



Stratford City Council
Regular Council Open Session
AGENDA

Meeting #: 4660th
Date: July 26, 2021
Time: 3:00 P.M.
Location: Electronic Meeting

Council Present: Mayor Mathieson - Chair Presiding, Councillor Beatty, Councillor Bunting, Councillor Burbach, Councillor Clifford, Councillor Gaffney, Councillor Henderson, Councillor Ingram, Councillor Ritsma, Councillor Sebben, Councillor Vassilakos

Staff Present: Joan Thomson - Chief Administrative Officer, Tatiana Dafoe - City Clerk, Kim McElroy - Director of Social Services, John Paradis - Fire Chief, Anne Kircos - Acting Director of Human Resources, Taylor Crinklaw - Director of Infrastructure and Development Services, Jodi Akins - Council Clerk Secretary, Michael Mousley - Manager of Transit, Brad Hernden - Manager of Recreation and Marketing, Stephanie Potter - Policy and Research Associate

To watch the Council meeting live, please click the following link: <https://stratford-ca.zoom.us/j/84355168443?pwd=dTUyQTVPTHd6WDY0YURjL2Y0YWsvUT09>

A video recording of the meeting will also be available through a link on the City's website at <https://www.stratford.ca/en/index.aspx> following the meeting.

Pages

1. Call to Order:

Mayor Mathieson, Chair presiding, to call the Council meeting to order.

Moment of Silent Reflection

2. Declarations of Pecuniary Interest and the General Nature Thereof:

The *Municipal Conflict of Interest Act* requires any member of Council declaring

a pecuniary interest and the general nature thereof, where the interest of a member of Council has not been disclosed by reason of the member's absence from the meeting, to disclose the interest at the first open meeting attended by the member of Council and to otherwise comply with the *Act*.

Name, Item and General Nature of Pecuniary Interest

3. Adoption of the Minutes:

13 - 26

Motion by _____

THAT the Minutes of the Regular Meeting dated July 12, 2021 and the Minutes of the Special Meeting dated July 19, 2021 of Council of The Corporation of the City of Stratford be adopted as printed.

4. Adoption of the Addendum/Addenda to the Agenda:

Motion by _____

THAT the Addendum/Addenda to the Regular Agenda of Council and Standing Committees dated July 26, 2021 be added to the Agenda as printed.

5. Report of the Committee of the Whole In-Camera Session:

5.1. At the July 26, 2021, Session, under the Municipal Act, 2001, as amended, matters concerning the following items were considered:

4.1 IBEW Local 636 Water Division Contract Negotiations Update - Labour relations or employee negotiations (section 239.(2)(d));

5.1 Appointment to the Partners for Climate Protection Program - Personal matters about an identifiable individual(s) including municipal employees or local board employees (section 239.(2)(b)).

6. Hearings of Deputations and Presentations:

6.1. Presentation by Stratford General Hospital Foundation

Representatives from the Stratford General Hospital Foundation have requested to address Council to provide an overview of their activities and to request support of their Catalyst for Campaign Launch in the amount of \$5 million over 10 years.

Motion by _____

THAT the presentation by Andrea Page - Executive Director of the Stratford General Hospital Foundation, Andrew Williams - President and CEO of the Huron-Perth Healthcare Alliance and Paul Roulston - Stratford General Hospital Foundation Board Chair, be heard.

6.2. Presentation by Infinite Pride

27 - 28

Infinite Pride, in collaboration with Kelly Ballantyne, have requested to address Council with respect to their request to paint the Pride Progress Flag on the city crosswalk located at the intersection of Wellington Street and Downie Street.

Motion by _____

THAT the presentation by Jennifer Vivian and Eric Charbonneau on behalf of Infinite Pride be heard.

7. Orders of the Day:**7.1. Resolution - Downtown Pride Crosswalk (COU21-073)**

29 - 33

Motion by _____

Staff Recommendation: THAT Council approve the installation of the Pride Progress Flag crosswalk on Wellington Street at Downie Street;

AND THAT Council permit staff to coordinate the temporary road closure and the installation of the proposed crosswalk.

7.2. Resolution - Lakeside Drive Road Closure Recommendation (COU21-072)

34 - 37

Motion by _____

Staff Recommendation: THAT Council approve the temporary road closure of Lakeside Drive from Front Street to Morenz Drive on weekends from Friday afternoons until Monday mornings, starting July 30 and terminating September 7, 2021;

THAT Council approve the temporary road closure of eastbound traffic on Lakeside Drive east of Waterloo Street to Morenz Drive on weekends from Friday afternoons until Monday mornings, starting July 30 and terminating September 7, 2021;

AND THAT Council approve staff to make adjustments to the temporary road closures on Lakeside Drive between Queen Street and Waterloo Street.

7.3. Resolution - Romeo and O'Loane Road Widenings (COU21-079)

38 - 41

Motion by _____

Staff Recommendation: THAT The Corporation of the City of Stratford accept Parts 1 and 2 Plan 44R-5890 as public highway and dedicate it as forming part of Romeo Street North;

AND THAT The Corporation of the City of Stratford accept Parts 2 and 3

Plan 44R-5877 as public highway and dedicate it as forming part of O'Loane Avenue.

- 7.4. Resolution - 2018-2022 Strategic Priorities – Key Performance Indicators Update and Implementation (COU21-075) 42 - 66

Motion by _____

Staff Recommendation: THAT the Key Performance Indicator Update and Implementation Report First and Second Quarter, 2021 be received as information.

- 7.5. Resolution - Service Delivery Review – Update and Implementation Plan (COU21-080) 67 - 82

Motion by _____

Staff Recommendation: THAT the Service Delivery Review Update for July 2021 be received as information.

- 7.6. Resolution - Concrete Sidewalk Installation - Tender Award for Contract T2021-18 (COU21-074) 83 - 85

Motion by _____

Staff Recommendation: THAT the Concrete Sidewalk Installation contract be awarded to Nicholson Concrete at a total price of \$135,792.10 including HST;

AND THAT the Mayor and Clerk, or their respective delegates, be authorized to sign the necessary Contract Agreement.

- 7.7. Resolution - Cooper Block – Process to Restart Community Hub Project (COU21-078) 86 - 90

Motion by _____

Staff Recommendation: THAT the City of Stratford confirm the revitalization strategy for the Cooper Block presented in the 2018 Grand Trunk Community Hub Master Plan;

AND THAT staff be directed to proceed with necessary pre-construction activities for the new Community Hub facility within the historic steam locomotive maintenance building including:

- Preserving the structural elements of the historic buildings and removing asbestos and other designated substances as necessary prior to redevelopment;
- Confirming short and long-term servicing needs for the entire Site including electrical, potable water, fire suppression, natural gas, storm and sanitary sewers;

- Continuing to finalize the environmental remediation plan in cooperation with the Ministry of Environment, Conservation and Parks;
- Authorizing staff to retain professional services to an upset limit of \$55,000 plus HST to provide contract and design specifications for structural design, and removal of asbestos and non-structural roof components;
- Reporting to Council with an Implementation Plan Update and Multi-Year Cost Projection in December 2021; and
- That staff be directed to report to Council with an update on anticipated project costs in Autumn 2021.

7.8. Resolution - Community Hub Fundraising (COU21-076)

91 - 94

Motion by _____

Staff Recommendation: THAT the City of Stratford prepare and issue a Request for Proposals to retain a Fundraising Campaign Manager for the Grand Trunk Community Hub;

AND THAT the acceptance of the successful proposal be subject to Council approval as part of the 2022 budget deliberations.

7.9. Resolution - Service System Manager Request for Qualification – Employment Services Ontario Transformation (COU21-081)

95 - 98

Motion by _____

Staff Recommendation: THAT the report titled “Service System Manager Request for Qualification – Employment Services Ontario Transformation” be received for information.

7.10. Correspondence - Ontario Energy Board Notice

99

Enbridge Gas Inc. has applied to the Ontario Energy Board to raise its natural gas rates effective January 1, 2022, based on a rate-setting framework and other adjustments previously approved by the Ontario Energy Board for the period 2019-2023.

The full application is available in the Clerk's Office for viewing by appointment.

For the information of Council.

8. Business for Which Previous Notice Has Been Given:

None scheduled.

9. Reports of the Standing Committees:

9.1. Report of the Infrastructure, Transportation and Safety Committee:

Motion by _____

THAT the Report of the Infrastructure, Transportation and Safety Committee dated July 26, 2021 be adopted as printed.

9.1.1. Guelph Street – No Parking Review (ITS21-023)

100 - 103

THAT Traffic and Parking By-law 159-2008 be amended as follows:

Schedule 2 (No Parking) be amended by adding:

Street	Side	Between	Period
Guelph Street	North	From Downie Street to Taylor Street	Anytime

Schedule 2 (No Parking) be amended by removing:

Street	Side	Between
Guelph Street	North	From Downie Street easterly to a point 55 m east of the easterly end of Downie Street

Street	Side	Between	Period
Guelph Street	Both	From Downie Street to Taylor Street	Anytime

9.1.2. Stratford Landfill Public Input Invited June 2021 (ITS21-025)

104 - 105

THAT Council consider any comments received;

AND THAT the report on the Stratford Landfill Public Input June 2021 (ITS21-025) be received for information.

9.1.3. Durkin Street Renaming Request (ITS21-024)

106 - 109

THAT staff be authorized to give Notice of Intent to Consider a By-law to change the street name of Durkin Street to Wright Boulevard.

9.1.4. Adoption of the City of Stratford's Facility Accessibility Design Manual 2021 (ITS21-022)

110 - 289

THAT the City of Stratford Facility Accessibility Design Manual 2021 be adopted.

9.2. Report of the Finance and Labour Relations Committee:

Motion by _____

THAT the Report of the Finance and Labour Relations Committee dated July 26, 2021 be adopted as printed.

- | | | |
|--------|---|-----------|
| 9.2.1. | Tax Relief under Section 357(1)(d.1) – Sickness or Extreme Poverty (FIN21-017) | 290 - 292 |
| | <p>THAT the tax interest relief request as presented by the owner of 405 Huron Street, Stratford, be filed.</p> | |
| 9.2.2. | Purchasing Policy Exemption Request for the Queen Street Trunk Storm Sewer Project (FIN21-018) | 293 - 294 |
| | <p>THAT Council approve an exemption from section 42 of the Purchasing Policy in order to sole source contract administration and inspection services for the Queen Street Trunk Storm Sewer construction project;</p> <p>THAT Wood Canada Limited be retained for contract administration and inspection services for the Queen Street Trunk Storm Sewer construction project at an estimated cost of up to \$494,500 including HST;</p> <p>THAT the Mayor and Clerk or their respective delegates be authorized to execute the contract for services with Wood Canada Limited;</p> <p>AND THAT the Director of Infrastructure and Development Services be authorized to engage Wood Canada Limited to begin the work upon award of the tender for the Queen Street Trunk Storm Sewer by City Council.</p> | |
| 9.2.3. | 2020 Treasurer's Statements for Development Charge and Cash In Lieu of Parkland Reserve Funds (FIN21-014) | 295 - 300 |
| | <p>THAT the 2020 Treasurer's Statement for City of Stratford Development Charge Reserve Funds be received for information;</p> <p>AND THAT the 2020 Treasurer's Statement for City of Stratford Cash In Lieu of Parkland Reserve Fund be received for information.</p> | |
| 9.2.4. | 2020 Treasurer's Statements for Development Charge and Cash in Lieu of Parkland Reserve Funds (FIN21-014) | |

THAT staff be directed to develop a policy on the use of the Cash In Lieu of Parkland Reserve.

9.2.5. Proposed 2022 Budget Schedule and Process (FIN21-015)

301 - 307

THAT the report of the Manager of Financial Services dated June 22, 2021 regarding the Proposed 2022 Budget Schedule and Process (FIN21-015) be received for information;

THAT the following Finance and Labour Relations Committee meeting dates be confirmed and scheduled as 2022 Budget Meetings:

- November 17, 2021, at 9:00am
- November 24, 2021, in the evening, if possible
- November 30, 2021, in the evening, if possible
- December 9, 2021, in the evening, if possible;

THAT a 2022 Pre-Budget meeting date be scheduled;

THAT the Proposed 2022 Budget Schedule be endorsed;

THAT staff be directed to prepare a budget with a maximum 2-3% tax increase;

AND THAT Council provide staff with any specific capital projects, changes in service levels or activities to advance the approved strategic priority goals they wish to be considered for the 2022 fiscal year.

10. Notice of Intent:

10.1. Notice of Intent to Adopt a By-law to Change the name of Durkin Street to Wright Boulevard

Notice is hereby given that Council of The Corporation of the City of Stratford is considering a By-law to change the name of "Durkin Street" in the City of Stratford. The authority for changing the names of streets is found in By-law 47-2008 and the Municipal Act, 2001. The proposed By-law would have the following affect:

- The entire length of "Durkin Street" from Wright Boulevard to Line 29 is to be renamed "Wright Boulevard".

A map showing the affected street is available from the Clerk's Office, located at City Hall.

City Council will consider the By-law at the August 9, 2021, Regular Council meeting to be held at 3:00 p.m. electronically via Zoom.

Comments about the proposed street name change must be made in writing and submitted by Tuesday, August 3, 2021, to:

City Clerk,
Stratford City Hall,
P.O. Box 818,
Stratford ON N5A 6W1
Tel: 519-271-0250 Extension 5237
Email: clerks@stratford.ca

11. Reading of the By-laws:

The following By-laws require First and Second Readings and Third and Final Readings and could be taken collectively upon unanimous vote of Council present:

Motion by _____

THAT By-laws 11.1 to 11.6 be taken collectively.

Motion by _____

THAT By-laws 11.1 to 11.6 be read a First and Second Time.

Motion by _____

THAT By-laws 11.1 to 11.6 be read a Third Time and Finally Passed.

- | | | |
|--------------|---|------------|
| 11.1. | Amend Traffic and Parking By-law 159-2008 | 308 |
| | To amend Traffic and Parking By-law 159-2008 as amended, to amend Schedule 2, No Parking. | |
| 11.2. | Acceptance of Tender for Concrete Sidewalk Installation | 309 |
| | To authorize the acceptance of a tender by Nicholson Concrete for the Concrete Sidewalk Installation contract [T-2021-18]. | |
| 11.3. | Accept Conveyance of Parts 1 and 2, 44R-5890 | |
| | To accept the transfer (conveyance) from 529478 Ontario Inc. of Parts 1 and 2, Reference Plan 44R-5890 as a condition of Site Plan Application SPA03-21 for 379 Romeo Street North. | |
| 11.4. | Dedication of Parts 1 and 2, 44R-5890 as Public Highway | 310 |
| | To dedicate Parts 1 and 2 on Reference Plan 44R-5890, as a public | |

highway forming part of Romeo Street North in the City of Stratford.

11.5. Accept Conveyance of Parts 2 and 3, 44R-5877 311

To accept the transfer (conveyance) from Robert and Ruth Ann Robinet of Parts 2 and 3, Reference Plan 44R-5877 as a condition of consent application B09-20 for 1114 O'Loane Avenue.

11.6. Dedication of Parts 2 and 3, 44R-5877 as Public Highway 312

To dedicate Parts 2 and 3 on Reference Plan 44R-5877, as a public highway forming part of O'Loane Avenue in the City of Stratford.

12. Consent Agenda: CA-2021-101 to CA-2021-105 313 - 321

Council to advise if they wish to consider any items listed on the Consent Agenda.

13. New Business:

14. Adjournment to Standing Committees:

The next Regular Council meeting is Monday, August 9, 2021 at 3:00 p.m.

Motion by _____

THAT the Council meeting adjourn to convene into Standing Committees as follows:

- **Community Services Committee [3:05 p.m. or thereafter following the Regular Council meeting]**

and to Committee of the Whole if necessary, and to reconvene into Council.

15. Council Reconvene:

15.1. Declarations of Pecuniary Interest made at Standing Committees

The Municipal Conflict of Interest Act requires any member of Council declaring a pecuniary interest and the general nature thereof, where the interest of a member of Council has not been disclosed by reason of the member's absence from the meeting, to disclose the interest at the first open meeting attended by the member of Council and otherwise comply with the Act.

Declarations of Pecuniary Interest made at Standing Committee meetings held on July 26, 2021 with respect to the following Items and re-stated at the reconvene portion of the Council meeting:

Name, Item and General Nature of Pecuniary Interest

15.2. Committee Reports:

15.2.1. Community Services Committee

Motion by _____

THAT Item 5.1 of the Community Services Committee meeting dated July 26, 2021 be adopted as follows:

5.1 Delegation of Authority to Sign Bus Stop and Shelter Agreements (COM21-006)

THAT the Manager of Transit or the Supervisor of Transit or the Director of Community Services be authorized to execute agreements for the purpose of locating bus stops and shelters on private property between The Corporation of the City of Stratford and private landowners;

THAT Schedule A to Delegation of Authority By-law 135-2017, as amended, be further amended to delegate authority to the Manager of Transit or the Supervisor of Transit or the Director of Community Services to execute agreements and all other documents with respect to locating City Transit bus stops and shelters on private property;

THAT the bus stop and shelter agreement are to be in a form previously approved by legal counsel and the Chief Administrative Officer;

AND THAT a signed copy of each bus stop and shelter agreement to be forwarded by the Department to the City Clerk for retention.

15.3. Reading of the By-laws (reconvene):

322 - 325

The following By-laws require First and Second Readings and Third and Final Readings and could be taken collectively upon unanimous vote of Council present:

By-law 11.7 - Delegation of Authority to Sign Certain Bus Stop Agreements

To amend By-law 135-2017, as amended, to delegate Council's authority to the Manager of Transit, or the Supervisor of Transit, or the Director of Community Services to sign agreements for the purpose of

locating bus stops and shelters on private property between The Corporation of the City of Stratford and private landowners.

By-law 11.8 Confirmatory By-law

To confirm the proceedings of Council of The Corporation of the City of Stratford at its meeting held on July 26, 2021.

Motion by _____

THAT By-laws 11.7 and 11.8 be taken collectively.

Motion by _____

THAT By-laws 11.7 and 11.8 be read a First and Second Time.

Motion by _____

THAT By-laws 11.7 and 11.8 be read a Third Time and Finally Passed.

15.4. Adjournment of Council Meeting:

Meeting Start Time:

Meeting End Time:

Motion by _____

THAT the July 26, 2021 Regular Council meeting adjourn.



Stratford City Council Regular Council Open Session MINUTES

Meeting #:	4659th
Date:	Monday, July 12, 2021
Time:	3:00 P.M.
Location:	Electronic Meeting
Council Present in Council Chambers:	Deputy Mayor Ritsma – Chair Presiding
Council Present Electronically:	Councillor Beatty, Councillor Bunting, Councillor Burbach, Councillor Clifford, Councillor Gaffney, Councillor Henderson, Councillor Sebben, Councillor Vassilakos
Regrets:	Mayor Mathieson, Councillor Ingram
Staff Present in Council Chambers:	Joan Thomson - Chief Administrative Officer, Tatiana Dafoe - City Clerk, Chris Bantock - Deputy Clerk
Staff Present Electronically:	David St. Louis - Director of Community Services, John Paradis - Fire Chief, Anne Kircos - Acting Director of Human Resources, Taylor Crinklaw - Director of Infrastructure and Development Services, Marilyn Pickering – Supervisor of Tax Revenue, Wendy Partridge – Administrative Assistant to the Director of Corporate Services, Alyssa Bridge – Manager of Planning, Alex Burgess - Manager of Ontario Works, Brad Hernden – Manager of Recreation and Marketing, Mike Mousley – Manager of Transit

1. **Call to Order:**

Deputy Mayor Ritsma, Chair Presiding, called the Council meeting to order.

Mayor Mathieson and Councillor Ingram provided regrets for this meeting.

Moment of Silent Reflection

2. Declarations of Pecuniary Interest and the General Nature Thereof:

The *Municipal Conflict of Interest Act* requires any member of Council declaring a pecuniary interest and the general nature thereof, where the interest of a member of Council has not been disclosed by reason of the member's absence from the meeting, to disclose the interest at the first open meeting attended by the member of Council and to otherwise comply with the *Act*.

Name, Item and General Nature of Pecuniary Interest

No declarations of pecuniary interest were made by a member at the July 12, 2021 Regular Council meeting.

3. Adoption of the Minutes:

R2021-301

Motion by Councillor Vassilakos

Seconded by Councillor Beatty

THAT the Minutes of the Regular Meeting of Council of The Corporation of the City of Stratford dated June 28, 2021 be adopted as printed.

Carried

4. Adoption of the Addendum to the Agenda:

There was no addendum to be adopted.

5. Report of the Committee of the Whole In-Camera Session:

5.1 A Committee of the Whole In-camera Session was not held on July 12, 2021.

6. Hearings of Deputations and Presentations:

None scheduled.

7. Orders of the Day:

7.1 Correspondence - Resignation from Communities in Bloom

R2021-302

Motion by Councillor Beatty

Seconded by Councillor Henderson

THAT the resignation of George Keirstead from the Communities in Bloom Advisory Committee be accepted.

Carried

8. Business for Which Previous Notice Has Been Given:

None scheduled.

9. Reports of the Standing Committees:

9.1 Report of the Planning and Heritage Committee:

R2021-303

Motion by Councillor Bunting

Seconded by Councillor Vassilakos

THAT the Report of the Planning and Heritage Committee dated July 12, 2021 be adopted as printed.

Carried

**9.1.1 Planning Report, Zone Change Amendment Application
Z02-21, 55-65 Lorne Avenue East (PLA21-014)**

THAT application Z02-21 to amend the zoning on 55-65 Lorne Avenue East located on the southeast corner of Lorne Avenue East and Erie Street to add the following uses and special regulations to the I2-15 Zone:

- a day nursery
- a fitness club
- a personal care establishment
- a personal service establishment
- a specialized medical office and clinic with a maximum gross floor area of 15% of the total floor area
- a reduction in the minimum landscaped open space from 20% to 15%

BE APPROVED for the following reasons:

- I. the request is consistent with the Provincial Policy Statement;
- II. the request is in conformity with the goals, objectives and policies of the Official Plan;

III. the zone change will provide for a development that is appropriate for the lands;

IV. the public was consulted during the zone change circulation and comments that have been received in writing or at the public meeting have been reviewed, considered and analyzed within the Planning report.

9.2 Report of the Social Services Committee

R2021-304

Motion by Councillor Henderson

Seconded by Councillor Burbach

THAT the Report of the Social Services Committee dated July 12, 2021 be adopted as printed.

Carried

9.2.1 Community Income Tax Clinic (SOC21-007)

THAT the report on annual Community Income Tax Clinic activities and outcomes (SOC21-007) be received for information;

AND THAT Social Services issue a thank you to all businesses that offered and provided their support and services.

9.2.2 Centralized Intake Implementation (SOC21-006)

THAT the report titled "Centralized Intake Implementation" (SOC21-006) be received for information.

9.2.3 Electronic Document Management Implementation (SOC21-008)

THAT the report titled "Electronic Document Management Implementation" (SOC21-008) be received for information.

9.3 Report of the Community Services Committee

R2021-305

Motion by Councillor Beatty

Seconded by Councillor Clifford

THAT the Report of the Community Services Committee dated July 12, 2021 be adopted as printed.

A request was made to take Item 9.3.2 separately.

Deputy Mayor Ritsma called the question on Item 9.3.1.

Carried

Deputy Mayor Ritsma called the question on Item 9.3.2.

Carried

9.3.1 Bus Shelter Advertising Agreement with Pattison (COM21-005)

THAT the agreement with Pattison Outdoor Advertising Ltd., for the right to advertise on bus shelters for a five (5) year term to July 31, 2026, be approved;

AND THAT the Mayor and Clerk, or their respective delegates, be authorized to sign the agreement.

9.3.2 Municipal Partnership Program (COM21-004)

THAT Council support the development of a Municipal Partnership Program;

AND THAT the development of a Municipal Partnership Program be referred to the 2022 budget deliberations.

9.4 Report of the Finance and Labour Relations Committee

R2021-306

Motion by Councillor Gaffney

Seconded by Councillor Clifford

THAT the Report of the Finance and Labour Relations Committee dated July 12, 2021 be adopted as printed.

A member stated it was unfortunate the province removed the ability for municipalities to use certain methods of voting during an election.

Deputy Mayor Ritsma called the question on the motion.

Carried

9.4.1 Bill 218, Supporting Ontario's Recovery and Municipal Elections Act, 2020, Update (FIN21-006)

THAT the report entitled "Bill 218, Supporting Ontario's Recovery and Municipal Elections Act, 2020, Update" (FIN21-006), be received for information.

10. Notice of Intent:

None scheduled.

11. Reading of the By-laws:

The following By-laws required First and Second Readings and Third and Final Readings and could have been taken collectively upon unanimous vote of Council present:

A request was made for By-law 11.3 to be taken separately.

R2021-307

Motion by Councillor Vassilakos

Seconded by Councillor Henderson

THAT By-laws 90-2021 and 91-2021 be taken collectively.

Carried unanimously

R2021-308

Motion by Councillor Sebben

Seconded by Councillor Bunting

THAT By-laws 90-2021 and 91-2021 be read a First and Second Time.

Carried two-thirds support

R2021-309

Motion by Councillor Gaffney

Seconded by Councillor Burbach

THAT By-laws 90-2021 and 91-2021 be read a Third Time and Finally Passed.

Carried

R2021-310

Motion by Councillor Henderson

Seconded by Councillor Bunting

THAT By-law 92-2021 be read a First and Second Time.

Carried two-thirds support

R2021-311

Motion by Councillor Clifford

Seconded by Councillor Sebben

THAT By-law 92-2021 be read a Third Time and Finally Passed.

Carried

11.1 Amend Zoning By-law 201-2000 with respect to Zone Change Application Z02-21 for a portion of 55-65 Lorne Avenue East – By-law 90-2021.

To amend Zoning By-law 201-2000 as amended, with respect to zone change Z02-21 to rezone a portion of the lands known municipally as 55 to 65 Lorne Avenue East, located on the southeast corner of the intersection of Lorne Avenue East and Erie Street to allow for a site specific General Industrial I2 Zone.

11.2 Agreement with Pattison Outdoor Advertising for Advertising on Bus Shelters – By-law 91-2021.

To authorize the execution of an Agreement with Pattison Outdoor Advertising Ltd., for advertising on bus shelters for a five (5) year term to July 31, 2026.

11.3 Encroachment Agreement for 23-27-31 Avon Street – By-law 92-2021.

To authorize the entering into and execution of an encroachment agreement with 2439550 Ontario Inc., to permit existing parking spaces to encroach onto the Avon Street and McLagan Drive municipal road allowances at 23-27-31 Avon Street.

12. Consent Agenda: CA-2021-096 to CA-2021-100

R2021-312

Motion by Councillor Clifford

Seconded by Councillor Beatty

THAT CA-2021-097, being a resolution from the Town of Cochrane requesting that the federal government include prostate cancer screening into national health care programs, be endorsed.

Carried

13. New Business:

There were no new business items discussed at the meeting.

14. Adjournment to Standing Committees:

The next Regular Council meeting is July 26, 2021 at 3:00 p.m.

R2021-313

Motion by Councillor Henderson

Seconded by Councillor Vassilakos

THAT the Council meeting adjourn to convene into Standing Committees as follows:

- **Finance and Labour Relations Committee [3:05 p.m. or thereafter following the Regular Council meeting];**
- **Infrastructure, Transportation and Safety Committee [3:10 p.m. or thereafter following the Regular Council meeting];**

and to Committee of the Whole if necessary, and to reconvene into Council.

Carried

15. Council Reconvene:

15.1 Declarations of Pecuniary Interest made at Standing Committees

The Municipal Conflict of Interest Act requires any member of Council declaring a pecuniary interest and the general nature thereof, where the interest of a member of Council has not been disclosed by reason of the member's absence from the meeting, to disclose the interest at the first open meeting attended by the member of Council and otherwise comply with the Act.

Declarations of Pecuniary Interest made at Standing Committee meetings held on July 12, 2021 with respect to the following Items and re-stated at the reconvene portion of the Council meeting:

Name, Item and General Nature of Pecuniary Interest

There were no declarations of pecuniary interest made by a member at the July 12, 2021 reconvene Council meeting.

15.2 Committee Reports

15.2.1 Finance and Labour Relations Committee

R2021-314

Motion by Councillor Gaffney

Seconded by Councillor Henderson

THAT Item 7.3 of the Finance and Labour Relations Committee meeting dated July 12, 2021 be adopted as follows:

7.3 LAS Natural Gas Procurement Program – New Agreement (FIN21-016)

THAT The Corporation of the City of Stratford enter into an agreement to appoint and retain Local Authority Services (LAS) to provide professional services related to natural gas purchasing activity;

AND THAT the Mayor and Clerk, or their respective delegates, be authorized to execute the necessary agreement.

Carried

15.3 Reading of the By-laws (reconvene):

The following By-laws required First and Second Readings and Third and Final Readings and were taken collectively upon unanimous vote of Council present:

By-law 11.4 - Natural Gas Appointment and Retainer Agreement - By-law 93-2021

To authorize the entering into and execution of a Natural Gas Appointment and Retainer Agreement for procurement of natural gas and to appoint Local Authority Services as exclusive agent in matters related to the City of Stratford's supply of natural gas.

By-law 11.5 Confirmatory By-law - By-law 94-2021

To confirm the proceedings of Council of The Corporation of the City of Stratford at its meeting held on July 12, 2021.

R2021-315

Motion by Councillor Bunting

Seconded by Councillor Vassilakos

THAT By-laws 93-2021 and 94-2021 be taken collectively.

Carried unanimously

R2021-316

Motion by Councillor Clifford

Seconded by Councillor Burbach

THAT By-laws 93-2021 and 94-2021 be read a First and Second Time.

Carried two-thirds support

R2021-317

Motion by Councillor Gaffney

Seconded by Councillor Beatty

THAT By-laws 93-2021 and 94-2021 be read a Third Time and Finally Passed.

Carried

15.4 Adjournment of Council Meeting

R2021-318

Motion by Councillor Vassilakos

Seconded by Councillor Burbach

THAT the July 12, 2021 Regular Council meeting adjourn.

Carried

Meeting Start Time: 3:00 P.M.

Meeting End Time: 3:09 P.M.

Reconvene Meeting Start Time: 3:56 P.M.

Reconvene Meeting End Time: 3:58 P.M.

Deputy Mayor – Martin Ritsma

Clerk - Tatiana Dafoe



Stratford City Council Special Council Open Session MINUTES

Meeting #:	4660th
Date:	Monday, July 19, 2021
Time:	6:00 P.M.
Location:	Electronic Meeting
Council Present Electronically:	Mayor Mathieson - Chair Presiding, Councillor Beatty, Councillor Bunting, Councillor Clifford, Councillor Gaffney, Councillor Henderson, Councillor Ingram, Councillor Ritsma, Councillor Vassilakos
Regrets:	Councillor Burbach, Councillor Sebben
Staff Present in Council Chambers:	Joan Thomson - Chief Administrative Officer, Tatiana Dafoe - City Clerk, Chris Bantock - Deputy Clerk
Staff Present Electronically:	Kim McElroy - Director of Social Services, David St. Louis - Director of Community Services, Anne Kircos - Acting Director of Human Resources, Taylor Crinklaw - Director of Infrastructure and Development Services

1. **Call to Order:**

Mayor Mathieson, Chair presiding, called the Council meeting to order.

2. **Declarations of Pecuniary Interest and the General Nature Thereof:**

The *Municipal Conflict of Interest Act* requires any member of Council declaring a pecuniary interest and the general nature thereof, where the interest of a member of Council has not been disclosed by reason of the member's absence

from the meeting, to disclose the interest at the first open meeting attended by the member of Council and to otherwise comply with the *Act*.

Name, Item and General Nature Thereof

No declarations of pecuniary interest were made by a member at the July 19, 2021, Special Council meeting.

3. Orders of the Day:

3.1 Municipal Information Form for Liquor Licence Application for an indoor area at 68 Wellington Street (The Red Rabbit).

Section 2 - To be completed by the City Clerk.

Section 3 – Asking if Council has specific concerns regarding zoning, non-compliance with by-law or general objections to this application.

The Fire Department, Huron Perth Public Health, Planning Services, and Stratford Police Services had no concerns with the application.

Building Services' comments are as follows:

- A separate AGCO letter will be required from Building. The applicant will be required to submit the following:
 - A fee of \$75.00 is required to be paid.
 - A drawing/sketch of the floor areas and requested occupant loads.

3.2 Municipal Information Form for Liquor Licence Application for an outdoor area at 80 Wellington Street (The Common).

Section 2 - To be completed by the City Clerk.

Section 3 – Asking if Council has specific concerns regarding zoning, non-compliance with by-law or general objections to this application.

Planning Services, Huron Perth Public Unit and Stratford Police Services had no concerns with the application.

Building Services' comments are as follows:

- A separate AGCO letter will be required from Building. The applicant will be required to submit the following:
 - A fee of \$75.00 is required to be paid.

- A layout of both the indoor and outdoor spaces showing all washroom, exits, room areas and proposed seating locations with the proposed occupant loads denoted.
- For the outdoor spaces, a permit is required to be obtained for the removal of the exterior stairs that was completed without a permit. All required permits and work are to be reviewed and finalized by Building Services prior to approval of the outdoor licensed areas.

4. **Reading of the By-laws:**

The following By-law required First and Second Readings and Third and Final Readings:

By-law 4.1 Confirmatory By-law - By-law 95-2021

To confirm the proceedings of Council of The Corporation of the City of Stratford at its meeting held on July 19, 2021.

R2021-319

Motion by Councillor Vassilakos

Seconded by Councillor Henderson

THAT By-law 95-2021 be read a First and Second Time.

It was questioned whether the two liquor licenses required formal passing. The City Clerk advised that no formal approval is required of Council. Applications are provided to Council to ask questions and advise of concerns, which would then be forwarded to the AGCO for their review and consideration.

Mayor Mathieson called the question on the motion.

Carried two-thirds support

R2021-320

Motion by Councillor Gaffney

Seconded by Councillor Clifford

THAT By-law 95-2021 be read a Third Time and Finally Passed.

Carried

5. **Adjournment:**

R2021-321

Motion by Councillor Ingram

Seconded by Councillor Ritsma

THAT the July 19, 2021 Special Council Meeting adjourn.

Carried

Special Council Minutes
July 19, 2021

4

Meeting Start Time: 6:00 P.M.
Meeting End Time: 6:03 P.M.

Mayor - Daniel B. Mathieson

Clerk - Tatiana Dafoe

July 1st 2021
Stratford, On

Dear Stratford City Council,

We at Infinite Pride, in collaboration with Kelly Ballantyne, would like to paint the Pride Progress Flag on the city crosswalk downtown at the intersection of Wellington Street and Downie Street (6 Wellington Street to City Hall). Please find on the following page a map outlining the location and the graphic of this flag.

Prior to COVID-19, Infinite Pride approached the City Council to complete this project, however it was put on pause due to the pandemic. In 2021, Kelly Ballantyne had begun a similar initiative and we would like to partner to complete this project quickly.

Jessica Elliott from *Powerhouse Painting* is donating her time and offering to paint the crosswalk for the community of Stratford. Infinite Pride and Kelly Ballantyne will partner in raising funds to pay for the cost of the coating. The crosswalk will be coated with a thermoplastic solution sourced by *Sherwin-Williams Paint Company* through the vendor *Gentem*. Stephanie Ireland from *Sherwin-Williams* is also donating the Xylene and her assistance on this project.

Should City Council require, Infinite Pride can provide references on the quality of this coating as used in other municipalities.

All the material needed (primer & thermoplastic coating) is quoted at \$6,686.80 before tax.

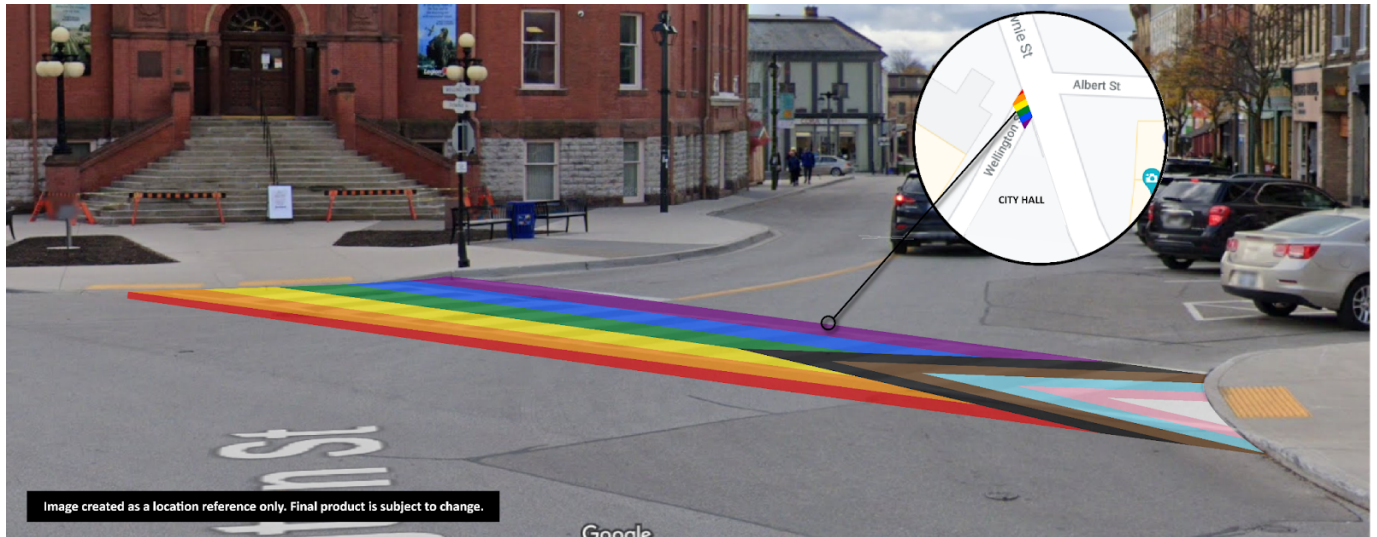
We are seeking approval from Stratford City Council to move forward with this project, approve the location, design and product so that we may begin the fundraising process. While we are prepared to fully fund this initiative, we hope that the City of Stratford would consider supporting us monetarily.

The goal is to have this crosswalk installed as soon as possible. Thank you for your consideration.

Yours truly,

Infinite Pride & Kelly Ballantyne

Proposed location of the Progress Flag crosswalk



Pride Progress Flag



Brief explanation on the pride progress flag and its history

<https://www.verywellmind.com/what-the-colors-of-the-new-pride-flag-mean-5189173>



MANAGEMENT REPORT

Date: July 26, 2021
To: Mayor and Council
From: Taylor Crinklaw, Director of Infrastructure and Development Services
Report#: COU21-073
Attachments: Pride Progress Flag Crosswalk Proposal

Title: Downtown Pride Crosswalk

Objective: To report back to Council regarding the installation of a pride crosswalk at a downtown core intersection, to inform Council of the corresponding proposal from Infinite Pride Stratford and Kelly Ballantyne, and to recommend a proposed pride crosswalk design and installation location.

Background: At the January 27, 2020, Council meeting, Infinite Pride Stratford conveyed their interest for the installation of a pride crosswalk and, if approved, would help fundraise for its installation. Council referred the request to staff to review. Due to the pandemic this project was put on hold. Earlier this year both Infinite Pride Stratford and business owner Kelly Ballantyne expressed interest in proceeding with this project. In collaboration a proposal was submitted to City staff for the installation of pride crosswalk on Wellington Street at Downie Street. The proposal is for the crosswalk to be painted mirroring the Progressive Pride Flag. The crosswalk proposal and requested flag design are attached.

Infinite Pride Stratford provided the following Pride Progress Flag description:

While retaining the common six-stripe rainbow design of the Rainbow Pride Flag, the newer and more inclusive "Pride Progress Flag" adds a chevron along the hoist that features black, brown, light blue, pink, and white stripes to represent people of colour, trans individuals, and those living with and lost to HIV/AIDS. Daniel Quasar, a non-binary artist and designer of the Progress Flag states that "the arrow points to the right to show forward movement, while being along the left edge shows that progress still needs to be made".



Analysis: An image of what was being proposed was distributed to Accessibility Advisory Committee (AAC) and the Public Works Division. The AAC had some hesitations in regards visual impairments, including a note that the chevrons may be misleading regarding travel direction. This resulted in the AAC members reaching out to CNIB Foundation, a non-profit organization that supports Canadians who are blind or living with vision loss. The CNIB Foundation provides a basic guideline specific to pride crosswalks. One recommendation that is intended to be applied here is putting a contrasting white border/edge along the path of the crossing.

The proposed pride crosswalk location is on Wellington Street at the traffic controlled stops. This ensures a safe path of travel for crossing pedestrians. The pavement marking product being proposed meets industry standards. The proposal includes that the installation be completed by a professional. The markings are anticipated to last at least three years before requiring reapplication. The white border would be reapplied by Public Works as part of their annual pavement marking schedule. Installation should take less than one day.

Infinite Pride Stratford and Kelly Ballantyne plan to fundraise for the estimated \$7,000 for materials. The contractor Powerhouse Painting has agreed to conduct the work at no cost. Public Works can setup the required temporary road closure at minimal cost. Their proposal includes a request for consideration to monetarily support this endeavour; the delegates have been referred to Community Grant Process.

Financial Impact: The cost to setup the temporary road closures is approximately \$300, which would be absorbed as part of Public Works' daily operations. Infinite Pride Stratford should refer to a Community Grant request or internal fundraising for reapplication of pavement markings.

Alignment with Strategic Priorities:

Strengthening our Plans, Strategies and Partnerships

Partnering with the community to make plans for our collective priorities in arts, culture, heritage and more. Communicating clearly with the public around our plans and activities.

Staff Recommendation: THAT Council approve the installation of the Pride Progress Flag crosswalk on Wellington Street at Downie Street;

AND THAT Council permit staff to coordinate the temporary road closure and the installation of the proposed crosswalk.

A handwritten signature in dark ink, appearing to read "Taylor Crinklaw", written over a horizontal line.

Taylor Crinklaw, Director of Infrastructure and Development Services

A handwritten signature in dark ink, appearing to read "Joan Thomson", written over a horizontal line.

Joan Thomson, Chief Administrative Officer

July 1st 2021
Stratford, On

Dear Stratford City Council,

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Prior to COVID-19, Infinite Pride approached the City Council to complete this project, however it was put on pause due to the pandemic. In 2021, Kelly Ballantyne had begun a similar initiative and we would like to partner to complete this project quickly.

Jessica Elliott from *Powerhouse Painting* is donating her time and offering to paint the crosswalk for the community of Stratford. Infinite Pride and Kelly Ballantyne will partner in raising funds to pay for the cost of the coating. The crosswalk will be coated with a thermoplastic solution sourced by *Sherwin-Williams Paint Company* through the vendor *Gentem*. Stephanie Ireland from *Sherwin-Williams* is also donating the Xylene and her assistance on this project.

Should City Council require, Infinite Pride can provide references on the quality of this coating as used in other municipalities.

All the material needed (primer & thermoplastic coating) is quoted at \$6,686.80 before tax.

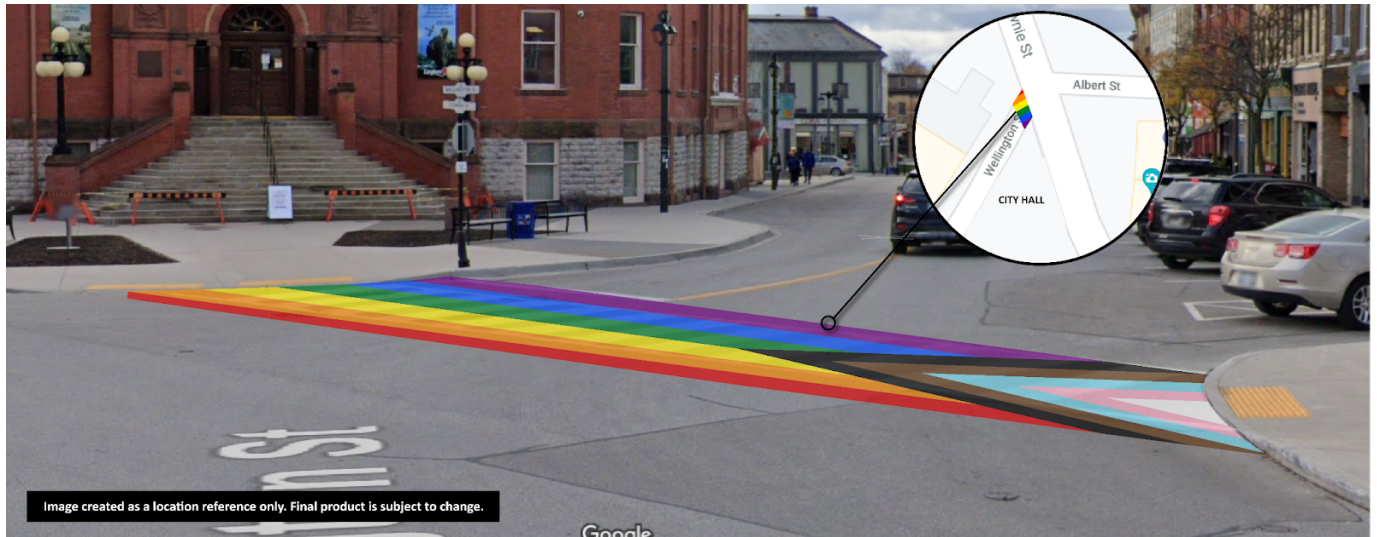
We are seeking approval from Stratford City Council to move forward with this project, approve the location, design and product so that we may begin the fundraising process. While we are prepared to fully fund this initiative, we hope that the City of Stratford would consider supporting us monetarily.

The goal is to have this crosswalk installed as soon as possible. Thank you for your consideration.

Yours truly,

Infinite Pride & Kelly Ballantyne

Proposed location of the Progress Flag crosswalk



Pride Progress Flag



Brief explanation on the pride progress flag and its history

<https://www.verywellmind.com/what-the-colors-of-the-new-pride-flag-mean-5189173>



MANAGEMENT REPORT

Date: July 26, 2021
To: Mayor and Council
From: Taylor Crinklaw, Director of Infrastructure and Development Services
Report#: COU21-072
Attachments: Lakeside Drive Temporary Road Closure – Initial Setup

Title: Lakeside Drive Road Closure Recommendation

Objective: To obtain Council approval for the temporary road closures of Lakeside Drive on weekends throughout the month of August.

Background: At the request of Council, Lakeside Drive was closed on weekends for June, July and August of last year. The snapshot of usership showed that this section of road observed an increase of cyclist traffic of 80% during road closures in comparison to weekday traffic. Many residents have commented since in support of a similar initiative for 2021. Staff's recommendation for this year is a shortened period of temporary road closures to accommodate the Stratford Festival outdoor performances, and potential increase in vehicle volumes in comparison to last year. At the June 28, 2021, Council meeting, Staff were requested to discuss the temporary road closure of Lakeside Drive on weekends for the month of August with the Stratford Festival and Stratford Summer Music and report back to Council with considerations.

Since that time, a revised closure plan has been developed, included as an attachment to this report. The initial plan is to temporarily close Lakeside Drive between Morenz Drive and Front Street, with one-way westbound traffic only from Morenz Drive to Waterloo Street. Public works would arrange the temporary road closure setups at times that avoid overtime costs; Fridays at 3:30 p.m. for setup and 7:00 a.m. on Mondays for signage takedowns.

Staff have engaged both the Stratford Festival and Stratford Summer Music representatives. The proposed plan also takes into consideration the Dock Music Concerts performed by Hannah Thomas. In communication with Stratford Festival, they indicated multiple logistical and operational considerations when implementing closures, but based on the proposed plan are willing try the proposed closures and assess if there are impacts on their performances. Stratford Summer Music is largely looking for

cohesive pedestrian movement in the area. The Dock Music Concerts is looking to minimize vehicle noise along Lakeside Drive on Sunday afternoons during Ms. Thomas' performances.

Analysis: The weekend temporary road closures of Lakeside Drive from Waterloo Street to Queen Street achieved what it set out to do in 2020; promote active transportation and assist in providing physical distancing. The ever-evolving response to the pandemic requires a different approach be taken this year.

The proposed shortened duration for this year permits Stratford Festival to respond in real time to the potential impacts of road closures on their outdoor performance season.

The proposed plan sets out to achieve the flowing pedestrian movement sought by representatives of Stratford Summer Music. The Floating Barge events that occur on weekends throughout August will benefit from these closures. The last remaining Tom Patterson Island performance is scheduled for August 8th.

The Dock Music Concerts will benefit from reduced vehicle noise with the closure of eastbound traffic on Lakeside Drive. The anticipated volume of one-way only westbound traffic is very low.

Maintaining setup/breakdown to coincide within the Public Works regular shift hours would make it easier for management to arrange, and would keep costs down by limiting overtime. On occasion Public Works staff would be called out for overtime to address signage issues.

Due to the fluidity of the situation, it is recommended that Staff be permitted to extend the limits of, or remove road closures based on ongoing feedback from the Stratford Festival and Stratford Summer Music. Extending the road closure limits may permit a setup mirroring what was in place in 2020. Appropriate communication with the public and impacted entities would occur before making such adjustments.

Financial Impact: The estimated cost for equipment, staff time and material to close Lakeside Drive on weekends during the month of August is \$3,300.

Alignment with Strategic Priorities

Mobility, Accessibility and Design Excellence

Improving ways to get around, to and from Stratford by public transit, active transportation and private vehicle.

Staff Recommendation: THAT Council approve the temporary road closure of Lakeside Drive from Front Street to Morenz Drive on weekends from Friday

afternoons until Monday mornings, starting July 30 and terminating September 7, 2021;

THAT Council approve the temporary road closure of eastbound traffic on Lakeside Drive east of Waterloo Street to Morenz Drive on weekends from Friday afternoons until Monday mornings, starting July 30 and terminating September 7, 2021;

AND THAT Council approve staff to make adjustments to the temporary road closures on Lakeside Drive between Queen Street and Waterloo Street.

A handwritten signature in dark ink, appearing to read "Taylor Crinklaw", written over a horizontal line.

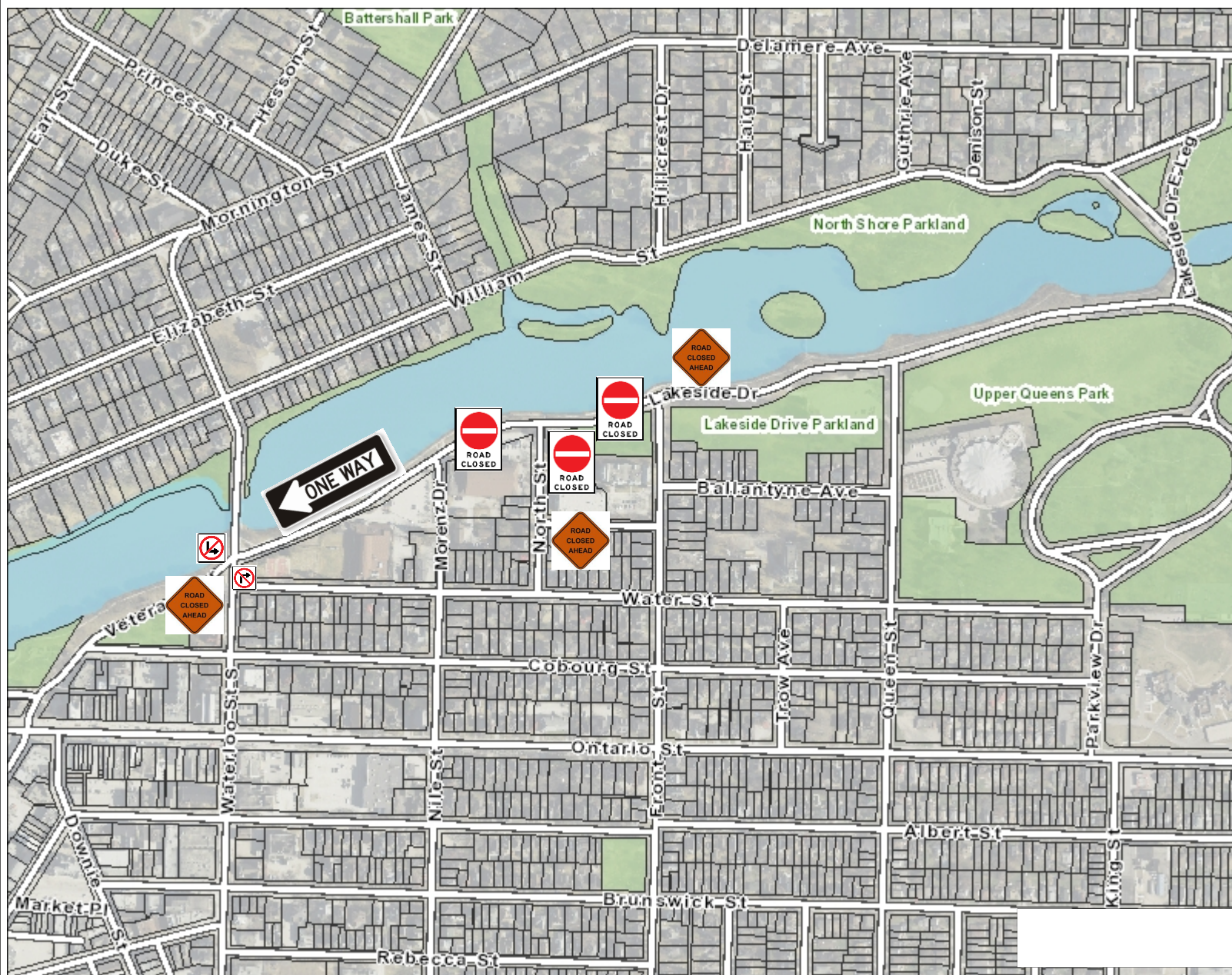
Taylor Crinklaw, Director of Infrastructure and Development Services

A handwritten signature in dark ink, appearing to read "David St. Louis", written over a horizontal line.

David St. Louis, Acting Chief Administrative Officer



LAKESIDE DRIVE TEMPORARY ROAD CLOSURES - INITIAL SETUP



Legend

- Property Parcel
- Avon River/Lake Victoria
- Parks
- Aerial 2015 20cm

Notes

Enter Notes/Description of the map

356.1 0 178.07 356.1 Meters

NAD_1983_UTM_Zone_17N

This map is a user generated static output from an Internet mapping site and is for reference only. Data layers that appear on this map may or may not be accurate, current, or otherwise reliable.

THIS MAP IS NOT TO BE USED FOR NAVIGATION



MANAGEMENT REPORT

Date: July 26, 2021
To: Mayor and Council
From: Nancy Roulston, Manager of Engineering
Report#: COU21-079
Attachments: 44R5890; 44R5877

Title: Romeo and O'Loane Road Widenings

Objective: To accept and declare as public highway road widenings on Romeo Street North and O'Loane Avenue, as required by site plan and consent applications.

Background: Site Plan Agreement 03-21 for 379 Romeo Street North allows the owner to develop the property with three apartment buildings. One of the requirements of the site plan agreement is that the owner dedicate a portion of lands fronting Romeo Street North as a road widening. The owner has prepared a reference plan to describe the road widening.

The conditions of Consent Application B09-20 for 1114 O'Loane Avenue requires the owner to dedicate a portion of lands fronting O'Loane Avenue as a road widening. The owner has prepared a reference plan to describe the road widening.

Analysis: The road widening, Parts 1 and 2 Plan 44R-5890, is required as a condition of SPA03-21, and complies with the City's policy of obtaining road widenings where existing streets do not have the minimum recommended width.

The road widening, Parts 2 and 3 Plan 44R-5877, is required as a condition of Consent B09-20 and complies with the City's policy of obtaining road widenings where existing streets do not have the minimum recommended width.

Financial Impact: All legal fees associated with the acceptance of the road widening blocks are the responsibility of the applicants.

Alignment with Strategic Priorities:

Developing our Resources

Optimizing Stratford's physical assets and digital resources. Planning a sustainable future for Stratford's resources and environment.

Staff Recommendation: THAT The Corporation of the City of Stratford accept Parts 1 and 2 Plan 44R-5890 as public highway and dedicate it as forming part of Romeo Street North;

AND THAT The Corporation of the City of Stratford accept Parts 2 and 3 Plan 44R-5877 as public highway and dedicate it as forming part of O'Loane Avenue.



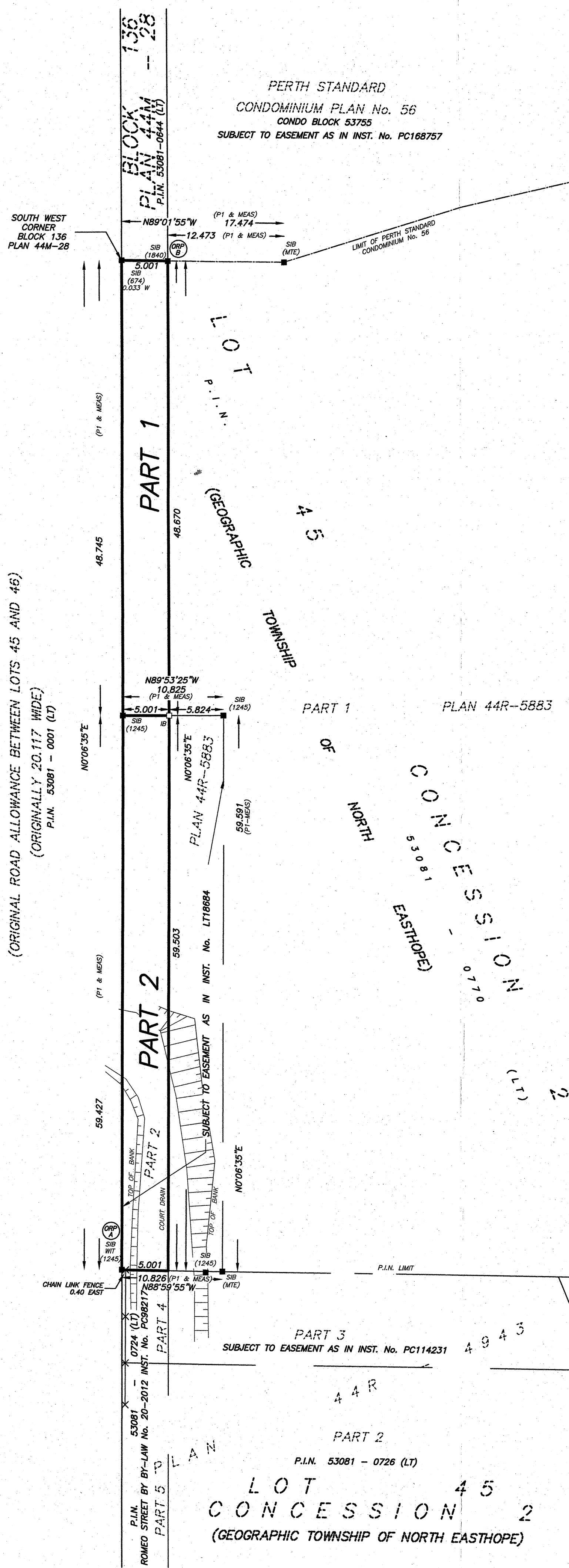
Nancy Roulston, Manager of Engineering



Taylor Crinklaw, Director of Infrastructure & Development Services



Joan Thomson, Chief Administrative Officer



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Drawn By : C. PERKS	Checked By : P. MORETON, OLS	File No : 45502-101-R1 (L)

I REQUIRE THIS PLAN TO
BE DEPOSITED UNDER THE
LAND TITLES ACT

DATE MAY 5, 2021

Trevor D.A. McNeil
TREVOR D.A. MCNEIL, O.L.S.

PLAN 44R-5877

RECEIVED AND DEPOSITED

DATE 2021-05-07

M.L. GREEN
REPRESENTATIVE FOR LAND
REGISTRAR FOR THE LAND TITLES
DIVISION OF PERTH (No. 44)

SCHEDULE

PART	LOT	CONCESSION	P.I.N.	AREA (m ²)
1				10405.0
2	PART OF 6	2	PART OF 53160-0053 (LT)	489.8
3				1019.3

PART 1, 2, AND 3 COMPRISES PART OF P.I.N. 53160-0053 (LT)

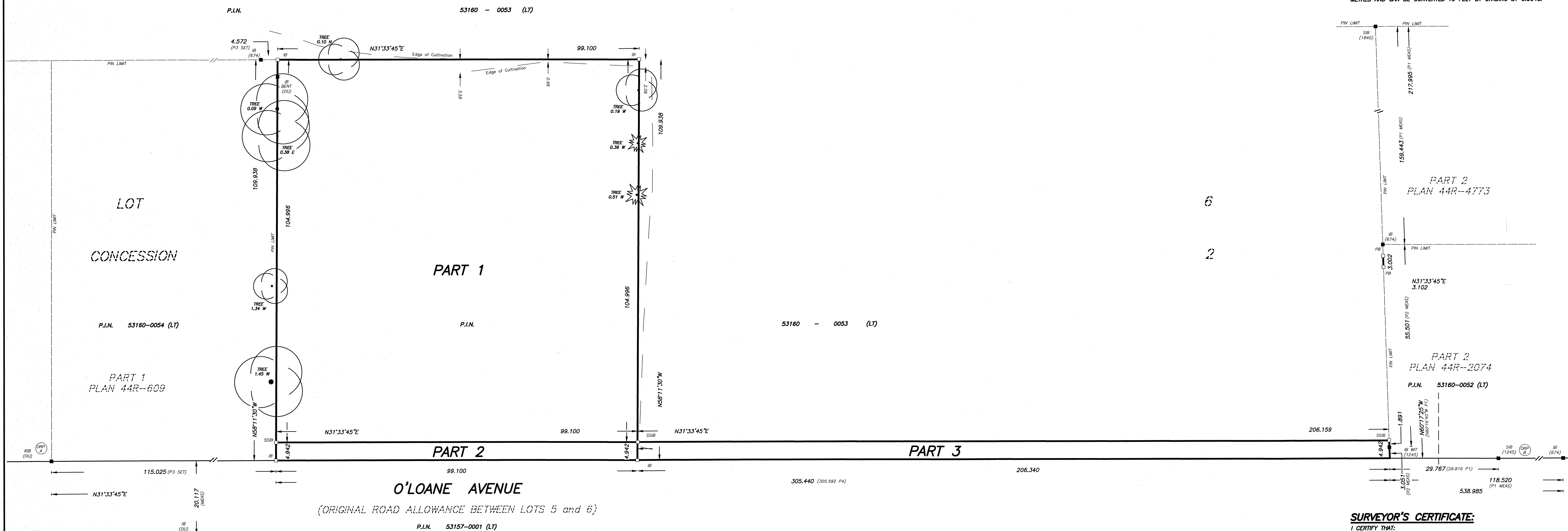
PLAN OF SURVEY
OF PART OF
LOT 6
CONCESSION 2
(GEOGRAPHIC TOWNSHIP OF ELLICE)
NOW IN THE
CITY OF STRATFORD
COUNTY OF PERTH

SCALE 1:500
0 5 10 20 30 METRES

MTE OLS LTD.
ONTARIO LAND SURVEYORS

METRIC:

DISTANCES AND CO-ORDINATES SHOWN ON THIS PLAN ARE IN
METRES AND CAN BE CONVERTED TO FEET BY DIVIDING BY 0.3048.



NOTES:

BEARINGS ARE UTM GRID, DERIVED FROM SPECIFIED CONTROL POINTS
09620020010 AND 09620020027, UTM ZONE 17, NAD83 (ORIGINAL).

DISTANCES ON THIS PLAN ARE GROUND DISTANCES AND CAN BE CONVERTED
TO GRID DISTANCES BY MULTIPLYING BY THE COMBINED SCALE FACTOR OF
0.9998600

ALL COORDINATES ARE DERIVED FROM GPS OBSERVATIONS USING THE
SMARTNET NETWORK AND ARE REFERRED TO UTM ZONE 17, NAD83
(CSRS v8) EPOCH 2010.00 TO AN URBAN ACCURACY IN ACCORDANCE
WITH SEC. 14 (2) OF O.REG. 216/10

POINT ID	NORTHING	EASTING
ORP A	4804152.590	500266.587
ORP B	4804536.087	500502.155

COORDINATES CANNOT, IN THEMSELVES, BE USED TO
RE-ESTABLISH CORNERS OR BOUNDARIES SHOWN ON THIS PLAN

LEGEND:

□ DENOTES PLANTED MONUMENT
■ DENOTES FOUND MONUMENT
SIB DENOTES STANDARD IRON BAR
SSIB DENOTES SHORT STANDARD IRON BAR
RIB DENOTES ROUND IRON BAR
CC DENOTES CUT CROSS
OU DENOTES ORIGIN UNKNOWN
NTS DENOTES NOT TO SCALE
WIT DENOTES WITNESS
MEAS DENOTES MEASURED
CALC DENOTES CALCULATED
MTE DENOTES MTE OLS LTD.
1840 DENOTES MCNEIL SURVEYING LIMITED, O.L.S.
1245 DENOTES DONALD W.J. MCNEIL LIMITED, O.L.S.
674 DENOTES F.J.S. PEARCE, O.L.S.
RP DENOTES REGISTERED PLAN
P1 DENOTES PLAN 44R-4773
P2 DENOTES PLAN 44R-2074
P3 DENOTES PLAN 44R-609
P4 DENOTES PLAN OF SURVEY MCNEIL SURVEYING LIMITED, OLS
(FILE No. 9321)

FOR THE PROPOSE OF COMPARISON UNDERLYING PLANS HAVE BEEN ROTATED BY THE AMOUNTS SHOWN			
PLAN ID	PLAN NUMBER	AMOUNT	DIRECTION
P1	58R-4773	0°00'55"	COUNTER-CLOCKWISE
P2	58R-2074		
P3	58R-609		

SURVEYOR'S CERTIFICATE:

- I CERTIFY THAT:
- THIS SURVEY AND PLAN ARE CORRECT AND IN ACCORDANCE WITH THE
SURVEYS ACT, THE SURVEYORS ACT AND THE LAND TITLES ACT AND THE
REGULATIONS MADE UNDER THEM.
 - THE SURVEY WAS COMPLETED ON THE 11TH DAY OF MARCH, 2021.

DATE MAY 5, 2021

Trevor D.A. McNeil
TREVOR D.A. MCNEIL
ONTARIO LAND SURVEYOR



MTE MTE ONTARIO LAND SURVEYORS LTD.
365 HOME STREET
STRATFORD, ONTARIO, N5A 2A5
TEL: 519-271-7952

Cad File: P:\P\48364\100\48364-100.DWG CDD - 48364-100-UTMGROUND.CSV
Drawn By: V. FERVADES Checked By: T. MCNEIL, O.L.S. File No.: 48364-100-R1 (L)



MANAGEMENT REPORT

Date: July 26, 2021
To: Mayor and Council
From: Stephanie Potter, Policy and Research Associate
Report#: COU21-075
Attachments: Key Performance Indicators Report: First and Second Quarter, 2021

Title: 2018-2022 Strategic Priorities – Key Performance Indicators Update and Implementation

Objective: To update Council on the status of the Key Performance Indicators developed by staff with Overlap and Associates to track our progress with implementing Council's Strategic Priorities.

Background: Shortly after Council completed their Strategic Priority setting exercise with Overlap and Associates in 2019, staff retained Overlap to work with the Corporate Management Team (CMT) to develop ten Key Performance Indicators (KPIs) to track our progress and alignment with Council's Strategic Priorities.

Overlap presented the KPIs to Council on 16 December 2019. Staff began implementing the KPIs in early 2020, however, project implementation was placed on hold in March due to the COVID-19 pandemic.

Staff reinitiated the implementation process in early 2021 and have collected available existing data sets and integrated them into the attached report. Where available, data sets have been collected from 2018 to 30 June 2021 to illustrate our progress throughout the current term of Council, and to demonstrate the impact of the pandemic on our priority areas.

Further project updates are also included in this report to demonstrate alignment with Council's priorities. Going forward this KPI data can be used to inform future staff recommendations and service delivery decisions.

Analysis: The KPI report is attached for Council's review. Staff have provided summary information and definitions/scope for each KPI as necessary. Please note:

- Where specified KPI data sets were not available, alternative data sets/ project information have been provided (where possible) to demonstrate progress;
- Adjustments have been made to KPIs that have more relevant data sets available;
- KPIs can continue to be adjusted as necessary as projects evolve.

Further details are included in the attached report.

Going forward, KPI data will be totalled monthly, and sent to the CAOs office twice annually (June and December). Progress will be reported to Council twice annually by the CAOs Office. Where monthly data is not available and can only be delivered annually, project updates and alternative data sets will be provided.

Financial Impact: N/A.

Alignment with Strategic Priorities:

Mobility, Accessibility and Design Excellence

Improving ways to get around, to and from Stratford by public transit, active transportation and private vehicle.

Strengthening our Plans, Strategies and Partnerships

Partnering with the community to make plans for our collective priorities in arts, culture, heritage and more. Communicating clearly with the public around our plans and activities.

Developing our Resources

Optimizing Stratford's physical assets and digital resources. Planning a sustainable future for Stratford's resources and environment.

Widening our Economic Opportunities

Strengthening Stratford's economy by developing, attracting and retaining a diversity of businesses and talent.

Staff Recommendation: THAT the Key Performance Indicator Update and Implementation Report First and Second Quarter, 2021 be received as information.



Stephanie Potter, Policy and Research Associate

A handwritten signature in cursive script that reads "Joan Thomson".

Joan Thomson, Chief Administrative Officer



Strategic Priorities 2018-2022

Key Performance Indicators Report:
First and Second Quarter, 2021

OBJECTIVES AND KEY PERFORMANCE INDICATORS

10 KPIs developed by City staff to track the progress of our Strategic Priorities



Developing our Resources

Optimizing Stratford's physical assets and digital resources. Planning a sustainable future for Stratford's resources and environment

Objective:

KPI:

The City diverts more waste from the landfill

Tonnes of material diverted from the landfill

The City secures public/private partnerships for the development of the Grand Trunk Community Project

The number of dollars secured for the development of the Hub from public/private/government partnerships

The City supports the creation of attainable housing

The number of attainable units constructed



Strengthening our Plans, Strategies, and Partnerships

Partnering with the community to make plans for our collective priorities in arts, culture, heritage, and more. Communicating clearly with the public around our plans and activities

Objective:

KPI:

The community is informed about the City's programs, services, plans, and activities

The number of City website page views

The City engages the community in its plans and activities

The total number of people who participate in city-organized public meetings



Widening our Economic Opportunities

Strengthening Stratford's economy by developing, attracting, and retaining a diversity of businesses and talent

Objective:

KPI:

The City is successful in attracting diverse business investment

The number of intake inquiries to investStratford that become active leads

The City has supported business growth

The increase in dollar value of industrial and commercial assessments



Mobility, Accessibility, and Design Excellence

Improving ways to get around, to and from Stratford by public transit, active transportation, and private vehicle. Designing options that are accessible to people of all levels of ability

Objective:

KPI:

The City improves ways of getting around Stratford

The number of riders using Stratford Transit, Bikes, and Trails

The City improves ways of getting to and from Stratford

The number of riders using the inter-community bus transportation service

The City continues to promote the use of accessibility guidelines in the private sector

The number of site plans reviewed by staff and the accessibility advisory committee



Developing Our Resources

Optimizing Stratford's physical assets and digital resources. Planning a sustainable future for Stratford's resources and environment.

Key Priority Area Highlights:

- Waste management programs:
 - Textile recycling – launched 2018 and has diverted over 107.2 tonnes of waste from the landfill to date;
 - Green bin program – launched April 2020; continued implementation through 2021. Has diverted 1405.27 tonnes of waste from the landfill to date;
 - Recycling collection (ongoing 25+ years);
 - Household hazardous waste collection (ongoing 25+ years; program expanded to include Perth East and Perth South in 2012).
- Facility upgrades:
 - Dufferin arena;
 - LED light installation: Rotary Complex, Housing tenants, transit terminals;
 - HVAC systems;
 - Windows at Normal School;
 - Boiler at City Hall;
 - Clerk's Office front counter – improvements made enhanced accessibility.
- Adoption of a Private Tree By-law;
- Community tree planting program;
- Avon River shoreline improvements;
- Community gardens;
- Six-year plan to replace older transit buses to reduce emissions;
- Water division improvements to data management software and pumping stations (Energy Optimization Project);
- Delivery of the City's emission profile and continued preparation of a Greenhouse Gas Reduction Plan;
- Renewable Natural Gas (RNG) project at Stratford Water Pollution Control Plant;
- Amendments to the City's Idling Control By-law to reduce the permitted time operators of vehicles can idle;
- Award of tender for an electric ice resurfacer;
- Use of technology to enhance and offer services to members of the public, including:

- Online Building Permit Portal;
- Increase in availability of online forms;
- Purchase of Citizen Portal platform;
- Initial stage of Financial Systems Enhancement implementation for online tax billing (in process);
- Initiation of Electronic Document Management program in Ontario Works (in process);
- Electric vehicle charging infrastructure application;
- Stratford Housing Project (SHP);
- 10-Year Housing and Homelessness Plan, Five-Year Update (2020-2024);
- Planning in progress for phase two of Britannia Street affordable housing project.

Priority Area: **Developing our Resources**

Objective: The City diverts more waste from the landfill

KPI: Tonnes of material diverted from the landfill

2021

January	February	March	April	May	June	TOTAL
453.70	859.07	920.28	1359.14	945.78	1208.16	5,746.13

2020

January	February	March	April	May	June	TOTAL
400.75	377.85	1013.43	1332.52	1340.62	1113.43	5,578.60

July	August	September	October	November	December	TOTAL
572.82	885.80	1058.66	2787.98	2139.68	496.86	7,941.80

2019

January	February	March	April	May	June	TOTAL
485.56	231.44	316.54	544.49	1594.52	3533.69	6,706.24

July	August	September	October	November	December	TOTAL
4916.09	5822.16	5768.46	2815.25	2438.86	414.26	22,175.08

2018

January	February	March	April	May	June	TOTAL
368.41	289.46	498.59	1173.02	3257.35	1953.04	7,539.87

July	August	September	October	November	December	TOTAL
9495.36	3516.25	2462.88	1138.07	1306.87	858.33	18,777.76

Summary: Tonnes of waste diverted include concrete, asphalt, gravel, clean fill, shingles, catch basin sweepings, curbside blue box, depot mixed recyclables, depot cardboard, curbside yard waste, brush, electronic waste, metal, green bin, and textiles. The Green Bin Program was introduced in April 2020 to single family homes under 5 units. The next phase of green bin distribution will include private subdivisions and townhouses, followed by the industrial, commercial, multi-residential, and educational sectors. Program expansion is expected to continue in 2021 and have further positive impacts on waste diversion. Future programs include wood waste diversion and mattress recycling. Please note that the 2020 COVID-19 pandemic severely impacted construction, thus reducing tonnage of construction materials diverted from the landfill.

Priority Area: **Developing our Resources**

Objective: The City secures public/private partnerships for the development of the Grand Trunk Community Project

KPI: The number of dollars secured for the development of the Hub from public/private/government partnerships

Summary: The City has \$5 million in reserve allocated to the development of the Community Hub. City staff continue to explore endowment, investment, and partnership opportunities for moving this project forward. Staff have been working with an engineer to determine project scope and recommended next steps with respect to site development and will report to Council in July 2021 with recommendations for fundraising campaigns, communications, and building remediation. No additional data is available at this time.

Priority Area: **Developing our Resources**

Objective: The City supports the creation of attainable housing

KPI: The number of attainable units constructed¹

Dwelling Units Constructed	2021²	2020	2019	2018
Single Detached	70	41	26	92
Semi-Detached	0	0	0	6
Duplex	0	2	2	2
Conversions	3	3	6	4
Townhouse	9	45	0	4
Apartment	0	10	73	339
Tri-plex/Quad-plex	4	0	7	0
TOTAL	86	101	102	437
Total Residential Construction Value	TBD	\$32,841,259	\$29,294,849	\$103,593,478

Summary: Staff are not currently tracking the creation of attainable housing units, however, Council recently provided direction to create a definition for “attainable housing.” When the definition is in place, staff will be able to accurately track the number of attainable units constructed. In the interim, the numbers above provide an indication of the amount of new residential construction in our community from 2018 to the present. The data presented provides a clear indication that the availability of serviced lots impacts the amount of residential construction we see in our community. For example, there were several lots available in 2018 and late 2020 – these account for the majority of the gains in residential permits. Furthermore, rising real estate prices have produced a noticeable shift away from single or semi-detached construction in favour of higher density models (e.g. apartments and row townhomes).

Housing affordability continues to be an issue in our community and throughout Southwestern Ontario. The influx of new residents continues to drive up the price of homes in the community, negatively impacting the housing supply, and adding strain to the rental market. According to the Huron-Perth Association of Realtors, the year-to-date average home price in 2021 was \$569,750,³ a substantial gain of 37.7% from the first five months of 2020. The average price of homes sold in Huron-Perth in May 2021

¹ This data represents the number of residential building permits received.

² To 30 June 2021.

³ Average home prices January-May 2021.

was \$616,215. Bidding wars, which were unheard of in this area a few years ago, have become common place. Furthermore, average rental prices in the City of Stratford in 2021 are estimated as follows: ⁴

Unit Type	Average Rent (Monthly)
Bachelor	\$1,088
1 Bedroom	\$1,264
2 Bedroom	\$1,556
3+ Bedroom	\$1,955

Local rental housing costs are higher than the Average Market Rents (AMRs) surveyed by Canada Mortgage and Housing Corporation (CMHC) in October 2020. Depending on unit size, the variance ranges from \$334 for a bachelor unit to \$712 for a 3+ bedroom unit in 2021. The rise in local rental costs has led to an extremely competitive rental market in the local area. It has also severely impacted both the affordability and availability of rental housing for individuals living on low and/or fixed incomes. Stratford vacancy rates continue to be a historical low of 1.5% as of October 2020.

The City of Stratford continues to work towards improving affordable living options for existing and future residents. The Stratford Housing Project (SHP) was completed in 2020 and included a corporate-wide review of city processes, procedures, and bylaws to identify options and solutions for increasing and encouraging the attainable housing market. Similarly, the 10-Year Housing and Homelessness Plan Update 2020-24 included objectives for creating attainable housing options and increasing the range of housing options that are available, affordable, appropriate, and achievable. Finally, staff are working with consultants to finalize the draft Comprehensive Zoning By-law to bring forward for Council's consideration. Recommended amendments would allow conversion or expansion of existing residential buildings to create new secondary residential units (e.g. accessory apartments, second units) without zone change applications. Allowing conversions under residential zoning is expected to dramatically increase the number of affordable units in our community. At present, many permits for new dwellings already include prework that will enable easy conversion to a secondary unit once Zoning Bylaw amendments are in place.

⁴ Based on the annual rental market scan conducted by the Social Services Department.



Widening our Economic Opportunities

Strengthening Stratford's economy by developing, attracting, and retaining a diversity of businesses and talent.

Key Priority Area Highlights:

- In April 2020, the Stratford Economic Response and Recovery Task force launched in response to COVID-19. The Task Force completed several major projects, including:
 - Stratford Al Fresco, including the installation of accessible picnic tables;
 - Patio boardwalk project;
 - Lights on Stratford;
 - Summer music barge;
 - Movies under the stars: parking lot edition;
 - StreetSide Live!
- Stratford Tourism Alteration Transformation Project (STAT):
 - Received \$750,000 grant from Federal Economic Development Agency to support COVID-19 economic recovery;
 - 47 local businesses received project funding to integrate COVID-19 safety measures, such as plexiglass, patios, and air filtration, which enable them to operate during the pandemic;
 - Helped maintain 317 full time and 102 part time jobs;
 - Created 56 permanent jobs and 463 temporary jobs;
 - Provided training and mentorship for 133 employees.
- Strong sales and expansion with City-owned industrial land sales totalling over \$1 million and 56,000 square feet of new industrial construction in Wright Business Park, despite the pandemic;
- 250,000 square feet of industrial and commercial expansion City-wide;
- Crane West Business Park – 23 acres of serviced industrial land added to inventory for sale;
- The Stratford City Centre Committee reported 9 businesses closed and 24 businesses opened during the COVID-19 pandemic.

Priority Area: **Widening our Economic Opportunities**

Objective: The City is successful in attracting diverse business investment

KPI: The number of intake inquiries to investStratford that become active leads

2021	Jan	Feb	March	April	May	June
Intake Inquiries	26	24	21	24	28	21
Active Leads	20	18	17	21	22	21

Summary: Tallied quarterly, the number of Intake Inquiries (initial requests to the investStratford office for information related to business investment) become Active Leads (ongoing communications, including community profiles, research, and due diligence) about 25% of the time. This is consistent with InvestStratford's scan of large industrial and commercial inquiries between 2018 and 2020 which reveals an average of 70 inquiries per quarter. Associated successful development projects follow along from those Active Leads on average between 6-12 months with another 12-18 months of site planning and construction prior to being fully operational.

While not captured in this KPI, local company expansions account for 75% of the land sales in Phase 2 of the Wright Business Park, the additional 25% being new companies locating in Stratford.

Our Small Businesses and Entrepreneurs are supported via the activities of the Stratford-Perth Centre for Business. The following annual summary of businesses started and jobs created is below. (Please note the catchment area includes Perth County and the Town of St. Marys.)

KPI	2021 ⁵	2020	2019	2018
Businesses Started	54	84	94	106
Jobs Created	76	78	171	159

⁵ January to May 2021.

Priority Area: **Widening our Economic Opportunities**

Objective: The City has supported business growth

KPI: The increase in dollar value of industrial and commercial assessments

Estimated % Value Changes Based on Returned Roll Data (2021)	2018	2019	2020	2021 ⁶
Total Commercial % Change in Value/Equity	3.26%	2.64%	2.58%	TBD
Total Industrial % Change in Value/Equity	4.29%	4.14%	3.97%	TBD

Summary: The percentage data above represents the annual percentage increase in total industrial and commercial Current Value Assessment (CVA).⁷

Assessment as a performance measurement is prone to (-/+) fluctuations and does not always provide for a relevant metric to measure commercial and industrial growth. Large assessment reductions for businesses in the past several years, increases resulting from large new businesses, the loss of a large industrial buildings, and the 2019 eastern annexation all created fluctuations in assessment data. An annual percentage of Value/Equity⁸ provides for a more relevant metric and is determined by dividing the dollar value change in a particular year by the previous year's phase-in CVA. This metric will be reported annually, as monthly data is not available.

⁶ Monthly reporting of Value/Equity is not possible for 2021 due to the lack of data from On-line Property Tax Analysis (OPTA).

⁷ Current Value Assessment (CVA) is a property's assessment value as determined by MPAC, including the property location, lot dimensions, living area, comparable sales in the area etc. Current CVAs are based on a 1 January 2016 legislated valuation date. The Ontario Government announced that the 2020 Assessment Update has been postponed. Property assessments for the 2021 and 2022 taxation years will continue to be based on the fully phased-in 2016 values.

⁸ Value/Equity is the assessment value change and the assessment equity (\$) change from year over year, shown as a %.



Strengthening our Plans, Strategies, and Partnerships

Partnering with the community to make plans for our collective priorities in arts, culture, heritage, and more. Communicating clearly with the public around our plans and activities.

Key Priority Area Highlights:

- Equity, Diversity, and Inclusion Strategies and Partnerships:
 - Community Safety and Well-being plan in partnership with St. Marys and all Perth County municipalities;
 - Community Equity Action Team launched by Stratford Police Services Board;
 - Diversity, Equity and Inclusion Action Plan initiated, which will include surveying our current staff to gauge our current culture, identifying gaps in our practices, procedures and policies to identify systemic barriers, and cultural and anti-racism competency training for staff, CLT and Council. This work will be undertaken beginning in September 2021 leading into the spring of 2022;
 - Corporate-wide review of existing policies, procedures, and by-laws to ensure they capture the full extent of the City's rights to regulate signs and symbols on municipal property;
 - Development of a territorial land acknowledgment for the Corporation underway, along with the development of an action plan in response to the Calls to Action in the Truth and Reconciliation Report which mention municipal governments;
 - In 2021, the City became a member of the Coalition of Inclusive Municipalities.
- Other Strategies and Partnerships:
 - Corporate-wide Service Delivery Review, completed in 2020-21. Staff are reviewing and developing an implementation plan;
 - Meter hood rental program during COVID-19 for restaurants offering takeout and retail businesses.
- Communications:
 - Holding of electronic public information sessions and public meetings;
 - Livestreaming of City Council, Committee, Sub-committee Zoom meetings on Facebook;

- Linking video recordings of Council, Committee, Sub-committee meetings to agendas on website;
- Installation of a camera in Council Chambers for webcasting of Council meetings;
- Increased use of multimedia (photos, video, infographics, maps) to make City messages more clear, understandable, and impactful;
- Development of a Climate Change webpage with information and resources on city initiatives and initiatives that can be undertaken by members of the public;
- Climate Change Webinars:
 - The City of Stratford and its Energy and Environment Advisory Committee have partnered with Climate Momentum to offer a series of webinars on climate change;
 - Collaborative effort with a number of community organizations and groups, including the Upper Thames River Conservation Authority, and local high school students in the Avon Maitland District School Board;
 - Webinars are open to the community, hosted through Zoom, and livestreamed on the City's Facebook page. The video recordings of the webinars are also posted on the City's YouTube channel and linked to the City's website.

Priority Area: Strengthening our Plans, Strategies, and Partnerships

Objective: The community is informed about the City's programs, services, plans, and activities

KPI: The number of City website page views

2021

January	February	March	April	May	June	TOTAL
59,366	61,300	70,910	58,963	58,935	70,011	379,485

2020

January	February	March	April	May	June	TOTAL
43,237	41,840	92,031	63,273	57,353	64,380	362,114

July	August	September	October	November	December	TOTAL
73,018	59,618	58,286	66,292	81,402	65,357	403,973

2019

January	February	March	April	May	June	TOTAL
43,677	34,926	36,915	39,666	39,456	39,440	234,080

July	August	September	October	November	December	TOTAL
43,543	38,020	38,050	37,748	39,162	30,245	226,768

2018

January	February	March	April	May	June	TOTAL
49,809	40,956	46,286	44,784	51,609	50,570	284,014

July	August	September	October	November	December	TOTAL
58,198	52,485	50,352	86,119	42,061	31,590	320,805

Summary: Total annual page views for www.stratfordcanada.ca:

2018: 604,819

2019: 460,848

2020: 766,087

2021: 379,485

= Total of **2,211,239** page views since January 1, 2018.

Please note that page views increased significantly during the October 2018 election and the outbreak of the COVID-19 pandemic in March 2020, as highlighted above.

Priority Area: **Strengthening our Plans, Strategies, and Partnerships**

Objective: The City engages the community in its plans and activities

KPI: The total number of people who participate in city-organized public meetings⁹

Regular Council and Standing Committee - 2021

Month	January	February	March	April	May	June	TOTAL
# of Meetings	2	2	2	2	2	2	12
Unique Views (Zoom) ¹⁰	23	35	56	15	34	55	218
Peak Live Viewers (Facebook) ¹¹	36	78	92	75	54	62	397

Public Meetings under the Planning Act – 2021

Month	January	February	March	April	May	June	TOTAL
# of Meetings	1	1	1	1	0	1	5
Unique Views (Zoom)	28	2	30	9	n/a	1	70
Peak Live Viewers (Facebook)	53	28	42	n/a	n/a	18	141

Community Services Sub-Committee – 2021

Month	January	February	March	April	May	June	TOTAL
# of Meetings	0	0	1	1	0	1	3
Unique Views (Zoom)	n/a	n/a	1	2	n/a	0	3
Peak Live Viewers (Facebook)	n/a	n/a	16	25	n/a	8	49

⁹ The data displayed for each meeting type during Q1 and Q2 does not include Members of Council or staff who were in attendance.

¹⁰ Please note that "Unique Views" refers to meetings viewed via Zoom on social media.

¹¹ Data pulled from Facebook is identified as the Peak Live total for each livestream. This is the highest number of unique viewers at any one time during the broadcast.

Finance and Labour Relations Sub-Committee – 2021

Month	January	February	March	April	May	June	TOTAL
# of Meetings	1	0	1	0	1	1	4
Unique Views (Zoom)	1	n/a	3	n/a	1	1	6
Peak Live Viewers (Facebook)	20	n/a	10	n/a	16	9	55

Infrastructure, Transportation and Safety Sub-Committee – 2021

Month	January	February	March	April	May	June	TOTAL
# of Meetings	1	1	1	1	1	1	6
Unique Views (Zoom)	0	0	3	3	2	2	10
Peak Live Viewers (Facebook)	19	18	17	17	14	9	94

Planning and Heritage Sub-Committee – 2021

Month	January	February	March	April	May	June	TOTAL
# of Meetings	1	0	1	0	1	0	3
Unique Views (Zoom)	0	n/a	4	n/a	1	n/a	5
Peak Live Viewers (Facebook)	15	n/a	12	n/a	11	n/a	38

Social Services Sub-Committee – 2021

Month	January	February	March	April	May	June	TOTAL
# of Meetings	0	0	1	1	0	1	3
Unique Views (Zoom)	n/a	n/a	1	2	n/a	1	4
Peak Live Viewers (Facebook)	n/a	n/a	15	18	n/a	9	42

Summary: Focusing on the term “participation” and what that means, the key performance indicator (KPI) identified here is being more narrowly defined as a city-organized meeting at which members of the public have the ability to attend or view, as well as provide feedback or comments. Within the data collected for Q1 and Q2 under this definition, the following meeting types have been included:

- Council and Standing Committee meetings
- Sub-Committee meetings
- Public Meetings held under the Planning Act
- Open Houses¹²

Recognizing that the City of Stratford currently engages members of the public in these defined meetings through both Zoom and Facebook Live, data has been captured on both platforms for each meeting type within the first and second quarters of 2021.

Please note that the data pulled from Zoom is identified as the number of unique viewers. This was selected to measure an accurate level of engagement and participation as it reflects a count for each member of the public who joined or viewed the meeting, regardless of duration or number of times the meeting was accessed. However, the data provided for Facebook does not reflect the number of people who may have watched the recording of the meeting after it was live, either on the City's Facebook page or its YouTube channel. Typically, the number of views for a recorded meeting are significantly higher than the number of views for a live meeting.

As evident above, participation is significantly higher at Regular Council and Standing Committee meetings than at subcommittee meetings.

¹² No Open Houses under the scoped definition were held during Q1 or Q2 of 2021.



Mobility, Accessibility, and Design Excellence

Improving ways to get around, to and from Stratford by public transit, active transportation, and private vehicle. Designing options that are accessible to people of all levels of ability.

Key Priority Area Highlights:

- PC Connect Intercity and Intracounty transit launched in November 2020, connecting Stratford, St. Marys, and Perth County to London and Kitchener-Waterloo;
- New real-time transit app with real time tracking of Stratford Transit busses;
- Saturday and Sunday On Demand Transit;
- Electronic media screens on busses;
- 4 new conventional City busses and 1 new mobility bus;
- 13 new accessible bus shelters;
- New Hot Spot mobile parking app allows drivers to pay for parking with their smart phones;
- New city-wide wayfinding signs;
- New Facility Accessibility Design Manual (to be adopted in 2021);
- Mornington street sidewalk project;
- Installation of bike racks to promote active transportation;
- North Shore pathway enhancements;
- Replacement of pedestrian footbridges;
- Conversion of a portion of T.J. Dolan Drive to a multi-use trail;
- Consideration being given to closing a portion of Lakeside Drive for the months of July and August;
- Creating safer spaces within school zones through updates to the Traffic and Parking By-law;
- Addition of accessible picnic tables in Market Square.

Priority Area: **Mobility, Accessibility, and Design Excellence**

Objective: The City improves ways of getting around Stratford

KPI: The number of riders using Stratford Transit, Bikes, and Trails¹³

2021 Transit Ridership

Service	January	February	March	April	May	June	TOTAL
Transit	17,699	24,484	36,654	20,297	16,951	20,213	136,298
Mobility	599	661	885	633	706	766	4,250

2018-2020 Annual Transit Ridership

Service	2020 ¹⁴	2019	2018
Transit	303,520	587,416	595,212
Mobility	10,453	21,291	21,676

Summary:

Transit: The COVID-19 Pandemic had a substantial impact on transit ridership. On Demand weekend service was introduced in July 2020 (Sunday) and February 2021 (Saturday) in response to low ridership. The new software system introduced in 2021 now allows staff to track monthly ridership statistics and provides ridership data for each individual route and time of service. This data will inform Transit service delivery decisions in the future.

Bikes and Trails: Bike and trail usage is not currently being tracked. City staff are considering options for bike and trail use tracking, including traffic counters and trail counters. Existing counters could be placed at specific locations in the near future; however, this may not produce a monthly total or present an accurate picture of bike and trail usage without monitoring every location for an extended time period. Any recommendations for implementing additional devices (aside from existing resources) would be brought forward for consideration with the 2022 budget.

Considerable progress has been made towards improving bike and trail connectivity in Stratford. For example, the total length of bicycle lanes in Stratford has increased from

¹³ The City is not currently tracking Bike and Trail use. The numbers above represent Stratford Transit ridership, including regular and parallel transit.

¹⁴ Please note that 2020 ridership total is partially based on manual counts, as free transit was available for 5 months during the pandemic and Staff were unable to use the fare boxes to track ridership.

1.3 km in 2016 to 6.74 km in 2021. Similarly, the length of multi-use trails has increased from 2.9 km in 2016 to 5.75 km in 2021. The Active Transportation Advisory Committee continues to work with City staff to implement the Bike and Pedestrian Master Plan, and is creating a report card that includes some draft data that provides some indication of our current active transportation infrastructure. In March 2021, the 'Share the Road' Cycling Coalition gave Stratford an "honourable mention" as a bicycle friendly community, with one of the highest levels of active transportation in Ontario with significant investments made in active transportation between 2020 and 2021, including the addition of nearly 10 km of new cycling infrastructure.

Priority Area: **Mobility, Accessibility, and Design Excellence**

Objective: The City improves ways of getting to and from Stratford

KPI: The number of riders using the PC Connect inter-community bus transportation service

2021

January	February	March	April	May	June	TOTAL
76	146	308	196	163	223	1,112

2020

November	December	TOTAL
85	149	234

The numbers above represent ridership for all five PC Connect routes:

Month	Route 1: KW to Listowel	Route 2: KW to St.Marys	Route 3: London to Stratford ¹⁵	Route A: Perth County North	Route B: Perth County South	TOTAL
November ¹⁶	9	37	N/A	20	19	85
December	20	59	N/A	48	22	149
January	4	13	6	43	10	76
February	11	20	29	73	13	146
March	11	57	59	158	23	308
April	7	10	33	135	11	196
May	6	39	36	62	20	163
June	12	85	47	50	29	223
TOTAL	80	320	210	589	147	1,346

Summary: PC Connect launched on 16 November 2020. Intercity routes 1, 2, and 3 are operated by the City of Stratford (in partnership with North Perth and St. Marys), and Intracounty routes A and B are operated by Perth County. The Pandemic has had a substantial impact on ridership. Since the initial launch, PC Connect has endured two province-wide lockdowns, which included stay-at-home orders. As we move into the next phase of reopening, we will begin advertising the service and promoting the service on social media. Staff are also in the process of retaining a firm to create a digital ride booking application. Staff are working on adjusting Route 1 and adding a stop in Shakespeare on Route 2. The return of area tourism and students is expected to have a positive impact on ridership. The Ministry of Transportation has provided an additional \$611,936.91 to extend the program to 2025.

¹⁵Launch date 18 January 2021

¹⁶ Launch date 16 November 2020

Priority Area: **Mobility, Accessibility, and Design Excellence**

Objective: The City continues to promote the use of accessibility guidelines in the private sector

KPI: The number of site plans reviewed by the Accessibility Advisory Committee

2021

January	February	March	April	May	June	TOTAL
3	0	1	0	0	3	7

2020

January	February	March	April	May	June	TOTAL
1	1	0	1	0	1	4

July	August	September	October	November	December	TOTAL
0	0	0	1	0	0	1

2019

January	February	March	April	May	June	TOTAL
0	0	1	0	0	4	5

July	August	September	October	November	December	TOTAL
3	0	2	1	0	0	6

2018

January	February	March	April	May	June	TOTAL
0	3	0	1	1	0	5

July	August	September	October	November	December	TOTAL
1	1	1	0	0	1	4

Summary: Site Plans are reviewed by the Accessibility Advisory Committee when a proposed development would be open to the public. Committee comments are provided to encourage developers to consider improving the accessibility of a development project beyond legislated requirements, and to educate the development community about improved accessibility options. The COVID-19 pandemic impacted the number of site plans reviewed in 2020, as committee meeting schedules and development were interrupted.



MANAGEMENT REPORT

Date: July 26, 2021
To: Mayor and Council
From: Stephanie Potter, Policy & Research Associate
Report#: COU21-080
Attachments: None

Title: Service Delivery Review – Update and Implementation Plan

Objective: To update Council on the status of the Service Delivery Review implementation plans, and to present implementation cost estimates for future budget considerations.

Background: In 2020, the City of Stratford retained Blackline Consulting to undertake a corporate-wide service delivery review. Over \$20 million in expenditures were reviewed, and over \$730,000 in potential efficiencies were identified. Opportunities were presented to Council on 22 February 2021 – the report is available for review on the City’s website: [Service Delivery Review](#). Council adopted the following recommendation:

That the Service Delivery Review report be referred to the Corporate Leadership Team to investigate the opportunities identified by Blackline and report back to Council.

Corporate Leadership has created an implementation team for each opportunity and has conducted a preliminary review and analysis of each business case. This report outlines their findings and provides a high-level implementation framework for moving the Service Delivery Review recommendations forward. Please note that the invoice processing opportunity has been placed temporarily on hold due to staffing challenges at this time. The facilities review opportunity has been put on hold because we are awaiting implementation grant approvals before next steps can be considered. The paper reduction and airport revenue opportunities are also awaiting grant approvals, but are proceeding with implementation processes at this time, pending final grant approvals.

Finally, please be aware that while many of these recommendations present opportunities for improved efficiency, service delivery, and modernization, they are costly to implement and maintain in terms of capital costs, ongoing maintenance costs/annual licencing fees, and staff time to implement, integrate, and manage. This report should be considered a high-level overview of our initial analysis. Creating further implementation frameworks will require staff to begin the first phase of implementation before we can identify additional next steps.

The following chart provides an estimated implementation timeframe for each opportunity. More detailed information will be provided as we proceed.

	2021		2022				2023				2024				2025			
In Progress	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Consolidate Grass Maintenance																		
Review Fleet Utilization																		
Reduce the Use of Paper ¹																		
Discussion Phase	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Enhance HR Systems																		
Increase Airport Revenue																		
Internal Fire Vehicle Repair																		
On Hold	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Centralize Invoice Processing																		
Review Facilities																		

Going forward, staff will report progress to Council semi-annually as we continue to develop our implementation plans and establish key milestones.

Analysis:

1. REDUCE THE USE OF PAPER

- **Lead:** Director of Corporate Services and Director of Social Services

¹ Please note that implementation is expected to proceed into 2026 as outlined in the remainder of this report.

- **Key SDR Recommendations:**
 - Expand online services and forms;
 - Translate paper into digital records;
 - Digitize manual processes
- **Implementation Timeframe:** 3-5 years
- **Status:** In Progress
- **Key Milestones:**
 - **Phase I: 2021-2022**

a) Ontario Works

By provincial mandate, all Ontario Works (OW) divisions must implement a paperless Electronic Document Management (EDM) process by 8 November 2021. The Ontario Works Division is in the process of implementing a full records digitization program for all OW Files and incoming documents. The Division has retained Nimble Technologies to implement the program. An implementation team of five Ontario Works staff members is working with Nimble Technologies to ensure that business processes are updated properly and to confirm the new work-flow process.

The implementation of the Ontario Works electronic document management program will serve as a case study for corporate-wide implementation. KPI's are being developed to measure the effectiveness of OW EDM. Examples include:

- Reduction in physical space being used to store files
- Reduction in paper and printing costs
- Reduction in time spent finding files
- Reduction in time spent with document management

Staff will integrate key milestones into an implementation framework for corporate-wide implementation when this first phase and case study have been successfully implemented.

Please note that Staff expect the Government of Ontario to mandate Electronic Document Management programs for other Social Services divisions in the coming years.

b) Citizen Portal and Financial Systems Enhancement

A Citizen Portal is the first step towards a one stop portal where residents will have secured access to all City Services. This portal will provide a single view of all City

Services and contact information that are currently available on City's website and mobile app. This is first phase of many future phases.

Staff submitted an application to the Ministry of Municipal Affairs (MMAH) Municipal Modernization Program (MMP), Intake 2, Implementation Stream, to create an online Citizen Portal and integrate a financial systems enhancement program that will enable online tax billing. These projects represent implementation of approximately 10% of the paper business case and will act as the platform for implementing the remainder of the business case. The RFP for these projects has already been issued, as these projects were already included in the 2021 capital budget.

- Elements of a Citizen Portal:
 - Secure user accounts with login and password
 - Content tailored to the user's preference and area of residence.
 - Automated information-feeds (alerts, news upcoming events etc.) and integration with current City of Stratford website
 - Secure Online Services
 - Ability to integrate with third party applications and websites.
 - Secure access to documents and files
 - Ability to conduct an on-line chat with possibility to connect to a human agent that would assist user with questions related to "How do I find resource/make a payment etc."
 - Robust Search Tools
 - Polls and Survey Capabilities
 - Capability to integrate with City of Stratford Business Applications
- Timeframe for implementation:
 - June 2021:
 - Project team released the Citizen Portal RFP
 - August 2021:
 - Project team to review responses, interview proponents and award RFP;
 - Project team to firm the Financial Enhancement scope and receive the professional services quote from City's vendor.
 - September 2021-March 2022:
 - Project Kick Off
 - Working with the vendor implement the Citizen Portal
 - Engaging with City's vendor to implement financial enhancements and integrate within the Citizen Portal

- **Phase II: April-December 2022**
 - Project team to discuss integration and define scope with at least one internal business system.
 - Project team with support of vendor will work towards the implementation.
- **Phase III: January 2023-December 2026**
 - Project team to discuss implementation with rest of internal systems.
 - Project team will define scope and project requirements.
 - An RFP or RFI will be released.
 - Extra resources/consultant for a period up to 3 years to help and manage the implementation will be required.
 - A project team that will comprise of Project Director, Technical Leads, Department champions and Vendors will be created.
 - This team will lead the implementation plan and update CLT on regular basis.
- **Implementation Cost:**
 - Citizen Portal: \$80,00 Capital and \$70,000 Operating;
 - Financial Systems Enhancement: \$25,000 Capital and \$6,000 Operating;
 - Ontario Works: \$23,550

The Ontario Works EDM program is expected to cost \$20,400 to maintain annually. Implementation costs for future phases are unknown at this time. Staff are investigating and will have a better understanding of the capital and operating cost of implementation for future phases in 2022 and beyond.

Please note that the MMP Intake 2 Implementation Stream is a cost sharing grant that would cover up to 65% of Citizen Portal and Financial Systems Enhancement project costs if our application is successful.

2. ENHANCE HR SYSTEMS

- **Lead:** Director of Human Resources
- **Key SDR Recommendations:**
 - Digitize manual processes with HRIS;
 - Initiate a Time and Attendance program with Finance
- **Implementation Timeframe:** 3 years
- **Status:** Discussion phase

HRIS System

Currently all of our processes in HR and payroll to a great degree are being completed manually. Human Resources, Payroll and department personnel are collecting, tracking and managing people related data using paper files and multiple spreadsheets. An HRIS system would integrate all people related information collected and stored into a single source secure location. Storing it in one location allows employment data to be more secure, efficiently accessed, managed and utilized by HR, Payroll and management staff for recruitment, talent management and payroll time and attendance processes.

- Elements of an HRIS System:
 - Recruitment and on-boarding systems reduces manual input of data, vastly reduces recruitment time
 - HRIS repository stores electronic data on employee information used for reporting, performance management. Currently this information is not stored digitally we have paper files and spreadsheets.
 - Time and Attendance system implementation. Currently, every department inputs and tracks their own information using spreadsheets or a work order system. Human Resources, managers and employees do not have easy access to the data.
- Benefits of an HRIS:
 - Securing Private Information: An HRIS eliminates the need for multiple parties in the City to create separate tracking of employee information (payroll & employee data). With an HRIS every piece of information would be collected, tracked, updated and secured in one central location and can be searched in seconds vs searching through different versions of spreadsheets and filing cabinet material.
 - Elimination of Manual Input: HRIS reduces input of information by more than one person in the organization. Using a time and attendance module in HRIS eliminates manual processes and allows employees and managers the ability to self-access their leave balances, pay stubs, T4's, employee file and benefit information electronically, and reduces manual processes. Self-access offers convenience and ease of service enhancing the employees and managements experience.
 - Legislative Compliance: The software updates new or changed regulations for payroll and assist with meeting compliance requirements. (OHSA, AODA, ESA).
 - Diversity, Equity and Inclusion Metrix: HRIS software is helpful in tracking demographic data in the workforce and talent pool for recruitment. This results in a tangible measure of efforts and action plans to diversify the workforce.

- **Key Milestones:**
 - October 2021:
 - Project team will research and demo HRIS products
 - Explore possible integration with the current Payroll System Great Plains
 - November 2021:
 - Issue an RFP to secure a vendor to begin the project in 2022
 - January-February 2022:
 - Pre-project planning
 - Working with the vendor establish a 3 stage plan to integrate modules for Recruitment and On-boarding, HRIS and Time and Attendance
 - May-December 2022:
 - Phase I – implementation and launch of a recruitment and on-boarding module
 - Phase II – implementation of an HRIS module
 - January-December 2023:
 - Phase III – implementation of a Time and Attendance module
 - January 2024
 - Launch of Time and Attendance module
- **Implementation Cost:** Unknown at this time. Staff are investigating and will have a better understanding of the cost of implementation as we proceed with the RFP in the 4th Quarter of 2021. Costs of implementation will be forecast for 2022 capital budget considerations.

3. REVIEW FLEET UTILIZATION

- **Lead:** Director of Infrastructure and Development Services
- **Key SDR Recommendations:**
 - Begin tracking vehicle usage;
 - Centralize fleet management
- **Implementation Timeframe:** 2-3 years
- **Status:** In Progress

The Service Delivery Review process revealed that currently, the City does not collect the data necessary to produce the metrics needed to evaluate the utilization of fleet. In

order to evaluate whether or not we have the right type and number of fleet, the City first needs appropriate assessment tools and supporting data. Existing Geotab software combined with new vehicle GPS units will collect and analyze this data. The established toolbox generates reports on each vehicle's kilometres, hours of use, and days in use. This combination of metrics will provide the best representation of fleet utilization. Approximately 40 outstanding fleet would require GPS units installed. Furthermore, we will need to collect an entire years worth of data to capture the best corporate picture of fleet utilization.

- **Key Milestones:**

- **Phase I: Data Collection, 2021**

- i. July 2021: Inform and gain support from all departments; Discussions with appropriate staff;
 - ii. July-October 2021: Integrate remaining 40 fleet vehicles with required GPS tracking hardware;
 - iii. October 2021-2022: Fleet supervisor to track vehicle data for one year and provide annual summary to each department.

- **Phase II: Analysis, Autumn 2022**

- i. Each department to review and analyze fleet data and meet to discuss findings corporately;
 - ii. Monitor and evaluate metrics and make recommendations on fleet utilization and centralization

- **Phase III: Implementation, 2023**

- Implement recommendations

- **Implementation Cost:**

- \$8,000 GPS installs
 - \$9,500 in addition to existing 40 remaining units software subscription
 - \$20,000 total annual subscription
 - Cost of recommendations after one year of data collection are unknown at this time.

4. CONSOLIDATE GRASS MAINTENANCE

- **Lead:** Director of Community Services

- **Key SDR Recommendations:**

- Centralize grass maintenance in one department;
 - Create economies of scale

- **Implementation Timeframe:** 1 year (complete by Spring 2022)
- **Status:** In Progress
- **Key Milestones:**
 - Staff are reviewing options to move grass maintenance to Community Services, keep with Infrastructure and Development; or implement a hybrid model of moving the fine cutting to CS and the areas that require larger tractor mowing stay with IDS.
 - Currently analyzing the areas that are serviced by IDS to determine needs.
- **Implementation Cost:** No implementation costs are expected at this time, however, staff time and resources are needed to implement new procedures.

5. **INTERNAL FIRE VEHICLE REPAIR**

- **Lead:** Director of Infrastructure and Development Services
- **Key SDR Recommendations:**
 - Provide training to mechanics on staff to repair fire vehicles internally
- **Implementation Timeframe:** 1.5 years
- **Status:** Discussion Phase

Preventative maintenance and annual inspections of the Fire Department's fleet can be conducted at both Public Works and Transit garages. Staff have the necessary training to work on Fire's fleet, with the exception of the firefighting packages or aerial apparatuses, which requires specialized EVT training. Staff have been in contact with the Ontario Fire Association regarding training available in Ontario. At present, the only EVT training available is through a company in the United States.

- **Key Milestones:**
 - **Phase I: Autumn 2022**
Develop policies and procedures with respect to internal and external work assignments (i.e. which tasks can be accomplished with internal resources and what is designated to be outsourced).
 - **Phase II: 2022-23**
Consider expanding the Fire Fleet maintenance services provided inhouse (e.g. aerial apparatus).
- **Implementation Cost:** \$0 to \$10,000

6. CENTRALIZE INVOICE PROCESSING

- **Lead:** Director of Corporate Services
- **Key SDR Recommendations:**
 - Centralize invoicing in the Finance department
- **Status:** On Hold

Review and analysis of this opportunity is on hold until Acting Director of Corporate Services is appointed.

7. REVIEW FACILITY COST, MAINTENANCE, AND UTILIZATION

- **Lead:** Director of Community Services
- **Key SDR Recommendations:**
 - Begin tracking facility utilization;
 - Review opportunities for centralized maintenance and changes to utilization to reduce cost
- **Implementation Timeframe:** 1 year of data collection; unknown timeframe for remainder of implementation.
- **Status:** On Hold

Staff have applied to the MMAH Municipal Modernization Program, Intake 2, Review Stream, to retain a consultant who will facilitate a Business Process Review. If the City's application is successful, the consultant will generate actionable recommendations for data collection that can be integrated into daily staff responsibilities. If the application is not successful, staff will review the business case to determine a process for integrating data collection processes with internal resources, and/or propose funding the retention of a consultant to complete the business process review in the 2022 budget.

- **Key Milestones:**

The following milestones were identified for the third-party consultant Business Process Review:

- Review the 2021 Service Delivery Review facilities profile;
- Review the facilities data that the City currently collects;
- Review current facilities issues with Corporate Leadership Team and management staff;
- Facilitate sessions with city staff (including management and front-line staff) to determine current process;

- Determine which data sets need to be collected to achieve objectives;
- Recommend new data collection processes with existing resources;
- Conduct process mapping sessions with City staff to enable new data collection processes to be integrated into daily responsibilities;
- Draft a comprehensive facility data collection strategy that includes an executive summary, process map, and an actionable implementation plan;
- Create a data tracking spreadsheet for City staff to populate with the required information.

The immediate outcome of the business process review would be a comprehensive facility data collection strategy that would enable staff to integrate data collection into their daily responsibilities. Following one year of facility data collection, the City expects to be able to support a business case for improved efficiencies in facility cost, maintenance, and utilization. Recommendations may include:

- The development of a strategy to minimize facility costs and improve efficiency;
- The creation of a centralized corporate facilities management division responsible for the maintenance and operation of all City facilities to lower total maintenance costs and increase facility maintenance standards across the corporation;
- The improvement of facility utilization through programming and strategies (e.g. Sport Tourism), thereby increasing municipal revenue streams.

- **Implementation Cost:**

The business process review is expected to cost between \$60,000 and \$80,000; The MMP review grant could cover up to a maximum of \$80,000 if our application is successful. Costs to implement the recommendations arising from the business process review and data collection process are unknown at this time.

8. INCREASE AIRPORT REVENUE

- **Lead:** Fire Chief
- **Key SDR Recommendations:**
 - Consider increasing fees;
 - Consider adding a hangar;
 - Consider selling the municipal airport
- **Status:** Discussion phase

After a thorough analysis of the options suggested in the Service Delivery Review, staff determined that significant increases to airport fees will result in a reduction in airport revenue instead of an increase. Furthermore, selling the airport will only bring a one-

time payment to the City. If the new owner does not continue to operate the land as an airport, this may impact the current \$3.3 million dollars in economic activity provided by the airport. Therefore, expanding the airport and adding a hangar is the most viable option for increasing airport revenue.

- **Key Milestones:**

Because of the capital costs associated with this expansion, staff have identified the following goals for expanding the airport and increasing revenue:

- **Phase I: Short Term – Increase Fees & Marketing**

- a) **Identify any airport fees that can be increased, and conduct analysis to increase revenue without negative impact**

Objective:

In order to achieve this goal, fees must be rated against direct comparators and be increased strategically to ensure users do not avoid fuelling operations or landing at the airport due to prices being significantly higher than nearby airports.

Target Audience:

Both small private and small commercial jet aircraft use the airport for varying reasons. Until such time as larger cargo aircraft begin using the airport, the fees must be reflective of the current users.

Cost:

The three costs listed in the table below are fees not tied to negotiated agreements but are implemented by management based upon current market levels. The increases below indicate a modest increase which may be increased further based upon direct comparators, market, and customer satisfaction feedback.

Fee	2019 Total Revenue	Increase	New Total Based Off 2019	Percentage Increase Based Off 2019
Avgas	241,084	\$0.05/Litre	247,709	2.75-3.0 %
JetA	39,344	\$0.10/Litre	42,057	7 %
Landing Fees	2150	?	3225	50 %

These suggested increases will be added to the 2022 budget recommendations.

Implementation: 6 months

Status: Discussion phase

b) Advertising and marketing planning need to be implemented to attract new users and identify new uses

Objective:

To identify advertising avenues and potential costs to implement a marketing plan.

Target Audience:

The target audience for this goal is to attract owners of small aircraft, potential commercial/industrial cargo hubs, and potential new users of the facilities to bring in new sources of revenue (i.e. boardroom use rental).

Cost: TBD. Staff will also investigate opportunities to integrate Airport advertising/marketing into the City's new advertising management process.

Implementation: 6-12 months

Conversations will be established between management and key businesses/organizations in the area to discuss potential advertising streams, uses, and marketing ideas. A communication plan will be developed which will identify any associated costs to ensure the plan is effective. Some suggested examples of organizations that may be included in conversations are The Stratford Festival, Destination Stratford, Invest Stratford, Chamber of Commerce, City of Stratford Communications Manager, and The Stratford Perth Museum.

Status: Discussion phase

➤ **Phase II: Long Term – Expansion**

a) Negotiation of tree removals (legal costs), up to 1-year timeframe

Objective:

There is a small parcel of trees located on private land at the end of the main runway for the airport. Due to the location of these trees, 1,000 feet of the runway cannot be used because of Transport Canada Air Regulations. Depending on weather/wind conditions the 1,000 foot displacement is preventing larger aircraft from landing at the airport for any purpose other than an emergency landing. Until these trees are negotiated to be trimmed or removed, a commercial/industrial use hub for cargo aircraft cannot become a reality.

Target Audience:

This goal, if successful, will increase the chances of attracting a more commercial clientele to the airport that are interested in drop off and pick up of cargo.

Cost:

Negotiation costs: up to \$20,000

Increased revenue fuelling larger aircraft

Increased revenue from hangar leases
Increased revenue from landing fees

Implementation: 12-18 months

Status: Discussion phase

b) Expansion of Taxiway

Objective:

To expand the taxiway to attract new builders of aircraft hangars, increase aircraft housed at the airport, and to increase airport use and increase revenue. There is an opportunity currently ongoing to achieve a grant for full funding of this goal through FedDev Ontario. This has been a staple item on annual capital reserve planning during budget deliberations

Target Audience:

Success of this goal will target small private aircraft and commercial jets. If Long-term goal 1, removal of trees on private land, is successful, the expansion of the taxiway may attract the installation of a commercial cargo hub.

Cost:

Up to \$1.5 million (FedDev grant or Capital Reserves)
Increased revenue fuelling aircraft
Increased revenue from hangar leases
Increased revenue from landing fees

Implementation: 12-18 months

If unsuccessful for FedDev grant, will be presented during 2022 budget deliberations with alternative funding options.

Status: Council approval for FedDev grant application has passed at committee of council level; 2022 budget process to begin July 2021.

Financial Impact: The following represents the known/anticipated costs of implementation for all projects:

- Reduce the Use of Paper:
 - \$204,550 in 2021 (in budget). Please note that this amount would be reduced if our MMAH MMP grant application is successful;
 - \$20,400 in ongoing annual operating costs for Ontario Works EDM;
 - \$70,000 in ongoing annual operating costs for Citizen Portal;
 - Unknown costs for future phases of implementation.
- Review Fleet Utilization:

- \$17,500 in 2021 (unfunded, but could be accommodated through the Infrastructure and Development Services maintenance budget, or referred to 2022 budget);
- \$20,000 in ongoing annual operating costs for subscription.
- Internal Fire Vehicle Repair:
 - \$10,000 in training, 2022 (referred to 2022 budget).
- Review Facility Cost, Maintenance, and Utilization:
 - \$80,000 in 2021 for Business Process Review (unfunded). We have applied to the MMAH MMP program for funding; if we are not successful, this will be referred to the 2022 budget.
- Increase Airport Revenue:
 - \$20,000 in 2022 in anticipated legal costs for tree removal;
 - \$1.5 million in 2022 for taxiway expansion. The City applied to FedDev to fund this expansion. If not successful, this project will be referred to the 2022 budget for consideration.

Other unfunded implementation costs will be brought forward to Council for consideration as information becomes available.

Alignment with Strategic Priorities:

Strengthening our Plans, Strategies and Partnerships

Partnering with the community to make plans for our collective priorities in arts, culture, heritage and more. Communicating clearly with the public around our plans and activities.

Developing our Resources

Optimizing Stratford's physical assets and digital resources. Planning a sustainable future for Stratford's resources and environment.

Staff Recommendation: THAT the Service Delivery Review Update for July 2021 be received as information.



Stephanie Potter, Policy and Research Associate

A handwritten signature in cursive script, reading "Joan Thomson".

Joan Thomson, Chief Administrative Officer



MANAGEMENT REPORT

Date: July 26, 2021
To: Mayor and Council
From: Nathan Bottema, Project Manager
Report#: COU21-074
Attachments: Bid Summary T2021-18

Title: Concrete Sidewalk Installation - Tender Award for Contract T2021-18

Objective: To obtain Council approval to accept the Nicholson Concrete bid of \$135,792.10 including HST, for the Concrete Sidewalk Installation Contract T2021-18.

Background: The Concrete Sidewalk Installation tender was posted on the City's website. The work includes the construction of a sidewalk at two locations. The site locations are as follows:

- West Gore Street between John Street South and St. Vincent Street (north side)
- Mornington Street between Graff Avenue and McCarthy Road (east side)

West Gore Street is a collector road with two lanes of traffic. The road has an existing sidewalk on the south side, and no sidewalk for 260 m on the north side between John Street and St. Vincent Street. The proposed sidewalk will establish sidewalks on both sides of the street which is consistent with Council's Policy S.2 that states a sidewalk is to be provided on both sides for collector and arterial roads.

Mornington Street is an arterial road with two lanes of traffic from McCarthy Road to Graff Avenue. The road has 110 m of existing sidewalk on the east side from McCarthy Road north, no sidewalk further north to Graff Avenue on the east side, and no sidewalk on the west side. The proposed 265 m sidewalk extension will establish a continuous pedestrian connection along Mornington Street.

This project will include re-grading of the boulevards and minor utility relocations to accommodate the 1.5m wide sidewalks.

Analysis: There were a total of 15 contractors that picked up plans for the project, with five submitting official bids. The lowest qualified bid of \$135,792.10 including HST was provided by Nicholson Concrete. The submission was reviewed, and their

experience and references were checked with excellent results. The Contractor has been responsible for the annual sidewalk repairs within the City for several consecutive years. The tender totals in the Bid Summary attachment do not include HST.

The Nicholson Concrete bid is \$135,792.10, which is \$122,284.99 after the HST Partial Rebate. The tender price is within the 2021 capital budget.

Financial Impact: The 2021 capital budget contains a total of \$200,000 for New Sidewalks on Collector or Arterial Roads, with \$100,000 funded from Road Reserves and \$100,000 from development charges in accordance with Council Policy L.3.1. The project will be funded as follows:

Development Charges	\$	61,142.50	R-DIS-ROAD
Road Reserve	\$	61,142.49	R-R11-WORK
Total	\$	122,284.99	

Alignment with Strategic Priorities:

Mobility, Accessibility and Design Excellence

Improving ways to get around, to and from Stratford by public transit, active transportation and private vehicle.

Staff Recommendation: THAT the Concrete Sidewalk Installation contract be awarded to Nicholson Concrete at a total price of \$135,792.10 including HST;

AND THAT the Mayor and Clerk, or their respective delegates, be authorized to sign the necessary Contract Agreement.



Nathan Bottema, Project Manager



Taylor Crinklaw, Director of Infrastructure and Development Services



David St. Louis, Acting Chief Administrative Officer

Concrete Sidewalk Installation

Closing Date: Friday, July 9, 2021

Submission Summary

Vendor	City/Province	Submission Name	Unofficial Value or Notes
Nicholson Concrete	Stratford, Ontario	Submission 1	\$122,120.00
Avion Construction Group Inc.	MILTON, ON	Submission 1	\$171,060.00
Accurate Road Construction	Caledon, Ontario	Submission 1	\$230,851.48
Vista Contracting Ltd	Cambridge, Ontario	Submission 1	\$236,847.50
Neptune Security Services Inc	Mississauga, Ontario	Submission 1	\$247,290.00

Witness (Print Name) Signature Date

Witness (Print Name) Signature Date

Witness (Print Name) Signature Date



MANAGEMENT REPORT

Date: July 26, 2021
To: Mayor and Council
From: Joan Thomson, CAO
Report#: COU21-078
Attachments: None

Title: Cooper Block – Process to Restart Community Hub Project

Objective: For Council to confirm the redevelopment strategy presented in the 2018 Grand Trunk Community Hub Master Plan; and approve the recommended steps to restart the process to create a Community Hub within a portion of the historic steam locomotive maintenance building.

Background: Previous Council approval of the 2018 Grand Trunk Community Hub Master Plan represented a key milestone for revitalization of the 18-acre (7 ha) Cooper Block. Long-term redevelopment plans include:

- Community Hub within a portion of the Historic Steam Locomotive Maintenance Building
- Expansion of the University of Waterloo Campus
- Creation of Market Rate/Student/Affordable Housing Units
- New Transit Terminal (*now complete*) and Additional Parking
- Other Compatible Uses

As highlighted above, a new transit terminal has been constructed and is now fully operational. This new terminal has been well received by the community. Use of the terminal was expanded in 2020 for the Community Transportation Pilot Projects for both the City and the County routes.

Due to the impacts of Covid-19, redevelopment planning and implementation slowed in 2020 and 2021. Both the University of Waterloo and potential private partners are now reassessing the timing and scope of new facilities.

However, with Provincial reopening underway, planning for construction of a new Community Hub within a portion of the historic steam locomotive maintenance building can be advanced.

This report presents a high-level action plan to begin the restoration of the existing locomotive maintenance building, while also proceeding with preliminary and detailed design for the new Community Hub.

Analysis: This report presents a conceptual Implementation Plan to restart the process to construct a new Community Hub. While previous technical reports have indicated that the adaptive reuse of the historic steel structure is possible, several critical tasks remain to be completed before detailed design of the Hub building can proceed.

The existing Cooper buildings cover a total area of approximately 160,000 square feet (15,000 m²). For the historic steel frame buildings, previous sampling results confirmed the presence of asbestos in the roofing felt and tar. The felt and tar is supported by the original wooden planks placed on steel purlins between the roof trusses. This roof system is leaking, badly deteriorated and must be completely removed to properly restore and stabilize the building. Given that the roofing material contains asbestos, removal must be completed in a carefully managed and controlled manner to protect the health and safety of workers and the nearby community.

It was also previously determined that the roof purlins connecting the steel trusses are undersized and need to be replaced. It is proposed that the steel trusses in the Community Hub identified portion of the building be cleaned (remove lead paint and sandblast), purlins replaced, minor repairs completed and then coated with steel primer to preserve the structure. All areas with salvageable trusses will be braced and stabilized to preserve options for future development of other portions of the existing building.

The first phase of the Implementation Strategy in 2021 and 2022 includes:

1. Complete Removal of Leaking Roof Over Historic Steel Trusses
 - Removal and Storage of Historic Skylights
 - Removal and Storage of Original Wooden Roof Planks
 - Removal and Disposal of all Asbestos Containing Felt/Tar Roofing
2. Cleaning/Repair/Priming of Historic Steel Trusses in Community Hub Area
3. Bracing and Stabilization of All Salvageable Trusses (unknown future use)

These actions will:

1. Eliminate Environmental Liability of Asbestos Roofing Over Trusses
2. Eliminate Safety Concerns from Leaking/Falling Roof
3. Preserve Skylights and Wooden Planks for Future Assessment
4. Completely Repair and Restore Steel Trusses in Community Hub Area
5. Brace and Stabilize all Other Salvageable Trusses

Completing these actions in early 2022 will provide:

1. Significant Reduction in Project "Unknowns"

2. Significant Reduction in Environmental and Safety Liabilities
3. Structural Certainty for Architectural Design of Hub
4. Improved Clarity of Future Project Costs

Next steps in 2022, subject to Council direction, may include:

1. Architectural Design of Hub
2. Confirmation of Electrical and Other Site Servicing Needs (Short and Long Term)
3. Development of On-Site Road Network and Services (Short and Long Term)
4. Removal of all Damaged/Unsuitable Buildings
5. Assessment of Historic Skylights and Roof Planks

It is proposed that a tender be developed and advertised this fall to repair and restore the historic steel trusses in the Community Hub area; brace and stabilize all other salvageable steel trusses; and remove all remaining roofing materials from all the historic steel frame trusses. The controlled removal of asbestos roofing materials is a necessary first step regardless of whether portions of the buildings are restored, or deemed to no longer be required. Approximately 100,000 square feet (over 9000 m²) of roof area will be removed. The general strategy related to removal of the roofing materials is summarized below.

- Felt and tar containing asbestos will be removed in a controlled manner consistent with regulated requirements. All felt and tar will be properly disposed at the Romeo Street landfill.
- Roof skylight frames and glass will be carefully removed and will be stored in the adjacent covered Annex building for future assessment. It is noted that window frame caulking also contains asbestos.
- Original wooden roofing planks which support the felt/tar will be removed, sorted by condition, palletized if sound and stored in the Annex building for assessment and future reuse. The extent of lead paint on these timbers is currently unclear.

Removal of all roofing materials and restoration and bracing of trusses is currently forecast to be completed during the first half of 2022 subject to Council approval.

It is premature to speculate on the suitability of specific roof features including solar panels, a green roof or skylights at this time. Staff will take no action which limits future roof options without specific Council approval.

Other important technical tasks planned for the next 12 months include:

- Confirming short and long-term servicing needs for the entire Site including electrical, potable water, fire suppression, natural gas, storm and sanitary sewers; and
- Continuing to finalize an environmental remediation plan in cooperation with the Ministry of Environment, Conservation and Parks.

Financial Impact: An up to \$55,000 provision plus HST, is currently required for tender development related to structural engineering design and repairs, and health and safety professional services for restoration of the historic steel trusses and the removal of asbestos and damaged roof components. It is anticipated that the tendered contract cost for the actual structural repairs, and for removal of asbestos and the damaged roof will be presented for Council approval in December.

Alignment with Strategic Priorities:

Mobility, Accessibility and Design Excellence

Improving ways to get around, to and from Stratford by public transit, active transportation and private vehicle.

Strengthening our Plans, Strategies and Partnerships

Partnering with the community to make plans for our collective priorities in arts, culture, heritage and more. Communicating clearly with the public around our plans and activities.

Developing our Resources

Optimizing Stratford's physical assets and digital resources. Planning a sustainable future for Stratford's resources and environment.

Staff Recommendation: THAT the City of Stratford confirm the revitalization strategy for the Cooper Block presented in the 2018 Grand Trunk Community Hub Master Plan;

AND THAT staff be directed to proceed with necessary pre-construction activities for the new Community Hub facility within the historic steam locomotive maintenance building including:

- **Preserving the structural elements of the historic buildings and removing asbestos and other designated substances as necessary prior to redevelopment;**
- **Confirming short and long-term servicing needs for the entire Site including electrical, potable water, fire suppression, natural gas, storm and sanitary sewers;**
- **Continuing to finalize the environmental remediation plan in cooperation with the Ministry of Environment, Conservation and Parks;**
- **Authorizing staff to retain professional services to an upset limit of \$55,000 plus HST to provide contract and design specifications for structural design, and removal of asbestos and non-structural roof components;**
- **Reporting to Council with an Implementation Plan Update and Multi-Year Cost Projection in December 2021; and**

- **That staff be directed to report to Council with an update on anticipated project costs in Autumn 2021.**

A handwritten signature in cursive script, reading "Joan Thomson".

Joan Thomson, Chief Administrative Officer



MANAGEMENT REPORT

Date: July 26, 2021
To: Mayor and Council
From: Joan Thomson, Chief Administrative Officer
Report#: COU21-076
Attachments: None

Title: Community Hub Fundraising

Objective: To recommend hiring a fundraising consultant firm to manage and conduct a capital fundraising campaign for the construction of the proposed Grand Trunk Community Hub.

Background: The construction of the Grand Trunk Community Hub represents a catalytic investment in the redevelopment of the Grand Trunk Site (the former Cooper Site), which has the potential to be a cohesive environmental, social, and economic asset that can provide our residents with community, cultural, and recreational services as well as social services, housing, and educational opportunities at full build-out. The Hub is proposed be constructed as part of the adaptive re-use of a portion of the vacant Cooper building on the site. Construction of the Hub could include a new YMCA, indoor pool, gymnasium, walking track, fitness rooms, and multi-use community spaces with amenities for members of our community, including seniors and students.

In 2019, the capital construction cost of the Hub was estimated at over \$67 million, excluding building abatement, environmental remediation, and net-zero energy efficiency features.¹ The City of Stratford currently has \$5.4 million in reserve committed to this project. It is unknown whether or not the City is eligible for Federal or Provincial support for the construction of the Hub. Previous provincial commitments were withdrawn after the 2018 election. Recent funding applications have required projects to be shovel-ready and to demonstrate that they will be built with net-zero

¹ In previous discussions, it was recommended that the City would retain ownership of the asset, and the YMCA would operate it. If constructed, the Hub is estimated to cost the City approximately \$610,000 in annual operating costs (2019).

carbon neutral capabilities.² The City will need to seek fundraising support for the construction of Hub to help cover capital construction costs and continue to pursue funding from the Federal and Provincial governments.

Analysis: Due of the large scale of the project and the amount of funding needed, undertaking a fundraising campaign with internal resources is not feasible. It is recommended that a qualified consulting firm be retained through a Request For Proposals (RFP) process for a period of 18-24 months to plan, execute, and manage a capital fundraising campaign for the construction of the Grand Trunk Community Hub.

The proposed Scope of Work is as follows:

Phase I: Campaign Feasibility

The successful proponent would conduct a Feasibility Study to:

- Ascertain financial potential;
- Assess how donors/the community feel about the proposed capital project;
- Determine whether or not a fundraising campaign coach is required;
- Identify potential competition;
- Identify major donors, naming rights, and other gift opportunities;
- Cultivate donor prospects;
- Identify volunteers and campaign leaders;
- Identify public relations issues;
- Assess the City's capacity and readiness to conduct a capital campaign;
- Identify key success factors for the proposed campaign.

Phase II: Campaign Plan

The consultant would develop Campaign Plan that includes:

- Multifaceted capital campaign strategy;
- Fundraising best practices and provisions to maximize community support;
- Recommend the vision, goals, objectives, and actions of the campaign, including a feasible fundraising goal;
- Determine the length of the campaign;
- Develop and implement strategy for leadership recruitment;
- Terms of reference and structure for a Volunteer Campaign Committee;
- Recruitment and training of the Volunteer Campaign Committee;
- Development and provision of resources for the Volunteer Campaign Committee;
- Development collateral materials to support the campaign;
- Planning and implementation of advertising needed to support the campaign;
- Establish policies for:

² Including the completion of a Climate Lens, Climate Risk Assessment, and submission of building plans, structural information, energy profile, and Green House Gas emissions information.

- Founder donations;
- Naming rights;
- In-Kind donations.
- Determine community involvement.

Phase III: Campaign Execution

Launch and manage the campaign, including:

- Manage campaign prospect identification and evaluation;
- Oversee and support prospect calls and solicitation with volunteers;
- Promote donor stewardship and cultivation;
- Develop and manage/implement campaign events;
- Management of donor tracking and recognition;
- Managing campaign communications, public relations, information, and advertising.

Hiring a fundraising campaign manager should be considered a first step in determining the feasibility of implementing the Community Hub project. In order to move the Community Hub project forward, the City will need to determine our commitment and maximum financial contribution to this project. The City should also consider hiring a full-time project manager to oversee the redevelopment project, including building design, engineering, construction, contractors, and subcontractors. As stated above, it is likely that the project will need to be in a shovel-ready state (i.e. fully designed and compliant with all environmental and carbon-neutral ready regulations) to be eligible for most large federal and provincial funding programs in the future. At this time, the Hub is still only conceptual in terms of planning and design.

During Covid-19, the Community Hub project was paused during the declared emergency along with a number of other city initiatives. Discussions will need to be rescheduled with potential partners for this project to provide updates to previous commitments and plans. In the meantime, this report is being presented to Council for direction with respect to the fundraising aspect of this major project.

Financial Impact: Due to the length and scope of the contract, hiring a fundraising campaign manager is expected to cost a minimum of \$200,000 over 18 to 24 months. The cost of these services would be determined through the Request For Proposal process and would be part of the 2022 budget deliberations.

Alignment with Strategic Priorities:

Mobility, Accessibility and Design Excellence

Improving ways to get around, to and from Stratford by public transit, active transportation and private vehicle.

Strengthening our Plans, Strategies and Partnerships

Partnering with the community to make plans for our collective priorities in arts, culture, heritage and more. Communicating clearly with the public around our plans and activities.

Developing our Resources

Optimizing Stratford's physical assets and digital resources. Planning a sustainable future for Stratford's resources and environment.

Staff Recommendation: THAT the City of Stratford prepare and issue a Request for Proposals to retain a Fundraising Campaign Manager for the Grand Trunk Community Hub;

AND THAT the acceptance of the successful proposal be subject to Council approval as part of the 2022 budget deliberations.



Joan Thomson, Chief Administrative Officer



MANAGEMENT REPORT

Date: July 26, 2021
To: Mayor and Council
From: Alex Burgess, Manager of Ontario Works
 Kim McElroy, Director of Social Services
Report#: COU21-081
Attachments: None

Title: Service System Manager Request for Qualification – Employment Services Ontario Transformation

Objective: To provide Council with an update regarding the upcoming Employment Services Transformation RFQ Process, and how this will impact the Stratford-Bruce Peninsula economic region.

Background: On February 12, 2019, the Ontario government announced its plan to transform the province's employment services, with the goal of making these services more efficient, more streamlined, and outcomes focused. The vision of Employment Services Transformation (EST) is to build a locally responsive employment services system that effectively meets the needs of a diverse range of job seekers and employers in Ontario. In 2020, implementation of Employment Services Transformation (EST) began in the three prototype regions of Peel, Hamilton-Niagara, and Muskoka-Kawarthas.

On June 10, 2021, the expansion of EST to nine additional catchment areas was announced. One of these areas is the Stratford Bruce-Peninsula Economic Region, which includes Stratford, Perth County and St Marys, as well as Grey County, Huron County, and Bruce County.¹

As with the prototype phase, a two-stage competitive selection process is underway to identify Service System Managers (SSMs) for the remaining catchment areas. The first stage is a Request for Qualification (RFQ) submission due July 13, 2021. The second stage would take place in September 2021 through a Call for Proposal (CFP) process for

¹ Information sourced and quoted from The County of Bruce July 8, 2021 report; [Service System Manager Request for Qualification – Employment Services Ontario Transformation \(escribemeetings.com\)](https://www.escribemeetings.com)

those in select catchment areas who are deemed qualified following the first round. The successful SSMs in these catchment areas would be identified by Spring 2022.

The phased approach for the next nine catchments will see the Ministry move to finalize agreements with an initial group of catchments by April 2022. A second group of catchment areas will complete the competitive process and finalize agreements by December 2022. The sequencing of individual catchment areas will be based on complexity, competitiveness, and municipal engagement. The competitive process for the remaining catchments with higher levels of complexity such as Toronto and the two northern catchments will occur in 2023.

The role of Service System Manager is to oversee the planning, design, and delivery of employment services in a way that is integrated, inclusive, people-focused and outcomes driven, by considering local community and employer needs. The Ministry of Labour, Training and Skills Development (MLTSD), in collaboration with the Ministry of Children, Community and Social Services (MCCSS), would assume a System Steward role to set objectives, standards, funding, and reporting requirements.

As part of this transformation, it was announced that a new service delivery model would be put in place to integrate employment programs for Ontario Works and the Ontario Disability Support Program into Employment Ontario (EO) to create one system that is easy to access and focused on helping all job seekers, including those furthest from the labour force and who face systemic barriers, and better supporting employers. By integrating the three current systems into one strong, more seamless service system, the province aims to address system gaps, lessen duplication of services, and support municipal partners and service providers to deliver better results for people and businesses

Strategic linkages are being made provincially and locally between employment services transformation and Ontario's renewed vision for social assistance, which aims to create an efficient, effective, and streamlined social services system.²

Analysis: As discussed in Report SOC19-01, municipal staff from the City of Stratford, County of Bruce, Grey County and Huron County have been in discussion regarding the EST process and have stayed apprised of key developments through both formal and informal channels. Interest was expressed and supported by decisions makers early on for exploring a joint proposal to become the SSM for this region.

Further discussion has taken place across the four municipalities regarding the shared interest to become the Service System Manager (SSM) for the Stratford-Bruce Peninsula Economic Region, with the County of Bruce acting as the lead.

² Information sourced and quoted from The County of Bruce July 8, 2021 report; [Service System Manager Request for Qualification – Employment Services Ontario Transformation \(escribemeetings.com\)](https://www.escribemeetings.com)

Discussions took place between Social Services Divisions, as well as with InvestStratford, to ensure that the submission highlighted strategic linkages within the City of Stratford's Departments. Social Services staff worked closely with partners in Bruce, Huron, and Grey Counties to complete a submission that highlighted the strengths and benefits that a four-municipality consortium would provide. The RFQ submission was submitted to the Province of Ontario ahead of the July 13 deadline and we now await a decision on next steps in the process.

It is important to note that the timelines set by MLTSD for this RFQ submission are very compressed. Should the submission be successful in the RFQ process, a more in-depth analysis and assessment would need to be taken about the implications of moving forward into the second CFP stage of the selection process with recommendations related to governance structure and decision-making framework. Qualifying in the first RFQ round does not bind the corporations to submitting a CFP in the second round but rather ensures that the consortium is eligible to submit a CFP should we be successful in the RFQ.³

Financial Impact: The estimated annual budget allocation and client volumes for the Stratford-Bruce Peninsula economic region is \$12.7 million with an estimated annual client volume of 4,850. Three core components of funding model include:

Operational Funding	Direct delivery and/or subcontracted delivery of the components of the project, including supporting administration, utilities, and other operational costs for service delivery.
Performance-Based Funding	Performance-based funding payments to SSMs will occur when clients meet certain employment parameters at checkpoints that occur as part of the client monitoring process.
Employment-related Financial Supports for Job Seekers and Employers	Provided to support clients and employers by addressing temporary financial barriers to participation in employment or employment-related activities.

The Transfer Payment Agreement (TPA) term for the SSM will be initially three years with two additional one-year terms possible (total potential of five years). Should the submission receive invitation to the call to proposal stage, staff will provide further

³ Information sourced and quoted from The County of Bruce July 8, 2021 report; [Service System Manager Request for Qualification – Employment Services Ontario Transformation \(escribemeetings.com\)](#)

information and analysis on direct implications for the four-county group and specifically for the City of Stratford, Perth County and St Marys.⁴

Alignment with Strategic Priorities:

Strengthening our Plans, Strategies and Partnerships

Partnering with the community to make plans for our collective priorities in arts, culture, heritage and more. Communicating clearly with the public around our plans and activities.

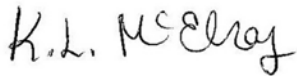
Widening our Economic Opportunities

Strengthening Stratford's economy by developing, attracting, and retaining a diversity of businesses and talent.

Staff Recommendation: THAT the report titled "Service System Manager Request for Qualification – Employment Services Ontario Transformation" (COU21-081) be received for information.



Alex Burgess, Manager of Ontario Works



Kim McElroy, Director of Social Services



Joan Thomson, Chief Administrative Officer

⁴ Information sourced and quoted from The County of Bruce July 8, 2021 report; [Service System Manager Request for Qualification – Employment Services Ontario Transformation \(escribemeetings.com\)](https://www.escribemeetings.com)

Enbridge Gas Inc. has applied to raise its natural gas rates effective January 1, 2022.

Learn more. Have your say.

Enbridge Gas Inc. has applied to the Ontario Energy Board to raise its natural gas rates effective January 1, 2022, based on a rate-setting framework and other adjustments previously approved by the Ontario Energy Board for the period 2019-2023. The rates are set using a formula that is tied to inflation and other factors intended to promote efficiency.

If the request is approved as filed, a typical residential customer of Enbridge Gas Inc. would see the following increase:

Rate Zone	Residential Annual Bill Increase
EGD	\$7.76
Union South	\$8.71
Union North West	\$10.55
Union North East	\$11.42

Other customers may be affected. It is important to review the application carefully to determine whether you will be affected by the changes.

Enbridge Gas Inc. also says that it intends to file a related application for incremental capital funding at a later date.

THE ONTARIO ENERGY BOARD WILL HOLD A PUBLIC HEARING

The OEB will hold a public hearing to consider Enbridge Gas Inc.'s application. We will question Enbridge Gas Inc. on its case. We will also hear questions and arguments from individual customers and groups that represent the customers of Enbridge Gas Inc. At the end of this hearing, the OEB will decide what, if any, rate increase will be allowed.

The OEB is an independent and impartial public agency. We make decisions that serve the public interest. Our goal is to promote a financially viable and efficient energy sector that provides you with reliable energy services at a reasonable cost.

BE INFORMED AND HAVE YOUR SAY

You have the right to information regarding this application and to be involved in the process

- You can review Enbridge Gas Inc.'s application on the OEB's website now
- You can file a letter with your comments, which will be considered during the hearing
- You can become an intervenor. As an intervenor, you can ask questions about Enbridge Gas Inc.'s application and make arguments on whether the OEB should approve Enbridge Gas Inc.'s request. Apply by **August 5, 2021** or the hearing will go ahead without you and you will not receive any further notice of the proceeding
- At the end of the process, you can review the OEB's decision and its reasons on our website

LEARN MORE

Our file number for this case is **EB-2021-0147**. To learn more about this hearing, find instructions on how to file a letter with your comments or become an intervenor, or to access any document related to this case, please enter the file number **EB-2021-0147** on the OEB website: www.oeb.ca/participate. You can also phone our Public Information Centre at 1-877-632-2727 with any questions.

ORAL VS. WRITTEN HEARINGS

There are two types of OEB hearings – oral and written. The OEB will determine at a later date whether to proceed by way of a written or oral hearing. If you think an oral hearing is needed, you can write to the OEB to explain why by **August 5, 2021**.

PRIVACY

If you write a letter of comment, your name and the content of your letter will be put on the public record and the OEB website. However, your personal telephone number, home address and email address will be removed. If you are a business, all your information will remain public. If you apply to become an intervenor, all information will be public.

This rate hearing will be held under section 36 of the Ontario Energy Board Act, 1998, S.O. 1998, c.15, Schedule B.



Ontario
Energy
Board

Commission
de l'énergie
de l'Ontario



MANAGEMENT REPORT

Date: June 30, 2021
To: Infrastructure, Transportation and Safety Sub-committee
From: Taylor Crinklaw, Director of Infrastructure and Development Services
Report#: ITS21-023
Attachments: None

Title: Guelph Street – No Parking Review

Objective: To consider a request to remove parking restrictions on Guelph Street, between Downie Street and Taylor Street.

Background: In a review of the Traffic and Parking By-law, the Engineering Division reintroduced No Parking Signs on Guelph Street from Downie Street to Taylor Street. The Engineering Division was informed by residents that the No Parking Signs had not been in place for several years, which was later confirmed by the Engineering Division.

Analysis: Upon review, no context has been provided by Parks, Transit and Public Works Divisions for why No Parking signs are listed on the Traffic and Parking By-law on Guelph Street. Transit confirmed that this section of road is a bus route and ideally the No Parking signs would remain on the north side. Maintaining No Parking on the north side also ensures site lines near rail lines. Alleviating the No Parking restrictions on the south side would permit nearby street parking for area residents.

Financial Impact: The estimated cost for equipment, staff time and material to remove the No Parking Signage is \$1000. The removed signs would be reused.

Alignment with Strategic Priorities

Mobility, Accessibility and Design Excellence

Improving ways to get around, to and from Stratford by public transit, active transportation and private vehicle.

Staff Recommendation: THAT Traffic and Parking By-law 159-2008 be amended as follows:

Schedule 2 (No Parking) be amended by adding:

Street	Side	Between	Period
Guelph Street	North	From Downie Street to Taylor Street	Anytime

Schedule 2 (No Parking) be amended by removing:

Street	Side	Between	Period
Guelph Street	North	From Downie Street easterly to a point 55 m east of the easterly curb line of Downie Street	Anytime

Street	Side	Between	Period
Guelph Street	Both	From Downie Street to Taylor Street	Anytime



Taylor Crinklaw, Director of Infrastructure and Development Services



Joan Thomson, Chief Administrative Officer

From: Melinda Follings <
Sent: June 28, 2021 2:08 PM
To: Patricia Shantz <
Subject: Guelph St. No Parking Signs

[EXTERNAL EMAIL] DO NOT CLICK links or attachments unless you recognize the sender and know the content is safe.

To The Members of Stratford City Council

Good Morning, My name is Melinda Duden and I currently live at -- Guelph St in Stratford. I am writing to you today on behalf of the majority of the residents of Guelph St to express our disappointment in the actions that have occurred in response to the events of April 25th 2021.

On April 25 2021, a large group of uneducated and self-entitled individuals descended upon our quiet little neighbourhood to express their distaste for the Province and the guidelines set out to keep us all safe. They came in droves, and caused chaos and congestion in the streets of Stratford.

The city did as we all hoped they would, they came out and ticketed the vehicles of those in attendance. A passive aggressive, yet highly effective way of showing these people that their actions were unacceptable. I applaud the city for taking these steps.

However, unfortunately some of those individuals decided to fight the tickets and found a zoning By-law error that had been over looked.

You see, Guelph St, has a By-Law that states that there is no parking on both the north and South side of the street. However, at no point in the last 10-17 years or more have there ever been signs that indicate this. (Years based on the longest-term residents of the street) So last month, all of us residents were shocked, when over the span of 48 hours No Parking signs were erected on both sides of the street. As well as learning that this By-law has been in place for 40 years and has never been enforced.

When reaching out to different departments of the city for further explanation as to why the By-law was created in the first place, no one was able to provide us with that information. So, no one knows WHY we can't park on our street? We just can't.

Guelph St has seen many changes in the last few years. It has been resurfaced and widened, it has become a City Bus route, and even with these changes, no one within the city infrastructure seemed to care that there was a parking By-law.

Why did no one care? Because it has never been an issue! Guelph St is a quiet little street to nowhere. No traffic accidents, no congestion, and aside from the occasional person that forgets to move their vehicle in the winter overnight, there have been no issues.

We use common sense in our neighbourhood. We have always parked on the south side of the street, we have always obeyed ministry of transportation and provincial laws in regards to not parking in front of fire hydrants or within certain space from stop signs, etc.

Our actions have been based on the knowledge that for the entire time we have lived here, our actions have been completely legal, possibly grandfathered in due to the lack of information given to us upon the purchase of our homes or lack of enforcement on the part of the city.

Our Request: We, the residents of Guelph St in Stratford, request an amendment to the current zoning By-law, to allow parking on the south side of Guelph St, Where it does not conflict with any provincial or ministry laws (ie. Hydrant, Stop signs) As well as the no parking signs on the south side of the street be removed in a timely manner. It only took 48 hours to put them up, I have faith that taking them down can be done in a similar fashion after the motion has passed through council.

Please note that our request is only for the changes to be made to Guelph St. Should the request be overlooked and lost in the proverbial shuffle of paperwork, Council may be interested in the knowledge that Zoning By-law No. 201-2000, Schedule B , Pages 20- 26, revised December 31 2011 (Schedule A revised 2017), Provides the public with a detailed parking allowance of every street in Stratford, wherein it accounts for parking restrictions. It has been observed that the current By-law does not account for the amount of no parking signs that have been erected throughout the city on streets that do not have a zoning restriction attached to them. This knowledge could account for additional paperwork and man power to correct these errors.

We look forward to your consideration in this matter where, We, the residents of Guelph St, will be able to park in front of our homes, have visitors, provide our families with the health care required, and allow our small businesses to thrive without the worry of being ticketed because of a By-law that no one knew about and no one enforced.

Kindest Regards
Melinda Duden
-- Guelph St
Stratford Ont.



MANAGEMENT REPORT

Date: June 30, 2021
To: Infrastructure, Transportation and Safety Sub-Committee
From: Taylor Crinklaw, Director of Infrastructure and Development Services
Report#: ITS21-025
Attachments: None

Title: Stratford Landfill Public Input Invited June 2021

Objective: To consider comments received regarding the operation of the Landfill site.

Background: As a requirement of Environmental Compliance Approval Number A150101 for the Stratford Landfill Site, the public must be invited to make comments, either verbal or written, about the operation of the Landfill Site on a semi-annual basis.

Analysis: Notice was placed in the Beacon Herald Town Crier and Marketplace from June 3rd through June 26th, 2021, inclusive, inviting citizens to provide comments on the operation of the landfill site or request to appear as a delegation at the Infrastructure, Transportation and Safety Sub-committee meeting on June 30th, 2021. The notice was also posted on the City's website.

One comment has been received to date, concerning the condition of the roadway leading up to the Landfill Scale House. The resident suggested review of the condition of this section of paving.

Financial Impact: Any change in service levels at the Stratford Landfill site would have a financial impact to be determined by staff and brought back to a future meeting for consideration.

Alignment with Strategic Priorities:

Developing our Resources

Optimizing Stratford's physical assets and digital resources. Planning a sustainable future for Stratford's resources and environment.

Staff Recommendation: THAT Council consider any comments received;

AND THAT the report on the Stratford Landfill Public Input June 2021 (ITS21-025) be received for information.

A handwritten signature in dark ink, appearing to read "Taylor Crinklaw", with a long horizontal stroke extending to the right.

Taylor Crinklaw, Director of Infrastructure and Development Services

A handwritten signature in dark ink, appearing to read "Joan Thomson", in a cursive style.

Joan Thomson, Chief Administrative Officer



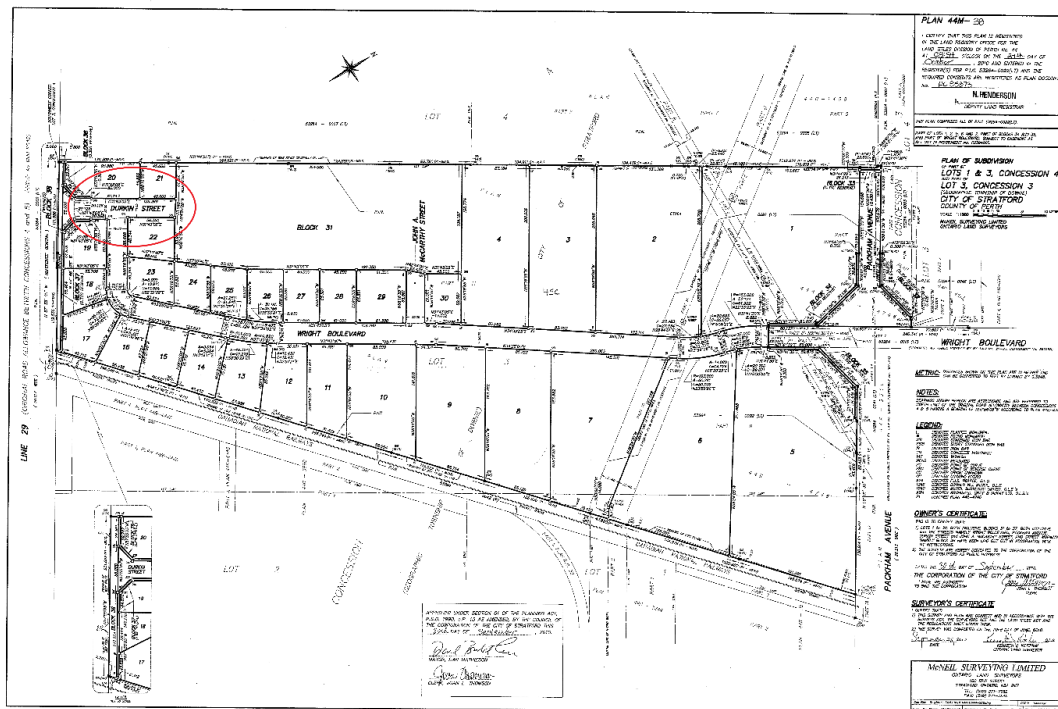
MANAGEMENT REPORT

Date: June 30, 2021
To: Infrastructure, Transportation and Safety Sub-committee
From: Alyssa Bridge, Manager of Planning
Report#: ITS21-024
Attachments: None

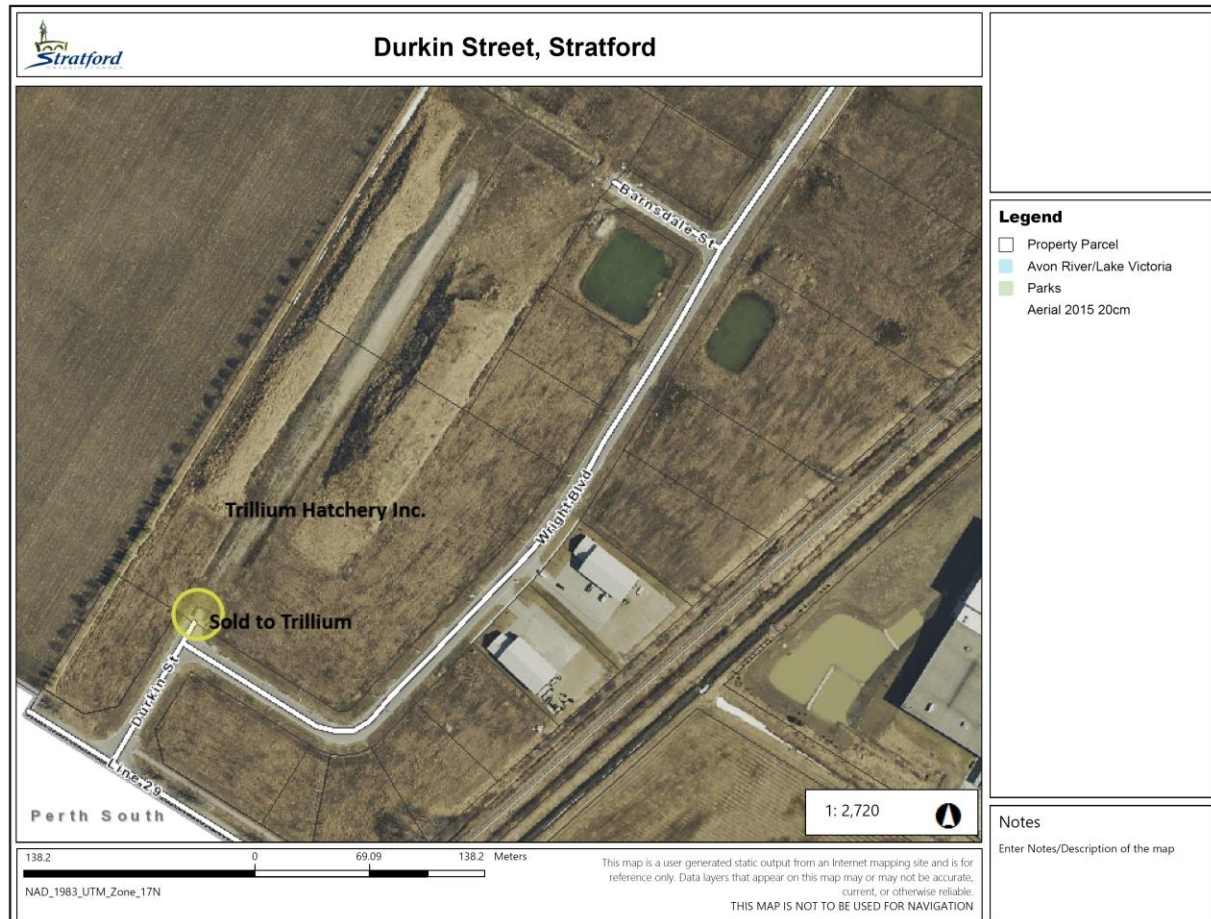
Title: Durkin Street Renaming Request

Objective: To consider a request from investStratford to rename Durkin Street to Wright Boulevard and to add Durkin Street to the City's approved street name list.

Background: The second phase of the Wright Business Park was constructed in 2009. Through this project, Wright Boulevard was extended from a new roundabout at Packham Avenue to Durkin Street which provided a connection to Line 29. Durkin Street had originally been planned to extend north, approximately 365 meters, to connect with Barnsdale Street (renamed from John A. McCarthy Street to Barnsdale Street in 2016).



In 2016, a large portion of Block 31 in the Wright Business Park and six smaller lots were assembled to accommodate the Trillium Hatchery development. This land assembly and sale also included a small portion of the unopened Durkin Street road allowance to provide for a linear southern property line.



The result of this land assembly left an approximate 80 metres in length segment of Durkin Street that connects to Line 29. Due to the Trillium Hatchery land assembly and development, there is no longer a need or an ability to connect Durkin Street to Barnsdale Street as originally planned.

Our records indicate that Durkin Street was originally named in honour of Fire Chief Durkin who perished at the Knox Presbyterian Church fire in 1913.

Analysis: Several companies in the Wright Business Park have approached investStratford and advised that Durkin Street, due to the length of the street and the transition to Wright Boulevard without a formalized intersection where Durkin Street meets Wright Boulevard causes confusion for deliveries and customers entering the Wright Business Park via Line 29. In addition, Google Maps and many vehicle GSP systems do not recognize Durkin Street and treat it as Wright Boulevard.

Lot 20 (currently vacant but pending sale) in the Wright Business Park is the only lot within the park with a Durkin Street civic address. The future owner has requested through InvestStratford that Durkin Street be renamed to avoid confusion for future tenants and their customers. As Lot 20 is not yet developed, the name change will not impact the civic address of any existing businesses.

The City's Municipal Addressing By-law (47-2008) requires the approval of Council for the renaming of a public street. The proposed change also requires notice of intent to consider adopting a By-law be published in the newspaper and a circulation to adjacent landowners and agencies a minimum of 10 days prior to the by-law being passed and adoption and registration of the by-law.

As all of Durkin Street is proposed to be changed and Durkin Street is described as PIN 53264-0153 a reference plan is not required.

If the street name change is approved, Durkin Street would be added back on the City's list of approved street names.

Financial Impact: Expected cost to advertise and register the By-law is approximately \$500.

Alignment with Strategic Priorities

Mobility, Accessibility and Design Excellence

Improving ways to get around, to and from Stratford by public transit, active transportation and private vehicle.

Widening our Economic Opportunities

Strengthening Stratford's economy by developing, attracting and retaining a diversity of businesses and talent.

Staff Recommendation: THAT staff be authorized to give Notice of Intent to Consider a By-law to change the street name of Durkin Street to Wright Boulevard.



Alyssa Bridge, Manager of Planning



Taylor Crinklaw, Director of Infrastructure and Development Services

A handwritten signature in cursive script that reads "Joan Thomson".

Joan Thomson, Chief Administrative Officer



MANAGEMENT REPORT

Date: June 30, 2021
To: Infrastructure, Transportation and Safety Sub-committee
From: Tatiana Dafoe, City Clerk
Report#: ITS21-022
Attachments: City of Stratford Facility Accessibility Design Manual 2021

Title: Adoption of the City of Stratford's Facility Accessibility Design Manual 2021

Objective: To consider adopting the 2021 Facility Accessibility Design Manual for the City of Stratford.

Background: In 2018, in consultation with the Accessibility Advisory Committee, work began on a new Facility Accessibility Design Manual (FADM) for the City of Stratford. FADMs address accessibility requirements for the design and construction of new facilities, as well as retrofit, alteration or additions to existing facilities owned, leased or operated by the City of Stratford. The new FADM will replace existing guidelines adopted by in 2004.

Analysis: The FADM only applies to City facilities, however its use is encouraged throughout the community. Standards apply to items such as washroom facilities, access and circulation, parking spaces, drinking fountains and so on.

In general, the new FADM includes changes to clarify clearances to either meet or exceed current provisions of the Ontario Building Code regulation. Additional tables and diagrams have also been added to create clarity on the requirements for the built accessible form. Additional sections were added for Social and Affordable Housing 4.5.11, for Schools 4.5.12, and Fire/EMS offices and Work areas section 4.5.14. Clarification was given for Public Historic Places in section 4.5.13. The manual also includes amendments to the size of Type B accessible parking spaces as directed by Council.

The FADM has been reviewed by the Accessibility Advisory Committee and at the June 1, 2021, Committee meeting the following endorsement resolution was adopted:

THAT the Facility Accessibility Design Manual be received and recommended for adoption by Stratford City Council, as amended to include the larger Type B accessible parking space. Carried

If the FADM is approved, staff and the Accessibility Advisory Committee will work to promote the manual and provide education on the benefits to meeting these standards by private developers. As noted above, these standards only apply to City facilities and not private developers, although its use will be encouraged throughout the community. Staff will also begin ensuring future projects comply with the manual.

Financial Impact: There may be additional costs to implement the guidelines and standards into City projects. This information will be included in future reports on City projects.

Alignment with Strategic Priorities:

Mobility, Accessibility and Design Excellence

Improving ways to get around, to and from Stratford by public transit, active transportation and private vehicle.

Strengthening our Plans, Strategies and Partnerships

Partnering with the community to make plans for our collective priorities in arts, culture, heritage and more. Communicating clearly with the public around our plans and activities.

Developing our Resources

Optimizing Stratford's physical assets and digital resources. Planning a sustainable future for Stratford's resources and environment.

Staff Recommendation: THAT the City of Stratford Facility Accessibility Design Manual 2021 be adopted.



Tatiana Dafoe, City Clerk



Spencer Steckley, Manager of Financial Services

A handwritten signature in black ink, appearing to read "Joan Thomson". The script is cursive and fluid, with a long horizontal stroke at the end.

Joan Thomson, Chief Administrative Officer



City of Stratford Facility Accessibility Design Manual



2021

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Acknowledgements

July 2021

Re: City of Stratford - Facility Accessibility Design Manual

Dear reader/user of this manual,

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

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

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

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

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

This document is available in alternate formats upon request to:

City Clerk's Office
 Phone: 519-271-0250 Extension 5237
 Email: clerks@stratford.ca

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Barrier Free Policy Statement

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

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

Goals

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

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

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1.0 Introduction

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

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

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

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

This design manual incorporates the belief in universal design that recognizes the broad diversity of people who use **facilities**. Universal design is defined as:

"The design of products and environments to be usable by all people, to the greatest extent possible, without the need for adaptation or specialized design."

The universal design philosophy is structured around seven design principles. Each principle has a number of design guidelines that apply to it. Refer to Appendix A for further information on the universal design principles and their guidelines.

This design manual reflects minimum dimensional criteria required for adult persons. Prior to the design stage of a project, special consideration should be given to the function of the **facility** and the patrons who will use it. A review and upgrade of the design

standards presented in this manual may be required in some instances, particularly if a **facility** is designed primarily for the use of a particular type of user, such as children or older persons.

Where conflicts exist between scoping and/or dimensional requirements of this design manual and standards or legislation enacted by the federal or provincial governments, the most accommodating requirements shall apply (i.e. the requirement(s) that will result in the most accommodating environment, but never less than the minimum requirements of the current Ontario **Building** Code and Accessibility for Ontarians with **Disabilities** Act Regulations), provided federal or provincial approvals are obtained where required.

The City of Stratford shall review and/or update this design manual every 5 years, to reflect user feedback, technological advancement and new construction practices, as well as changes to the barrier-free design requirements of various codes and standards such as the Ontario **Building** Code, the CSA Standard B651 - **Accessible** Design for the Built Environment, and the Design of Public **Spaces** Standard of the Integrated Accessibility Standards Regulation. Alternate standards may be referenced in some instances.

1.0 Introduction

This design manual 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 manual through the use of other designs and technologies is encouraged, when the alternatives will provide substantially equivalent or greater access to the usability of the **element** and/or **facility**. Design departures from information provided and referenced in this manual should be carefully assessed to determine if it maximizes integration and promotes full participation. The City of Stratford has developed a design review process which includes a committee to review and evaluate situations that are seemingly **technically infeasible**.

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

Dimensions used in this manual are in metric units. Nearest imperial equivalent dimensions are in parentheses.

For the purposes of this design manual, words and terms in italics have their meanings defined in Section 2.0.

The City of Stratford encourages all users of this manual to provide feedback, as well as to make proposals for changes, **additions** and/or deletions. A proposed Change Order Form is included as Appendix B.

The City of Stratford **Facility** Accessibility Design Manual replaces the City of Stratford Guidelines that was adopted by City Council August 2004.

2.0 Glossary and Definitions

Graphic Conventions

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

General Terminology

comply with Meet one or more specifications of this manual.

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

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

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

Accessible element:

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

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

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

Adaptable: The ability of a certain **building space** or **element**, 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**.

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**.

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

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

2.0 Glossary and Definitions

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

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

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

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

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

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

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

Clear: Unobstructed.

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**.

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

Conference Room: See **board room**.

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

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

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

Detectable warning surface: A standardized surface feature built into or applied to walking surfaces or other **elements** to warn persons with a visual **impairment** 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.

2.0 Glossary and Definitions

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

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

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

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

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

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

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

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

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

Handicap: A disadvantage for a given individual, resulting from an **impairment** or **disability** that limits or prevents the fulfillment of a role that is normal (depending on age, sex, social and cultural factors) for that individual. A **handicap** is an external factor which limits the full use of a **facility**/function for a specific individual.

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

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

2.0 Glossary and Definitions

Impairment: Any loss or abnormality of psychological, physiological or anatomical structure or function.

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

Meeting room: see **board room**.

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

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

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

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

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

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

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

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

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

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

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

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

2.0 Glossary and Definitions

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

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

Retrofit: See **Alteration**.

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

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

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

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

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

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

Site improvement: Landscaping, paving for pedestrian and **vehicular ways**, outdoor lighting, 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).

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

Storey: That portion of a **building** 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 manual. There may be more than one floor level within a **storey**, as in the case of a **mezzanine** or **mezzanines**.

Structural frame: The columns and the girders, beams, trusses and spandrels 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.

Technically infeasible:

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

- existing structural conditions would require moving or altering a load-bearing member which is an essential part of the **structural frame**; or

- other existing physical or **site** constraints prohibit modification or **addition** of necessary **elements**, **spaces** or features which are in full and strict compliance with the minimum requirements for new construction.

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

2.0 Glossary and Definitions

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 manual include, but are not limited to, reviewing stands, bleacher areas, temporary kiosks, temporary health screening services or temporary safe pedestrian passageways around a construction **site**. Structures and equipment directly associated with the actual processes of construction, 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.

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

Vibro-Tactile Walk

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

Visitable: The ability of a dwelling unit to offer a reasonable level of access to accommodate visitors with **disabilities**, elderly persons or residents who may be temporarily disabled - allowing a person to enter safely, manoeuvre independently, and to utilize a toilet.

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

3.0 Scope and Application

General

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

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

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

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

General Application

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

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

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

Application Based on Facility Use

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

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

Work Areas and Employee-Designated Areas

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

Temporary Facilities

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

Retrofitting, Alterations and Additions

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

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

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

3.0 Scope and Application

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

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

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

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

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

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

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

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

Heritage Facilities

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

3.0 Scope and Application

Exceptions, General

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

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

Exceptions, Limitations

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

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

Equivalent Facilitation

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

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4.0 Design Standards

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

The requirements of this section apply to all **facilities** except

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

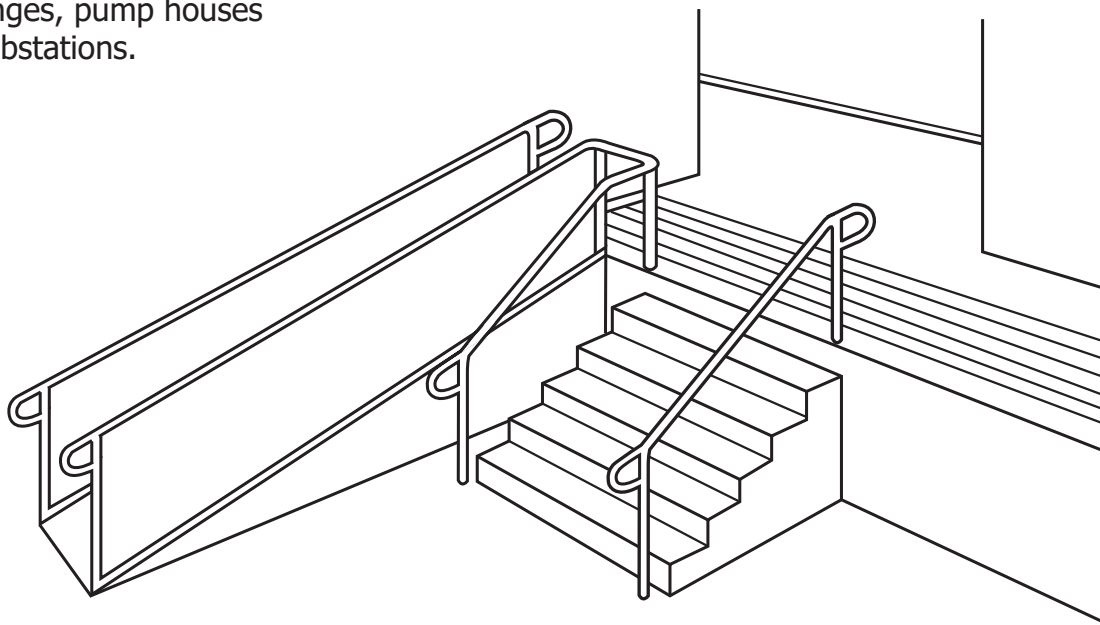
The requirements of this section apply to all areas of a **facility** except

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

Maintenance of accessible elements:

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

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



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4.1.1 Space and Reach Requirements

4.1 Access and Circulation

Rationale

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

Application

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

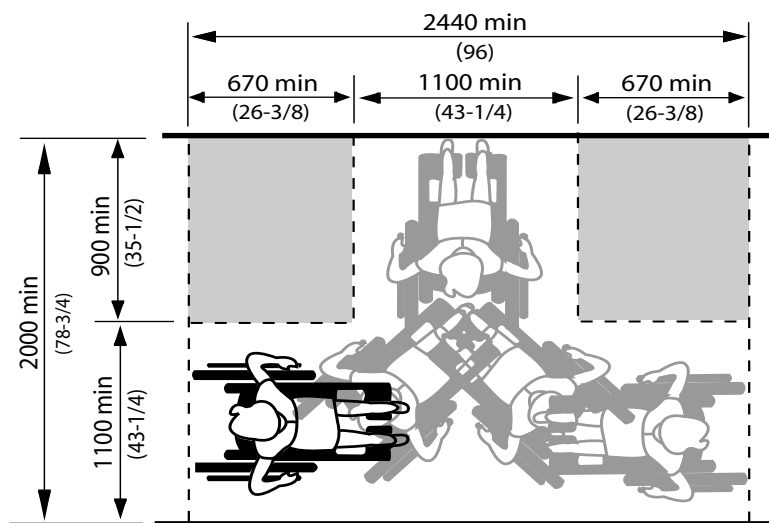


Figure 4.1.1.1
180° Turning Space

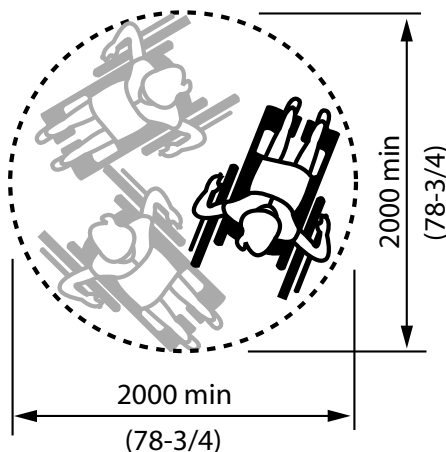


Figure 4.1.1.2
360° Turning Space

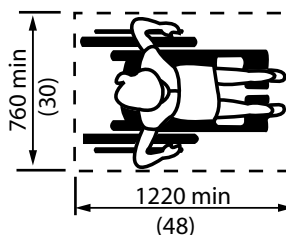


Figure 4.1.1.3
Clear Floor Space for
Wheelchair

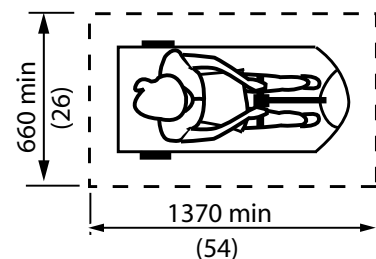


Figure 4.1.1.4
Clear Floor Space for
Scooter

4.1 Access and Circulation

4.1.1 Space and Reach Requirements

Design Requirements

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

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

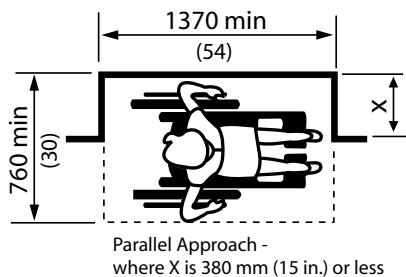


Figure 4.1.1.5
Clearances at Alcove

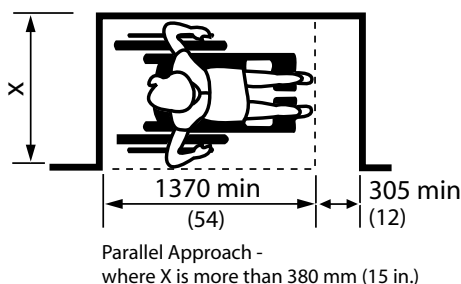


Figure 4.1.1.6
Clearances at Alcove

The minimum **clear** floor or ground **space** for wheelchairs or scooters 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 as shown in Figures 4.1.1.5, 4.1.1.6 , 4.1.1.7 and 4.1.1.8.

The surface of **clear** floor or ground **spaces** for wheelchairs and scooters shall comply with 4.1.2.

If the **clear floor space** only allows forward approach to an object, the maximum high forward reach allowed shall be 1200 mm (47 in.). The minimum low forward reach is 400 mm (15-3/4 in.). Refer to Figure 4.1.1.11. If the high forward reach is over an obstruction, reach and clearances shall be as shown in Figures 4.1.1.12 and 4.1.1.13.

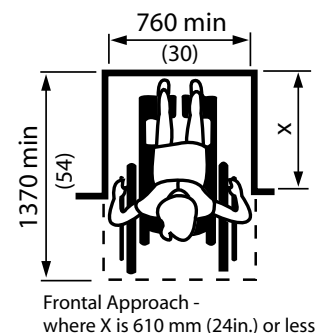


Figure 4.1.1.7
Clearances at Alcove

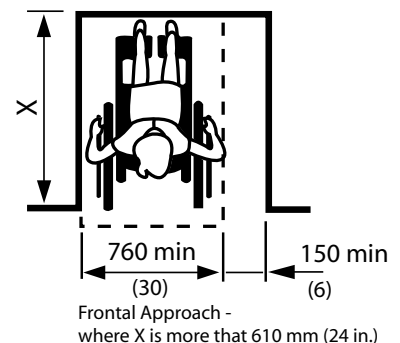


Figure 4.1.1.8
Clearances at Alcove

4.1.1 Space and Reach Requirements

4.1 Access and Circulation

If the **clear floor space** allows parallel approach to an object, the maximum high side reach allowed shall be 1370 mm (54 in.) and the low side reach no less than 230 mm (9 in.) above the floor. Refer to Figure 4.1.1.9. If the side reach is over an obstruction, the reach and clearances shall be as shown in Figure 4.1.1.9 and 4.1.1.13. Notwithstanding these requirements, the Ontario **Building Code** requires all controls for the operation of **facility** services and safety devices to be **accessible** to a person in a wheelchair using a side approach, and be no more than 1200 mm (47 in.) above the floor for thermostats or manual pull stations, and 900 - 1100 mm (35-1/2 - 43-1/4 in.) for all other controls.

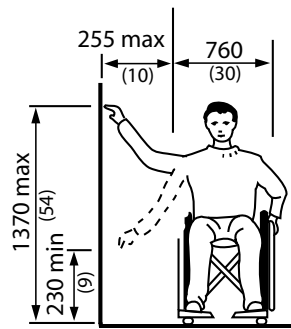


Figure 4.1.1.9
Side Reach

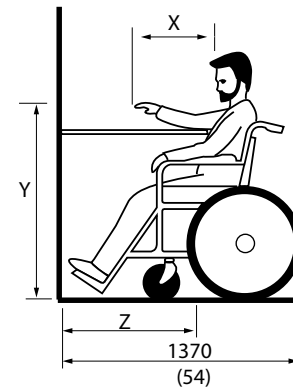


Figure 4.1.1.12
Forward Reach over an Obstruction

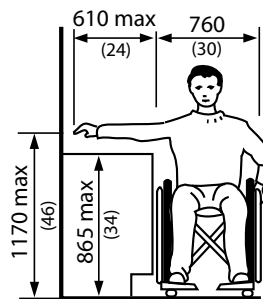


Figure 4.1.1.10
Side Reach over an Obstruction

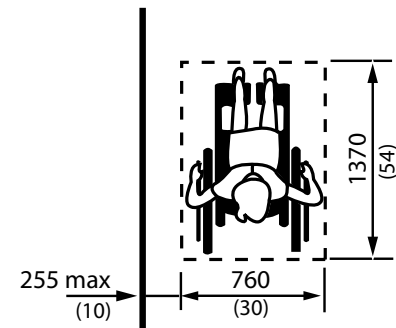


Figure 4.1.1.13
Side Reach - Maximum Distance to Wheelchair

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

When X is less than 510 mm (20 in.), then Y shall be 1220 mm (48 in.) maximum.

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

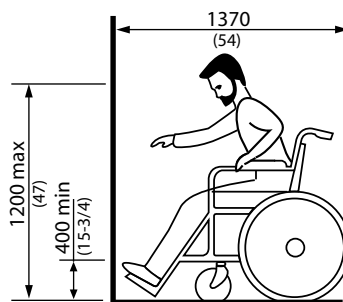


Figure 4.1.1.11
Forward Reach

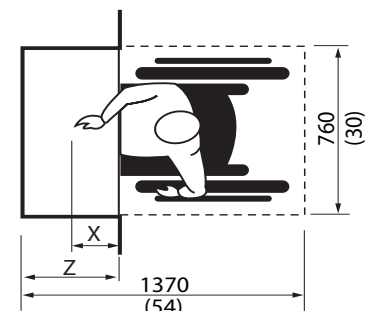


Figure 4.1.1.14
Forward Reach over an Obstruction

4.1 Access and Circulation

4.1.2 Ground and Floor Surfaces

Rationale

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

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

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

Application

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

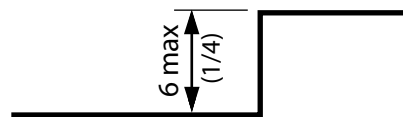


Figure 4.1.2.1
Changes in Level

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

Table 4.1.2
Changes in Level

4.1.2 Ground and Floor Surfaces

4.1 Access and Circulation

Design Requirements

Ground and floor surfaces shall be stable, firm, slip resistant and glare-free.

Changes in level, except for elevators and other elevating devices, shall conform to Table 4.1.2.

Carpets or carpet tile shall

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

Gratings located in walking surfaces shall

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

Related Sections

- 4.1.4 Accessible Routes, Paths and Corridors
- 4.1.9 Ramps
- 4.1.10 Curb Ramps
- 4.1.11 Stairs
- 4.4.8 Detectable Warning Surfaces
- 4.4.14 Materials and Finishes
- 4.4.15 Texture and Colour

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

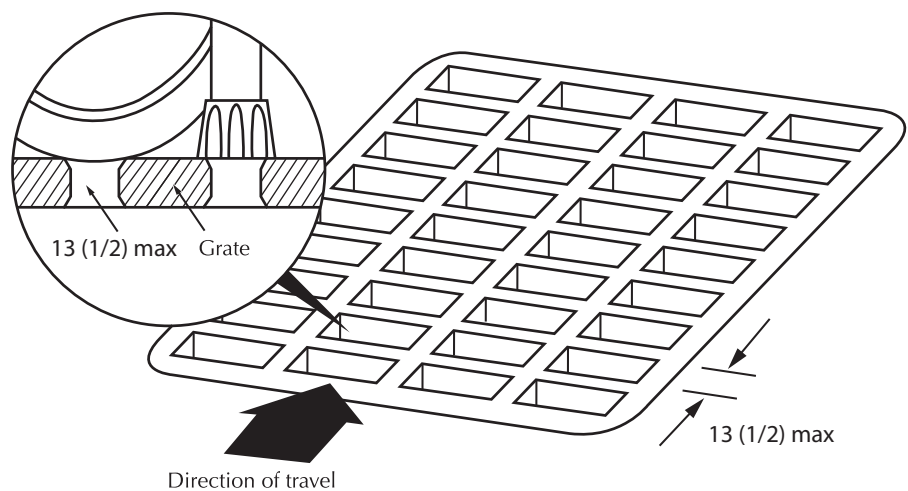


Figure 4.1.2.2
Grills and Gratings

4.1 Access and Circulation

4.1.3 Protruding and Overhead Objects

Rationale

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

Application

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

Design Requirements

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

Objects attached to a wall with their leading edges at or below 680 mm (26-1/2 in.) from the floor may protrude any amount.

Freestanding objects shall not have any overhang of more than 300 mm (11-3/4 in.) between 680 mm (26-1/2 in.) and 2100 mm (82-3/4 in.) from the ground or floor.

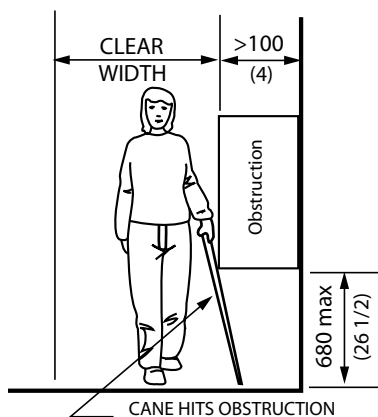


Figure 4.1.3.1
Limits of Protruding Objects

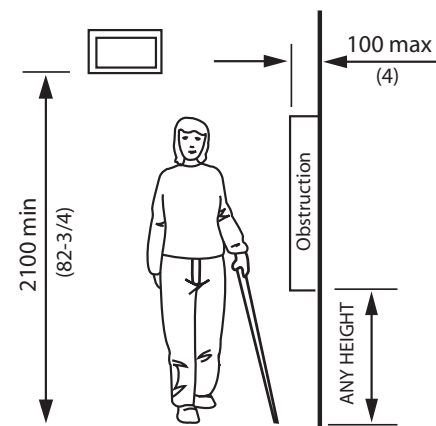


Figure 4.1.3.2
Limits of Protruding Objects

4.1.3 Protruding and Overhead Objects

4.1 Access and Circulation

The maximum height of the bottom edge of freestanding objects with a **space** of more than 300 mm (11-3/4 in.) between supports shall be 680 mm (26-1/2 in.) from the ground or floor.

Protruding objects shall not reduce the **clear** width required for an **accessible route** or manoeuvring **space**.

The minimum **clear** headroom in pedestrian areas, such as walkways, halls, corridors, passageways, or aisles, shall be 2100 mm (82-3/4 in.).

A detectable **guard**: a guardrail or other barrier having its leading edge at or below 680 mm (26-1/2 in.) from the floor shall be provided where the headroom of an area adjoining an **accessible route** is reduced to less than 2100 mm (82-3/4 in.).

Related Sections

- 4.1.4 Accessible Routes, Paths and Corridors
- 4.4.8 Detectable Warning Surfaces
- 4.4.14 Materials and Finishes
- 4.4.15 Texture and Colour

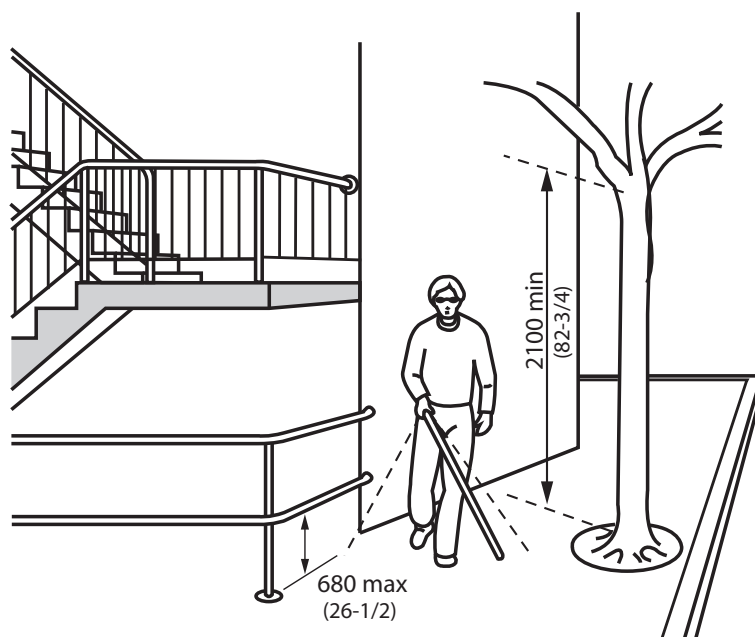


Figure 4.1.3.3
Overhead Obstructions

4.1 Access and Circulation

4.1.4 Accessible Routes, Paths & Corridors

Rationale

Routes of travel through a **facility** should address the full range of individuals that may use them. They must provide the **clear** width necessary for persons using wheelchairs or scooters, those pushing strollers or those travelling in pairs. Consideration should be given not just to the width of items, such as wheelchairs and scooters, but also to their manoeuvrability. While a corridor may be wide enough for a person to drive a scooter in a straight line, it may not be possible to make a turn around a corner. The preferred minimum width for **accessible routes** is 1830 mm (72 in.).

Strong colour contrasts and/or **tactile** pathways set into floors may be used to assist individuals with a visual **impairment** to negotiate an environment. Edge protection that **guards** a change in level is an important safety feature for all users.

Application

Wherever possible, all routes, paths or corridors shall comply with this section.

At least one **accessible route** complying with this section shall be provided within the boundary of the **site** from **accessible parking spaces**, passenger-loading zones (if provided), and public streets or sidewalks 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 path or walkway connects two barrier-free storeys in different **buildings**, the path or walkway that connects the storeys shall be barrier-free.

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

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

- to **service rooms**;
- to elevator machine rooms;
- to janitor rooms;
- to **service spaces**;
- to crawl **spaces**;
- to **attic or roof spaces**;
- to high-hazard industrial occupancies;
- within portions of a floor area with fixed seats in an assembly occupancy where these portions are not part of an **accessible route** to **spaces** designated for wheelchair use; 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 4.1.15) where there exists a difference in elevation.

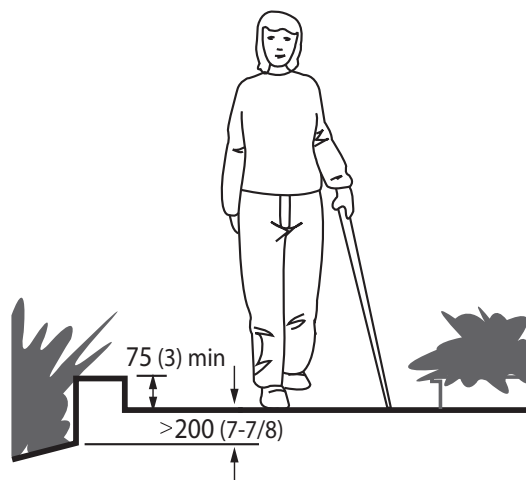


Figure 4.1.4.1
Edge Protection

4.1.4 Accessible Routes, Paths & Corridors

4.1 Access and Circulation

Design Requirements

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

- at doors - refer to 4.1.6;
- where additional manoeuvring **space** is required at doorways (See 4.1.6);
- at U-turns around obstacles less than 1220 mm (48 in.) wide, it shall be 1220 mm (48 in.);
- for exterior routes (not including **recreational trails**, boardwalks, and **beach access routes**), it shall be 1500 mm (59 in.) which can be reduced to 1200mm (47 in.) to serve as turning **space** where path connects to a **curb ramp**; and
- where **space** is required for two wheelchairs to pass, it shall be 1830 mm (72 in.).

Accessible routes shall

- have a **running slope** not steeper than 1:25; and
- have a **cross slope** not steeper than 1:50.

Curb ramps along an **accessible route** shall be in compliance with 4.1.10.

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

Except at stairs and at elevated platforms such as performance areas or loading docks, where the edges of **accessible routes**, paths or corridors are not level with the adjacent surface, they shall be protected

- by a colour contrasting curb at least 75 mm (3 in.) high where the change in level is 200 mm (7-7/8 in.) to 600 mm (23-5/8 in.) below the route, path or corridor; and
- by a **guard** which meets the requirements of the Ontario **Building Code** where the change in level is greater than 600 mm (23-5/8 in.).

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

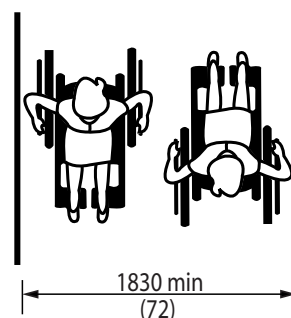
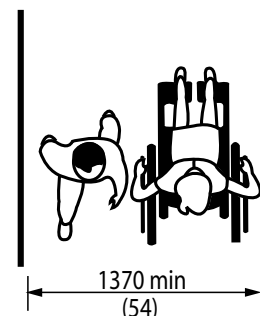
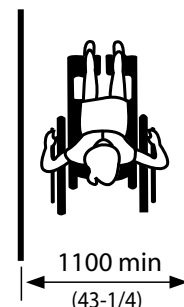


Figure 4.1.4.2
Access Widths

4.1 Access and Circulation

4.1.4 Accessible Routes, Paths & Corridors

Design Requirements
(continued)

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

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

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

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

Related Sections

- 4.1.2 Ground and Floor Surfaces
- 4.1.3 Protruding & Overhead Objects
- 4.1.7 Gates, Turnstiles and Openings
- 4.1.10 Curb Ramps
- 4.2.3 Elevated Platforms
- 4.4.7 Signage
- 4.4.8 Detectable Warning Surfaces
- 4.4.12 Glare and Light Sources
- 4.4.13 Lighting
- 4.4.14 Materials and Finishes
- 4.4.15 Texture and Colour
- 4.4.17 Pedestrian Signals

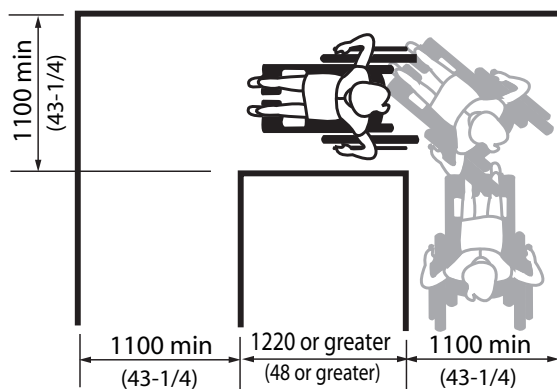


Figure 4.1.4.3
Turn around an Obstacle

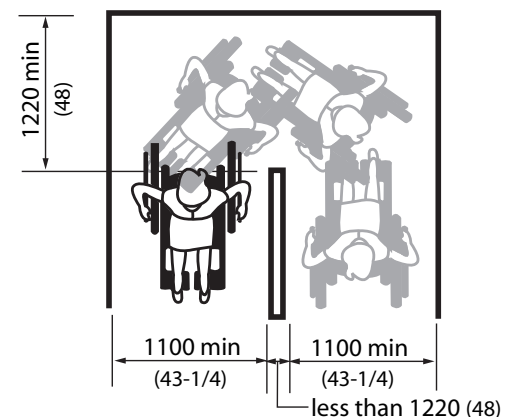


Figure 4.1.4.4
Turn around an Obstacle

4.1.5 Entrances

4.1 Access and Circulation

Rationale

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

Application

A minimum of 50% of **entrances** used by staff or the public shall be **accessible** and comply with this section.

Primary **entrances** used by staff and the public shall be **accessible**.

Accessible entrances shall lead from the outdoors at sidewalk level, or a **ramp** that leads from a sidewalk.

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

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

In police stations and municipal courts subject to 4.5.8 and 4.5.9, public **entrances** that are secured shall be **accessible**, as required in 4.5.8 and 4.5.9.

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

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

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

Entrances which are not **accessible** shall have directional **signage** complying with 4.4.7 which indicates the nearest **accessible entrance**.

Accessible entrances shall be identified with **signage** complying with applicable provisions of 4.4.7.

Related Sections

- 4.1.1 Space and Reach Requirements
- 4.1.6 Doors
- 4.1.7 Gates, Turnstiles and Openings
- 4.1.8 Windows, Glazed Screens and Sidelights
- 4.4.2 Controls and Operating Mechanisms
- 4.4.7 Signage
- 4.4.10 Information Systems
- 4.4.11 Card Access, Safety and Security Systems
- 4.4.13 Lighting

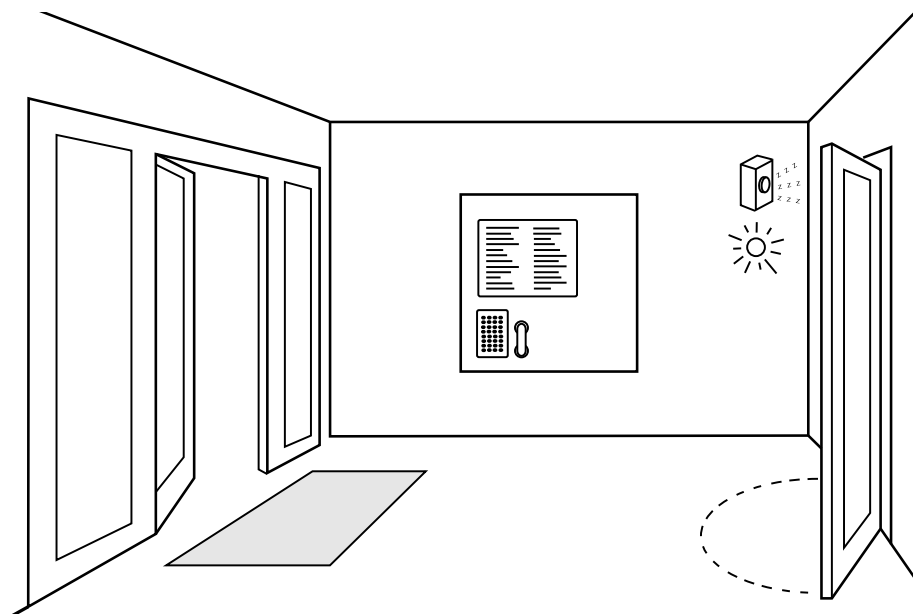


Figure 4.1.5.1
Sample Entrance Design

4.1 Access and Circulation

4.1.6 Doors

Rationale

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

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

Careful thought to 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 can also require less wheelchair manoeuvring **space**. Doors that require two hands to operate are not considered to be **accessible**. Revolving doors are not **accessible** for persons using wheelchairs and strollers. Also, the coordination required to use such doors may be difficult for children or someone with a cognitive **disability**.

Glazed doors can present a hazard to all individuals and especially those with a visual **impairment**. The inclusion of colour-contrast strips across the glass, mounted at eye level, as well as colour-contrasting door frames and door hardware, will increase the safety and visibility of a glazed door for a person with a visual **impairment**.

Application

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

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

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

Each door required by 4.4.1 (Emergency Exits, Fire Evacuation and **Areas of Refuge**) shall comply with this section.

Where a door system incorporates multiple door leafs at a single location, at least one of the door leafs shall comply with this section.

Power operators shall be provided at the following door locations:

- **entrances** required by 4.1.5, including both inner and outer vestibule doors (where provided);
- washrooms that include an **accessible** toilet stall, where there is no universal washroom on the same floor within 45 m (147 ft. 6 in.).
Exception: Where there is at least one other male and female washroom with **accessible** toilet stalls on the same floor within 45m (147 ft. 6 in.), that are equipped with a power door operator;
- universal washrooms;
- **accessible** change rooms;
- intermediate doorways across primary circulation routes within a **facility**.
Exception: Doors that are held-open using electromagnetic hold-open devices; and
- **entrances** into primary functional areas within a **facility**, as designated by the member organization of the City of Stratford.
Exception: Doors that are held-open using electromagnetic hold-open devices.

4.1.6 Doors

4.1 Access and Circulation

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.

Frameless glass doors shall not be used.

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

Context	Floor Space Required (mm)		
	Depth	Width	Space beside latch
Side-hinged door - Front approach (figure 4.1.6.3)			
Pull side	1525 (60 in.)	1600 (63 in.) *1525 (60 in.)	600 (23-5/8 in.)
Push side	1370 (54 in.)	1250 (49-1/4 in.) *1220 (48 in.)	300 (11-3/4 in.)
Side-hinged door - Latch-side approach (figure 4.1.6.2)			
Pull side	1370 (54 in.) *1220 (48 in.)	1600 (63 in.) *1525 (60 in.)	600 (23-5/8 in.)
Push side	1370 (54 in.) *1100 (43-1/4 in.)	1525 (60 in.)	600 (23-5/8 in.)
Side-hinged door - Hinge-side approach (figure 4.1.6.1)			
Pull side	2440 (96 in.) *1525 (60 in.)	2440 (96 in.) *1525 (60 in.)	600 (23-5/8 in.)
Push side	1370 (54 in.) *1100 (43-1/4 in.)	1830 (72 in.)	450 (17-3/4 in.)
Sliding door (figure 4.1.6.4)			
Front approach	1370 (54 in.)	1500 (61 in.)	300 (11-3/4 in.)
Side approach	1370 (54 in.) *1100 (43-1/4 in.)	2150 (84-5/8 in.)	600 (23-5/8 in.)
In retrofit situations where it is technically infeasible to provide the required clearances at doors, the clearances may be reduced as shown by the asterix (*)			

Table 4.1.6

Manoeuvring Space at Doors

4.1 Access and Circulation

4.1.6 Doors

Design Requirements

Accessible doors shall be on an **accessible route** that complies with 4.1.4.

The minimum width of a door leaf in **accessible** door systems shall be 965 mm (38 in.). In **retrofit** situations where it is **technically infeasible** to provide this size of door leaf, a 920 mm (36 in.) door leaf may be used.

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

The required **clear space** beside the latch is to be unobstructed for the full height of the door.

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

Thresholds shall be not more than 6 mm (1/4 in.) high.

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

- be operable by one hand;
- not require fine finger control, tight grasping, pinching, or twisting of the wrist to operate (designed to be operable using a closed fist); and
- be mounted between 900 mm (35 in.) and 1100 mm (43-1/4 in.) from the floor.

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

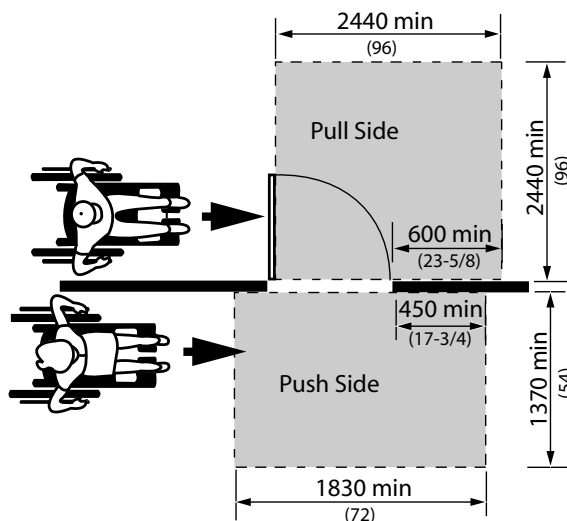


Figure 4.1.6.1
Hinge Side Approach at Hinged Doors

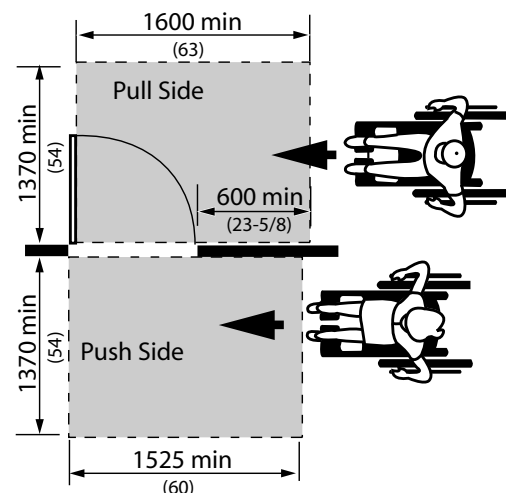


Figure 4.1.6.2
Latch Side Approach at Hinged Doors

4.1.6 Doors

4.1 Access and Circulation

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

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

Door closers shall be adjusted to the least pressure possible, but never more than the opening forces noted above.

The sweep period of door closers shall be adjusted so that, from an open position of 90 degrees, the door will take not less than 3 seconds to move to a semi-closed position of approximately 12 degrees.

Power-assisted swinging doors shall

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

Permanent mats and metal gratings at **entrances** and in vestibules shall be sunk level with the floor, so as not to create a tripping hazard.

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

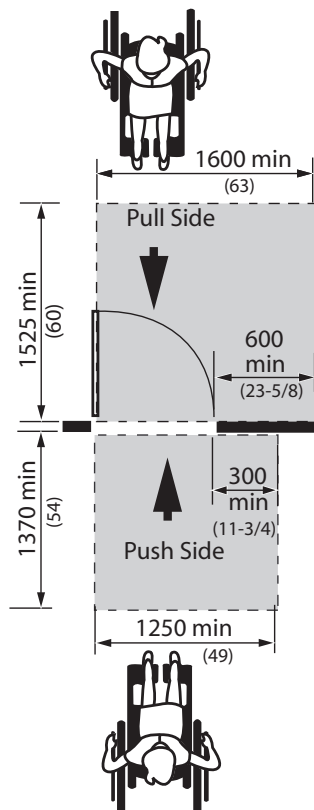


Figure 4.1.6.3
Front Approach at Hinged Doors

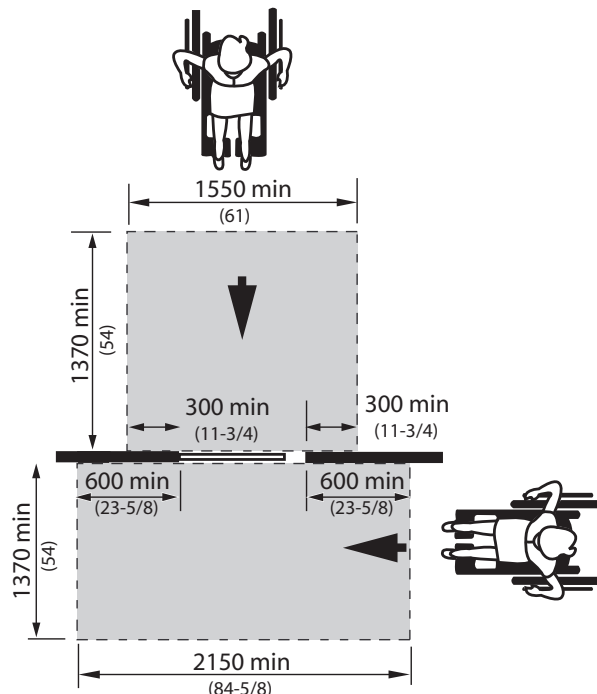


Figure 4.1.6.4
Front and Side Approach at Sliding Doors

4.1 Access and Circulation

4.1.6 Doors

Design Requirements
(continued)

Where power door operators are provided they shall

- be located to allow a person using a wheelchair or scooter to stop immediately adjacent to the control (refer to 4.1.1);
- be located at least 600 mm (23-5/8 in.) from any inside corner;
- be located on the latch side of door it controls so as to allow persons to activate the opening of the door from either side
- be located not less than 600 mm (23-5/8 in.) and not more than 1500 mm (59 in.) beyond the door swing, where the door opens towards the control;
- incorporate controls that are clearly visible which are at least 150 mm (5-7/8 in.) in diameter, or at least 150 mm (5-1/8 in.) by 914 mm (36 in.) touch panel;
- have its centre located 1000 - 1100 mm (39-3/8 - 43-1/4 in.) from the finished floor, or extending not more than 200 mm (7-7/8 in.) to not less than 900 mm (35-1/2 in.) above the finished floor or ground;
- incorporate the International Symbol of Access for Persons with **Disabilities**;
- where pressure-sensitive mats, overhead beams or proximity scanners are used to detect traffic, incorporate systems that will detect individuals using wheelchairs; and
- where exterior doors swing open into a pedestrian area, incorporate safety **guards** that comply with 4.1.3, projecting a minimum of 300 mm (11-3/4 in.) beyond both sides of the open door. (See Figure 4.1.6.8)

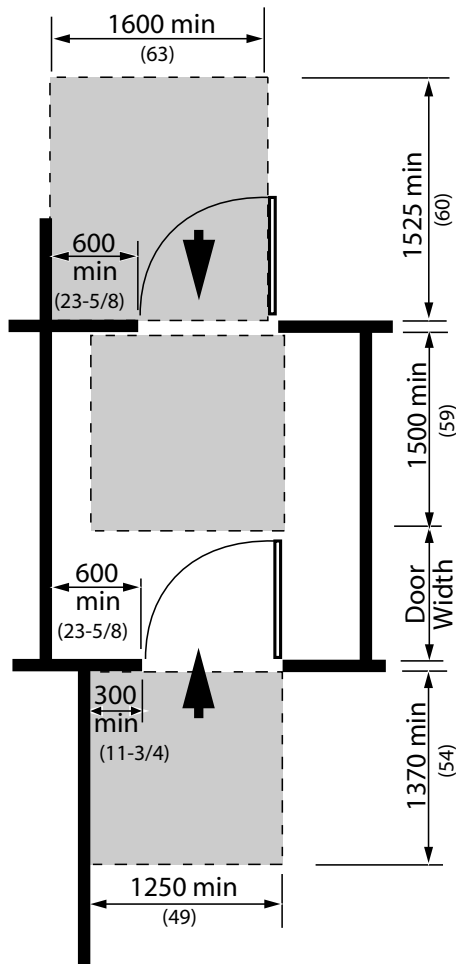


Figure 4.1.6.5
Manoeuvring Space at Doors in Series

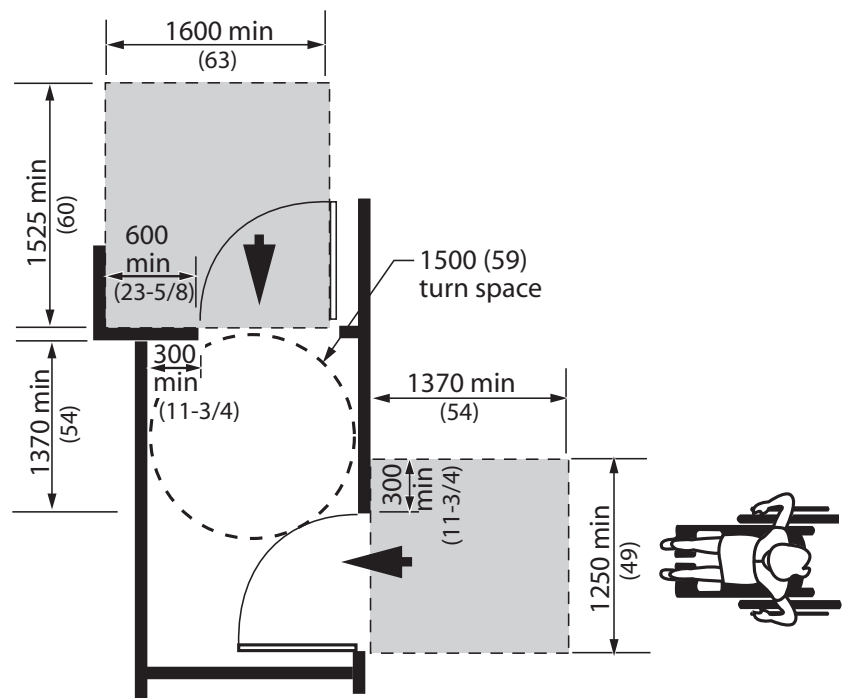


Figure 4.1.6.6
Manoeuvring Space at Doors in Series

4.1.6 Doors

4.1 Access and Circulation

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

Doors and/or door frames shall incorporate pronounced colour contrast, to differentiate them from the surrounding environment. Door handles and other operating mechanisms shall incorporate pronounced colour contrast, to differentiate them from the door itself.

Where a door incorporates glazing or is fully glazed, it shall comply with Section 4.1.8 (Windows, Glazed Screens and Sidelights).

Related Sections

- 4.1.1 Space and Reach Requirements
- 4.1.7 Gates, Turnstiles and Openings
- 4.1.8 Windows, Glazed Screens and Sidelights
- 4.4.2 Controls and Operating Mechanisms
- 4.4.7 Signage
- 4.4.10 Information Systems
- 4.4.11 Card Access, Safety and Security Systems

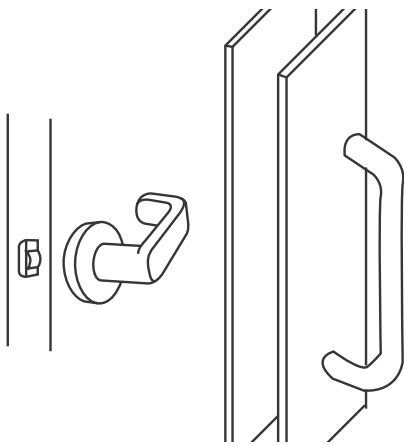


Figure 4.1.6.7
Examples of
Accessible Hardware

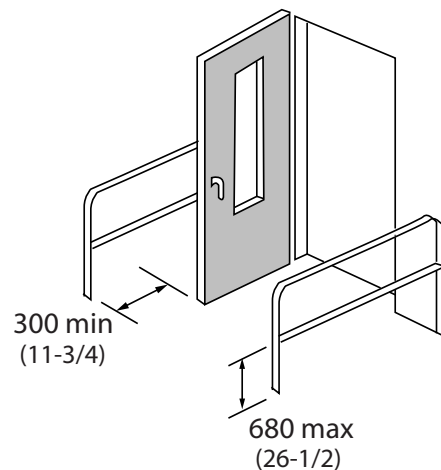


Figure 4.1.6.8
Detectable Safety Guards

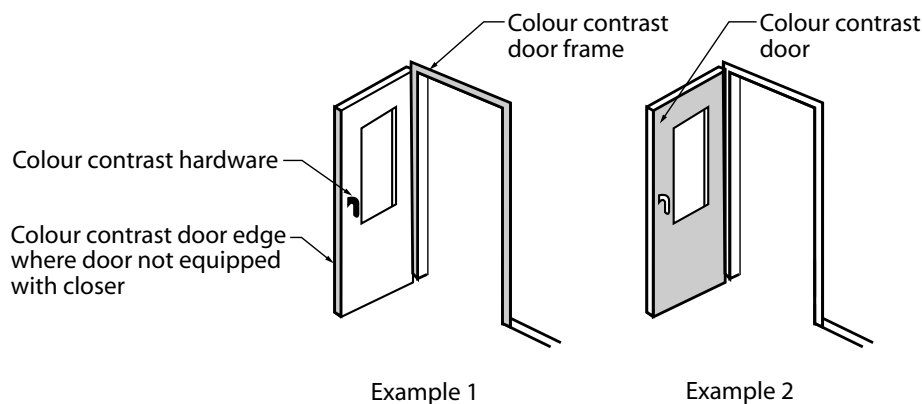


Figure 4.1.6.9
Colour Contrast at Doors

4.1 Access and Circulation

4.1.7 Gates, Turnstiles and Openings

Rationale

Gates and turnstiles should address the full range of users that may pass through them. Single-bar gates designed to be at a convenient waist height for ambulatory persons are at neck and face height for children and persons who use wheelchairs or scooters.

Revolving turnstiles are a physical impossibility for a person in a wheelchair to negotiate. They are also difficult for persons using canes or crutches, or persons with poor balance. An adjacent opening of an appropriate width is essential for wheelchair access, as well as access for those using other mobility devices, strollers, walkers or delivery carts.

Application

Gates, turnstiles and openings shall comply with this section.

Design Requirements

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

Where turnstiles or other ticketing control devices which are not wheelchair **accessible** are utilized, then a gate or opening which is **accessible** shall also be provided in the same location.

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

Where gates are incorporated into 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.

Related Sections

- 4.1.1 Space and Reach Requirements
- 4.1.6 Doors
- 4.1.8 Windows, Glazed Screens and Sidelights
- 4.4.2 Controls and Operating Mechanisms
- 4.4.7 Signage
- 4.4.10 Information Systems
- 4.4.11 Card Access, Safety and Security Systems

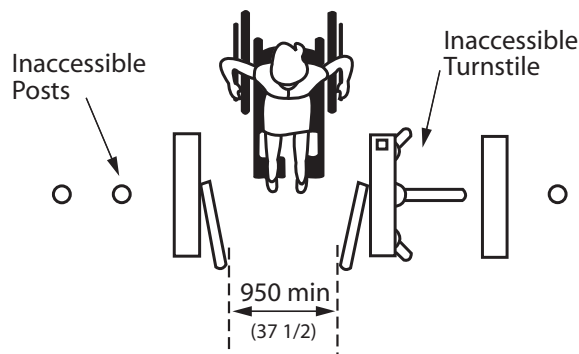


Figure 4.1.7.1
Access at Turnstile

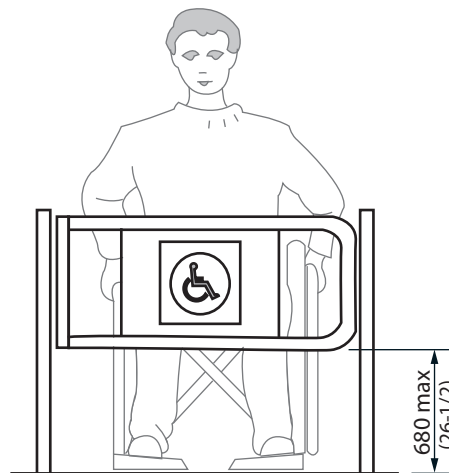


Figure 4.1.7.2
Access at Turnstile

4.1.8 Windows, Glazed Screens & Sidelights

4.1 Access and Circulation

Rationale

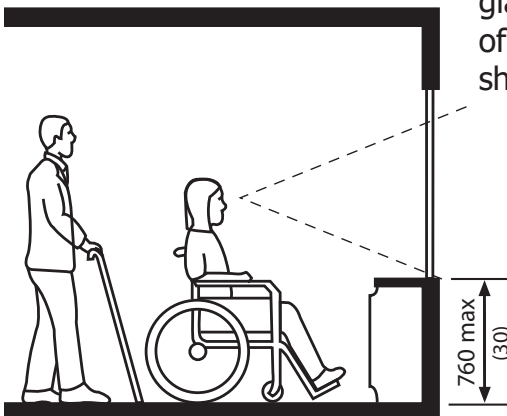
Broad expanses of glazing in screens, sidelights and doors can be difficult to detect. While this may be a particular concern to persons with visual impairments, it is possible for anyone to **walk** into a **clear** sheet of glazing, especially if they are distracted or in a hurry.

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

Application

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

Frameless glass doors shall not be used.



Design Requirements

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

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

Where etched or patterned glass is used, decals or a stripe of highly contrasting colour shall still be provided.

Where frameless glass panels are used, exposed edges shall be identified with a vertical safety stripe, applied to cap the end glass panel.

Where viewing windows or vision panels are provided,

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

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

In **facilities** with operable windows, window opening hardware shall

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

Related Sections

4.1.1 Space and Reach Requirements

4.4.2 Controls and Operating Mechanisms

Figure 4.1.8.1
Window Sill Height

4.1 Access and Circulation

4.1.9 Ramps

Rationale

Traditionally, **ramps** have been synonymous with wheelchair accessibility. However, **ramps** can be problematic in providing accessibility.

Ramps can be difficult and dangerous to negotiate. Also, the physical **space** required for **ramps** makes 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 steeply inclined **ramp** is difficult to ascend when using a wheelchair, and can increase the risk of the wheelchair tipping backwards. Descending a steep **ramp** can also be hazardous. Any **cross slope** will further increase the effort required to negotiate the **ramp**. Manoeuvring **space** at the top and bottom are other important factors in a **ramps** usability. Level areas at points along a long **ramp** enable an individual to rest.

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

Application

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

Design Requirements

Accessible ramps shall be on an **accessible route** complying with 4.1.4.

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

The maximum **cross slope** of **ramp** surfaces shall be 1:50.

Ramps shall have level landings at the top and bottom of each run and also where the **ramp** changes direction.

The maximum horizontal length between landings shall not exceed 9 m (29 ft. 6 in.).

Landings shall

- be at least as wide as the widest **ramp** run leading to it;
- provide a minimum **clear turning space** not less than 2440 x 2440 mm (96 x 96 in.) if located at the top or bottom of a **ramp** or if served by a doorway. (In a **retrofit** situation where creating a suitably sized landing is **technically infeasible**, the required landing size may be reduced to 1670 x 1670 mm. (65-3/4 x 65-3/4 in.));
- where an intermediate landing at the switchback of a U-shaped **ramp** (Refer to Figure 4.1.9.1), have a length not less than 1670 mm (65-3/4 in.) and a width not less than 2440 mm (96 in.). In a **retrofit** situation where creating a suitably sized landing is **technically infeasible**, the required landing width may be reduced to 2120 mm (84 in.));
- where an intermediate landing at a change of 90 degrees or more in the direction of the **ramp** (Refer to Figure 4.1.9.1), have a length and width not less than 1670 mm (65-3/4 in.); and
- where an intermediate landing at a straight **ramp** (Refer to Figure 4.1.9.1), have a length not less than 1670 mm (65-3/4 in.).

4.1.9 Ramps

4.1 Access and Circulation

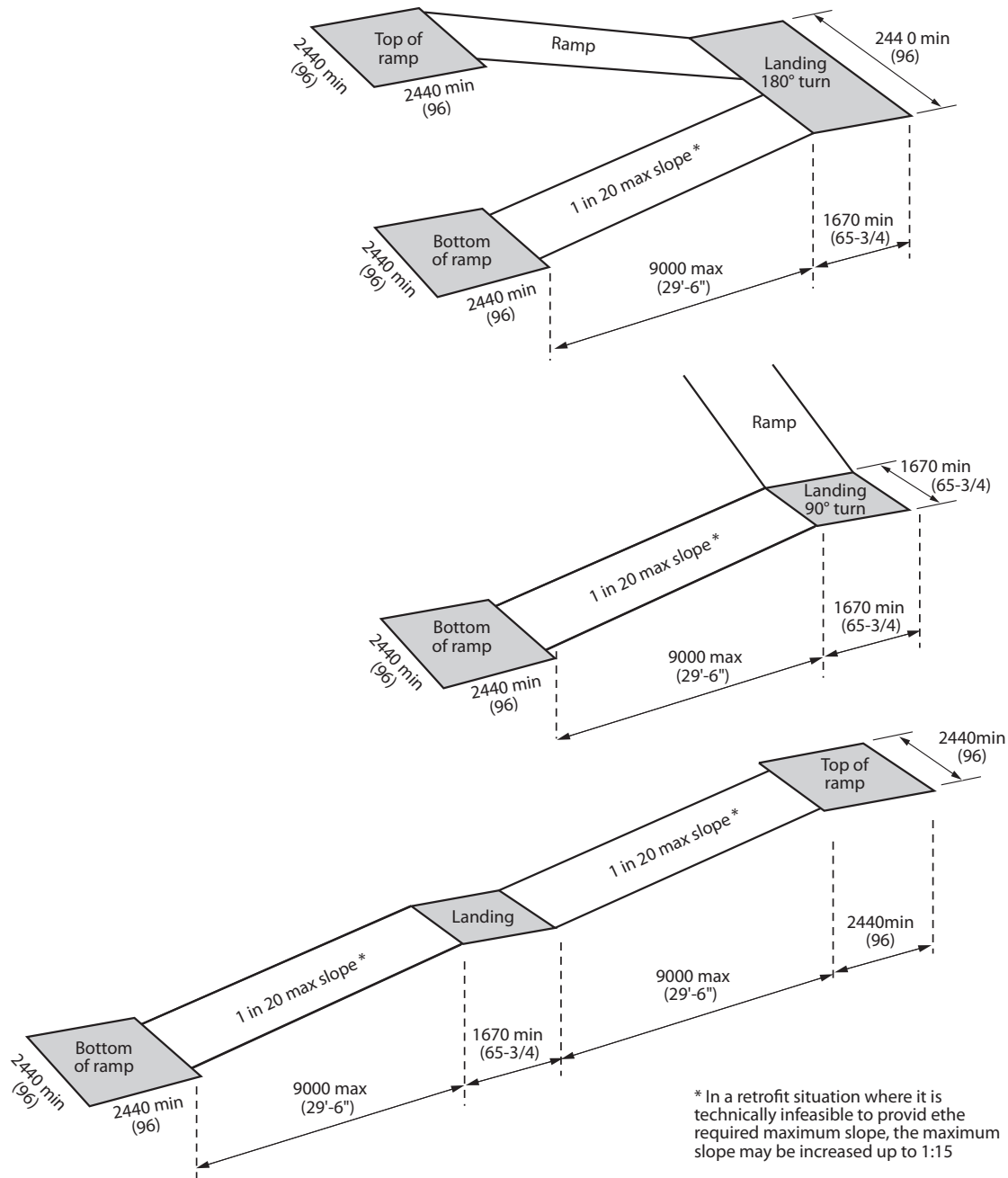


Figure 4.1.9.1
Minimum Ramp Landing Dimensions

4.1 Access and Circulation

4.1.9 Ramps

Design Requirements
(Continued)

Ramp and landing surfaces shall be firm, stable, and slip-resistant, complying with section 4.1.2.

Outdoor **ramps** and their approaches shall be designed so that water will not accumulate on walking surfaces.

Surface **cross slope** shall not be greater than 1:50

Edges of **ramps** and landings shall be protected with a wall or **guard** on all sides.

Where a **guard** is provided, it shall

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

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

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

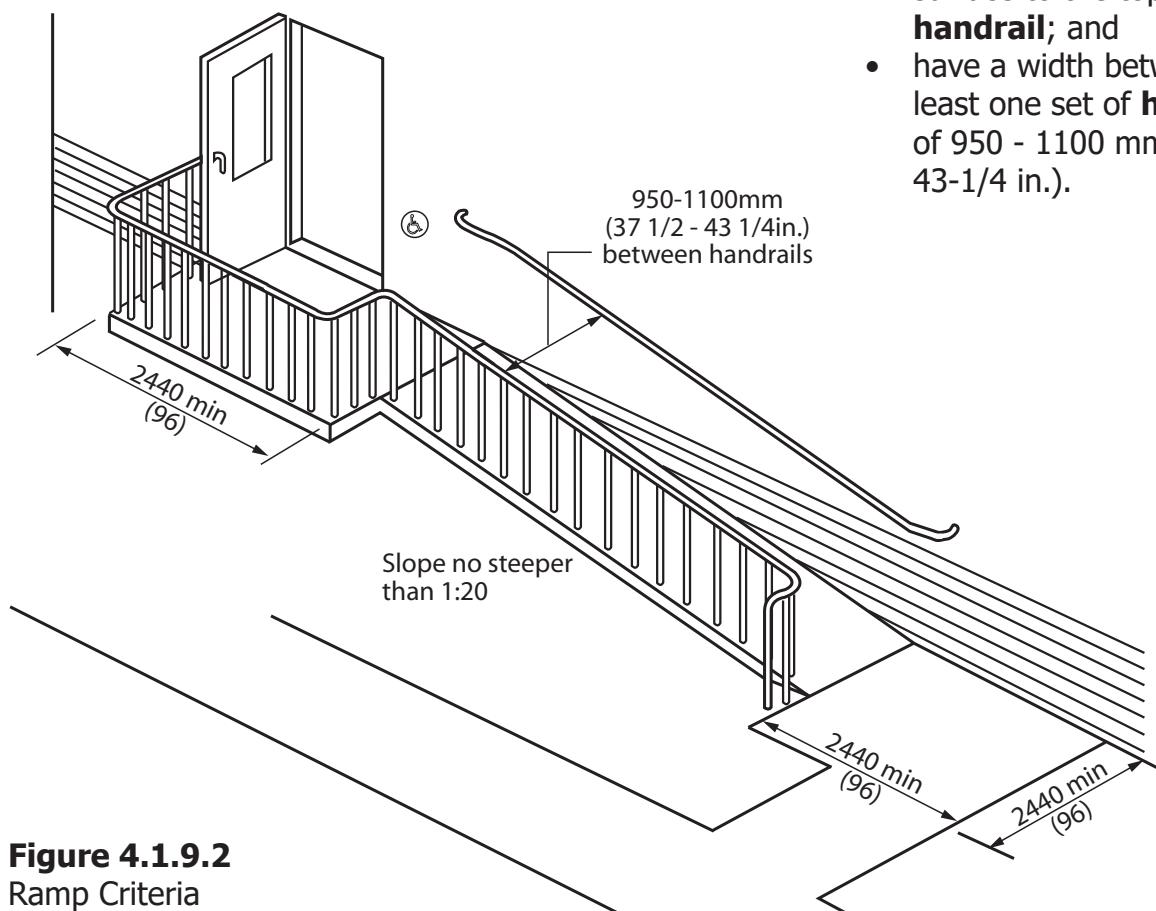


Figure 4.1.9.2
Ramp Criteria

4.1.9 Ramps

4.1 Access and Circulation

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

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

Related Sections

- 4.1.1 Space and Reach Requirements
- 4.1.2 Ground and Floor Surfaces
- 4.1.6 Doors
- 4.1.10 Curb Ramps
- 4.1.12 Handrails
- 4.4.7 Signage
- 4.4.8 Detectable Warning Surfaces
- 4.4.12 Glare and Light Sources
- 4.4.13 Lighting
- 4.4.14 Materials and Finishes
- 4.4.15 Texture and Colour

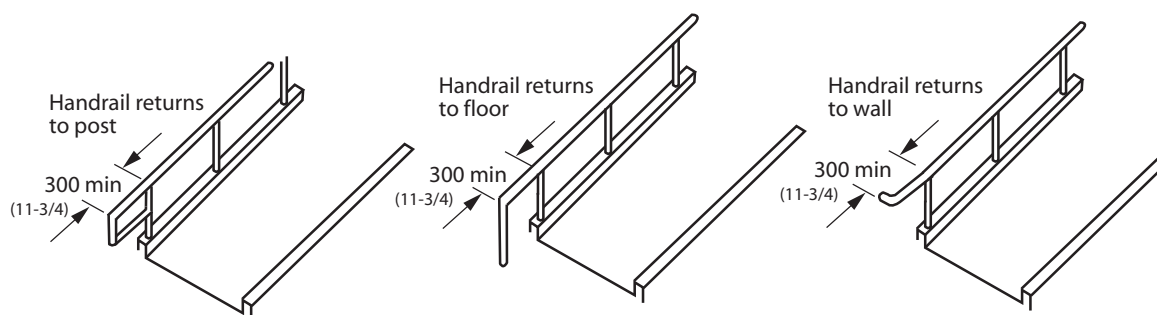


Figure 4.1.9.3
Horizontal Handrail Extensions

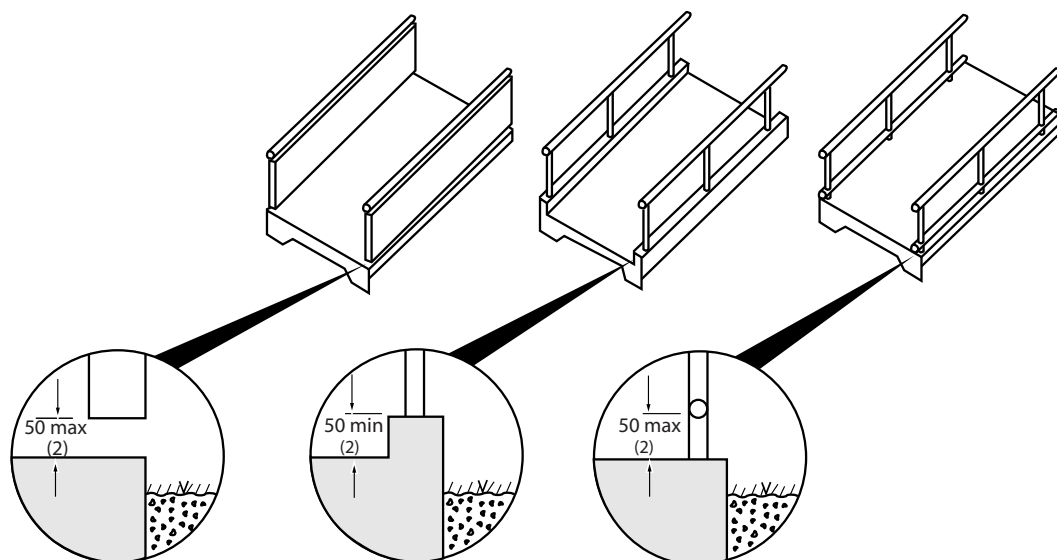


Figure 4.1.9.4
Edge Protection at Ramps

4.1 Access and Circulation

4.1.10 Curb Ramps

Rationale

In the interest of moving people safely and efficiently off a roadway, the design of **curb ramps** is very important. The same issues related to the slopes of **ramps** apply equally to slopes of **curb ramps**. 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 of an edge. While a smooth transition and minimal slope are ideal for someone in a wheelchair, they are a potential hazard to an individual with a visual **impairment** who may not notice the transition from sidewalk to street. Textured surfaces become an important safety feature in this scenario.

Application

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

Design Requirements

Accessible curb ramps shall be on an **accessible route** complying with 4.1.4.

The **running slope** shall be between 1:50 and 1:20 (2% - 5%). In a **retrofit** situation where it is impractical to achieve these slopes, a **running slope** no steeper than 1:12 (8.3%) may be used.

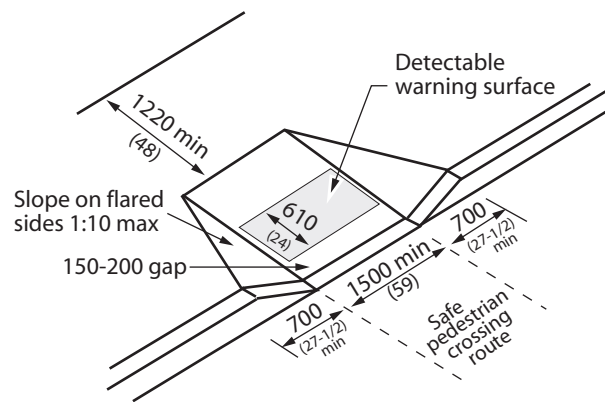


Figure 4.1.10.1
Curb Ramp with Flared Sides

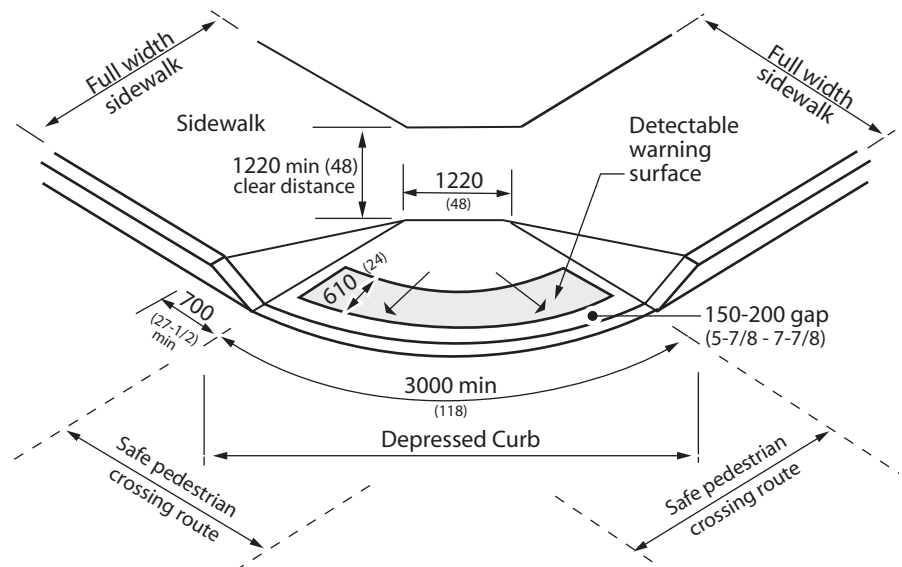


Figure 4.1.10.2
Depressed Curb where Sidewalks are adjacent to Curb

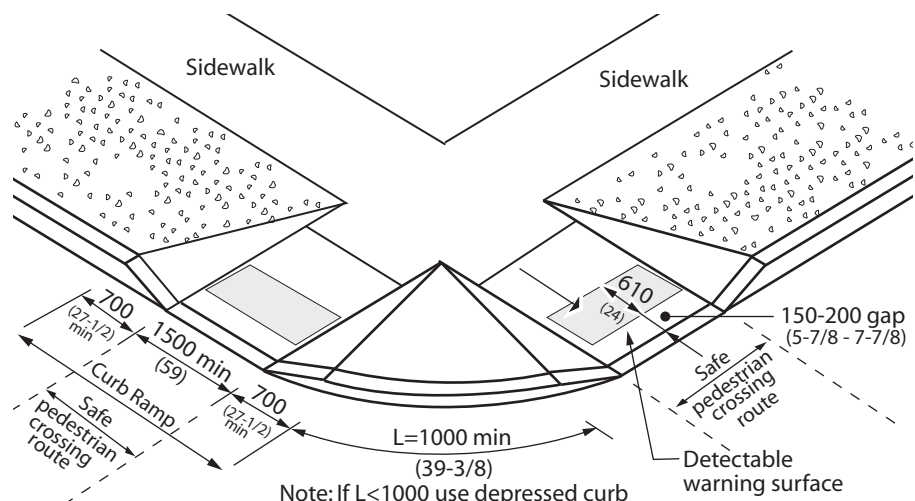


Figure 4.1.10.3
Curb Ramp at Sidewalks with Wide Boulevards

4.1.10 Curb Ramps

4.1 Access and Circulation

The minimum width of **curb ramps**, exclusive of flared sides, shall be 1500 mm (59 in.).

The maximum allowable **cross slope** shall be no more than 1:50.

The maximum slope on flared sides shall be no more than 1:10

Curb ramp configuration shall be as illustrated in Figures 4.1.10.1 to 4.1.10.5.

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

Surfaces of **curb ramps** shall

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

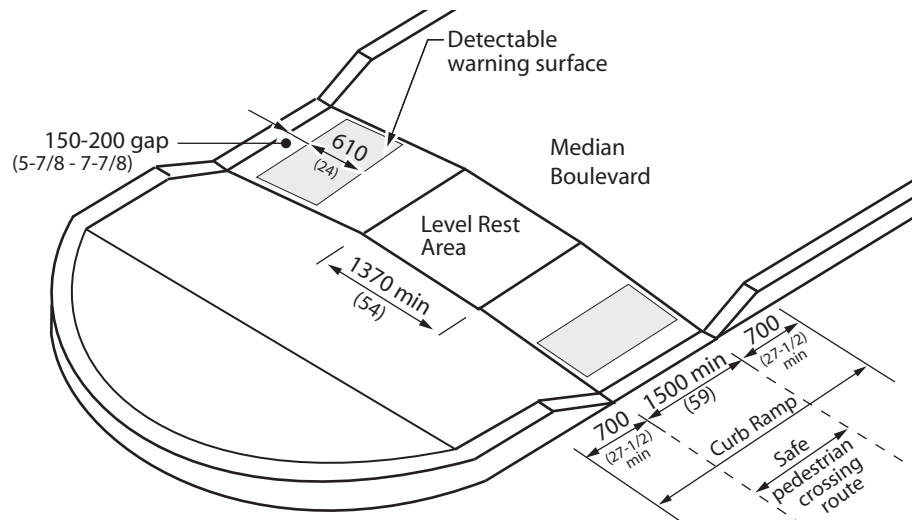


Figure 4.1.10.4
Curb Ramp at Wide Median Sidewalk Crossing

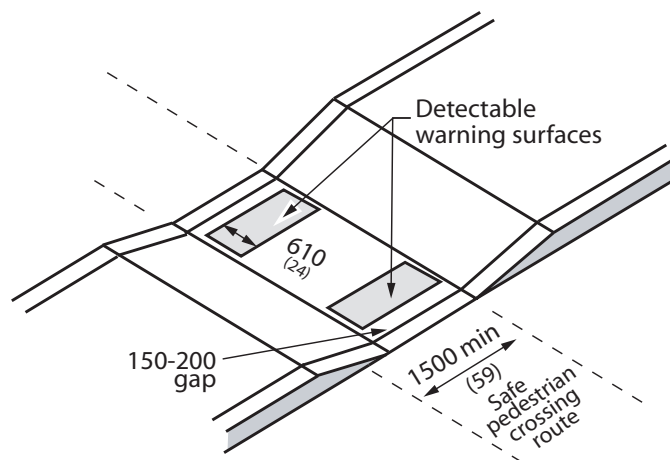


Figure 4.1.10.5
Curb Ramp at Narrow Median Sidewalk Crossing

4.1 Access and Circulation

4.1.10 Curb Ramps

Design Requirements
(continued)

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

Raised islands in crossings shall

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

Islands level with the street shall have within the area designated for pedestrian use **detectable warning surfaces** in compliance with section 4.4.8.

Depressed Curbs:

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

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

Related Sections

- 4.1.1 Space and Reach Requirements
- 4.1.2 Ground and Floor Surfaces
- 4.4.8 Detectable Warning Surfaces
- 4.4.12 Glare and Light Sources
- 4.4.14 Materials and Finishes
- 4.4.15 Texture and Colour

4.1.11 Stairs

4.1 Access and Circulation

Rationale

Stairs that are comfortable for many adults 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 to warn a person with a visual **impairment** of an upcoming set of stairs are vitally important. These persons will also benefit from stairs designed with contrasting edges on treads. The appropriate application of **handrails** will aid all users and especially those that have difficulty ascending stairs.

Application

Interior and exterior stairs shall comply with this section.

In a **retrofit** situation, stairs need not comply if they connect levels that are **accessible** by an elevator, **ramp** or other **accessible** means of vertical access.

In a **retrofit** situation, dimensional changes to steps and landings are not required. All other design requirements must be met.

Design Requirements

A flight of stairs shall have

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

Nosings shall

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

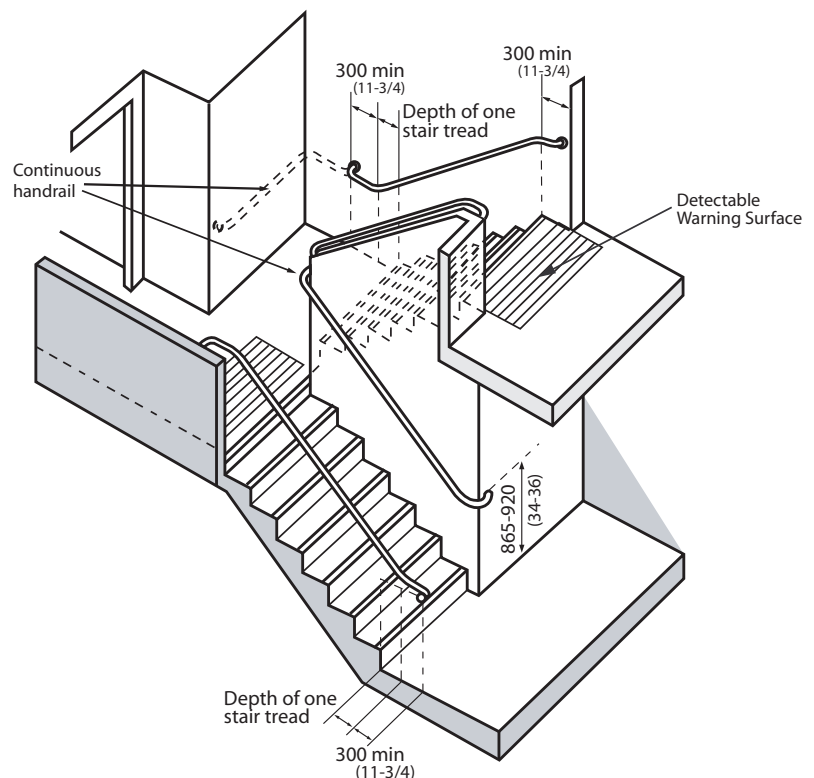


Figure 4.1.11.1
Stair Design Criteria

4.1 Access and Circulation

4.1.11 Stairs

Design Requirements
(continued)

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

Handrails for stairs shall

- comply with 4.1.12;
- be installed on both sides;
- be of uniform height, ranging between 865 mm (34 in.) and 920 mm (36 in.) from the stair nosing;
- have a continuous inside **handrail** on switchback stairs; and
- where not continuous
- extend at the bottom of the stairs for a distance of one tread depth beyond the first riser, then horizontally not less than 300 mm (11-3/4 in.), at a height ranging between 865 mm (34 in.) and 920 mm (36 in.) above the floor
- extend horizontally at the top of the stairs not less than 300 mm (11-3/4 in.), at a height ranging between 865 mm (34 in.) and 920 mm (36 in.) above the floor; and
- be terminated in a manner that will not obstruct pedestrian travel or create a hazard.

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

Related Sections

- 4.1.1 Space and Reach Requirements
- 4.1.2 Ground and Floor Surfaces
- 4.1.6 Doors
- 4.1.12 Handrails
- 4.4.7 Signage
- 4.4.8 Detectable Warning Surfaces
- 4.4.12 Glare and Light Sources
- 4.4.13 Lighting
- 4.4.14 Materials and Finishes
- 4.4.15 Texture and Colour

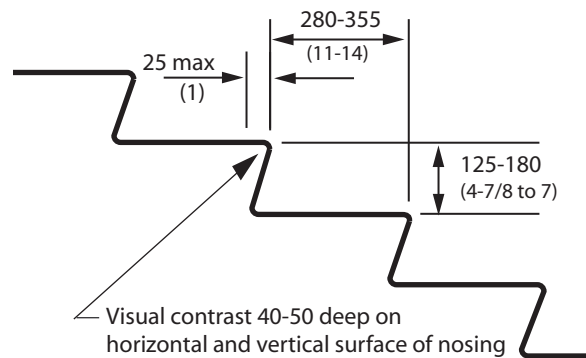


Figure 4.1.11.2
Stair Tread Criteria

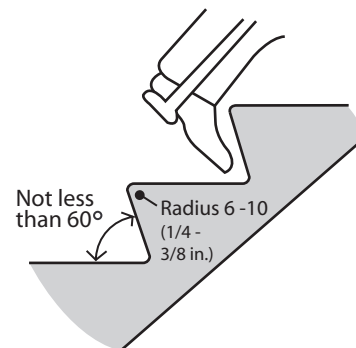


Figure 4.1.11.3
Raked Riser

4.1.12 Handrails

4.1 Access and Circulation

Rationale

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

Extensions of the **handrails** at the top and bottom of stairs, along with the use of a contrasting colour, provide important cues for a visually impaired individual, and 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.

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

Application

Handrails shall comply with this section.

Design Requirements

Handrails shall

- have a circular section 30-40 mm (1-3/16 in. – 1-9/16 in.) in diameter or any non-circular shape, with a **graspable** portion that has a perimeter not less than 100 mm (4 in.) and not more than 155 mm (6 in.) whose largest cross-sectional dimension is not more than 57 mm (2 in.);
- be free of any sharp or abrasive **elements**;
- have continuous gripping surfaces, without interruption by newel posts, other construction **elements**, or obstructions that can break a handhold;
- have a **clear space** between the **handrail** and the wall or **guard** of
 - at least 50 mm (2 in.); or
 - at least 60 mm (2-3/8 in.) where the wall has a rough surface; and
- be terminated in a manner that will not obstruct pedestrian travel or create a hazard.

4.1 Access and Circulation

4.1.12 Handrails

Design Requirements
(continued)

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

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

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

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

Related Sections

- 4.1.1 Space and Reach Requirements
- 4.1.9 Ramps
- 4.1.11 Stairs
- 4.4.15 Texture and Colour

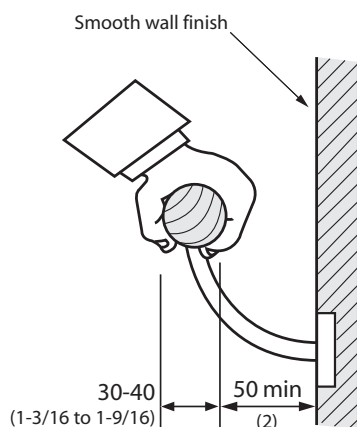


Figure 4.1.12.1
Handrail

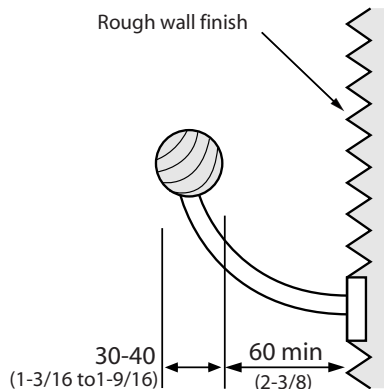


Figure 4.1.12.2
Handrail at Rough Wall

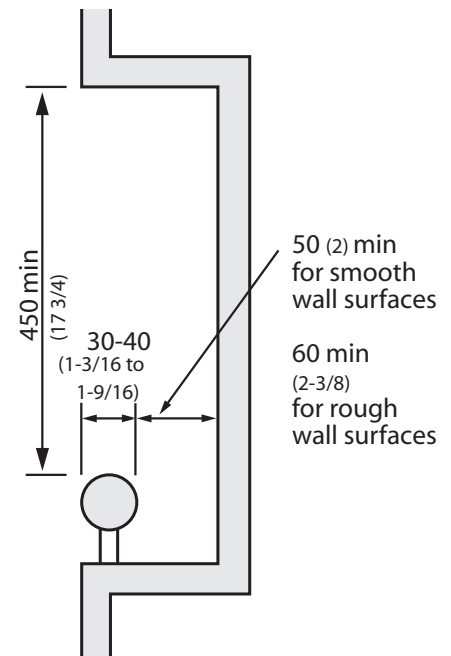


Figure 4.1.12.3
Handrail in Recess

4.1.13 Escalators

4.1 Access and Circulation

Rationale

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

Application

Escalators shall comply with this section.

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

The route from the escalator or inclined moving **walk** to the required barrier-free path of travel shall be clearly indicated by appropriate **signage**.

In a **building** in which a moving **walk** provides access between areas on the same floor level, a barrier-free path of travel shall be provided between the areas served by the moving **walk**.

Design Requirements

Escalator installations shall include high definition (colour contrast) of tread edges and nosing.

Detectable warning surfaces that comply with 4.4.8 shall be provided at the head and foot of the escalator.

The surface of escalator treads shall be in a matte finish, to minimize reflected glare.

Lighting over escalators shall be a minimum of 200 lux (18.4 ft-candles), evenly distributed, from a low-glare light source.

Related Sections

- 4.1.1 Space and Reach Requirements
- 4.1.2 Ground and Floor Surfaces
- 4.4.7 Signage
- 4.4.8 Detectable Warning Surfaces
- 4.4.12 Glare and Light Sources
- 4.4.13 Lighting
- 4.4.14 Materials and Finishes
- 4.4.15 Texture and Colour

4.1 Access and Circulation

4.1.14 Elevators

Rationale

The buttons used on elevators need to address a range of functional issues, including reach, dexterity and visual impairments, as discussed in 4.4.2 and 4.4.15. More specific to elevators is the need to provide audible cues for individuals with a visual **impairment** to identify different floor levels, as well as the direction of travel. These are, in fact, of benefit to anyone who uses the elevator. Adequate door-closing delays provide individuals using mobility devices additional time to reach, enter or exit the elevator car. The installation of a mirror can assist individuals using mobility devices to back out of an elevator where there is not **space** to turn around.

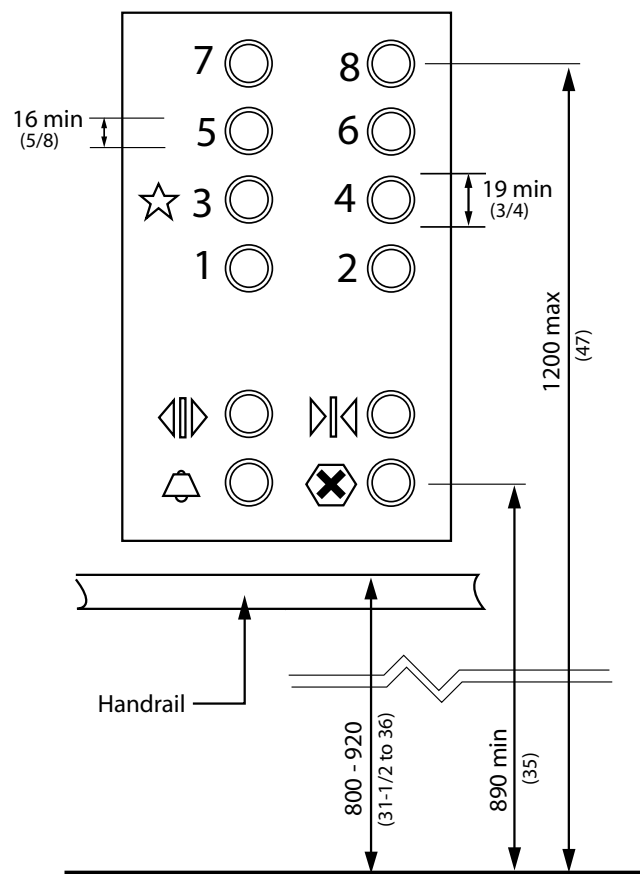


Figure 4.1.14.1
Control Panel

Minimum Dimensions of Elevator Cars				
Door Location	Door Clear Width (mm)	Inside Car, Side to Side (mm)	Inside Car, Back Wall to Front Return (mm)	Inside Car, Back Wall to Inside Face of Door (mm)
Centred	1065	2030	1295	1370
Side (off-centre)	915*	1725	1295	1370
Any	915*	1370	2030	2030
Any	915*	1525	1525	1525
* A tolerance of minus 16 shall be permitted				

Table 4.1.14
Elevator Car Sizes

4.1.14 Elevators

4.1 Access and Circulation

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.

Elevator access is not required:

- In, elevator pits, elevator penthouses, mechanical rooms, piping or equipment catwalks;
- When **accessible ramps** complying with 4.1.9 are used in lieu of an elevator; and
- when platform lifts (wheelchair lifts) complying with 4.1.15 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 4.3.2;
 - 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 4.1.4.

Accessible elevators shall be identified with **signage** complying with applicable provisions of 4.4.7.

Elevators shall be automatic and be provided with a two-way automatic-maintaining levelling device to maintain the floor level to ± 13 mm (1/2 in.).

Power-operated horizontally sliding car and landing doors opened and closed by automatic means shall be provided.

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

4.1.14 Elevators

4.1 Access and Circulation

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

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

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

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

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

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

As the car stops at 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 (47 in.) 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 (1-1/2 in.) high and raised a minimum of 0.75 mm (1/32 in.).

Permanently attached plates are acceptable. If the system uses a handset, then the length of the cord from the panel to the handset shall be at least 735 mm (29 in.). Additionally, the handset shall be equipped with a receiver that generates a magnetic field in the area of the receiver cap, and the handset shall have 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 4.4.2. The emergency intercommunication system shall not require voice communication.

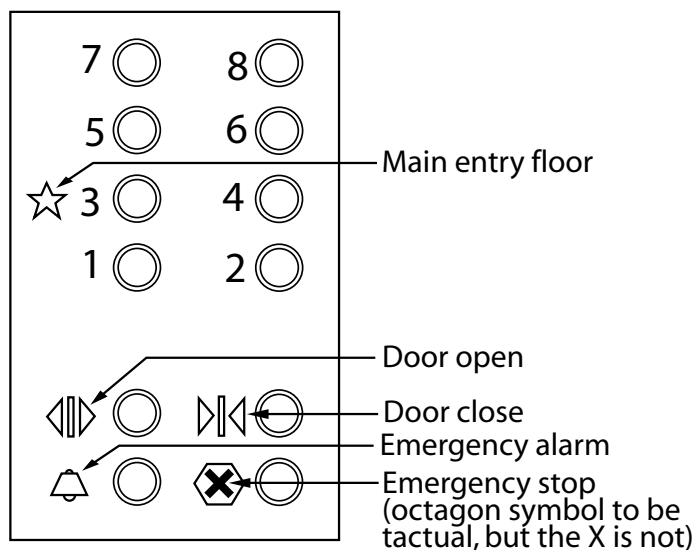


Figure 4.1.14.3
Tactile Symbols

4.1 Access and Circulation

4.1.14 Elevators

Design Requirements
(continued)

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

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

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

Floor finishes within elevator cabs shall comply with 4.1.2.

Where an elevator serves only two floors, it shall be programmed to move automatically, without the need to activate in-car control buttons.

Elevator doors shall incorporate pronounced colour contrast, to differentiate them from the surrounding environment.

There shall be a pronounced colour contrast between the car sill and the **facility** floor.

Related Sections

- 4.1.1 Space and Reach Requirements
- 4.1.2 Ground and Floor Surfaces
- 4.1.6 Doors
- 4.1.12 Handrails
- 4.1.15 Platform Lifts
- 4.4.2 Controls and Operating Mechanisms
- 4.4.7 Signage
- 4.4.9 Public Address Systems
- 4.4.11 Card Access, Safety and Security Systems
- 4.4.12 Glare and Light Sources
- 4.4.13 Lighting
- 4.4.14 Materials and Finishes
- 4.4.15 Texture and Colour

4.1.15 Platform Lifts

4.1 Access and Circulation

Rationale

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

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

Application

Accessible platform lifts shall comply with this section.

Platform lifts may only be used in lieu of an elevator or **ramp** where allowable under 4.1.14. Exception: Where it is **technically infeasible** to install an elevator or other **accessible** means of change of level.

Design Requirements

Accessible platform lifts shall

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

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

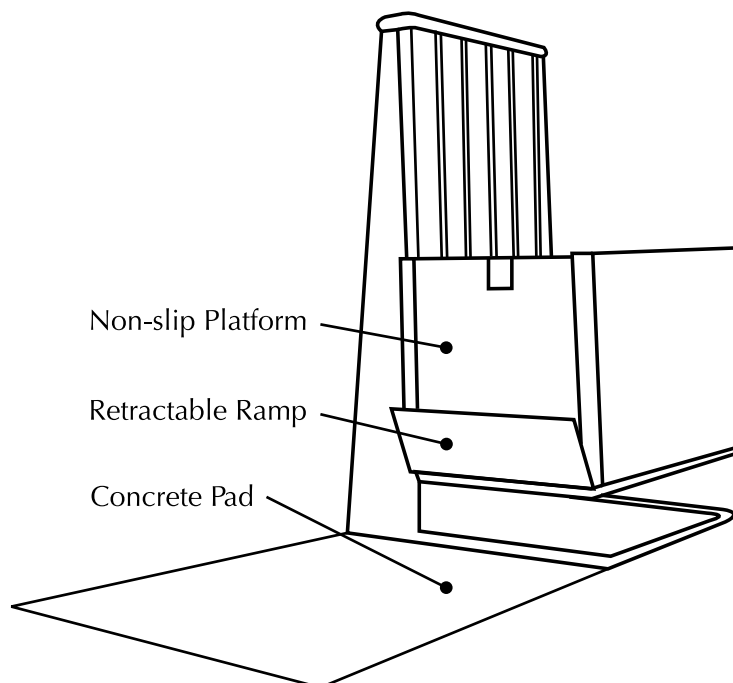


Figure 4.1.15.1
Vertical Platform Lift

4.1 Access and Circulation

4.1.15 Platform Lifts

Design Requirements
(continued)

The doors to the platform lift shall comply with 4.1.6.

Controls and operating mechanisms shall comply with 4.4.2.

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

Floor finishes within platform lifts shall comply with 4.1.2 and 4.4.14.

Related Sections

- 4.1.1 Space and Reach Requirements
- 4.1.2 Ground and Floor Surfaces
- 4.1.6 Doors
- 4.1.12 Handrails
- 4.1.14 Elevators
- 4.4.2 Controls and Operating Mechanisms
- 4.4.7 Signage
- 4.4.9 Public Address Systems
- 4.4.11 Card Access, Safety and Security Systems
- 4.4.12 Glare and Light Sources
- 4.4.13 Lighting
- 4.4.14 Materials and Finishes
- 4.4.15 Texture and Colour

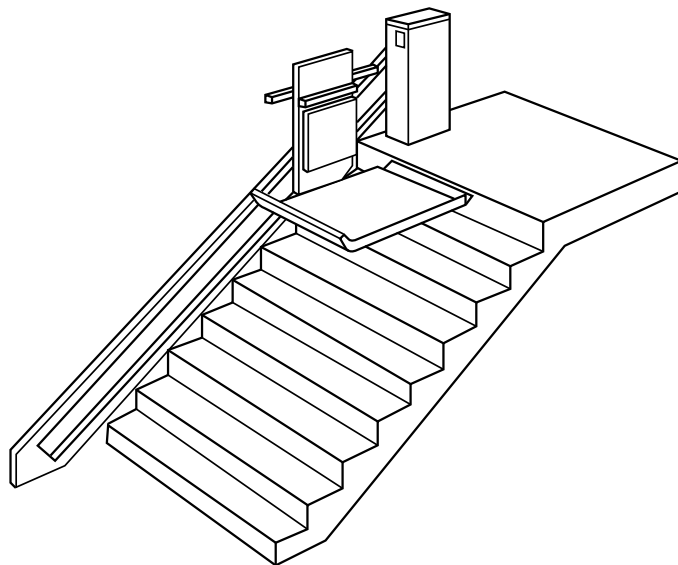


Figure 4.1.15.2
Inclined Platform Stair-Lift

4.2.1 Toilet and Bathing Facilities

4.2 Washroom Facilities

Rationale

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

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

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

Application

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

In a **retrofit** situation where it is **technically infeasible** to make existing public or **common use** toilet **facilities** **accessible**, the installation of at least one universal washroom complying with 4.2.7 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, at least one universal washroom complying with 4.2.7 shall be provided in a public area of all public **buildings**.

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

The minimum number of universal washrooms per **building** shall be as shown on Table 4.2.1.

If universal washrooms are not visible from the common or **public use** washrooms, directional **signage** complying with 4.4.7 shall be provided.

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

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

Table 4.2.1

Minimum number of Universal washrooms

4.2 Washroom Facilities

4.2.1 Toilet and Bathing Facilities

Application (continued)

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

Design Requirements

Accessible toilet and bathing facilities shall be on an **accessible route** complying with 4.1.4.

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

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

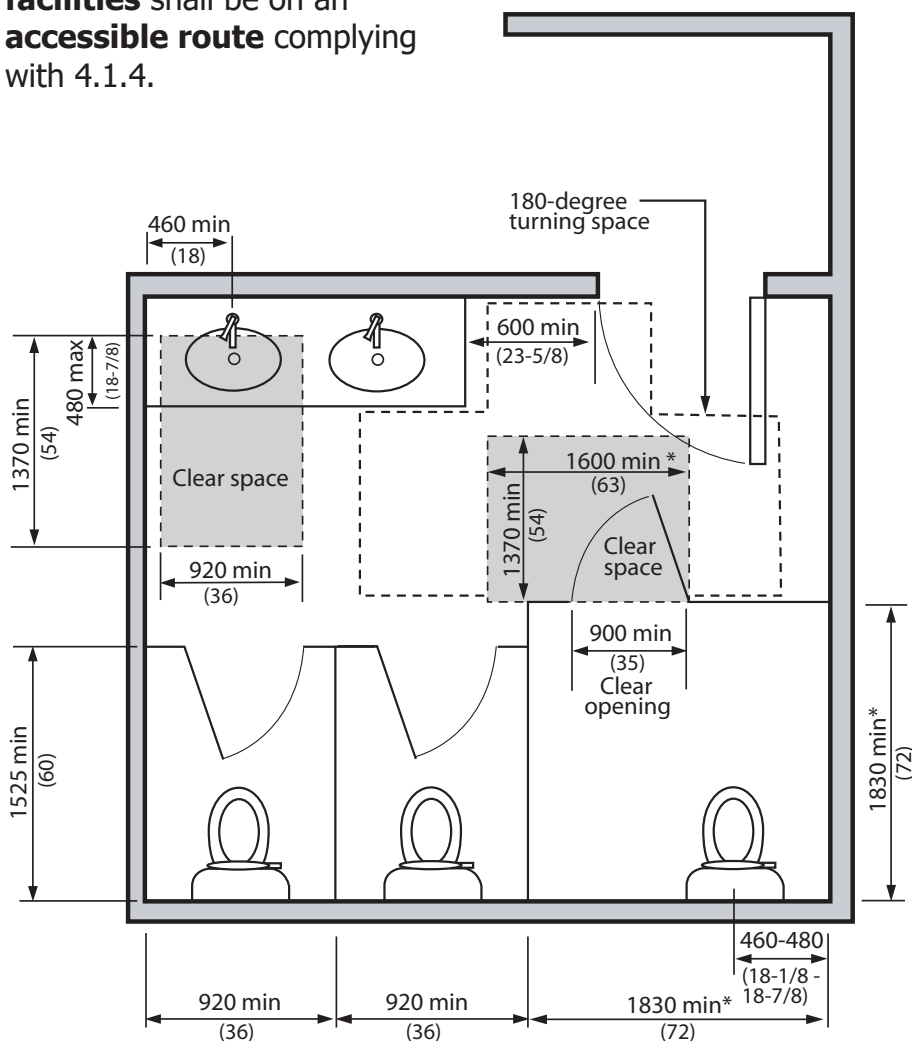
Washrooms shall incorporate a **clear floor space** to allow a person in a wheelchair to make a 180-degree turn.

Accessible toilet and bathing facilities shall be identified with **signage** complying with applicable provisions of 4.4.7.

Toilet and bathing facilities shall incorporate even illumination throughout of at least 100 lux (10 ft-candles).

Related Sections

- 4.1.1 Space and Reach Requirements
- 4.1.2 Ground and Floor Surfaces
- 4.1.3 Protruding and Overhead Objects
- 4.1.6 Doors
- 4.2.2 Toilet Stalls
- 4.2.3 Toilets
- 4.2.4 Lavatories
- 4.2.5 Urinals
- 4.2.6 Washroom Accessories
- 4.2.7 Universal Washrooms
- 4.2.8 Bathtubs
- 4.2.9 Shower Stalls
- 4.2.10 Grab Bars
- 4.4.2 Controls and Operating Mechanisms
- 4.4.4 Visual Alarms
- 4.4.7 Signage
- 4.4.12 Glare and Light Sources
- 4.4.13 Lighting
- 4.4.14 Materials and Finishes
- 4.4.15 Texture and Colour



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

Figure 4.2.1.1
Washroom Dimensions

4.2.2 Toilet Stalls

4.2 Washroom Facilities

Rationale

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

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

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

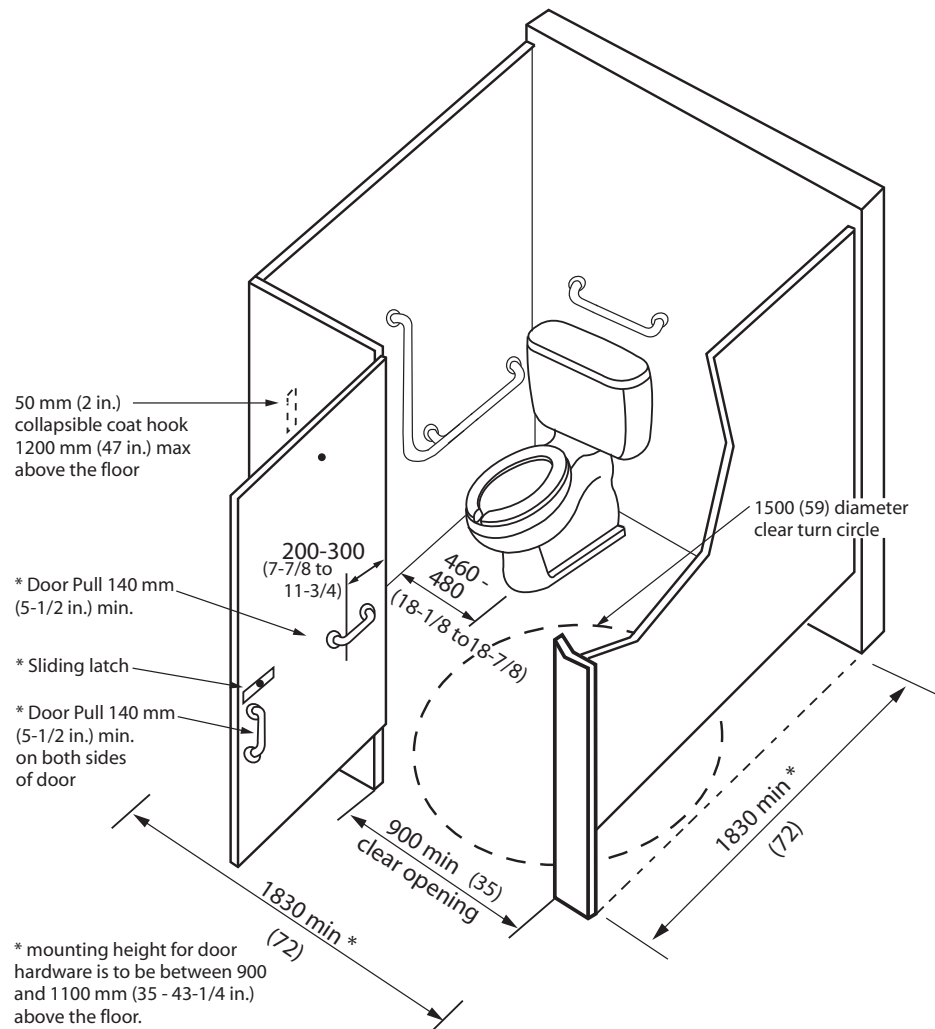


Figure 4.2.2.1
Accessible Toilet Stall

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

Table 4.2.2
Number of Accessible Toilet Stalls

4.2 Washroom Facilities

4.2.2 Toilet Stalls

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 4.2.2.

Accessible toilet stalls shall comply with this section.

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

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

Design Requirements

Accessible toilet stalls shall

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

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

Toilet stall doors shall

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

4.2.2 Toilet Stalls

4.2 Washroom Facilities

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

Designated ambulatory water closet stalls shall

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

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

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

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

Related Sections

- 4.1.1 Space and Reach Requirements
- 4.1.3 Protruding and Overhead Objects
- 4.1.6 Doors
- 4.2.3 Toilets
- 4.2.6 Washroom Accessories
- 4.2.10 Grab Bars
- 4.4.2 Controls and Operating Mechanisms
- 4.4.13 Lighting
- 4.4.15 Texture and Colour

4.2 Washroom Facilities

4.2.3 Toilets

Rationale

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

Application

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

Design Requirements

Toilet fixtures shall have

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

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

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

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

Toilet flush controls shall be

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

Hand-operated flush controls shall comply with 4.4.2.

Toilets shall be equipped with grab bars that shall

- comply with 4.2.10;
- be L-shaped where a water closet is located 460 to 480 mm (18-1/8 to 18-7/8 in.) from the adjacent wall, with 750 mm (29-1/2 in.) long horizontal and vertical components mounted with the horizontal component 750 mm (29-1/2 in.) above the floor and the vertical component 150 mm (5-7/8 in.) in front of the toilet bowl; and
- be at least 600 mm (23-5/8 in.) in length, mounted horizontally on the wall behind the toilet, from 840 mm (33 in.) to 920 mm (36 in.) above the floor, and, where the water closet has a water tank, be mounted minimum 150 mm (5-7/8 in.) above the tank.

4.2.3 Toilets

4.2 Washroom Facilities

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

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

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

Related Sections

- 4.1.1 Space and Reach Requirements
- 4.2.2 Toilet Stalls
- 4.2.10 Grab Bars
- 4.4.2 Controls and Operating Mechanisms
- 4.4.13 Lighting
- 4.4.15 Texture and Colour

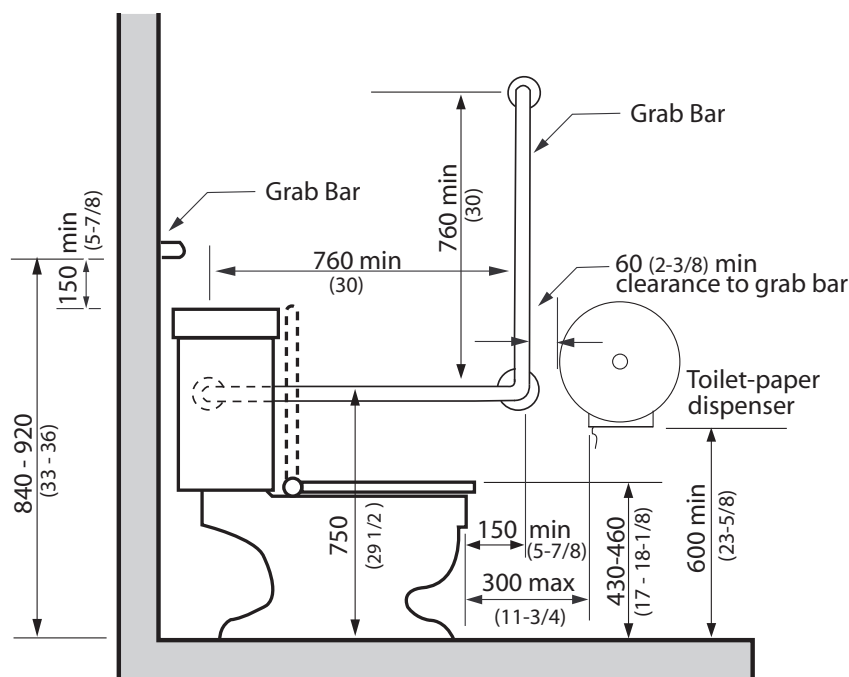


Figure 4.2.3.1
Grab Bar Configuration

4.2 Washroom Facilities

4.2.4 Lavatories

Rationale

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

Application

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

Design Requirements

Lavatories shall

- be on an **accessible route** complying with 4.1.4;
- be mounted so that the minimum distance between the centre line of the fixture and the side wall is 460 mm (18-1/8 in.);
- have the top located between 820 mm (32-1/4 in.) and 840 mm (33 in.) from the floor;
- have a knee **space** of at least
 - 920 mm (36 in.) wide;
 - 735 mm (29 in.) high at the front edge;
 - 685 mm high (27 in.) at a point 205 mm (8-1/8 in.) back from the front edge; and
 - 350 mm (13-3/4 in.) high over the distance from a point 300 mm (11-3/4 in.) back from the front edge to the wall;
- have a minimum **clear floor space** 920 mm wide (36 in.) and 1370 mm (54 in.) deep, of which a maximum of 480 mm (18-7/8 in.) in depth may be under the lavatory;
- have hot water and drain pipes insulated if they about the clearances noted above, or have the water temperature limited to a maximum of 43 degrees Celsius (100 degrees F); and
- have soap and towel dispensers that are
 - located to be **accessible** to persons in a wheelchair (i.e., not having to reach over the lavatory to access the devices);
 - located not more than 610 mm (24 in.) measured horizontally, from the edge of the lavatory;
 - located so that the dispensing height is not more than 1200 mm (47 in.) above the floor;
 - colour-contrasted from the surrounding environment; and
 - in compliance with 4.4.2.

4.2.4 Lavatories

4.2 Washroom Facilities

Faucets and other controls shall

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

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

Shelves or other projections above lavatories shall be located so they will not present a hazard to persons with a visual **disability**. It shall be located not more than 200 mm (7-7/8 in.) above the top of the lavatory and not more than 1100 mm (43-1/4 in.) above the finished floor, and project not more than 100 mm (4 in.) from the wall.

Where mirrors are provided at lavatories or vanity units, they shall comply with 4.2.6.

Related Sections

- 4.1.1 Space and Reach Requirements
- 4.4.2 Controls and Operating Mechanisms
- 4.4.13 Lighting
- 4.4.15 Texture and Colour

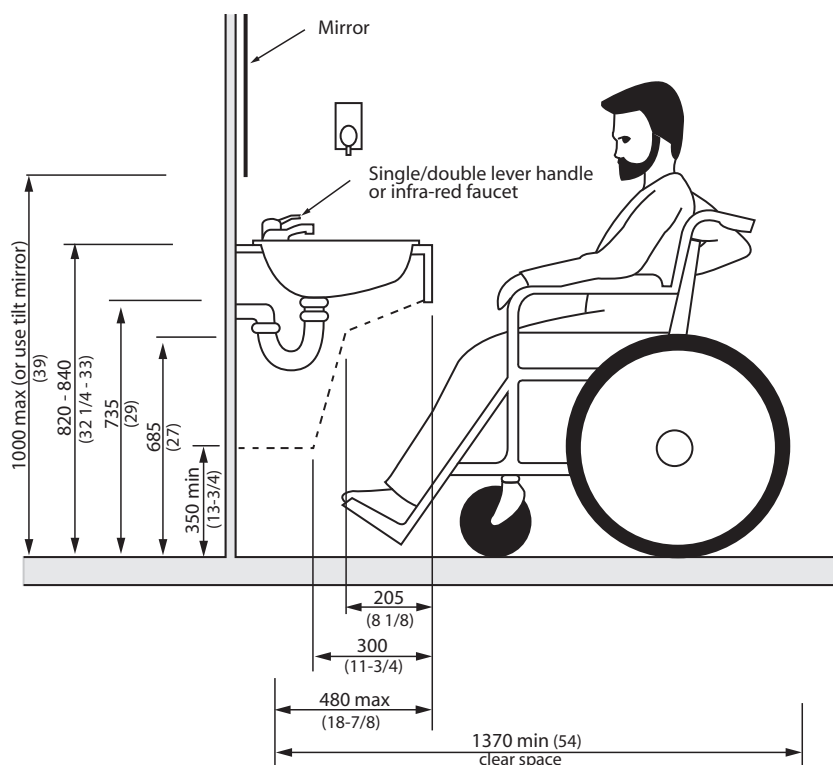


Figure 4.2.4.1
Lavatory Criteria

4.2 Washroom Facilities

4.2.5 Urinals

Rationale

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

Application

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

Design Requirements

Urinals shall be

- wall-mounted with an elongated rim located with the rim no higher than 430 mm (17 in.) from the finished floor; or
- floor-mounted, with the rim level at the finished floor.

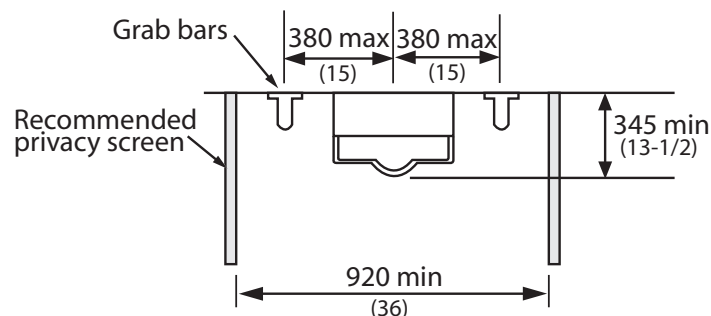


Figure 4.2.5.1
Urinal - Plan view

A urinal shall have no step in front.

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

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

Where privacy screens are provided

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

The urinal shall have grab bars installed on each side that

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

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

Related Sections

4.1.1 Space and Reach Requirements

4.4.2 Controls and Operating Mechanisms

4.4.13 Lighting

4.4.15 Texture and Colour

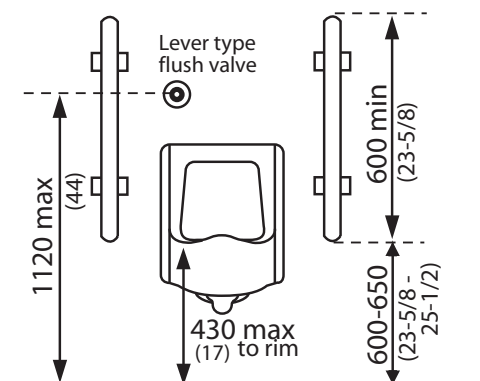


Figure 4.2.5.2
Urinal - Elevation

4.2.6 Washroom Accessories

4.2 Washroom Facilities

Rationale

Design issues related to washroom accessories include the hand strength and dexterity required to operate mechanisms. Reaching the accessories is another concern. Accessories that require the use of two hands to operate can present difficulties for a range of persons with **disabilities** when the ability to reach or balance is impaired. Section 4.4.2 addresses operating mechanisms in greater detail.

Application

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

Design Requirements

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

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

Where mirrors are provided, at least one shall be

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

Related Sections

- 4.1.1 Space and Reach Requirements
- 4.1.3 Protruding and Overhead Objects
- 4.4.2 Controls and Operating Mechanisms
- 4.4.13 Lighting
- 4.4.15 Texture and Colour

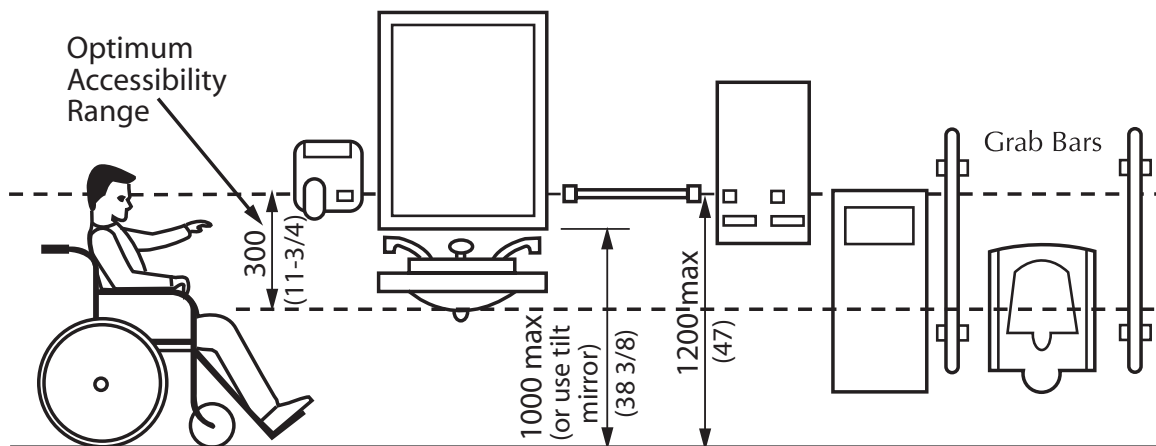


Figure 4.2.6.1
Washroom Accessories

4.2 Washroom Facilities

4.2.7 Universal Washrooms

Rationale

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

Application

Universal washrooms shall be provided as required by 4.2.1.

Universal washrooms shall comply with this section.

Design Requirements

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

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

Universal washrooms shall

- be designed to permit a wheelchair to turn in an **open space** that has a diameter of not less than 2000 mm (78-3/4 in.);
- have no internal dimension between walls that is less than 1700 mm (67 in.);

- be equipped with a door that
 - complies with 4.1.6 including a power door operator;
 - 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 (35 in.) and not more than 1000 mm (39-3/8 in.) above the floor;
 - if in-swinging, shall not swing across the turning **space** and be equipped with hinges that allow for quick removal in an emergency;
 - if outward swinging, a door pull not less than 140 mm (5-1/2 in.) long located on the inside so that its midpoint is 200 - 300 mm (7-7/8 - 11-3/4 in.) from the latch side of the door and 900 - 1000 mm (35 - 39-3/8 in.) above the finished floor; and
 - a door closer or gravity hinges so that the door closes automatically.
- be provided with a lavatory conforming to 4.2.4;
- be equipped with a toilet conforming to 4.2.3
- be equipped with grab bars conforming to 4.2.10;

4.2.7 Universal Washrooms

4.2 Washroom Facilities

- be equipped with a fold-down grab bar at least 760 mm (30 in.) in length at the open side of the toilet, mounted 420 - 440 mm (16-1/2 - 17-3/8 in.) from the centre line of the toilet and 750 mm - 810 mm (24-3/4 - 27-1/8 in.) above the floor;
 - have fixture clearances conforming to 4.2.3 and 4.2.4;
 - be designed to permit a wheelchair to back into the required **clear space** beside the toilet fixture;
 - be equipped with
 - a collapsible coat hook mounted not more than 1200 mm (47 in.) from the floor on a side wall and projecting not more than 50 mm (2 in.) from the wall;
 - a mirror and washroom accessories complying with 4.2.6;
 - a shelf located not more than 1200 mm (47 in.) above the finished floor; and
 - lighting controlled by a motion sensor.
- A universal washroom shall have an emergency call system that consists of audible and visual signal devices inside and outside of the washroom that are activated by a control device inside the washroom, and an emergency sign that contains the words **"In the event of an emergency, push emergency button and audible and visual signal will activate."** in letters at least 25 mm (1 in.) high with a 5mm (1/4 in.) stroke and that is posted above the emergency button.

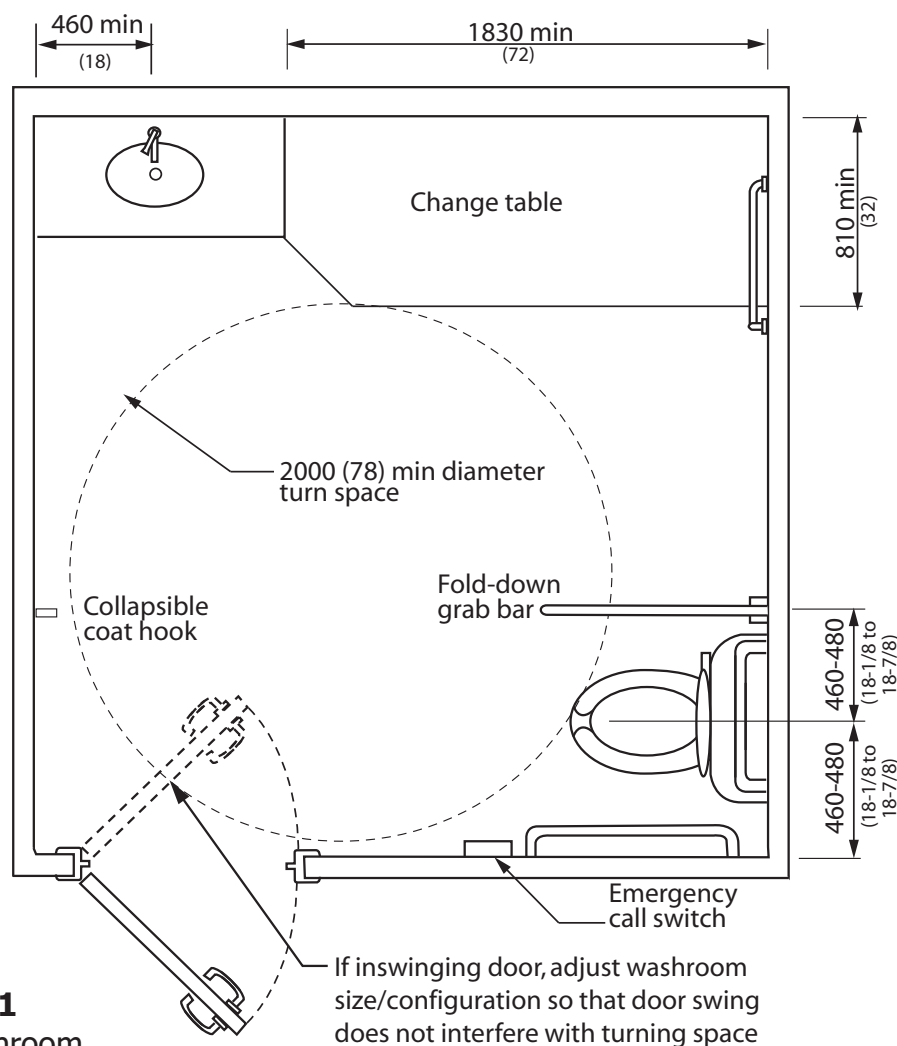


Figure 4.2.7.1
Universal Washroom

4.2 Washroom Facilities

4.2.7 Universal Washrooms

Design Requirements
(continued)

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

Universal washrooms shall incorporate a change table

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

Related Sections

- 4.1.1 Space and Reach Requirements
- 4.1.2 Ground and Floor Surfaces
- 4.1.3 Protruding and Overhead Objects
- 4.1.6 Doors
- 4.2.3 Toilets
- 4.2.4 Lavatories
- 4.2.5 Urinals
- 4.2.6 Washroom Accessories
- 4.2.10 Grab Bars
- 4.4.2 Controls and Operating Mechanisms
- 4.4.7 Signage
- 4.4.11 Card Access, Safety and Security Systems
- 4.4.12 Glare and Light Sources
- 4.4.13 Lighting
- 4.4.14 Materials and Finishes
- 4.4.15 Texture and Colour

4.2 Washroom Facilities

4.2 Washroom Facilities

4.2.8 Bathtubs

Design Requirements
(continued)

- faucets and other controls mounted not more than 450 mm (17-3/4 in.) above the bathtub rim;
- a shower head complying with 4.2.9;
- unless the bathtub is freestanding, an L-shaped grab bar conforming to 4.2.10 mounted on the long wall
 - with each leg of the "L" being at least 920 mm (36 in.) in length;
 - with the legs of the "L" being separated by an angle of 90 degrees;
 - with the horizontal leg of the "L" being located 150 - 200 mm (5-7/8 - 7-7/8 in.) above and parallel to the rim of the bathtub; and
 - with the vertical leg of the "L" being located 300 - 450 mm (11-3/4 - 17-3/4 in.) from the control end of the tub.
- controls equipped with a pressure-equalizing or thermostatic-mixing valve, operable from the seated position and in compliance with 4.4.2;

- soap holder(s) which can be reached from the seated position, ideally fully recessed; and
- unless the bathtub is freestanding, a grab bar conforming to 4.2.10 which is at least 1220 mm (48 in.) long, mounted vertically at the foot end of the tub adjacent to the **clear floor space**, with the lower end 200 mm (7-7/8 in.) above the bathtub rim, mounted within 150 mm (5-7/8 in.) from the edge of the bathtub, measured horizontally.

Enclosures for bathtubs shall not

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

Related Sections

- 4.1.1 Space and Reach Requirements
- 4.2.6 Washroom Accessories
- 4.2.10 Grab Bars
- 4.4.2 Controls and Operating Mechanisms
- 4.4.13 Lighting
- 4.4.15 Texture and Colour

4.2.9 Shower Stalls

4.2 Washroom Facilities

Rationale

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

Application

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

Design Requirements

Accessible shower stalls shall

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

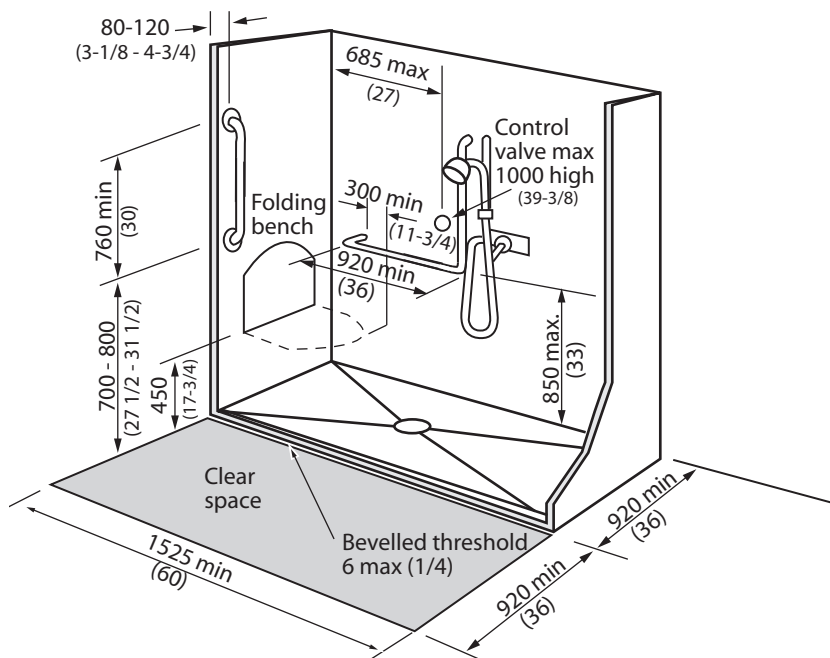


Figure 4.2.9.1
Shower Stall

4.2 Washroom Facilities

4.2.9 Shower Stalls

Design Requirements
(continued)

- be equipped with a wall mounted continuous L-shaped grab bar that shall
 - be located between the shower head and the controls;
 - have a horizontal component at least 920 mm (36 in.) in length;
 - be mounted horizontally approximately 850 mm (33 in.) above the floor;
 - have the horizontal component located on the wall so at least 300 mm (11-3/4 in.) of its length is reachable from one side of the seat;
 - have a vertical component at least 760 mm (30 in.) in length; and
 - conform to 4.2.10;
- be equipped with a vertical grab bar on each end wall that
 - is at least 760 mm (30 in.) in length;
 - is mounted 80 - 120 mm (3-1/8 - 4-3/4 in.) from the front edge, at a point 700 - 800 mm (27-1/2 - 31-1/2 in.) above the finished floor; and
 - conforms to 4.2.10;

- be equipped with a pressure-equalizing or thermostatic-mixing valve in compliance with 4.4.2, located above the grab bar but no higher than 1000 mm (39-3/8 in.), maximum 685 mm (27 in.) from the seat wall;
- be equipped with a shower head with at least 1525 mm (60 in.) of flexible hose that can be used both as a fixed position shower head and as a hand held shower. The shower spray unit shall be reachable from the seated positions and have an on/off control. Exception: A non-adjustable, overhead-mounted shower head is permitted instead of a hand-held spray unit in **facilities** that are not long term care **facilities** or residential dwelling units; and
- have soap holder(s) which can be reached from the seated position, and are fully recessed.

Where the showerhead is mounted on a vertical bar, the bar shall be installed so as not to obstruct the use of the grab bar.

Enclosures for shower stalls shall not obstruct controls or obstruct transfer from wheelchairs onto shower seats.

Related Sections

- 4.1.1 Space and Reach Requirements
- 4.2.6 Washroom Accessories
- 4.2.10 Grab Bars
- 4.4.2 Controls and Operating Mechanisms
- 4.4.13 Lighting
- 4.4.15 Texture and Colour

4.2.10 Grab Bars

4.2 Washroom Facilities

Rationale

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

Application

Grab bars shall comply with this section.

Design Requirements

Grab bars shall

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

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

Related Sections

- 4.1.1 Space and Reach Requirements
- 4.2.3 Toilets
- 4.2.5 Urinals
- 4.2.7 Universal Washrooms
- 4.2.8 Bathtubs
- 4.2.9 Shower Stalls
- 4.4.13 Lighting
- 4.4.15 Texture and Colour

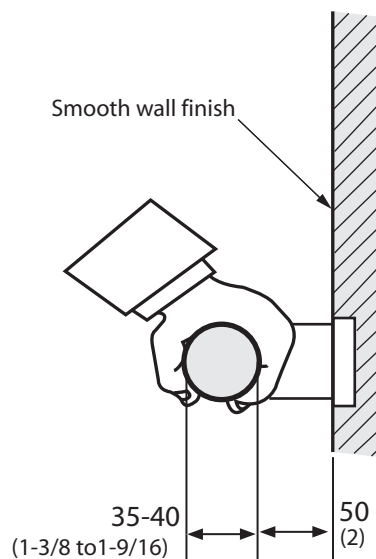


Figure 4.2.10.1
Grab Bar

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4.3.1 Drinking Fountains

4.3 Other Amenities

Rationale

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

Application

Where drinking fountains are provided on a floor, 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.

Where more than one drinking fountain or water cooler is provided on a floor, at least 50% shall comply with this section.

Design Requirements

Accessible drinking fountains shall

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

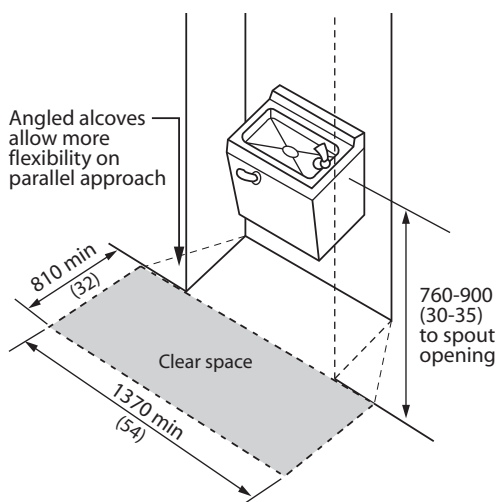


Figure 4.3.1.1
Parallel Approach

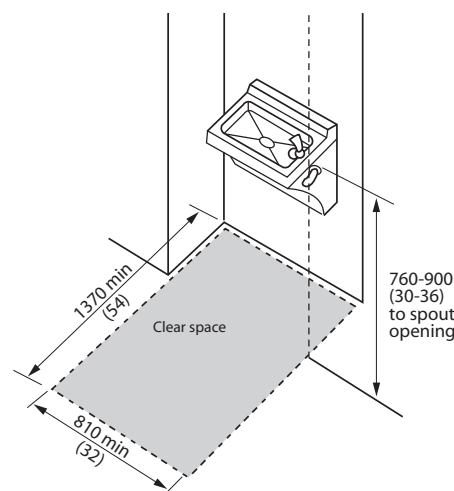


Figure 4.3.1.2
Frontal Approach

4.3 Other Amenities

4.3.1 Drinking Fountains

Design Requirements (continued)

Cantilevered drinking fountains shall

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

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

Related Sections

- 4.1.1 Space and Reach Requirements
- 4.1.2 Ground and Floor Surfaces
- 4.1.3 Protruding and Overhead Objects
- 4.1.4 Accessible Routes, Paths and Corridors
- 4.4.13 Lighting
- 4.4.14 Materials and Finishes
- 4.4.15 Texture and Colour

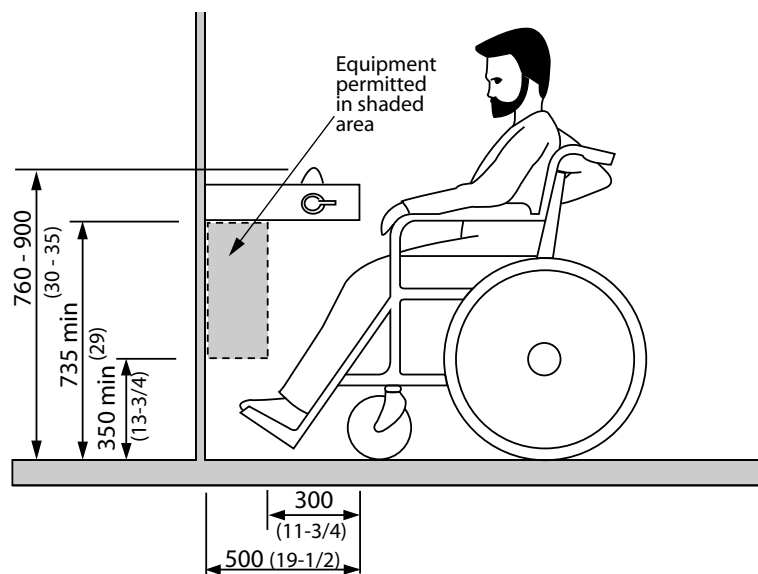


Figure 4.3.1.3
Clearances

4.3.2 Viewing Positions

4.3 Other Amenities

Rationale

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

Application

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

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

Figure 4.3.2.1
Sight Lines at
Wheelchair Locations

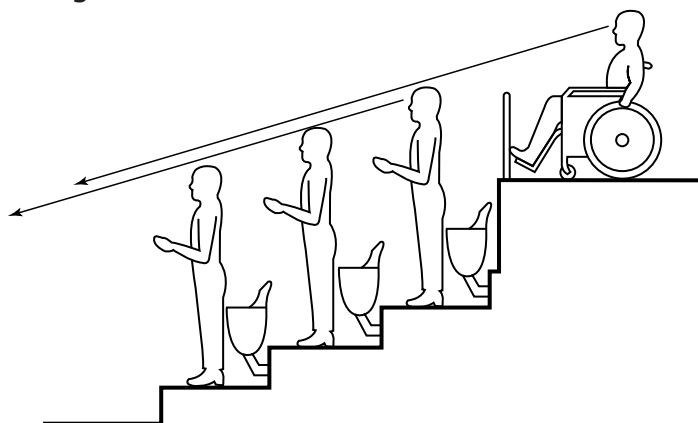
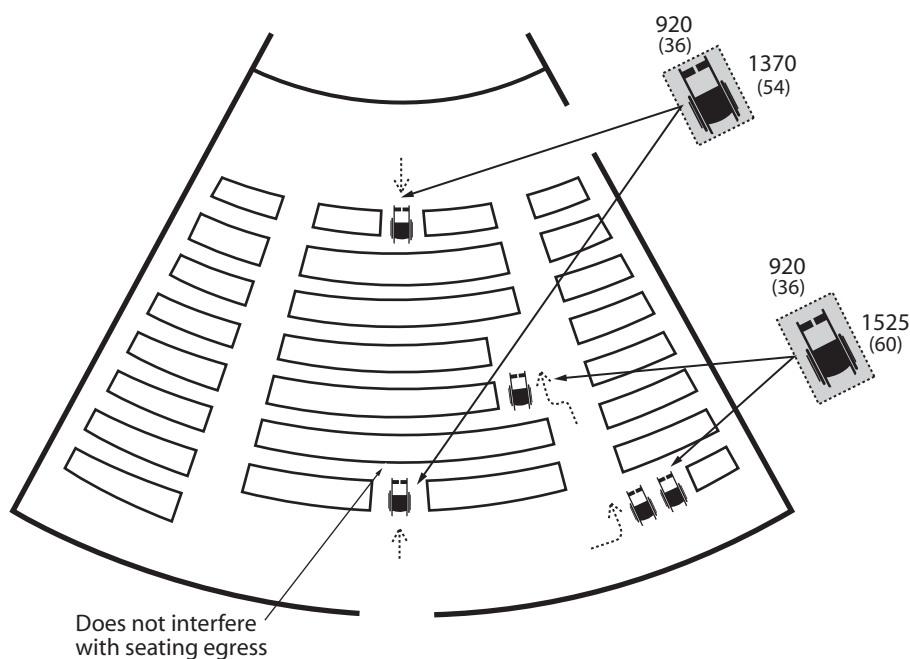


Figure 4.3.2.2
Distribution of
Wheelchair Locations



4.3 Other Amenities

4.3.2 Viewing Positions

Design Requirements

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

Each **accessible** wheelchair location shall be

- an integral part of any seating plan. Seats shall be distributed in a manner that provides people with physical **disabilities** a choice of admission prices and lines of sight comparable to those for members of the general public.
- **clear** and level, or level with removable seats;
- if the wheelchair enters from a side approach, not less than 920 mm (36 in.) wide and 1525 mm (60 in.) long;
- if the wheelchair enters from a front or rear approach, not less than 920 mm (36 in.) wide and 1370 mm (54 in.) long;

- arranged so that at least two designated wheelchair locations are side by side;
- arranged so that at least one companion fixed seat is provided next to each wheelchair seating area; and
- where the seating capacity exceeds 100, provided in more than one location. In a retro-fit situation where it is not technically feasible to distribute seating locations, they may be grouped in one location.

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

Related Sections

- 4.1.1 Space and Reach Requirements
- 4.1.2 Ground and Floor Surfaces
- 4.1.3 Protruding and Overhead Objects
- 4.1.4 Accessible Routes, Paths and Corridors
- 4.4.6 Assistive Listening Systems
- 4.4.7 Signage
- 4.4.9 Public Address System
- 4.4.14 Materials and Finishes
- 4.4.15 Texture and Colour
- 4.4.16 Acoustics

Table 4.3.2
Wheelchair Viewing Locations

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

4.3.3 Elevated Platforms

4.3 Other Amenities

Rationale

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

Application

Elevated platforms provided for use by the 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 4.1.4;
- be capable of being illuminated to at least 100 lux (9.3 ft-candles) at floor level at the darkest point;
- be sized to safely accommodate wheelchairs and other mobility equipment in compliance with 4.1.1; and
- have open platform edges defined by **detectable warning surface** (does not apply to the front edges of stages).

The **detectable warning surface** on elevated platforms shall

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

Related Sections

- 4.1.1 Space and Reach Requirements
- 4.1.2 Ground and Floor Surfaces
- 4.1.3 Protruding and Overhead Objects
- 4.1.4 Accessible Routes, Paths and Corridors
- 4.4.8 Detectable Warning Surfaces
- 4.4.13 Lighting
- 4.4.14 Materials and Finishes
- 4.4.15 Texture and Colour

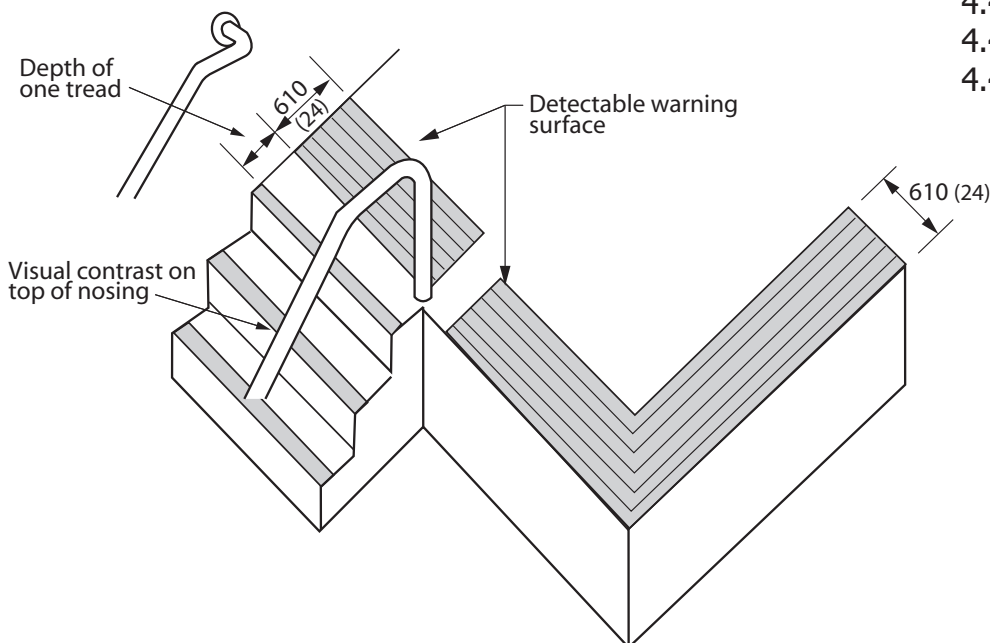


Figure 4.3.3.1
Detectable Warning Surfaces
at Elevated Platform

4.3 Other Amenities

4.3.4 Dressing Rooms

Rationale

In **addition** to **accessible common use** dressing rooms, a separate unisex dressing room is useful. This is valuable in a scenario where an attendant of the opposite sex or a parent is assisting a child. Sufficient **space** should be allowed for two people and a wheelchair, along with benches and accessories.

The provision of **handrails** along circulation routes from dressing rooms to pool, gymnasium and other activity areas, will be of benefit to many people.

Application

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

Design Requirements

Accessible dressing rooms shall be located on an **accessible route** complying with 4.1.4.

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

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

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

- be mounted 450 to 500 mm (17-3/4 in. to 19-5/8 in.) above the finished floor;
- have **clear floor space** provided alongside the bench to allow a person using a wheelchair to make a parallel transfer onto the bench;
- be designed to carry a minimum load of 1.33 kN (300 lb.); 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 (18 in.) wide by 1370 mm (54 in.) 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.

4.3.4 Dressing Rooms

4.3 Other Amenities

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

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

Related Sections

- 4.1.1 Space and Reach Requirements
- 4.1.2 Ground and Floor Surfaces
- 4.1.3 Protruding and Overhead Objects
- 4.1.4 Accessible Routes, Paths and Corridors
- 4.4.13 Lighting
- 4.4.14 Materials and Finishes
- 4.4.15 Texture and Colour

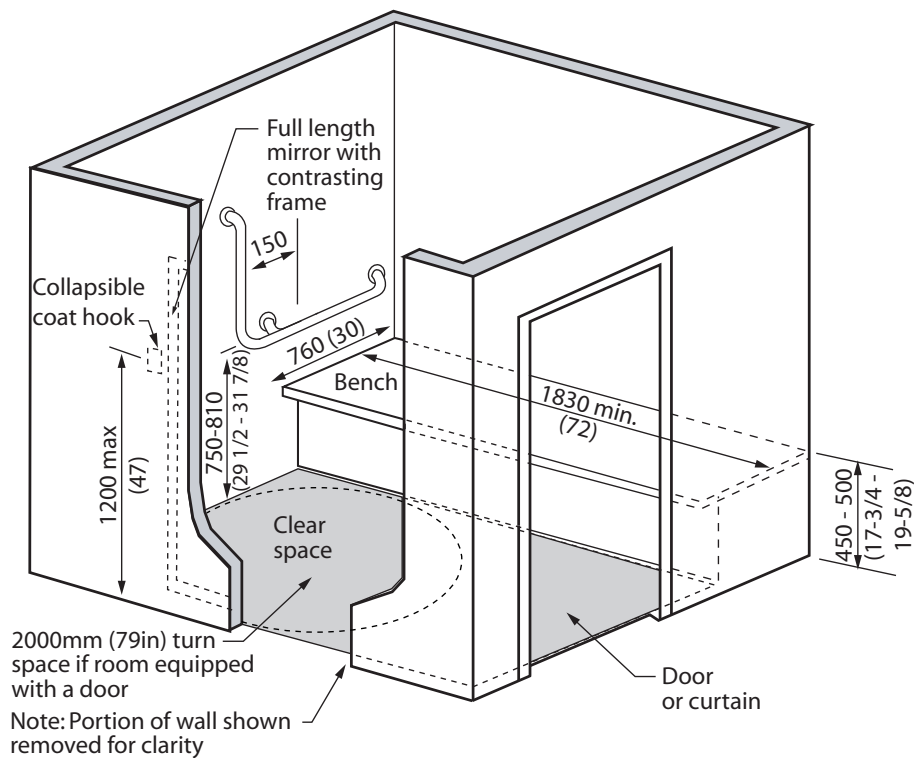


Figure 4.3.4.1
Accessible Dressing Room

4.3 Other Amenities

4.3.5 Offices, Work Areas & Meeting Rooms

Rationale

Offices providing services or programs to the public should be **accessible** to all, regardless of mobility or functional profile. Furthermore, office and related support areas should be **accessible** to staff and visitors with varying levels of ability.

All persons, but particularly those with a hearing **impairment**, would benefit from having a quiet acoustic environment - background noise from mechanical equipment such as fans, should be minimal. Telephone equipment for individuals with hearing impairments may also be required.

Tables and workstations should address the knee **space** requirements of an individual in a wheelchair. Circulation areas also need to consider the spatial needs of mobility equipment as large as scooters.

Natural coloured task lighting, such as that provided through halogen bulbs, is a design feature that will facilitate use by all, especially persons with vision impairments. In locations where reflective glare might be problematic, such as large expanses of glass with reflective flooring, consideration should be given to providing blinds that can be louvred upwards.

Application

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

Design Requirements

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

- be located on an **accessible route** complying with 4.1.4;
- where equipped with a door, the door shall comply with 4.1.6;
- incorporate a **clear floor space** allowing a person in a wheelchair to make a 180-degree turn;
- incorporate an **accessible route** through the **space** that does not require the person in a wheelchair to travel backwards to enter/leave the **space**;
- incorporate an **accessible route** in compliance with 4.1.4 that connects the primary activity **elements** within the office, work area or **meeting room**;
- incorporate knee clearances below work surfaces that comply with 4.3.7;
- incorporate access in compliance with 4.3.9 to storage, shelving, display units and brochure racks for use by the general public, clients or customers;

- provide a **clear floor space** in front of the equipment that complies with 4.1.1, where equipment such as photocopiers are provided for use by the general public, clients or customers; and
- be equipped with an assistive listening system that complies with 4.4.6, where an assistive listening system is required.

Related Sections

- 4.1.1 Space and Reach Requirements
- 4.1.2 Ground and Floor Surfaces
- 4.1.4 Accessible Routes, Paths and Corridors
- 4.1.8 Windows, Glazed Screens and Sidelights
- 4.3.7 Tables, Counters and Work Surfaces
- 4.3.9 Storage, Shelving and Display Units
- 4.4.2 Controls and Operating Mechanisms
- 4.4.4 Visual Alarms
- 4.4.6 Assistive Listening Systems
- 4.4.12 Glare and Light Sources
- 4.4.13 Lighting
- 4.4.14 Materials and Finishes
- 4.4.15 Texture and Colour
- 4.4.16 Acoustics

4.3.6 Waiting and Queuing Areas

4.3 Other Amenities

Rationale

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

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

Application

Waiting and queuing areas shall comply with this section.

Design Requirements

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

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

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 4.4.15, 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.

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

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

Related Sections

- 4.1.1 Space and Reach Requirements
- 4.1.2 Ground and Floor Surfaces
- 4.1.4 Accessible Routes, Paths and Corridors
- 4.4.5 Public Telephones
- 4.4.6 Assistive Listening Systems
- 4.4.7 Signage
- 4.4.9 Public Address Systems
- 4.4.10 Information Systems
- 4.4.12 Glare and Light Sources
- 4.4.13 Lighting
- 4.4.14 Materials and Finishes
- 4.4.15 Texture and Colour
- 4.4.16 Acoustics

4.3 Other Amenities

4.3.7 Tables, Counters and Work Surfaces

Rationale

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

Application

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

Design Requirements

Accessible tables, counters and work surfaces shall be located on an **accessible route** complying with 4.1.4.

An **accessible route** complying with 4.1.4 shall lead to and around such fixed or built-in tables, counters and work surfaces.

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

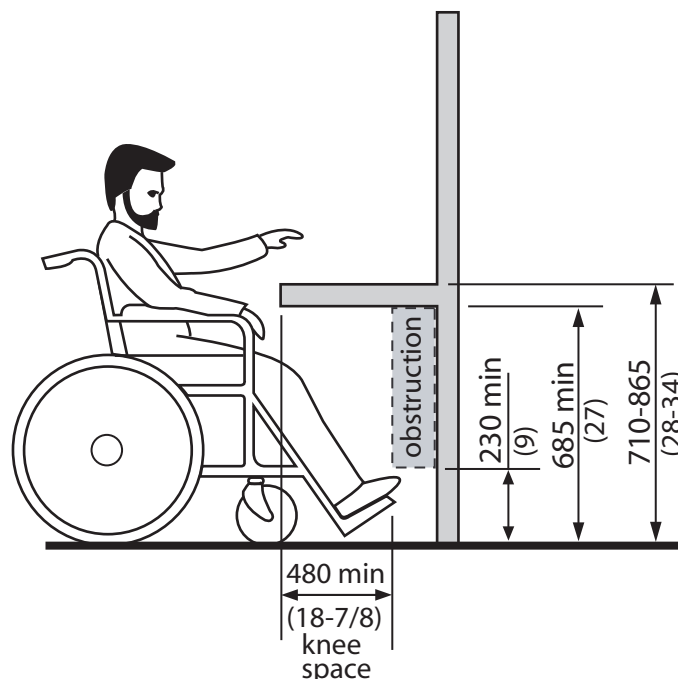


Figure 4.3.7.1
Table, Counter and Work
Surface Clearances

4.3.7 Tables, Counters and Work Surfaces

4.3 Other Amenities

Where a forward approach is used to access a wheelchair seating **space**, a **clear** knee **space** of at least 810 mm (32 in.) wide, 480 mm (18-7/8 in.) deep and 685 mm (27 in.) high shall be provided. It may overlap the **clear floor space** by a maximum of 480 mm (18-7/8 in.).

The top of **accessible** tables, counters and work surfaces shall be located between 710 mm (28 in.) to 865 mm (34 in.) above the finished floor or ground.

Where speaker podiums are provided they shall

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

Related Sections

4.1.1 Space and Reach Requirements

4.1.4 Accessible Routes, Paths and Corridors

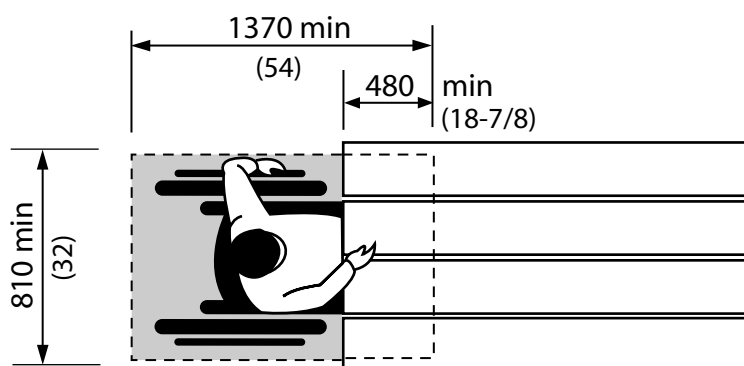


Figure 4.3.7.2
Frontal Approach to Table,
Counter or Work Surface

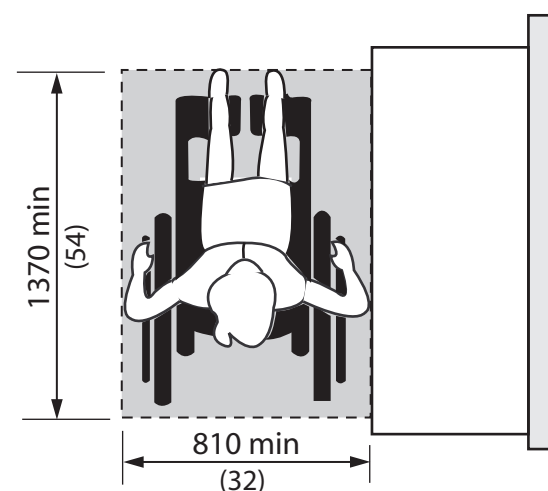


Figure 4.3.7.3
Parallel Approach to Table, Counter
or Work Surface

4.3 Other Amenities

4.3.8 Information, Reception and Service Counters

Rationale

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

Application

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

Design Requirements

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

When constructing new service counters, which includes replacing existing service counters, the following requirements must be met;

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

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

4.3.8 Information, Reception and Service Counters

4.3 Other Amenities

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

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

Where a forward approach is used to access a wheelchair seating **space**, a **clear knee space** of at least 810 mm (32 in.) wide, 480 mm (18-7/8 in.) deep and 685 mm (27 in.) high shall be provided. It may overlap the **clear floor space** by a maximum of 480 mm (18-7/8 in.).

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

Related Sections

- 4.1.1 Space and Reach Requirements
- 4.1.4 Accessible Routes, Paths and Corridors
- 4.4.6 Assistive Listening Systems
- 4.4.7 Signage
- 4.4.10 Information Systems
- 4.4.12 Glare and Light Sources
- 4.4.13 Lighting
- 4.4.14 Materials and Finishes
- 4.4.15 Texture and Colour
- 4.4.16 Acoustics

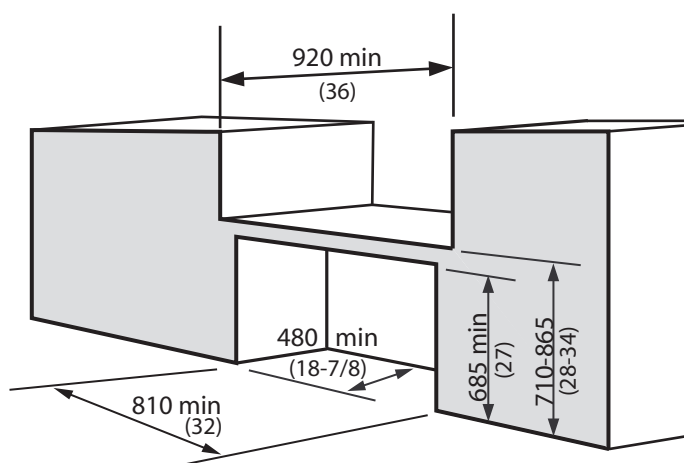


Figure 4.3.8.1
Service Counter

4.3 Other Amenities

4.3.9 Storage, Shelving and Display Units

Rationale

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

Application

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

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

Design Requirements

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

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

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

Related Sections

- 4.1.1 Space and Reach Requirements
- 4.1.4 Accessible Routes, Paths and Corridors
- 4.4.2 Controls and Operating Mechanisms

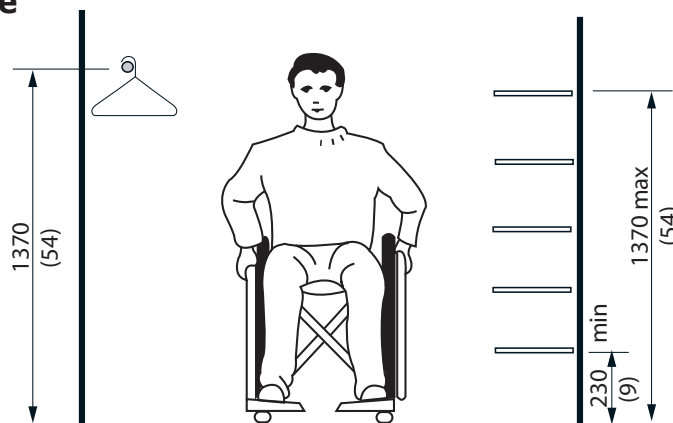


Figure 4.3.9.1
Reach Limits for Storage

4.3.10 Lockers and Baggage Storage

4.3 Other Amenities

Rationale

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

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

Application

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

Design Requirements

Accessible lockers and baggage storage units shall be located on an **accessible route** complying with 4.1.4.

Lockers and baggage storage units shall have their bottom shelf no lower than 400 mm (15-3/4 in.) and their top shelf no higher than 1200 mm (47 in.) above the floor or ground.

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

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

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

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

Related Sections

- 4.1.1 Space and Reach Requirements
- 4.1.4 Accessible Routes, Paths and Corridors
- 4.4.2 Controls and Operating Mechanisms
- 4.4.7 Signage
- 4.4.13 Lighting
- 4.4.15 Texture and Colour

4.3 Other Amenities

4.3.11 Balconies, Porches, Terraces and Patios

Rationale

Where a number of balconies, porches, patios or terraces are provided, it is desirable to consider options for different levels of sun and wind protection. This is of benefit to individuals with varying tolerances for sun or heat. Doors to these **spaces** typically incorporate large expanses of glazing. These should be appropriately marked to increase their visibility. 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 4.1.4; and
- have a minimum depth of 2440 (96 in.). In **retrofit** situations where providing a depth of 2440 mm (96 in.) is **technically infeasible**, the minimum depth may be 1525 mm (60 in.).

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

Balcony, porch, terrace and patio surfaces shall

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

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

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

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

Related Sections

- 4.1.1 Space and Reach Requirements
- 4.1.2 Ground and Floor Surfaces
- 4.1.4 Accessible Routes, Paths and Corridors
- 4.4.14 Materials and Finishes
- 4.4.15 Texture and Colour

4.3.12 Parking

4.3 Other Amenities

Rationale

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

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

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

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

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

4.3 Other Amenities

4.3.12 Parking

Application

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

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

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

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

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

In **facilities** with multiple **accessible entrances** with adjacent parking, **accessible** parking **spaces** shall be dispersed and located closest to the **accessible entrances**.

If more than one off-street parking **facility** is provided, parking requirements are to be calculated individually for each parking **facility**.

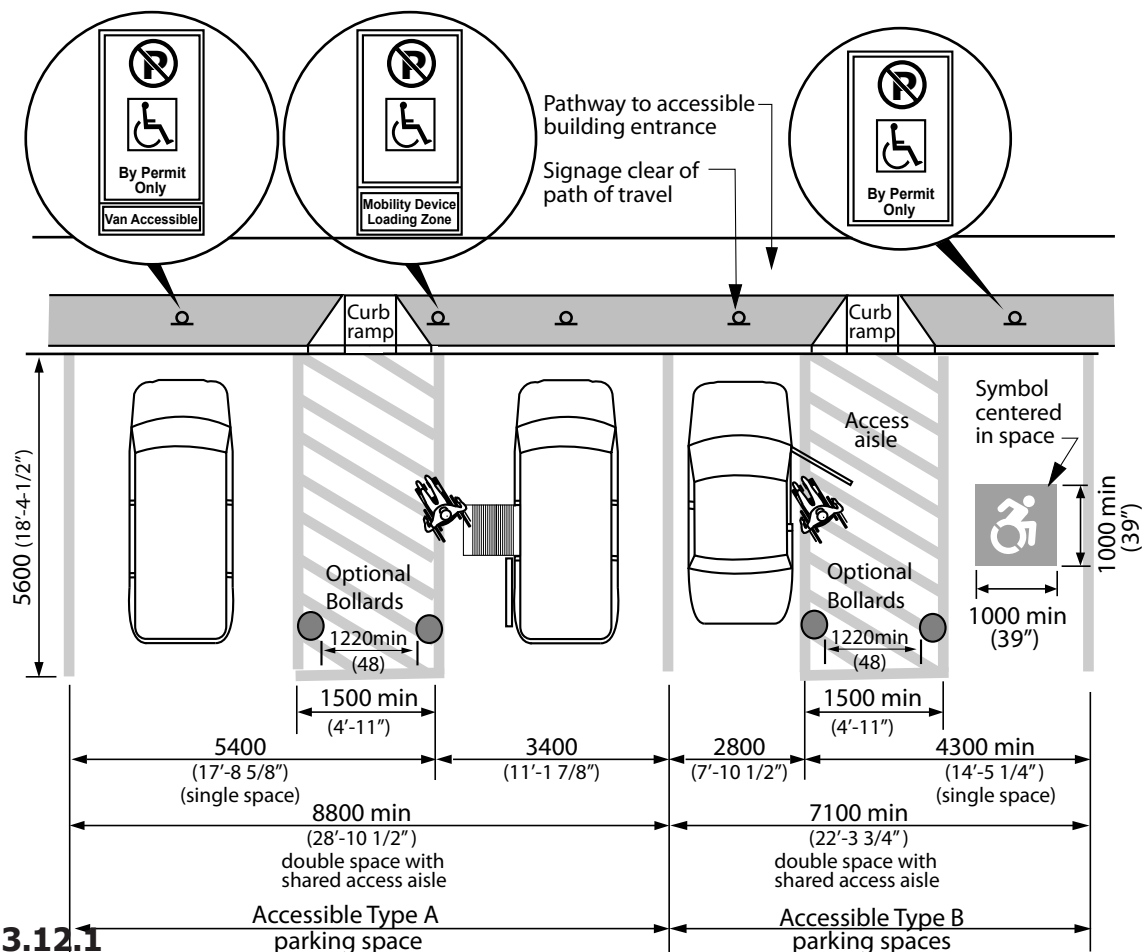


Figure 4.3.12.1
Side-by-side Parking Spaces

4.3.12 Parking

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

Consultation Requirements:

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

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

Exceptions: Requirements for off street parking do not apply to **facilities** that are used exclusively for parking for buses, delivery vehicles, law enforcement vehicles, medical transportation vehicles, or impounded vehicles.

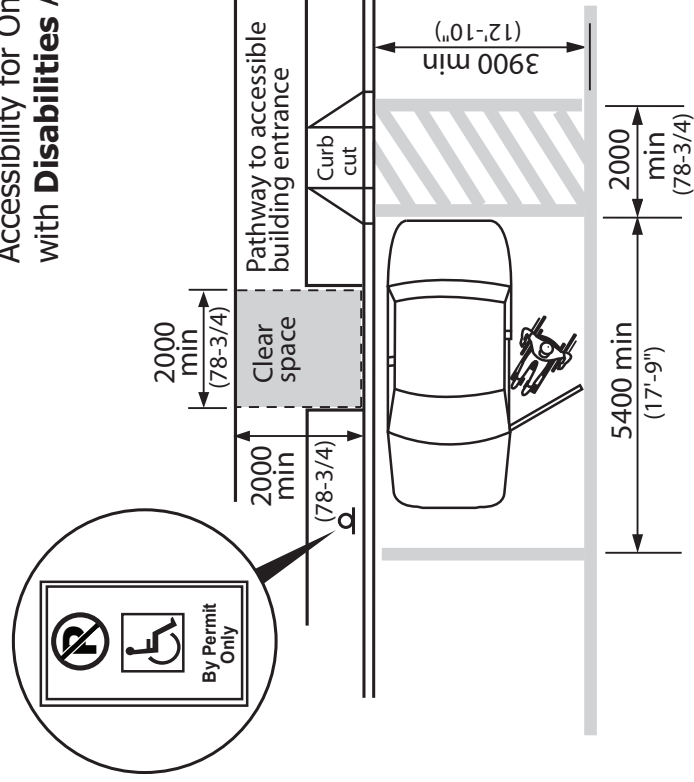
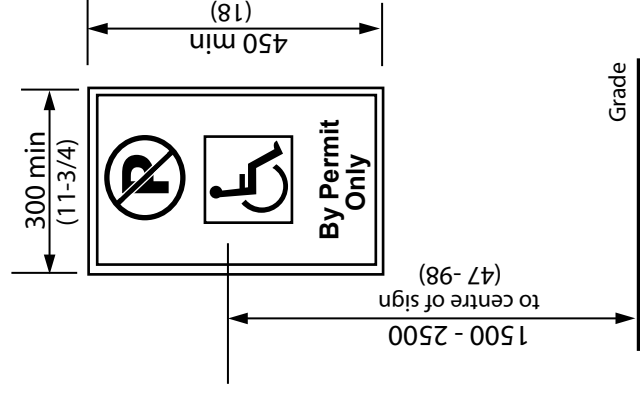


Figure 4.3.12.2
Parallel Parking Space

Figure 4.3.12.3
Parking Sign



Figure 4.3.12.4
Dynamic Symbol of Access

4.3 Other Amenities

4.3.12 Parking

Design Requirements

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

Accessible parking spaces shall

- be located on an **accessible route** complying with 4.1.4;
- be 5600 mm (18 ft. 4-1/2 in.) in length;
- if Type A, be at least 3400 mm (11 ft. 1-7/8 in.) wide;
- if Type B, be at least 2800 mm (9 ft. 2-1/4 in.) wide;
- have an adjacent **access aisle** at least 1500 mm (4 ft. 11 in.) wide;
- have a firm, level surface with a maximum of 2% **running slope** for drainage;
- where surfaces are asphalt, concrete, or another hard surface,
 - have **access aisles** clearly indicated by diagonal markings with a high tonal contrast (Refer to Figures); and
 - have the Dynamic Symbol of Access (DSA) (Figure 4.3.12.4) painted as follows
 - ◇ at least 1000 mm (39 in.) long;
 - ◇ located in the centre of the **space**; and
 - ◇ be painted white on a background field of blue;

- have a maximum **cross slope** of 1%; and
- have a height clearance of at least 2750 mm (9 ft.) at the parking **space** and along the vehicle access and **egress** routes. Items such as overhead **signage** or mechanical equipment may not reduce this overall clearance.

Accessible parking spaces shall be designated as being reserved for use by persons with **disabilities**.

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

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

Vertical parking **space** designation signs shall

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

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

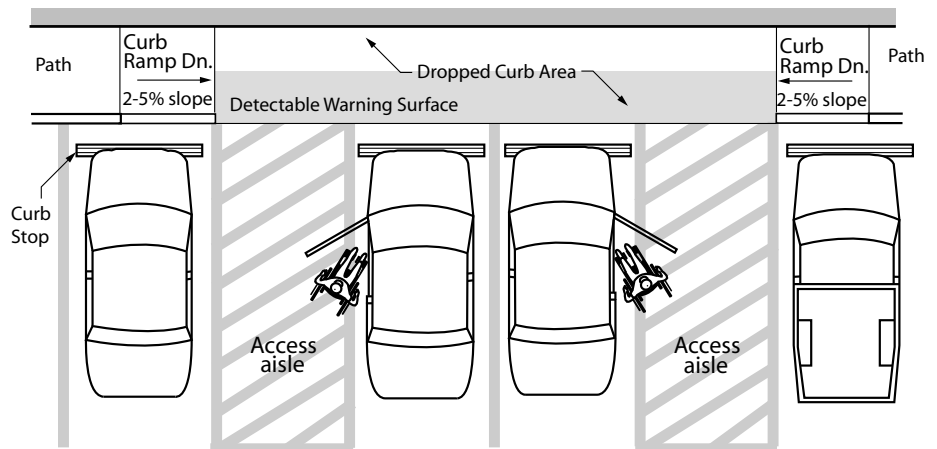


Figure 4.3.12.5
Multiple Parking Spaces at
Dropped Curb Area

4.3.12 Parking

4.3 Other Amenities

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

Where parking **facilities** incorporate bollards at a pedestrian access location, the minimum distance between bollards shall be 1220 mm (48 in.).

Where parking **facilities** incorporate speed humps along vehicular routes, the maximum height of the speed hump shall be 90 mm (3-1/2 in.).

Related Sections

- 4.1.1 Space and Reach Requirements
- 4.1.2 Ground and Floor Surfaces
- 4.1.3 Protruding and Overhead Objects
- 4.1.4 Accessible Routes, Paths and Corridors
- 4.1.10 Curb Ramps
- 4.4.7 Signage
- 4.4.8 Detectable Warning Surfaces
- 4.4.13 Lighting
- 4.4.14 Materials and Finishes

Number of Parking Spaces	Type A Accessible Space (Van)	Type B Accessible Space
1-25	1	0
26-50	1	1
51-75	1	2*
76-100	2	2
101-133	2	3*
134-166	3	3
167-250	3	4*
251-300	4	4
301-350	4	5*
351-400	5	5
401-450	5	6*
451-500	6	6
501-550	6	7*
551-600	7	7
601-650	7	8*
651-700	8	8
701-750	8	9*
751-800	9	9
801-850	9	10*
851-900	10	10
901-950	10	11*
951-1000	11	11
1001 and over	11 + 1% of the total number of spaces (rounded up to the next whole number), divided equally between Types A and B. If an odd number of spaces is required, the extra space may be Type B	
* Where an uneven number of accessible parking spaces are required, the extra Type B space may be changed to a Type A space.		

Table 4.3.12

Designated Accessible Parking Spaces

4.3 Other Amenities

4.3.13 Passenger-loading Zones

Rationale

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

Application

Where passenger-loading zones are provided, at least one shall comply with this section.

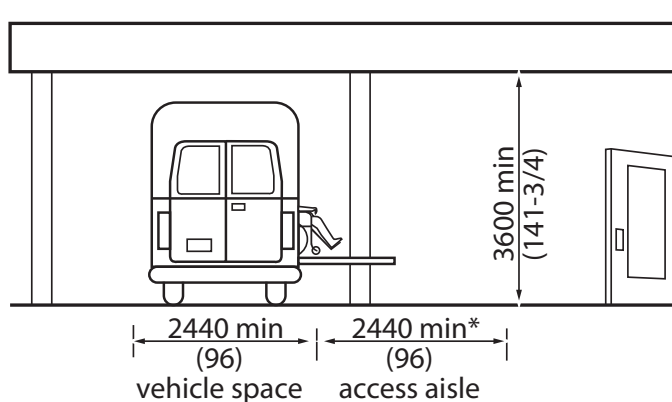
Accessible passenger-loading zones shall be identified with **signage** complying with applicable provisions of 4.4.7.

If the passenger-loading zone is a designated mobility transit stop zone, it shall comply with all relevant municipal bylaws.

Design Requirements

Passenger-loading zones shall

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



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

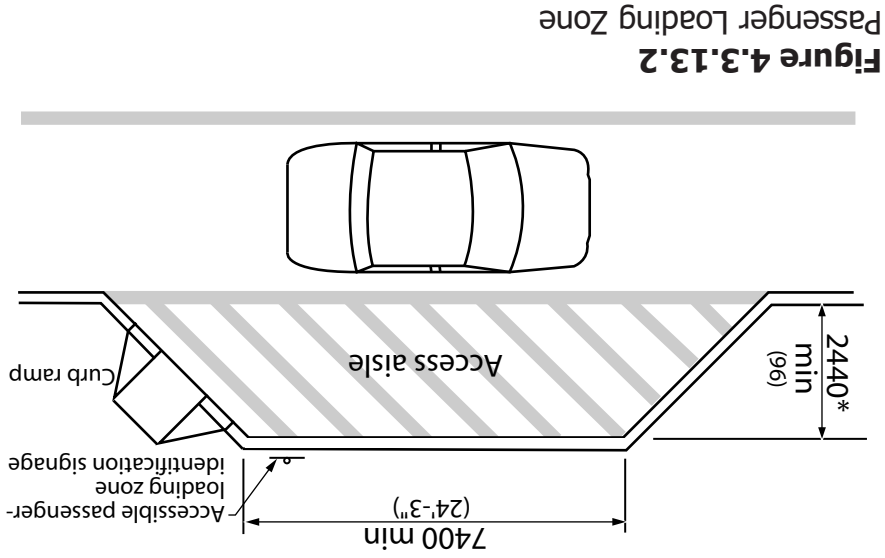
Figure 4.3.13.1
Clearances at
Passenger Loading Zone

4.3.13 Passenger-loading Zones

4.3 Other Amenities

Related Sections

- 4.1.1 Space and Reach Requirements
- 4.1.2 Ground and Floor Surfaces
- 4.1.3 Protruding and Overhead Objects
- 4.1.4 Accessible Routes, Paths and Corridors
- 4.1.10 Curb Ramps
- 4.4.7 Signage
- 4.4.8 Detectable Warning Surfaces
- 4.4.13 Lighting
- 4.4.14 Materials and Finishes
- 4.4.15 Texture and Colour



4.3 Other Amenities

4.3.14 Landscaping Materials & Plantings

Rationale

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

Raised beds can better allow persons using mobility devices or those that have difficulty in bending over to enjoy or tend to plantings.

The use of unit pavers as a walking/wheeling surface is not recommended, unless they are laid in a location that is not subject to the effects of settlement and frost heave, such as over a structural slab or indoors.

Application

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

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

Design Requirements

Accessible plant beds shall be

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

The edges of planting beds located immediately adjacent to pedestrian **walks**, shall incorporate clearly defined, cane-detectable curbs at least 75 mm (3 in.) high.

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

Shrubs with thorns and sharp edges shall be planted at least 920 mm (36 in.) away from **accessible** pathways and seating areas.

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

Permanent guy wires shall not be used in any area which 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 4.1.3.

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

Related Sections

- 4.1.1 Space and Reach Requirements
- 4.1.2 Ground and Floor Surfaces
- 4.1.3 Protruding and Overhead Objects
- 4.1.4 Accessible Routes, Paths and Corridors
- 4.4.8 Detectable Warning Surfaces
- 4.4.14 Materials and Finishes
- 4.4.15 Texture and Colour

4.3.1 Benches

4.3 Other Amenities

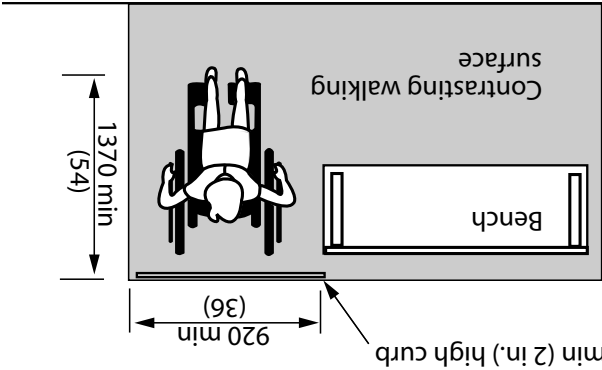
Rationale

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

Application

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

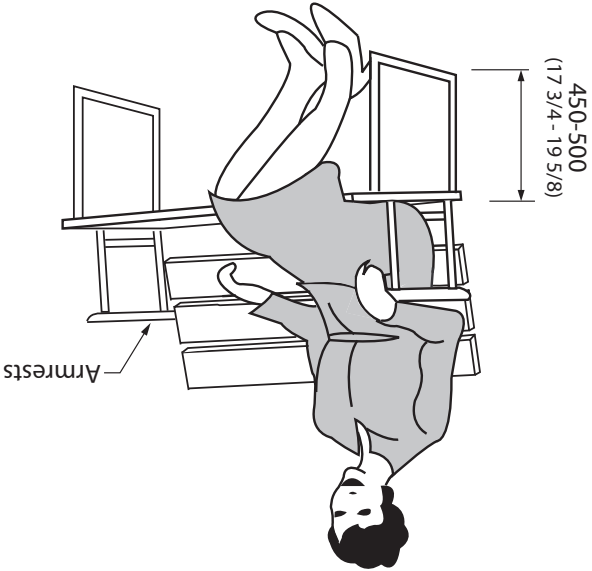
Figure 4.3.15.1



Accessible
pathway

Rest Area

Figure 4.3.15.2



Design Requirements

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

Related Sections

- 4.1.1 Space and Reach Requirements
- 4.1.2 Ground and Floor Surfaces
- 4.1.3 Protruding and Overhead Objects
- 4.1.4 Accessible Routes, Paths and Corridors
- 4.3.2 Viewing Positions and Corridors
- 4.4.8 Detectable Warning Surfaces
- 4.4.14 Materials and Finishes
- 4.4.15 Texture and Colour

4.3 Other Amenities

4.3.16 Public Use Eating Areas

Rationale

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

Application

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

Design Requirements

Tables located in **public use** eating areas shall

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

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

Related Sections

- 4.1.1 Space and Reach Requirements
- 4.1.2 Ground and Floor Surfaces
- 4.1.3 Protruding and Overhead Objects
- 4.1.4 Accessible Routes, Paths and Corridors
- 4.4.8 Detectable Warning Surfaces
- 4.4.14 Materials and Finishes
- 4.4.15 Texture and Colour

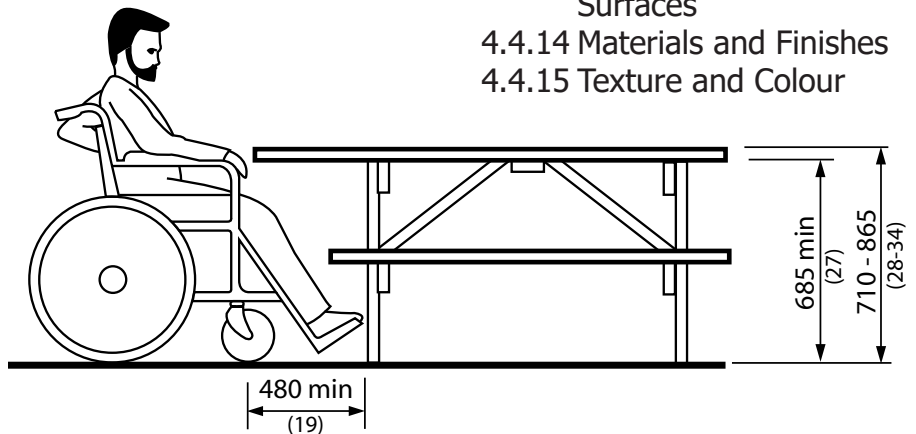


Figure 4.3.16.1
Picnic Table

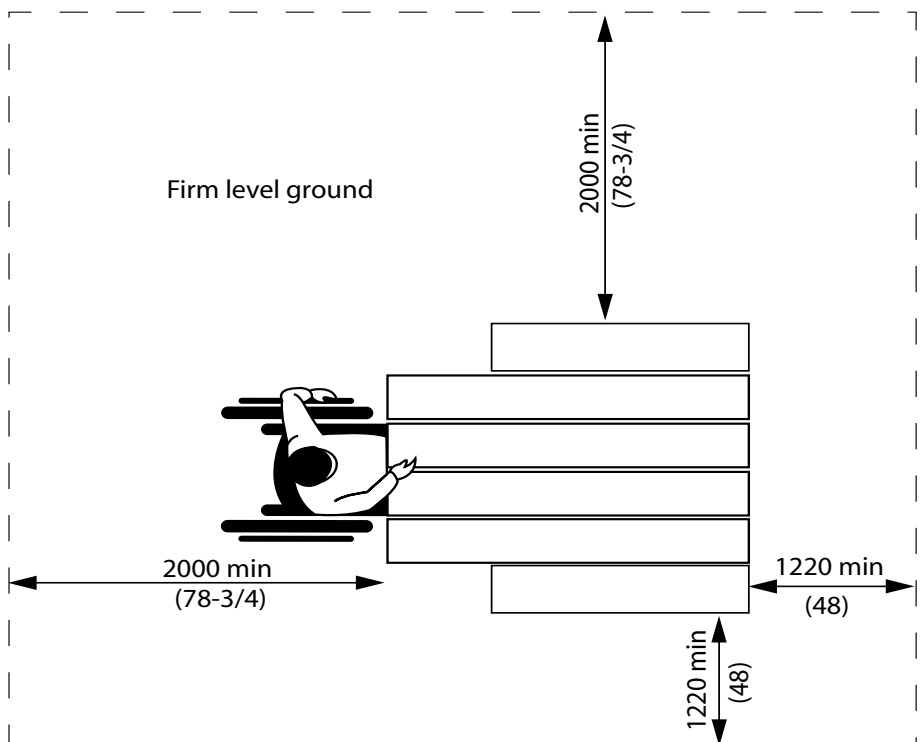


Figure 4.3.16.2
Space around Picnic Table

4.3.17 Street Furniture

4.3 Other Amenities

Rationale

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

Application

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

facilities.

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

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

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

Waste receptacles in **accessible** open areas, such as **parks**, wilderness areas, beaches or picnic areas, shall be mounted on firm, level pads.

Waste receptacles shall be clearly identified by suitable lettering, in compliance with the relevant parts of 4.4.7.

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

An exterior waste receptacle shall be provided close to each **accessible** public **entrance**.

Street furniture shall incorporate pronounced colour contrast to differentiate it from the surrounding environment.

Related Sections

- 4.1.1 Space and Reach Requirements
- 4.1.2 Ground and Floor Surfaces
- 4.1.3 Protruding and Overhead Objects
- 4.1.4 Accessible Routes, Paths and Corridors
- 4.3.15 Benches
- 4.4.8 Detectable Warning Surfaces
- 4.4.14 Materials and Finishes
- 4.4.15 Texture and Colour

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4.4.1 Emergency Exits, Fire Evacuation and Areas of Refuge

4.4 Systems and Controls

Rationale

In order to be **accessible** to all individuals, emergency exits must include the same accessibility features as other doors specified in 4.1.6. The doors and routes must also be marked in a way that is **accessible** to all individuals, including those who may have difficulty with literacy, such as children or persons speaking a different language. Persons with a visual **impairment** will need a means of quickly locating exits – audio or talking signs could assist. In the event of fire when elevators cannot be used, **areas of refuge** are an asset to anyone who would have difficulty traversing sets of stairs.

Application

In **facilities**, or portions of **facilities**, required to be **accessible**, **accessible means of egress** shall be provided in the same number as required for exits by the Ontario **Building Code**.

Where required exits from a floor level are not **accessible**, **areas of refuge** shall be provided on the floor level in a number equal to that of the required exits.

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

- be served by an elevator that has protection features, as specified in 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.

Areas of refuge shall comply with this section.

A horizontal exit meeting the requirements of the Ontario **Building Code** shall satisfy the requirements for an **area of refuge**.

Design Requirements

Where emergency warning systems are provided, then they shall include both audible alarms and visible alarms. Visual alarms shall comply with 4.4.4.

Accessible means of egress shall comply with 4.1.4.

Accessible means of egress shall be identified with **signage** complying with applicable provisions of 4.4.7.

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

Table 4.4.1
Number of Refuge Spaces

4.4 Systems and Controls

4.4.1 Emergency Exits, Fire Evacuation and Areas of Refuge

Design Requirements
(continued)**Areas of refuge** shall

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

Related Sections

- 4.1.1 Space and Reach Requirements
- 4.1.2 Ground and Floor Surfaces
- 4.1.3 Protruding and Overhead Objects
- 4.1.4 Accessible Routes, Paths and Corridors
- 4.1.6 Doors
- 4.4.2 Controls and Operating Mechanisms
- 4.4.4 Visual Alarms
- 4.4.7 Signage
- 4.4.8 Detectable Warning Surfaces
- 4.4.9 Public Address Systems
- 4.4.14 Materials and Finishes
- 4.4.15 Texture and Colour

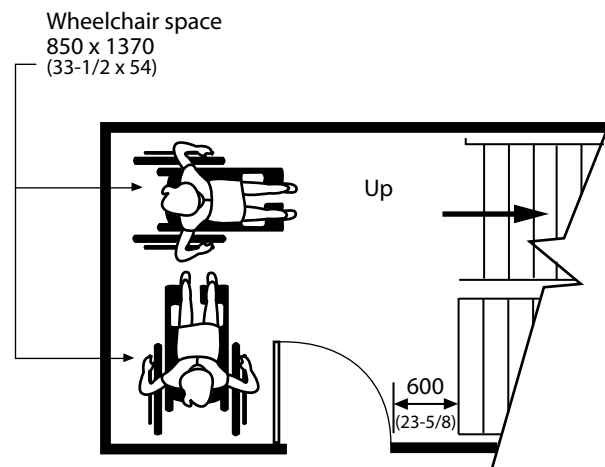


Figure 4.4.1.1
Area of Refuge

4.4.2 Controls and Operating Mechanisms

4.4 Systems and Controls

Rationale

Operating mechanisms that require a high degree of dexterity or strength will be difficult for many people to use. They can also be obstacles for children, individuals with arthritis or even someone wearing gloves. Controls that require two hands to operate can also be difficult for some people, particularly those 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. For the individual using a wheelchair, the height of the controls and the **space** to position the wheelchair in front of the controls are important. Controls placed high on a wall are also difficult for children or persons of short stature.

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

Application

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

Design Requirements

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

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

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

Exception: Elevators and power door operator controls - Refer to 4.1.6 and 4.1.14.

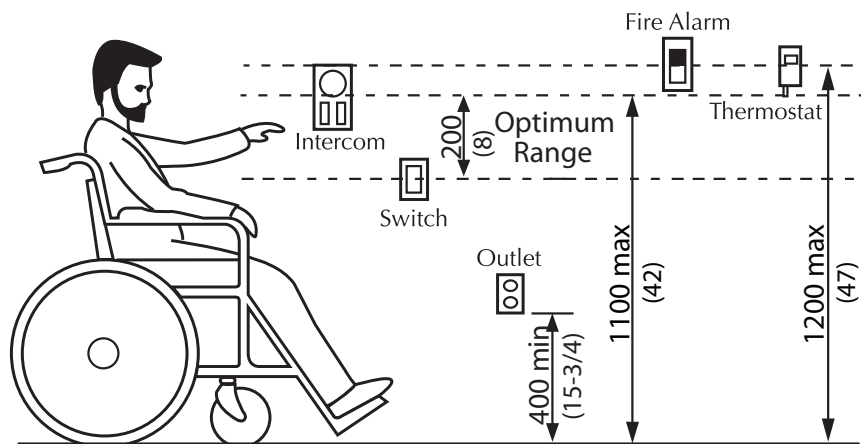


Figure 4.4.2.1
Reach Range for Accessible Controls

4.4 Systems and Controls

4.4.2 Controls and Operating Mechanisms

Design Requirements

(continued)

Electrical outlets and other types of devices shall be located no lower than 400 mm (15-3/4 in.)

Faucets and other controls shall be hand-operated or electronically controlled.

Hand-operated controls and mechanisms shall be operable

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

Controls and operating mechanisms shall be capable of being illuminated to at least a level of 100 lux (9.2 ft-candles).

Controls and operating mechanisms shall incorporate a pronounced colour contrast, to differentiate them from the surrounding environment.

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

Related Sections

- 4.1.1 Space and Reach Requirements
- 4.1.3 Protruding Objects and Overhead
- 4.1.4 Accessible Routes, Paths and Corridors
- 4.1.6 Doors
- 4.1.7 Gates, Turnstiles and Openings
- 4.1.8 Windows, Glazed Screens and Sidelights
- 4.1.14 Elevators
- 4.1.15 Platform Lifts
- 4.2.2 Toilet Stalls
- 4.2.3 Toilets
- 4.2.4 Lavatories
- 4.2.5 Urinals
- 4.2.6 Washroom Accessories
- 4.2.7 Universal Washrooms
- 4.2.8 Bathtubs
- 4.2.9 Shower Stalls
- 4.3.1 Drinking Fountains
- 4.3.4 Dressing Rooms
- 4.3.5 Offices, Work Areas and Meeting Rooms
- 4.3.9 Storage, Shelving and Display Units
- 4.3.10 Lockers and Baggage Storage
- 4.3.17 Street Furniture
- 4.4.3 Vending and Ticketing Machines
- 4.4.5 Public Telephones
- 4.4.10 Information Systems
- 4.4.11 Card Access, Safety and Security Systems
- 4.4.13 Lighting
- 4.4.15 Texture and Colour

4.4.3 Vending and Ticketing Machines

4.4 Systems and Controls

Rationale

Space in front of vending machines allows for manoeuvrability of mobility aids. Seating areas and tables adjacent to vending machines offer convenience and should accommodate the spatial requirements of wheelchairs. The selection of the machines should include a number of factors. Operating mechanisms should be within reach of children and individuals in wheelchairs. The mechanisms should be operable with one hand and minimal strength, to accommodate a host of **disabilities** including arthritis, or the need to stabilize oneself with a cane or a handful of bags. Lighting levels and colour contrasts make the machine more **accessible** to 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 4.1.4.

Clear floor space in front of vending and ticketing machines shall conform to 4.1.1.

The controls and operating mechanisms on vending and ticketing machines shall comply with 4.4.2.

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

Related Sections

- 4.1.1 Space and Reach Requirements
- 4.1.4 Accessible Routes, Paths and Corridors
- 4.4.2 Controls and Operating Mechanisms
- 4.4.15 Texture and Colour

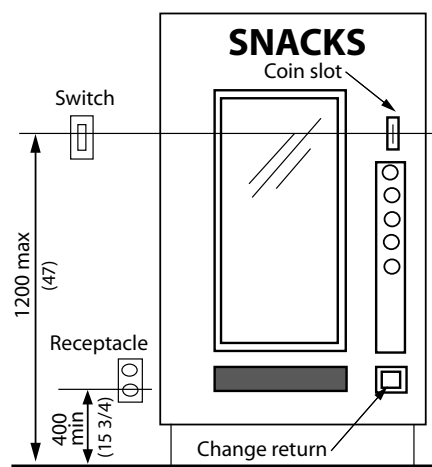


Figure 4.4.3.1
Vending Machine

4.4 Systems and Controls

4.4.4 Visual Alarms

Rationale

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

Application

Visual alarms shall comply with this section.

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

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

Design Requirements

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

- the lamp shall be a Xenon strobe type or equivalent;
- the colour shall be **clear** or nominal white (i.e. unfiltered or **clear** filtered white light);
- the maximum pulse duration shall be two-tenths of one second (0.2 sec) with a maximum duty cycle of 40 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 candela;
- the flash rate shall be a minimum of 1 Hz and a maximum of 3 Hz;
- the appliance shall be placed 2100 mm (82-3/4 in.) above the floor level within the **space** or 150 mm (5-7/8 in.) below the ceiling, whichever is lower;

- in general, no place in any room or **space** required to have a visual signal appliance, shall be more than 15 meters (50 ft.) from the signal (in the horizontal plane). In large rooms and **spaces** exceeding 30 meters (100 ft.) across, without obstructions 2000 mm (78-3/4 in.) above the finished floor, such as auditoriums, devices may be placed around the perimeter, spaced a maximum of 30 meters (100 ft.) 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 (50 ft.) from the signal.

Related Sections

- 4.4.1 Emergency Exits, Fire Evacuation and Areas of Refuge

4.4.5 Public Telephones

4.4 Systems and Controls

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 could support a **TDD** device. A fold-down seat is an asset to someone having difficulty standing for extended periods. Telephones projecting from a wall may present a hazard, particularly to persons with a visual **impairment**, if the sides are not configured to be cane-detectable.

Application

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

All telephones required to be **accessible** shall be equipped with 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 4.4.7 shall be provided.

Where an interior public pay telephone is provided, then at least one interior public **text telephone (TTY)** shall be provided in the **facility** in a **public use** area.

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

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

Table 4.4.5

Accessible Telephone Requirements

4.4 Systems and Controls

4.4.5 Public Telephones

Design Requirements

Accessible telephones shall be on an **accessible route** complying with 4.1.4.

Telephones, enclosures and related equipment shall comply with 4.1.3.

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 (39-3/8 in.).

The minimum illumination level at operating mechanisms, the directory, and shelf of **accessible** telephones shall be 200 lux (18.4 ft-candles).

Telephones for persons in wheelchairs shall

- have the maximum height of **operable portions**, including the coin slot, 1200 mm (47 in.) above the floor;
- have a **clear floor space** not less than 810 mm (32 in.) wide by 1370 mm (54 in.) deep centred on the telephone;
- have a level telephone directory shelf at least 500 mm (19-3/4 in.) wide and 350 mm (13-3/4 in.) deep and has no obstruction within 250 mm (9-7/8 in.) above the surface;
- have the top surface of the shelf or counter located between 775 - 875 mm (30-1/2 - 34 in.) above the finished floor; and
- have a knee **space** not less than 740mm (29 in.) high.

Text telephones (TTY's) used with a pay telephone shall be permanently affixed within, or adjacent to, the telephone enclosure. If an acoustic coupler is used, the telephone cord shall be sufficiently long to allow 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 250 mm (9-7/8 in.) wide by 350 mm (13-3/4 in.) deep, with at least 250 mm (9-7/8 in.) **clear space** above the shelf, to accommodate the use of a portable **text telephone**;
- be equipped with an electrical outlet, within or adjacent to the telephone enclosure; and
- be equipped with a handset capable of being placed flush on the surface of the shelf.

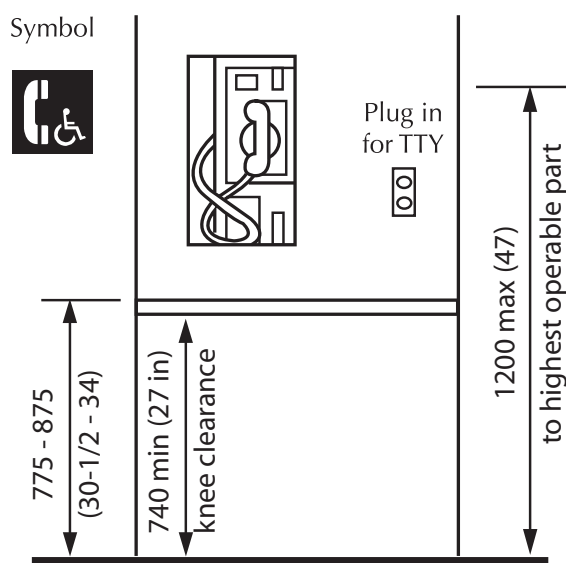


Figure 4.4.5.1
Telephone

4.4.5 Public Telephones

4.4 Systems and Controls

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.

Related Sections

- 4.1.1 Space and Reach Requirements
- 4.1.3 Protruding and Overhead Objects
- 4.1.4 Accessible Routes, Paths and Corridors
- 4.4.2 Controls and Operating Mechanisms
- 4.4.7 Signage
- 4.4.13 Lighting
- 4.4.15 Texture and Colour

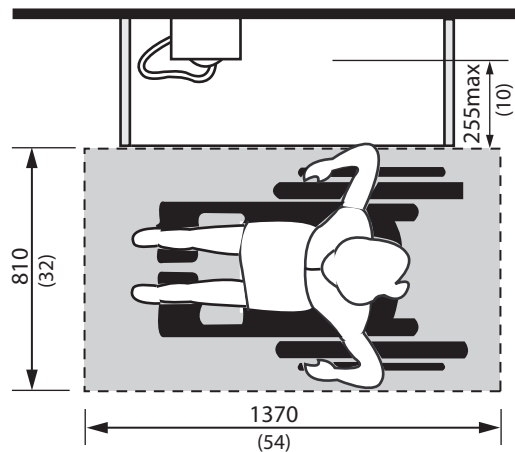


Figure 4.4.5.2
Parallel Approach

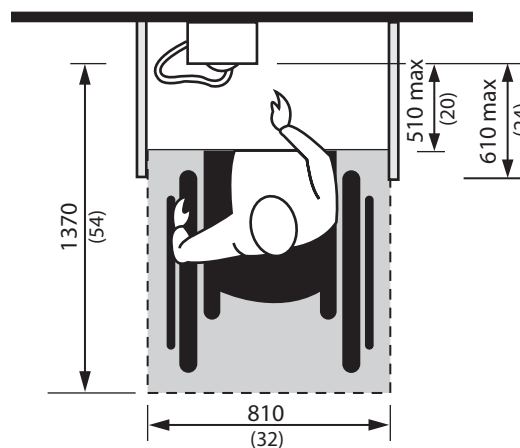


Figure 4.4.5.3
Frontal Approach

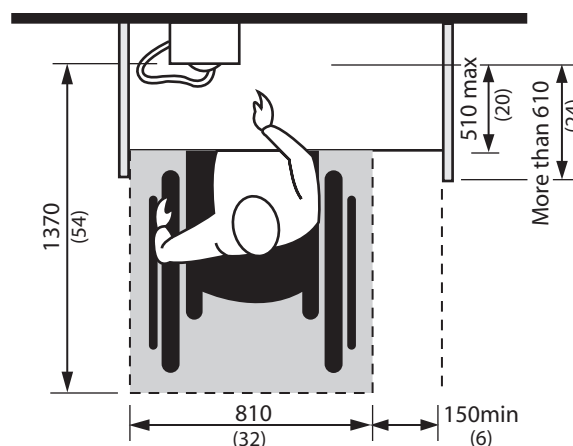


Figure 4.4.5.4
Frontal Approach

4.4 Systems and Controls

4.4.6 Assistive Listening Systems

Rationale

The provision of assistive listening devices is important for the range of individuals who may have difficulty hearing.

Adequate and controllable lighting is required for persons who lip-read, or those who require increased task lighting, due to visual **impairment**.

Application

Assistive listening systems shall comply with this section.

This section applies to **assembly areas** where audible communications are integral to the use of the **space** (e.g., concert theatres, **meeting rooms**, classrooms, auditoria, etc.). Such **assembly areas**, where: (1) they accommodate at least 50 persons or where they have audio amplification systems or where greater than 100 sq.m. (1080 sq.ft.) in floor area; and (2) they have fixed seating, shall have a permanently installed listening system complying with this section. Where it is **technically infeasible** to provide a permanently installed system (e.g. arena surface) then provisions for a portable assistive listening system may be made.

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

Design Requirements

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

Induction loops, infrared systems and FM radio frequency systems shall be considered acceptable types of assistive listening systems for persons who are hard of hearing.

Where an induction loop system is installed, dimmer switches and other controls that incorporate transformer coils shall be located so as not to interfere with the audio induction loop.

Where infrared assistive listening devices are used, overhead incandescent lights shall be located so as not to cancel out the infrared signal at the receiver.

Where an FM loop system or other assistive listening 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 (50-ft.) viewing distance of the stage or playing area and shall have a complete view of the stage or playing area.

Related Sections

4.4.7 Signage
4.4.13 Lighting
4.4.16 Acoustics

4.4.7 Signage

4.4 Systems and Controls

Rationale

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

Application

Signage shall comply with this section.

Signs that 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. Exception: **Facility** directories, menus and all other signs that are temporary are not required to comply.

Elements and **spaces** of **accessible facilities** that shall be identified by the International Symbol 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 refuge**.

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

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

Table 4.4.7

Character Height on Signs

4.4 Systems and Controls

4.4.7 Signage

Design Requirements

Letters and numbers on signs shall

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

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

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.

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

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

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

Where a wall mounted **tactile** sign is provided for rooms and **spaces**, signs shall be installed on the wall adjacent to the latch side of the door, located with their centre line at a height between 1200 mm (47 in.) and 1500 mm (59 in.) above the finished floor. Where there is no wall **space** to the latch side of the door, including at double-leaf doors, signs shall be placed on the nearest adjacent wall.

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

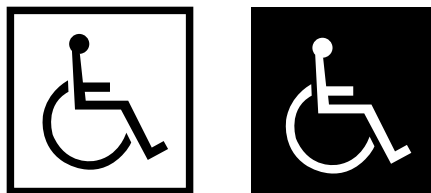


Figure 4.4.7.1
Colour Contrast on Signs

This is a **serif** font face

* This is a **sans serif** font face

4.4.7 Signage

4.4 Systems and Controls

Related Sections

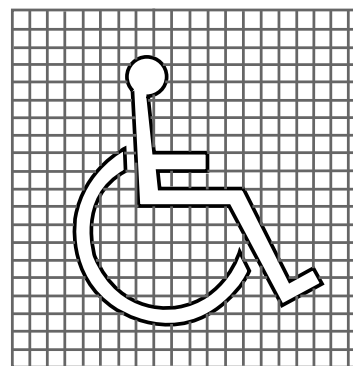
- 4.1.3 Protruding and Overhead Objects
- 4.1.4 Accessible, Routes, Paths and Corridors
- 4.1.5 Entrances
- 4.1.6 Doors
- 4.1.7 Gates, Turnstiles and Openings
- 4.1.9 Ramps
- 4.1.14 Elevators
- 4.1.15 Platform Lifts
- 4.2.1 Toilet and Bathing Facilities
- 4.2.7 Universal Washrooms
- 4.3.2 Viewing Positions
- 4.3.4 Dressing Rooms
- 4.3.12 Parking
- 4.3.13 Passenger-Loading Zones
- 4.4.1 Emergency Exits, Fire Evacuation and Areas of Refuge
- 4.4.5 Public Telephones
- 4.4.13 Lighting
- 4.4.15 Texture and Colour



Figure 4.4.7.2

Pictograms

(Note: Must incorporate equivalent verbal description)



Grid for reference only

Figure 4.4.7.4

International Symbol of Access

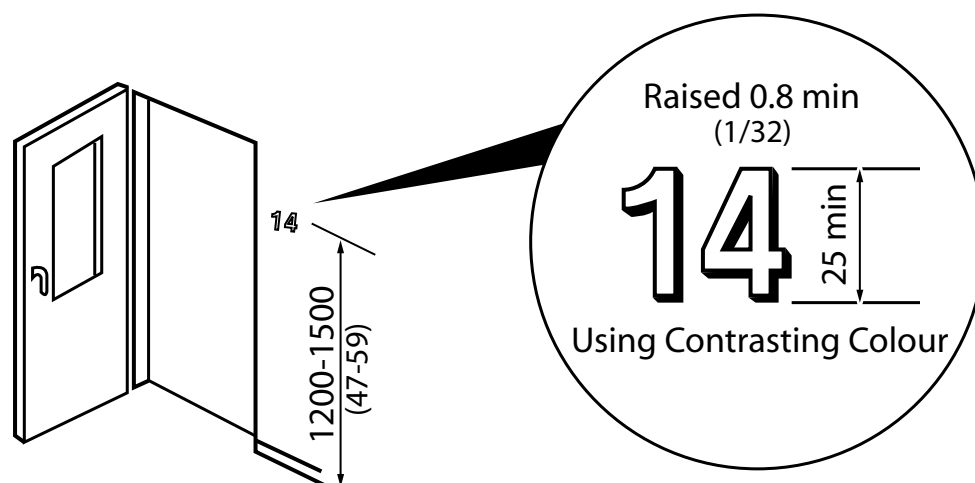


Figure 4.4.7.3

Tactile Lettering

4.4 Systems and Controls

4.4.8 Detectable Warning Surfaces

Rationale

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

Detectable warning surfaces should be used consistently throughout a **facility**.

Application

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

Design Requirements

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

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

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

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

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

Top diameter of flat-topped domes or cones	Spacing
12 (0.5)	42 - 61 (1.7 - 2.4)
15 (0.6)	45 - 63 (1.8 - 2.5)
18 (0.7)	48 - 65 (1.9 - 2.6)
20 (0.8)	50 - 68 (2.0 - 2.7)
25 (1.0)	55 - 70 (2.2 - 2.8)
Bottom diameter of flat-topped domes or cones 10 +/- greater than the top diameter.	

Table 4.4.8

Size and spacing of flat-topped domes or cones

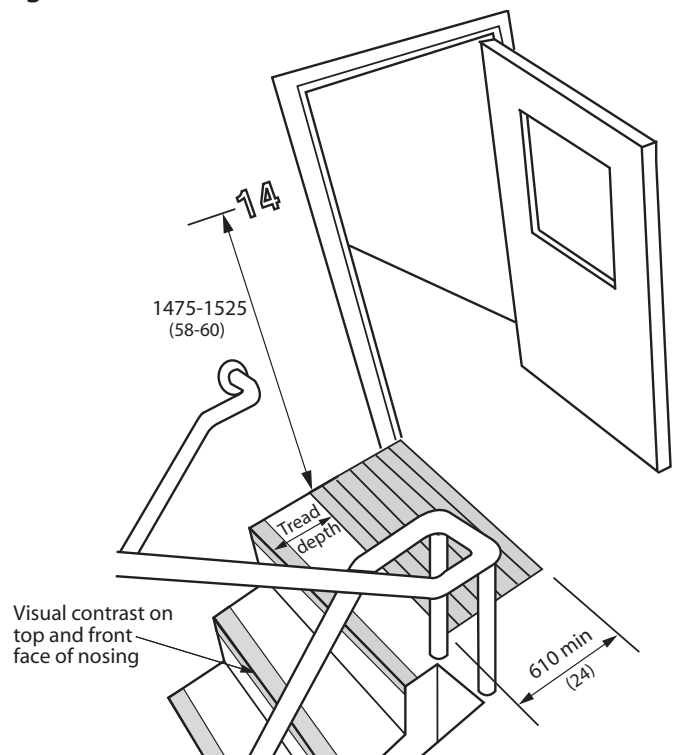


Figure 4.4.8.1
Detectable Warnings at Stairs

4.4.8 Detectable Warning Surfaces

4.4 Systems and Controls

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

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

Related Sections

- 4.1.3 Protruding and Overhead Objects
- 4.1.4 Accessible Routes, Paths and Corridors
- 4.1.9 Ramps
- 4.1.10 Curb Ramps
- 4.1.11 Stairs
- 4.1.12 Escalators
- 4.3.1 Drinking Fountains
- 4.3.3 Elevated Platforms
- 4.3.12 Parking
- 4.3.13 Passenger-Loading Zones
- 4.4.15 Texture and Colour

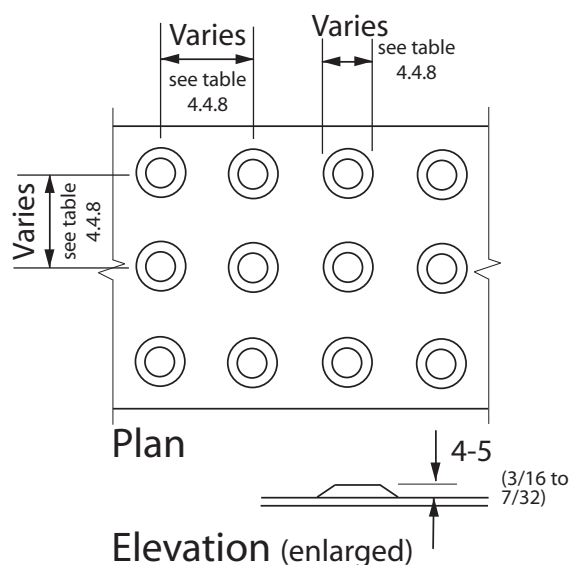


Figure 4.4.8.2
Flat-topped domes or cones
Detectable Warning Surface

4.4 Systems and Controls

4.4.9 Public Address Systems

Rationale

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

Visual equivalents should be made available 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, the music shall 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

- 4.4.1 Emergency Exits, Fire Evacuation and Areas of Refuge
- 4.4.16 Acoustics

4.4.10 Information Systems

4.4 Systems and Controls

Rationale

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

Application

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

Design Requirements

Where information is provided by video display terminals to the general public, clients or customers, the same information shall be provided in an alternative format, such as audio, Braille and large-text print. The minimum font size for large text print shall be 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 or scooters (Refer to 4.4.2).

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

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

Push buttons or other controls for 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 4.4.15.

Related Sections

4.4.2 Controls and Operating Mechanisms
4.4.15 Texture and Colour

4.4 Systems and Controls

4.4.11 Card Access, Safety and Security Systems

Rationale

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

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

Application

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

Design Requirements

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

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

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

Card-entry systems shall

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

Encoded-entry/exit systems, such as keypads, shall

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

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

Related Sections

- 4.1.1 Space and Reach Requirements
- 4.1.4 Accessible Routes Paths and Corridors
- 4.1.5 Entrances
- 4.1.6 Doors
- 4.1.14 Elevators
- 4.1.15 Platform Lifts
- 4.2.7 Universal Washrooms
- 4.3.5 Offices, Work Areas and Meeting Rooms
- 4.4.2 Controls and Operating Mechanisms
- 4.4.13 Lighting
- 4.4.15 Texture and Colour

4.4.12 Glare and Light Sources

4.4 Systems and Controls

Rationale

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

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

Application

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

Design Requirements

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

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

Extensive high-gloss floor or wall finishes are not acceptable, but high-gloss materials may be incorporated into 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 mounted below 2440 mm (96 in.), 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

- 4.1.2 Ground and Floor Surfaces
- 4.1.4 Accessible Routes, Paths and Corridors
- 4.1.5 Entrances
- 4.1.8 Windows, Glazed Screens and Sidelights
- 4.1.9 Ramps
- 4.1.10 Curb Ramps
- 4.1.11 Stairs
- 4.1.13 Escalators
- 4.1.14 Elevators
- 4.1.15 Platform Lifts
- 4.2.1 Toilet and Bathing Facilities
- 4.3.8 Information, Reception and Service Counters
- 4.4.13 Lighting

4.4 Systems and Controls

4.4.13 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. Also, outdoor lighting should be provided at **entrances**, along frequently used access routes and at frequently used outdoor **amenities**.

Application

Exterior and interior lighting systems shall comply with this section.

Design Requirements

Exterior Lighting

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

At pedestrian **entrances**, lighting levels should be minimum 100 lux (9.4 ft-candles) consistently over the **entrance** area, measured at the ground.

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

At frequently used **accessible** parking **spaces** and limited mobility **spaces**, lighting levels shall be minimum 30 lux (3 ft-candles) consistently over the parking **spaces**, measured at the ground.

Lighting levels at passenger drop-off areas shall be minimum 30 lux (3 ft-candles) consistently over the drop-off area, measured at the ground.

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

All lighting shall

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

Supplementary lighting shall be provided to highlight key **signage** and orientation landmarks.

Low-level lighting shall be high enough to **clear** normal snow accumulation.

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

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.

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.

4.4.13 Lighting

4.4 Systems and Controls

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

Lighting levels in washrooms and dressing rooms shall be evenly distributed and no less than 200 lux (20 ft-candles).

Lighting levels in office areas shall be evenly distributed and no less than 300 lux (30 ft-candles).

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

Lighting over directional or 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 200 lux (20 ft-candles) at the working surface.

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

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

Related Sections

- 4.1.4 Accessible Routes, Paths and Corridors
- 4.1.5 Entrances
- 4.1.9 Ramps
- 4.1.10 Curb Ramps
- 4.1.11 Stairs
- 4.1.12 Escalators
- 4.1.14 Elevators
- 4.1.15 Platform Lifts
- 4.2.1 Toilet and Bathing Facilities
- 4.3.1 Drinking Fountains
- 4.3.3 Elevated Platforms
- 4.3.4 Dressing Rooms
- 4.3.5 Office, Work Areas and Meeting Rooms
- 4.3.8 Information, Reception and Service Counters
- 4.4.2 Controls and Operating Mechanisms
- 4.4.5 Public Telephones
- 4.4.7 Signage
- 4.4.12 Glare and Light Sources

4.4 Systems and Controls

4.4.14 Materials and Finishes

Rationale

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

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

Application

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

Design Requirements

Exterior Finish Materials

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

- have joints that are no greater than 6 mm (1/4 in.) wide, with variations in level of no more than 3 mm (1/8 in.); 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 (1/2 in.).

Steps shall be finished with a non-slip material and incorporate highly contrasted nosings.

Ramp surfaces shall be firm and non-slip.

Handrails and **guards** shall be continuous, smooth and well maintained.

Interior Materials and Finishes

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

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

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

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

Related Sections

- 4.1.2 Ground and Floor Surfaces
- 4.1.4 Accessible Routes, Paths and Corridors
- 4.1.5 Entrances
- 4.1.9 Ramps
- 4.1.10 Curb Ramps
- 4.1.11 Stairs
- 4.1.13 Escalators
- 4.1.14 Elevators
- 4.1.15 Platform Lifts
- 4.2.1 Toilet and Bathing Facilities
- 4.3.4 Dressing Rooms
- 4.3.5 Office, Work Areas and Meeting Rooms
- 4.4.12 Glare and Light Sources

4.4.15 Texture and Colour

4.4 Systems and Controls

Rationale

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

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

Application

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

Design Requirements

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

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

Colour contrast shall be used as a safety measure to define edges or boundaries of objects (e.g., stair nosings, doors, **handrails**, etc.). Colour or tone shall be used to visually define the boundaries of a room (i.e., where the wall meets the floor). Baseboards in monochromatic environments shall be highly contrasting with the wall and floor colours, to provide boundary definition.

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

Bright colours and/or a highly contrasting tone shall be used to assist with wayfinding. (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. (Refer to 4.4.8.)

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

4.4 Systems and Controls

4.4.15 Texture and Colour

Design Requirements
(continued)

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

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

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 wayfinding 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

- 4.1.2 Ground and Floor Surfaces
- 4.1.4 Accessible Routes, Paths and Corridors
- 4.1.6 Doors
- 4.1.7 Gates, Turnstiles and Openings
- 4.1.8 Windows, Glazed Screens and Sidelights
- 4.1.9 Ramps
- 4.1.10 Curb Ramps
- 4.1.11 Stairs
- 4.1.12 Handrails
- 4.1.13 Escalators
- 4.1.14 Elevators
- 4.1.15 Platform Lifts
- 4.2.2 Toilet Stalls
- 4.2.3 Toilets
- 4.2.4 Lavatories
- 4.2.5 Urinals
- 4.2.6 Washroom Accessories
- 4.2.7 Universal Washrooms
- 4.2.8 Bathtubs
- 4.2.9 Shower Stalls
- 4.2.10 Grab Bars
- 4.3.1 Drinking Fountains
- 4.3.3 Elevated Platforms

- 4.3.4 Dressing Rooms
- 4.3.5 Office, Work Areas and Meeting Rooms
- 4.3.6 Waiting and Queuing Areas
- 4.3.8 Information, Reception and Service Counters
- 4.3.9 Storage, Shelving and Display Units
- 4.3.10 Lockers and Baggage Storage
- 4.3.11 Balconies, Porches, Terraces and Patios
- 4.3.14 Landscaping Materials and Plantings
- 4.3.15 Benches
- 4.3.16 Public Use Eating Areas
- 4.3.17 Street Furniture
- 4.4.1 Emergency Exits, Fire Evacuation and Areas of Refuge
- 4.4.2 Controls and Operating Mechanisms
- 4.4.5 Public Telephones
- 4.4.7 Signage
- 4.4.8 Detectable Warning Surfaces
- 4.4.11 Card Access, Safety and Security Systems

4.4.16 Acoustics

4.4 Systems and Controls

Rationale

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

Application

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

Design Requirements

Floor finishes, wall surfaces and ceilings shall be selected so that occasional noise is not unduly amplified. (e.g., Hard surfaces such as marble or terrazzo will allow each foot step 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 wayfinding is problematic, the sound transmission/reflection characteristics of finish materials shall aurally differentiate major and secondary paths of travel.

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

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

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

Related Sections

- 4.3.5 Office, Work Areas and Meeting Rooms
- 4.3.8 Information, Reception and Service Counters
- 4.4.5 Public Telephones
- 4.4.6 Assitive Listening Systems
- 4.4.9 Public Address Systems

4.4 Systems and Controls

4.4.17 Pedestrian Signals

Rationale

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

Application

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

Design Requirements

Accessible pedestrian signals must;

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

Where two **accessible** pedestrian signal assemblies are installed on the same corner, they must be a minimum of 3000mm (118 in.) apart.

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

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

Related Sections

- 4.1.4 Accessible Routes, Paths, And Corridors
- 4.4.2 Controls and Operating Mechanisms

4.5.1 Arenas, Halls and Other Indoor Recreational Facilities

4.5 Facility-Specific Requirements

Rationale

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

Application

In **addition** to the design requirements specified in 4.1 to 4.4, arenas, halls and other indoor recreation **facilities** shall comply with this section.

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

Design Requirements

Arenas, halls and other indoor recreation **facilities** shall

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

- where concessions or other service counters are provided, comply with 4.3.8;
- where swimming pool, hot pools or therapy pools are provided, comply with 4.5.3; and
- where staff accommodation and related support areas, offices or **meeting rooms** are provided, comply with all relevant sections of 4.1 to 4.4.

Related Sections

All relevant parts of Sections 4.1, 4.2, 4.3 and 4.4.

4.5 Facility-Specific Requirements

4.5.2 Outdoor Recreational Facilities

Rationale

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

Application

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

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

Design Requirements**General:**

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

Boardwalks:

Where boardwalks are provided, they shall

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

- have **handrails, guards** or other suitable barriers on both sides where the grade drop-off is greater than 450 mm (17-3/4 in.);
- have access points that allow easy wheelchair access; and
- benches, garbage cans, drinking fountains, etc., where provided, shall be located adjacent to the boardwalk on firm, level surfaces at the same elevation as the boardwalk. (Refer also to 4.3.17.)

Docks:

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

- be located on an **accessible route** in compliance with 4.1.4;
- where changes in elevation are necessary, incorporate **ramps** or **curb ramps** in compliance with 4.1.8 and 4.1.9. **Ramps** with a slope no greater than 1:12 are acceptable;
- incorporate a continuous up-stand edge, at least 75 mm (3 in.) high and of a contrasting colour where dock surfaces are greater than 200 mm (7-7/8 in.) above the surface of the water;
- incorporate a **guard** where dock surfaces are greater than 450 mm (17-3/4 in.) above the surface of the water; and

4.5.2 Outdoor Recreational Facilities

- where steps are provided to access the water for swimming, incorporate colour-contrasting **handrails** at the steps. Such **handrails** shall extend to a minimum of 600 mm (23-5/8 in.) above the dock surface and return down to the dock.

Outdoor Pools:

Outdoor swimming pools shall comply with 4.5.3.

Trails and Footbridges:

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

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

Consultation Requirements:

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

1. The slope of the trail
2. The need for, and location of, **ramps** on the trail
3. The need for, location and design of;
 - i. rest areas,
 - ii. passing areas,

- iii. viewing areas,
- iv. **amenities** on the trail, and
- v. any other pertinent feature

Obligated organizations

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

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

The **entrance** to a **recreational trail** must provide a **clear** opening of between 850 mm and 1,000 mm, whether the **entrance** includes a gate, bollard or other **entrance** design.

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

4.5 Facility-Specific Requirements

Where steps, footbridges or **ramps** are used, the surfacing shall be of non-slip materials and include suitable colour-contrasting **handrails** and/or **guards**.

The slope on bridges shall not exceed 1:20.

Where adjacent to water or a drop off, edge protection is to be provided, consisting of an elevated barrier that runs along the edge of the **recreational trail** with a minimum height of 50mm (2in.) above the trail surface. Where edge protection is provided, it should not impede the drainage of the trail surface.

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

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

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

Signage text to comply with section 4.4.7 **Signage**.

4.5 Facility-Specific Requirements

4.5.2 Outdoor Recreational Facilities

Pathways:

Accessible routes and walkways shall conform with 4.1.4.

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

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

- risk areas, such as intersections, **ramps** or steps; and
- functional changes, such as seating areas, viewpoints or outlooks.

(Refer also to 4.4.15.)

Planting and Trees:

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

Rest Areas:

Rest areas shall

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

Parks, Parkettes and Playgrounds - General:

Entrance gates, paths and walkways throughout the **park** shall be **accessible** to persons using wheelchairs or scooters.

Picnic and play areas shall be provided in both sunny and shaded areas.

Playgrounds:

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

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

Consultation Requirements:

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

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

Picnic Tables:

Accessible picnic tables shall comply with 4.3.16.

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

Drinking Fountains:

Accessible drinking fountains shall comply with 4.3.1.

4.5.2 Outdoor Recreational Facilities

4.5 Facility-Specific Requirements

Public Telephones:

Accessible public telephones shall comply with 4.4.5.

Illumination (where provided):

Illumination levels shall

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

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

Washrooms:

Where washrooms are provided, they shall conform with 4.2.1.

Waterfront Areas:

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

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

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

Natural Areas:

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

Paths and trails shall incorporate rest areas with appropriate seating.

Where special lookout locations or wildlife viewing areas are provided, they shall be identified with **clear signage**.

Information and interpretive **signage** shall incorporate Braille.

Grandstand and Other Viewing Areas:

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

Playing Fields:

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

Level seating areas shall be provided beside sports fields for spectators or participants with **disabilities**.

Where provided, public viewing areas shall comply with 4.3.2.

Where provided, public washrooms shall comply with 4.2.1.

Where provided, public showers and change rooms shall comply with 4.2.1 and 4.3.4.

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

Tennis Courts:

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

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

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

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

4.5 Facility-Specific Requirements

4.5.2 Outdoor Recreational Facilities

Beach Access Routes:

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

Where beach access is constructed (not natural):

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

Where surface is not constructed, the maximum **cross slope** must be the minimum **cross slope** for drainage.

Entrance must have a **clear** opening of 1000mm (39-3/8 in.) (whether the **entrance** includes gate, bollard, or other **entrance** design).

Exceptions:

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

Related Sections

All relevant parts of Sections 4.1, 4.2, 4.3 and 4.4.

4.5.3 Swimming Pools, Therapeutic Pools and Public Spas

4.5 Facility-Specific Requirements

Rationale

Swimming is an important recreational and therapeutic activity for many persons with **disabilities**. The buoyancy and freedom offered by an immersive water environment can be enabling in themselves. Primary considerations for accommodating persons who have mobility impairments 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. 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.

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

The benefits of Aquatic Therapeutic exercise are:

- Warm water promotes relaxation;
- Reduced pain;
- Decreased muscle tension;
- Improved circulation;
- Increased ability and length of time for exercise; and
- Helps to maintain an independent lifestyle.

Application

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

Design Requirements

Swimming pools, wading pools, hot pools and therapy pools shall have

- where the pool is indoors,
 - a direct **accessible route** in compliance with 4.1.4 from the lobby/**entrance** to the change rooms; and
 - a direct **accessible route** in compliance with 4.1.4 from the change rooms to the pool deck;

- where the pool is outdoors,
 - an **accessible route** in compliance with 4.1.4 throughout the normally occupied portions of the pool; and
 - a pool deck that is minimum 1800 mm (70-7/8 in.) wide with a **clear accessible route** in compliance with 4.1.4 around the entire perimeter;
- access from the pool deck into the water, provided by a **ramp** that shall have
 - a **handrail** on either side at 865 - 965 mm (34 - 38 in.);
 - a **clear** width of at least 1100 mm (43-1/4 in.);
 - a curb or other means to prevent a wheelchair from falling off the side;
 - surface finishes capable of being kept clean, sanitary and free from slipperiness;
 - where **ramp** is not submerged it shall
 - ◇ have a landing at the bottom of the **ramp** that is at least 450 - 550 mm (18 - 21-3/4 in.) below the top of the wall;
 - ◇ be equipped with a floor drain at the lowest point;
 - ◇ have a width at the top of the wall between the pool and **ramp** of 250 - 300 mm (10 - 11-3/4 in.);

4.5 Facility-Specific Requirements

4.5.3 Swimming Pools, Therapeutic Pools and Public Spas

Design Requirements
(continued)

- ◇ have water depth at the landing clearly marked in figures at least 100 mm high on the top of the wall; and
- ◇ have a maximum slope of 1:12;
- where **ramp** is submerged it shall
 - ◇ have water depth at the bottom of the **ramp** of 600 - 900 mm (23-5/8 - 35 in.);
 - ◇ have a hard-surfaced area that is at least 750 mm (30 in.) wide contiguous to the entire length of the submerged **ramp**;
 - ◇ have finishes that are different in colour or shade from each other and from that of the pool walls and bottom; and
 - ◇ have a maximum slope of 1:9.

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

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

- where steps are provided into the pool,
 - steps shall be marked with a colour-contrasting strip of at least 50 mm (2 in.) wide, at both the riser and the tread; and
 - colour-contrasting **handrails** on both sides of the steps. Such **handrails** shall extend at least 300 mm (11-3/4 in.) beyond the pool edge;
- where a curbed edge is provided, it shall be a minimum of 200 mm (7-7/8 in.) and a maximum of 400 mm (15-3/4 in.) in height;
- pool boundaries clearly defined by both a textural change and a colour contrast to both the water surface and surrounding pavement;
- perimeter of pool deck clearly delineated by a **tactile** surface indicator around the pool;
- firm, slip-resistant materials and finishes used on the pool perimeter, deck or paved areas surrounding the pool;
- non-abrasive and easy-to-clean pool perimeter finishes;
- adequate drainage on the pool deck to drain water quickly;
- where pool-depth indicator marking is provided, depth-indicator markings, as well as 'Shallow End' and 'Deep End' markings, of a highly contrasting colour and sufficient size to be easily visible;
- where diving boards or platforms are provided, they shall be clearly marked and protected. Overhead clearances should be a minimum of 2100 mm (82-3/4 in.) or shall be 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.

4.5.3 Swimming Pools, Therapeutic Pools and Public Spas

Where a mechanical pool lift is provided,

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

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.

Swimming pools shall be of 'level-deck' design.

Public Spas:

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

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

4.5 Facility-Specific Requirements

- have adjacent **clear** deck area centred on the grab bar where one grab bar is provided, or centred on the **clear space** between grab bars where more than one is provided.

Therapeutic Pools:

Water temperature shall be heated to between 33-34°C (92 - 94°F).

Temperature or other controls associated with the therapy pool (such as submerged water jets) shall meet requirements in 4.4.2.

Depth for the exercise portion of a therapy pool shall be between 1050 - 1200 mm (41 - 47 in.).

Submerged benches shall comply with 4.3.15.

Related Sections

All relevant parts of Sections 4.1, 4.2, 4.3 and 4.4.

4.5 Facility-Specific Requirements

4.5.4 Cafeterias

Rationale

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

Features such as colour contrasts and large print menus may assist persons with visual **disabilities**.

Application

In **addition** to the design requirements specified in 4.1 to 4.4, cafeterias shall comply with this section.

Where fixed tables or counters are provided, at least 10%, but not less than one, shall be **accessible** and shall comply with 4.3.7. It is preferable to have all fixed tables **accessible**.

In new construction, and where practicable in **alterations**, the fixed tables (or counters) shall be distributed throughout the **space of facility**.

At least one lane at each cashier area shall be **accessible** and comply with this section. It is preferable to have all lanes at all cashier areas **accessible**.

Design Requirements

Where food or drink is served at counters exceeding 865 mm (34 in.) in height for use by customers seated on stools or standing at the counter, a portion of the main counter which is 1525 mm (60 in.) in length (minimum) shall be provided in compliance with 4.3.8, or service shall be available at **accessible** tables within the same area.

All **accessible** fixed tables shall be **accessible** by means of an **access aisle** at least 1100 mm (43-1/4 in.) **clear** between parallel edges of tables or between a wall and the table edges.

Dining areas, including raised or sunken dining areas, and outdoor seating areas shall be **accessible**. In a **retrofit** situation where it is **technically infeasible** to provide access to all levels within a dining area, or to all parts of outdoor seating areas, at least one dining area shall be **accessible**. The **accessible** area must feature the same level of service and décor as the rest of the 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 (43-1/4 in.).

4.5.4 Cafeterias

4.5 Facility-Specific Requirements

Tray slides shall be mounted no higher than 865 mm (34 in.).

If self-service shelves are provided, at least 50% must be within the reach ranges specified in 4.1.1. It is preferable to have all self-service shelves **accessible**.

Self-service shelves and dispensing devices for tableware, dishware, condiments, food and beverages shall be installed to comply with 4.1.1.

In banquet rooms or **spaces** where a head table or speaker's lectern is located on a raised platform, the platform shall be **accessible** in compliance with 4.1.9 or 4.1.15, as well as 4.3.3.

Spaces for vending machines, beverage dispensers and other equipment shall comply with 4.1.1 and shall be located on an **accessible route** in compliance with 4.1.4.

Cashier locations should feature at least one **access aisle**, which is a minimum of 1100 mm (43-1/4 in.) wide. It is preferable to have all aisles **accessible**.

Barriers and/or turnstiles, where provided to control access, shall comply with 4.1.7.

Queuing areas shall comply with 4.3.6.

Access to outdoor eating areas shall comply with 4.3.11.

Related Sections

All relevant parts of Sections 4.1, 4.2, 4.3 and 4.4.

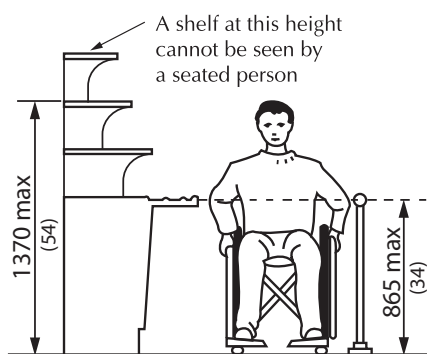


Figure 4.5.4.1
Self Serve Counter

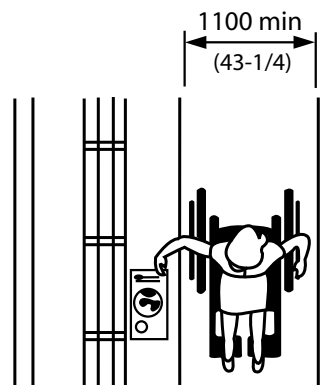


Figure 4.5.4.2
Aisle Width

4.5 Facility-Specific Requirements

4.5.5 Churches, Chapels and Other Places of Worship

Rationale

Access to all areas of worship should be provided. Access assumes that persons with **disabilities** may be participants, leaders, staff or volunteers.

Application

In **addition** to the design requirements specified in 4.1 to 4.4, churches, chapels and other places of worship and/or reflection shall comply with this section.

Design Requirements

All areas in churches, chapels and other places of worship and/or reflection shall be **accessible** to persons with **disabilities**, including main areas of worship, **meeting rooms**, washrooms, coatrooms and offices.

Accessible seating shall be provided in compliance with 4.3.2.

Pulpits, altars, daises and choir areas shall comply with 4.3.3.

Public address systems shall comply with 4.4.9.

Assistive listening systems shall comply with 4.4.6.

Related Sections

All relevant parts of Sections 4.1, 4.2, 4.3 and 4.4.

4.5.6 Libraries

4.5 Facility-Specific Requirements

Rationale

Traditional and automated systems should be available to all patrons and staff. Both the design of the **facility** and the provision of services should be considered. Service counters and study carrels should accommodate the knee-space and armrest requirements of persons using wheelchairs. Computer catalogues, carrels and workstations should be provided at a range of heights, to accommodate persons who are standing or sitting, as well as children of many ages and sizes.

The provision of workstations equipped with assistive technology such as large displays, screen readers, etc. will increase the accessibility of a library.

Application

In **addition** to the design requirements specified in 4.1 to 4.4, libraries shall comply with this section.

Where fixed seating, tables or study carrels are provided, at least 10% but no less than one shall be **accessible** and in compliance with this section. It is preferable to have all fixed seating, tables and study carrels **accessible**.

At least one lane at each checkout area shall be **accessible** and comply with this section. It is preferable to have all lanes at all checkout areas **accessible**.

Where computer catalogues or workstations are provided, at least 50% shall be **accessible** and shall comply with this section. It is preferable to have all computer catalogues and workstations **accessible**.

Design Requirements

Accessible fixed seating, tables and study carrels shall be located on an **accessible route** in compliance with 4.1.4.

Clearances between fixed seating, tables and study carrels shall comply with 4.1.4.

Where shelving is provided at fixed seating, tables or study carrels, the shelving shall be no higher than 1200 mm (47 in.).

Accessible fixed study carrels shall incorporate

- work surfaces and knee/toe clearance in compliance with 4.1.1;
- an electrical outlet; and
- lighting levels of at least 100 lux (9.3 ft-candles) at the work surface.

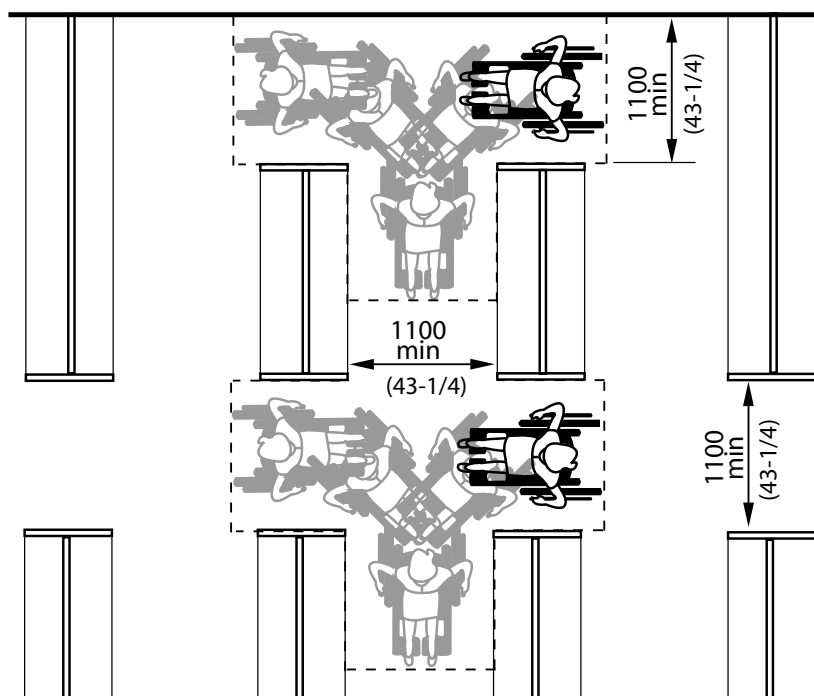


Figure 4.5.6.1
Aisle Width

4.5 Facility-Specific Requirements

4.5.6 Libraries

Design Requirements
(continued)

Where provided, traffic control or book security gates shall comply with 4.1.7.

Minimum **clear aisle space** at card catalogues and at stacks shall comply with 4.1.1. Aisle configurations shall incorporate a **clear floor space** allowing a person in a wheelchair to make a 180-degree turn.

Maximum reach heights at card catalogues shall comply with 4.1.1.

Shelf height in stack areas is unrestricted.

Circulation service counters and information service counters shall comply with 4.3.8.

Where provided, computer catalogue or computer workstation shall incorporate

- knee and toe **space** below in compliance with 4.1.1, and 4.3.7;
- a maximum work surface height of 865 mm (34 in.); and
- a maximum table depth of 900 mm (35 in.).

A minimum of one movable chair shall be provided at every information service counter, computer catalogue or computer workstation.

Book drop slots shall

- be located on an **accessible route** complying with 4.1.4;
- be located adjacent to a 2440 by 2440 mm (96 by 96 in.) level platform. In a **retrofit** situation where it is **technically infeasible** to create a 2440 x 2440 mm (96 by 96 in.) platform, the platform may be reduced to 1525 x 1525 mm (60 by 60 in.); and
- have a slot that is operable using one hand, located between 860 mm (34 in.) and 900 mm (35 in.) above the floor.

Lighting at book stacks shall be mounted directly over the aisle **space** and provide a minimum of 200 lux (20 ft-candles) at a nominal working height of 920 mm (36 in.).

The acoustic quality shall be free of unnecessary background noise and should permit comprehension by persons with limited hearing. (Refer also to 4.4.16.)

Where CDs tapes, talking books, etc. are available as part of the library resource materials, or for loan purposes, a separate **space** shall be provided for auditing this material without disturbing other library users.

Related Sections

All relevant parts of Sections 4.1, 4.2, 4.3 and 4.4.

Figure 4.5.6.2
Reach Heights

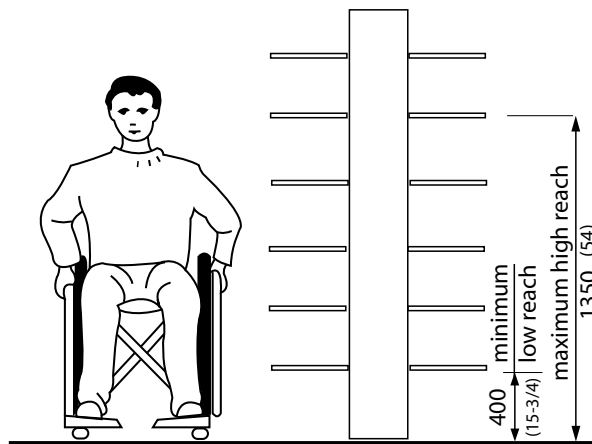
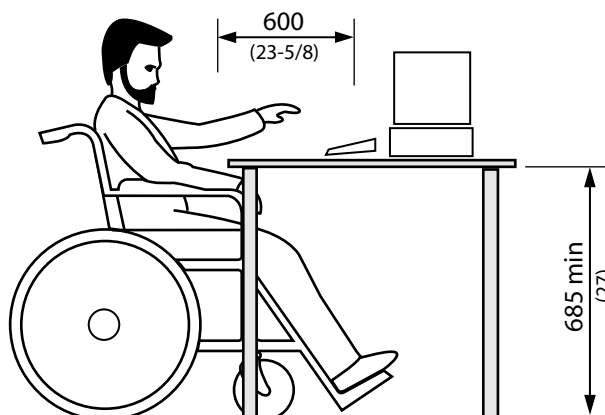


Figure 4.5.6.3
Work Surfaces



4.5.7 Business, Mercantile and Civic

4.5 Facility-Specific Requirements

Rationale

The role of persons with **disabilities** should not be restricted or limited to that of the customer or consumer. Workspaces should be designed with a view to future adaptation or accommodation of individual equipment or assistive devices.

Application

In **addition** to the design requirements specified in 4.1 to 4.4, business, mercantile and civic **facilities** shall comply with this section.

In areas used for transactions where counters have cash registers and are provided for sales and distribution of goods or services to the public, at least one of each type shall have a portion of the counter **accessible** and in compliance with this section. Such counters shall include, but not be limited to counters in retail stores and distribution centres.

Where counters are dispersed throughout the **facility**, the **accessible** counters must also be dispersed throughout the **facility**.

In public **facilities** where counters or teller windows have solid partitions or security glazing to separate personnel from the public, at least one of each type shall provide a method to facilitate voice communication. Such methods may include, but are not limited to, grills, slats, talk-through baffles, intercoms or telephone handset devices.

Accessible checkout aisles shall be provided in conformance with Table 4.5.7.

Design Requirements

All **accessible** sales and service counters shall be on an **accessible route** that complies with 4.1.4.

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 (36 in.) in length, with a maximum height of 865 mm (34 in.) above the finished floor.

Total checkout aisles of each design	Minimum number of accessible checkout aisle of each design
1 - 4	1
5 - 8	2
9 - 15	3
Over 15	3 plus 20% of any additional aisles over 15

Table 4.5.7

Required Number of Accessible Checkout Aisles

4.5 Facility-Specific Requirements

4.5.7 Business, Mercantile and Civic

Design Requirements
(continued)

In areas used for transactions that may not have a cash register but at which goods and services are sold, including, but not limited to, ticketing counters, teller stations, registration counters, information counters, box office counters and library check-out areas either

- a portion of the main counter which is a minimum of 865 mm (34 in.) in length shall be provided with a maximum height of 865 mm (34 in.); or
- an auxiliary counter with a maximum height of 865 mm (34 in.) in close proximity to the main counter shall be provided.

In public **facilities** where counters or teller windows have solid partitions or security glazing to separate personnel from the public, the method of communication provided shall be **accessible** to both individuals who use wheelchairs and individuals who have difficulty bending.

The **clear** width of **accessible** checkout lines shall comply with 4.1.4, and the maximum adjoining counter height shall not exceed 965 mm (38 in.) above the finished floor. The top of the lip shall not exceed 1015 mm (40 in.) above the finished floor.

Signage identifying **accessible** checkout aisles shall incorporate the International Symbol of Access and shall be mounted above the checkout aisle in the same location where the checkout number or type of checkout is displayed.

Any devices used to prevent the removal of shopping carts from store premises shall not prevent access or **egress** to people in wheelchairs. An alternate **entrance** that is equally convenient to that provided for ambulatory persons is acceptable.

Related Sections

All relevant parts of Sections 4.1, 4.2, 4.3 and 4.4.

4.5.8 Police Stations

4.5 Facility-Specific Requirements

Rationale

Police stations should accommodate persons with **disabilities**, who may be members of the public, detainees, members of counsel or police staff. All areas of the police station that are used by the public, members of staff and counsel should be fully **accessible** to persons with **disabilities**. Secure areas, such as cells and common areas used by detainees, should have provisions to accommodate persons with **disabilities**.

Application

In **addition** to the design requirements specified in 4.1 to 4.4, holding cells in police stations shall comply with this section.

Except as specified in this section, all **common use** areas serving **accessible** cells or rooms and all **public use** areas shall be designed and constructed to comply with 4.1 to 4.4.

Exceptions: Requirements for **areas of refuge** in 4.4.1 do not apply. Compliance with requirements for elevators and stairs is not required in multi-**storey** housing **facilities** where **accessible** cells or rooms, all **common use** areas serving them and all **public use** areas are located on an **accessible route**.

Entrances used by the public, including those that are secured, shall be **accessible** to comply with 4.1.5.

Exception: Secured **entrances**, doors and doorways operated only by security personnel shall not be required to have **accessible** door hardware.

Where security systems are provided at public or other **entrances** required to be **accessible** by this section, an **accessible route** complying with 4.1.4 shall be provided through fixed security barriers at required **accessible entrances**. Where security barriers incorporate equipment such as metal detectors, fluoroscopes, or other similar devices which cannot be made **accessible**, an **accessible route** shall be provided adjacent to such security screening devices, to facilitate an equivalent **circulation path**.

In non-contact visiting areas where detainees are separated from visitors, the following **elements**, where provided, shall be **accessible** and located on an **accessible route** complying with 4.1.4.

- Cubicles and Counters: 5%, but not less than one, shall comply with 4.3.7 on both the visitor and detainee sides. Where counters are provided, they shall comply with 4.3.8 on both the visitor and detainee sides. Exception: Non-contact visiting areas not serving **accessible** cells or rooms.
- Partitions: Solid partitions or security glazing separating visitors from detainees through which communication is necessary shall incorporate communication systems which are **accessible** to both individuals who use wheelchairs and individuals who have difficulty bending. If such communication systems incorporate a telephone handset, at least one telephone handset shall be equipped with a volume control.

4.5 Facility-Specific Requirements

4.5.8 Police Stations

Application
(continued)

At least 2%, but not less than one, of the total number of cells shall comply with this section. Where special cells are provided (e.g., orientation, protective custody, disciplinary, segregation, detoxification or medical isolation), at least one of each purpose shall comply with this section.

In **addition** to the aforementioned cell requirements, at least 2%, but not less than one, of general cells shall be equipped with audible emergency warning systems or permanently installed telephones within the cell, in compliance with this section.

Medical care **facilities** providing physical or medical treatment or care shall be **accessible** to persons with **disabilities**.

Design Requirements

Accessible cells shall be located on an **accessible route** in compliance with 4.1.4.

Where provided to serve **accessible** cells, the following **elements** or **spaces** shall be **accessible** and connected by an **accessible route**.

- all doors and doorways on an **accessible route** shall comply with 4.1.6. Exception: Secured **entrances**, doors and doorways operated only by security personnel shall not be required to have **accessible** door hardware.
- at least one toilet and one bathing **facility** shall comply with 4.2.1.
- **accessible** beds shall have manoeuvring **space** at least 920 mm (36 in.) wide along one side.
- at least one drinking fountain and/or water cooler shall comply with 4.3.1.
- fixed or built-in tables, counters or work surfaces shall comply with 4.3.7.
- at least one fixed bench shall comply with 4.3.15.
- fixed or built-in storage shall comply with 4.3.9.
- all controls intended for operation by detainees shall comply with 4.4.2.

Where audible emergency warning systems are provided to serve occupants of cells, visual alarms complying with 4.4.4 shall also be provided. Exception: Visual alarms are not required where detainees are not allowed independent **means of egress**.

Where permanently installed telephones are provided within cells, they shall have volume controls.

Related Sections

All relevant parts of Sections 4.1, 4.2, 4.3 and 4.4.

4.5.9 Municipal Courts

4.5 Facility-Specific Requirements

Rationale

Municipal court **facilities** should 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 mobility **impairment**. 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 4.1 to 4.4, municipal courts shall comply with this section.

In **addition** to the **accessible entrances** used by staff or the public as required in 4.1.5, 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 4.1.4 shall be provided through fixed security barriers at required **accessible entrances**.

Where security barriers incorporate equipment such as metal detectors, fluoroscopes, or other similar devices which cannot be made **accessible**, an **accessible route** shall be provided adjacent to such security screening devices, to facilitate an equivalent **circulation path**.

Where a two-way communication system is provided to gain admittance to a **facility**, or to restricted areas within a **facility**, the system shall provide both visual and audible signals and shall comply with 4.4.2.

Where provided, the following **elements** and **spaces** shall be on an **accessible route** complying with 4.1.4.

- Spectator, Press and other areas with Fixed Seats. Each spectator, press and other area with fixed seats having a seating capacity of 25 or less, shall have within its defined area a **clear floor space** complying with 4.1.1. 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 4.3.2.
- Jury Boxes and Witness Stands. Each jury box and witness stand shall have within its defined area **clear floor space** complying with 4.1.1.
- Judges' Benches and Courtroom Stations. Judges' benches, clerks' stations, bailiffs' stations, court reporters' stations, and litigants' and counsel stations shall comply with 4.3.7.

4.5 Facility-Specific Requirements

4.5.9 Municipal Courts

Application

(continued)

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 4.1.9, 4.1.14 or 4.1.15 without requiring substantial reconstruction of the **space**.
- In **alterations**, **accessible** wheelchair **spaces** are not required to be located within the defined area of jury boxes or witness stands and may be located outside these **spaces** where **ramp** or lift access poses a hazard by restricting or projecting into a required **means of egress**.

Permanently installed assistive listening systems in compliance with 4.4.6 shall be provided in each courtroom. The minimum number of receivers shall be 4% of the room occupant load, but not less than two receivers. An informational sign indicating the availability of an assistive listening system shall be posted in a prominent place.

Where provided in areas for jury assembly or deliberation, the following **elements** or **spaces** shall be on an **accessible route** complying with 4.1.4 and shall comply with the following provisions

- refreshment areas, kitchenettes and fixed or built-in refreshment dispensers shall be **accessible** to persons with **disabilities**.
- where provided, drinking fountains shall comply with 4.3.1.

Related Sections

All relevant parts of Sections 4.1, 4.2, 4.3 and 4.4.

4.5.10 Transportation Facilities

4.5 Facility-Specific Requirements

Rationale

Links to usable transportation should be **accessible** to all members of a community. Accessibility within terminals and use of systems should be addressed. This includes public and private bus, taxi, train, and airplane arrival and departure points. A variety of lift devices may need to be accommodated, and alternatives to audio- and/or visual-only scheduling should be available.

Application

In **addition** to the design requirements specified in 4.1 to 4.4, transportation **facilities** located within a **site** shall comply with this section.

Design Requirements

Bus Shelters

Bus shelters shall

- be located on firm, level pads approximately at the same elevation as the sidewalk or walkway;
- have clearances around at least two sides of the shelter, including the landing pad side, of at least 1220 mm (48 in.);
- provide a **clear** view of oncoming traffic;
- incorporate sufficient **clear floor space** to accommodate a person using a wheelchair or scooter; and
- feature at least one seat with armrests and a seat height between 400 mm and 450 mm (15-3/4 in. and 17-3/4 in.);

All glazed panels surrounding bus shelters shall incorporate decals, and other safety features as specified in 4.1.8.

Bus Stops

Bus stops shall

- incorporate a paved, firm, level surface, in compliance with local authority standards; and
- not be 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, and where possible, provide level access into buses.

The edges of platforms shall incorporate a continuous **detectable warning surface** at least 610 mm (24 in.) deep that complies with 4.4.8.

Lighting levels at all boarding platforms shall be at least 100 lux (10 ft-candles) at the platform or boarding-surface edge.

Boarding locations shall incorporate visible and audible warning signals to advise travellers of approaching vehicles.

Where special lifting devices are used, either on the vehicle or at the boarding point, appropriate manoeuvring **space** shall be provided around the boarding point for waiting passengers using wheelchairs.

Seating shall be provided in compliance with 4.3.15, at or close to boarding points.

Related Sections

All relevant parts of Sections 4.1, 4.2, 4.3 and 4.4.

4.5 Facility-Specific Requirements

4.5.11 Public Housing

Rationale

Persons with **disabilities** should have equitable access to housing choices. They should also have the opportunity to visit family, neighbours and friends within their homes.

Accessible housing will incorporate features throughout the house to accommodate a family member who uses a wheelchair, scooter or other type of mobility aid.

Visitable housing will incorporate basic access features to accommodate visitors with **disabilities**, elderly persons or residents who may be temporarily disabled. Basic access includes the ability to enter safely, manoeuvre throughout the **entrance**-level of the house, and **space** to access a toilet.

Application

All public housing units shall be **visitable** and shall comply with this section.

15% of all public housing units shall be **accessible** and shall comply with this section.

The **common use** areas of public housing **facilities** shall comply with all relevant sections of this manual.

Design Requirements

Visitable public housing units shall comply with the '**Visitable** dwelling units' section of CAN/CSA B651: **Accessible** design for the built environment (most current version).

Accessible public housing units shall comply with the '**Accessible** dwelling units' section of CAN/CSA B651: **Accessible** design for the built environment (most current version).

Apartment Buildings

In **addition** to compliance with CSA B651 as noted above, at least 15% of all suites of residential occupancy in an apartment **building** shall be provided with a **accessible** path of travel from the suite **entrance** door into the following rooms and **spaces** that shall be located at the same level;

- at least one bedroom;
- at least one bathroom containing:
 - a lavatory;
 - a water closet;
 - a bathtub or shower;
 - wall reinforcement to permit the future installation of grab bars; and
 - minimum 1500 mm (59 in.) diameter **clear space** to allow a wheelchair to turn around;

- a kitchen or kitchen **space**; and
- a living room or **space**.

The number of suites containing 1, 2 or 3 bedrooms shall be in proportion to the number of suites of residential occupancy having 1, 2 or 3 bedrooms in the remainder of the **building**.

The **accessible** suites shall be distributed among storeys that are required to have an **accessible** path of travel having regard to the height of the suite above grade.

Related Sections

All relevant parts of Sections 4.1, 4.2, 4.3 and 4.4.

4.5.12 Schools

4.5 Facility-Specific Requirements

Rationale

Students, teachers and staff with **disabilities** should have equitable access to school **facilities**.

This section of the manual identifies general accessibility requirements that are applicable to all areas of all schools. Additional considerations may be necessary for **spaces** and/or features specifically designated for the use of students with **disabilities** - such a special needs classroom or a washroom required to accommodate complex personal care needs.

Students teachers and staff with **disabilities** should be accommodated in all classrooms and other learning **spaces** throughout a school. Basic accommodation includes the ability to enter and move freely throughout the **space**, as well as use the various built-in **elements** within (i.e. blackboards, switches, computer stations, sinks, etc). Individual students with a **disability** may require additional accommodations beyond those identified within this section.

Where built-in **elements** are duplicated within an individual classroom/learning **space**, such as laboratory benches or pinboards, at least one of each type of **element** should be **accessible** to students, teachers and staff with **disabilities**.

Wherever possible, fixtures, fittings, furniture and equipment should be specified for classrooms and other learning **spaces**, which is usable by students, teachers and staff with **disabilities**. However, it is recognized that not all equipment found in classrooms and other learning **spaces** is usable by persons with **disabilities** - such as heavy machinery found in trades and technology classrooms.

Application

All classrooms and other learning **spaces** shall be **accessible** and shall comply with this section.

Where built-in **elements** such as fixed seating, tables or laboratory benches are provided within a classroom/learning **space**, at least 10% but no less than one, shall be **accessible** and in compliance with this section.

At least 50% of shelf **space** in storage **facilities** in classroom/learning **spaces** shall comply with this section.

Classroom 'portables' shall comply with this section.

The **common use** areas of school **facilities** shall comply with all relevant sections of this manual.

Design Requirements

Classrooms and other learning **spaces** shall incorporate

- at least one entry/**egress** door in compliance with 4.1.6;
- floor surfaces throughout in compliance with 4.1.2;
- primary circulation routes in compliance with 4.1.4, linking all functional areas and **elements** within the **space**;
- secondary circulation routes no less than 920 mm (36 in.) wide;
- controls and operating mechanisms in compliance with 4.4.2; and
- windows, glazed screens and sidelights in compliance with 4.1.8.

Classrooms, auditoria, **assembly areas** and other learning **spaces** that incorporate fixed seating shall

- incorporate **accessible** seating in compliance with 4.3.2; and
- where applicable, incorporate assistive listening systems in compliance with 4.4.6.

Accessible work surfaces and other built-in **elements** within classrooms and other learning **spaces** shall

- comply with 4.3.7;
- where applicable, incorporate controls and operating mechanisms in compliance with 4.4.2; and
- be large enough to accommodate an assistant and extra equipment.

4.5 Facility-Specific Requirements

4.5.12 Schools

Design Requirements
(continued)

Accessible storage elements within classrooms and other learning **spaces** shall

- be located on an **accessible route** with adjacent **clear floor space** in compliance with 4.1.1;
- comply with at least one of the reach ranges specified in 4.1.1; and
- incorporate operable mechanisms that comply with 4.4.2

At least one blackboard/whiteboard within classrooms and other learning **spaces** shall

- be located on an **accessible route** with adjacent **clear floor space** in compliance with 4.1.1; and
- have its lowest edge located no higher than 760 mm (30 in.).

Where classrooms or other learning **spaces** incorporate pin boards or other display systems, at least one shall

- be located on an **accessible route** with adjacent **clear floor space** in compliance with 4.1.1; and
- have its lowest edge located no higher than 760 mm (30 in.).

Where classrooms or other learning **spaces** incorporate safety equipment such as fire extinguishers, eye-baths or deluge showers, such equipment shall be **accessible** to and usable by persons with **disabilities**.

Where classrooms or other learning **spaces** incorporate demonstration areas such as laboratory benches, fume cabinets or computer stations, provisions must be made to facilitate viewing from a variety of eye-levels. The installation of mirrors over the demonstration areas is one way to provide such access.

Classrooms and other workspaces intended for general teaching and study shall feature a background noise level no higher than 30 dB(A).

Lockers shall comply with 4.3.10.

Where classrooms or other areas incorporate sinks, at least one shall

- be located on an **accessible route** with adjacent **clear floor space**;
- where a forward approach is provided, incorporate knee **space** below at least 760 mm (30 in.) wide, 480 mm (18-7/8 in.) deep, and 685 mm (27 in.) high;
- have the height of the rim or the counter top (whichever is higher) 710 – 856 mm (28-34 in.);

- incorporate faucets and other controls in compliance with 4.4.2
- have water supply and drain pipes under the sink insulated or otherwise configured to protect against contact; and
- incorporate no sharp or abrasive surfaces under the sink.

Where classrooms or other areas incorporate kitchens, each kitchen shall

- if of a pass-through configuration, have two entries and where counters, appliances or cabinets are on two opposing sides, or when counters, appliances or cabinets are opposite a parallel wall, clearance between all opposing base cabinets, counter tops, appliances, or walls within a kitchen work area shall be 1100 mm (43-1/4 in.) minimum;
- if of a U-shaped configuration enclosed on three contiguous sides, have a minimum clearance of 2440 mm (96 in.) between all opposing base cabinets, counter tops, appliances, or walls within kitchen work areas. In a **retrofit** situation where providing a 2440 mm (96 in.) **space** is **technically infeasible**, the **space** between opposing base cabinets, counter tops, appliances, or walls within kitchen work

4.5.12 Schools

4.5 Facility-Specific Requirements

areas may be reduced to 2130 mm (84 in.);

- incorporate at least one worksurface minimum 920 mm (36 in.) wide, located maximum 865 mm (34 in.) high, with knee **space** below at least 760 mm (30 in.) wide, 480 mm (18-7/8 in.) deep, and 685 mm (27 in.) high; and
- incorporate **elements** that feature colour contrast to visually differentiate the cabinets and appliances from adjacent wall and floor surfaces, the countertop from the cabinets and adjacent walls, and operable hardware on cabinets.

Work surfaces shall incorporate non-glare finishes.

Where classrooms or other areas incorporate appliances, at least one of each type of appliance shall

- be located on an **accessible route** with adjacent **clear floor space** in compliance with 4.1.1; and
- incorporate controls and operable parts that comply with 4.4.2. Exceptions: Appliance doors and door latching devices.

Where classrooms or other areas incorporate dishwashers, the dishwashers shall incorporate **clear floor space** adjacent to the dishwasher

door. The dishwasher door, in the open position, shall not obstruct the **clear floor space** for the dishwasher or the sink.

Where classrooms or other areas incorporate ranges and/or cooktops, they shall

- incorporate controls that are located to avoid reaching across the burners; and
- where a forward approach is provided
 - incorporate knee **space** below at least 760 mm (30 in.) wide, 480 mm (18-7/8 in.) deep, and 685 mm (27 in.) high; and
 - insulate or otherwise configure the appliance to prevent burns, abrasions, or electrical shock.

Where classrooms or other areas incorporate refrigerators/freezers, they shall

- be configured with at least 50% of the freezer **space** 1370 mm (54 in.) maximum above the floor; and
- incorporate **clear floor space** positioned for a parallel approach to the **space** dedicated for the refrigerator/freezer, with the centre-line of the **clear floor space** offset 610 mm (24 in.) from maximum from the dedicated **space**.

Alternate Requirements for Younger Children

In **addition** to the design requirements stated elsewhere in this manual, when children under high school age are the primary users of a **facility**, mounting heights and reach ranges of various **elements**, fixtures and equipment, shall be adjusted to meet the needs of the appropriate age group, as indicated in Table 4.5.12.1.

Where **facilities** serve children under the age of four, the lower dimensions listed in Table 4.5.12.1 shall apply. Exception: In **facilities** serving children under the age of four, water closet seat heights may be lower than 355 mm (14 in.) but not higher than 380 mm (15 in.).

Related Sections

All relevant parts of Sections 4.1, 4.2, 4.3 and 4.4.

4.5 Facility-Specific Requirements

4.5.12 Schools

Element, Fixture or Equipment		Ages 4 - 11 Grades Pre- K - 6	Ages 11 - 13 Grades 7 - 8
Reach Ranges	Frontal approach	1070 mm max. (42 in. max.)	1145 mm max. (45 in. max.)
	Side approach	1220 mm max. (48 in. max.)	1295 mm max. (51 in. max.)
Ramps and Stairs	Top of handrail gripping surface	710 - 865 mm (28 - 34 in.)	760 - 865 mm (30 - 34 in.)
Elevators	Car control floor buttons - frontal approach	1070 mm max. (42 in. max.)	1145 mm max. (45 in. max.)
	Car control floor buttons - side approach	1220 mm max. (48 in. max.)	1295 mm max. (51 in. max.)
	Emergency communication - highest operable part	1070 mm max. (42 in. max.)	1145 mm max. (45 in. max.)
Platform Lifts	Controls and operating mechanisms	710 - 1070 mm. (28 - 42 in.)	710 - 1145 mm (28 - 45 in.)
Drinking Fountains	Frontal approach - spout height (to outlet)	810 mm max. (32 in. max.)	865 mm max. (34 in. max.)
	Frontal approach - knee clearance	660 mm min. (26 in. min.)	710 mm min. (28 in. min.)
	Side approach - spout height (to outlet)	810 mm max. (32 in. max.)	865 mm max. (34 in. max.)
Water Closets	Top of seat	355 - 380 mm (14 - 15 in.)	380 - 430 mm (15 - 17 in.)
	Grab bars	710 - 760 mm (28 - 30 in.)	760 - 810 mm (30 - 32 in.)
	Flush controls	1070 mm max. (42 in. max.)	1120 mm max. (44 in. max.)
Urinals	Rim of urinal	355 mm max. (14 in. max.)	405 mm max. (16 in. max.)
	Flush controls	1070 mm max. (42 in. max.)	1120 mm max. (44 in. max.)
Lavatories and Sinks	Rim or counter surface	760 mm max. (30 in. max.)	810 mm max. (32 in. max.)
	Knee clearance	660 mm max. (26 in. max.)	710 mm max. (28 in. max.)
	To faucet from front edge	455 mm max. (18 in. max.)	510 mm max. (20 in. max.)
Mirrors	To bottom reflective surface	865 mm max. (34 in. max.)	940 mm max. (37 in. max.)

4.5.12 Schools

4.5 Facility-Specific Requirements

Element, Fixture or Equipment		Ages 4 - 11 Grades Pre- K - 6	Ages 11 - 13 Grades 7 - 8
Shower Stalls	Top of seat	355 - 380 mm (14 - 15 in.)	380 - 405 mm (15 - 16 in.)
	Grab bars	710 - 760 mm (28 - 30 in.)	760 - 810 mm (30 - 32 in.)
	Hand shower head mounting - frontal approach	1070 mm max. (42 in. max.)	1145 mm max. (45 in. max.)
	Hand shower head mounting - side approach	1220 mm max. (48 in. max.)	1295 mm max. (51 in. max.)
Storage	Frontal approach	1070 mm max. (42 in. max.)	1145 mm max. (45 in. max.)
	Side approach - distance from wheelchair 0 - 255 mm (0 - 10 in.)	1220 mm max. (48 in. max.)	1295 mm max. (51 in. max.)
	Side approach - distance from wheelchair 255 - 530 mm (10 - 21 in.)	1070 mm max. (42 in. max.)	1145 mm max. (45 in. max.)
Controls and Operable Parts	Front approach - highest operable part	1070 mm max. (42 in. max.)	1145 mm max. (45 in. max.)
	Side approach - highest operable part	1220 mm max. (48 in. max.)	1295 mm max. (51 in. max.)
Telephones	Front approach - highest operable part	1070 mm max. (42 in. max.)	1145 mm max. (45 in. max.)
	Side approach - highest operable part	1220 mm max. (48 in. max.)	1295 mm max. (51 in. max.)
Fixed or Built-in Seating and Tables, Reading and Study Areas, and Work Stations	Height of tables or counters	710 - 760 mm (28 - 30 in.)	710 - 810 mm (28 - 32 in.)
	Knee clearance	660 mm min. (26 in. min.)	710 mm min. (28 in. min.)
Dressing and Fitting Rooms	Top of bench	355 - 380 mm (14 - 15 in.)	380 - 430 mm (15 - 17 in.)
Food Service Lines	Top of tray slide	760 mm max. (30 in. max.)	810 mm max. (32 in. max.)

Table 4.5.12.1

Alternate Mounting Height and Reach Range Requirements for Facilities where Younger Children are the Primary Users

4.5 Facility-Specific Requirements

4.5.13 Public Historic Places

Rationale

Providing people of all ages, interests and capacities with broad, general access to public historic places is a highly desirable social goal. It is important to ensure that such access is accompanied by adequate psychological comfort and dignity. Many users of public historic places are the same demographic market that is growing older, becoming less mobile, and often has compromised hearing and vision.

Design solutions that best balance accessibility needs with heritage values are those that enhance the use and appreciation of a property for everyone. Work should be carefully planned and undertaken so that damage to the heritage value and character-defining **elements** of a public historic place is minimized. The objective is to provide the highest level of access with the lowest level of impact. To determine the most appropriate solutions to access problems, it is recommended that accessibility and conservation specialists, as well as affected users, be consulted early in the planning process. The planning process should begin with an evaluation of the current strengths and weaknesses of the public historic place to identify the quality of existing means of access and wayfinding tools.

Application

The City of Stratford owns and occupies a variety of public historic places, many of which are listed. They include but are not limited to city hall, early office towers, a swimming pool, library, old schools, arenas, and band shells. Workplaces, services and **facilities** must be adapted so that persons with **disabilities** can participate in society equitably, and with dignity. For **alterations** to all public historic places, the Heritage Stratford Committee and the Accessibility Advisory Committee are to review the proposal for compliances with standards, including, but not limited to, Standards and Guidelines for the Conservation of Historic Places in Canada, heritage Conservation Districts Standards, and the Design of Public **Spaces** Standard of the Integrated Accessibility Standards Regulation (O. Reg. 191/11).

Design Requirements

In the 'Standards and Guidelines for the Conservation of Historic Places in Canada', the following recommendations are proposed for accessibility upgrades to historic places. Please refer to the entire document for further detail.

- Identify the heritage value of the historic place and character-defining **elements** - materials, forms, location, spatial

configurations, uses and cultural associations or meanings - so that required accessibility modifications will not damage or destroy them.

- Comply with accessibility requirements in such a way that character-defining **elements** are conserved and heritage value maintained.
- Work with the Accessibility Coordinator, the Accessibility Advisory Committee, the Heritage Stratford Committee, and affected users to determine the most appropriate solution to access problems that will have the least impact on character-defining **elements** and overall heritage value.
- Provide accessibility that promotes independence for the disabled person to the highest degree practicable, while conserving the heritage value and character-defining **elements**.
- Adapt the intervention to its anticipated lifespan, so that short-term improvements remain as reversible as possible.
- Find solutions to meet accessibility requirements that minimize the impact on the historic place and its environment

Related Sections

All relevant parts of Sections 4.1, 4.2, 4.3 and 4.4.

4.5.14 Fire/EMS Offices and Work Areas

4.5 Facility-Specific Requirements

Rationale

When designing Fire and EMS **facilities**, the designer shall consider all potential user groups of the **facility**. This list could include, but is not limited to

- staff returning to light duty work
- injured staff attending a manager's office or other meeting **space**
- tours of non-work staff (Council members, school groups, etc.)
- occasional uses of the **facility**, such as a polling location.

Application

All routes generally used by staff and public and within all areas generally used by staff and public shall comply with this section.

Design Requirements

Through careful consideration to the rationale, application and related sections, combined with a discussion with the FADM review committee, reasonable **accessible facilities** shall be determined.

Related Sections

All relevant parts of Sections 4.1, 4.2, 4.3 and 4.4.

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5.0 Implementation

The **Facility** Accessibility Design Manual (FADM) shall serve as a Standard for all new construction and renovations in all City **facilities** owned or leased, as approved by council on _____.

In order to ensure that the requirements in this manual are met when **building** new or retrofitting existing **facilities** owned, leased or operated by the City of Stratford, as well as identify instances where it may be **technically infeasible** to meet the requirements, a process called the **FADM Design Checklist**, developed by the City of Guelph, has been adopted and is found within this document as Appendix C.

The FADM Standard and the FADM Design Checklist process were presented to Council through information reports during 2018.

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Universal Design Principles and Guidelines

Appendix A

Version 2.0 - 4/1/97

Compiled by advocates of universal design, listed in alphabetical order: Bettye Rose Connell, Mike Jones, Ron Mace, Jim Mueller, Abir Mullick, Elaine Ostroff, Jon Sanford, Ed Steinfeld, Molly Story, and Gregg Vanderheiden

Major funding provided by: The National Institute on **Disability** and Rehabilitation Research, U.S. Department of Education

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Universal Design:

The design of products and environments to be usable by all people, to the greatest extent possible, without the need for adaptation or specialized design.

The authors, a working group of architects, product designers, engineers and environmental design researchers, collaborated to establish the following Principles of Universal Design to guide a wide range of design disciplines, including environments, products, and communications. These seven principles may be applied to evaluate existing designs, guide the design process and educate both designers and consumers about the characteristics of more usable products and environments.

The Principles of Universal Design are presented here, in the following format: name of the principle, intended to be a concise and easily remembered statement of the key concept embodied in the principle; definition of the principle, a brief description of the principle's primary directive for design; and guidelines, a list of the key **elements** that should be present in a design which adheres to the principle. (Note: all guidelines may not be relevant to all designs.)

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.

Appendix A

Universal Design Principles and Guidelines

**Principle Four:
Perceptible
Information**

The design communicates necessary information effectively to the user, regardless of ambient conditions or the user's sensory abilities.

Guidelines:

- 4a. Use different modes (pictorial, verbal, **tactile**) for redundant presentation of essential information.
- 4b. Provide adequate contrast between essential information and its surroundings.
- 4c. Maximize "legibility" of essential information.
- 4d. Differentiate **elements** in ways that can be described (i.e., make it easy to give instructions or directions).
- 4e. Provide compatibility with a variety of techniques or devices used by people with sensory limitations.

**Principle Five:
Tolerance for Error**

The design minimizes hazards and the adverse consequences of accidental or unintended actions.

Guidelines:

- 5a. Arrange **elements** to minimize hazards and errors: most used **elements**, most **accessible**; hazardous **elements** eliminated, isolated, or shielded.
- 5b. Provide warnings of hazards and errors.
- 5c. Provide fail-safe features.
- 5d. Discourage unconscious action in tasks that require vigilance.

**Principle Six: Low
Physical Effort**

The design can be used efficiently and comfortably and with a minimum of fatigue.

Guidelines:

- 6a. Allow user to maintain a neutral body position.
- 6b. Use reasonable operating forces.
- 6c. Minimize repetitive actions.
- 6d. Minimize sustained physical effort.

**Principle Seven:
Size and Space for
Approach and Use**

Appropriate size and **space** are provided for approach, reach, manipulation, and use, regardless of user's body size, posture, or mobility.

Guidelines:

- 7a. Provide a **clear** line of sight to important **elements** for any seated or standing user.
- 7b. Make reach to all components comfortable for any seated or standing user.
- 7c. Accommodate variations in hand and grip size.
- 7d. Provide adequate **space** for the use of assistive devices or personal assistance.

Please note that the Principles of Universal Design address only universally usable design, while the practice of design involves more than consideration for usability. Designers must also incorporate other considerations, such as economic, engineering, cultural, gender, and environmental concerns, in their design processes. These principles offer designers guidance to better integrate features that meet the needs of as many users as possible.

Change Order Form

Appendix B

**Suggested Changes to the
City of Stratford
Facility Accessibility Design Manual**

Mail to: Clerks Office
The Corporation of the City of Stratford
P.O. Box 818
Stratford, ON N5A 6W1

Your comments will be distributed to: The City of Stratford Accessibility Coordinator and the
Chief Building Official

Name: _____ Phone: () _____

Address: _____

Company or Organization: _____

E-mail Address: _____

Suggested Change:
(including proposed new or revised wording, or identification of wording to be deleted)

Reason for change:

(attach additional information if required)

Appendix C

FADM Design Checklist**City of Stratford FADM Design Checklist**

Project Name:

Project Address:

File/Project Number:

Project Type

- ☐ New Construction
- ☐ Renovation/Alteration
- ☐ Exterior Only
- ☐ Other (please specify)

Project Phase

- ☐ Preliminary
- ☐ Design Development
- ☐ Other (please specify)

The City of Stratford Facility Accessibility Design Manual is a mandatory design aid, applicable to the design and construction of new facilities, as well as the retrofit, alteration or addition to existing facilities owned, leased or operated by the City of Stratford. This Design Checklist has been developed to assist staff, designers and contracted consultants with the application of the FADM to ensure that each element has been applied to each project, and to document elements of a project that may be technically infeasible to implement.

In a retrofit situation where a design element has little likelihood of being accomplished due to structural conditions or other physical or site constraints prohibit modification, the Technical Infeasibility Justification Form shall be completed by the designer and forwarded to the facility manager and Accessibility Coordinator.

Where an equivalent means of facilitation is being proposed to achieve the intent of part of the Manual, and Equivalent Facilitation Proposal Form shall be complete by the designer and forwarded to the facility manager and Accessibility Coordinator.

This checklist is a reference tool only and must be used in conjunction with the FADM document. The consultant shall complete this checklist during the design phase of each project, and submit to the facility manager.

FADM Design Checklist

Appendix C

Site Design				
FADM Reference	Element/System	Compliance Status		
		Y	N	Comments or NA
4.1.2	Ground and Floor Surfaces			
4.1.3	Protruding and Overhead Objects			
4.1.4	Accessible Routes, Paths & Corridors			
4.1.5	Entrances			
4.1.9	Ramps			
4.1.10	Curb Ramps			
4.1.11	Stairs			
4.1.12	Handrails			
4.3.11	Balconies, Porches, Terraces and Patios			
4.3.12	Parking			
4.3.13	Passenger Loading Zones			
4.3.14	Landscaping Materials & Plantings			
4.3.15	Benches			
4.3.16	Public Use Eating Areas			
4.3.17	Street Furniture			
4.4.3	Vending and Ticketing Machines			
4.4.12	Glare and Light Sources			
4.4.13	Lighting			
4.4.14	Materials and Finishes			
4.4.15	Texture and Colour			
4.4.17	Pedestrian Signals			
4.5.2	Outdoor Recreation Facilities			
4.5.10	Transportation Facilities			
4.5.13	Public Historic Places			

Appendix C

FADM Design Checklist

Building Design				
FADM Reference	Element/System	Compliance Status		
		Y	N	Comments or NA
Access and Circulation				
4.1.2	Ground and Floor Surfaces			
4.1.3	Protruding and Overhead Objects			
4.1.4	Accessible Routes, Paths & Corridors			
4.1.5	Entrances			
4.1.6	Doors			
4.1.7	Gates, Turnstyles and Openings			
4.1.8	Windows, Glazed Screens & Sidelights			
4.1.9	Ramps			
4.1.10	Curb Ramps			
4.1.11	Stairs			
4.1.12	Handrails			
4.1.13	Escalators			
4.1.14	Elevators			
4.1.15	Platform Lifts			
4.3.12	Parking			
4.3.13	Passenger Loading Zones			
4.3.14	Landscaping			
4.3.15	Benches			
4.3.16	Public Use Eating Areas			
4.3.17	Street Furniture			
Washroom Facilities				
4.2.1	Toilet and Bathing Facilities			
4.2.2	Toilet Stalls			
4.2.3	Toilets			
4.2.4	Lavatories			
4.2.5	Urinals			
4.2.6	Washroom Accessories			
4.2.7	Universal Washrooms			
4.2.8	Bathtubs			
4.2.9	Shower Stalls			
4.2.10	Grab Bars			

FADM Design Checklist

Appendix C

Building Design				
FADM Reference	Element/System	Compliance Status		
		Y	N	Comments or NA
Other Amenities				
4.3.1	Drinking Fountains			
4.3.2	Viewing Positions			
4.3.3	Elevated Platforms			
4.3.4	Dressing Rooms			
4.3.5	Offices, Work Areas, & Meeting Rooms			
4.3.6	Waiting and Queuing Areas			
4.3.7	Tables, Counters and Work Surfaces			
4.3.8	Information, Reception and Service Counters			
4.3.9	Storage, Shelving and Display Units			
4.3.10	Lockers and Baggage Storage			
4.3.11	Balconies, Porches, Terraces and Patios			
4.3.15	Benches			
4.3.16	Public Use Eating Areas			
Systems and Controls				
4.4.1	Emergency Exits, Fire Evacuation and Areas of Refuge			
4.4.2	Controls and Operating Mechanisms			
4.4.3	Vending and Ticketing Machines			
4.4.4	Visual Alarms			
4.4.5	Public Telephones			
4.4.6	Assistive Listening Systems			
4.4.7	Signage			
4.4.8	Detectable Warning Surfaces			
4.4.9	Public Address Systems			
4.4.10	Information Systems			
4.4.11	Card access, Safety and Security Systems			
4.4.12	Glare and Light Sources			
4.4.13	Lighting			
4.4.14	Materials and Finishes			
4.4.15	Texture and Colour			
4.4.16	Acoustics			
4.4.17	Pedestrian Signals			

Appendix C

FADM Design Checklist

Building Design				
FADM Reference	Element/System	Compliance Status		
		Y	N	Comments or NA
Facility Specific Requirements				
4.5.1	Arenas, Halls and Other Indoor Recreational Facilities			
4.5.3	Swimming Pools, Therapeutic Pools and Public Spas			
4.5.4	Cafeterias			
4.5.5	Churches, Chapels and Other Places of Worship			
4.5.6	Libraries			
4.5.7	Business, Mercantile and Civic			
4.5.8	Police Stations			
4.5.9	Municipal Courts			
4.5.11	Public Housing			
4.5.12	Schools			
4.5.13	Public Historic Places			
4.5.14	Fire/EMS Offices and Work Areas			
Additional Comments:				

Applicant:

Project Designer: _____

Company: _____

Date: _____

Acknowledgements:

City of Stratford facility manager: _____

City of Stratford Clerk's office: _____

City of Stratford Accessibility Coordinator: _____

FADM Design Checklist

Appendix C

Technical Infeasibility Justification Form

Project Name: _____

Project Address: _____

File/Project Number: _____

Project Type

- ☐ New Construction
- ☐ Renovation/Alteration
- ☐ Exterior Only
- ☐ Other (please specify) _____

Project Phase

- ☐ Preliminary
- ☐ Design Development
- ☐ Other (please specify) _____

1. City of Stratford FADM Requirement (Please provide Section/Item No.)

2. Please describe the intent of the accessibility requirement.

3. Please describe why achieving the accessibility requirement is technically infeasible.

4. Is equivalent facilitation being proposed? (If so, please complete the Equivalent Facilitation Proposal Form. If not, please explain why not).

Please use additional sheets as necessary

Applicant: _____

Project Designer: _____

Company: _____

Date: _____

Acknowledgements:

City of Stratford facility manager: _____

City of Stratford Clerk's office: _____

City of Stratford Accessibility Coordinator: _____

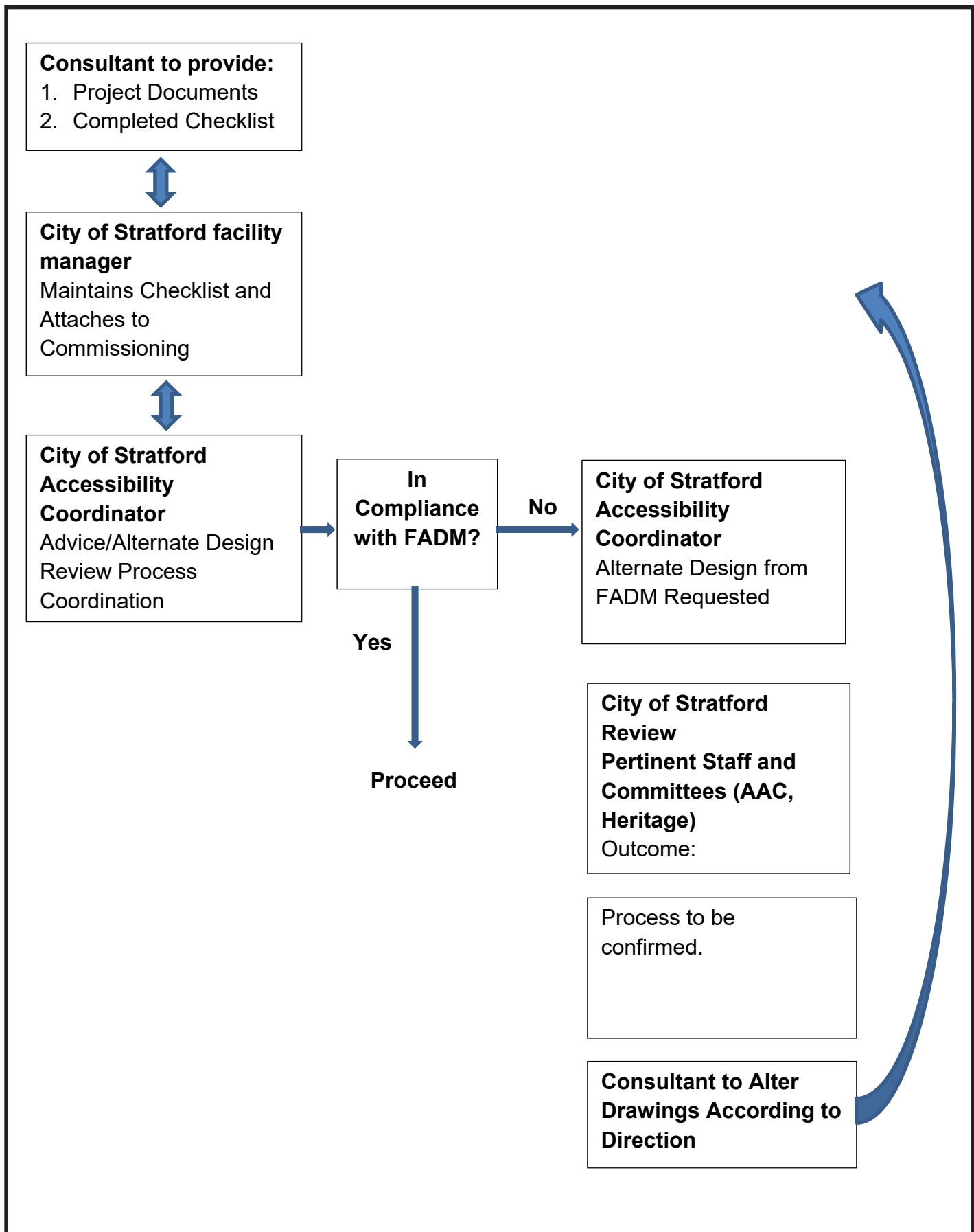
Appendix C

FADM Design Checklist

Equivalent Facilitation Proposal Form	
Project Name: _____	
Project Address: _____	
File/Project Number: _____	
Project Type	Project Phase
<input type="checkbox"/> New Construction <input type="checkbox"/> Renovation/Alteration <input type="checkbox"/> Exterior Only <input type="checkbox"/> Other (please specify)	<input type="checkbox"/> Preliminary <input type="checkbox"/> Design Development <input type="checkbox"/> Other (please specify)
1. City of Stratford FADM Requirement (Please provide Section/Item No.) _____ _____	
2. Please describe the intent of the accessibility requirement. _____ _____ _____	
3. Please describe your reasons for proposing an alternate design. _____ _____ _____	
4. Please describe how your proposed alternate design meets the intent of the accessibility requirement of the City of Stratford FADM. _____ _____ _____	
Please use additional sheets as necessary	
Applicant: _____ Project Designer: _____ Company: _____ Date: _____	
Acknowledgements: City of Stratford facility manager: _____ City of Stratford Clerk's office: _____ City of Stratford Accessibility Coordinator: _____	

FADM Design Review Process

Appendix D





MANAGEMENT REPORT

Date: June 22, 2021
To: Finance and Labour Relations Sub-committee
From: Marilyn Pickering, Supervisor of Tax Revenue
Report#: FIN21-017
Attachments: Letter of Request from Nava Navaratnam

Title: Tax Relief under Section 357(1)(d.1) – Sickness or Extreme Poverty

Objective: To seek direction of Council regarding a request for interest relief for property at 405 Huron Street, Stratford.

Background: Section 357 of the Municipal Act, 2001 states in part “upon application to the Treasurer, the local Municipality may cancel, reduce or refund all or part of taxes levied on land in the year in respect of which the application is made”.

The applicant is applying under Section 357(1)(d.1). The applicant is claiming they are unable to pay taxes because of sickness or extreme poverty.

Analysis: The owner of SNR Stratford Ltd. is asking to have the property tax penalty waived in the amount of \$1,919.28. The property taxes have been paid up-to-date, however the owner has indicated the business has suffered significantly from the pandemic and is looking for property tax interest relief from the City of Stratford.

The owner will be available during the meeting to answer any questions.

Financial Impact: The financial impact of \$1,919.28 will be determined based on Council’s decision.

Alignment with Strategic Priorities:

Not Applicable:

Tax relief requests are initiated by taxpayers and are not part of Council’s strategic priorities.

Staff Recommendation: THAT Council provide direction on the tax interest relief request as presented by the owner of 405 Huron Street, Stratford.



Marilyn Pickering, Supervisor of Tax Revenue



Spencer Steckley, Manager of Financial Services



Joan Thomson, Chief Administrative Officer

SNR STRATFORD LTD

405 Huron St

Stratford, ON N5A5T6

May 28, 2021

City Of Stratford

PO Box 818, 1 Wellington St.

Stratford, ON N5A 6W1

Dear Council Members,

I am writing to request to cancel or waive the property taxes penalty of \$1,919.28 for above noted property (405 Huron St, Stratford).

Recently I have paid the property taxes in full \$23,014.37 in that penalty is \$1919.28.

My business is significantly suffering from the pandemic and kindly requesting to cancel or apply the penalty \$1919.38 to the upcoming taxes.

Thank you so much for your help.

Regards,

Nava Navaratnam



MANAGEMENT REPORT

Date: June 22, 2021
To: Finance & Labour Relations Sub-committee
From: Taylor Crinklaw, Director of Infrastructure and Development Services
Report#: FIN21-018
Attachments: None

Title: Purchasing Policy Exemption Request for the Queen Street Trunk Storm Sewer Project

Objective: To request an exemption from the Purchasing Policy for hiring Wood Canada Limited as an engineering consulting firm to facilitate contract administration and inspection services for the Queen Street Trunk Storm Sewer microtunnelling construction project.

Background: In 2015 Wood Canada Limited (Wood), formerly AMEC Foster Wheeler, was the successful applicant of a competitive bid proposal for the design and public consultation of the Queen Street Major Trunk Storm Sewer project. In 2017 Wood completed the design and public consultation by submitting the Environmental Assessment Project File to the Ministry of Environment, Conservation, and Parks as per a Schedule 'B' Municipal Class Environmental Assessment. This spring, with a budget of \$48,500, Wood was reengaged to make some adjustments to the design drawings and to provide assistance to the Engineering Department during the tendering process. Due to the specialized nature of the project the Engineering Department is looking to engage Wood to manage contract administration and construction inspection services.

Analysis: A contractor's experience and their work plan could significantly influence the amount of resources required to manage this project. The benefit of engaging an engineering consulting firm is that they have a large professional pool of inhouse staff to draw from and associated resources that they can dedicate to this project. In situations requiring clarification or when issues arise the project manager would have to refer to the experts involved for feedback and recommendation. All experts required (Geotechnical, Hydrogeological, Structural, Civil, Tunnelling etc.) are employed by Wood. Wood has been involved from the beginning, they know all the details of the project, and have the resources to complete the job.

Financial Impact: The estimated budget required for Wood to manage this construction project is \$494,500 including HST, which is approximately \$437,500 after partial HST rebate. This accounts for approximately 3% of the budgeted \$14,470,000 for this project.

Alignment with Strategic Priorities

Developing our Resources

Optimizing Stratford's physical assets and digital resources. Planning a sustainable future for Stratford's resources and environment.

Staff Recommendation: THAT Council approve an exemption from section 42 of the Purchasing Policy in order to sole source contract administration and inspection services for the Queen Street Trunk Storm Sewer construction project;

THAT Wood Canada Limited be retained for contract administration and inspection services for the Queen Street Trunk Storm Sewer construction project at an estimated cost of up to \$494,500 including HST;

THAT the Mayor and Clerk or their respective delegates be authorized to execute the contract for services with Wood Canada Limited;

AND THAT the Director of Infrastructure and Development Services be authorized to engage Wood Canada Limited to begin the work upon award of the tender for the Queen Street Trunk Storm Sewer by City Council.



Taylor Crinklaw, Director of Infrastructure & Development Services



Joan Thomson, Chief Administrative Officer



MANAGEMENT REPORT

Date: June 22, 2021
To: Finance and Labour Relations Sub-committee
From: Spencer Steckley, Manager of Financial Services
Report#: FIN21-014
Attachments: 2020 Treasurer's Statements for Development Charge and Cash in Lieu of Parkland Reserve Funds

Title: 2020 Treasurer's Statements for Development Charge and Cash In Lieu of Parkland Reserve Funds

Objective: To provide Council with these two reports for the year ended December 31, 2020.

Background: In accordance with the Development Charges Act, 1997 and the City's Development Charges By-law 45-2017, the Treasurer is required to provide Council with an annual financial statement on the Development Charge reserve funds.

Furthermore, the Treasurer is also required under the Planning Act to provide Council with an annual financial statement on the City's Cash In Lieu of Parkland reserve fund.

Once reviewed by Council, these reports must be made available for the public, and are forwarded to the Ministry of Municipal Affairs & Housing upon request.

Analysis: Please see the attached reports.

Financial Impact: There is no financial impact from these reports, as the recommendations relate specifically to the City's legislated reporting requirements.

Alignment with Strategic Priorities:

Strengthening our Plans, Strategies and Partnerships

Partnering with the community to make plans for our collective priorities in arts, culture, heritage and more. Communicating clearly with the public around our plans and activities.

Staff Recommendation: THAT the 2020 Treasurer's Statement for City of Stratford Development Charge Reserve Funds be received for information;

AND THAT the 2020 Treasurer's Statement for City of Stratford Cash In Lieu of Parkland Reserve Fund be received for information.



Spencer Steckley, Manager of Financial Services



Joan Thomson, Chief Administrative Officer

		THE CORPORATION OF THE CITY OF STRATFORD						
		Amounts Transferred to Capital Funds - Capital Fund Transactions						
		- for Year Ending December 31, 2020						
			Funding Source:					
Project Name	Gross	DC	Other	Grants	Other	Debt	Tax	
	Capital	Reserve	Reserve's		Contributions	Financing	Levy	
	Cost	Fund						Total
Road & Traffic Signals								
McCarthy Road	159,779	147,888	11,891	0	0	0	0	159,779
Erie St. Sidewalk	333,185	150,000	183,185	0	0	0	0	333,185
Sub-Total - Road & Traffic Signals	492,964	297,888	195,076	0	0	0	0	492,964
Wastewater Services								
Quinlan PS Engineering	303,890	303,890	0	0	0	0	0	303,890
Sub-Total - Wastewater Services	303,890	303,890	0	0	0	0	0	303,890
Indoor Recreation								
Recreation Centre	121,346	121,346	0	0	0	0	0	121,346
Sub-Total - Indoor Recreation	121,346	121,346	0	0	0	0	0	121,346
Library								
Library Collection	202,514	20,000	182,514	0	0	0	0	202,514
Sub-Total - Administration	202,514	20,000	182,514	0	0	0	0	202,514
Grand Total	1,120,714	743,124	377,590	0	0	0	0	1,120,714

[illegible]

THE CORPORATION OF THE CITY OF STRATFORD		
Treasurer's Statement Under Section 42 of the Planning Act		
For the Year Ended - December 31, 2020		
Opening Balance - January 1, 2020		\$507,945.01
Cash in Lieu Collected During 2020	158,973.48	
2020 Reserve Fund Interest	7,036.78	
		166,010.26
Total Funds Available		673,955.27
Less: Funds Spent During 2020		
	0.00	
	0.00	
		0.00
Closing Balance - December 31, 2020		\$673,955.27



MANAGEMENT REPORT

Date: June 22, 2021
To: Finance and Labour Relations Sub-committee
From: Spencer Steckley, Manager of Financial Services
Report#: FIN21-015
Attachments: Proposed 2022 Budget Schedule

Title: Proposed 2022 Budget Schedule and Process

Objective: To establish the process and timelines for approval of the 2022 budget, and to obtain feedback from Council on specific directives for staff when preparing 2022 draft budgets.

Background: It is the most efficient use of resources to seek Council direction for a budget target and a list of desired inclusions prior to staff putting together a draft budget.

With a clearly defined budget target, desired levels of service and new initiatives to support and advance the strategic priorities of this Council, staff can endeavour to return a budget that meets requested guidelines and simplifies deliberations.

Timely budget approval will enable staff to implement their work-plans and issue tenders and RFP's for capital works early on. This will support more competition from qualified bidders and best available pricing before their own work plans are set for the season.

Staff are asking that Council review and approve the Proposed 2022 Budget Schedule.

In past years this budget timeline has been presented at Sub-committee, with a subsequent pre-budget meeting scheduled with Council to further review strategy and direction.

Analysis:

1. Overview of Timeline

After incorporating input received from Council, the 2022 budget process would begin with Departments being provided some guidelines and budget assumptions for wages, benefit

rates, utilities, corporate costs, cross charges, etc. These budget assumptions have been compiled by Finance staff and provided to each department in order that budgets are developed with a consistent Corporate approach on desired priorities.

It is customary for Finance Committee to schedule a pre-budget meeting near the end of August to further review strategy and give specific direction to staff when they are preparing their draft budgets. This meeting date could be scheduled now along with the remaining budget meeting dates mentioned below.

After preparing their own draft budgets by the deadline of September 24, 2021, each Department Head would meet with the Treasurer and Chief Administrative Officer (CAO) during the month of October 2021 to review and assess individual budget proposals. This is designed to ensure accuracy, completeness and consistency.

Once these component budget reviews are completed and compiled, the draft budget can be discussed in its entirety by Corporate Leadership Team led by the Treasurer and CAO.

The draft budget binders are planned to be distributed to members of Council by November 12, 2021.

Similar to last year, an online survey will be made available on the City website at the beginning of November 2021. Some comments were received last year that the public wants to see a copy of the draft budget before completing the survey. For this reason, the survey will be open until the end of November, with an anticipated release of the 2022 budget on the City website of November 15.

In the survey, members of the public will be asked several questions related to the 2022 budget, such as levels of service and taxation they would like to see. The results will be reported to a budget meeting, so that Committee has the public's input available to review before budgets are finalized. There were 95 responses received last year to the online 2021 budget survey.

The draft budget will be presented to Finance Committee on November 17, 2021 for information. This is a presentations day only, with information being presented by each City Department and some Outside Boards. Three subsequent dates have been set aside for Committee to review and consider all budgets during the months of November and December. It is anticipated that a final meeting will need to be held in early January to finalize all 2022 budget recommendations going forward to Council. This final meeting date will be scheduled later in the budget process.

The four meeting dates in November/December 2021 as listed on the proposed budget schedule were approved by Council on December 14, 2020, and now require confirmation in order to be scheduled.

After proposed rates and fees for 2022 have been approved (Council meeting November 22, 2021), we should be in a position to present the formal budget by-law to Council in January 2022.

2. Budget Target

Staff are also asking that Council discuss and indicate a general budget target to staff. With this budget target in hand, staff will endeavour to prepare a draft budget to meet this target. There will also be opportunity to have a more in-depth discussion of this at the Pre-Budget meeting when it is scheduled.

Once the budget draft is presented to the Budget Committee, they may make any amendments they see fit during the budget review meetings in November/December.

With much of the detailed work being done by staff to achieve an established budget target, the Budget Committee can focus on incorporating initiatives that support their strategic priorities, as well as the consideration of changes to existing service levels.

3. A Common Approach

Staff will be tasked with building their 2022 budgets in detailed form by listing the individual expenses. These details will then be analyzed for accuracy and compared to the expenses from the previous year to determine if changes are due to contractual obligations or growth in demand.

Staff recognize the need to be fiscally responsible, while also maintaining services that support each department's mandate, legislative requirements, and also deliver on Council's stated priorities and expectations for levels of service.

4. Service Level Enhancements, New Initiatives, New Staffing and Implementation of Strategic Priorities

The 2022 Base Draft Budget will be developed to maintain current service levels.

Any service level enhancements, new initiatives, new staffing or activities to implement strategic priority goals will be reported separately in the 2022 Draft Budget provided to Council. Each request will be costed separately and supported by a detailed business case that considers the justification and ongoing consequences of the requested enhancements.

These items will be added to the Draft Budget at the discretion of Budget Committee, and identified as either a reallocation of existing resources or new incremental spending.

Financial Impact: Budget guidelines, service level targets, the implementation of strategic priority goals and changes to funding envelopes from the provincial government will be reflected in the 2022 draft budget.

Alignment with Strategic Priorities:

Strengthening our Plans, Strategies and Partnerships

Partnering with the community to make plans for our collective priorities in arts, culture, heritage and more. Communicating clearly with the public around our plans and activities.

Developing our Resources

Optimizing Stratford's physical assets and digital resources. Planning a sustainable future for Stratford's resources and environment.

Staff Recommendation: THAT the report of the Manager of Financial Services dated June 22, 2021 regarding the Proposed 2022 Budget Schedule and Process (FIN21-015) be received for information;

THAT the following Finance and Labour Relations Committee meeting dates be confirmed and scheduled as 2022 Budget Meetings:

- November 17, 2021, at 9:00am
- November 24, 2021, at 3:30pm
- November 30, 2021, at 3:30pm
- December 9, 2021, at 3:30pm;

THAT a 2022 Pre-Budget meeting date be scheduled;

THAT the Proposed 2022 Budget Schedule be endorsed;

THAT Council provide direction with regard to their targeted 2022 taxation impact of budget discussions;

AND THAT Council provide staff with any specific capital projects, changes in service levels or activities to advance the approved strategic priority goals they wish to be considered for the 2022 fiscal year.



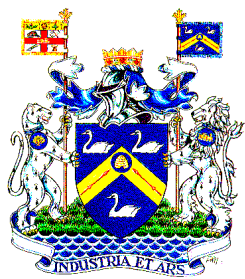
Spencer Steckley, Manager of Financial Services

A handwritten signature in cursive script that reads "Joan Thomson".

Joan Thomson, Chief Administrative Officer

	CITY OF STRATFORD	
	PROPOSED 2022 Budget Schedule	(draft to Finance SC - June 22/21)
	Key Actions/Events	Proposed/Estimated Dates
1	Proposed 2022 Budget Schedule and Process approved by Sub-committee Proposed 2022 Budget Schedule and Process approved by Committee/Council	June 22/2021 July 12/2021
2	Release of information and templates to Department Staff for preparing 2022 Salaries and Wages Budgets	August 3/2021
3	Pre Budget Meeting for Council (strategy and direction)	week of August 23/2021
4	Release of information and templates to Department Staff for preparing 2022 Operating and Capital Budgets	August 30/2021
5	Salaries and Wages budgets completed and returned to Treasurer	August 30/2021
6	Department Budgets completed and returned to Treasurer: • 2022 operating budgets and division workplans, business cases for new/enhanced service, 2022 capital projects and 10 yr capital forecasts	September 24/2021
7	Treasurer to conduct detailed analysis and finalize budget requests and workplans	September 27 to October 8/2021
8	CAO and Treasurer meet with Department Heads for detailed review of 2022 budget submissions - revisions as needed	October 12 to 22/2021
9	CLT meet for detailed review of draft 2022 budgets	week of October 25/2021
10	General Rates & Fees revisions for 1st January 2022 to City Clerk for Council	October 29, 2021
11	Release of 2022 Budget Binders to Council and the Public	November 12, 2021
12	Public Engagement: Online Survey release to the public Online Survey due date Online Survey results report to Finance Committee	beginning of November 2021 end of November 2021 December 9, 2021
13	Seek Council approval of rates and fees for 2022	November 22 2021
14	2021 Carry Forward projects submitted to Treasurer	November 30, 2021
15	Presentations of 2022 Draft Budget to Budget Committee by City Departments, Advisory Committees and Outside Boards	November 17, 2021
16	Budget Review by Finance & Labour Relations Committee: > Meeting One (Capital) > Meeting Two (Operating) > Meeting Three (Operating) > Meeting Four (wrap up/confirmation of all adjustments & recommendations)	November 24, 2021 November 30, 2021 December 9, 2021 January 10, 2022
17	Formal 2022 Budget Approval by Council (Tax Levy By-Law)	January 24, 2022

	2022 Community Grant Program	
	PROPOSED 2022 Community Grant Schedule	(draft to Finance SC - June 22/21)
	Key Actions/Events	Proposed/Estimated Dates
1	Invitation to Apply for 2022 Community Grants/Request for 2021 Reporting	September 1, 2021
2	Deadlines For Receiving 2022 Community Grant Applications	November 1, 2021 (multi-yr) December 1, 2021 (one-time)
3	Deadline for Receiving 2020 Reporting from Grant Recipients	November 1, 2021
4	Grant Evaluation Committee meetings & preparation of recommendations to Finance & LR Committee	est. 2 meetings in Feb 2022 (after 2022 budget is approved)
5	Grant Award Recommendations Report to Finance Committee	est. March 2022
6	Final Council approval of 2021 Grant Awards	est. March 2022



**BY-LAW NUMBER XX-2021
OF
THE CORPORATION OF THE CITY OF STRATFORD**

BEING a By-law to amend Traffic and Parking By-law 159-2008 as amended, to amend Schedule 2, No Parking.

WHEREAS Section 10(1) of the *Municipal Act 2001* provides that a single-tier municipality may provide any service or thing that the municipality considers necessary or desirable for the public;

AND WHEREAS Council of The Corporation of the City of Stratford adopted By-law 159-2008 as amended from time to time, to regulate traffic and the parking of motor vehicles in the City of Stratford;

AND WHEREAS Council of The Corporation of the City of Stratford deems it necessary to further amend Traffic and Parking By-law 159-2008, as amended;

NOW THEREFORE BE IT ENACTED by Council of The Corporation of the City of Stratford as follows:

1. That Traffic and Parking By-law 159-2008, as amended, be further amended by adding:

Street	Side	Between	Period
Guelph Street	North	From Downie Street to Taylor Street	Anytime

2. That Traffic and Parking By-law 159-2008, as amended, be further amended by deleting:

Street	Side	Between	Period
Guelph Street	North	From Downie Street easterly to a point 55 m east of the easterly curb line of Downie Street	Anytime
Guelph Street	Both	From Downie Street to Taylor Street	Anytime

Read a FIRST, SECOND and THIRD time and

FINALLY PASSED this 26th day of July, 2021.

Mayor – Daniel B. Mathieson

Clerk – Tatiana Dafoe



**BY-LAW NUMBER ____-2021
OF
THE CORPORATION OF THE CITY OF STRATFORD**

BEING a By-law to authorize the acceptance of a tender by Nicholson Concrete for the Concrete Sidewalk Installation contract [T-2021-18].

WHEREAS Section 8.(1) of the *Municipal Act, 2001, S.O. 2001, c.25 as amended*, provides that the powers of a municipality under this or any other Act, shall be interpreted broadly so as to confer broad authority on the municipality to enable the municipality to govern its affairs as it considers appropriate and to enhance the municipality's ability to respond to municipal issues;

AND WHEREAS Section 9 of the *Municipal Act, 2001*, provides that a municipality has the capacity, rights, powers and privileges of a natural person for the purpose of exercising its authority under this or any other Act;

AND WHEREAS Section 10.(1) of the *Municipal Act, 2001*, provides that a single-tier municipality may provide any service or thing that the municipality considers necessary or desirable for the public;

NOW THEREFORE BE IT ENACTED by Council of The Corporation of the City of Stratford as follows:

1. That the tender [T-2021-18] of Nicholson Concrete for the Concrete Sidewalk Installation contract be accepted and the Mayor and Clerk, or their respective delegates, be and the same are hereby authorized to execute any necessary documents and to affix the Corporate seal thereto.
2. That the accepted amount of the tender for the Concrete Sidewalk Installation contract [T-2021-18] is \$135,792.10 including HST.

Read a FIRST, SECOND and THIRD time and

FINALLY PASSED this 26th day of July, 2021.

Mayor – Daniel B. Mathieson

Clerk – Tatiana Dafoe



**BY-LAW NUMBER _____ -2021
OF
THE CORPORATION OF THE CITY OF STRATFORD**

BEING a By-law to dedicate Parts 1 and 2 on Reference Plan 44R-5890, as a public highway forming part of Romeo Street North in the City of Stratford.

WHEREAS Section 8(1) of the Municipal Act, 2001, S.O. 2001, c.25 as amended, provides that the powers of a municipality under this or any other Act, shall be interpreted broadly so as to confer broad authority on the municipality to enable the municipality to govern its affairs as it considers appropriate and to enhance the municipality's ability to respond to municipal issues;

AND WHEREAS Section 31(2) of the Municipal Act, 2001, provides that after January 1, 2003, land may only become a highway by virtue of a by-law establishing the highway and not by the activities of the municipality or any other person in relation to the land, including the spending of public money;

AND WHEREAS The Corporation of the City of Stratford is the owner of Parts 1 and 2 on Reference Plan 44R-5890;

NOW THEREFORE BE IT ENACTED by Council of The Corporation of the City of Stratford as follows:

1. The lands described in Section 2 herein are hereby dedicated as public highway forming part of Romeo Street North in the City of Stratford.
2. The lands referred to in Section 1 hereof are described as being:

Part Lot 45, Concession 2, being part of P.I.N 53081-0770, now designated as Parts 1 and 2 on Plan 44R-5890
3. That this By-law shall come into force upon registration with the Land Titles Office for Perth County.
4. That the City Solicitor is hereby authorized to register or have registered, this By-law in the Land Titles Office for Perth County.

READ a FIRST, SECOND and THIRD time and

FINALLY PASSED this 26th day of July, 2021.

Mayor – Daniel B. Mathieson

Clerk – Tatiana Dafoe



**BY-LAW NUMBER _____-2021
OF
THE CORPORATION OF THE CITY OF STRATFORD**

BEING a By-law to accept the transfer (conveyance) from Robert and Ruth Ann Robinet of Parts 2 and 3, Reference Plan 44R-5877 as a condition of consent application B09-20 for 1114 O'Loane Avenue.

WHEREAS Section 8(1) of the Municipal Act, 2001, S.O. 2001, c.25 as amended, provides that the powers of a municipality under this or any other Act, shall be interpreted broadly so as to confer broad authority on the municipality to enable the municipality to govern its affairs as it considers appropriate and to enhance the municipality's ability to respond to municipal issues;

AND WHEREAS Section 9 of the Municipal Act, 2001, provides that a municipality has the capacity, rights, powers and privileges of a natural person for the purpose of exercising its authority under this or any other Act;

AND WHEREAS Section 10(1) of the Municipal Act, 2001, provides that a single-tier municipality may provide any service or thing that the municipality considers necessary or desirable for the public;

AND WHEREAS a condition of approval of Consent Application B09-20 is the conveyance to The Corporation of the City of Stratford of certain lands described herein;

NOW THEREFORE BE IT ENACTED by Council of The Corporation of the City of Stratford as follows:

1. That The Corporation of the City of Stratford shall accept a conveyance of Part Lot 6, Concession 2 being part of P.I.N 53160-0053, now designated as Parts 2 and 3 on Plan 44R-5877 for the widening of O'Loane Avenue from Robert and Ruth Ann Robinet.
2. That the Mayor and Clerk of The Corporation of the City of Stratford, or their respective delegates, are hereby authorized to execute all documents necessary for this conveyance that have been prepared by or reviewed by the City Solicitor.

READ a FIRST, SECOND and THIRD time and

FINALLY PASSED this 26th day of July, 2021.

Mayor – Daniel B. Mathieson

Clerk – Tatiana Dafoe



**BY-LAW NUMBER _____-2021
OF
THE CORPORATION OF THE CITY OF STRATFORD**

BEING a By-law to dedicate Parts 2 and 3 on Reference Plan 44R-5877, as a public highway forming part of O'Loane Avenue in the City of Stratford.

WHEREAS Section 8(1) of the Municipal Act, 2001, S.O. 2001, c.25 as amended, provides that the powers of a municipality under this or any other Act, shall be interpreted broadly so as to confer broad authority on the municipality to enable the municipality to govern its affairs as it considers appropriate and to enhance the municipality's ability to respond to municipal issues;

AND WHEREAS Section 31(2) of the Municipal Act, 2001, provides that after January 1, 2003, land may only become a highway by virtue of a by-law establishing the highway and not by the activities of the municipality or any other person in relation to the land, including the spending of public money;

AND WHEREAS The Corporation of the City of Stratford is the owner of Parts 2 and 3 on Reference Plan 44R-5877;

NOW THEREFORE BE IT ENACTED by Council of The Corporation of the City of Stratford as follows:

1. The lands described in Section 2 herein are hereby dedicated as public highway forming part of O'Loane Avenue in the City of Stratford.
2. The lands referred to in Section 1 hereof are described as being:

Part Lot 6, Concession 2 being part of P.I.N 53160-0053, now designated as Parts 2 and 3 on Plan 44R-5877
3. That this By-law shall come into force upon registration with the Land Titles Office for Perth County.
4. That the City Solicitor is hereby authorized to register or have registered, this By-law in the Land Titles Office for Perth County.

READ a FIRST, SECOND and THIRD time and

FINALLY PASSED this 26th day of July, 2021.

Mayor – Daniel B. Mathieson

Clerk – Tatiana Dafoe



STRATFORD CITY COUNCIL

CONSENT AGENDA

July 26, 2021

REFERENCE NO. CONSENT AGENDA ITEM

- | | |
|-------------|--|
| CA-2021-101 | <p>In accordance with the By-law 135-2017 as amended, the Infrastructure and Development Services Department is providing notification that:</p> <ul style="list-style-type: none"> • Bay Street from Brunswick Street to Douro Street, Stratford, will be temporarily closed to through traffic, local traffic only, Thursday, July 8, 2021 for one day only for water main repair. • Dufferin Street from West Gore Street to Cambria Street will be temporarily closed to through traffic, local traffic only, on Friday, July 9, 2021 for one day only for water main break. |
| CA-2021-102 | <p>Resolution from City of Vaughn recommending that the provincial government consider raising the minimum driving age from 16 to 18 years old.</p> <p>Attachment – Resolution from Vaughn dated June 1, 2021</p> <p>Endorsement of the resolution is requested.</p> |
| CA-2021-103 | <p>Resolution from the City of Mississauga calling on the Government of Canada to terminate its appeal of the 2019 Human Rights Tribunal Ruling with respect to compensation to First Nations children and their families.</p> <p>Attachment – Resolution from Mississauga dated June 30, 2021</p> <p>Endorsement of the resolution is requested.</p> |
| CA-2021-104 | <p>Resolution from the Township of Georgian Bay requesting the implementation of the uncompleted Calls to Action from the Truth and Reconciliation Commission of Canada: Calls to Action report.</p> <p>Attachment – Resolution from Georgian Bay dated July 12, 2021</p> <p>Endorsement of the resolution is requested.</p> |
| CA-2021-105 | <p>Resolution from the City of Woodstock regarding the affordable housing crisis in Canada.</p> |

Attachment – Resolution from Woodstock dated July 16, 2021

Endorsement of the resolution is requested.

CITY OF VAUGHAN**EXTRACT FROM COUNCIL MEETING MINUTES OF JUNE 22, 2021**

Item 22, Report No. 29, of the Committee of the Whole, which was adopted without amendment by the Council of the City of Vaughan on June 22, 2021.

22. RAISING THE LEGAL AGE FOR A LICENSED DRIVER FROM 16 TO 18

The Committee of the Whole recommends that consideration of this matter be deferred to a Committee of the Whole meeting in September 2021.

Member's Resolution

Submitted by Councillor Yeung Racco

Whereas, City of Vaughan Council is concerned about the continued occurrence of serious motor vehicle collisions involving drivers under the age of 18; and

Whereas, a shocking and tragic collision involving a 16-year old driver occurred on May 16th, 2021 on Athabasca Avenue in the City of Vaughan, resulting in the death of two young children; and

Whereas, City of Vaughan Council is deeply saddened and concerned by the Athabasca Avenue accident and wishes to see change effected to Ontario's driving laws.

It is therefore recommended:

1. That the Provincial Government consider raising the current minimum driving age for licensed G1 operators of motor vehicles in Ontario from 16 to 18 years old; and
2. That the City Clerk forward a copy of this resolution to the Premier, the Minister of Transportation, the Minister of Municipal Affairs and Housing, and to all municipalities in Ontario.

MEMBER'S RESOLUTION

Committee of the Whole (1) Report

DATE: Tuesday, June 01, 2021

TITLE: Raising the Legal Age for a Licensed Driver from 16 to 18

FROM:

Councillor Sandra Yeung Racco

Whereas, City of Vaughan Council is concerned about the continued occurrence of serious motor vehicle collisions involving drivers under the age of 18; and

Whereas, a shocking and tragic collision involving a 16-year old driver occurred on May 16th, 2021 on Athabasca Avenue in the City of Vaughan, resulting in the death of two young children; and

Whereas, City of Vaughan Council is deeply saddened and concerned by the Athabasca Avenue accident and wishes to see change effected to Ontario's driving laws.

It is therefore recommended:

1. That the Provincial Government consider raising the current minimum driving age for licensed G1 operators of motor vehicles in Ontario from 16 to 18 years old; and
2. That the City Clerk forward a copy of this resolution to the Premier, the Minister of Transportation, the Minister of Municipal Affairs and Housing, and to all municipalities in Ontario.

Attachments

None



MISSISSAUGA

RESOLUTION 0155-2021
adopted by the Council of
The Corporation of the City of Mississauga
at its meeting on June 30, 2021

0155-2021

Moved by: P. Saito

Seconded by: C. Parrish

WHEREAS The City of Mississauga operates on the Treaty and Traditional Territory of the Mississaugas of the Credit First Nation and Anishinaabe peoples, the Haudenosaunee Confederacy and the Huron-Wendat First Nation. We recognize that these peoples, and their ancestors live and lived on these lands since time immemorial on these lands called Turtle Island. The City of Mississauga is home to many First Nations, Métis and Inuit peoples; and

WHEREAS the residents of the Town, now City, of Mississauga chose for their name an anishinaabemowim name which speaks to the shared settler and Indigenous history within these lands; and

WHEREAS the City of Mississauga has committed to a path towards Reconciliation with Indigenous Peoples and has responded to the Truth and Reconciliation Commission's Calls to Action; and

WHEREAS the City of Mississauga is committed to speaking truths about our history to further our collective understanding of the past to help create a better future; and

WHEREAS the terrible uncovering of over one thousand unmarked and forgotten children burials at residential schools which have been reported over the past month is a truth about Canada's past; and

WHEREAS because of these truths the government of Canada has declared this year's Canada Day should be a time of reflection and focus on reconciliation; and

WHEREAS Gimaa Stacey LaForme of the Mississaugas of the Credit First Nation has called for this to be a time for supporting each other and contemplating the legacy and future of Canada; and

THEREFORE BE IT RESOLVED that the City of Mississauga will mark Canada Day virtually this year in a manner that provides an opportunity for reflection on our shared history and commitment to a better future:

- Singing of National Anthem
- Greetings and Opening Remarks, Mayor Bonnie Crombie
- Comments from Mayor of Kariya, Japan Takeshi Inagaki
- Comments from Gimaa Stacey LaForme
- Oath of Reaffirmation performed by Members of Council
- Closing Remarks, Mayor Bonnie Crombie
- Lighting the Clock Tower orange to remember those lives lost and changed forever as a result of residential schools

- Changing the digital signage at the Square to “As we mark Canada Day, the City of Mississauga stands in solidarity with Indigenous communities across Canada.”

AND FURTHER to mark this Canada Day:

That the Council of the City of Mississauga call upon the Government of Canada to terminate its appeal of the 2019 Human Rights Tribunal Ruling, ordering Ottawa to pay compensation to First Nations Children and their families, separated in a chronically underfunded child welfare system that sees Indigenous children making up more than half the children in foster care even though they comprise only 7% of all the children under the age of 15 in Canada.

AND That this Resolution be sent to all municipalities in Canada.

Recorded Vote	YES	NO	ABSENT	ABSTAIN
Mayor B. Crombie	X			
Councillor S. Dasko	X			
Councillor K. Ras	X			
Councillor C. Fonseca	X			
Councillor J. Kovac	X			
Councillor C. Parrish	X			
Councillor R. Starr	X			
Councillor D. Damerla	X			
Councillor M. Mahoney	X			
Councillor P. Saito	X			
Councillor S. McFadden	X			
Councillor G. Carlson	X			

Unanimous (12, 0)

C-194-2021

**THE TOWNSHIP OF GEORGIAN BAY
Council**

DATE: 12 July 2021

	YEA	NAY	
Councillor Bochek	_____	_____	MOVED BY: <u>Bochek</u>
Councillor Cooper	_____	_____	
Councillor Douglas	_____	_____	SECONDED BY: <u>Wiancko</u>
Councillor Hazelton	_____	_____	
Councillor Jarvis	_____	_____	
Councillor Wiancko	_____	_____	
Mayor Koetsier	_____	_____	

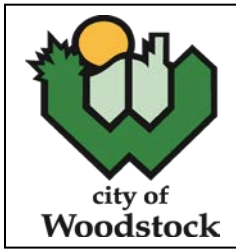
DEFERRED _____ **CARRIED** X **DEFEATED** _____ **REFERRED** _____

WHEREAS only 10 items in the Truth and Reconciliation Commission of Canada: Calls to Action have been completed since its creation;

BE IT RESOLVED THAT Council fully supports, and requests, the implementation of the remaining 84 Calls to Action; and

THAT this resolution be sent to all Ontario municipalities, local MPs and MPPs, the Premier of Ontario and the Prime Minister of Canada.

Peter Koetsier
Mayor



Office of the City Clerk
 Woodstock City Hall
 P.O. Box 1539
 500 Dundas Street
 Woodstock, ON
 N4S 0A7
 Telephone (519) 539-1291

July 16, 2021

The Honourable Doug Ford
 Premier of Ontario
 Legislative Building
 Queen's Park
 Toronto ON M7A 1A1

Via email premier@ontario.ca

At the regular meeting of Woodstock City Council held on July 15, 2021, the following resolution was passed:

“WHEREAS the current affordable housing crisis in Canada and the quality of life implications caused by addiction, drug and opioid use, and mental health issues are impacting communities in Canada and around the world;

AND WHEREAS citizens in many communities are alarmed by the increase in homelessness, needles discarded in public spaces, visible signs of illegal activities, and are disillusioned with the justice system response;

AND WHEREAS policing and the justice system is not the solution to homelessness and addiction or an effective use of public funds;

AND WHEREAS Public health initiatives and programs aimed at addiction are provided by multiple Ministries and agencies and are clearly inadequate and new long-term solutions are required;

AND WHEREAS many of the programs and attempts from different agencies, government organizations, and Ministry service providers have created a disjointed delivery system;

NOW THEREFORE BE IT RESOLVED that Woodstock City Council calls on the Honourable Doug Ford, Premier of Ontario to bring together the Ministry of the Attorney General, the Ministry of Health, the Ministry of Municipal Affairs and Housing, and the Ministry of Children, Community and Social Services to immediately work together on both short and long term solutions, complete with funding, to take proper responsibility and action to address the affordable housing, homelessness, and addictions crisis;

AND FURTHER that this resolution be circulated to the Honourable Ernie Hardeman, Oxford MPP; the Association of Municipalities Ontario; and all Ontario municipalities.”

Yours Truly,



Alysha Dyjach, Deputy City Clerk

Cc via email:

- The Ministry of the Attorney General - attorneygeneral@ontario.ca
- The Honourable Christine Elliott – Minister of Health - christine.elliott@ontario.ca
- The Honourable Steve Clark – Minister of Municipal Affairs and Housing - steve.clark@pc.ola.org
- The Honourable Merrilee Fullerton – Minister of Children, Community and Social Services – MinisterMCCSS@ontario.ca
- The Honourable Ernie Hardeman, Oxford MPP - ernie.hardemanco@pc.ola.org
- Association of Municipalities Ontario – amo@amo.on.ca
- All Ontario Municipalities



**BY-LAW NUMBER ____-2021
OF
THE CORPORATION OF THE CITY OF STRATFORD**

BEING a By-law to amend By-law 135-2017, as amended, to delegate Council's authority to the Manager of Transit, or the Supervisor of Transit, or the Director of Community Services to sign agreements for the purpose of locating bus stops and shelters on private property between The Corporation of the City of Stratford and private landowners.

WHEREAS the Council of The Corporation of the City of Stratford enacted By-law 135-2017 to delegate certain authority to certain officials and employees of The Corporation of the City of Stratford or to authorize certain routine administrative practices;

AND WHEREAS By-law 135-2017 is amended from time to time by Council as deemed appropriate;

AND WHEREAS the Council of The Corporation of the City of Stratford adopted Delegation of Powers and Duties Policy as required under section 270 of the *Municipal Act, 2001* with respect to the delegation of Council's legislative and administrative authority;

AND WHEREAS the Council of The Corporation of the City of Stratford deems it necessary to amend By-law 135-2017 as amended, to delegate certain authority to the Manager of Transit, or the Supervisor of Transit, or the Director of Community Services to sign agreements for the purpose of locating bus stops and shelters on private property between The Corporation of the City of Stratford and private landowners;

NOW THEREFORE BE IT ENACTED by Council of The Corporation of the City of Stratford as follows:

1. That the Council of The Corporation of the City of Stratford hereby delegates Council's authority to the Manager of Transit, or the Supervisor of Transit, or the Director of Community Services to sign agreements for the purpose of locating bus stops and shelters on private property between The Corporation of the City of Stratford and private landowners.
2. That Schedule "A" of By-law 135-2017 as amended, be further amended by adding the provision in Schedule "A" attached hereto, to the said Schedule "A" of By-law 135-2017 as amended.
3. All other provisions of By-law 135-2017, as amended, shall remain in force and effect.

4. This By-law shall come into force upon its final passage.

Read a FIRST, SECOND and THIRD time and

FINALLY PASSED this 26th day of July, 2021.

Mayor – Daniel B. Mathieson

Clerk – Tatiana Dafoe

THIS IS SCHEDULE "A" to By-law ____-2021

Adopted this 26th day of July, 2021

**Amending Schedule "A"
To By-law 135-2017, as amended**

	DELEGATED AUTHORITY	DELEGATE	SOURCE OF POWER OR DUTY	DELEGATION RESTRICTIONS	COMMUNICATION	Previously Delegated	New
6.10	Authority to sign agreements and all other documents with respect to locating City Transit bus stops and shelters on private property.	Manager of Transit Supervisor of Transit Director of Community Services	<i>Municipal Act, 2001</i>	The bus stop and shelter agreement are to be in a form previously approved by legal counsel and the Chief Administrative Officer.	A signed copy of each bus stop and shelter agreement to be forwarded by the Department to the City Clerk for retention.	No	✓



**BY-LAW NUMBER XX-2021
OF
THE CORPORATION OF THE CITY OF STRATFORD**

BEING a By-law to confirm the proceedings of Council of The Corporation of the City of Stratford at its meeting held on July 26, 2021.

WHEREAS subsection 5(1) of the *Municipal Act, 2001, S.O. 2001 c.25* as amended, provides that the powers of a municipal corporation are to be exercised by its council;

AND WHEREAS subsection 5(3) of the *Act* provides that the powers of council are to be exercised by by-law unless the municipality is specifically authorized to do otherwise;

AND WHEREAS it is deemed expedient that the proceedings of the Council of The Corporation of the City of Stratford at this meeting be confirmed and adopted by By-law;

NOW THEREFORE BE IT ENACTED by the Council of The Corporation of the City of Stratford as follows:

1. That the action of the Council at its meeting held on July 26, 2021, in respect of each report, motion, resolution, recommendation or other action passed and taken by the Council at its meeting, is hereby adopted, ratified and confirmed, as if each report, motion, resolution or other action was adopted, ratified and confirmed by its separate by-law.
2. The Mayor of the Council and the proper officers of the City are hereby authorized and directed to do all things necessary to give effect to the said action, to obtain approvals where required, and, except where otherwise provided, to execute all documents necessary in that behalf in accordance with the by-laws of the Council relating thereto.

Read a FIRST, SECOND and THIRD time and

FINALLY PASSED this 26th day of July, 2021.

Mayor – Daniel B. Mathieson

Clerk – Tatiana Dafoe