portion of the counter *accessible* and in compliance with this section. Such counters shall include, but not be limited to counters in retail stores and distribution centres.

Where counters are dispersed throughout the *facility*, the *accessible* counters must also be dispersed throughout the *facility*.

In public *facilities* where counters or teller windows have solid partitions or security glazing to separate personnel from the public, at least one of each type shall provide a method to facilitate voice communication. Such methods may include, but are not limited to, grills, slats, talk-through baffles, intercoms or telephone handset devices.

Accessible checkout aisles shall be provided in conformance with Table 3.8.

Total checkout aisles of each design	Minimum number of accessible checkout aisles of each design
1-4	1
5-8	2
9-15	3
Over 15	3 plus 20% of additional aisles

Table 3.8: Accessible Checkout Aisles

Design Requirements

- All accessible information, reception, sales and service counters shall be located on an *accessible route* complying with Section IV.1.4.
- Where a single queuing line services single or multiple counters, each service counter is to be designed to be accessible in compliance with this section.
- Counters for information or service shall incorporate at least one *accessible* section that is located between 730 mm and 860 mm above the finished floor or ground. This section shall be at least 920 mm wide.
- *Accessible* sections of information, reception, sales and service counters shall have, on both sides of the counter, knee *space* below of at least 685 mm high by 480 mm deep.
- Wheelchair seating *spaces* at *accessible* sections of information, reception, sales and service counters shall incorporate a clear floor space not less than 810 mm by 1370 mm.

- Where a forward approach is used to access a wheelchair seating space, a *clear knee space* of at least 810 mm wide, 480 mm deep and 685 mm high shall be provided. It may overlap the *clear floor space* by a maximum of 480 mm.
- Where speaking ports are provided at least one such position should have a speaking port no higher than 1060 mm above the finished floor or ground.
- In areas used for transactions where counters have cash registers and are provided for sales and distribution of goods or services to the public, the counter shall have a portion of the counter that is at least 920 mm in length, with a height of 730 mm to 860 mm above the finished floor.
- In areas used for transactions that may not have a cash register but at which goods and services are sold, including, but not limited to, ticketing counters, teller stations, registration counters, information counters, box office counters and library check-out areas either:
 - a portion of the main counter which is a minimum of 920 mm in length shall be provided with a height to the top surface of 710 mm to 730 mm; or
 - an auxiliary counter with a maximum height of 860 mm in close proximity to the main counter shall be provided. (Figure IV.3.8.1)
- In public *facilities* where counters or teller windows have solid partitions or security glazing to separate personnel from the public, the method of communication provided shall be *accessible* to both individuals who use wheelchairs and individuals who have difficulty bending.
- The *clear width* of *accessible* service lines shall comply with Section IV.1.4, and the maximum adjoining counter height shall not exceed 965 mm above the finished floor. The top of the lip shall not exceed 1015 mm above the finished floor.
- *Signage* identifying *accessible* service counters shall incorporate the *Accessibility Sign*.

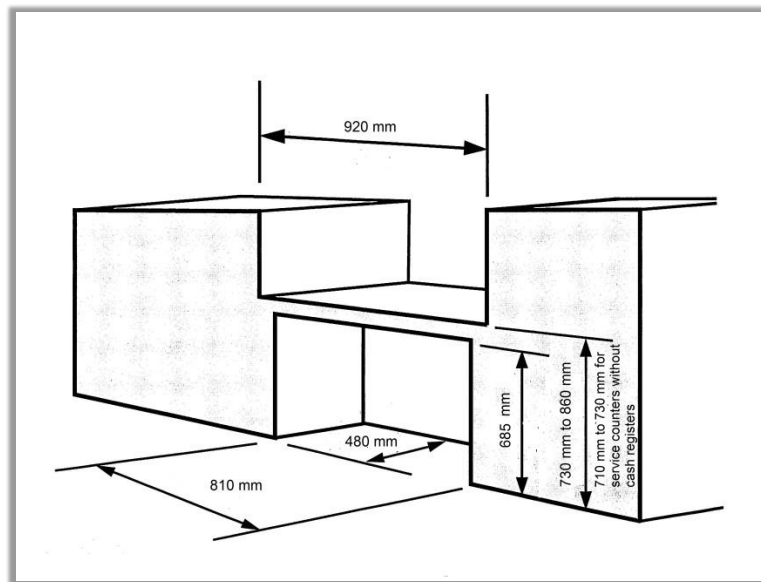


Figure IV.3.8.1: Service Counter

Related Sections

IV.1.1	Space and Reach Requirements	IV.4.10	Information Systems
IV.1.4	Accessible Routes, Sidewalks and Corridors	IV.4.12	Glare and Light Sources
IV.4.6	Assistive Listening	IV.4.13	Lighting
IV.4.7	Signage	IV.4.14	Materials and Finishes

IV.3.9 Storage, Shelving and Display Units

Rationale

The height of storage, shelving and display units should address the needs of a range of users including children and persons with disabilities. Displays at varying heights may assist individuals with vision impairments and those with back problems.

Application

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

Shelves or display units allowing self-service by customers in mercantile occupancies shall be located on an *accessible route* complying with Section IV.1.4.

Storage space should be provided for devices such as wheelchairs, shower chairs, walkers, transfer benches, and commode chairs.

Requirements for *accessible* reach ranges do not apply.

Design Requirements

- A *clear floor space* at least 810 mm by 1370 mm complying with Section IV.1.1 that allows either forward or parallel approach by a person using a wheelchair shall be provided at *accessible* storage facilities.
- *Accessible* storage *spaces* shall be within at least one of the reach ranges specified in Section VI.1.1. Clothes rods or shelves shall be a maximum of 1370 mm above the finished floor for a side approach.
- Where the distance from the wheelchair to the clothes rod or shelf is between 255 mm and 535 mm (as in closets without *accessible* doors) the height of the rod or shelf shall be no more than 1200 mm.
- Where shelves are provided, there should be at least three between 400 mm and 1200 mm from the floor.
- Hardware for *accessible* storage *facilities* shall comply with Section IV.4.2. Touch latches and U-shaped pulls are acceptable.

Related Sections

- IV.1.1 Space and Reach Requirements
- IV.1.4 Accessible Routes, Sidewalks and Corridors
- IV.4.2 Controls and Operating Mechanisms

IV.3.10 Lockers and Baggage Storage

Rationale

Provision of lockers at lower heights in schools, recreational facilities and transit facilities, etc., serves the reach restrictions of children or persons using wheelchairs. Operating mechanisms should be at an appropriate height and operable by individuals with restrictions in hand dexterity.

Application

If lockers or baggage storage units are provided in *accessible* public or *common use* areas, at least 10%, but not less than one, of the lockers or baggage storage units shall comply with this section. Lockers should have sufficient width and be positioned appropriately and consistent with related sections.

Design Requirements

- *Accessible* lockers and baggage storage units shall be located on an *accessible route* complying with Section IV.1.4 and shall be identified with the International Symbol of Access in compliance with the relevant parts of Section IV.4.7.
- Lockers and baggage storage units shall have their bottom shelf no lower than 400 mm and their top shelf no higher than 1200 mm above the floor or ground.
- Locks for *accessible* lockers and baggage storage units shall be mounted no higher than 1060 mm from the floor or ground and shall comply with Section IV.4.2.
- Numbers or names on all lockers and baggage storage units should be in clearly legible lettering, raised or recessed and of a highly contrasting colour or tone in compliance with the relevant parts of Section IV.4.7.
- Baggage racks or carousels for suitcases, etc. shall have the platform surface no higher than 460 mm from the floor and shall incorporate a continuous colour-contrasting strip at the edge of the platform surface.
- Aisle *spaces* in front of lockers, baggage compartments and carousels shall be a minimum of 1370 mm deep, to permit forward and lateral approach by persons who use wheelchairs.

Related Sections

IV.1.1	Space and Reach Requirements
IV.1.4	Accessible Routes, Sidewalks and Corridors
IV.4.2	Controls and Operating Mechanisms
IV.4.7	Signage
IV.4.13	Lighting
IV.4.15	Texture and Colour

IV.3.11 Balconies, Porches, Terraces and Patios

Rationale

The design for balconies, porches, patios or terraces should consider options for different levels of sun and wind protection for seniors and other persons with disabilities. Thresholds at balcony doors should be avoided.

Application

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

Design Requirements

- Balconies, porches, terraces and patios shall:
 - be located on an *accessible route* complying with Section IV.1.4; and
 - be a minimum of 2440 mm by 2440 mm.
- Exterior balconies, porches, terraces and patios, where directly *accessible* from the interior spaces, shall incorporate a threshold in compliance with Section IV.1.2. Doors opening out onto balconies should be located to open against a sidewall or rail.
- Balcony, porch, terrace and patio surfaces shall:
 - comply with Section IV.1.2;
 - be sloped to ensure removal of water; and
 - be sloped no more than 2%.
- Railings and guards at balconies, porches, terraces and patios shall:
 - be designed to allow *clear* vision below the rail for persons seated in wheelchairs; and
 - incorporate pronounced colour contrast between the railings and guards and the surrounding environment.

Related Sections

IV.1.1 Space and Reach Requirements
IV.1.2 Ground and Floor Surfaces
IV.1.4 Accessible Routes, Sidewalks and Corridors
IV.4.14 Materials and Finishes
IV.4.15 Texture and Colour

Section IV.4 - Systems And Controls

IV.4.1 Emergency Exits, Fire Evacuation and Areas of Rescue Assistance

Rationale

Emergency exits must include the same accessibility features as other doors specified in Section IV.1.6. The doors and routes must be marked in a way that is *accessible* to all individuals, including those who may have difficulty with literacy. Audio or talking signs may assist persons with a visual impairment need to quickly locate exits. In the event of fire when elevators cannot be used, an area of rescue assistance can be an asset to anyone who has difficulty traversing sets of stairs.

Application

In *facilities*, or portions of *facilities*, required to be *accessible*, a minimum of two *accessible means of egress* shall be provided.

Where a required exit from an *occupiable* level above or below a level of *accessible* exit discharge is not *accessible*, an *area of rescue assistance* shall be provided on each such level (in a number equal to that of inaccessible required exits).

Areas of refuge assistance shall comply with this section.

A horizontal exit meeting the requirements of the Ontario Building Code shall satisfy the requirements for an *area of rescue assistance*.

Exception: The requirements for protected elevators, separate fire zones, and areas of rescue assistance are not required in *facilities* having a supervised automatic sprinkler system.

Design Requirements

- Every *occupiable* level in non-residential occupancies above or below the first *storey* (as defined by the Ontario Building Code) that is *accessible*, shall:
 - be served by an elevator that has protection features, as specified in 3.3.1.7 of the Ontario Building Code; or
 - be divided into at least two zones by fire separations, as specified in 3.3.1.7 of the Ontario Building Code.
- In *occupiable* levels above or below the first *storey* in residential occupancies, the requirements for a protected elevator or two fire zones may be waived, if an appropriate balcony (as specified in 3.3.1.7 of the Ontario Building Code) is provided for each suite.
- Where emergency warning systems are provided, then they shall include both audible alarms and visible alarms. Visual alarms shall comply with Section IV.4.4.
- Emergency call systems shall:
 - be located in Individual/Universal/Family washrooms;
 - consist of audible and visual signal devices inside and outside of the washroom; and
 - have 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 high with a 5 mm stroke (width) posted above the emergency button.

- *Accessible means of egress* shall comply with Section IV.1.4.
- *Accessible means of egress* shall be identified with *signage* complying with applicable provisions of Section IV.4.7.
- Areas of rescue assistance shall be:
 - located on an *accessible route* complying with Section ;
 - of a size that allows a minimum floor *space* of 850 mm by 1370 mm per non-ambulatory occupant, with no fewer than 2 such *spaces*;
 - separated from the floor area by a fire separation having a fire resistance rating at least equal to that required for an exit;
 - served by an exit or fire fighters' elevator;
 - designated as an *area of rescue assistance* for persons with disabilities on the *facility* plans and in the *facility*;
 - smoke protected in *facilities* of more than three *storeys*; and
 - identified with *signage* complying with applicable provisions of Section IV.4.7. (Figure IV.4.1.1)

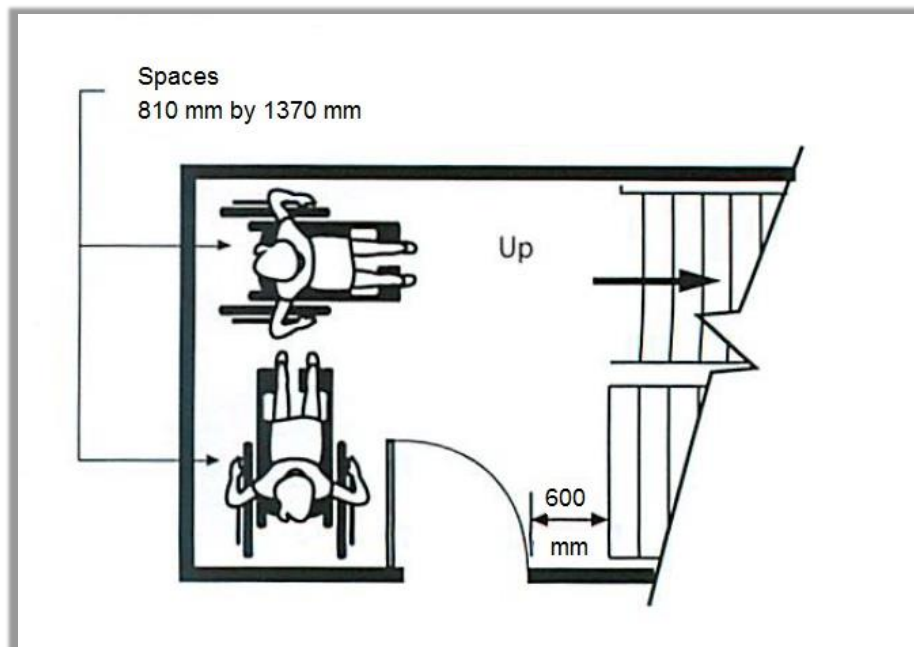


Figure IV.4.1.1: Area of Rescue Assistance

Related Sections

IV.1.1	Space and Reach Requirements
IV.1.2	Ground and Floor Surfaces
IV.1.3	Protruding Objects
IV.1.4	Accessible Routes, Sidewalks and Corridors
IV.1.6	Doors
IV.4.2	Controls and Operating Mechanisms
IV.4.4	Visual Alarms
IV.4.7	Signage
IV.4.8	Detectable Warning Surfaces
IV.4.9	Public Address Systems
IV.4.14	Materials and Finishes
IV.4.15	Texture and Colour

IV.4.2 Controls and Operating Mechanisms

Rationale

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

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

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

Application

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

Controls and operating mechanisms include, but are not limited to:

- door handles and locks;
- window openers and locks;
- faucets;
- electrical outlets and switches;
- thermostats;
- fire alarm pull stations;
- button pads and controls on dispensing machines;
- security access card readers

Design Requirements

- A *clear*, level floor area at least 920 mm by 1370 mm shall be provided at controls and operating mechanisms, such as dispensers and receptacles.
- The *operable portions* of controls and operating mechanisms for elevators, power door controls, and controls for the operation of a building (including electrical switches and intercoms) shall be mounted not less than 900 mm and not more than 1100 mm from the finished floor. (Figure IV.4.2.1)
- Soap dispensers shall be located with the operable portion not more than 1200 mm above the floor, and accessible to persons in wheelchairs.
- Faucets and other controls can be hand-operated or electronically controlled.
- Card readers, manual pull stations and thermostats shall be located not more than 1200 mm above the floor, and accessible to persons in wheelchairs.
- Hand-operated controls and operating mechanisms shall be operable:
 - using a closed fist;
 - without tight grasping, pinching, or twisting of the wrist; and
 - with a force of less than 22N.

- A control that needs to be read or adjusted should be angled in such a way that it is useable from a seated or a standing position.
- Controls and operating mechanisms shall be capable of being illuminated to at least a level of 100 lux.
- Controls and operating mechanisms shall incorporate a pronounced colour contrast, to differentiate them from the surrounding environment. Where feasible control settings shall provide tactile information indicating function and position of controls. Information on visual displays shall be supplemented by tactile and/or auditory information; colour-contrasted; and glare-free.

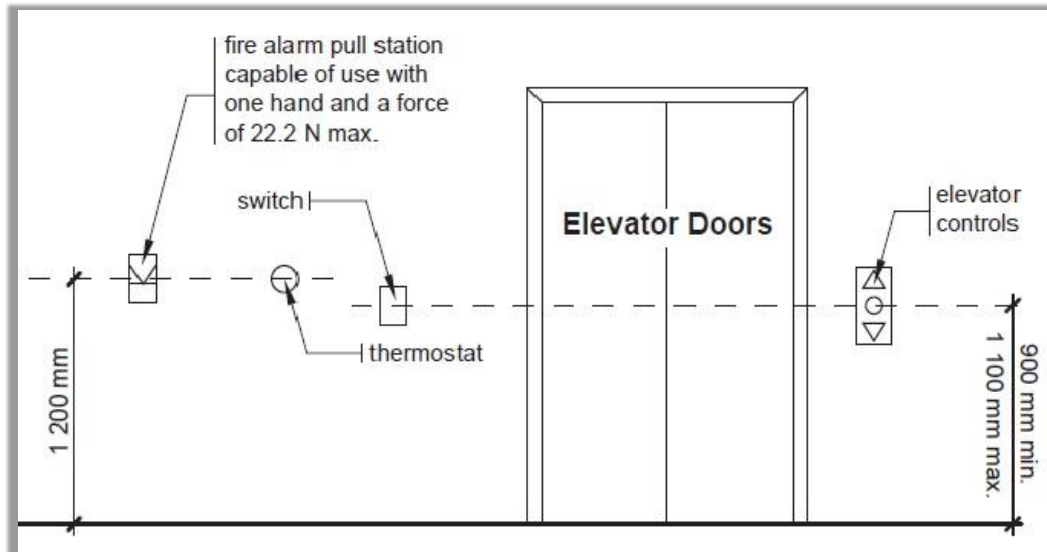


Figure IV.4.2.1: Reach Range for Accessible Controls

Related Sections

IV.1.1	Space and Reach Requirements	IV.2.9	Shower Stalls
IV.1.3	Protruding Objects	IV.3.1	Drinking Fountains
IV.1.4	Accessible Routes, Sidewalks and Corridors	IV.3.4	Dressing Rooms
IV.1.6	Doors	IV.3.5	Offices, Work Areas and Meeting Rooms
IV.1.7	Gates, Turnstiles and Openings	IV.3.9	Storage, Shelving and Display Units
IV.1.8	Windows, Glazed Screens and Sidelights	IV.3.10	Lockers and Baggage Storage
IV.1.12	Elevators	IV.4.3	Vending and Ticketing Machines
IV.1.13	Platform and Stair Lifts	IV.4.5	Public Telephones
IV.2.2	Toilet Stalls	IV.4.10	Information Systems
IV.2.3	Toilets	IV.4.11	Card Access, Safety and Security Systems
IV.2.4	Lavatories	IV.4.15	Texture and Colour
IV.2.5	Urinals	V.1.5	Street Furniture on Exterior Paths of Travel
IV.2.6	Washroom Accessories		
IV.2.7	Individual/Family Washrooms		
IV.2.8	Bathtubs		

IV.4.3 Vending and Ticketing Machines

Rationale

Space in front of and seating areas and tables adjacent to vending machines allows for manoeuvrability of mobility aids. Operating mechanisms should be within reach of children and individuals who use wheelchairs and be operable with one hand and minimal strength, to accommodate a host of disabilities. Lighting levels and colour contrasts make the machine more *accessible* to those with a visual *impairment*.

Application

Vending and ticketing machines shall comply with this section.

Design Requirements

- Vending and ticketing machines shall be located on an *accessible route* in compliance with Section IV.1.4.
- *Clear floor space* in front of vending and ticketing machines shall conform to Section IV.1.1.
- The controls and operating mechanisms on vending and ticketing machines shall comply with Section IV.4.2. (Figure IV.4.3.1)
- *Signage* on vending and ticketing machines shall be in highly contrasting lettering, at least 13 mm high. Ideally, lettering and *signage* shall comply with relevant parts of Section IV.4.7.

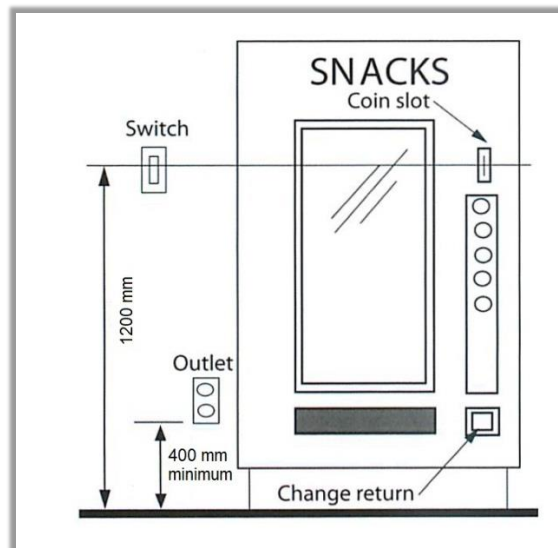


Figure IV.4.3.1: Controls and Operating Heights

Related Sections

IV.1.1	Space and Reach Requirements	IV.4.2	Controls and Operating Mechanisms
IV.1.4	Accessible Routes, Sidewalks and Corridors	IV.4.15	Texture and Colour

IV.4.4 Visual Alarms

Rationale

Visual alarms are essential for the deaf, deafened and hard of hearing individuals who may not hear audible alarms. Visual alarms are necessary devices in facilities such as theatres, arenas, and industrial applications where the environmental noise levels create hindrances to health, safety and emergency evacuation policies and procedures.

Application

Visual alarms shall comply with this section.

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

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

Design Requirements

- Visual alarm signals shall have the following minimum photometric and location features:
 - the lamp shall be a Xenon strobe type or equivalent;
 - the colour shall be *clear* or nominal white (i.e. unfiltered or clear filtered white light);
 - the maximum pulse duration shall be two-tenths of one second (0.2 sec) with a maximum duty cycle of 40 percent. The pulse duration is defined as the time interval between initial and final points of 10% of maximum signal;
 - the intensity shall be a minimum of 75 candelas.
 - the flash rate shall be a minimum of 1 Hz and a maximum of 3 Hz;
 - the appliance shall be placed 2100 mm above the floor level within the *space* or 152 mm below the ceiling, whichever is lower;
 - in general, no place in any room or *space* required to have a visual signal appliance, shall be more than 15 meters from the signal (in the horizontal plane). In large rooms and *spaces* exceeding 30 meters across, without obstructions 2000 mm above the finished floor, such as auditoriums, devices may be placed around the perimeter, spaced a maximum of 30 meters apart, in lieu of suspending appliances from the ceiling; and
 - no place in common corridors or hallways in which visual alarm signalling appliances are required shall be more than 15 meters from the signal.

Related Sections

IV.4.1 Emergency Exits, Fire Evacuation and Areas of Rescue Assistance

IV.4.5 Public Telephones

Rationale

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

Application

Where public pay phones, public closed-circuit phones, or other public telephones are provided, they shall comply with this section to the extent required by Table 4.5.

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

Signage complying with applicable provisions of Section IV.4.7 shall be provided.

Where public pay telephones are provided and it is deemed necessary, a public *text telephone (TTY)* shall be provided in the *facility* in a *public use* area in accordance with CRTC Telecom Decision 2004-

Design Requirements

- *Accessible* telephones shall be on an *accessible route* complying with Section IV.1.4.
- Telephones, enclosures and related equipment shall comply with Section IV.1.3.
- Telephones shall have push-button controls where service for such equipment is available. The characters on the push buttons shall contrast with their background, which should be non-glare (matte finish), and the buttons themselves should contrast with their background.
- The minimum handset cord length of *accessible* telephones shall be 1000 mm.
- The minimum illumination level at operating mechanisms, the directory, and shelf of *accessible* telephones should be 200 lux.
- Telephones for persons in wheelchairs shall:
 - have the maximum height of *operable portions*, including the coin slot, 1200 mm above the floor;
 - have a *clear floor space* not less than 810 mm wide by 1370 mm deep centred in front of the telephone, with no obstruction within 250 mm above the surface (Figure IV.4.5.1);
 - have a level telephone directory shelf at least 500 mm wide and 350 mm deep with a top surface less than 775 mm and not more than 875 mm from the finished floor and knee space not less than 740 mm high (Figure IV.4.5.2); and
 - where a seat is provided, have a seat that is moveable so that a person using a wheelchair can approach the telephone.

- *Text telephones (TTYs)* used with a pay telephone shall be permanently affixed within, or adjacent to, the telephone enclosure. If an acoustic coupler is used, the telephone cord shall be sufficiently long to allow connection of the *text telephone (TTY)* and the telephone receiver.
- Where additional telephones are provided for use by persons who are deaf or hard of hearing, and these telephones are designed to accommodate a portable *text telephone (TTY)*, the telephones shall:
 - comply with CSA Standard T515;
 - have a shelf at least 450 mm wide by 300 mm;
 - have at least 250 mm *clear space* above the shelf, to accommodate the use of a portable *text telephone*;
 - be equipped with an electrical outlet, within or adjacent to the telephone enclosure;
 - have graduated volume control; and
 - be equipped with a handset capable of being placed flush on the surface of the shelf.
- *Accessible* telephones shall be identified by the appropriate symbol of accessibility for mobility impaired persons and/or persons who are deaf or hard of hearing.
- When directional signs for telephones are installed, they shall include the appropriate access symbols.

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

Table 4.5: Accessible Telephone Requirements

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

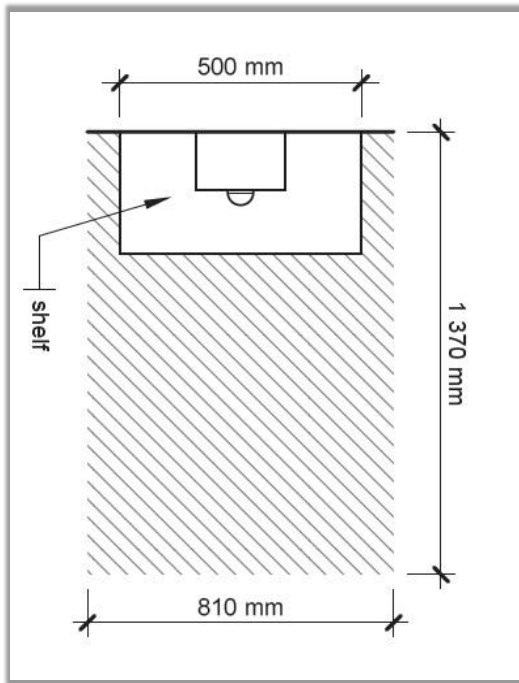


Figure IV.4.5.1: Public Telephone Layout

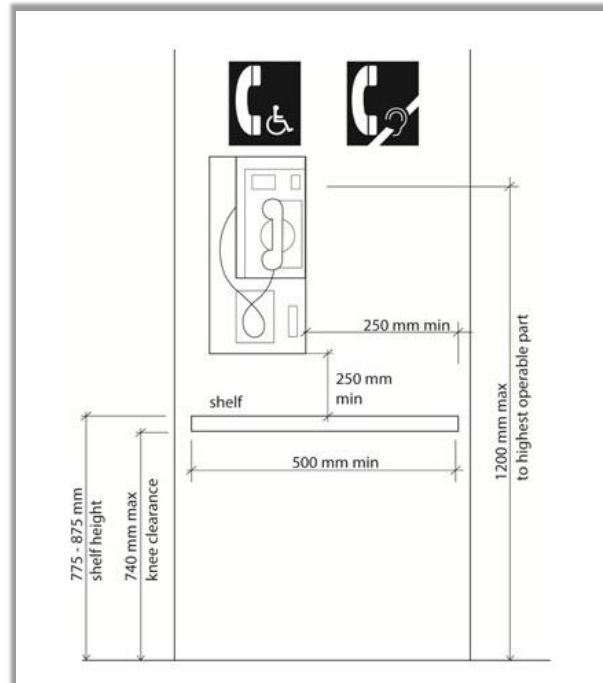


Figure IV.4.5.2: Public Telephone Details

Related Sections

- IV.1.1 Space and Reach Requirements
- IV.1.3 Protruding Objects
- IV.1.4 Accessible Routes, Sidewalks and Corridors
- IV.4.2 Controls and Operating Mechanisms
- IV.4.7 Signage
- IV.4.13 Lighting
- IV.4.15 Texture and Colour

IV.4.6 Assistive Listening

Rationale

The provision of assistive listening devices is important for individuals who may have difficulty hearing. Assistive listening systems amplify audible communication, and can be used by persons who are hard of hearing, with or without hearing aids and do not interfere with the listening enjoyment of people with normal hearing.

Application

Assistive listening systems shall comply with this section.

This section applies to *assembly areas* where audible communications are integral to the use of the *space* (e.g., concert theatres, *meeting rooms*, classrooms, auditoria, etc.). Such *assembly areas*, where: (1) they accommodate at least 50 persons or where they have audio amplification systems or where greater than 100 sq.m. in floor area; and (2) they have fixed seating, shall have a permanently installed listening system complying with this section.

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

Design Requirements

- *Signage* complying with applicable provisions of Section IV.4.7 (Figure IV.4.6.1) shall be installed to notify customers of the availability of a listening system.
- Induction loops, infrared systems and FM radio frequency systems shall be considered acceptable types of assistive listening systems for persons who are hard of hearing.
- Where an induction loop system is installed, dimmer switches and other controls that incorporate transformer coils shall be located so as not to interfere with the audio induction loop.
- Where infrared assistive listening devices are used, overhead incandescent lights shall be located so as not to cancel out the infrared signal at the receiver.
- Although infrared is preferred for security and reception purposes, where an FM loop system or other assistive listening devices are available in public *facilities* or meeting areas, portable headsets that are compatible with personal hearing aids shall be made available.
- Where an induction loop system is utilized, at least half the seating area shall be encompassed.
- Where the listening system provided serves individual fixed seats, such seats shall be located within a 15-meter viewing distance of the stage or playing area and shall have a complete view of the stage or playing area.



Figure IV.4.6.1: Assistive Listening Device Symbol

Related Sections

- IV.4.7 Signage
- IV.4.13 Lighting
- IV.4.16 Acoustics

IV.4.7 Signage

Rationale

Signage should be simple, uncluttered and incorporate plain language. Graphic symbols or pictograms are helpful for individuals such as children, people with literacy concerns or individuals speaking a different language. The intent of the symbol must be evident, culturally universal and not counterintuitive. Signs should be placed at a consistent height and in a consistent location throughout the *facility*.

Letters should be upper and lower case. Signs using all capital letters are harder to read because they provide less visual information to differentiate letters and give words shape. Very fine type and thick bolded type should be avoided.

Sharp contrasts in colour make signage easier for anyone to read, particularly those with a visual *impairment*. To enhance readability, raised *tactile* lettering should incorporate edges that are slightly smoothed.

Application

Signage shall comply with this section.

Signs that designate permanent rooms or *spaces* shall be wall mounted and include *tactile* characters and numbers.

Signs that provide direction to, or information about, functional *spaces*, shall comply with this section.

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

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

Design Requirements

- Letters and numbers on signs shall:
 - be sans serif;*
 - have Arabic numbers;
 - have a width-to-height ratio between 3:5 and 1:1;
 - have a stroke-width-to-height ratio between 1:5 and 1:10;
 - use an upper-case "X" for character measurement;



- Character height dimensions for viewing distance shall comply with Table 4.7.
- Where signage, including electronic display monitors, is provided, it shall
 - have a glare free surface;
 - be of uniform design;
 - when used to give the same type of information within the same facility, be consistently shaped, coloured, and positioned; and
 - contrast with the surrounding surface.
- Characters, symbols and backgrounds of signs shall have an eggshell, matte or other glare-free finish.
- Characters and symbols shall contrast with their background: either light characters on a dark background or dark characters on a light background.
- Light emitting diode (LED) signage shall be white, yellow or light blue on a black background.
- Where signs are required to be *tactile*, letters and numerals shall be:
 - raised 0.8 mm - 1.5 mm, not sharply edged;
 - be between 16 mm and 50 mm high;
 - be sans serif*, accompanied by Grade 2 Braille near the bottom edge of the sign; and
 - colour contrasted with their background by at least 70%.
- Where a tactile sign is provided, it shall:
 - have the leading vertical edge 150 mm ± 10 mm from the door jamb;
 - allow a person to approach the sign to within 100 mm without encountering protruding objects or standing within a door swing; and
 - have a clear wall area around the sign at least 75 mm wide.
- Pictograms shall be accompanied by the equivalent verbal description, placed directly below the pictogram. The border dimension of the pictogram shall be 150 mm minimum in height.
- Pictograms and symbols shall be:
 - raised between 0.8 mm – 1.5 mm;
 - placed on a sign at least 150 mm in height;
 - accompanied by the equivalent description in Grade 2 Braille placed directly below the pictograph or symbol; and
 - colour contrasted with their background by at least 70%.
- Where permanent identification is provided for rooms and spaces, signs shall be installed on the wall adjacent to the latch side of the door, located with their centre line at a height between 1350 mm and 1525 mm. Where there is no wall space to the latch side of the door, including at double leaf doors, signs shall be placed on the nearest adjacent wall.

- The minimum level of illumination on signs shall be 200 lux.



Figure IV.4.7.1: Colour Contrast on Signs



Figure IV.4.7.2: Pictograms
(Note: Shall incorporate equivalent verbal description)



Figure IV.4.7.3: Tactile Lettering

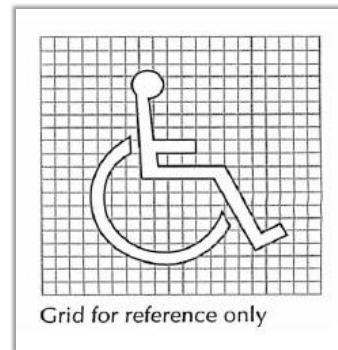


Figure IV.4.7.4: International Symbol of Access

Minimum character height, mm	Maximum viewing distance, mm
200	6000
150	4600
100	2500
75	2300
50	1500
25	750

Table 4.7: Character Height on Signs

Related Sections

IV.1.4	Accessible Routes, Sidewalks and Corridors
IV.1.5	Entrances
IV.1.6	Doors
IV.1.7	Gates, Turnstiles and Openings
IV.1.9	Ramps
IV.1.12	Elevators
IV.1.13	Platform and Stair Lifts
IV.2.1	Toilet and Bathing Facilities
IV.2.7	Individual/Family Washrooms
IV.3.2	Viewing Positions
IV.3.4	Dressing Rooms
IV.1.14	Exterior Accessible Routes, Access and Passenger Loading Zones
IV.4.1	Emergency Exits, Fire Evacuation and Areas of Rescue Assistance
IV.4.5	Public Telephones
IV.4.15	Texture and Colour

IV.4.8 Detectable Warning Surfaces

Rationale

Detectable warning surfaces provide important cues for persons with a visual *impairment* to navigate an environment. These surfaces consist of features that are intended to be detected underfoot or by using a white cane. Detectable warning surfaces alert a person to potential hazards, such as crosswalks or stairs. Suitable surfaces include a change in texture and high colour contrast but should not be a tripping hazard. *Detectable warning* surfaces should be used consistently throughout a *facility*.

Application

Detectable warnings at walkways, *curb ramps*, stairs and raised platforms shall comply with this section.

Design Requirements

- All textured surfaces used as *detectable warning surfaces* shall be *cane-detectable* and clearly differentiated from the surrounding ground or floor surfaces. (See also Section IV.4.15).
- *Detectable warning surfaces* shall contrast visually with adjoining surfaces, being either light on dark or dark on light.
- *Tactile attention indicators* shall be provided at:
 - the top of stairs;
 - the leading edge of landings;
 - the beginning and end of a *ramp*;
 - unprotected drop-off edges (e.g. transit platform) where the change of elevation is greater than 250 mm, and the slope is steeper than in the ratio of 1:3 (33.3%);
 - at an entry into a *vehicular way* or where there are no curbs or any other element separating the *vehicular way* from a pedestrian route; and
 - *curb ramps*.
- Where *tactile attention indicators* are required, they shall:
 - be not less than 300 mm and not more than 610 mm deep;
 - extend the full width of the stair, landing or platform;
 - commence one tread depth back from the stair or landing;
 - have high contrast with the surrounding surface (Figure IV.4.8.1).; and
 - conform to Clauses 4.1.1 and 4.1.2 of ISO 23599, Assistive Products for Blind and Vision-Impaired Persons – Tactile Walking Surface Indicators (TWSI) (Note: Refer to Appendix B – Tactile Walking Surface Indicators).
- Detectable warning surfaces shall be located at the unprotected edges of a reflecting pool.

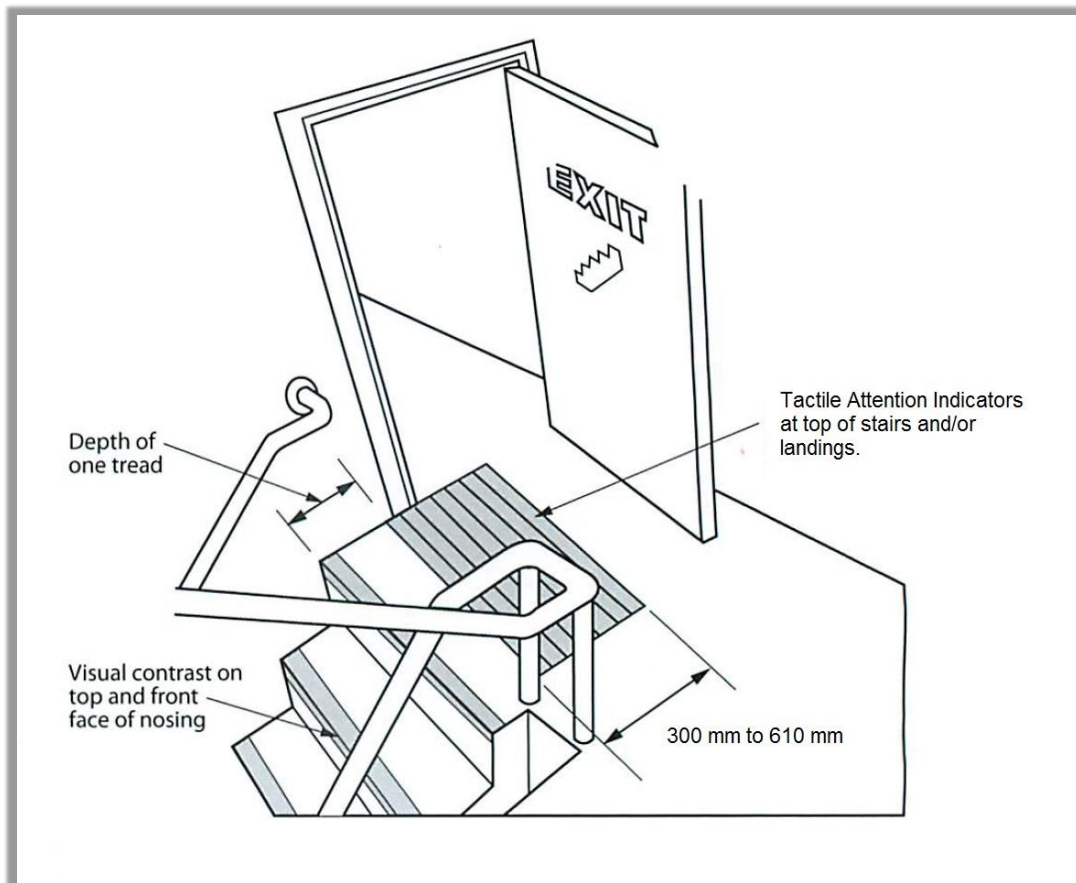


Figure IV.4.8.1: Detectable Warning Surfaces

Related Sections

- IV.1.3 Protruding Objects
- IV.1.4 Accessible Routes, Sidewalks and Corridors
- IV.1.9 Ramps
- IV.1.10 Stairs
- IV.3.1 Drinking Fountains
- IV.3.3 Elevated Platforms
- IV.4.15 Texture and Colour

IV.4.9 Public Address Systems

Rationale

Public address systems need to be easy to hear above the ambient background noise. There should be no distortion or feedback, to assist persons with hearing *impairments*. Background noise should be minimized.

Visual provisions for emergency evacuation purposes shall be made for individuals who may not hear an audible public address system.

Application

Public address systems shall comply with this section.

Design Requirements

- Public address speakers shall be mounted above head level, and provide effective sound coverage in required areas, such as corridors, assembly and *meeting room* areas, recreational and entertainment *facilities*, educational *facilities*, and *common use* areas in institutional settings.
- Public address systems shall be zoned so that information can be directed to key locations only, minimizing background noise in other areas.
- Where public address systems are used to broadcast background music, facility operations will be responsive to client needs that may require the music to not be broadcast continuously or throughout the entire *facility*.
- All-point call systems shall only be utilized for fire and emergency information.
- Paging systems for staff and other key persons shall be discreet and low volume, and sound only at those devices or locations where such persons might expect to be located.

Related Sections

- IV.4.1 Emergency Exits, Fire Evacuation and Areas of Rescue Assistance
- IV.4.16 Acoustics

IV.4.10 Information Systems

Rationale

Video display terminals may present difficulties for persons with visual *impairments*. Alternate technology or audio interfaces are required. Seated eye-level, reach and knee space provisions should also be considered, to ensure that a person using a wheelchair could access an information terminal.

Application

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

Design Requirements

- Where information is provided by video display terminals to the general public, clients or customers, the same information shall be provided in an alternative format, such as audio, telecommunications, Braille and large-text print. The minimum font size for large text print shall be 16 point.
- Information systems designed for direct access by the public, such as touch-screen video display, keyboard or keypad access, shall be mounted at a height suitable for use by persons using wheelchairs (Refer to Section IV.4.2).
- Essential print information shall be printed in large text on a highly contrasting background colour, and should also be available in other formats, such as audiotape and large -text print.
- Push buttons or other controls for accessing public information systems should be clearly identifiable by colour and/or tone from the background colour, and should include raised numbers, numerals or symbols for easy identification by persons who are visually impaired. *Tactile* identification shall comply with Section IV.4.15.

Related Sections

IV.4.2 Controls and Operating Mechanisms
IV.4.15 Texture and Colour

IV.4.11 Card Access, Safety and Security Systems

Rationale

Seniors and persons with disabilities are conscious of their own vulnerability and tend to seek more reassurance and inherent security than in the past.

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

Application

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

Design Requirements

- Adequate lighting shall be provided continuously along public walkways, steps and *ramps* that are actively used at all times of year and/or where staff and public parking is provided.
- An audible signalling device (bell, buzzer, or similar device) or a two way communication system shall be provided for persons requiring assistance at the primary *accessible entrance* and/or at any covered *accessible* parking areas.
- An *accessible* public telephone complying with Section IV.4.5 shall be located at, or close to, primary *accessible entrances*, for the use of persons requiring assistance.
- Card-entry systems shall:
 - be wall-mounted, no higher than 1200 mm above the floor or ground, adjacent to the door and free of the door swing;
 - have an audible alarm and a light indicator to inform the user that the card has been accepted and allow the door lock to be disarmed; and
 - use cards that incorporate a distinctive colour, texture or raised graphic/lettering on one side.
- Encoded-entry/exit systems, such as keypads, shall:
 - be wall-mounted, no higher than 1200 mm above the floor or ground, adjacent to the door and free of the door swing; and
 - incorporate buttons that:
 - are raised;
 - are mounted on a clearly differentiated coloured background; and
 - include raised numerals or letters in a constant array.

Related Sections

IV.1.1	Space and Reach Requirements	IV.1.13	Platform and Stair Lifts
IV.1.4	Accessible Routes, Sidewalks and Corridors	IV.2.7	Individual/Family Washrooms
IV.1.5	Entrances	IV.3.5	Offices, Work Areas and Meeting Rooms
IV.1.6	Doors	IV.4.2	Controls and Operating Mechanisms
IV.1.12	Elevators	IV.4.15	Texture and Colour

IV.4.12 Glare and Light Sources

Rationale

Direct or reflected glare of floors, walls or work surfaces is a major problem for persons with reduced vision. Light sources, materials and finishes should be selected which do not add to the problem, and ensure that natural daylight is controllable, particularly on west and southwest exposures.

Strategic use of lighting is valuable to all individuals, but it is especially important for individuals with some forms of visual *impairment*. Glare can make navigating an environment more difficult for an individual with a visual *impairment* and is uncomfortable for many other individuals. Offering a variety of task lighting at work areas is beneficial to all.

Application

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

Design Requirements

- Monolithic floor surfaces, such as stone, granite, marble or terrazzo, shall have a matte or honed finish, to minimize reflected glare. Extensive high-gloss floor finishes are not acceptable but high-gloss materials may be incorporated into floor finish details, as long as they do not result in large reflective surfaces.
- Finishes such as vinyl, other composition materials, quarry tile, glazed tile or mosaics, used on horizontal surfaces, such as floors and work surfaces, shall be in matte or satin finishes. Extensive high gloss floor finishes are not acceptable, but high-gloss materials may be incorporated into floor finish details, as long as they do not result in large reflective surfaces.
- Finishes such as paint, vinyl wall coverings, stone, marble, wood, metals, plastic laminate, etc., used on vertical surfaces, such as walls and columns, shall have matte or satin finishes. Extensive high-gloss wall finishes are not acceptable, but high-gloss materials may be incorporated into wall finish details, as long as they do not result in large reflective surfaces.
- Curtains, blinds or other sun screening systems shall be provided at windows and other places where direct sunlight can adversely affect the level of lighting and/or reflected glare.
- Light fixtures shall be selected with diffusers, lenses or recessed light sources, so that no glare is created.
- Where surface-mounted fluorescent ceiling fixtures are used, they shall have darkened sides (i.e., not wrap-around lenses) and be positioned perpendicular to the dominant direction of travel, or used in valance-type lighting at the sides of the *space*, so that the lighting is indirect.
- The location of special features and key orientation *elements* shall be enhanced through the use of supplementary lighting. Such lighting shall have upward or downward components only.

Related Sections

IV.1.2	Ground and Floor Surfaces
IV.1.4	Accessible Routes, Sidewalks and Corridors
IV.1.5	Entrances
IV.1.8	Windows, Glazed Screens and Sidelights
IV.1.9	Ramps
IV.1.10	Stairs
IV.1.12	Elevators
IV.1.13	Platform and Stair Lifts
IV.2.1	Toilet and Bathing Facilities
IV.3.8	Information, Reception and Service Counters
IV.4.13	Lighting

IV.4.13 Lighting

Rationale

Artificial lighting and natural light sources should provide comfortable, evenly distributed light at all working areas, in all circulation routes and in all areas of potential hazard. Outdoor lighting should be provided at *entrances*, along frequently used access routes and at frequently used outdoor amenities. Adequate and controllable lighting is required for persons who lip-read, or those who require increased task lighting, due to visual *impairment*.

Application

Exterior and interior lighting systems shall comply with this section.

Design Requirements

Exterior Lighting

- Exterior lighting shall be in compliance with I.E.S.N.A. Standards in all public thoroughfares, and at all pedestrian routes, to provide safe access for persons with disabilities from sidewalks, bus stops and parking areas to nearby *facilities* and amenities.
- At pedestrian *entrances*, lighting levels shall be consistent over the *entrance* area, measured at the ground.
- On pedestrian routes, including walkways, paths, stairs and *ramps*, lighting levels shall be consistent over the route and measured at the ground.
- At all *accessible* parking *spaces*, lighting levels shall be minimum 30 lux consistently over the parking *spaces*, measured at the ground.
- At steps and stairs, lighting shall be located at or beside the steps or stairs, to clearly define the treads, risers and nosings.
- All lighting shall:
 - be evenly distributed to minimize cast shadows; and
 - provide a good colour spectrum.
- Supplementary lighting shall be provided to highlight key signage and orientation landmarks.
- Bollard and lighting located at a lower level shall be high enough to clear normal snow accumulation.
- Lighting fixtures shall comply with the relevant parts of Section IV.1.3.

Interior Lighting

- Light sources and fixtures shall be selected to minimize direct glare or indirect glare on nearby reflective surfaces.
- Light sources shall provide as full a spectrum of light as possible, as an aid to edge and colour definition. Where fluorescent or quartz light sources with a high blue content are used, the light quality should be enhanced with incandescent lights, to ensure the warm end of the spectrum is adequately present.

- Lighting shall be configured to create an even distribution at floor level and to minimize pools of light and areas of shadow.
- The leading edge of stairs, steps, *ramps* or escalators shall be evenly lighted to minimize tripping hazards.
- Lighting levels in elevator lobbies shall be similar to the lighting levels in elevator cabs, to minimize tripping hazards and measure 200 lux.
- Emergency lighting over stairs and *ramps*, in an exit or path of travel, shall be less than 50 lux.
- Lighting over directional or informational *signage*, or highlighting other orientation features, at public telephones, information or service counters, and card or keypad security systems, shall be no less than 100 lux at the working surface.
- Lighting in *meeting rooms* and *assembly areas* such as Council Chambers shall be evenly distributed, and shall be capable of being adjusted (e.g., dimmers).
- Lighting at lecterns, podiums/platforms or other speaker locations shall be capable of being enhanced, even when other lighting is dimmed, to permit ease of lip-reading and/or viewing of the hand actions of a nearby signer for persons who are deaf.

Related Sections

IV.1.3	Protruding Objects
IV.1.4	Accessible Routes, Sidewalks, and Corridors
IV.1.5	Entrances
IV.1.9	Ramps
IV.1.10	Stairs
IV.1.12	Elevators
IV.1.13	Platform and Stair Lifts
IV.2.1	Toilet and Bathing Facilities
IV.3.1	Drinking Fountains
IV.3.3	Elevated Platforms
IV.3.4	Dressing Rooms
IV.3.5	Office, Work Areas and Meeting Rooms
IV.3.8	Information, Reception and Service Counters
IV.4.2	Controls and Operating Mechanisms
IV.4.5	Public Telephones
IV.4.7	Signage
IV.4.12	Glare and Light Sources

IV.4.14 Materials and Finishes

Rationale

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

Floor finishes, such as carpet, should be selected and installed so that persons using mobility aids can easily travel over them without using undue energy or tripping. Finishes should be slip-resistant and be selected to minimize reflected light and glare.

Application

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

Design Requirements

Exterior Finish Materials

- Suitable paving surfaces for walkways include asphalt, concrete, compacted gravel screenings, interlocking brick and patio stones. Such materials used as walkways, shall:
 - have joints that are no greater than 6 mm wide, with variations in level of no more than 3 mm; and
 - be laid to drain.
- Where possible, gratings and grills shall be located to one side of the pedestrian walkways, so as not to impede the *accessible route*. Where this is not possible, the bars of the grating or grill shall be located perpendicular to the dominant path of travel, with openings of no greater than 13 mm.
- Steps shall be finished with a slip resistant material and incorporate highly contrasted nosings.
- *Ramp* surfaces shall be firm and non-slip.
- Handrails and guards shall be continuous, smooth and well maintained.
- The finish of walls adjacent to *ramps* and stairs shall be non-abrasive.

Interior Materials and Finishes

- Carpet shall be of low-level loop construction, 10- or 12-gauge nonstatic fiber, directly glued to the sub-floor.
- Where hard, monolithic materials are selected, they shall be non-slip and non-glare, complying with Section IV.4.12.
- Where floor tiles, bricks or pavers are used, joints should be no wider than 6 mm and should be flush.
- Wall surfaces in corridors, adjacent to stairs or *ramps* or any other part of the normal path of travel should have a non-abrasive finish.

Related Sections

IV.1.2	Ground and Floor Surfaces
IV.1.4	Accessible Routes, Sidewalks and Corridors
IV.1.5	Entrances
IV.1.9	Ramps
IV.1.10	Stairs
IV.1.12	Elevators
IV.1.13	Platform and Stair Lifts
IV.2.1	Toilet and Bathing Facilities
IV.3.4	Dressing Rooms
IV.3.5	Offices, Work Areas and Meeting Rooms
IV.4.12	Glare and Light Sources
IV.4.15	Texture and Colour

IV.4.15 Texture and Colour

Rationale

Many persons with visual *impairments* are highly dependent on visual and tactile cues, which can be provided through the careful use of colour and texture.

Heavy or distinct patterns on walls or floors can add visual confusion to settings for persons with low vision and should be avoided. Simple, repetitive, non-directional patterns featuring monochromatic or low-colour contrast are preferred. Changes in material or texture should not necessitate a threshold.

Application

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

Design Requirements

- Exterior colour schemes shall incorporate a pronounced colour contrast, to differentiate boundaries of objects, distinguish objects from their background, and to generally enhance spatial orientation. Generally, for seniors and persons with low vision, colours in the warm end of the spectrum (yellow, orange, bright red, etc.) are easier to recognize than those at the cool end of the spectrum.
- Signs shall incorporate pronounced glare-free colour contrast. A minimum contrast of 70% light reflectance is required. For signs, the most visible colours are white or yellow on a black, charcoal or other dark background, such as brown, dark blue, dark green or purple. Black lettering on white is also acceptable, although less readable than the reverse. Unacceptable background colours are light gray and pastel colours. Red lettering on a black background is also unacceptable.
- Colour contrast shall be used as a safety measure to define edges or boundaries of objects (e.g., stair nosings, doors, handrails, etc.). Colour or tone shall be used to visually define the boundaries of a room (i.e., where the wall meets the floor). Baseboards in monochromatic environments shall be highly contrasting with the wall and floor colours, to provide boundary definition.
- Colour shall be used consistently to visually identify distinctive objects (e.g., exit doors)
- Bright colours and/or a highly contrasting tone shall be used to assist with way finding. (e.g. If used as part of a *signage* band located on walls at eye level, this band is easier to follow than monolithic wall colouring, and can be the visual cue for other essential signs.)
- End walls or return walls in long corridors shall be visually defined using highly contrasting colours or tone, to enhance a change of direction or the end of the *space*.
- *Detectable warning* surfaces shall be used to define potential hazards. (See Section IV.4.8.).
- All textured surfaces used as *detectable warning* devices shall be *cane-detectable* and clearly differentiated from the surrounding paving surfaces.
- Suitable exterior textures include saw-cut concrete with regular grooves, positioned no more than 50 mm apart; grooves should be at right angles to the path of travel.

- Suitable interior textures include raised domes, dots or squares, deeply grooved concrete, terrazzo or other stone-like materials, with closely centred grooves at right angles to the path of travel, or applied carborundum or other non-slip strips.
- Supplementary textural cues shall also be provided (e.g., by using different floor textures or materials, in major and minor routes).
- Clearly defined boundaries of materials like carpeting or floor tiles shall enhance way finding by defining such as the junction between walls and floors, doorway recesses and corridor intersections.
- Throughout any one *site*, the same texture shall be used to identify the same type of hazard.

Related Sections

IV.1.2	Ground and Floor Surfaces	IV.3.6	Waiting and Queuing Areas
IV.1.4	Accessible Routes, Sidewalks and Corridors	IV.3.8	Information, Reception and Service Counters
IV.1.6	Doors	IV.3.9	Storage, Shelving and Display Units
IV.1.7	Gates, Turnstiles and Openings	IV.3.10	Lockers and Baggage Storage
IV.1.8	Windows, Glazed Screens and Sidelights	IV.3.11	Balconies, Porches, Terraces and Patios
IV.1.9	Ramps	IV.4.1	Emergency Exits, Fire Evacuation and Areas of Rescue Assistance
IV.1.10	Stairs	IV.4.2	Controls and Operating Mechanisms
IV.1.11	Handrails	IV.4.5	Public Telephones
IV.1.12	Elevators	IV.4.7	Signage
IV.1.13	Platform and Stair Lifts	IV.4.8	Detectable Warning Surfaces
IV.2.2	Toilet Stalls	IV.4.11	Card Access, Safety and Security Systems
IV.2.3	Toilets	V.1.5	Street Furniture on Exterior Paths of Travel
IV.2.4	Lavatories/Hand Basins	V.1.6	Benches and Seating
IV.2.5	Urinals	V.4.1	Outdoor Public Use Eating Areas
IV.2.6	Washroom Accessories	V.5.2	Landscaping Materials and Plantings
IV.2.7	Individual/Family Washrooms		
IV.2.8	Bathtubs		
IV.2.9	Shower Stalls		
IV.2.10	Grab Bars		
IV.3.1	Drinking Fountains		
IV.3.3	Elevated Platforms		
IV.3.4	Dressing Rooms		
IV.3.5	Offices, Work Areas and Meeting Rooms		

IV.4.16 Acoustics

Rationale

The acoustic environment of public buildings and spaces should accommodate the unique needs of persons who are hearing *impaired* and who need to differentiate essential sounds from general background noise. Acoustics can distort or enhance verbal information, as well as provide auditory information cues.

Application

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

Design Requirements

- Floor finishes, wall surfaces and ceilings shall be selected so that occasional noise is not unduly amplified. (e.g., Hard surfaces such as marble or terrazzo will allow each footstep to be heard by persons who are visually impaired, but add another level of confusion for persons who are hearing impaired.)
- At *accessible routes* in large *facilities* where way finding is problematic, the sound transmission/reflection characteristics of finish materials shall aurally differentiate major and secondary paths of travel.
- Ceiling shapes shall be designed so that echoes do not occur. (Note: domed shapes tend to distort sound.)
- Public address and call systems shall be capable of being zoned to key areas, rather than blanketing all areas of a *facility* at all times. (See Section IV.4.9.)
- In *meeting rooms* and *assembly areas* where the spoken word is key to comprehending the proceedings, all unnecessary background noise (e.g., from fans or other mechanical equipment, air diffusers, etc.) shall be dampened and/or the room shall include adequate sound insulation.

Related Sections

IV.3.5	Office, Work Areas and Meeting Rooms
IV.3.8	Information, Reception and Service Counters
IV.4.5	Public Telephones
IV.4.6	Assistive Listening
IV.4.9	Public Address Systems

Section IV.5 – Facility –Specific Requirements

IV.5.1 Swimming Pools and Saunas/Steam Rooms

Rationale

Swimming is an important recreational and therapeutic activity for many persons with *disabilities*. The buoyancy and freedom offered by an immersive water environment can be enabling in themselves. Primary considerations for accommodating persons with disabilities include *accessible* change facilities and a means of access into the water. Ramped access into the water is preferred over lift access, as it promotes integration – everyone will use the *ramp* – and independence. It is recommended that change rooms be equipped with a change table for persons who require attendant care assistance.

Many persons who are visually *impaired* will benefit from colour and textural cues along primary routes of travel and at potentially dangerous locations, such as the edge of the pool, at steps into the pool and at railings.

Application

In addition to the design requirements specified in Sections IV.1 to IV.4, swimming pools, wading pools, hot pools and therapy pools shall comply with this section.

Design Requirements

- Swimming pools, wading pools, hot pools and therapy pools, shall:
 - Have at least one barrier-free access;
 - Provide one ladder or set of steps in both the deep and shallow areas for entry into and egress from the pool;
 - Provide a *ramp* that at a minimum meets the requirements of Section 3.11.5.1 of the Ontario Building Code or pool lift that conforms to the manufacturer's specifications
 - Where a pool lift is installed, meet the requirements of Section 3.11.3.3 of the Ontario Building Code;
 - Have a minimum 1800 mm wide path of travel around the perimeter of the pool deck and provide a clear barrier-free route within that path of travel in accordance with Section IV.1.4;
 - Provide a colour contrasting tactile warning indicator in compliance with Section IV.4.8 around the perimeter of the pool deck and at locations where the pool deck could be confused with other surfaces;
 - where the pool is indoors, have a direct accessible route in compliance with Section 1.4 from the lobby/entrance to the change rooms;
 - have a direct accessible route in compliance with Section IV.1.4 from the change rooms to the pool deck;
 - have access from the pool deck into the water, provided by a *ramp* sloped no steeper than 1:12. In retrofit situations where it is *technically infeasible* to provide a *ramp*, a mechanical pool lift can be used;
 - have a shower chair available at each facility for use in transferring into the water and so that persons who use wheelchairs do not have to shower in their own chair;
 - where steps are provided into the pool, have steps marked with a colour-contrasting strip at least 50 mm wide, at both the riser and the tread;
 - where steps are provided into the pool, have colour-contrasting handrails on both sides of the steps. Such handrails shall extend at least 300 mm beyond the pool edge;
 - where an up-stand edge is provided, it shall be a minimum of 200 mm and a maximum of 400 mm in height;

- have pool boundaries clearly defined by both a textural change and a colour contrast to both the water surface and surrounding pavement;
 - have firm, slip-resistant materials and finishes used on the pool perimeter, deck or paved areas surrounding the pool;
 - have non-abrasive and easy-to-clean pool perimeter finishes;
 - have adequate drainage on the pool deck to drain water quickly;
 - where pool-depth indicator marking is provided, have depth- indicator markings, as well as 'SHALLOW END' and 'DEEP END' markings, of a highly contrasting colour and sufficient size to be easily visible;
 - where diving boards or platforms are provided, they shall be clearly marked and protected. Overhead clearances should be a minimum of 2100 mm or protected by suitable guards;
 - where lanes, and/or lane markers are provided, they shall be of a highly contrasting colour. Tie-off devices for lane markers shall be positioned such that they do not create a tripping hazard;
 - where starting blocks are provided, they shall be of a highly contrasting colour and capable of being securely fixed in place;
 - safety equipment and other accessories shall be stored such that they do not present a tripping hazard; and
 - lifeguard chairs, slides and other pool related structures shall be in highly contrasting colours.
 - where provided, wading pool access shall be safe and gradual, so that a child with a disability can be assisted into the water easily and/or use a wheelchair to enter.
- Saunas and steam rooms shall:
 - Where saunas and steam rooms are clustered, at least 5%, but no less than one of each type shall be accessible and shall provide a clear floor space allowing a person using a wheelchair to make a 180-degree turn.
 - Where seating is provided in the sauna/steam room, have at least one accessible bench to:
 - be mounted 450 mm to 500 mm above the finished floor;
 - have *clear floor space* provided alongside the bench to allow a person using a wheelchair to make a parallel transfer onto the bench;
 - be designed to carry a minimum load of 1.33 kN; and
 - where installed in conjunction with showers, swimming pools, or other wet locations, be designed so that
 - water shall not accumulate upon the surface of the bench; and
 - the top surface is slip-resistant.
 - All doors to accessible sauna and steam rooms shall be in compliance with Section IV.1.6

Related Sections

All relevant parts of Sections IV.1, IV.2, IV.3 and IV.4.

IV.5.2 Cafeterias

Rationale

Cafeteria design needs to reflect the lower sight lines, reduced reach, knee-space and manoeuvring requirements of persons using mobility aids. Customers using mobility devices cannot hold a tray or food items while supporting themselves on canes or manoeuvring a mobility device. Tray slides should be designed to move trays with a minimum effort.

Application

In addition to the design requirements specified in Sections IV.1 to IV.4, cafeterias shall comply with this section.

Where fixed tables or counters are provided, at least 10%, but not less than one, shall be *accessible* and shall comply with Section IV.3.7. It is preferable to have all fixed tables *accessible* and distributed throughout the *space* of *facility*.

At least one lane at each cashier area shall be *accessible* and comply with this section. It is preferable to have all lanes at all cashier areas *accessible*.

Design Requirements

- Where food or drink is served at counters exceeding 865 mm in height for consumption by customers seated on stools or standing at the counter, a portion of the main counter which is 1525 mm in length (minimum) shall be provided in compliance with Section IV.3.8, or service shall be available at *accessible* tables within the same area.
- All *accessible* fixed tables shall be *accessible* by means of an *access aisle* at least 1100 mm *clear* between parallel edges of tables or between a wall and the table edges.
- Dining areas, including raised or sunken dining areas, and outdoor seating areas shall be *accessible*. In a retrofit situation where it is *technically infeasible* to provide access to all levels within a dining area, or to all parts of outdoor seating areas, at least one dining area shall be *accessible*. The *accessible* area must feature the same level of service and *décor* as the rest of the dining area and it must not be restricted to use by people with *disabilities*.
- Food service lines shall have a minimum *clear* width of 1100 mm (Figure IV.5.2.2).
- Tray slides shall be mounted no higher than 865 mm (Figure IV.5.2.1).
- If self-service shelves are provided, at least 50% must be within the reach ranges specified in Section IV.1.1. It is preferable to have all self-service shelves *accessible*.
- Self-service shelves and dispensing devices for tableware, dishware, condiments, food and beverages shall be installed to comply with Section IV.1.1.
- In banquet rooms or *spaces* where a head table or speaker's lectern is located on a raised platform, the platform shall be *accessible* and comply with Section IV.1.9, Section IV.1.16, and Section IV.3.3.
- *Spaces* for vending machines, beverage dispensers and other equipment shall comply with Section IV.1.1 and shall be located on an *accessible route* in compliance with Section IV.1.4.

- Cashier locations should feature at least one *access aisle*, which is a minimum of 1100 mm wide. It is preferable to have all aisles *accessible*.
- Barriers and/or turnstiles, where provided to control access, shall comply with Section IV.1.7.
- Queuing areas shall comply with Section IV.3.6.
- Access to outdoor eating areas shall comply with Section IV.3.11.

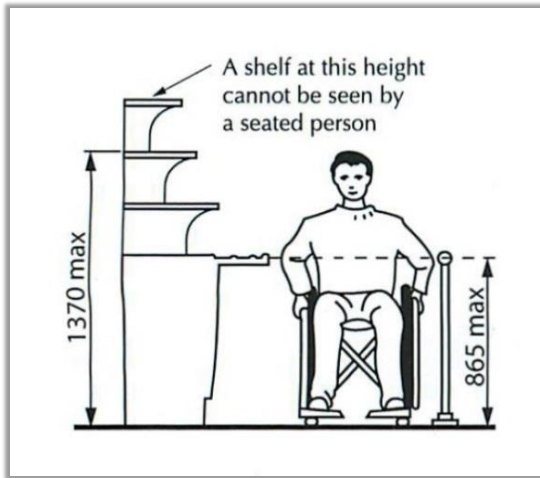


Figure IV.5.2.1: Self-serve Counter

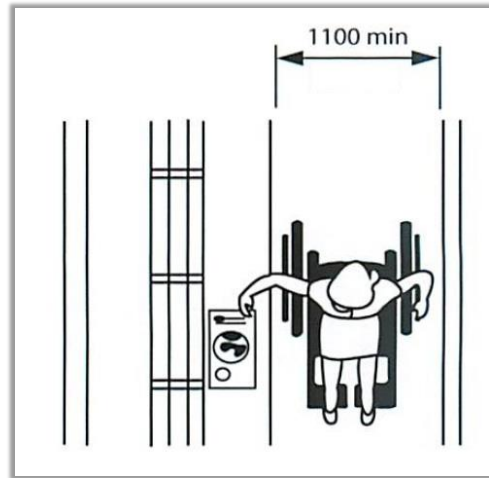


Figure IV.5.2.2: Aisle Width

Related Sections

All relevant parts of Sections IV.1, IV.2, IV.3 and IV.4.

IV.5.3 Libraries

Rationale

Traditional and automated systems should be available to all customers and staff. Both the design of the *facility* and the provision of services should be considered. Service counters and study carrels should accommodate knee space and armrest requirements of persons using wheelchairs. Computer catalogues, carrels and workstations should be provided at a range of heights, to accommodate persons who are standing or sitting, as well as children of many ages and sizes.

Application

In addition to the design requirements specified in Sections IV.1 to IV.4, libraries shall comply with this section.

Where fixed seating, tables or study carrels are provided, at least 10% shall be *accessible* and in compliance with this section. It is preferable to have all fixed seating, tables and study carrels *accessible*.

At least one lane at each checkout area shall be *accessible* and comply with this section. It is preferable to have all lanes at all checkout areas *accessible*.

Where workstations are provided, at least 50% shall be *accessible* and shall comply with this section. It is preferable to have all workstations *accessible*, including the provision of information in Braille and large print.

Design Requirements

- *Accessible* fixed seating, tables and study carrels shall be located on an *accessible route* in compliance with Section IV.1.4.
- Clearances between fixed seating, tables and study carrels shall comply with Section IV.1.4.
- Where shelving is provided at fixed seating, tables or study carrels, the shelving shall be no higher than 1350 mm.
- *Accessible* fixed study carrels shall incorporate
 - work surfaces and knee/toe clearance in compliance with Section IV.1.1;
 - an electrical outlet; and
 - lighting levels of at least 100 lux at the work surface.
- Where provided, traffic control or book security gates shall comply with Section IV.1.7.
- Minimum *clear aisle space* at stacks shall be 1200 mm. Aisle configurations shall incorporate a *clear floor space* allowing a person who uses a wheelchair to make a 180-degree turn (Figure IV.5.3.1).
- Shelf height in stack areas is unrestricted based upon the facilitation of staff assistance. (Figure IV.5.3.2)
- Circulation service counters and information service counters shall comply with Section IV.3.8.

- Where provided, computer workstation shall incorporate:
 - knee and toe *space* below in compliance with Sections IV.1.1, and Section IV.3.7;
 - a maximum work surface height of 865 mm; and
 - a maximum table depth of 900 mm. 9 (Figure IV.5.3.3)
- A minimum of one movable chair shall be provided at every information service counter, computer catalogue or computer workstation.
- Book drop slots shall:
 - be located on an *accessible route* complying with Section IV.1.4;
 - be located adjacent to a 2440 mm by 2440 mm level platform; and
 - have a slot that is operable using one hand, located between 860 mm and 900 mm above the floor.
- Lighting at book stacks shall provide a minimum of 100 lux at a nominal working height of 920 mm.
- The acoustic quality shall be free of unnecessary background noise and should permit comprehension by persons with limited hearing. (See also Section IV.4.16.)

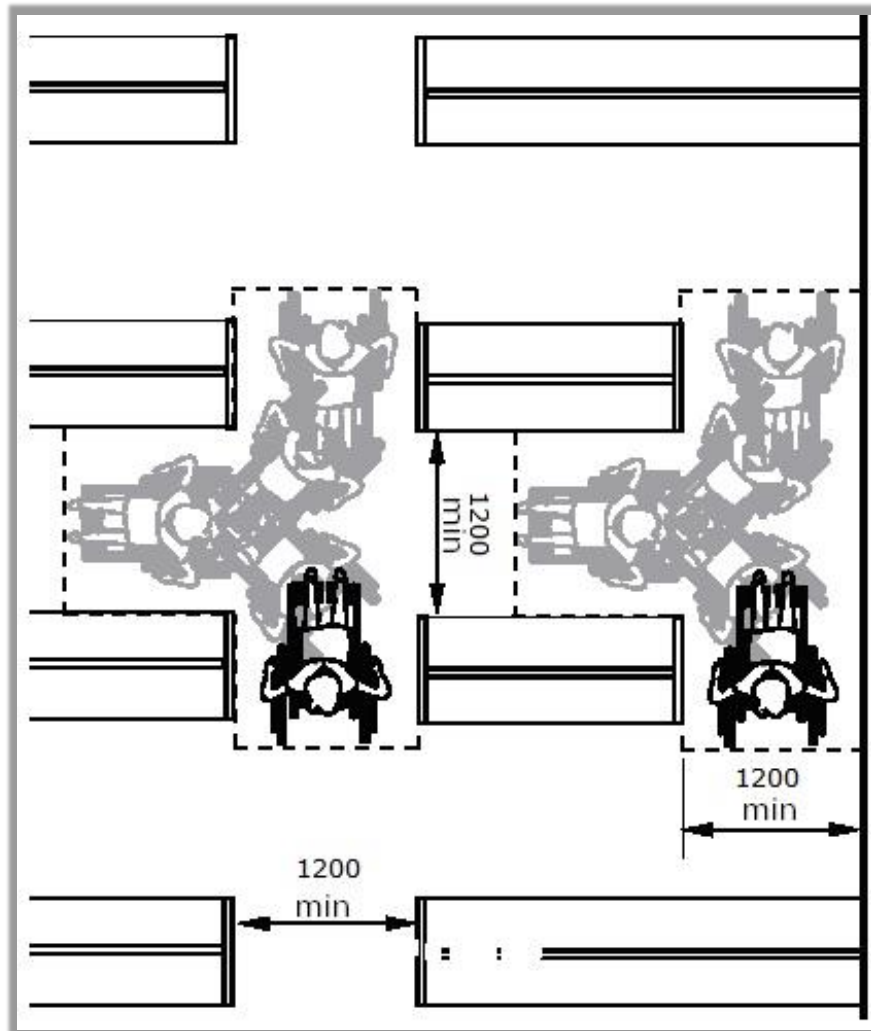


Figure IV.5.3.1: Aisle Width

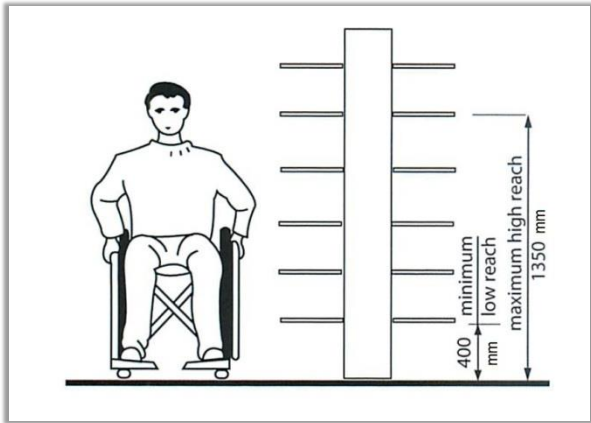


Figure IV.5.3.2: Reach Heights

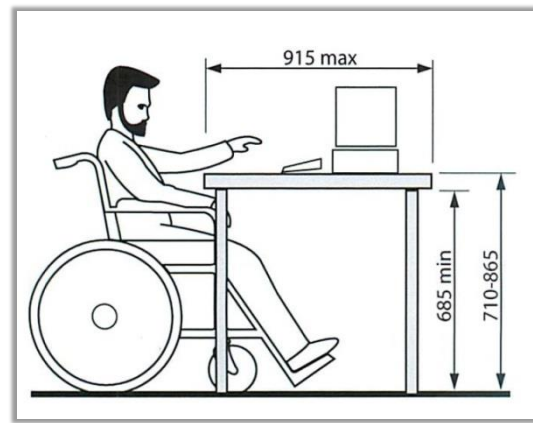


Figure IV.5.3.3: Work Surfaces

Related Sections

All relevant parts of Sections IV.1, IV.2, IV.3 and IV.4.

IV.5.4 Municipal Courts

Rationale

Municipal court facilities shall accommodate persons with *disabilities*, who may be members of the judiciary, court clerks or other officials, defendants, members of counsel and members of the public. Court facilities usually incorporate changes in level at the judge's dais and court officials' areas. While it is not required to make all of these areas fully *accessible*, it is a requirement that they be easy to adapt, should the need arise in the future to accommodate a person with a disability. Other areas of the court generally used by the public, defendants, witnesses and counsel should be *accessible* to all persons.

Application

In addition to the design requirements specified in Sections IV.1 to IV.4, municipal courts shall comply with this section.

In addition to the *accessible entrances* used by staff or the public as required in Section IV.1.5, where provided, at least one restricted *entrance* and one secured *entrance* to the facility shall be *accessible*. Restricted *entrances* are those *entrances* used only by judges, public officials, facility personnel or other authorized parties on a controlled basis. Secure *entrances* are those *entrances* to judicial facilities used only by detainees and detention officers.

Exception: Secured *entrances*, doors and doorways operated only by security personnel shall not be required to have *accessible* door hardware.

An *accessible* route complying with Section IV.1.4 shall be provided through fixed security barriers at required *accessible entrances*. Where security barriers incorporate equipment such as metal detectors, fluoroscopes, or other similar devices that cannot be made *accessible*, an *accessible* route shall be provided adjacent to such security screening devices, to facilitate an equivalent circulation path.

Where a two-way communication system is provided to gain admittance to a *facility*, or to restricted areas within a *facility*, the system shall provide both visual and audible signals and shall comply with Section IV.4.2.

Where provided, the following *elements* and *spaces* shall be on an *accessible* route complying with Section IV.1.4.

- Spectator, Press and other areas with Fixed Seats:
 - Each spectator, press and other areas with fixed seats having a seating capacity of 25 or less, shall have within its defined area a clear floor space complying with Section IV.1.1. Where the seating capacity of a spectator, press and other area with fixed seats is greater than 25, seating provision shall be provided in compliance with Section IV.3.2.
- Jury Boxes and Witness Stands:
 - Each jury box and witness stand shall have within its defined area clear floor space complying with Section IV.1.1.
- Judges' Benches and Courtroom Stations:
 - Judges' benches, clerks' stations, bailiffs' stations, court reporters' stations, and litigants' and counsel stations shall comply with Section IV.3.7.

Exceptions:

- Vertical access to raised judges' benches or courtroom stations need not be installed, provided that the requisite areas and manoeuvring *spaces* are installed at the time of initial construction,

to allow future installation of a means of vertical access complying with Section IV.1.9 or IV.1.13 without requiring substantial reconstruction of the space.

- In alterations, *accessible* wheelchair *spaces* are not required to be located within the defined area of jury boxes or witness stands and may be located outside these spaces where *ramp* or lift access poses a hazard by restricting or projecting into a required means of *egress*.

Permanently installed assistive listening systems in compliance with Section IV.4.6 shall be provided in each courtroom. The minimum number of receivers shall be 4% of the room occupant load, but not less than two receivers. An informational sign indicating the availability of an assistive listening system shall be posted in a prominent place.

Where provided in areas for jury assembly or deliberation, the following *elements* or *spaces* shall be on an *accessible route* complying with Section IV.1.4 and shall comply with the following provisions:

- refreshment areas, kitchenettes and fixed or built-in refreshment dispensers shall be *accessible* to persons with *disabilities*.
- where provided, drinking fountains shall comply with Section IV.3.1.

Where cells are part of the court facility, at least 2%, but not less than one, of the total number of cells shall comply with this section. Where special cells are provided (e.g., orientation, protective custody, disciplinary, segregation, detoxification or medical isolation), at least one of each purpose shall comply with this section. Such cells shall also be equipped with audible emergency warning systems or permanently installed telephones within the cell, in compliance with this section.

Design Requirements

- *Accessible* cells shall be located on an *accessible route* in compliance with Section IV.1.4.
- Where provided to serve *accessible* cells, the following *elements* or *spaces* shall be *accessible* and connected by an *accessible route*:
 - All doors and doorways on an *accessible route* shall comply with Section IV.1.6. Exception: Secured entrances, doors and doorways operated only by security personnel shall not be required to have *accessible* door hardware.
 - At least one toilet and one bathing facility shall comply with Section IV.2.1.
 - *Accessible* beds shall have manoeuvring space at least 950 mm wide along one side.
 - At least one drinking fountain and/or water cooler shall comply with Section IV.3.1.
 - Fixed or built-in tables, counters or work surfaces shall comply with Section 3.7.
 - At least one fixed bench shall comply with Section IV.3.15.
 - Fixed or built-in storage shall comply with Section IV.3.9.
 - All controls intended for operation by detainees shall comply with Section IV.4.2.
- Where audible emergency warning systems are provided to serve occupants of cells, visual alarms complying with Section IV.4.4 shall also be provided. Exception: Visual alarms are not required where detainees are not allowed independent means of *egress*.
- Where permanently installed telephones are provided within cells, they shall have volume controls.

Related Sections

All relevant parts of Sections IV.1, IV.2, IV.3 and IV.4.

IV.5.5 Transportation Facilities

Rationale

Links to usable transportation are essential to all members of a community. This includes public and private bus, taxi, train, and airplane arrival and departure points. A variety of lift devices may need to be accommodated, and alternatives to audio- and/or visual only scheduling information should be available.

Application

In addition to the design requirements specified in Sections IV.1 to IV.4, transportation *facilities* located within a site shall comply with this section.

Design Requirements

Bus Shelters

Bus shelters shall:

- be located on firm, level pads approximately at the same elevation as the sidewalk or walkway;
- have clearances around at least one side of the shelter, including the landing pad side, of at least 1220 mm;
- provide a *clear* view of oncoming traffic;
- incorporate sufficient clear floor space to accommodate a person using a wheelchair or scooter;
- where seating is provided feature at least one seat with armrests and a seat height between 400 mm and 450 mm; and
- incorporate safety features as specified in Section IV.1.8 for all glazed panels surrounding bus shelters.

Bus Stops

Bus stops shall:

- incorporate a paved, firm, level surface and;
- ensure that the path of travel to and from the bus is not impeded by adjacent street furniture, such as dispensers, vending machines, waste boxes, planters, posts, signs and guy wires.

Transit Terminals

- Where bus platforms or other boarding platforms are provided, they shall allow safe access for persons using wheelchairs.
- The edges of platforms shall incorporate a continuous *detectable warning* surface at least 610mm wide that complies with Section IV.4.8.
- Lighting levels at all boarding platforms shall be at least 100 lux at the platform or boarding-surface edge.
- Where special lifting devices are used, either on the vehicle or at the boarding point, appropriate manoeuvring *space* shall be provided around the boarding point for waiting passengers using wheelchairs.
- When seating is provided it shall in comply with Section V.1.6, at or close to boarding points.

Related Sections

All relevant parts of Sections IV.1, IV.2, IV.3 and IV.4 and V.1.

IV.5.6 Kitchens

Rationale

Kitchen and food preparation areas should be designed for a wide range of users including children and persons with disabilities. Reach requirements are important to consider when designing cooking spaces for access to storage counters, work surfaces and counter tops. Pull out work boards below the standard countertop level increases the accessibility of work surfaces. Consideration should be given to designing for standing-use as well as seated use.

Appliances should be accessible to all. Side-by-side refrigerators are generally more accessible and models with pull out shelves are preferred. Side opening, self-cleaning ovens are preferred. Cook-tops with flat ceramic surfaces are not desirable for people with low vision.

A good basic rule for kitchen storage is to provide shelving above the counter and drawers below the counter. Full-extension drawers and shelves provide storage space that is easy to reach and use. Lazy-Susan trays also provide accessible storage.

Application

Kitchens and food preparation areas shall comply with this section. Where counters and work surfaces are included at least 10%, but not less than one, shall comply with this section.

Design Requirements

- The clear floor space between counters and all opposing base cabinets, countertops, appliances, or walls in kitchens shall be at least 1500 mm.
- At least one work surface shall:
 - have a clear floor area of at least 810mm x 1370 mm, which may extend up to 480 mm underneath the work surface;
 - have a centered knee clearance at least 810 mm wide by 480 mm deep by 740 mm high with a toe space of a minimum 205 mm deep by 230 mm high and a maximum height of 730 mm to 860 mm measured from the floor;
 - have no sharp or abrasive surfaces under it; and
 - have electrical outlets at the side or the front of it.
- A sink shall:
 - have a minimum clear floor area at least 810 mm by 1370 mm, with a maximum of 480 mm underneath the sink:
 - be mounted so that the minimum distance between the centre line of the fixture and the side wall is 460 mm; with the top located between 820 mm– 840 mm from the floor;
 - have a knee clearance of at least 810 mm wide by 480 mm deep by 740 mm high with a toe space of 205 mm deep by 230 mm high;
 - have faucets with handles of the lever type that are operable with a closed fist or automatically activated;
 - have no sharp or abrasive surfaces under it; and
 - have hot water and drain pipes offset to the rear and insulated if they abut the above noted clearances.
- Illumination levels for the kitchen shall comply with Section IV.4.13.

- A range and cook-top shall have:
 - controls located where they do not require reaching across the burners to operate;
 - a surface height located between 820 mm – 860 mm from the floor;
 - an adjacent work surface at least 400 mm wide at the same height as the cook-top;
 - have a knee clearance centred on the cook-top at least 810 mm wide by 740 mm high; with a toe space 230 mm deep by 230 mm high;
 - insulation or other protection on the underside where the knee clearance is provided; and
 - a clear floor area at least 810 mm by 1370 mm, which may extend up to 480 mm underneath the cook-top.

- An oven shall have controls located on the front panel and for an oven equipped with a side opening door, a horizontal surface shall be provided:
 - beside the latch edge of the doors as a pull out shelf under the door that extends the width of the oven; and
 - pull out at least 250 mm.

- A refrigerator and freezer shall be self-defrosting, with a vertical side-by-side with shelf space and controls not more than 1200 mm from the floor.

- Microwave ovens shall:
 - be mounted at counter height with the operating panel not more than 1200 mm from the floor;
 - have a push button door opener; and
 - have a colour contrast operating panel.

- Cabinets, drawers, and shelf storage areas shall have:
 - at least one shelf not more than 1200 mm from the floor (where it is above a work surface); and
 - “D” type door pulls mounted close to the bottom of upper cabinet doors, and top of base cabinet doors.

Related Sections

- IV.1.1 Space and Reach Requirements
- IV.1.2 Ground and Floor Surfaces
- IV.1.3 Protruding Objects
- IV.1.4 Accessible Routes, Sidewalks and Corridors
- IV.1.5 Entrances
- IV.1.6 Doors
- IV.1.8 Windows, Glazed Screens and Sidelights
- IV.3.7 Tables, Counters and Work Surfaces
- IV.3.8 Information, Reception and Service Counters
- IV.3.9 Storage, Shelving and Display Units
- IV.4.1 Emergency Exits, Fire Evacuation and Areas of Rescue Assistance
- IV.4.2 Controls and Operating Mechanisms
- IV.4.12 Glare and Light Sources
- IV.4.13 Lighting
- IV.4.14 Materials and Finishes
- IV.4.15 Texture and Colour

V Design Standards – Exterior

Section V.1 – Exterior Paths of Travel

V 1.1 Sidewalks and Walkways

Rationale

Maintaining a clear exterior path of travel through public right of way is essential. Any exterior route of travel must provide the clear width necessary for persons using wheelchairs or scooters, those in strollers or those traveling in pairs. Consideration should be given not just to the width of mobility devices, but also to their manoeuvrability. Firm, stable and slip-resistant surfaces are critical characteristics of accessible routes. Overhead barriers or protruding objects are hazards for those with vision loss.

Application

These standards apply to exterior sidewalks and walkways intended to have a functional purpose as opposed to those provided for recreational purposes. They do not apply to paths of travel regulated by the Ontario Building Code (barrier-free entrance, passenger loading zones and parking lots with barrier-free parking)

Design Requirements

- Sidewalks and walkways shall:
 - have a minimum width of 1500 mm and can be reduced to 1200 mm at the top of a *curb ramp*;
 - have a running slope no steeper than 1:20 (5%) with the exception of sidewalks by roadways where the slope must be no steeper than the slope of the adjacent roadway;
 - have a cross slope no steeper than 1:20 (5%) for hard surfaces such as asphalt and concrete or 1:10 (10%) for all other surfaces;
 - provide changes in level in accordance with the following:
 - 1 mm to 5 mm – no bevel is required;
 - 6 mm to 13 mm – bevelled with a maximum ratio of 1:2 (50%);
 - 14 mm to 74 mm – running slope not steeper than 1:8 (12.5%) or provide a *curb ramp* in accordance with Section V.1.7;
 - 75 to 200 mm – running slope not steeper than 1:10 (10%) or provided a *curb ramp* in accordance with Section V.1.7; and
 - Greater than 200 mm – provide a *ramp* in accordance with Section V.1.2;
 - have a minimum clear headroom of 2100 mm and where less than 2100 mm provide a cane detectable guard or other barrier where the clear height has been reduced;
 - have a minimum 1100 mm clear width at entry points to the sidewalk or walkway; and
 - have surface openings that do not allow the passage of an object more than 20 mm in diameter with elongated openings oriented perpendicular to the direction of the path of travel. (Figure V.1.7.1)

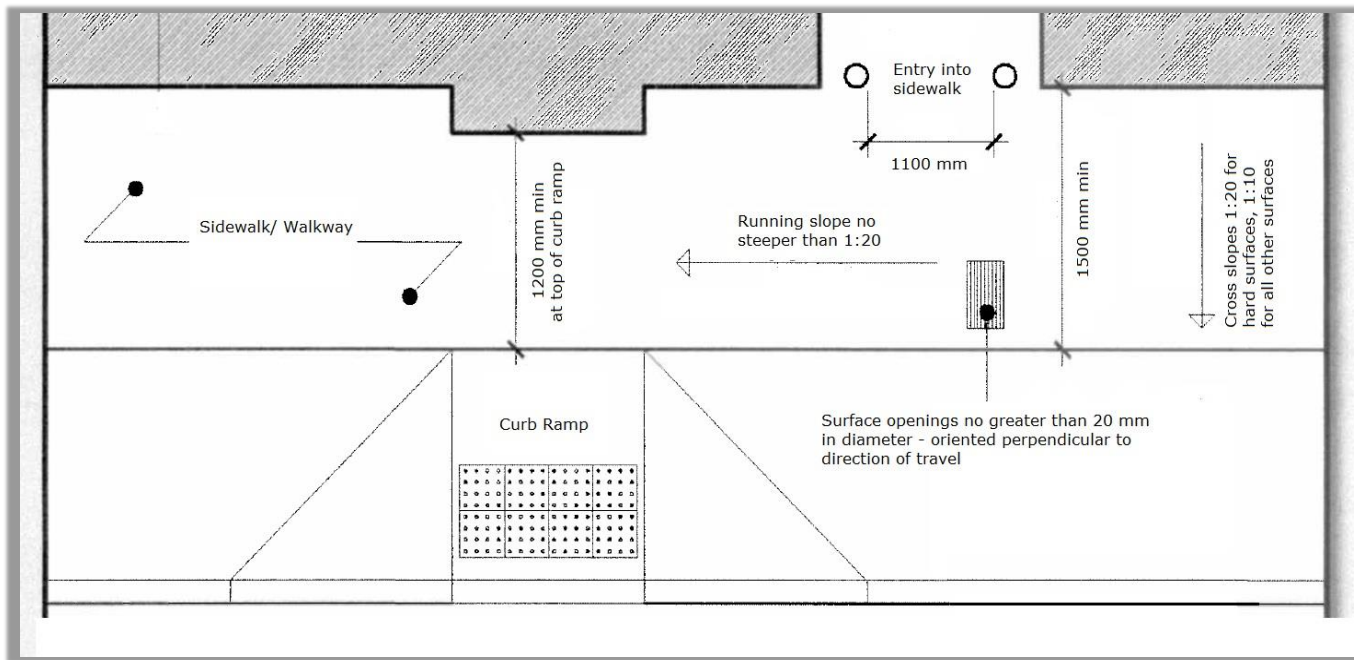


Figure V1.1.1: Sidewalk and Walkway Details

Related Sections

- V.1.2 Ramps on Exterior Paths of Travel
- V.1.7 Curb Ramps

V.1.2 Ramps on Exterior Paths of Travel

Rationale

Ramps improve access for people using assistive mobility aids, pushing delivery carts or strollers and pulling wagons or carts. The steepness of the *ramp*, the turning space at landings, edge protection, textured surfaces and handrails are all important features for a safe and functional *ramp*.

Application

The requirements in this section apply to ramps that are newly constructed and re-developed in exterior *public spaces* that are not covered under the Ontario Building Code.

Design Requirements

- *Ramps* on exterior paths of travel shall:
 - have surfaces that are firm, stable and slip resistant. (Figure V.1.2.3);
 - be a minimum clear width of 1100 mm; and
 - have a running slope no steeper than 1:15 (6.7%). (Figure V.1.2.1)
- Landings shall:
 - be provided at top and bottom of *ramp*, at *abrupt changes* in direction, and at horizontal intervals not greater than 9 metres apart;
 - be a minimum of 1670 mm by 1670 mm and landings on a straight *ramp* to be a minimum of 1670 mm in length and at least the same width of the *ramp*;
 - have a cross slope to be a maximum of 1:50 (2%); and
 - have surface openings that do not allow the passage of an object more than 20 mm in diameter with elongated openings oriented perpendicular to the direction of the path of travel. (Figure V.1.2.1)
- Handrails shall:
 - be provided on both sides of the ramp, including at landings;
 - have intermediate handrails that are continuous between landings provided where a ramp is wider than 2200 mm;
 - be continuously graspable along the entire length without interruption by newel posts, other construction *elements*, or obstructions that can break a handhold;
 - be circular in shape and have a cross section with an outside diameter 30 mm to 40 mm;
 - be 865 mm and 965 mm high measured vertically from the surface of the *ramp* and the landings;
 - incorporate a pronounced colour contrast, to differentiate them from the surrounding environment.
 - terminate in a manner that will not obstruct pedestrian travel or create a hazard;
 - extend horizontal a minimum of 300 mm beyond the top and bottom of the *ramp*;
 - be free of any sharp *elements*;
 - have a minimum clearance of 50 mm between the handrail and the wall it is attached to; and
 - be able to withstand loading values obtained from the non-current application of a concentrated load not less than 0.9kN applied at any point and in any direction and a uniform load not less than 0.7kN/metre applied in any direction to the handrail. (Figure V.1.2.2)

- Walls or guards shall be provided on both sides of a *ramp*.
- Where a guard is provided it shall:
 - have the top must be not less than 1070 mm above the *ramp* surface (measured vertically);
 - have edge protection in addition to the guard is required where there is a gap between the guard and the *ramp* surface of more than 50 mm; and
 - be designed so that no element, attachment or opening be located between 140 mm and 900 mm above the *ramp* surface to facilitate climbing.
- Edge protection shall be used where no solid enclosure or solid guard is provided or where it does not extend within 50 mm of the finished surface of the *ramp* and shall be:
 - a minimum of 50 mm high curb; or
 - railings or other barriers that extend within 50 mm of the finished *ramp* surface.

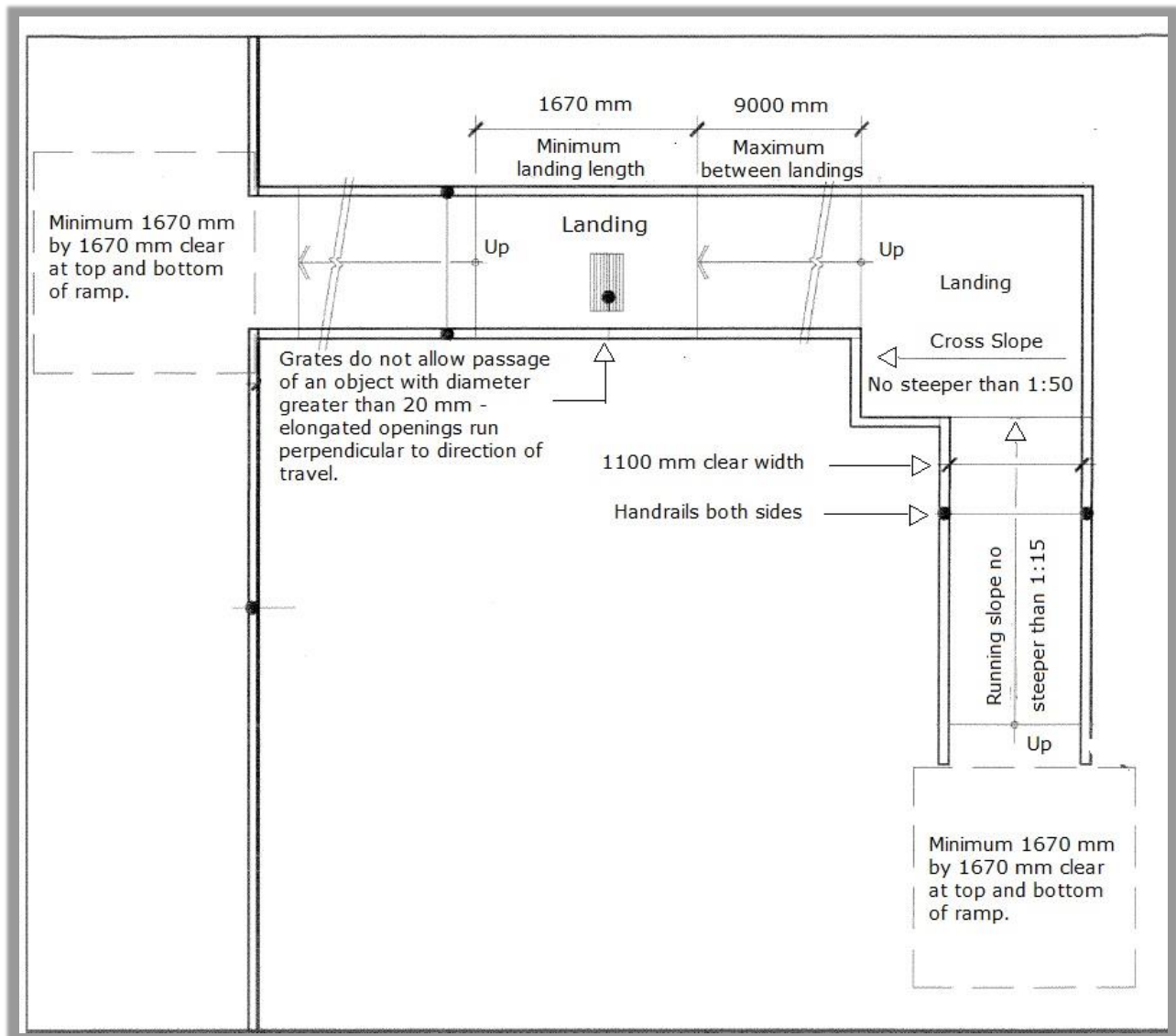


Figure V.1.2.1: Ramps on Exterior Path of Travel

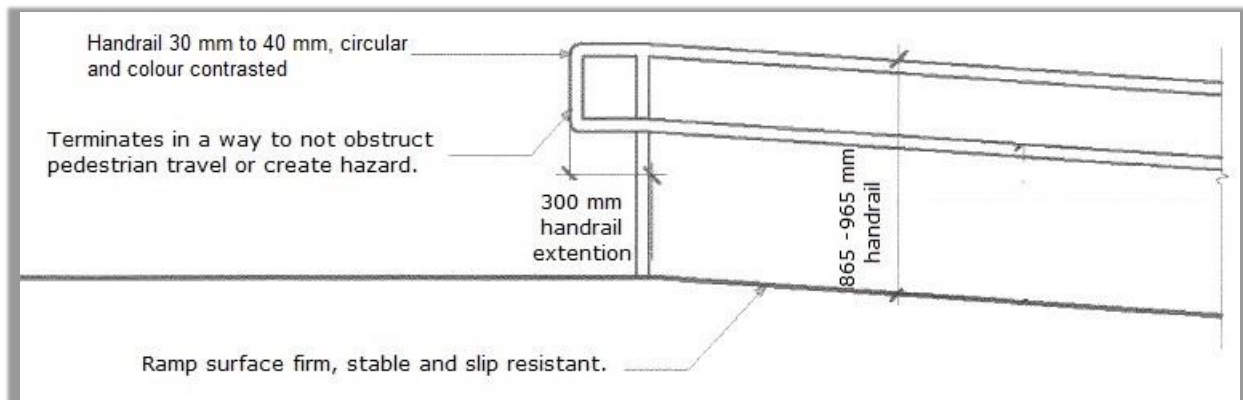


Figure V.1.2.2: Handrails

Legend			
	Potential for slipping is extremely low (most preferred surface)		
	Potential for slipping is low		
	Potential for slipping is moderate to low		
	Potential for slipping is moderate		
	Potential for slipping is high (least preferred surface)		
Surface Material	Potential for Slip		Remarks
	Dry and Unpolished	Wet	
Carpet	Extremely low	Low	Loose or worn carpets can present a trip hazard. Thick carpet is unsuitable for wheelchair movement
Cast Iron	Low	Moderate to low	If open treads are used, the potential for slip can be low in wet conditions
Ceramic Tiles (glazed or highly polished)	Low	High	
Ceramic Tiles (matte)	Low	Moderate to low	Wet slip potential is dependent on surface roughness. An Rz (din) value greater than 10 µm should be used for clean-water wet areas
Clay Pavers	Extremely low	Low	Brick Development Association can advise*
Clay Tiles	Low	Moderate to low	When surface is wet and polished, the potential for slip can be very high
Clay Tiles (carborundum finish)	Extremely low	Extremely low	Might be suitable for exterior stairs
Clay Tiles (textured)	Extremely low	Low	Might be suitable for exterior stairs

Figure V.1.2.3: Slip Resistant Values

V.1.3 Stairs on Exterior Paths of Travel

Rationale

Stairs may be an option for people with different types of disabilities and for all users of a facility or amenity. The climb up a short set of stairs may be an option over a long and circuitous *ramp*. The safety and usability of stairs depend on some key technical requirements including the size of each step, the use of *tactile walking surface indicators* and the appropriate design of handrails and guards.

Application

These requirements apply to newly constructed and redeveloped stairs with general site boundaries of buildings and public settings such as parks and municipal sidewalks.

Design Requirements

- Stairs on exterior paths of travel shall have:
 - slip resistant surface treads;
 - a uniform rise and run in any one flight;
 - a rise dimension of 135 mm to 180 mm between successive treads;
 - closed risers;
 - run dimensions of 280 mm to 355 mm between successive steps; and
 - nosing protection a maximum of 38 mm with no abrupt undersides and high tonal contrast markings that extend the full tread-width of each step. (Figure V.1.3.1)

- Handrails shall:
 - be provided on both sides, including around landings;
 - be continuously graspable along the entire length;
 - have a circular cross section with an outside diameter between 30 mm and 40 mm;
 - be located between 865 mm and 965 mm high, measured vertically from a line drawn through the outside edges of the stair nosings or the surface of landings;
 - terminate in a way that will not obstruct pedestrian travel or create a hazard;
 - extend horizontally a minimum of 300 mm beyond the top and bottom;
 - have a clearance of a minimum of 50 mm from any wall to which they are attached;
 - provide intermediate handrails where a stair is wider than 2200 mm with handrails that are continuous between landings and located so there is no more than 1650 mm between handrails; and
 - be able to withstand the loading values obtained from the non-current application of a load not less than 0.9kN applied to any point and in any direction and a uniform load of not less than 0.7kN/metre applied at any direction to the handrail.

- *Tactile Walking Surface Indicators (TWSIs)* shall:
 - be provided at the top of all flights of stairs;
 - be at least 610 mm in depth;
 - extend the full width of the stair, starting one tread from the leading edge of the top step;
 - have the tactile element raised above the adjacent ground surface;
 - have a high tonal contrast to the adjacent ground surface; and
 - conform to Clauses 4.1.1 and 4.1.2 of ISO 23599, Assistive Products for Blind and Vision-Impaired Persons – Tactile Walking Surface Indicators (TWSI)

- Guards shall:
 - be provided on each side of the stairway where the difference in elevation between ground level and the top of the stair is more than 600 mm and are not required where there is an adjacent wall or other barrier on that side; and
 - be a minimum of 920 mm measured vertically to the top of the guard from a line drawn through the outside edges of the stair nosings and be a minimum of 1700 mm around the landings

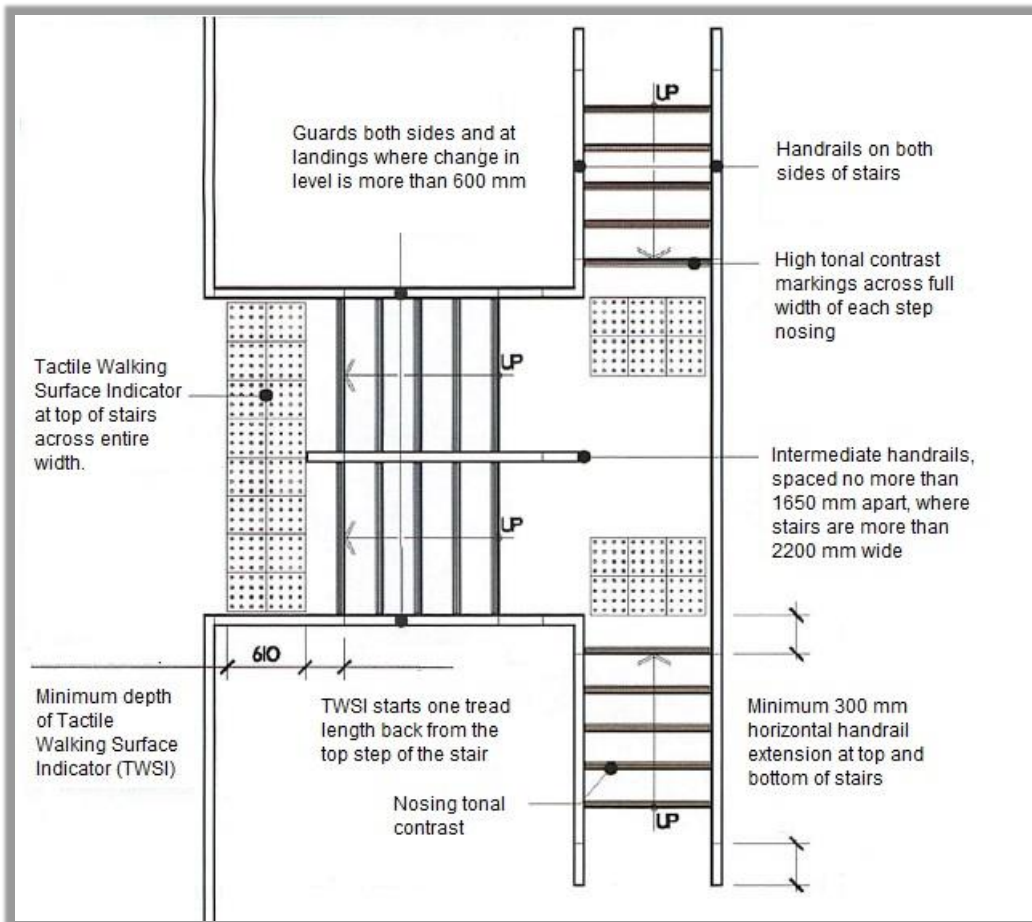


Figure V.1.3.1: Stairs

Related Sections

IV.4.8 Detectable Warning Surfaces

V.1.4 Rest Areas

Rationale

Rest areas along sidewalks, walkways and paths are important for those who have difficulty walking long distances. Seating in rest areas can provide a place for someone to meet up with friends or wait for rides and should be placed adjacent to pedestrian walkways to provide convenient rest places without becoming potential obstructions.

Application

These requirements apply to newly constructed and redeveloped exterior paths of travel in *public spaces*.

Design Requirements

- Seating in rest areas shall:
 - be adjacent to an *accessible route*;
 - be set back from the route of travel; and
 - be in compliance with Section V.1.6.

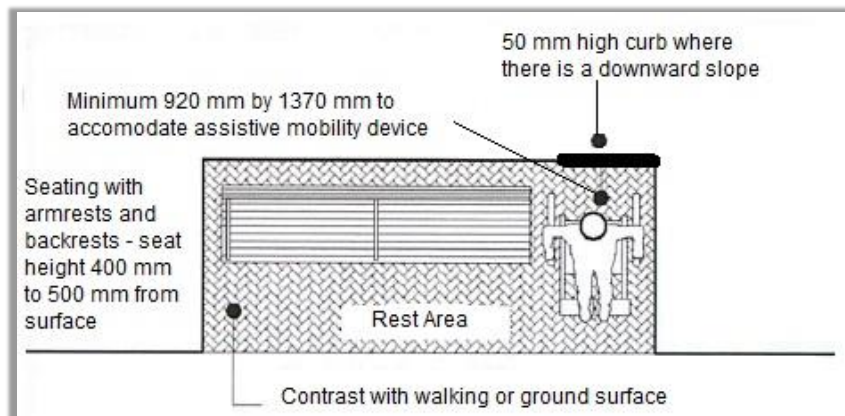


Figure V.1.4.1: Seating in Rest Areas

Related Sections

- V.1.1 Sidewalks and Walkways
- V.1.6 Benches and Seating

V.1.5 Street Furniture on Exterior Paths of Travel

Rationale

Street furniture is an important and essential part of the streetscape. Light standards, planters, waste receptacles, payment devices etc. are needed and must be located so as not to create potential barriers for people with disabilities. An appropriate location is also important to ensure they are usable and functional for all.

Application

Street furniture, including but not limited to, waste receptacles, light standards, signs, planters, mail boxes, parking meters and other payment devices, and vending machines shall comply with this section, including furniture that is located inside or outside of facilities.

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

Design Requirements

- Street furniture shall;
 - be placed so as not reduce the required width of an access route as specified in Section ;
 - be *cane-detectable*, in compliance with Section IV.1.3; and
 - be securely mounted and located outside the normal path of pedestrian travel.
- Waste receptacles that have lettering shall be in compliance with the relevant parts of Section IV.4.7.
- Where lids or openings are provided on waste receptacles, they shall be mounted no higher than 1100 mm above the adjacent floor or ground surface and opening mechanisms shall comply with Section IV.4.2.
- Street furniture shall incorporate pronounced colour contrast to differentiate it from the surrounding environment.

Related Sections

IV.1.1	Space and Reach Requirements
IV.1.2	Ground and Floor Surfaces
IV.1.3	Protruding Objects
IV.1.4	Accessible Routes, Sidewalks and Corridors
IV.4.8	Detectable Warning Surfaces
IV.4.14	Materials and Finishes
IV.4.15	Texture and Colour
IV.4.3	Vending and Ticketing Machines
V.1.1	Sidewalks and Walkways
V.1.6	Benches and Seating
V.2.	Recreational Trails
V.3	Beach Access Routes

V.1.6 Benches and Seating

Rationale

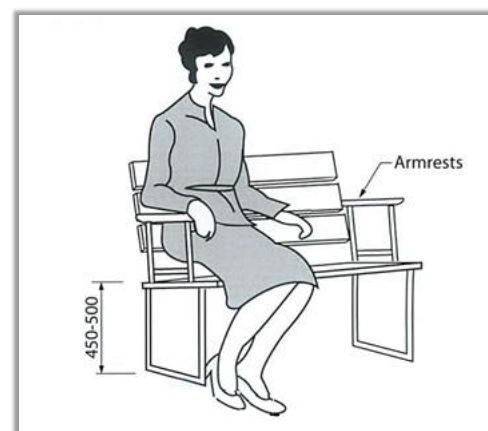
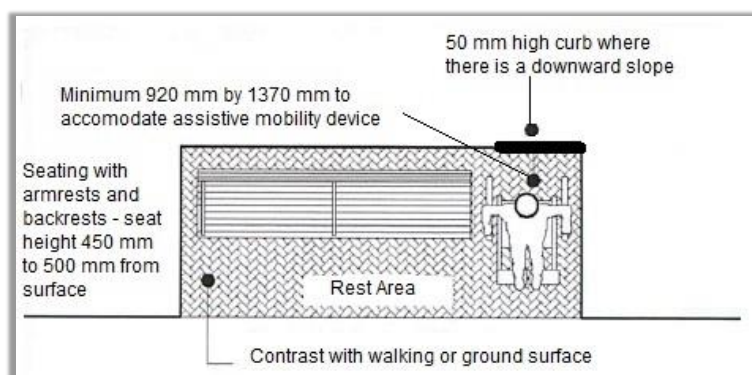
Benches and other seating areas provide important resting places for individuals who may have difficulty with standing or walking and should be placed adjacent to pedestrian walkways to provide convenient rest places without becoming potential obstructions. Appropriate seat heights and armrests can provide assistance in sitting and rising. People with visual impairments may find it easier to locate benches if located adjacent to a landmark, such as a large tree, a bend in a pathway, or a sound source.

Application

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

Design Requirements

- Benches and seating shall:
 - be adjacent to an *accessible route*;
 - be stable;
 - have a seat height between 450 mm and 500 mm from the ground;
 - have arm and back rests; provide a mix of options, some with back rests, some with arm rests, and some with both (Figure V.1.6.2)
 - be of contrasting colour to their background; and
 - have an adjacent level, firm ground surface at least 920 mm by 1370 mm (Figure V.1.6.1).
- Benches or seats shall be set back from the route of travel.
- Where the area adjacent to the seat abuts a downward slope or is not level a curb shall be provided around the level area and be in accordance with the City of Brampton Site Amenities – 800 Series – L874 – Park Bench with Concrete Pad with Wheelchair Parking



Related Sections

IV.1.1	Space and Reach Requirements
IV.1.2	Ground and Floor Surfaces
IV.1.3	Protruding Objects
IV.1.4	Accessible Routes, Sidewalks and Corridors
IV.4.8	Detectable Warning Surfaces
IV.4.14	Materials and Finishes
IV.4.15	Texture and Colour
V.1.1	Sidewalks and Walkways
V.2.	Recreational Trails
V.3	Beach Access Routes

V.1.7 Curb Ramps

Rationale

The design of *curb ramps* or curb cuts is very important in allowing people to move safely and efficiently off a roadway. A well designed *curb ramp* can be spoiled by an uneven or gapped transition between the road surface and *curb ramp*. Flared sides on the *curb ramp* eliminate the hazard of pedestrians stepping off an edge. Smooth transitions and minimal slopes are ideal for someone in a wheelchair but are a potential hazard to an individual with a visual impairment who may not notice the transition from sidewalk to street. *Tactile walking surface indicators* warn people that they are entering a potentially hazardous area.

The choice of providing a *curb ramp* or a depressed curb (Section V.1.8) at a level change or pedestrian crossing depends on site characteristics, volume of pedestrian traffic and space availability.

Application

The requirements in this section apply to *ramps* that are newly constructed and re-developed in exterior *public spaces* that are not covered under the Ontario Building Code.

Design Requirements

- *Curb ramps* shall:
 - have a minimum 1200 mm clear width, exclusive of flared sides;
 - have running slopes no steeper than 1:8 (12.5%) where the elevation change is less than 75 mm and no steeper than 1:10 (10%) where the elevation change is 75 mm to 200 mm.
 - have cross slopes no steeper than 1:50 (2%);
 - have flared side slopes no steeper than 1:10 (10%); and
 - where located on an exterior path of travel, be aligned with the direction of travel.
- *Tactile walking surface indicators (TWSIs)* shall:
 - be provided at the bottom end of *curb ramps* used for pedestrian crossings;
 - be at least 610 mm in depth;
 - extend the full width of the *curb ramp*, set back 150 mm to 200 mm back from the curb edge;
 - have tactile profiles raised above the ground surface;
 - provide a high tonal contrast from the adjacent ground surface; and
 - conform to Clauses 4.1.1 and 4.1.2 of ISO 23599, Assistive Products for Blind and Vision-Impaired Persons – Tactile Walking Surface Indicators (TWSI).

Refer to City Standard 280 series for details:

<http://www.brampton.ca/EN/residents/Roads/engineering-construction/Pages/200-series.aspx>

Related Sections

IV.4.8 Detectable Warning Surfaces

V.1.8 Depressed Curbs

Rationale

Depressed curbs or dropped curbs improve the safety and usability of sidewalks, walkways and pathways for all pedestrians, particularly for people with disabilities. A depressed curb is a continuous length of curb along a pedestrian route that is lowered to the level of an adjacent roadway. Well-designed depressed curbs make it easier for people using assistive mobility devices to move from the sidewalk to street level and provide an appropriate warning of a transition for people with visual impairments.

Application

These requirements apply to newly constructed or redeveloped depressed curbs on exterior paths of travel in *public spaces*.

Design Requirements

- Depressed curbs shall:
 - have a running slope no steeper than 1:20 (5%);and
 - be aligned with the direction of travel

- *Tactile walking surface indicators* (TWSIs) shall:
 - be provided at the bottom end of *curb ramps* used for pedestrian crossings;
 - be at least 610 mm in depth;
 - extend the full width of the *curb ramp*, set back 150 mm to 200 mm back from the curb edge;
 - have tactile profiles raised above the ground surface;
 - provide a high tonal contrast from the adjacent ground surface; and
 - conform to Clauses 4.1.1 and 4.1.2 of ISO 23599, Assistive Products for Blind and Vision Impaired Persons – Tactile Walking Surface Indicators (TWSI).

Refer to 280 series:

<http://www.brampton.ca/EN/residents/Roads/engineering-construction/Pages/200-series.aspx>

Related Sections

IV.4.8 Detectable Warning Surfaces

V.1.9 Accessible Pedestrian Signals

Rationale

Many pedestrians rely on cues to safely cross a road, like the walk/don't walk indicators, other pedestrians and the sound and movement of traffic. For some people with visual impairments these cues may not be so evident and they rely on accessible pedestrian signals (APS) to be able to independently and safely cross. APS provide a locator tone to provide notice when it is safe to cross. The raised arrows on the push buttons provide a tactile indicator and tactile indicators on the *curb ramp* and depressed curb define the pavement edge and the direction of travel.

Application

Accessible pedestrian signals are required on all new pedestrian crossing signals and when existing pedestrian crossing signals are replaced.

Design Requirements

- Accessible pedestrian signals shall:
 - have a locator tone that is distinct from the walk indicator tone;
 - have an activation button located a maximum of 1100 mm from the ground surface (Figure V.1.9.1);
 - have tactile arrow symbols aligned with the direction of crossing;
 - have controls installed within 1500 mm of the edge of the curb;
 - have activation features that are both manual and automatic;
 - provide audible and vibro-tactile indicators; and
 - where two pedestrian signal controls are installed on the same corner, be a minimum of 3000 mm apart. Two pedestrian signal assemblies can be installed on a single post when a 3000 mm separation cannot be met due to site constraints or existing infrastructure. Where this is in place, a verbal announcement must clearly state which crossing is active.

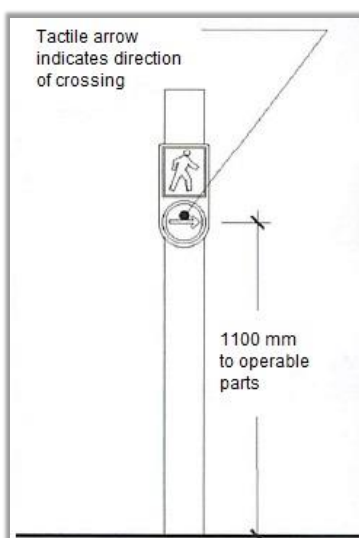


Figure V.1.9.1: Activation Button

Section V.2 – Recreational Trails

V.2.1 General

Rationale

Accessible trails provide inclusive opportunities for people of all ages and abilities to enjoy the outdoors. Trails that are well-marked with signage help people to understand the characteristics of the recreational trail before using it. Providing information about surfaces, average widths, and slopes etc. will help a user decide if the challenge of the trail meets their needs.

Application

These requirements apply to newly constructed and redeveloped recreational trails that are intended to be maintained. These types of trails provide pedestrians with a recreational or leisure experiences such as walking through a park. Multi-use trails are covered by these standards.

Exclusions

In order to strike a balance between trails constructed to offer a specific experience such as a sport or physical challenge and trails that offer a leisure experience and are usable by everyone, the design requirements do not apply to the following:

- Trails that are not intended for pedestrian use;
- Trails solely constructed and intended for cross-country skiing, mountain biking or the use of motorized snow vehicles or off road vehicles; and
- Wilderness trails, backcountry trails and portage routes.

Design Requirements

- Recreational trails shall:
 - have a trail entrance with a clear minimum width of 1100 mm through any gate, bollard or other element;
 - be a minimum clear width of 1100 mm;
 - have surfaces that are firm and stable; and
 - have surface openings that do not allow the passage of an object more than 20 mm in diameter with elongated openings oriented perpendicular to the direction of the path of travel. (Figure V.2.1.1)
- Edge protection shall be provided where recreational trails:
 - do not have protective barriers;
 - run adjacent to water; and
 - are adjacent to a drop off in grade.
- Edge protection shall:
 - consist of an elevated barrier that runs along the edge of the recreational trail;
 - be at least 50 mm above the trail surface; and
 - not impede the drainage of the trail surface.
- Trail signage shall:
 - be provided at each trail head;
 - use a sans serif font, such as Arial, Verdana or Helvetica;
 - have high tonal contrast to its background;

- provide the following information:
 - trail length;
 - surface type/construction material;
 - average and maximum trail width;
 - average and maximum running slope;
 - average and maximum cross slope; and
 - location of any amenities.

- Where other media is used to provide information about the trail (beyond advertising, notice or promotion) such as a brochure, these sources shall include the same information as the trail signage.

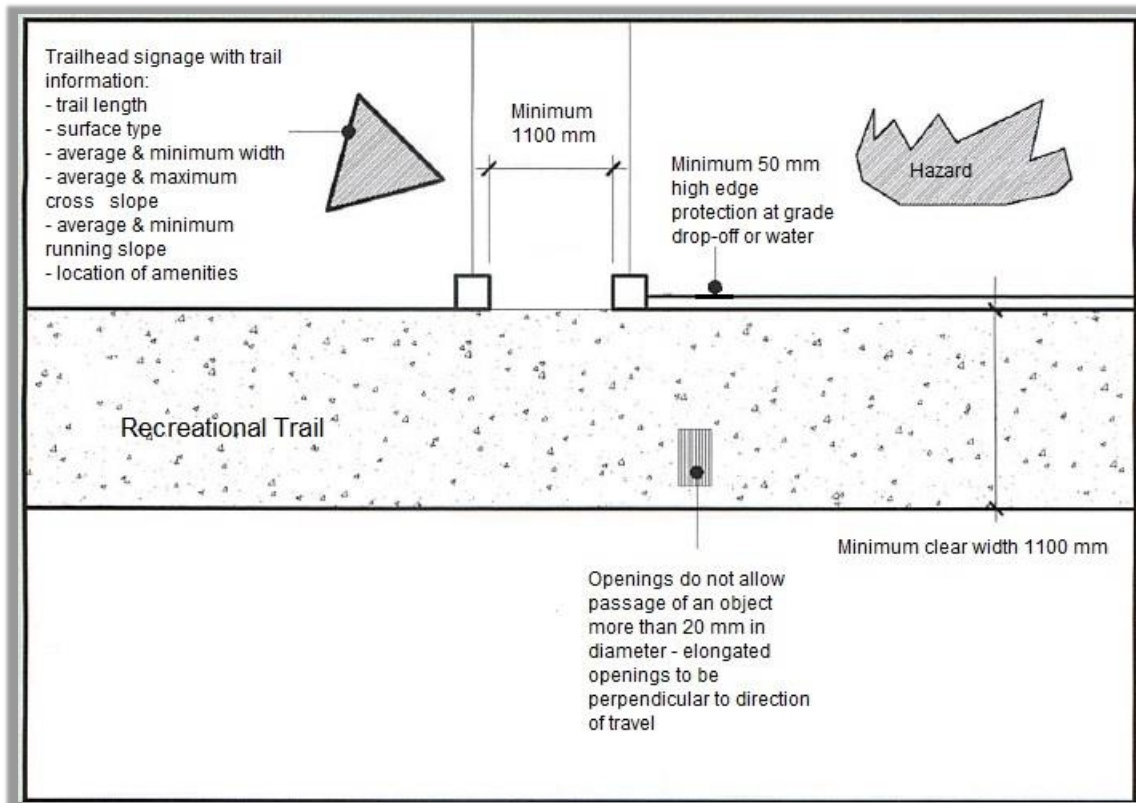


Figure V.2.1.1: Recreational Trails

Related Sections

IV.4.7 Signage

V.2.2 Boardwalks

Rationale

Boardwalks allow people of all ages and abilities to traverse through wet and soft areas.

Application

These requirements apply to boardwalks located on newly constructed or redeveloped recreational trails that the City intends to maintain.

Design Requirements

- Boardwalks shall:
 - have a minimum 1100 mm clear width;
 - provide a minimum 2100 mm clear headroom above the boardwalk;
 - have a surface that is firm and stable;
 - have surface openings that do not allow the passage of an object more than 20 mm in diameter and be positioned so that the openings are perpendicular to the direction of travel;
 - have running slopes steeper than 1:20 (5%) designed as a *ramp* in accordance with the requirements of Section V.2.2.3; and
 - provide edge protection a minimum 50 mm high. (Figure V.2.2.1)

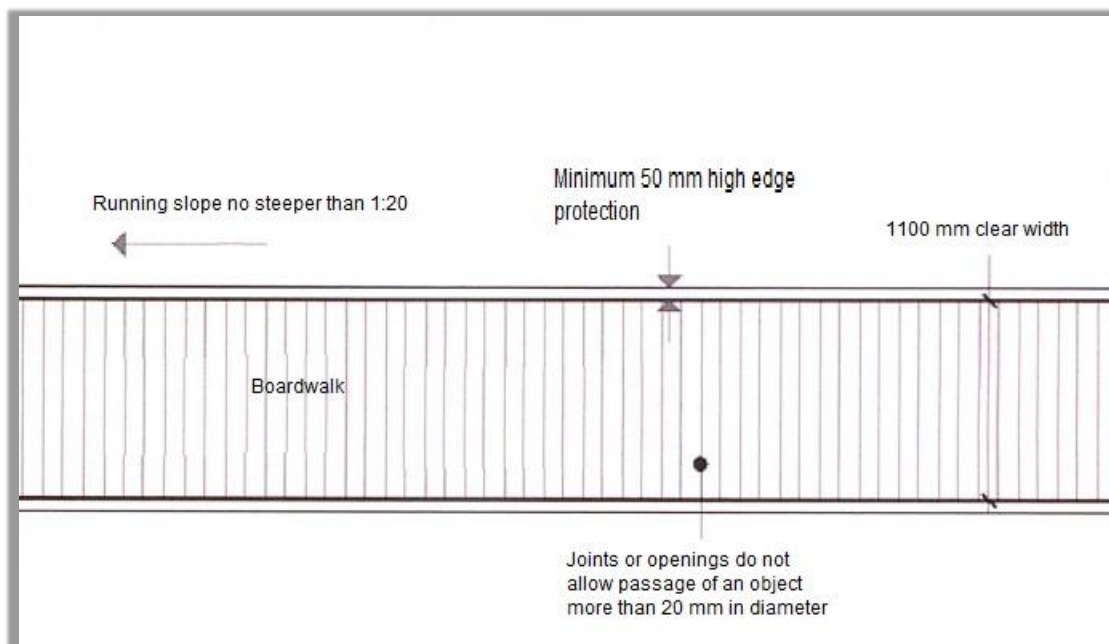


Figure V.2.2.1: Boardwalks

V.2.3 Ramps on Recreation Trails

Rationale

Properly designed *ramps* allow access for people who are unable to manage stairs or changes in level and where it is difficult to incorporate gently sloped walkways to negotiate changes in level.

Application

These requirements apply to boardwalks located on newly constructed or redeveloped recreational trails that the City intends to maintain. This requirement does not mandate that recreational trails include *ramps*.

Design Requirements

- *Ramps* on recreation trails shall have:
 - a minimum clear width between handrails of at least 950 mm;
 - firm and stable surfaces;
 - handrails provided on both sides of the *ramp*, including at landings; and
 - a running slope no steeper than 1:10 (10%).
- Landings on *ramps* shall:
 - be located at the top and bottom of the *ramp*, at abrupt changes in the direction of a *ramp* and at horizontal intervals of greater than 9 metres apart;
 - have a maximum cross slope of 1:50 (2%);
 - be a minimum of 2440 mm by 2440 mm at the top and the bottom of the *ramp*;
 - be a minimum of 1670 mm by 1670 mm at abrupt changes in the direction of the *ramp*; and
 - be a minimum of 1670 mm in length and at least the same width of the *ramps* for landings located along a straight *ramp*. (Figure V.2.3.1)
- Surface openings shall not allow the passage of an object more than 20 mm in diameter and be positioned so that the openings are perpendicular to the direction of travel.
- Handrails shall:
 - be provided on both sides of the *ramps*, including at landings;
 - be continuously graspable along the entire length;
 - have a circular cross section with an outside diameter between 30 mm and 40 mm;
 - be located between 865 mm and 965 mm high, measured vertically from a line drawn through the outside edges of the stair nosings or the surface of landings;
 - terminate in a way that will not obstruct pedestrian travel or create a hazard;
 - extend horizontally a minimum of 300 mm beyond the top and bottom;
 - have a clearance of a minimum of 50 mm from any wall to which they are attached;
 - provide intermediate handrails where a stair is wider than 2200 mm with handrails that are continuous between landings and located so there is no more than 1650 mm between handrails; and
 - be able to withstand the loading values obtained from the non-current application of a load not less than 0.9kN applied to any point and in any direction and a uniform load of not less than 0.7kN/metre applied at any direction to the handrail. (Figure V.2.3.2)
- A wall or guard shall be provided on both sides of the *ramp* and where provided shall:
 - have the top shall be not less than 1070 mm above the *ramp* surface, measured vertically; and
 - have no element, attachment or opening located between 140 mm and 900 mm above the *ramp* surface shall facilitate climbing.

- Edge protection shall:
 - be provided where there is no solid enclosure or solid guard; and must be
 - have a curb a minimum of 50 mm high; or
 - railings or other barriers that extend to within 50 mm of the finished *ramp* surface.

- A guard and edge protection shall be required where the gap between the guard and the *ramp* surface is more than 50 mm.

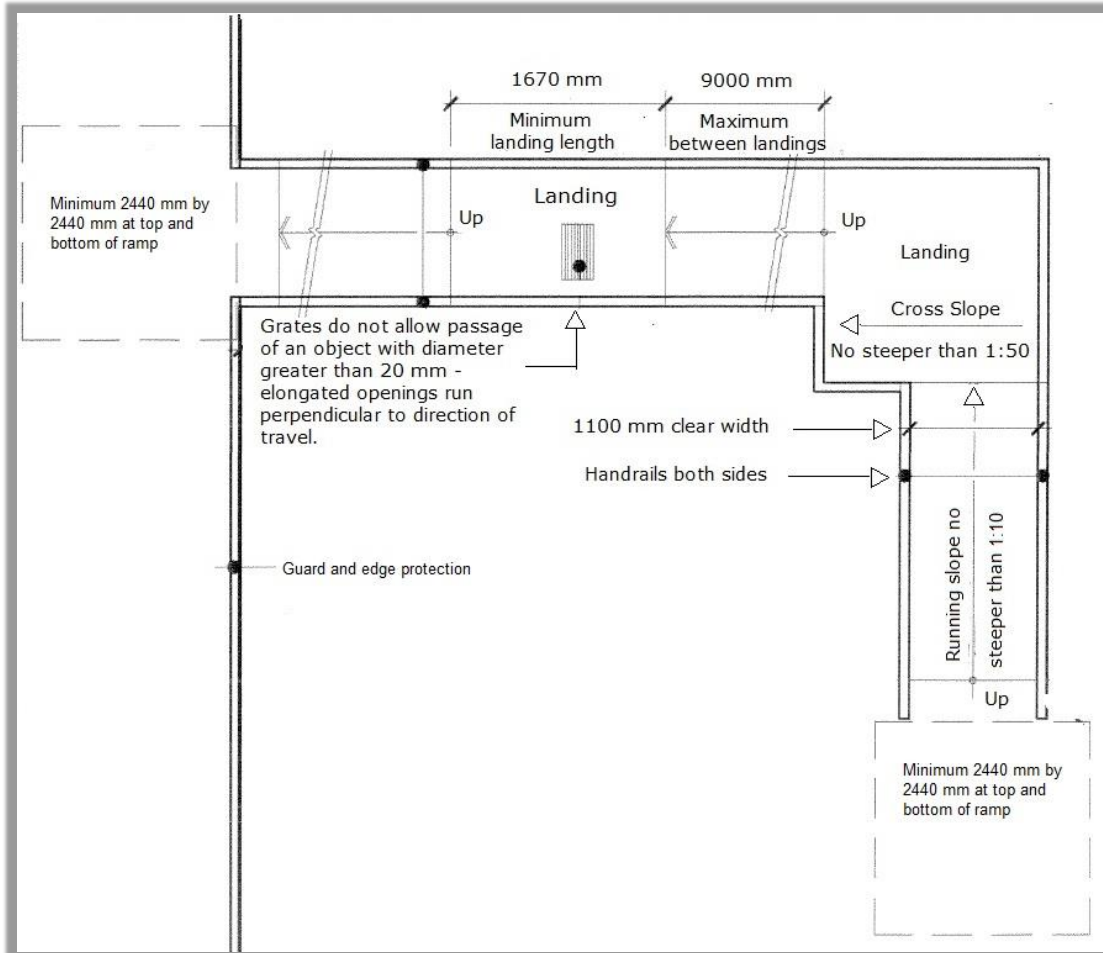


Figure V.2.3.1: Ramp on Recreational Trail

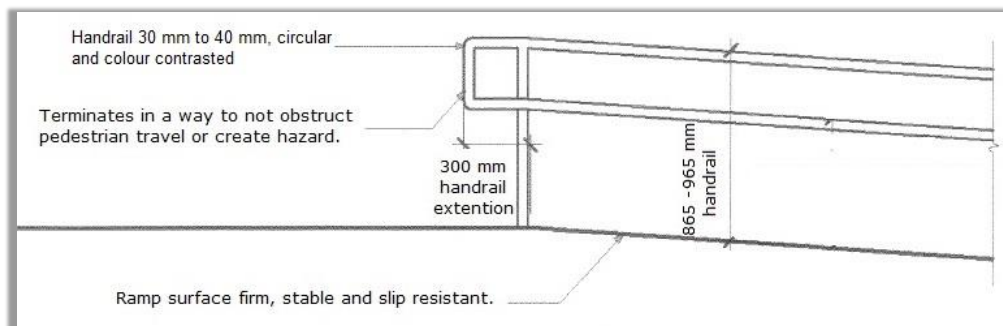


Figure V.2.3.2: Handrail Details

Section V.3 – Beach Access Routes

V.3.1 General

Rationale

Accessible routes to beaches assist people using assistive mobility devices to travel over sand and other soft surfaces. They also provide a distinct path for people with visual impairments.

Application

These requirements apply to newly constructed or redeveloped beach access routes, whether permanent or temporary, that the City intends to maintain. The design requirements apply to both constructed beach access routes (concrete, wood boards, or crushed gravel) and to alternative measures such as specially designed mats.

Design Requirements

- Beach access routes shall:
 - provide a minimum clear space of 2440 mm by 2440 mm at the entry point and at the bottom or landing of the route;
 - have entry points with a minimum clear width of 1100 mm through any gate, bollard or other entry element;
 - have a minimum width 1100 mm;
 - have a minimum headroom height clearance of 2100 mm above the route;
 - have a firm and stable surface; and
 - have a maximum 1:10 (10%) running slope. (Figure V.3.1.1)
- Constructed beach access routes shall:
 - have a maximum cross slope of 1:50 (2%);
 - where there is a change in level:
 - between 6 mm and 13 mm, be bevelled and sloped no steeper than 1:2 (50%);
 - between 14 mm and 200 mm, have a slope no steeper than 1:10 (10%); and
 - greater than 200 mm, be designed as *ramps* in accordance with Ramps in Beach Access Routes; and
 - have surface openings that do not allow the passage of an object more than 20 mm in diameter and be positioned so that the openings are perpendicular to the direction of travel.
- Maximum cross slope for non-constructed beach access routes shall be the minimum slope required for drainage

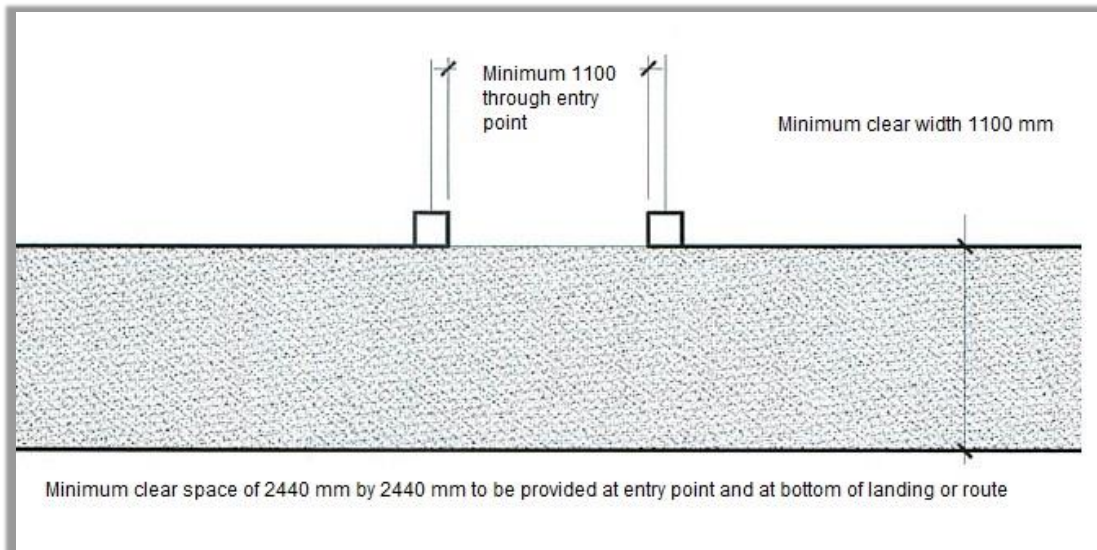


Figure V.3.1.1: Beach Access Routes

V.3.2 Boardwalks on Beach Access Routes

Rationale

Boardwalks can be effective solutions to provide beach access for people who use assistive mobility devices, who have poor balance and who are using strollers and other wheeled devices.

Application

These requirements apply to newly constructed or redeveloped boardwalks intended for *public use*. This requirement does not mandate that beach access routes must include boardwalks.

Design Requirements

- Boardwalks on beach access routes shall:
 - be a minimum width of 1100 mm;
 - have a minimum headroom height clearance of 2100 mm above the boardwalk;
 - have a firm and stable surface;
 - have surface openings that do not allow the passage of an object more than 20 mm in diameter and be positioned so that the openings are perpendicular to the direction of travel; and
 - have running slopes steeper than 1:20 (5%) designed as *ramps* and meeting the requirements in Section V.3.3 (Figure V.3.2.1).

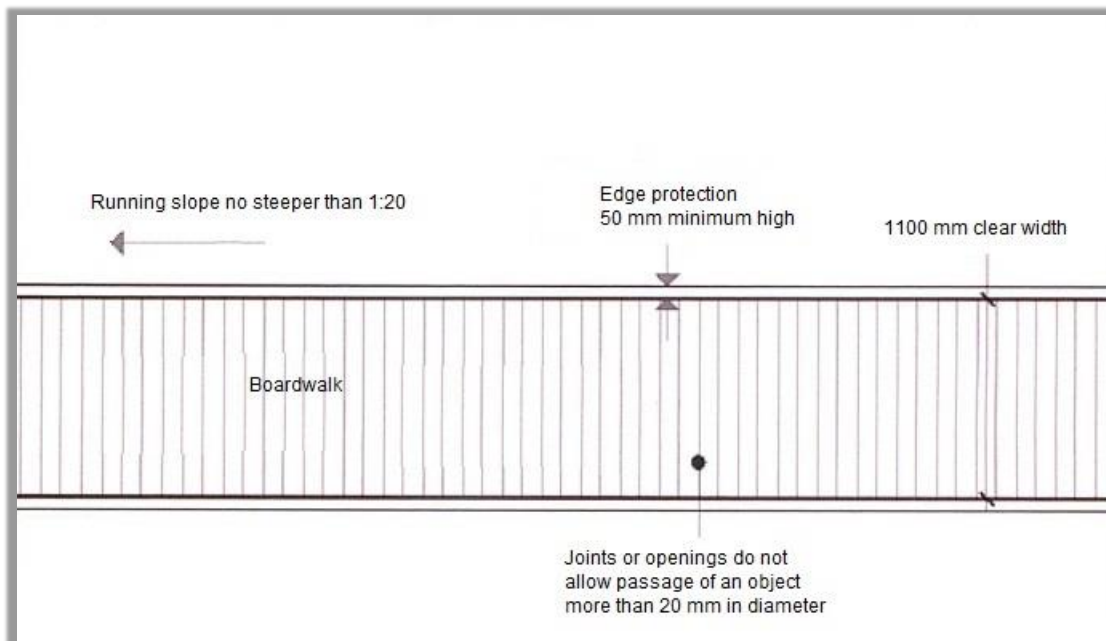


Figure V.3.2.1: Boardwalk on Beach Access Route

V.3.3 Ramps on Beach Access Routes

Rationale

Ramps may provide beach access for people using assistive mobility devices or for those using strollers or wagons where it is difficult to use gently sloped walkways to negotiate changes in level.

Application

These requirements apply to newly constructed or redeveloped *ramps* that the City intends to maintain. This requirement does not mandate that beach access routes must include *ramps*.

Design Requirements

- Ramps on beach access routes shall:
 - be a minimum clear width of 950 mm between handrails;
 - have a firm and stable surface;
 - have surface openings that do not allow the passage of an object more than 20 mm in diameter and be positioned so that the openings are perpendicular to the direction of travel;
 - have a running slope no steeper than 1:10 (10%); and
 - have handrails on both sides, including at landings. (Figure V.3.3.1)
- Landings on *ramps* shall:
 - be located at the top and bottom of the *ramp*, at abrupt changes in the direction of a *ramp* and at horizontal intervals of greater than 9 metres apart;
 - have a maximum cross slope of 1:50 (2%);
 - be a minimum of 2440 mm by 2440 mm at the top and the bottom of the *ramp*;
 - be a minimum of 1670 mm by 1670 mm at abrupt changes in the direction of the *ramp*; and
 - be a minimum of 1670 mm in length and at least the same width of the *ramps* for landings located along a straight *ramp*. (Figure V.3.3.1)
- Handrails shall:
 - be provided on both sides of the *ramps*, including at landings;
 - be continuously graspable along the entire length;
 - have a circular cross section with an outside diameter between 30 mm and 40 mm;
 - be located between 865 mm and 965 mm high, measured vertically from a line drawn through the outside edges of the stair nosings or the surface of landings;
 - terminate in a way that will not obstruct pedestrian travel or create a hazard;
 - extend horizontally a minimum of 300 mm beyond the top and bottom;
 - have a clearance of a minimum of 50 mm from any wall to which they are attached;
 - provide intermediate handrails where a stair is wider than 2200 mm with handrails that are continuous between landings and located so there is no more than 1650 mm between handrails; and
 - be able to withstand the loading values obtained from the non-current application of a load not less than 0.9kN applied to any point and in any direction and a uniform load of not less than 0.7kN/metre applied at any direction to the handrail. (Figure V.3.3.2)
- A wall or guard shall be provided on both sides and where provided shall:
 - at the top not be less than 1070 mm above the *ramp* surface, measured vertically; and
 - have no element, attachment or opening located between 140 mm and 900 mm above the *ramp* surface to facilitate climbing.

- Edge protection shall be provided where there is no solid enclosure or solid guard and shall be:
 - a curb a minimum of 50 mm high; or
 - railings or other barriers that extend to within 50 mm of the finished *ramp* surface.
- A guard and edge protection shall be required if there is a gap between the guard and the *ramp* surface of more than 50 mm.

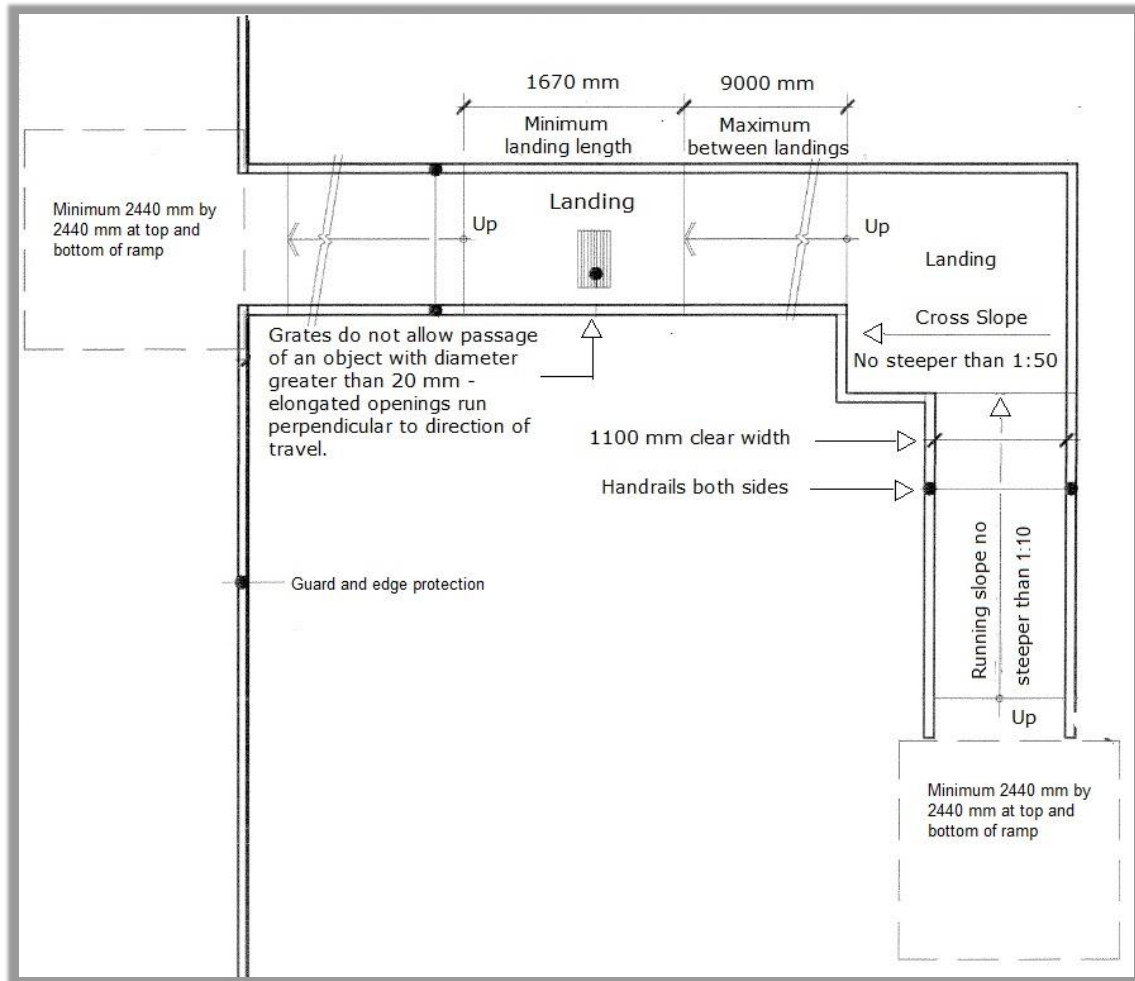


Figure V.3.3.1: Ramps on Beach Access Routes

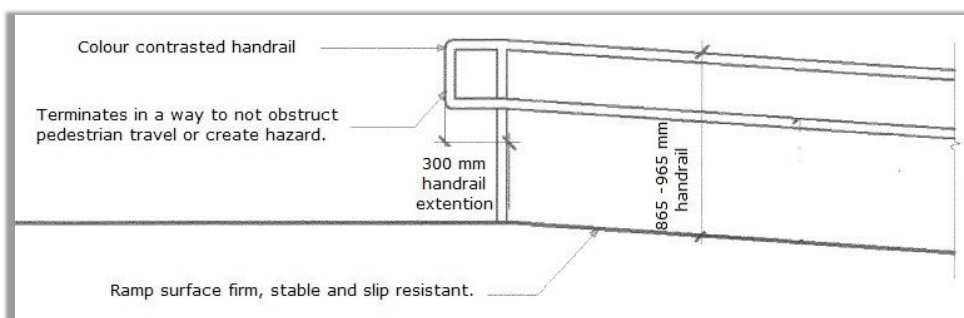


Figure V.3.3.2: Handrails

V.3.4 Exceptions for Beach Access Routes

Rationale

There may be instances where it is not possible to provide a beach access route that fully complies with the minimum requirements of this Standard. It is recognized that there can be exceptional situations where the need to provide accessible beach access routes may need to be balanced with other concerns. The expectation is to apply the Standards to the greatest extent possible.

Application

Where it can be successfully demonstrated that the cultural, heritage, national historic interest or ecological integrity would be negatively impacted by applying the requirements of the Standard exceptions may be granted. Exceptions may also be permitted where existing physical or site constraints do not allow for modifications or *additions*.

Section V.4 – Outdoor Public Use Eating Areas

V.4.1 Outdoor Public Use Eating Areas

Rationale

An extension of the table surface of a picnic table makes it *accessible* to persons using wheelchairs. A firm, level surface around the table and an *accessible* path leading to the table, is required for accessibility. A change in texture from a pathway to the picnic table area is an important cue for a person who is visually impaired.

Application

The requirements apply to newly constructed and redeveloped outdoor public eating areas. It is preferable to have all picnic tables comply with this section.

Design Requirements

- A minimum of 20% of the picnic tables and never less than 1 accessible picnic table shall be provided.
- Picnic tables shall:
 - be adjacent to an *accessible route*;
 - have knee space under the table at least 810 mm wide by 480 mm deep and 685 mm minimum high at one end;
 - be stable;
 - be of contrasting colour to their background; and
 - have a level, firm ground surface extending at least 2000 mm on all sides of the table. (Figure V.4.1.1)
- The top of *accessible* picnic tables shall be from 730 mm to 860 mm above the finished floor or ground. (Figure V.4.1.1)

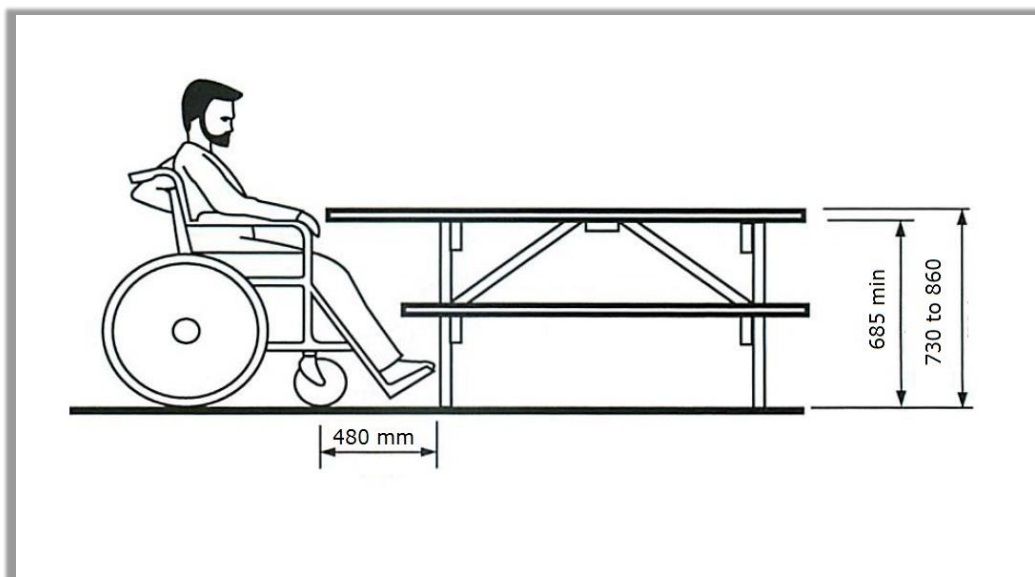


Figure V.4.1.1: Picnic Table

Related Sections

IV.1.1	Space and Reach Requirements
IV.1.2	Ground and Floor Surfaces
IV.1.3	Protruding Objects
IV.1.4	Accessible Routes, Sidewalks and Corridors
IV.4.8	Detectable Warning Surfaces
IV.4.14	Materials and Finishes
IV.4.15	Texture and Colour
V.1.1	Sidewalks and Walkways
V.1.4	Rest Areas

Section V.5 – Outdoor Play Spaces and Recreational Amenities

V.5.1 Outdoor Play Spaces

Rationale

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

Play is a natural and important part of a child's daily life and healthy development. All people, regardless of age or ability should have the same opportunities to play. Flexible designs that are creative and fun provide challenges for children of all ages and abilities.

Application

The requirements apply to all newly designed and constructed play spaces and to the redevelopment of existing play spaces to the greatest degree possible.

Design Requirements

- Play structures shall meet or exceed the standards identified in the Canada Standards Association's CAN/CSA Z614-07 (R2012) - Children's Play Spaces and Equipment, including Annex H – Children's playspaces and equipment that are accessible to persons with disabilities.
- Play structures shall incorporate a variety of accessibility features, including sensory and active play components and address the needs of people with disabilities, including caregivers.
- Surfaces for play structures shall be firm and stable with characteristics to reduce impact and injuries with an accessible entry point into the structure.
- Structures shall provide sufficient clearances throughout to allow movement through, in and around the space.
- Accessible paths of travel to and from all play spaces and other recreational amenities (playing fields, outdoor pools, docks, and footbridges) shall be in compliance with Section V.1 or Section V.2.
- All site amenities, including benches, picnic tables, comfort stations/washrooms and parking, where provided, shall be accessible and in compliance with the appropriate sections in this Standard.
- Where docks for fishing, boating or swimming are provided, they shall:
 - be located on an *accessible route*;
 - where changes in elevation are necessary, incorporate *ramps* or *curb ramps* in compliance with Section V.1.7 and V.2.;
 - incorporate continuous *Tactile Walking Surface Indicators* in compliance with Section IV.4.8, and a guard in compliance with Section V.3.2 and Section V.3.3 that is at least 100 mm high and of a contrasting colour where dock surfaces are greater than 200 mm above the surface of the water;

- incorporate a guardrail where dock surfaces are greater than 450 mm above the surface of the water; and
 - where steps are provided to access the water for swimming, be in compliance with Section V.1.3 Stairs on Exterior Paths of Travel and incorporate colour-contrasting handrails at the steps. Such handrails shall extend to a minimum of 600 mm above the dock surface and return down to the dock.
- Outdoor swimming pools shall comply with Section IV.5.1.
 - Entry gates shall comply with Section IV.1.7 and where p-gates are provided comply with the City of Brampton Site Amenities – Series L842 – P-gates Option 2.
 - Where waste receptacles are provided, the operable portion shall be within 900 mm and 1100 mm from the ground/surface and be in compliance with Section Street Furniture.
 - Where playing fields are provided, they shall:
 - Have controlled access points designed to accommodate a person using a wheeled mobility device in accordance with Section IV.1.7;
 - Provide level seating areas beside the sports field; and
 - Where public viewing areas are provided, be compliance with Section IV.3.2.
 - Where public washrooms/comfort stations are provided, they shall be in compliance with Section IV.1, Section IV.2 and Section IV.3
 - Where public showers and change rooms are provided, they shall be in compliance with Section IV.2.9 and Section IV.3.4.
 - Where waterfront areas are provided, they shall:
 - have paths and/or lookout points that are accessible to all individuals;
 - provide seating along paths and lookout points that are in compliance with Section V.1.4; and
 - where provided, offer accessible parking as close as possible to the waterfront area with an accessible route to the paths and lookout points.

Related Sections

IV.1.7	Gates, Turnstiles and Openings
IV.2	Washroom Facilities
IV.3	Other Amenities
IV.4	Systems and Controls
IV.5.1	Swimming Pool and Saunas/Steam Rooms
V.1	Exterior Paths of Travel
V.2	Recreational Trails
V.3	Beach Access Routes

V.5.2 Landscaping Materials and Plantings

Rationale

Landscape materials, trees, shrubs and plants should be selected and located considering a wide variety of persons with disabilities. Plants and shrubs with a variety of fragrances and using contrasting flowers near walkways can be helpful and provide an orientation cue for persons who are visually impaired. Plants with thorns or heavy berries may constitute a walking hazard.

Application

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

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

Design Requirements

- *Accessible* plant beds shall be:
 - raised 460 mm above the adjacent floor or ground surface; and
 - located on an *accessible route*.
- The edges of planting beds located immediately adjacent to *barrier-free* pedestrian *walks*, shall incorporate a clearly defined, *cane-detectable* transition for a width of at least 600 mm.
- Where variations in grading immediately adjacent to pedestrian *walks* are potentially hazardous (particularly to persons who are visually impaired), the hazardous edges of the *walk* shall incorporate clearly defined, *cane-detectable* curbs at least 100 mm high.
- Shrubs with thorns and sharp edges shall be planted consistent with “protruding objects” (Section IV.1.3) away from *accessible* pathways and seating areas.
- Plants that drop large seed pods shall not overhang or be positioned near *accessible* paths or walkways.
- Permanent guy wires shall not be used in an area that is intended for use by the general public, clients, customers or employees. Temporary guy wires, such as those used when planting new trees, shall be clearly identified using strong colour contrast.
- Tree guards shall conform to Section IV.1.3.
- Overhanging branches of trees or shrubs over walkways or paths shall not reduce the available headroom at any part of the *walkway* or path to less than 2100 mm.

Related Sections

IV.1.1	Space and Reach Requirements	IV.4.14	Materials and Finishes
IV.1.2	Ground and Floor Surfaces	IV.4.15	Texture and Colour
IV.1.3	Protruding Objects		
IV.1.4	Accessible Routes, Sidewalks and Corridors		
IV.4.8	Detectable Warning Surfaces		

Section V.6 – Accessible Parking

V.6.1 Off-Street Parking and Parking Garages

Rationale

The provision of parking spaces near the entrance of a facility is important to accommodate persons with a variety of *disabilities*. Disabling conditions and the use of a wheelchair or other assistive mobility device, make it difficult to travel long distances particularly outdoors where here weather conditions and ground surfaces can make travel difficult and hazardous. The *accessible route* of travel connecting the parking to the entrance should be well marked and free of steps and curbs.

Accessible parking spaces should accommodate both cars and vans. A person using a wheelchair requires a wider parking stall to accommodate the positioning of the wheelchair beside the car or van. A van may incorporate a lift or *ramp* that deploys through the side door of the van or may be installed in the rear of the vehicle. Additional manoeuvring *space* is needed to access the lift platform in the lowered position. The height of a van may be increased through modification to the roof, resulting in the need for additional overhead clearance. Alternatively, the floor of the van may be lowered, resulting in lower tolerances for speed bumps and pavement slope transitions.

Application

This standard is applicable to all new parking structures and surface parking lots. For existing structures and surface parking lots undergoing renovations/*alterations*, standards should be employed whenever feasible.

All designated *spaces* shall be located on the shortest possible circulation route, with minimal traffic flow crossing, to an *accessible facility entrance* (e.g., in lots serving a particular *facility*) or to an *accessible pedestrian entrance* of the parking *facility* (e.g., in lots not serving a particular *facility*). The accessible route from the parking should allow the person to travel safely to and from the parking space without having to pass behind parked vehicles.

In facilities with multiple accessible entrances with adjacent parking, accessible parking spaces shall be dispersed and located closest to the accessible entrances.

Design Requirements

- Type A and Type B parking spaces shall be provided:
 - Type A Van Accessible are wider spaces to accommodate a person who uses a vehicle equipped with a mechanical lift or wheelchair *ramp*; and
 - Type B are primarily intended for people who use other assistive devices such as canes, walkers or crutches who do not need extra space for a lift or *ramp* and for people who are unable to walk long distances.
- Type A spaces shall be a minimum of 3400 mm wide and at least as long as other parking spaces in the same area or a minimum of 5400 mm long and be identified with a Van Accessible sign in addition to the signage under the Highway Traffic Act. (Figure V.6.1.1).
- Type B spaces shall be a minimum of 2700 mm wide and at least as long as other parking spaces in the same area or a minimum of 5400 mm long and be identified with signage under the Highway Traffic Act. (Figure V.6.1.2).

- Accessible parking spaces shall be located:
 - on a hard level surface where people with disabilities can easily access a building or facility via curb cuts, curb depressions or other means and where possible; and
 - so that drivers and/or passengers do not have to travel behind other parked vehicles.

- An *access aisle* must be provided for **each** accessible parking space and shall:
 - be a minimum of 1500 mm wide and may be shared by two accessible parking spaces;
 - be at least as long the parking space;
 - have a hard, level surface for the full length and width;
 - be marked with high tonal contrast diagonal lines to indicate that parking is prohibited in the space; and
 - be separate from a walkway or access into a building or facility.

- Painted lines, provided to delineate parking spaces and *access aisles*, shall:
 - be painted with slip resistant paint either white or yellow slip in colour;
 - if painted yellow, match the yellow traffic paint chip of the Ministry of Transportation, Ontario or U.S. Federal 595B, Yellow 33538
 - be 10 cm in width; and
 - have stall and *access aisle* width measurements calculated based on mid-point to mid-point of the painted lines. (Figure V.6.1.4)

- Each accessible parking space shall incorporate a pavement marking with the International Symbol of Access (wheelchair), that shall:
 - have a white symbol and border;
 - have a blue background under the symbol similar to the colour used on the Highway Traffic Act (HTA) Permit Only sign;
 - be painted with slip resistant paint; and
 - be installed in accordance with measurements provided in Figure V.6.1.3.

- Curb cuts, depressed curbs and *curb ramps* in accordance with Section IV.1.14 shall be provided where there is a change in grade and the *access aisle* abuts a raised surface or where a raised surface is in close proximity to the *access aisle*.

- Where *curb ramps* are provided, they shall not extend into the *access aisle* or parking space.

- Signage to be erected for each accessible parking space, and shall:
 - be visible to the public;
 - be located on a permanent post, building or structure;
 - have the bottom edge of the sign 1 metre to 1.5 metres above the surface;
 - be located mid-point at the top end of the parking space so as not to interfere with access to the curb cut, depressed curb or *curb ramp*;
 - be in accordance with the requirements of Section 11 of the *Highway Traffic Act, Ontario Regulation 581*;
 - for Type A parking spaces, include the wording “Van Accessible”;
 - include the wording “Maximum Fine \$5000” and “For Enforcement call 905-458-3424” on the same sign or on a sign located in close proximity to the accessible parking sign; and
 - be reflective in accordance with the requirements shown in Figure V.6.1.1 and Figure V.6.1.2.

- The number of accessible parking spaces shall be provided based on the number of parking spaces provided in accordance with Table 6.1.

Total number of parking spaces provided	Total Number of Accessible Parking Spaces Required	Type A Spaces – Van Accessible Required	Type B Spaces Required
1 – 25	1	1	0
26 – 50	2	1	1
51 – 75	3	1	2*
76 – 100	4	2	2
101 – 140	5	2	3*
141 – 170	6	3	3
171 – 250	7	3	4*
251 – 300	8	4	4
301 – 350	9	4	5*
351 – 400	10	5	5
401 – 450	11	5	6*
451 – 500	12	6	6
501 – 550	13	6	7*
551 – 600	14	7	7
601 – 650	15	7	8*
651 – 700	16	8	8
701 – 750	17	8	9*
751 – 800	18	9	9
801 – 850	19	9	10*
851 – 900	20	10	10
901 -950	21	10	11*
951 – 1000	22	11	11
1001 and over		11 spaces plus 1% of the total number of spaces (rounded up to the next whole number), to be divided equally between Type A and Type B spaces. If an odd number of spaces is required, the extra space may be Type B.	
*Where an uneven number of accessible parking spaces are required, the extra Type B space may be changed to a Type A space.			

Table 6.1 – Accessible Parking Spaces Required

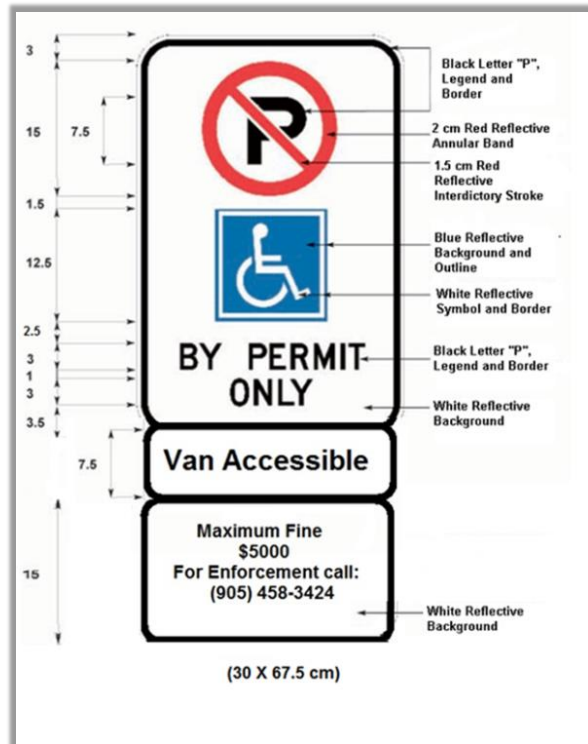


Figure V.6.1.1: Type A Permit Sign

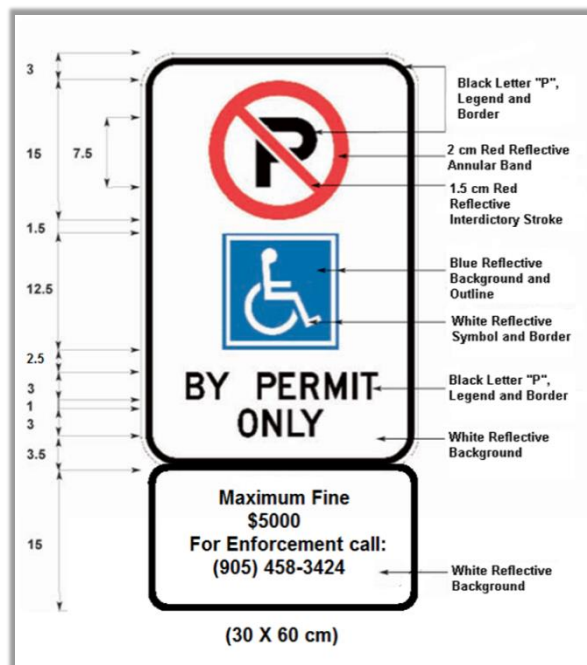


Figure V.6.1.2: Type B Permit Sign

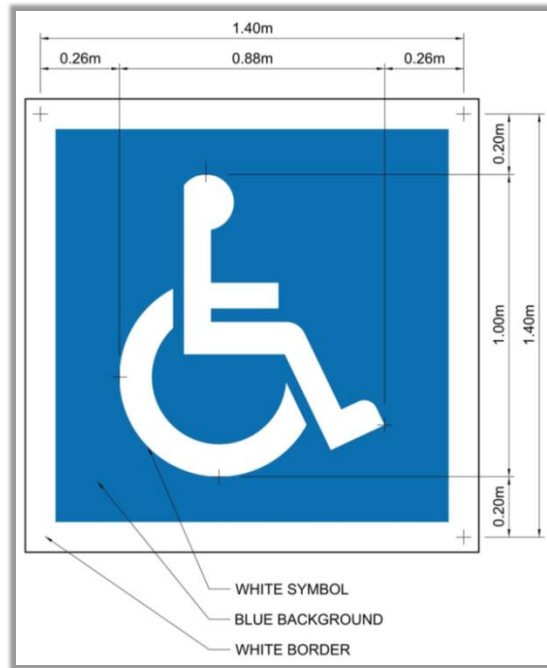


Figure V.6.1.3: Pavement Marking

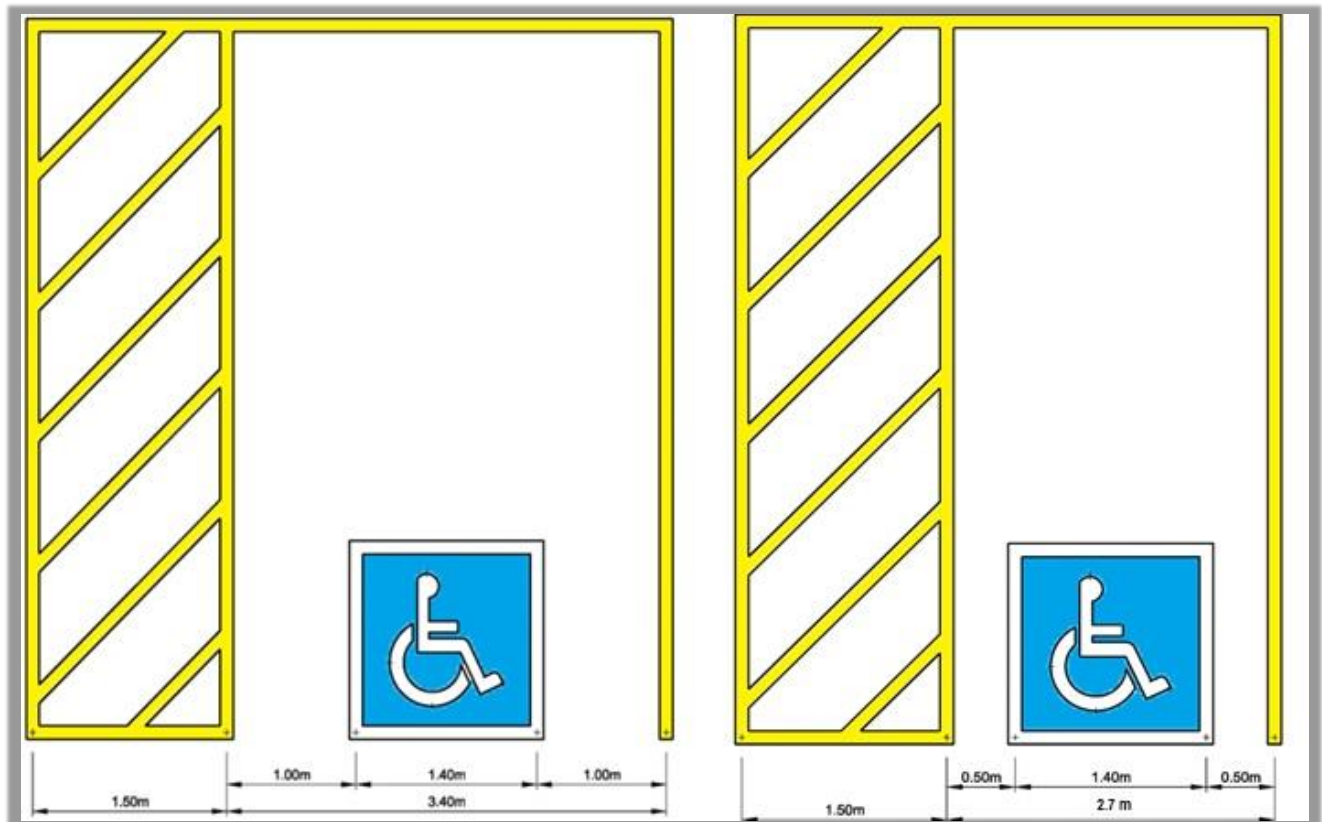


Figure V.6.1.4: Pavement Marking Layout

Related Sections

IV.1.14 Exterior Accessible Routes, Access and Passenger Loading Zones

V.6.2 Accessible On-Street Parking

Rationale

Accessible on-street parking benefits people who use it and businesses, schools and facilities served by the parking. Adjacent traffic, curbs, sidewalks, street furniture and space constraints all contribute to the challenge of designing appropriate accessible on-street parking.

Application

Requirements of this section apply to on-street parking spaces intended for *public use*, newly constructed or redeveloped streets, avenues, parkways, public highways or similar type of road. Application of these requirements are dependent upon consultation with the public, people with disabilities and the Accessibility Advisory Committee and are based on need, location and design of accessible parking spaces.

Design Requirements

- Accessible on-street parking spaces shall:
 - be a minimum of 2750 mm wide by 6500 mm long;
 - have an *access aisle* located behind the parking space;
 - incorporate the International Symbol of Access (Figure V.6.1.3).
- *Access aisles* shall:
 - be a minimum length of 2440 mm long and at least as wide as the parking space;
 - have a hard, level surface for the full length and width;
 - be marked with high tonal contrast diagonal lines to indicate that parking is prohibited in the space; and
 - be located where there is a curb cut, curb depression or *curb ramp*.
- Painted lines to be provided to delineate parking spaces and *access aisles*, and shall:
 - be painted with slip resistant paint either white or yellow slip in colour;
 - if painted yellow, match the yellow traffic paint chip of the Ministry of Transportation, Ontario or U.S. Federal 595B, Yellow 33538;
 - be 10 cm in width; and
 - have stall and *access aisle* width measurements calculated based on mid-point to mid-point of the painted lines (Figure V.6.1.4).
- Each accessible parking space shall incorporate a pavement marking with the International Symbol of Access (wheelchair), that shall:
 - have a white symbol and border;
 - have a blue background under the symbol similar to the colour used on the Highway Traffic Act (HTA) Permit Only sign;
 - be painted with slip resistant paint; and
 - be installed in accordance with Figure V.6.1.3.
- Signage to be erected for each accessible parking space, and shall:
 - be visible to the public;
 - be located on a permanent post, building or structure;
 - have the bottom edge of the sign 1 metre to 1.5 metres above the surface;
 - be located mid-point at the top end of the parking space so as not to interfere with access to the curb cut, depressed curb or *curb ramp*;

- be in accordance with the requirements of Section 11 of the *Highway Traffic Act, Ontario Regulation 581*;
- for Type A parking spaces, include the wording “Van Accessible”;
- include the wording “Maximum Fine \$5000” and “For Enforcement call 905-458-3424” on the same sign or on a sign located in close proximity to the accessible parking sign; and
- be reflective in accordance with the requirements shown in Figure V.6.1.1 and Figure V.6.1.2.

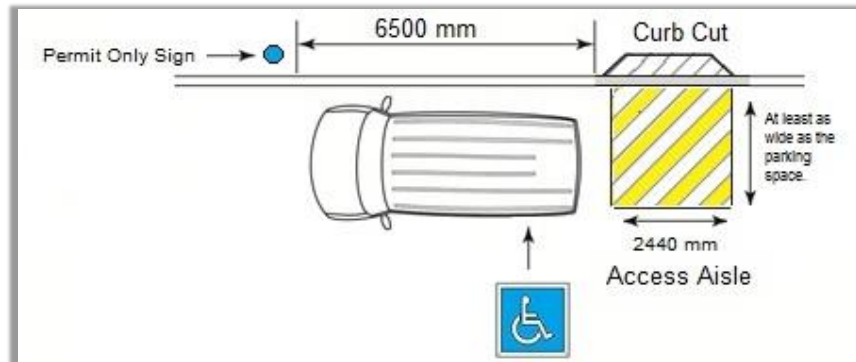


Figure V.6.2.1: On-street Parking Space

Related Sections

- | | |
|-------|--|
| V.1.1 | Sidewalks and Walkways |
| V.1.7 | Curb Ramps |
| V.1.8 | Depressed Curbs |
| V.6.1 | Off-Street Parking and Parking Garages |

Section V.7 - Exceptions

The Accessibility Standard for the Design of Public Spaces establishes minimum requirements for all organizations to meet. Flexibility is also built in to give organizations the ability to respond to specific local needs and conditions.

Recognizing that there are existing site conditions and other considerations associated with constructing or redeveloping *public spaces*, the regulation identifies situations where exceptions may be made.

Where exceptions are required, organizations must be able to provide upon request proof that is was necessary and a rationale to explain why the requirement was not met.

The following are the exceptions addressed through the regulation:

Impact on Wildlife, the Environment and Cultural Heritage

Public spaces should be developed to maximize accessibility while minimizing impacts on wildlife, the environment and cultural heritage. For example:

- Recreational trails, beach access routes and exterior paths of travel may not be able to meet the accessibility requirement if construction would directly or indirectly have a negative effect on:
 - Water, fish, wildlife, plants, invertebrates, species at risk (as identified in *Ontario's Endangered Species Act, 2007*) ecological integrity or natural heritage values; or
 - Properties protected by the:
 - Ontario Heritage Act (<http://www.ontario.ca/laws/statute/90o18>);
 - Historic Sites and Monuments Act (Canada) (<http://laws-lois.justice.gc.ca/eng/acts/H-4/>); or
 - United Nations Educational, Scientific and Cultural Organization's (UNESCO) World Heritage List (Interactive Map of Canadian locations (<http://bit.ly/1az3Mah>)).

Existing Site Constraints

Existing site constraints may prevent parts of a project from complying with some accessibility requirements and the regulation allows for some exemptions.

Appendix A - The Principles of Universal Design

Universal Design is the design of products and environments to be useable 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: the 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.)

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

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.

This information was compiled by advocates of universal design, listed in alphabetical order:

Bettye Rose Connell, Mike Jones, Ron Mace, Jim Mueller, Abir Mullick, Elaine Ostroff, Jon Sanford, Ed Steinfeld, Molly Story, and Gregg Vanderheiden

Major funding provided by: The National Institute on Disability and Rehabilitation Research, U. S. Department of Education.

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Version 2.0 – 4/1/97

Appendix B – Tactile Walking Surface Indicators (TWSI)

Assistive Products for Blind and Vision-Impaired Persons ISO/FDIS 23599 Tactile Walking Surface Indicators (TWSI) Clauses 4.1.1 and Clause 4.1.2

Specifications for shape and dimensions of TWSIs

4.1.1 General

TWSIs shall be easily detectable from the surrounding or adjacent surface by raised tactile profiles. This can be achieved by complying with the shape and dimensions specified below.

4.1.2 Attention Patterns

4.1.2.1 Arrangements

- Truncated domes or cones shall be arranged in a square grid, parallel or diagonal at 45° to the principle direction of travel.

4.1.2.2 Height

- The height of truncated domes or cones shall be 4 mm to 5 mm. In indoor environment with exceptionally smooth surfaces, the minimum height of 4 mm may be preferable. Note: When truncated domes are surrounded by exceptionally smooth surfaces, such as terrazzo, plastic or rubber they can be detected more easily than when they are pavers. A height is that is more than necessary for reliable detection can cause tripping.

4.1.2.3 Diameter

- The top of truncated domes or cones shall range from 12 mm to 25 mm, as shown in Table 1, and the bottom of truncated domes or cones shall be (10 ± 1) mm greater than the top diameter. Note: Systemic research carried out on truncated domes or cones of various dimensions indicates a top diameter of 12 mm is the optional size for blind or vision-impaired persons to detect and distinguish through the soles of their shoes. Experiences indicate that the optimal top diameter for other groups within the community could be greater.

4.1.2.4 Spacing

- Spacing refers to the shortest distance between the centres of two adjacent truncated domes or cones which may be parallel or diagonal at 45° to the direction of travel. The spacing shall be within the ranges shown in relation to the top diameter in Table 1. The tolerance of the top diameter shall be ± 1 mm.

Table 1 – Top Diameter and Corresponding Spacing of Truncated Domes or Cones

Top diameter of flat-topped domes or cones mm	Spacing mm
12	42 to 61
15	45 to 63
18	48 to 65
20	50 to 68
25	55 to 70



City of Brampton
Accessibility Advisory Committee Orientation
2022-2026



Access for All

[Alternate formats of this document are available upon request](#)

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Statement of Commitment

The City of Brampton is dedicated to continuously enhancing its municipal programs, services, information, web content, public spaces, and facilities to ensure that individuals of all abilities have equitable access to all aspects of the community.

The City of Brampton is committed to upholding and complying with the legislative requirements outlined in the Accessibility for Ontarians with Disabilities Act (AODA) S.O. 2005, c. 11 and achieving the goals established in the Multi-Year Municipal Accessibility Plan.

The Accessibility Team and the Accessibility Advisory Committee (AAC) are committed to working together to reduce, remove, and prevent barriers while embodying AODA's four core principles of: dignity, independence, integration, and equitable opportunities for all.

Legislative Background

In December 2001, the Province of Ontario passed the Ontarians with Disabilities Act (ODA). This legislation was intended to improve opportunities for persons with disabilities. The Act required all municipalities to assist in the identification, removal, and prevention of accessibility barriers.

In 2005, the province introduced the Accessibility for Ontarians with Disabilities Act, 2005. The purpose of the Act is to “develop, implement and enforce accessibility standards in order to achieve accessibility for Ontarians with disabilities in respect to goods, services, facilities, accommodation, employment, buildings, structures and premises on or before January 1, 2025.”

Under the AODA 2005, c. 11, s. 29 (1) to (8), The City of Brampton is required to establish an Accessibility Advisory Committee and consult with the members for implementing and improving the Accessibility program.

In addition, Ontario Regulation 191/11: Integrated Accessibility Standards Regulation (IASR) is a grouping of five standards developed by the AODA specific to Customer Service, Information & Communications, Employment, Transportation, and the Design of Public Spaces.

In 2020, all current requirements in the IASR came into effect except for Section 14.4 (Accessible websites and web content, Web Content Accessibility Guidelines 2.0 level AA), which came into effect on January 1, 2021.

Under the IASR, the City of Brampton is required to “establish, implement, maintain and document a multi-year accessibility plan.” The City is required to report on this plan annually, and the plan is to be updated and reviewed at least every five years.

City Policies and Plans

The City of Brampton has established the below Accessibility policies and procedures as well as a Multi-Year Accessibility Plan:

[Accessibility Policy](#)

[Accessibility - Customer Service SOP](#)

[Accessibility - Design of Public Spaces SOP](#)

[Accessibility - Employment SOP](#)

[Accessibility - General Matters SOP](#)

[Accessibility - Information and Communication SOP](#)

[Accessibility - Transportation SOP](#)

[2022-2026 Multi-Year Accessibility Plan](#)

The link to the policy library below contains all City Policies across the City of Brampton to promote awareness, transparency, and accountability.

[City of Brampton | Policies and Directives | Policy Library](#)

City Program, Resources and Services

Below is a list of various City resources and programs. We encourage you to share these with your network and help create more awareness for those who may benefit from accessing these programs or resources.

Program

[Accessible Playgrounds](#)

[Brampton Library Accessibility](#)

[Brampton Transit Accessible Service](#)

[Fire and Emergency Services](#)

[Inclusive & Integration Programs](#)

Resources

[Accessibility Webpage](#)

[Alternate Format Request](#)

[Inclusive Customer Service Resource Manual for Vendors](#)

[Service Disruption Notices](#)

Services

[Accessible Parking Enforcement](#)

[AMPS Parking Ticket Information](#)

[Snow Removal Financial Assistance](#)

Role of the Accessibility Advisory Committee

The role of the Accessibility Advisory Committee is to provide vision and direction to staff and Council. This will be achieved by:

- 1) reviewing and commenting on municipal policies, programs, projects and services; and,
- 2) removing and preventing barriers faced by persons with disabilities.

Accessibility legislation exists at the Federal and Provincial level. The AAC has the power to influence accessibility initiatives at the local (municipal) level and create change by playing a key role in advancing the accessibility programs, policies, and standards.

AAC members are encouraged to:

Ask questions: Have an open mind, be curious, and ask lots of questions to understand the context, risks, challenges, and opportunities that will improve accessibility within the city of Brampton, and drive change.

Give feedback: Prepare for Committee meetings by reviewing the agenda, and any associated reports prior to the meeting. Be prepared to voice opinions, thoughts, concerns, and/or ideas. Feedback is valuable and will guide City priorities and identify areas for improvement.

Advocate: Be the voice of the community, identify potential barriers and advocate for change. Promote and facilitate a barrier-free Brampton for all citizens (universal accessibility), including persons with disabilities.

Display Leadership: As an AAC Member, you are a community leader. It is important to play an active role in the community and collaborate with the Accessibility Team to improve accessibility within the City.

Outside of the regularly scheduled meetings, you are welcome to contact the Accessibility Team at accessibility@brampton.ca

Please review the Terms of Reference ([will link here](#)) for the AAC to learn more about the role of the AAC Member.

Visit www.brampton.ca/accessibility to learn more about the City's on-going initiatives.

Frequently Asked Questions

Q: How do I report accessible parking violations?

All urgent accessible parking violations should be reported to 311 for a By-law Enforcement Officer to visit the site and inspect the accessible parking space. This would be for infractions such as: Invalid Accessible Parking Permit, Misuse of Accessible Parking Space and Obstructing an Accessible parking space or the access aisle. The City of Brampton has dedicated Enforcement Officers who are available to go on-site to educate property owners and issue fines and tickets if required.

Report issues by calling 311 or by calling 905-874-2000 or report issues online at [Home · 311 \(311brampton.ca\)](#) or by downloading the 311 Brampton App on your mobile device(s).

Q: How do I report accessible parking issues that are not urgent but are on-going?

If you are experiencing on-going issues with a property regarding accessible parking that is not of urgent nature, you may use the [Accessibility Feedback Form \(office.com\)](#) to submit your feedback.

Q: How do I report concerns with Brampton Transit, Parks, Recreation Centres or other City operated facilities, programs, or services?

Please use the [Accessibility Feedback Form \(office.com\)](#) to submit your concerns and our will team will assist accordingly. We encourage you to speak directly to the supervisor, the site or service provider to ensure they are aware of the concern and have an opportunity to assist you as well.

Q: I would like to request a document in a different format that works better for me, how can I do so?

The City of Brampton is committed to providing alternate formats for all online and published content. If you would like to request content in an alternate format, please use the following form to submit your request:

[City of Brampton | Accessibility | Alternate Format Request](#)

Q: Where can I learn more about what Accessibility initiatives and plans the City is working on?

The City of Brampton's Multi-year Accessibility Plan (2022 to 2026) is a roadmap that identifies how the City of Brampton plans to prevent and remove barriers to our programs, services, and facilities. The plan outlines how we are further developing the program and the various initiatives we are taking on, please visit this link to learn more [2022-2026 Multi-Year Accessibility Plan - FINAL.docx \(brampton.ca\)](#)

Q: I have an accessibility concern with a private business, how do I report such issues?

The Accessibility Team oversees City-owned and operated facilities, programs, and services. Accessibility is a shared responsibility, and every property owner is responsible for removing, reducing and preventing barriers to accessibility. We encourage you to speak to the property owner if you experience any accessibility related barriers or concerns. If the issue persists or you would like us to advocate on your behalf, we may be able to do so. Please submit your inquiry using accessibility@Brampton.ca.

Q: Does the City offer any social support or programs?

As Brampton is a part of a two-tiered government, we encourage residents to contact the Region of Peel for any kind of social support programs and resources. More information can be found here: [Topics, programs, and services - Region of Peel \(peelregion.ca\)](#)

Q: How does the public know what City facilities and private businesses are accessible?

AccessNow is an app that can be downloaded on mobile devices. This app can be used to search and discover places that are accessible based on accessibility needs. It also allows users to submit reviews for places they have visited to flag both accessibility features and any potential issues and barriers. The purpose of the app is to create more awareness about accessibility and encourages property owners to be more accountable in ensuring their property is fully accessible. AAC members are encouraged to download the app and start rating and reviewing places all around Brampton and beyond. For more information please visit: www.accessnow.com.

Contact

Please contact accessibility@brampton.ca and a member of our team will assist you further.

(January 1, 2014)

Accessible Parking in the City of Brampton

The City of Brampton is committed to ensuring that people of all ages and abilities enjoy the same opportunities as they live, work, play and visit in our City. This commitment includes ensuring access to appropriately marked, signed and maintained accessible parking spaces. Access to accessible parking is very important for people with disabilities to be able to enjoy services and facilities just as others are able to do. As our population ages and the number of people with disabilities increases, the need for accessible parking spaces will be even greater.

Requirements for accessible parking spaces in the City of Brampton are regulated by the following:

- Highway Traffic Act, *Ontario Regulation 581*
 - Specific sign requirements
- Integrated Accessibility Standards Regulation, Design of Public Spaces *Ontario Regulation 413-12*
 - Type of parking spaces
 - Number of accessible spaces to be provided
- City of Brampton, Traffic By-law 93-93
 - Owners/operators obligations
 - Surface, size and configuration of parking spaces and access aisles
 - Curb cuts
 - Specific sign requirements
- City of Brampton, Zoning By-law 270-2004, as amended
 - Number of total parking spaces required (including accessible and regular spaces)
- Approved site plans
 - Specific requirements regarding number and location of accessible parking spaces and access

The following pages provide an overview of the requirements of accessible parking spaces in Brampton and some helpful hints to assist you with compliance with these requirements.

Accessible Parking Spaces

Owners and Operators Obligations:

The following outlines the obligations for parking lot owners and operators with respect to public parking areas and provides information regarding requirements for accessible parking spaces as identified in the Traffic By-law 93-93, Section 48.

As an owner/operator you are obligated to:

- Provide accessible parking spaces for the exclusive use of vehicles that are displaying an accessible parking permit
- Comply with any approved Site Plan requirements with respect to the number and location of accessible parking spaces
- Provide a **minimum** number of parking accessible parking spaces based on the total number of parking spaces provided. The following is an approximation of the number of accessible parking spaces to be provided:

# of Parking Spaces Provided	# of Accessible Parking Spaces	# of Type A Van Accessible	# of Type B
0-12	1	1	0
Requirement for 13 to 100 parking spaces – 4% of total			
13 – 25	1	1	0
26 – 50	2	1	1
51 – 75	3	1	2
76 – 100	4	2	2
Requirement for 101 to 200 parking spaces is 1 plus 3% of total			
101 – 140	5	2	3
141 – 170	6	3	3
171 – 200	7	3	4
Requirement 201 to 1000 parking spaces is 2 plus 2% of total			
201 – 250	7	3	4
251 – 300	8	4	4
301 – 350	9	4	5
351 – 400	10	5	5
401 – 450	11	5	6
451 – 500	12	6	6
501 – 550	13	6	7
551 – 600	14	7	7
601 – 650	15	7	8

651 – 700	16	8	8
701 – 750	17	8	9
751 – 800	18	9	9
801 – 850	19	9	10
851 – 900	20	10	10
901 – 950	21	10	11
951 – 1000	22	11	11
Requirement for more than 1000 parking spaces provided is 11 plus 1% of total			
1001 – 1100	22	11	11
1101 – 1200	23	11	12
1201 – 1300	24	12	12
1301 – 1400	25	12	13
1401 – 1500	26	13	13
1501 – 1600	27	13	14
1601 – 1700	28	14	14
1701 – 1800	29	14	15
1801 – 1900	30	15	15
1901 – 2000	31	15	16
For each 100 parking spaces provided, add 1 additional parking space to the running total.			

- Ensure the accessible parking spaces are kept free of any obstructions, snow, ice and slush and are maintained to the same standards as the other parking spaces provided in that public parking area.
- Maintained in good repair so pavement markings are easily identified by the public.

Each accessible parking space must comply with the following:

Surface:

- Be located on a hard, level surface
- Be located in an area where people with disabilities can easily access a building or facility via curb ramps, depressed curbs or other means

Physical Dimensions:

- Type A – Van Accessible
 - Be a minimum of 3.4 metres wide and as long as the other parking spaces in the same public parking area
 - Have an access aisle that is a minimum of 1.5 metres wide, as long as the parking space and be marked with high tonal contrast diagonal lines to indicate that parking is prohibited in this space

- Type B
 - Be a minimum of 2.4 metres wide and as long as the other parking spaces in the same public parking area
 - Have an access aisle that is a minimum of 1.5 metres wide, as long as the parking space and be marked with high tonal contrast diagonal lines to indicate that parking is prohibited in this space
- Where two accessible parking spaces (Type A and/or Type B) are provided in the same location, a shared access aisle of 1.5 metres may be used
- Incorporate a pavement marking with the International Symbol of Access (wheelchair)
 - White symbol and border, blue background under the symbol
 - Blue paint to be similar in colour to that used on Highway Traffic Act (HTA) Permit Only sign
- Width measurements are calculated based on mid-point to mid-point from the painted lines of the parking space and access aisle
- Painted lines may be white or yellow in colour
 - If yellow is used it shall match the yellow traffic paint chip of the Ministry of Transportation, Ontario or US. Federal 595B, Yellow 33538
- Recommended line width for markings is 10 cm
- All pavement markings to be slip resistant paint

Curb Cuts:

- Must be provided where there is a change in grade and the access aisle abuts a raised surface or where a raised surface is in close proximity to the access aisle

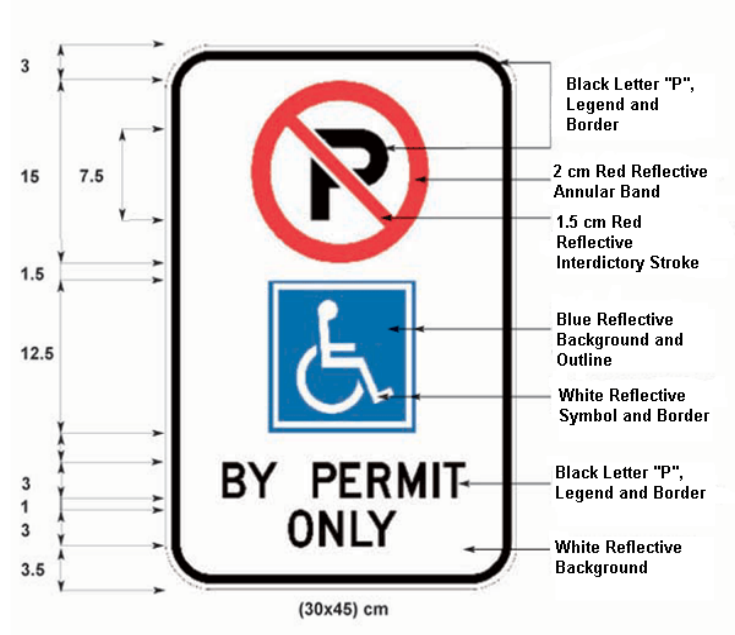
Signage:

- Erect signage for each accessible parking space and maintain it in good repair and ensure that it:
 - Is visible to the public
 - Is located on a permanent post, building or structure
 - Has the bottom edge of the sign 1 metre to 1.5 metres above the surface
 - Is located mid-point at the end of the parking space so that it does not block access to the parking space or interfere with the access to the depressed curb or curb cut
 - Is reflective
 - Is in accordance with the requirements of the Highway Traffic Act, *Ontario Regulation 581, Section 11*
 - Includes the wording “Maximum Fine \$5000” and “For Enforcement call 905-458-3424” on the same sign or an another sign in close proximity to the accessible parking sign
- For Type A parking spaces, in addition to the above, include the wording “Van Accessible” on the same sign or on a sign located below the Permit Only sign

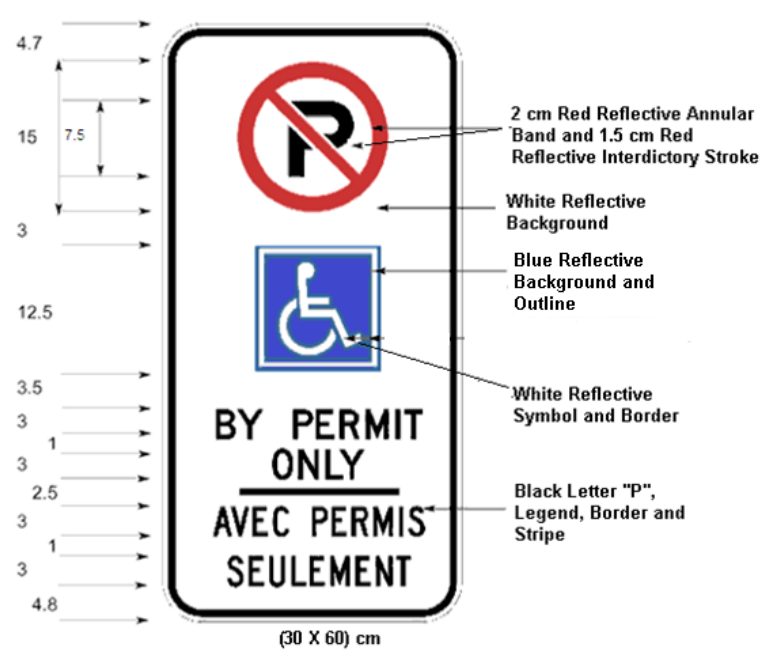
Highway Traffic Act, Ontario Regulation 581, Section 11

11. A parking space designated on Crown land or under a municipal by-law for the use of persons with a disability shall be distinctly indicated by erecting a disabled person parking permit sign which shall,

(a) Be not less than forty-five centimetres in height and not less than thirty centimetres in width and bear the markings and have the dimensions as described and illustrated in the following Figure:

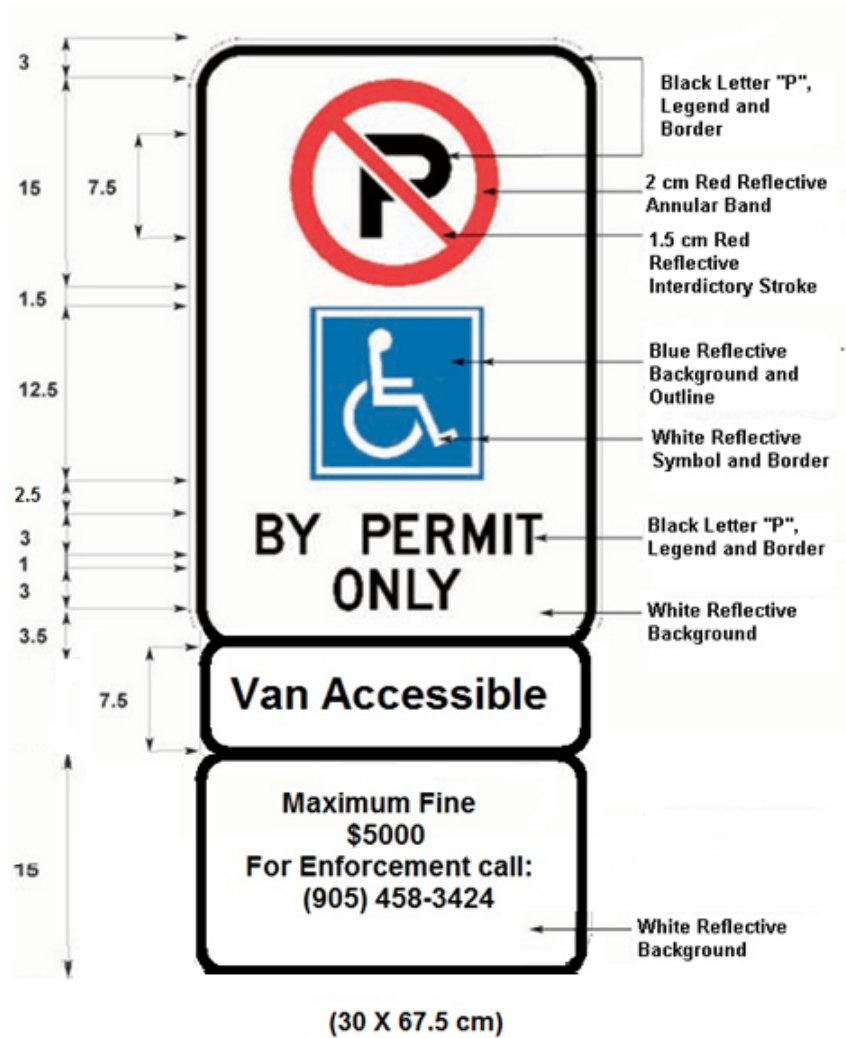


(b) Be not less than sixty centimetres in height and not less than thirty centimetres in width and bear the markings and have the dimensions as described and illustrated in the following Figure:

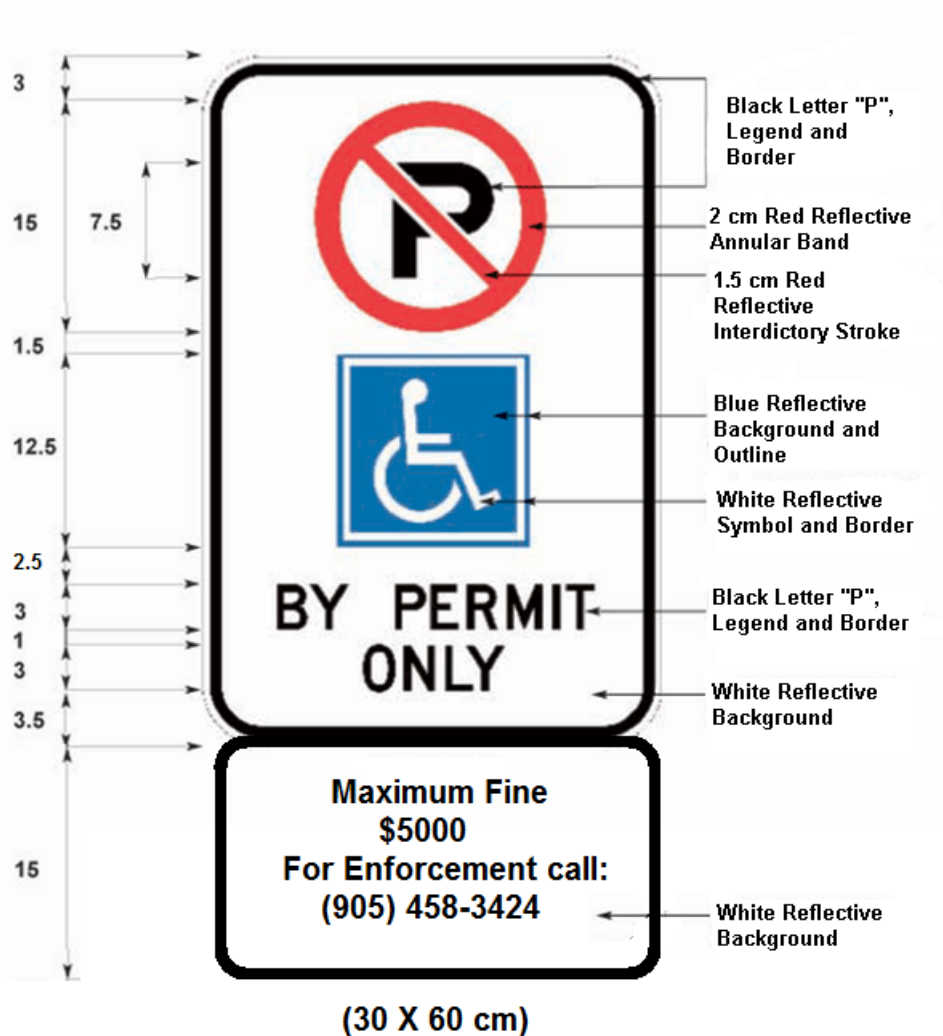


City of Brampton Traffic By-law 93-93 Accessible Parking Sign

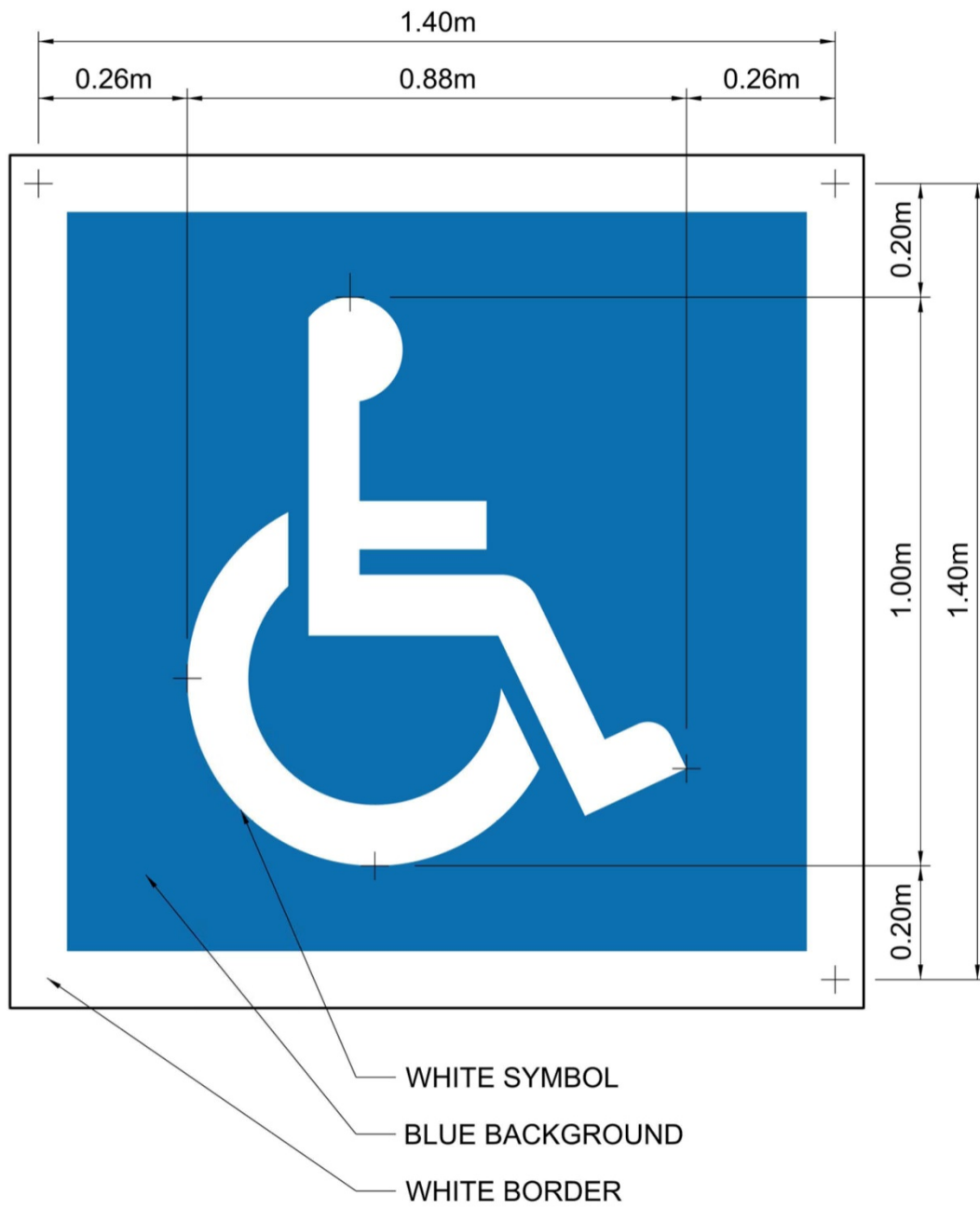
Type A – Van Accessible



City of Brampton Traffic By-law 93-93 Accessible Parking Sign - Type B

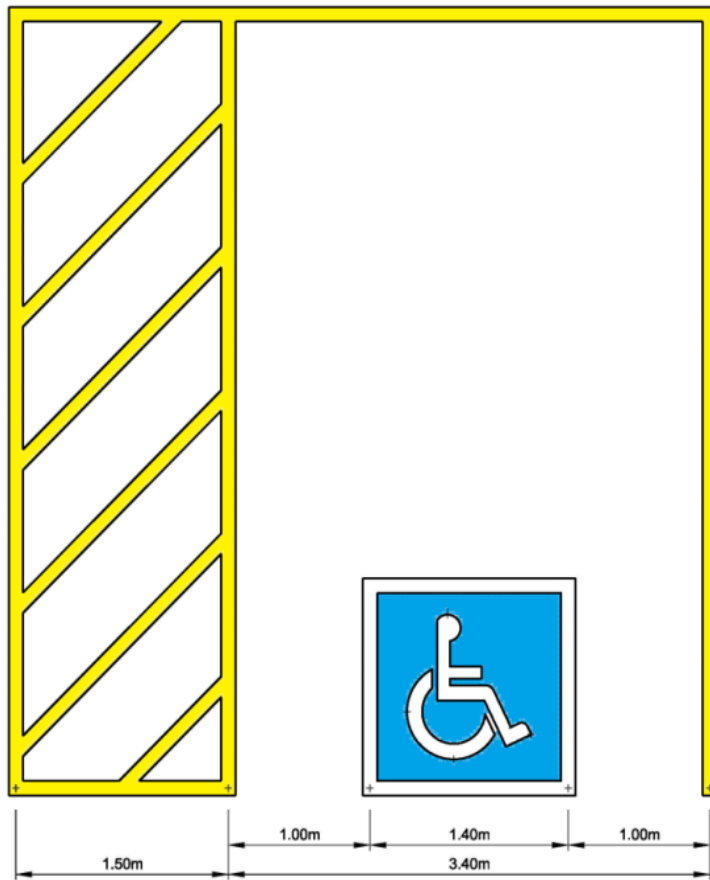


City of Brampton Pavement Marking

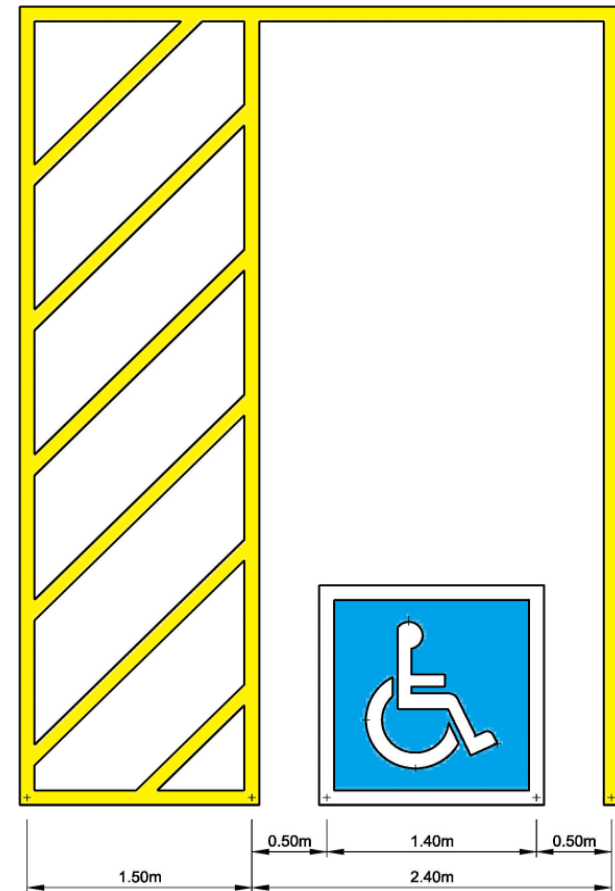


Pavement Marking Placement

Type A

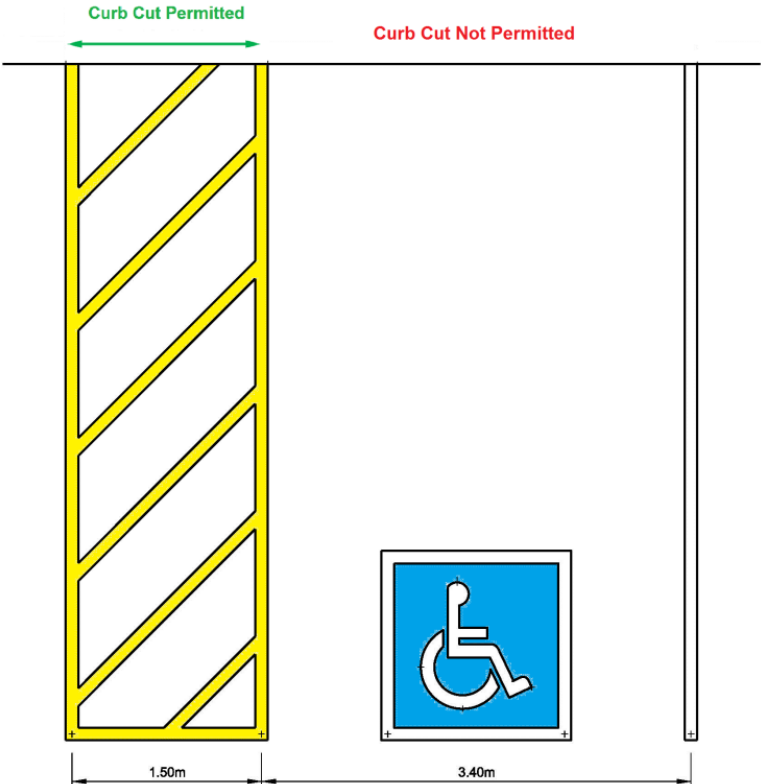


Type B

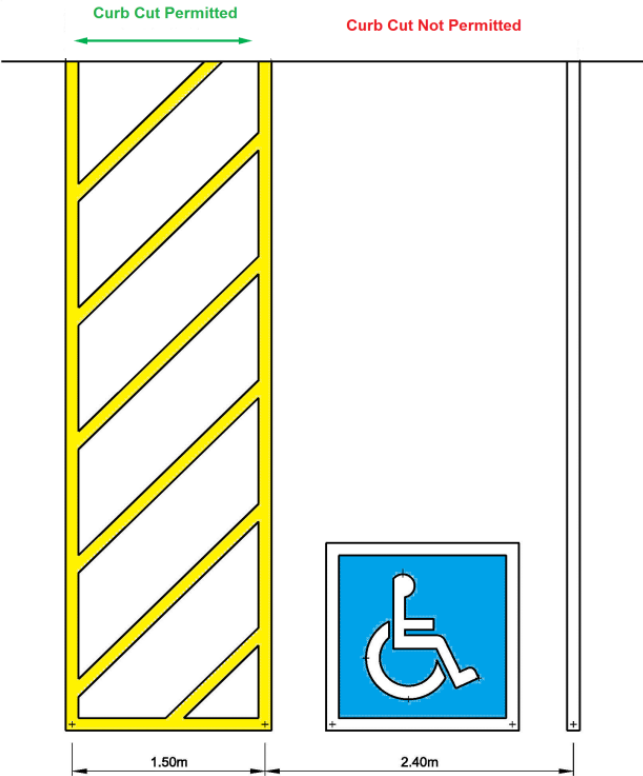


Curb Cut Placement

Type A – Single Space

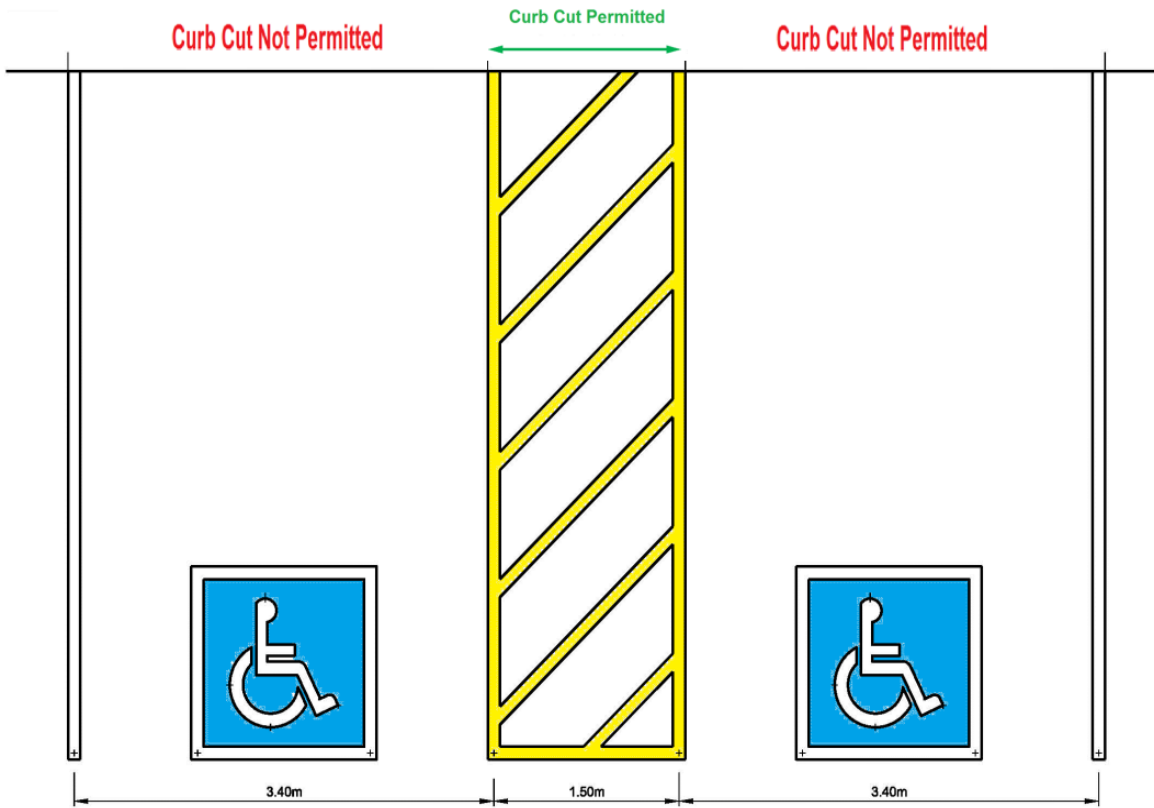


Type B – Single Space

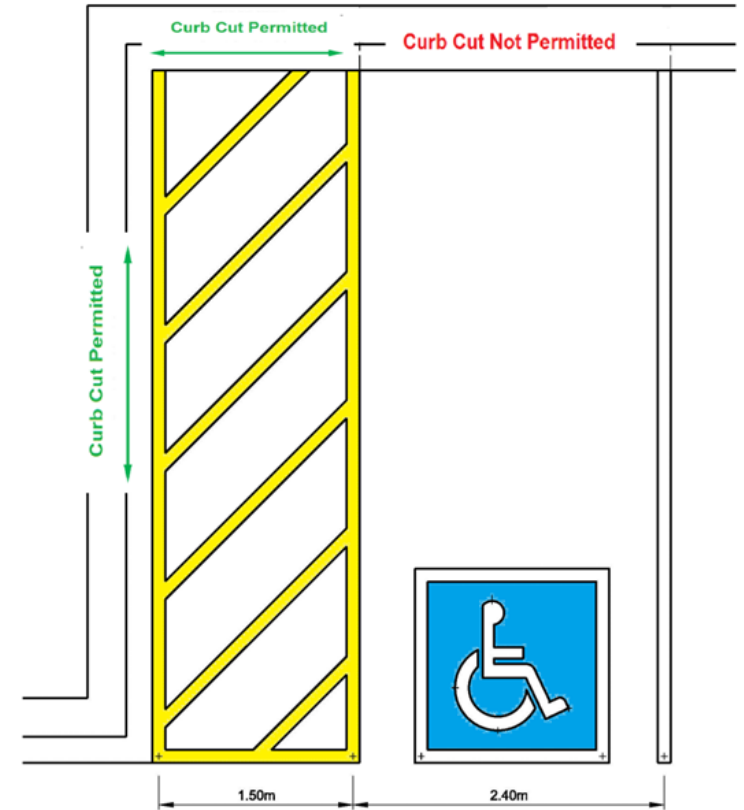


Curb Cut Placement (cont'd)

Shared Access Aisle

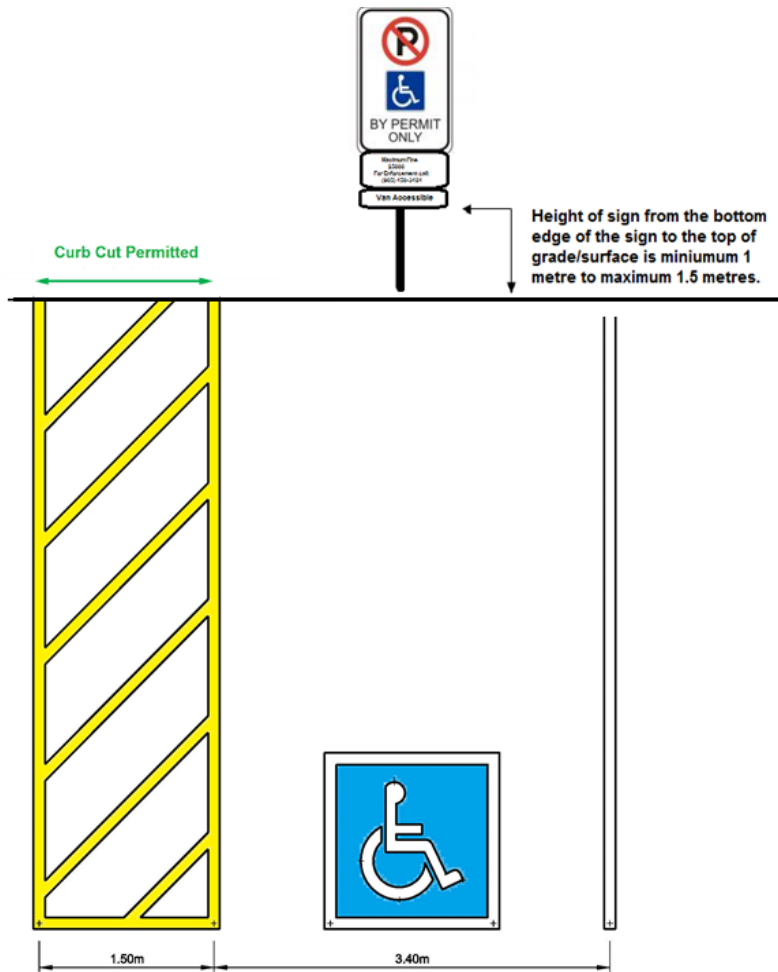


Side Curb

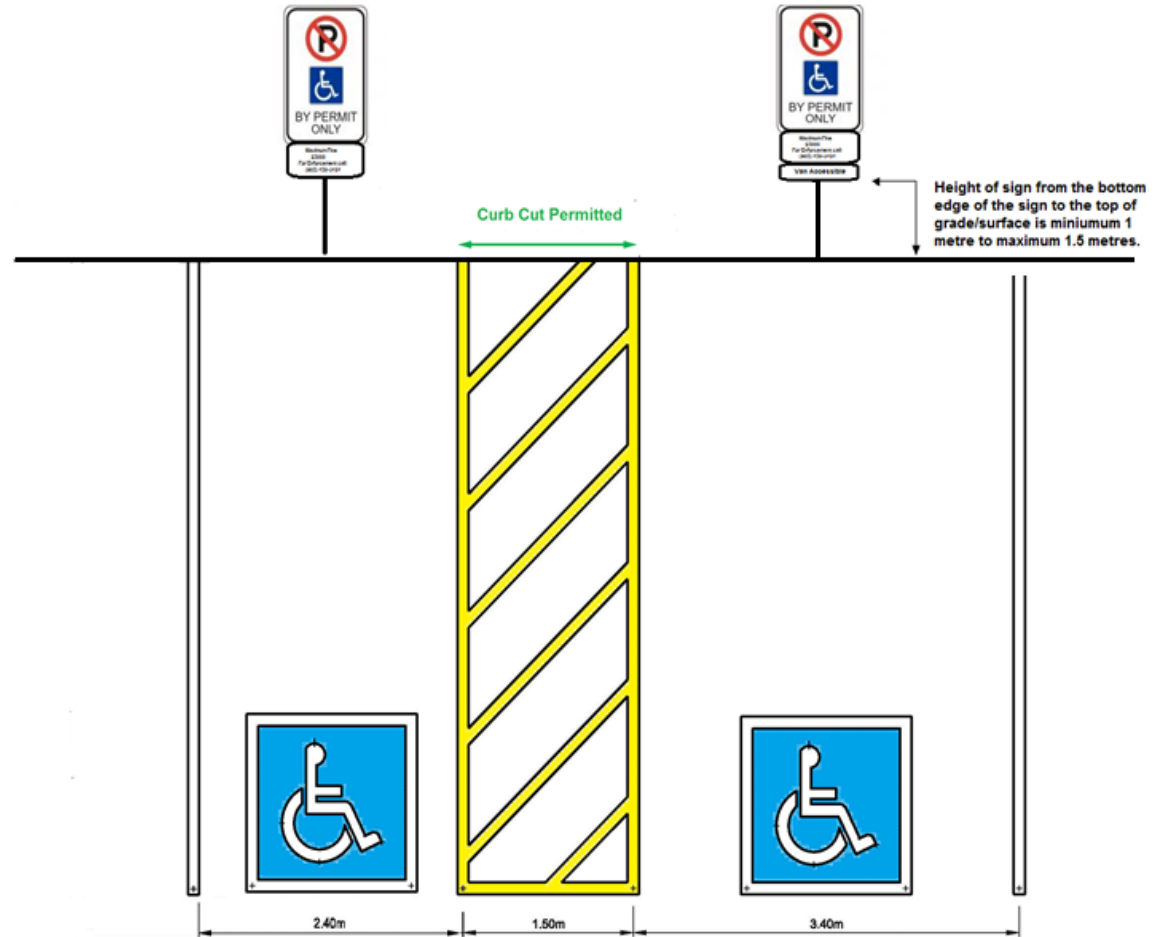


Sign Placement

Sign Placement – Single Space



Sign Placement – Shared Access Aisle



Application for Snow Removal Financial Assistance for Seniors and Applicants with a Permanent Physical Disability



2022/2023 Winter Season (November to April)

Send your completed application to the attention of: **City of Brampton, Public Works & Engineering**
Mail: 1975 Williams Parkway, Brampton, ON L6S 6E5 **Email a scanned copy to:** roads@brampton.ca
 or **Fax:** 905.874.2599. You can also drop off your completed application at Service Brampton City Hall Kiosk, 2 Wellington Street West, Brampton ON, L6Y 4R2

Note: Applications received after April 30, 2023 will not be processed.

If you require this form in an alternate format, please email accessibility@brampton.ca

Applicant Information *(Incomplete applications will be returned.)*

Last Name	First Name	Initial

Address	Postal Code

Date of Birth	Telephone No.						
<table border="1"> <tr> <td>DD</td> <td>MM</td> <td>YYYY</td> </tr> <tr> <td></td> <td></td> <td></td> </tr> </table>	DD	MM	YYYY				
DD	MM	YYYY					

Tax Roll # <i>(Refer to your tax bill)</i>	Email Address										
10 <table border="1"><tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr></table> 0000											

Property Type: <i>(check one)</i>	Qualification Type: <i>(check one)</i>
<input type="checkbox"/> Non Corner Lot <input type="checkbox"/> Corner Lot <i>(Two sidewalks both not cleared by the City)</i> <input type="checkbox"/> All Other Corner Lots <i>(See Qualifications)</i>	<input type="checkbox"/> Senior Citizen <i>(65+)</i> – Applicants MUST PROVIDE copy of birth certificate, driver's license or passport. <input type="checkbox"/> Applicant with a Permanent Physical Disability <i>(if under 65, See Qualifications)</i> <i>(Medical Form located on back of this page)</i>

Declaration

I wish to apply for a grant under the City of Brampton Snow Removal Financial Assistance Program and hereby certify that:

- I own and occupy the property described in this application as my personal residence.
- I am 65 (sixty-five) years of age or older OR an applicant with a permanent physical disability.
- I have not claimed a snow removal grant for any other property during the same winter season.
- This property is not a condominium dwelling whereby all snow removal is the direct responsibility of the condominium corporation.

Note: Rebates for snow removal services will not apply for costs incurred prior to turning 65 years of age unless you are an applicant with a permanent physical disability.

I understand the qualifying terms and conditions as outlined.

Signature of Applicant	<input type="text"/>	Date	<table border="1"> <tr> <td>DD</td> <td>MM</td> <td>YYYY</td> </tr> <tr> <td></td> <td></td> <td></td> </tr> </table>	DD	MM	YYYY			
DD	MM	YYYY							

Incomplete or misleading information may result in the refusal of this application.

The personal information on this form is collected under authority of Section 8 of the Municipal Act, S.O. 2001, c.25. The information will only be used for the purpose of the administering the Snow Removal Financial Assistance Program. Questions about the collection of personal information should be directed to the Permits Supervisor, Williams Parkway Operations Centre – 1975 Williams Parkway, Brampton ON L6S 6E5 – Telephone: 3-1-1.

For inquiries contact: Public Works & Engineering @ 3-1-1
Monday to Friday from 8:30 a.m. to 4:30 p.m. or visit: www.brampton.ca/snowgrant

Ensure to keep a copy for your records

Application for Snow Removal Financial Assistance for Seniors and Applicants with a Permanent Physical Disability



2022/2023 Winter Season (November to April)

NOTE: MEDICAL PROOF NOT REQUIRED IF APPLICANT IS OVER 65 YEARS OF AGE

Medical Information

Medical information must be filled out by a Canadian Regulated Health Practitioner.

A licensed physician, chiropractor, nurse practitioner (extended class), physiotherapist or occupational therapist may certify the applicant's condition on this application.

Eligibility Requirements

The applicant has a permanent physical disability that prevents or restricts their ability to physically clear snow off of their property.

Medical Certification

I hereby certify the applicant has a permanent physical disability and meets the necessary eligibility requirements as listed above.

Name of Applicant (please print)

Applicant's Address (please print)

Signature of Regulated Health Practitioner

Date

DD	MM	YYYY

Practitioner's Phone No.

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Please Print or Stamp
Name & Address of
Regulated Health Practitioner

Additional Comments (optional)

QUALIFICATIONS

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Application for Snow Removal Financial Assistance for Seniors and Applicants with a Permanent Physical Disability



2022/2023 Winter Season (November to April)

City Council has authorized a Financial Assistance Program to assist senior citizens and homeowners with a permanent physical disability with costs incurred from hiring a service provider to remove snow from their sidewalks and driveways.

To qualify, the applicant must meet the following criteria:

1. Own and occupy the property on which the application is made.
2. Be 65 years of age or older at the date of application or be an applicant with a permanent physical disability.
3. Not have claimed a credit on any other property for the same winter season.
4. Not live in a condominium dwelling whereby all snow removal is the direct responsibility of the condominium corporation.

Medical Information

If not over 65, applicant must provide one of the following:

1. Medical proof from a Canadian Regulated Health Practitioner using the attached medical form located on the back of the application form.
2. A copy of the Accessible Parking Permit issued by the Ministry of Transportation.

Qualifying applicants of a residential property can receive a rebate based on their property type as follows:

1. Non Corner Lots – up to a maximum \$300.00 rebate
2. Corner Lots – with sidewalks on two sides of the property and where both/or any portion of sidewalks are not cleared by the City – up to a maximum \$400.00 rebate
3. All Other Corner Lots – up to a maximum \$300.00 rebate
(with no sidewalks, one sidewalk, two sidewalks one city cleared, two sidewalks both city cleared)

If you meet the criteria listed above, fill out the application form and send it by April 30, 2023:

Mail or drop off completed application:
City of Brampton, Public Works & Engineering
1975 Williams Parkway, Brampton, ON L6S 6E5
Fax: 905.874.2599
Email a scanned copy to: roads@brampton.ca

You can also drop off applications at:
Service Brampton – City Hall Kiosk
2 Wellington Street West
Brampton, ON L6Y 4R2

Inquiries:
3-1-1

Use the Reimbursement Form on the reverse side for tracking costs.

Application for Snow Removal Financial Assistance for Seniors and Applicants with a Permanent Physical Disability



2022/2023 Winter Season (November to April)

REIMBURSEMENT FORM

Throughout the winter months, use this **Reimbursement Form** to track dates and the cost of each service. **For each service occurrence, you must obtain a signature from your service provider and/or attach receipts. Sign, date** and return your **Reimbursement Form** as soon as you have paid out your maximum allowance. Incomplete forms will be returned.

IMPORTANT DATES

Your Application Form is due April 30, 2023.
 Reimbursement Forms received after July 31, 2023 will not be processed.
 Subsidy payments for this program will not commence until January 2023.

Name of Applicant:

Address:

Postal Code:

Email Address:

Track Costs below (attach additional pages if necessary)

<u>DATE OF SERVICE</u>	<u>COST INCURRED</u>	<u>SIGNATURE OF SERVICE PROVIDER</u>

APPLICANT, SIGN AND DATE:

I hereby certify the above information is correct.

Signature of Applicant

DD	MM	YYYY

Mail or drop off completed form & receipts at:
 City of Brampton, Public Works & Engineering
 1975 Williams Parkway, Brampton, ON L6S 6E5
 Fax: 905.874.2599

You can also drop off form & receipts at:
 Service Brampton – City Hall Kiosk
 2 Wellington Street West
 Brampton, ON L6Y 4R2

Inquiries:
 3-1-1

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