



# WINDSOR ACCESSIBILITY ADVISORY COMMITTEE

*Because access equals opportunity*

---

## City of Windsor Multi Year Accessibility Plan

---

### **Statement of Commitment**

The City of Windsor is committed to providing equitable treatment to people with disabilities with respect to the use and benefit of City programs and services. The City seeks to identify and remove barriers to accessibility and prevent the creation of new barriers. The City is working to provide services in a manner that respects the dignity and independence of all Windsor citizens, our employees and visitors. The City of Windsor is equally dedicated to ensuring that all AODA legislated obligations are met in a timely manner and that all are treated in a respectful and welcoming manner.

### **Background**

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is a provincial law with the purpose to develop, implement and enforce accessibility standards in order to achieve the goal of a barrier free Ontario by 2025. As a result, businesses and organizations that provide goods and services to people in Ontario will have to comply with accessibility standards in five important areas of our lives: Customer Service; Transportation; Information and Communications; Built Environment; and Employment.

### **Customer Service Standard**

The Accessible Customer Service Standard was the first standard developed and enacted under the legislation. Any organization that has one or more employees and provides goods or service to the public or other businesses or organizations must comply with this law. Public sector organizations like the City of Windsor had to comply by 2010. Private sector organizations and not for profits had to comply by 2012.

Accessible Customer Service is good customer service- courteous, helpful and prompt. In essence we must ensure that the service provided to our customers with disabilities:

1. Respects their dignity and independence;
2. Is integrated as fully as practicable into the method of service delivery;
3. Ensures an opportunity equal to that given to other customers to obtain and use our good and services; and
4. Allows persons with disabilities to benefit from the same services, in the same place, and in a similar way to other customers.

The Corporation has put in place a number of initiatives to meet our legislated requirements and to better serve our customers with disabilities. First we created and documented an Accessible Customer Service Policy and Best Practices and Procedures booklet to provide useful tips and information. The Best Practices and Procedures booklet is made up of 6 easy to read procedures covering the following: Assistive Devices; Service Disruptions; Service Animals; Support Persons; Customer Service Feedback; Alternate Format Documents; Accessible Communication. An electronic version of the Accessible Customer Service Policy and the Best Practices and Procedures can be found on Dashboard under the Diversity and Accessibility pages and a hard copy can be found in the Accessibility Toolkit provided to each Department. We have also provided the required training and developed feedback and alternate format document request processes to assist in our efforts to provide accessible customer service and achieve and maintain the legislated requirements. Finally we have developed a new in house e learning program to assist us in training employees on an ongoing basis regarding Accessible Customer Service.

## **Integrated Standard**

The Standards Development Committees created draft standards regarding Employment, Information and Communication, Transportation and the Built Environment and the Committees submitted the proposed standards to the Minister of Community and Social Services. The draft standards were then released for public review so that the public had an opportunity to submit comments and suggestions. The comments and suggestions were reviewed by the Standard Development Committees who then made changes and submitted each of the final proposed standards to the Minister.

In 2009 Charles Beer was appointed to conduct an independent review of the AODA. The purpose of the review was to ensure that the Accessibility for Ontarians with Disabilities Act, 2005 is effective for people with disabilities, businesses and organizations. As a result of this review a number of recommendations were made regarding next steps for the Accessibility

Standards. In an effort to implement some of the recommendations, the draft “Integrated Standard” was released in September 2010. This Standard has since been enacted as a regulation. The Integrated Standard that was enacted was made up of a combination of the Information and Communications Standard, the Employment Standard and the Transportation Standard and was the result of efforts to increase harmonization of the standards. The regulation sets out the requirements for each of the three standards, as well as general requirements that apply to all.

## **Built Environment Standard:**

Certain elements of the built environment can contribute to or create barriers for people with disabilities when they are absent or improperly configured. The Built Environment Standard aims to break down barriers in buildings and other structures for people with disabilities by proposing requirements in areas such as:

1. Entrances, doorways and ramps;
2. Parking spaces;
3. Signs and displays;
4. Recreation, such as parks and trails.

The final proposed Built Environment Standard was submitted to the Minister of Community and Social Services and it is in the process for consideration as law. It is being proposed that the changes regarding the built environment concerning buildings will be reflected in the Ontario Building Code. Once it is enacted the Corporation will know the exact requirements and required timelines for the built environment concerning buildings.

The portion of the built environment requirements involving outdoor public spaces has recently been added to the Integrated Standard. This covers the requirements for things such as: recreational trails and beach access routes, outdoor public eating areas, outdoor play spaces, exterior paths of travel, accessible parking, obtaining services (service counters etc).

The Accessibility Standards for the Built Environment will help remove barriers in buildings and outdoor spaces for people with disabilities. The standard will only apply to new construction and extensive renovation.

### **2013 Update**

In addition to meeting the requirements under the Integrated standard the Committee has a number of accomplishments outlined by the Chair in the Biannual Report.

Biannual Report and update from the  
Chair of the Windsor Accessibility Advisory Committee



**WINDSOR ACCESSIBILITY  
ADVISORY COMMITTEE**

*Because access equals opportunity*

October 18, 2013

Social Development Standing Committee  
350 City Hall Square  
Windsor Ontario

**RE: Windsor Accessibility Advisory Committee Report to Standing  
Committee**

- The Windsor Accessibility Advisory Committee (WAAC) worked with the Family Aquatic Complex Committee to assist with accessibility advice and input. The committee reviewed the ideas presented for the Family Aquatic Complex and presented additional ideas and concepts. As a result of the assistance and funding of WAAC the accessibility at the Aquatic facility will be greatly enhanced above and beyond required accessibility standards. In addition to providing their own input the Committee worked with a local agency who had two sisters attend the meeting so that they could provide their input and ideas. WAAC provided significant funding to ensure that the Aquatic facility will have a lift to assist customers with mobility limitations in the change room area, specialized accessibility flotation aids, aqua wheelchairs to assist customers to enter the water and non aquatic wheelchairs to assist with mobility throughout the facility, underwater walkers, portable aquatic steps and specialized lifejackets to allow individuals to experience water who have a loss of autonomy and mobility. This is all above and beyond standard accessibility features as set out in the Facility Accessibility Design Standards and the regular pool lifts and moveable pool floor to assist those with mobility disabilities.
- WAAC also provided support for a grant application for way finding for the Family Aquatic Complex

- The Windsor Accessibility Advisory Committee has been a strong supporter of the Face to Face job shadowing program an initiative that is held during National Accessibility Awareness Week and is aimed at providing opportunities for individuals with disabilities who face employment barriers to gain experience and exposure in an employment setting within their community. Programs such as this provide a wonderful opportunity for the Corporation of the City of Windsor to reaffirm its dedication to employment equity and provide an opportunity to showcase the skills, abilities and education of individuals with disabilities and provide practical experience to employees within a variety of City Departments regarding the benefits of hiring and working alongside individuals with disabilities. WAAC has provided financial support as well as promoting a high level of corporate participation in Face to Face job shadowing program. Each year the City has increased its participation and this year the corporation hosted placements for 10 individuals in a number of departments throughout the City.
- The members of the Windsor Accessibility Advisory Committee have a wealth of knowledge and expertise to offer regarding how to increase accessibility in facilities and services. The Committee continues to provide Accessibility audits which have resulted in significant projects and improvements:
  - Worked with Engineering to provide input and advice on new curb ramp specifications for the City that meet accessibility needs and requirements. After the Committee did site visits to see current ideas and techniques, they provided input and the engineering department incorporated their input.
  - Provided an accessibility audit and advice and input, assistance and funding to assist with the Forest Glade Arena improvements. Including the installation of accessible sliding doors into rinks A and B, upgrades to service counters to meet corporate facility Accessibility Standards upgrades to restrooms to be accessible and comply with FADS and new accessible signage throughout Facility.
  - Worked with and provided expertise, input, advice and funding regarding the Accessible Park Project in Patterson

- Park- Councillor Jones (focus on persons with mobility disabilities)
- Worked with and provided expertise, input, advice and funding regarding the Accessible Park Project in Alexander Park- Ed Sleiman (Focus on persons who are blind or who have visual impairments)
- The Windsor Accessibility Advisory Committee has been a long time supporter and sponsor of the Annual Accessibility Workshop however it is excited to change focus and aims to host an Accessibility Event in Windsor in the second half of 2014

Sincerely,

Wayne Meneguzzi

Chair of the Windsor Accessibility Advisory Committee

## **Overview of tasks to Remove Barriers to Accessibility at the City of Windsor**

**Budget-** The Budget requests to fulfill the legislated requirements have been and will continue to be addressed through regular budget period requests. The AODA capital fund, under the Diversity and Accessibility officer has been allocated for the main fund for meeting the legislated requirements. This has been requested in the 5 year Capital budget.

The Windsor Accessibility Advisory Committee also will continue to conduct accessibility audits of City goods services and facilities to identify further accessibility barriers to our staff and customers. Additionally, Departments may apply to the Committee for funding from the WAAC Built and non-built environment fund to help address identified barriers.

## **2013**

### **Establishment of Accessibility Policies**

1. Develop policy and procedures in regards to how we plan on working towards an accessible municipality as per the AODA
2. Write a statement of organizational commitment to meet the needs of people with disabilities, in a timely manner

3. Make the written documents available to the public, and provide them in an accessible format when requested

### **Accessibility Plans**

- Multi-year
- Outline strategy to prevent and remove barriers
- Post on web
- Review and update at least every 5 years
- Review with WAAC/ persons with disabilities
- Annual status updates
  - Post on web

### **Procuring or Acquiring Goods, Services or Facilities**

- Incorporate accessibility criteria except where not practicable

### **Taxicabs**

- The council of every municipality shall consult with its AAC, the public and persons with disabilities to determine the proportion of on-demand accessible taxicabs required in the community
- The council of every municipality shall identify progress made toward meeting the need for accessible taxicabs in its accessibility plan

## **2014**

### **Accessibility of Self-Service Kiosks**

#### **Training**

1. Include requirements of the accessibility standards referred to in this Regulation and on the Human Rights Code
2. Appropriate to duties of the employees
3. Employees and volunteers
4. As soon as practicable
5. Info on changes to policies
6. Records must be kept

#### **Feedback**

- Accessible process

## **Accessible Websites and Web Content**

- World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0
- Initially Level A increasing to AA
- 2014
  - New sites and content at Level A

## **EMPLOYMENT**

- Does not apply in respect of volunteers and other unpaid individuals
- Notify that accommodation is available upon request during recruitment process
- Arrange for requested accommodations for interviews etc
- Inform employees of policies used to support employees with disabilities
  - As soon as practicable
- Notify employees when there is change to policy

## **Accessible Formats and Communication Supports for Employees**

- Info needed to complete their job
- Info generally available to employees
- Consult employee to find best method

## **Documented Individual Accommodation Plans**

- Written process for development
- Individual basis
- Employee can participate in the development
- Means by which the employee can be assessed
- Employer can request an evaluation by an outside medical or other expert to see what accommodations would benefit
- Employee can request the participation of a representative from their bargaining agent
- Protect privacy
- Determine how often the plan will be reviewed
- If plan is denied provide reason
- In accessible format
- If required or requested shall include:
  - Info on formats
  - Individualized workplace emergency response info
  - Any other accommodation

### **Return to Work Process**

- Develop and have a process
- Document the process
- Shall include:
  - Outline of the steps the employer will take to facilitate return to work
  - Use individuals documented accommodation plans
    - Does not override any other return to work process created by or under any other statute

Consider Accessibility for:

Performance management  
Career development and advancement  
Redeployment

## **2015**

### **INFORMATION AND COMMUNICATION**

#### **Accessible Formats**

- Upon request
- Timely manner
- Considers needs due to disability
- At a cost no more than to anyone else
- Consult with person making request
- Notify public about accessible formats

## **2016**

### **DESIGN OF PUBLIC SPACES**

- Recreational trails and beach access routes
- Outdoor public use eating areas
- Outdoor play spaces
- Exterior paths of travel
- Parking
- Obtaining service
- Maintenance

## **2017**

Work towards requirements necessary for accessible websites and web content—due in 2021

### **Accessible Websites and Web Content**

- World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0
- January 1, 2021
  - All must comply with AA except
    - Success criteria 1.2.4 Captions (live)
    - Success criteria 1.2.5 Audio Descriptions (Pre-recorded)

<b>City of Windsor Implementation Plan Accessibility for Ontarians with Disabilities Act Integrated Accessibility Standards, Ontario Regulation 191/11</b>		
<u>Topic and Implementation Date</u>	<u>Detail of What is Required</u>	<u>Action</u>
<b><u>GENERAL</u></b>		
ss 1 - 2 Purpose, application and definitions		
<b>Establishment of Accessibility Policies 2013</b>	3 (1) Develop policies in regards to how we plan on working towards an accessible municipality as per the AODA (2) Write a statement of organizational commitment to meet the needs of people with disabilities, in a timely manner (3) (a) Write one or more written documents describing its policies (b) Make the written documents available to the public, and provide them in an accessible format when requested	The City will implement a high level policy and a detailed procedure that meets the requirements as set out in the legislation.
<b>Accessibility Plans 2013</b>	4 (1) (a) Develop a multi-year accessibility plan which shows how the municipality will prevent and remove barriers as per the AODA (b) Post plan on City of Windsor’s website, provide in an accessible format when requested (c) Review/update plan every five years (2) Review/update the accessibility plans in consultation with people with disabilities (3) (a) Prepare a status report (annually) discussing the progress the municipality	4 (1) The multi-year accessibility plan will be developed and reviewed with WAAC in a meeting open to the public. In addition to the AODA requirements it will also include projects spearheaded by the Committee and or City administration under the guidance of the Committee.  The multi year plan will be

	has taken in regards to clause (1) (b) Post the status report on the City of Windsor's website, and provide in an accessible format when requested	posted on the website and a status report will be developed and posted annually.
<b>Procuring or Acquiring goods, services or facilities</b> 2013	5 (1) Incorporate accessibility criteria and features when acquiring or purchasing goods, services or facilities (2) An explanation must be provided, upon request if it is not practicable to the above clause 5 (1)	<i>--All Bidders, Suppliers and Contractors who provide Goods, Services or Construction to the City shall comply with the Accessibility for Ontarians with Disabilities Act, 2005, and all Regulations emanating there from."</i> <i>--Accessibility Criteria will be utilized when purchasing goods, services and facilities unless it is not practicable to do so (then will provide explanation upon request)</i>
<b>s 6 Self Service Kiosks</b>		
<b>Training</b> 2014	7(1) Training must be provided on the requirements of the accessibility standards in regards to the AODA and the Human Rights Code as it pertains to people with disabilities to, <i>(a) All employees and volunteers</i> <i>(b) All people who participate in developing the organization's policies</i> <i>(c) All people who provide goods, services or facilities on behalf of the City of Sudbury</i> (2) The training will be appropriate to the duties of the employees, volunteers and other people (3) Every person will be trained as soon as practicable (4) Training will be provided if there are any changes to the policies, on an ongoing basis (5) The municipality must keep a record of the training provided, including the training dates and the number of people who	Communications will be sent out to all current employees using traditional communications channels. Training on the three specific elements of the Integrated Standard that are applicable to specific employee groups will be provided to those employees. For example, at minimum all employees will receive training on the general requirements, basic human rights as it applies to persons with disabilities and the information and communication requirements applicable to their positions. Human Resources staff and Management will receive training on the Employment Standards and employees who deal with the design of public spaces (outdoors) will receive training on that area.

	participated	
ss `1 8 - 10 Exemptions, definitions, exceptions and application		
<b><u>Information and Communications Standards</u></b>		
<b>Feedback 2014</b>	11(1) All processes for receiving and responding to feedback must be accessible to people with disabilities, (2) Accessible formats and communication supports must be provided in an accessible format when requested (3) Notify the public about the availability of accessible formats and communication supports	The process for responding feedback will be consistent with the current procedure for receiving accessible customer service feedback. The feedback processes allow for individuals to provide feedback in a manner that works for them. The City website will Notify the public about the availability of accessible formats and communication supports that will be provided to them in an accessible format upon request.
<b>Accessible Formats and Communication Supports 2015</b>	12 (1) Provision of accessible formats and communication supports for persons with disabilities must be provided or arranged upon request, <i>(a) in a timely manner</i> <i>(b) at a cost that is no more than the regular cost charged to other persons</i> (2) The municipality must consult with the person making the request in determining the suitability of an accessible format or communication support. (3) Notify the public about the availability of accessible formats and communication supports	The Accessible customer service policy (soon to become a procedure) will contain the following directive indicating that <i>it is a matter of policy that the City of Windsor provides equal treatment to people with disabilities with respect to the use and benefit of City services, programs, goods, information and facilities and that no additional fees are charged because of or related to the disability.</i> This directive will be added to the procedure.
<b>Accessible Websites and Web Content WCAG 2.0 Level A 2014 WCAG 2.0 Level AA Due 2021 Work towards</b>	14(1) Internet and intranet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA, and shall do so in accordance with the schedule set out in this section 14(2) Internet websites and web content must conform with the	Current City of Windsor Website at WCAG 2.0 Level A. City will work towards achieving the required levels of website accessibility to meet the required timelines.

<p>this will commence in 2017</p>	<p>World Wide Web Consortium Web Content Accessibility Guidelines (WCAG)2.0, initially at Level A and increasing to Level AA. Exceptions Apply</p>	
<p>Ss 15 - 18 Specific to Education and Training Bodies</p>		
<p><b><u>Employment Standards</u></b></p>		
<p>ss 20 – 21 Scope, interpretation and schedules</p>		
<p><b>Recruitment</b> 2014</p>	<p>22 Notify employees and the public about the availability of accommodation for applicants with disabilities during recruitment process</p>	<p>An accessibility tagline will be added to all job advertisements (print and web based) advising applicants of the availability of accommodations during the recruitment process.</p>
<p><b>Recruitment, Assessment or Selection Process</b> 2014</p>	<p>23(1) During the recruitment process, notify job applicants that accommodations are available upon request in relation to the materials or processes to be used. (2) The employer will consult with the applicant and provide suitable accommodation in a manner that takes into account the applicant's accessibility needs due to their disability.</p>	<p>City of Windsor recruitment policies and process are compliant with all applicable legislation, including but not limited to the Accessibility for Ontarians with Disabilities Act, the Employment Standards Act, the Ontario Labour Relations Act, the Human Rights Code, the Municipal Freedom of Information and Protection of Privacy Act. Applicants who are selected to proceed to the interview stage will be advised of the availability of accommodations during the recruitment process. Applicants must meet the bona fide occupational requirements of the position available to proceed to the interview stage.</p>
<p><b>Notice to Successful Applicants</b> 2014</p>	<p>24 When making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities</p>	<p>The standard offer letter templates will notify the successful applicant of City of Windsor policies for accommodating employees with disabilities.</p>
<p><b>Informing Employees of Supports</b> 2014</p>	<p>25(1) Inform employees of its policies used to supports employees with disabilities, including, but not limited to, policies on the provision of job</p>	<p>An update on the AODA Integrated Standard will be provided to all current employees using our traditional communications channels. All new employees will</p>

	<p>accommodations that take into account an employee's accessibility needs due to disability.</p> <p>(2) Provide the information required to new employees as soon as practicable after they begin employment</p> <p>(3) Provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability</p>	<p>receive the information as part of their offer and enrollment process.</p>
<p><b>Accessible Formats and Communication Supports for Employees</b> 2014</p>	<p>26(1) Where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for,</p> <p><i>(a) information that is needed in order to perform the employee's job; and</i></p> <p><i>(b) information that is generally available to employees in the workplace</i></p> <p>(2) Consult with the employee making the request in determining the suitability of an accessible format or communication support</p>	<p>Current practice is to respond to the unique requests for information from individual employees in a way that meets all of their needs, including those for accessible formats. Additionally, the Integrated Attendance Management Program is inherently individualized and customized to each employee's particular circumstances regarding accommodations.</p>
<p><b>Workplace Emergency Response Information</b> 2012</p>	<p>27(1) Provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability.</p> <p>(2) Provide the workplace emergency response information to the person designated by the employer to provide assistance</p> <p>(3) Provide the information</p>	<p>Communication sent out to all current employees using City of Windsor traditional communications channels. Employees who self identified as requiring emergency response assistance or information were asked to complete a brief survey and then meet with the Diversity and Accessibility Officer and Supervisor of Health and Safety to develop an appropriate individualized evacuation and emergency response plan.</p>

	<p>required as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.</p> <p>(4) Review the individualized workplace emergency response information,</p> <p><i>(a) when the employee moves to a different location in the organization</i></p> <p><i>(b) when the employee's overall accommodations needs or plans are reviewed; and</i></p> <p><i>(c) when the employer reviews its general emergency response policies</i></p>	
<p><b>Documented Individual Accommodation Plans 2014</b></p>	<p>28(1) Develop a written process for the development of documented individual accommodation plans for employees with disabilities.</p> <p>(2) The process for the development of documented individual accommodation plans shall include eight prescribed elements.</p> <p>(3) Individual accommodation plans shall,</p> <p><i>(a) if requested, include any information regarding accessible formats and communications supports provided</i></p> <p><i>(b) include individualized workplace emergency response information</i></p> <p><i>(c) identify any other accommodation that is to be provided.</i></p>	<p>The Integrated Attendance Management Program procedures and/or the Respectful Workplace Program procedures will incorporate the required processes tied to individualized accommodation plans.</p>
<p><b>Return to Work Process 2014</b></p>	<p>29(1)(a) Develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work;</p>	<p>The City of Windsor Integrated Disability Management program shall include required processes tied to the return of work process for employees absent from work due to a disability.</p>

	<p>(b) document the process</p> <p>(2) The return to work process will,</p> <p><i>(a) outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work;</i></p> <p><i>(b) use documented individual accommodation plans</i></p> <p>(3) The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute.</p>	
<b>Performance Management 2014</b>	30(1) An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as the individual accommodation plans, when using its performance management process in respect of employees with disabilities	Employees whose performance may be impacted by a possible disability are referred to Human Resources who assists in assessment and development of an action plan if appropriate to do so.
<b>Career Development and Advancement 2014</b>	31 An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities	Unless a vacant position is identified as being a suitable accommodation for an individual employee, all City of Windsor positions are posted and filled through a job competition, which competition includes the provision of suitable accommodations to candidates with a disability.
<b>Redeployment 2014</b>	32 An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities	The City of Windsor Integrated Attendance Management Program procedures take into account the accessibility needs of its employees with disabilities , as well as individual accommodation plans, if redeploying employees with disabilities

<b>Duties of Municipalities and Taxi Cabs</b>		
<b>Accessible Taxicabs 2013</b>	<p>79(1) Consult with its municipal accessibility advisory committee, the public and persons with disabilities to determine the proportion of on-demand accessible taxicabs required in the community.</p> <p>(2) Identify progress made toward meeting the need for on-demand accessible taxicabs, including any steps that will be taken to meet the need, in its accessibility plan.</p>	<p>WAAC consulted at September 2012 meeting and Public invited to provide input at the October Windsor Licensing commission mtg. As a result of these consultations this information will be utilized to determine the need for on demand accessible taxicabs. It was determined that current proportion of accessible cabs being provided was suitable. The Committee will revisit this matter at a future Windsor Licensing commission mtg by the end of 2014 to reassess whether needs are still being met.</p>
<b>Accessible Taxicabs 2013</b>	<p>80(1) Any municipality that licenses taxi cabs shall ensure that owners and operators of taxicabs are prohibited,</p> <p><i>(a) from charging a higher fare or an additional fee for persons with disabilities than for persons without disabilities for the same trip;</i></p> <p><i>(b) from charging a fee for the storage of mobility aids or mobility assistive devices</i></p> <p>(2) Ensure that owners and operators of taxicabs place vehicle registration and identification information on the rear bumper of the taxicab.</p> <p>(3) Ensure that owners and operators of taxicabs make available vehicle registration and identification information in an accessible format to persons with disabilities who are passengers</p>	<p>137-2007 Public Vehicle Licensing Bylaw</p> <p>80(1)(a)—satisfied by 18.1 and 18.2 of the bylaw</p> <p>80(1) (b)-satisfied by 10.1 of the bylaw</p> <p>80 (2)- satisfied by 4.8 and 11.1(a) and (b) of the bylaw</p> <p>80(3) satisfied by 11.1(c)</p> <p>Additionally these requirements are covered in the Taxicab Customer Service and Safety course</p>
<b>Design of Public Spaces</b>		
<b>Consultation, recreational</b>	<p><a href="#">80.8 (1)</a> Obligated organizations shall consult on the following before they construct new or</p>	<p>Administration will consult the</p>

<p><b>trails</b></p> <p><b>2016</b></p>	<p>redevelop existing recreational trails:</p> <ol style="list-style-type: none"> <li>1. The slope of the trail.</li> <li>2. The need for, and location of, ramps on the trail.</li> <li>3. The need for, location and design of,             <ol style="list-style-type: none"> <li>i. rest areas,</li> <li>ii. passing areas,</li> <li>iii. viewing areas,</li> <li>iv. amenities on the trail, and</li> <li>v. any other pertinent feature. O. Reg. 413/12, s. 6.</li> </ol> </li> </ol> <p>(2) Obligated organizations shall consult on the matters referred to in subsection (1) in the following manner:</p> <ol style="list-style-type: none"> <li>1. Obligated organizations must consult with the public and persons with disabilities.</li> <li>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. O. Reg. 413/12, s. 6</li> </ol>	<p>WAAC as required as of 2016.</p> <p>There are general limitations and exceptions outlined in 80.14 and 80.15 that will also be followed.</p>
---	--	---

<p><b>Technical requirements for trails, general</b></p> <p><b>2016</b></p>	<p><b>80.9 (1)</b> Obligated organizations shall ensure that any recreational trails that they construct or redevelop, and that they intend to maintain, meet the following technical requirements:</p> <ol style="list-style-type: none"> <li>1. A recreational trail must have a minimum clear width of 1,000 mm.</li> <li>2. A recreational trail must have a clear height that provides a minimum head room clearance of 2,100 mm above the trail.</li> <li>3. The surface of a recreational trail must be firm and stable.</li> <li>4. Where a recreational trail has openings in its surface, <ol style="list-style-type: none"> <li>i. the openings must not allow passage of an object that has a diameter of more than 20 mm, and</li> <li>ii. any elongated openings must be orientated approximately perpendicular to the direction of travel.</li> </ol> </li> <li>5. Where a recreational trail is constructed adjacent to water or a drop-off, the trail must have edge protection that meets the following requirements: <ol style="list-style-type: none"> <li>i. The edge protection must constitute an elevated barrier that runs along the edge of the recreational trail in order to prevent users of the trail from slipping over the edge.</li> <li>ii. The top of the edge protection must be at least 50 mm above the trail surface.</li> <li>iii. The edge protection must be designed so as not to impede the drainage of the trail surface.</li> </ol> </li> <li>6. Despite paragraph 5, where there is a protective barrier that runs along the edge of a recreational trail that is adjacent to water or a drop-off, edge protection does not have to be provided.</li> <li>7. The entrance to a recreational trail must</li> </ol>	<p>Administration will meet the requirements as noted as of 2016. Also taking into consideration the exception noted in 80.14 and 80.15.</p>
---	--	--

	<p>provide a clear opening of between 850 mm and 1,000 mm, whether the entrance includes a gate, bollard or other entrance design.</p> <p>8. A recreational trail must have at each trail head signage that provides the following information:</p> <ul style="list-style-type: none"> <li>i. The length of the trail.</li> <li>ii. The type of surface of which the trail is constructed.</li> <li>iii. The average and the minimum trail width.</li> <li>iv. The average and maximum running slope and cross slope.</li> <li>v. The location of amenities, where provided. O. Reg. 413/12, s. 6.</li> </ul> <p>(2) The signage referred to in paragraph 8 of subsection (1) must have text that,</p> <ul style="list-style-type: none"> <li>(a) has high tonal contrast with its background in order to assist with visual recognition; and</li> <li>(b) includes characters that use a sans serif font. O. Reg. 413/12, s. 6.</li> </ul> <p>(3) Where other media, such as park websites or brochures, are used by the obligated organization to provide information about the recreational trail, beyond advertising, notice or promotion, the media must provide the same information as listed in paragraph 8 of subsection (1). O. Reg. 413/12, s. 6.</p>	
--	--	--

<p><b>Technical requirements for beach access routes, general</b></p> <p><b>2016</b></p>	<p><b>80.10</b> Obligated organizations shall ensure that beach access routes that they construct or redevelop, and that they intend to maintain, meet the following technical requirements:</p> <ol style="list-style-type: none"> <li>1. A beach access route must have a minimum clear width of 1,000 mm.</li> <li>2. A beach access route must have a clear height that provides a minimum head room clearance of 2,100 mm above the beach access route.</li> <li>3. The surface of a beach access route must be firm and stable.</li> <li>4. Where the surface area of a beach access route is constructed, that is where the surface area is not natural, the surface area must meet the following requirements: <ol style="list-style-type: none"> <li>i. The maximum cross slope of the beach access route must be no more than 1:50.</li> <li>ii. The surface area must have a 1:2 bevel at changes in level between 6 mm and 13 mm.</li> <li>iii. The surface area must have a maximum running slope of 1:10 at changes in level between 14 mm and 200 mm.</li> <li>iv. The surface area must have a ramp that meets the requirements of section 80.13 where there are changes in level greater than 200 mm.</li> <li>v. Any openings in the surface of the beach access route must not allow passage of an object with a diameter of more than 20 mm.</li> <li>vi. Any elongated openings in the beach access route must be oriented approximately perpendicular to the direction of travel.</li> </ol> </li> <li>5. The maximum cross slope of a beach access route where the surface is not constructed must be the minimum slope</li> </ol>	<p>Administration will meet the requirements as noted as of 2016. Also taking into consideration the exception noted in 80.14 and 80.15.</p>
--	---	--

	<p>required for drainage.</p> <p>6. The maximum running slope of a beach access route is 1:10.</p> <p>7. The entrance to a beach access route must have a minimum clear opening of 1,000 mm, whether the entrance includes a gate, bollard or other entrance design. O. Reg. 413/12, s. 6.</p>	
<b>2016</b>	<p><b>80.11</b> Obligated organizations shall ensure that where they construct or redevelop recreational trails and beach access routes that they intend to maintain, the recreational trails and beach access routes meet the technical requirements set out in this Part in respect of boardwalks and ramps. O. Reg. 413/12, s. 6.</p>	<p>Administration will meet the requirements as noted as of 2016. Also taking into consideration the exception noted in 80.14 and 80.15.</p>
<b>2016</b>	<p><b>80.12</b> Where a recreational trail or beach access route is equipped with a boardwalk, the boardwalk must meet the following requirements:</p> <ol style="list-style-type: none"> <li>1. The boardwalk must have a minimum clear width of 1,000 mm.</li> <li>2. The boardwalk must have a clear height that provides a minimum headroom clearance of 2,100 mm above the boardwalk.</li> <li>3. The surface of the boardwalk must be firm and stable.</li> <li>4. The boardwalk must not have any openings in the surface that allow the passage of an object that has a diameter of more than 20 mm.</li> <li>5. The boardwalk must have edge protection that is at least 50 mm in height.</li> <li>6. If a boardwalk has running slopes that are steeper than 1:20, the running slopes must meet the requirements for ramps set out in section 80.13. O. Reg. 413/12, s. 6</li> </ol>	<p>Administration will meet the requirements as noted as of 2016. Also taking into consideration the exception noted in 80.14 and 80.15.</p>

<p><b>Ramps</b></p> <p><b>2016</b></p>	<p><b>80.13</b> Where a recreational trail or beach access route is equipped with a ramp, the ramp must meet the following requirements:</p> <ol style="list-style-type: none"> <li>1. The ramp must have a minimum clear width of 900 mm.</li> <li>2. The ramp must have a clear height that provides a minimum headroom clearance of 2,100 mm above the ramp.</li> <li>3. The surface of the ramp must be firm and stable.</li> <li>4. The ramp must have a maximum running slope of no more than 1:10.</li> <li>5. The ramp must be provided with landings that meet the following requirements: <ol style="list-style-type: none"> <li>i. Landings must be provided, <ol style="list-style-type: none"> <li>A. at the top and bottom of the ramp,</li> <li>B. where there is an abrupt change in the direction of the ramp, and</li> <li>C. at horizontal intervals not greater than nine metres apart.</li> </ol> </li> <li>ii. Landings must be a minimum of 1,670 mm by 1,670 mm at the top and bottom of the ramp and where there is an abrupt change in direction of the ramp.</li> <li>iii. Landings must be a minimum of 1,670 mm in length and at least the same width of the ramp for an in-line ramp.</li> <li>iv. Landings must have a cross slope that is not steeper than 1:50.</li> </ol> </li> <li>6. The ramp must not have any openings in the surface that allow the passage of an object that has a diameter of more than 20 mm.</li> <li>7. The ramp must be equipped with handrails on both sides of the ramp and the handrails must, <ol style="list-style-type: none"> <li>i. be continuously graspable along their entire length and have circular cross-</li> </ol> </li> </ol>	<p>Administration will meet the requirements as noted as of 2016. Also taking into consideration the exception noted in 80.14 and 80.15.</p>
--	--	--

	<p>section with an outside diameter not less than 30 mm and not more than 40 mm, or any non-circular shape with a graspable portion that has a perimeter not less than 100 mm and not more than 155 mm and whose largest cross-sectional dimension is not more than 57 mm,</p> <ul style="list-style-type: none"> <li>ii. be not less than 865 mm and not more than 965 mm high, measured vertically from the surface of the ramp, except that handrails not meeting these requirements are permitted if they are installed in addition to the required handrail,</li> <li>iii. terminate in a manner that will not obstruct pedestrian travel or create a hazard,</li> <li>iv. extend horizontally not less than 300 mm beyond the top and bottom of the ramp, and</li> <li>v. be provided with a clearance of not less than 50 mm between the handrail and any wall to which it is attached.</li> </ul> <p>8. Where a ramp is more than 2,200 mm in width,</p> <ul style="list-style-type: none"> <li>i. one or more intermediate handrails which are continuous between landings must be provided and located so that there is no more than 1,650 mm between handrails, and</li> <li>ii. the handrails must meet the requirements set out in paragraph 7.</li> </ul> <p>9. The ramp must have a wall or guard on both sides and where a guard is provided, it must,</p> <ul style="list-style-type: none"> <li>i. be not less than 1,070 mm measured vertically to the top of the guard from the ramp surface, and</li> <li>ii. be designed so that no member, attachment or opening located</li> </ul>	
--	--	--

	<p>between 140 mm and 900 mm above the ramp surface being protected by the guard will facilitate climbing.</p> <p>10. The ramp must have edge protection that is provided,</p> <ul style="list-style-type: none"> <li>i. with a curb at least 50 mm high on any side of the ramp where no solid enclosure or solid guard is provided, or</li> <li>ii. with railings or other barriers that extend to within 50 mm of the finished ramp surface. O. Reg. 413/12, s. 6</li> </ul>	
<p><b>Outdoor public use eating areas, application 2016</b></p>	<p><b>80.16 (1)</b> The requirements in section 80.17 apply to newly constructed and redeveloped outdoor public use eating areas that an obligated organization, other than a small organization, intends to maintain and that fall within the description set out in subsection (2). O. Reg. 413/12, s. 6.</p> <p>(2) The outdoor public use eating areas to which subsection (1) applies consist of tables that are found in public areas, such as in public parks, on hospital grounds and on university campuses and are specifically intended for use by the public as a place to consume food. O. Reg. 413/12, s. 6.</p>	<p>Administration will meet the requirements as noted as of 2016.</p>

<p><b>Outdoor public use eating areas, general requirements</b></p> <p><b>2016</b></p>	<p><b>80.17</b> Obligated organizations, other than small organizations, shall ensure that where they construct or redevelop outdoor public use eating areas that they intend to maintain, the outdoor public use eating areas meet the following requirements:</p> <ol style="list-style-type: none"> <li>1. A minimum of 20 per cent of the tables that are provided must be accessible to persons using mobility aids by having knee and toe clearance underneath the table and in no case shall there be fewer than one table in an outdoor public use eating area that meets this requirement.</li> <li>2. The ground surface leading to and under tables that are accessible to persons using mobility aids must be level, firm and stable.</li> <li>3. Tables that are accessible to persons using mobility aids must have clear ground space around them that allows for a forward approach to the tables. O. Reg. 413/12, s. 6.</li> </ol>	<p>Administration will meet the requirements as noted as of 2016.</p>
<p><b>Outdoor play spaces, application</b></p> <p><b>2016</b></p>	<p><b>80.18 (1)</b> This Part applies to newly constructed and redeveloped outdoor play spaces that an obligated organization, other than a small organization, intends to maintain and that fall within the description set out in subsection (2). O. Reg. 413/12, s. 6.</p> <p>(2) The outdoor play spaces to which subsection (1) applies consist of an area that includes play equipment, such as swings, or features such as logs, rocks, sand or water, where the equipment or features are designed and placed to provide play opportunities and experiences for children and caregivers. O. Reg. 413/12, s. 6.</p>	<p>Administration will meet the requirements as noted as of 2016.</p>
<p><b>Outdoor play spaces, consultation requirements</b></p> <p><b>2016</b></p>	<p><b>80.19</b> 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:</p> <ol style="list-style-type: none"> <li>1. The Government of Ontario, the Legislative</li> </ol>	<p>Administration will meet the requirements as noted as of 2016.</p>

	<p>Assembly, designated public sector organizations and large organizations must consult with the public and persons with disabilities.</p> <p>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. O. Reg. 413/12, s. 6.</p>	
<p><b>Outdoor play spaces, accessibility in design</b></p> <p><b>2016</b></p>	<p><b>80.20</b> When constructing new or redeveloping existing play spaces that they intend to maintain, obligated organizations, other than small organizations, shall,</p> <p>(a) incorporate accessibility features, such as sensory and active play components, for children and caregivers with various disabilities into the design of outdoor play spaces; and</p> <p>(b) ensure that outdoor play spaces have a ground surface that is firm, stable and has impact attenuating properties for injury prevention and sufficient clearance to provide children and caregivers with various disabilities the ability to move through, in and around the outdoor play space. O. Reg. 413/12, s. 6.</p>	<p>Administration will meet the requirements as noted as of 2016.</p>
<p><b>2016</b></p>	<p><b>Exterior paths of travel, application</b></p> <p><b>80.21 (1)</b> This Part applies to newly constructed and redeveloped exterior paths of travel that are outdoor sidewalks or walkways designed and constructed for pedestrian travel and are intended to serve a functional purpose and not to provide a recreational experience. O. Reg. 413/12, s. 6.</p> <p>(2) This Part does not apply to paths of travel regulated under Ontario Regulation 350/06 (Building Code) made under the <i>Building Code Act, 1992</i>. O. Reg. 413/12, s. 6.</p> <p><b>Exterior paths of travel, general obligation</b></p>	<p>Administration will meet the requirements as noted as of 2016.</p>

**80.22** Obligated organizations, other than small organizations, shall ensure that any exterior paths of travel that they construct or redevelop and intend to maintain meet the requirements set out in this Part. O. Reg. 413/12, s. 6.

**Exterior paths of travel, technical requirements**

**80.23** When constructing new or redeveloping existing exterior paths of travel that they intend to maintain, obligated organizations, other than small organizations, shall ensure that new and redeveloped exterior paths of travel meet the following requirements:

1. The exterior path must have a minimum clear width of 1,500 mm, but this clear width can be reduced to 1,200 mm to serve as a turning space where the exterior path connects with a curb ramp.
2. Where the head room clearance is less than 2,100 mm over a portion of the exterior path, a rail or other barrier with a leading edge that is cane detectable must be provided around the object that is obstructing the head room clearance.
3. The surface must be firm and stable.
4. The surface must be slip resistant.
5. Where an exterior path has openings in its surface,
  - i. the openings must not allow passage of an object that has a diameter of more than 20 mm, and
  - ii. any elongated openings must be oriented approximately perpendicular to the direction of travel.
6. The maximum running slope of the exterior path must be no more than 1:20, but where the exterior path is a sidewalk, it can have a slope of greater than 1:20, but it cannot be steeper than the slope of the adjacent roadway.

	<p>7. The maximum cross slope of the exterior path must be no more than 1:20, where the surface is asphalt, concrete or some other hard surface, or no more than 1:10 in all other cases.</p> <p>8. The exterior path must meet the following requirements:</p> <ul style="list-style-type: none"> <li>i. It must have a 1:2 bevel at changes in level between 6 mm and 13 mm.</li> <li>ii. It must have a maximum running slope of 1:8 or a curb ramp that meets the requirement of section 80.26 at changes in level of greater than 13 mm and less than 75 mm.</li> <li>iii. It must have a maximum running slope of 1:10 or a curb ramp that meets the requirement of section 80.26 at changes in level of 75 mm or greater and 200 mm or less.</li> <li>iv. It must have a ramp that meets the requirements of section 80.24 at changes in level of greater than 200 mm.</li> </ul> <p>9. The entrance to the exterior path of travel must provide a minimum clear opening of 850 mm, whether the entrance includes a gate, bollard or other entrance design. O. Reg. 413/12, s. 6.</p> <p><b>Exterior paths of travel, ramps</b></p> <p><b><u>80.24 (1)</u></b> Where an exterior path of travel is equipped with a ramp, the ramp must meet the following requirements:</p> <ul style="list-style-type: none"> <li>1. The ramp must have a minimum clear width of 900 mm.</li> <li>2. The surface of the ramp must be firm and stable.</li> <li>3. The surface of the ramp must be slip resistant.</li> </ul>	
--	--	--

	<p>4. The ramp must have a maximum running slope of no more than 1:15.</p> <p>5. The ramp must be provided with landings that meet the following requirements:</p> <ul style="list-style-type: none"> <li>i. Landings must be provided, <ul style="list-style-type: none"> <li>A. at the top and bottom of the ramp,</li> <li>B. where there is an abrupt change in direction of the ramp, and</li> <li>C. at horizontal intervals not greater than nine metres apart.</li> </ul> </li> <li>ii. Landings must be a minimum of 1,670 mm by 1,670 mm at the top and bottom of the ramp and where there is an abrupt change in direction of the ramp.</li> <li>iii. Landings must be a minimum of 1,670 mm in length and at least the same width of the ramp for an in-line ramp.</li> <li>iv. Landings must have a cross slope that is not steeper than 1:50.</li> </ul> <p>6. Where a ramp has openings in its surface,</p> <ul style="list-style-type: none"> <li>i. the openings must not allow passage of an object that has a diameter of more than 20 mm, and</li> <li>ii. any elongated openings must be oriented approximately perpendicular to the direction of travel.</li> </ul> <p>7. A ramp must be equipped with handrails on both sides of the ramp and the handrails must,</p> <ul style="list-style-type: none"> <li>i. be continuously graspable along their entire length and have circular cross-section with an outside diameter not less than 30 mm and not more than 40 mm, or any non-circular shape with a graspable portion that has a perimeter not less than 100 mm and not more</li> </ul>	
--	---	--

	<p>than 155 mm and whose largest cross-sectional dimension is not more than 57 mm,</p> <ul style="list-style-type: none"> <li>ii. be not less than 865 mm and not more than 965 mm high, measured vertically from the surface of the ramp, except that handrails not meeting these requirements are permitted provided they are installed in addition to the required handrail,</li> <li>iii. terminate in a manner that will not obstruct pedestrian travel or create a hazard,</li> <li>iv. extend horizontally not less than 300 mm beyond the top and bottom of the ramp,</li> <li>v. be provided with a clearance of not less than 50 mm between the handrail and any wall to which it is attached, and</li> <li>vi. be designed and constructed such that handrails and their supports will withstand the loading values obtained from the non-concurrent application of a concentrated load not less than 0.9 kN applied at any point and in any direction for all handrails and a uniform load not less than 0.7 kN/metre applied in any direction to the handrail.</li> </ul> <p>8. Where the ramp is more than 2,200 mm in width,</p> <ul style="list-style-type: none"> <li>i. one or more intermediate handrails which are continuous between landings shall be provided and located so that there is no more than 1,650 mm between handrails, and</li> <li>ii. the handrails must meet the requirements set out in paragraph 7.</li> </ul> <p>9. The ramp must have a wall or guard on both</p>	
--	--	--

	<p>sides and where a guard is provided, it must,</p> <ul style="list-style-type: none"> <li>i. be not less than 1,070 mm measured vertically to the top of the guard from the ramp surface, and</li> <li>ii. be designed so that no member, attachment or opening located between 140 mm and 900 mm above the ramp surface being protected by the guard will facilitate climbing.</li> </ul> <p>10. The ramp must have edge protection that is provided,</p> <ul style="list-style-type: none"> <li>i. with a curb at least 50 mm high on any side of the ramp where no solid enclosure or solid guard is provided, or</li> <li>ii. with railings or other barriers that extend to within 50 mm of the finished ramp surface. O. Reg. 413/12, s. 6.</li> </ul> <p>(2) In this section,  “kN” means kilonewtons. O. Reg. 413/12, s. 6.</p> <p><b>Exterior paths of travel, stairs</b></p> <p><b><u>80.25</u></b> Where stairs connect to exterior paths of travel, the stairs must meet the following requirements:</p> <ul style="list-style-type: none"> <li>1. The surface of the treads must have a finish that is slip resistant.</li> <li>2. Stairs must have uniform risers and runs in any one flight.</li> <li>3. The rise between successive treads must be between 125 mm and 180 mm.</li> <li>4. The run between successive steps must be between 280 mm and 355 mm.</li> <li>5. Stairs must have closed risers.</li> <li>6. The maximum nosing projection on a tread must be no more than 38 mm, with no</li> </ul>	
--	---	--

	<p>abrupt undersides.</p> <p>7. Stairs must have high tonal contrast markings that extend the full tread width of the leading edge of each step.</p> <p>8. Stairs must be equipped with tactile walking surface indicators that are built in or applied to the walking surface, and the tactile walking surface indicators must,</p> <ul style="list-style-type: none"> <li>i. have raised tactile profiles,</li> <li>ii. have a high tonal contrast with the adjacent surface,</li> <li>iii. be located at the top of all flights of stairs, and</li> <li>iv. extend the full tread width to a minimum depth of 610 mm commencing one tread depth from the edge of the stair.</li> </ul> <p>9. Handrails must be included on both sides of stairs and must satisfy the requirements set out in paragraph 7 of subsection 80.24 (1).</p> <p>10. A guard must be provided that is not less than 920 mm, measured vertically to the top of the guard from a line drawn through the outside edges of the stair nosings and 1,070 mm around the landings and is required on each side of a stairway where the difference in elevation between ground level and the top of the stair is more than 600 mm but, where there is a wall, a guard is not required on that side.</p> <p>11. Where stairs are more than 2,200 mm in width,</p> <ul style="list-style-type: none"> <li>i. one or more intermediate handrails that are continuous between landings must be provided and located so there is no more than 1,650 mm between handrails, and</li> <li>ii. the handrails must satisfy the</li> </ul>	
--	---	--

requirements set out in paragraph 7 of subsection 80.24 (1). O. Reg. 413/12, s. 6.

**Exterior paths of travel, curb ramps**

**80.26 (1)** Where a curb ramp is provided on an exterior path of travel, the curb ramp must align with the direction of travel and meet the following requirements:

1. The curb ramp must have a minimum clear width of 1,200 mm, exclusive of any flared sides.
  2. The running slope of the curb ramp must,
    - i. be a maximum of 1:8, where elevation is less than 75 mm, and
    - ii. be a maximum of 1:10, where elevation is 75 mm or greater and 200 mm or less.
  3. The maximum cross slope of the curb ramp must be no more than 1:50.
  4. The maximum slope on the flared side of the curb ramp must be no more than 1:10.
  5. Where the curb ramp is provided at a pedestrian crossing, it must have tactile walking surface indicators that,
    - i. have raised tactile profiles,
    - ii. have a high tonal contrast with the adjacent surface,
    - iii. are located at the bottom of the curb ramp,
    - iv. are set back between 150 mm and 200 mm from the curb edge,
    - v. extend the full width of the curb ramp, and
    - vi. are a minimum of 610 mm in depth.
- O. Reg. 413/12, s. 6.

(2) In this section,

“curb ramp” means a ramp that is cut through a curb or that is built up to a curb. O. Reg. 413/12, s. 6.

**Exterior paths of travel, depressed curbs**

**80.27 (1)** Where a depressed curb is provided on an exterior path of travel, the depressed curb must meet the following requirements:

1. The depressed curb must have a maximum running slope of 1:20.
  2. The depressed curb must be aligned with the direction of travel.
  3. Where the depressed curb is provided at a pedestrian crossing, it must have tactile walking surface indicators that,
    - i. have raised tactile profiles,
    - ii. have high tonal contrast with the adjacent surface,
    - iii. are located at the bottom portion of the depressed curb that is flush with the roadway,
    - iv. are set back between 150 mm and 200 mm from the curb edge, and
    - v. are a minimum of 610 mm in depth.
- O. Reg. 413/12, s. 6.

(2) In this section,

“depressed curb” means a seamless gradual slope at transitions between sidewalks and walkways and highways, and is usually found at intersections. O. Reg. 413/12, s. 6.

**Exterior paths of travel, accessible pedestrian signals**

**80.28 (1)** Where new pedestrian signals are being installed or existing pedestrian signals are being replaced at a pedestrian crossover, they must be accessible pedestrian signals. O. Reg. 413/12, s. 6.

(2) Accessible pedestrian signals must meet the following requirements:

1. They must have a locator tone that is distinct

	<p>from a walk indicator tone.</p> <ol style="list-style-type: none"> <li>2. They must be installed within 1,500 mm of the edge of the curb.</li> <li>3. They must be mounted at a maximum of 1,100 mm above ground level.</li> <li>4. They must have tactile arrows that align with the direction of crossing.</li> <li>5. They must include both manual and automatic activation features.</li> <li>6. They must include both audible and vibrotactile walk indicators. O. Reg. 413/12, s. 6.</li> </ol> <p>(3) Where two accessible pedestrian signal assemblies are installed on the same corner, they must be a minimum of 3,000 mm apart. O. Reg. 413/12, s. 6.</p> <p>(4) Where the requirements in subsection (3) cannot be met because of 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. O. Reg. 413/12, s. 6.</p> <p>(5) In this section,</p> <p>“pedestrian crossover” means a pedestrian crossover as defined in subsection 1 (1) of the <i>Highway Traffic Act</i>. O. Reg. 413/12, s. 6.</p> <p><b>Exterior paths of travel, rest areas</b></p> <p><b><u>80.29</u></b> When 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:</p> <ol style="list-style-type: none"> <li>1. The Government of Ontario, the Legislative Assembly, designated public sector organizations and large organizations must consult with the public and persons with disabilities.</li> <li>2. Municipalities must also consult with their</li> </ol>	
--	---	--

municipal accessibility advisory committees, where one has been established in accordance with subsection 29 (1) or (2) of the Act. O. Reg. 413/12, s. 6.

**Exceptions, limitations**

**80.30** Where an exception is permitted to a requirement for an exterior path of travel, the exception applies solely,

- (a) to the particular requirement for which the exception is allowed and not to any other requirement that applies to the exterior path; and
- (b) to the portion of the exterior path for which it is claimed and not to the exterior path in its entirety. O. Reg. 413/12, s. 6.

**Exceptions, general**

**80.31** Exceptions to the requirements that apply to exterior paths of travel are permitted where obligated organizations, other than small 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

	<p>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 <i>Convention Concerning the Protection of the World Cultural and Natural Heritage</i>.</p> <p>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.</p> <p>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 increasing the width of the exterior path would narrow the width of the adjacent highway or locating an accessible pedestrian signal pole within 1,500 mm of the curb edge is not feasible because of existing underground utilities. O. Reg. 413/12, s. 6.</p>	
<p><b>2016</b></p>	<p><b>Application, off-street parking</b>  <u>80.32</u> Obligated organizations shall ensure that when constructing new or redeveloping off-street parking facilities that they intend to maintain, the off-street parking facilities meet the requirements set out in this Part. O. Reg. 413/12, s. 6.</p> <p><b>Exceptions</b>  <u>80.33 (1)</u> The requirements in respect of off-street parking facilities do not apply to off-street parking facilities that are used exclusively for one of the following:</p> <ol style="list-style-type: none"> <li>1. Parking for buses.</li> <li>2. Parking for delivery vehicles.</li> <li>3. Parking for law enforcement vehicles.</li> <li>4. Parking for medical transportation vehicles,</li> </ol>	<p>Administration will meet the requirements as noted as of 2016.</p>

	<p>such as ambulances.</p> <p>5. Parking used as a parking lot for impounded vehicles. O. Reg. 413/12, s. 6.</p> <p>(2) The requirements in respect of off-street parking facilities do not apply to off-street parking facilities if,</p> <p>(a) the off-street parking facilities are not located on a barrier-free path of travel, regulated under Ontario Regulation 350/06 (Building Code) made under the <i>Building Code Act, 1992</i>; and</p> <p>(b) the obligated organization has multiple off-street parking facilities on a single site that serve a building or facility. O. Reg. 413/12, s. 6.</p>	
<p><b>2016</b></p>	<p><b>Types of accessible parking spaces</b></p> <p><b>80.34</b> Off-street parking facilities must provide the following two types of parking spaces for the use of persons with disabilities:</p> <ol style="list-style-type: none"> <li>1. Type A, a wider parking space which has a minimum width of 3,400 mm and signage that identifies the space as “van accessible”.</li> <li>2. Type B, a standard parking space which has a minimum width of 2,400 mm. O. Reg. 413/12, s. 6.</li> </ol> <p><b>Access aisles</b></p> <p><b>80.35 (1)</b> Access aisles, that is the space between parking spaces that allows persons with disabilities to get in and out of their vehicles, must be provided for all parking spaces for the use of persons with disabilities in off-street parking facilities. O. Reg. 413/12, s. 6.</p> <p>(2) Access aisles may be shared by two parking spaces for the use of persons with disabilities in an off-street parking facility and must meet the following requirements:</p> <ol style="list-style-type: none"> <li>1. They must have a minimum width of 1,500</li> </ol>	<p>Administration will meet the requirements as noted as of 2016.</p>

	<p>mm.</p> <ol style="list-style-type: none"> <li>2. They must extend the full length of the parking space.</li> <li>3. They must be marked with high tonal contrast diagonal lines, which discourages parking in them, where the surface is asphalt, concrete or some other hard surface. O. Reg. 413/12, s. 6.</li> </ol> <p><b>Minimum number and type of accessible parking spaces</b></p> <p><b>80.36 (1)</b> Off-street parking facilities must have a minimum number of parking spaces for the use of persons with disabilities, in accordance with the following requirements:</p> <ol style="list-style-type: none"> <li>1. One parking space for the use of persons with disabilities, which meets the requirements of a Type A parking space, where there are 12 parking spaces or fewer.</li> <li>2. Four per cent of the total number of parking spaces for the use of persons with disabilities, where there are between 13 and 100 parking spaces in accordance with the following ratio, rounding up to the nearest whole number: <ol style="list-style-type: none"> <li>i. Where an even number of parking spaces for the use of persons with disabilities are provided in accordance with the requirements of this paragraph, an equal number of parking spaces that meet the requirements of a Type A parking space and a Type B parking space must be provided.</li> <li>ii. Where an odd number of parking spaces for the use of persons with disabilities are provided in accordance with the requirements of this paragraph, the number of parking spaces must be divided equally between parking spaces that meet the requirements of a Type A parking</li> </ol> </li> </ol>	
--	---	--

	<p>space and a Type B parking space, but the additional parking space, the odd-numbered space, may be a Type B parking space.</p> <p>3. One parking space for the use of persons with disabilities and an additional three per cent of parking spaces for the use of persons with disabilities, where there are between 101 and 200 parking spaces must be parking spaces for the use of persons with disabilities, calculated in accordance with ratios set out in subparagraphs 2 i and ii, rounding up to the nearest whole number.</p> <p>4. Two parking spaces for the use of persons with disabilities and an additional two per cent of parking spaces for the use of persons with disabilities, where there are between 201 and 1,000 parking spaces must be parking spaces for the use of persons with disabilities in accordance with the ratio in subparagraphs 2 i and ii, rounding up to the nearest whole number.</p> <p>5. Eleven parking spaces for the use of persons with disabilities and an additional one per cent of parking spaces for the use of persons with disabilities, where more than 1,000 parking spaces are provided must be parking spaces for the use of persons with disabilities in accordance with the ratio in subparagraphs 2 i and ii, rounding up to the nearest whole number. O. Reg. 413/12, s. 6.</p> <p>(2) If an obligated organization provides more than one off-street parking facility at a site, the obligated organization shall calculate the number and type of parking spaces for the use of persons with disabilities according to the number and type of parking spaces required for each off-street parking facility. O. Reg. 413/12, s. 6.</p> <p>(3) In determining the location of parking spaces for the use of persons with disabilities that</p>	
--	---	--

must be provided where there is more than one off-street parking facility at a site, an obligated organization may distribute them among the off-street parking facilities in a manner that provides substantially equivalent or greater accessibility in terms of distance from an accessible entrance or user convenience. O. Reg. 413/12, s. 6.

(4) For the purposes of subsection (3), the following factors may be considered in determining user convenience:

1. Protection from the weather.
2. Security.
3. Lighting.
4. Comparative maintenance. O. Reg. 413/12, s. 6.

**Signage**

**80.37** Obligated organizations shall ensure that parking spaces for the use of persons with disabilities as required under section 80.36 are distinctly indicated by erecting an accessible permit parking sign 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.

**Exception**

**80.38 (1)** An exception to the required minimum number of parking spaces for the use of persons with disabilities is permitted where an obligated organization can demonstrate that it is not practicable to comply with the requirement because existing physical or site constraints prevent it from meeting the required ratio, such as where the minimum width for parking spaces for persons with disabilities or access aisles cannot be met because of existing pay and display parking meters, surrounding curb edges, walkways, landscaping or the need to maintain a minimum drive aisle width. O. Reg. 413/12, s. 6.

(2) Where an obligated organization claims an exception to the minimum number of parking spaces

	<p>for the use of persons with disabilities, it shall provide as close to as many parking spaces for the use of persons with disabilities that meet the requirements of this Part, as would otherwise be required under subsection 80.36 (1) or (2), as the case may be, that can be accommodated by the existing site and,</p> <ul style="list-style-type: none"> <li>(a) where that number is an even number, the number of parking spaces must be divided equally between parking spaces that meet the requirements of a Type A parking space and a Type B parking space; and</li> <li>(b) where that number is an odd number, the number of parking spaces must be divided equally between parking spaces that meet the requirements of a Type A parking space and a Type B parking space, but the additional parking space, the odd-numbered space, may be a Type B parking space.</li> </ul> <p>O. Reg. 413/12, s. 6.</p> <p><b>On-street parking spaces</b></p> <p><b>80.39 (1)</b> 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:</p> <ol style="list-style-type: none"> <li>1. Designated public sector organizations must consult with the public and persons with disabilities.</li> <li>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. O. Reg. 413/12, s. 6.</li> </ol> <p>(2) In this section and despite section 2, “designated public sector organization” means every municipality and every person or organization described in Schedule 1 to this Regulation, but not persons or organizations listed in Column 1 of Table 1 to Ontario Regulation 146/10 (Public Bodies and</p>	
--	--	--

	<p>Commission Public Bodies — Definitions) made under the <i>Public Service of Ontario Act, 2006</i>. O. Reg. 413/12, s. 6.</p>	
<p><b>2016</b></p>	<p><b>Application</b>  <u>80.40 (1)</u> Obligated organizations shall meet the requirements set out in this Part in respect of the following:</p> <ol style="list-style-type: none"> <li>1. All newly constructed service counters and fixed queuing guides.</li> <li>2. All newly constructed or redeveloped waiting areas. O. Reg. 413/12, s. 6.</li> </ol> <p>(2) For the purposes of this Part, requirements for obtaining services in respect of service counters, fixed queuing guides and waiting areas apply whether the services are obtained in buildings or out-of-doors. O. Reg. 413/12, s. 6.</p> <p><b>Service counters</b>  <u>80.41 (1)</u> When constructing new service counters, which includes replacing existing service counters, the following requirements must be met:</p> <ol style="list-style-type: none"> <li>1. 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.</li> <li>2. Each service counter must accommodate a mobility aid, where a single queuing line serves a single or multiple counters. O. Reg. 413/12, s. 6.</li> </ol> <p>(2) The service counter that accommodates mobility aids must meet the following requirements:</p> <ol style="list-style-type: none"> <li>1. The countertop height must be such that it is usable by a person seated in a mobility aid.</li> <li>2. There must be sufficient knee clearance for a person seated in a mobility aid, where a forward approach to the counter is required.</li> </ol>	<p>Administration will meet the requirements as noted as of 2016.</p>

3. The floor space in front of the counter must be sufficiently clear so as to accommodate a mobility aid. O. Reg. 413/12, s. 6.

**Fixed queuing guides**

**80.42** When constructing new fixed queuing guides, the following requirements must be met:

1. The fixed queuing guides must provide sufficient width to allow for the passage of mobility aids and mobility assistive devices.
2. The fixed queuing guides must have sufficiently clear floor area to permit mobility aids to turn where queuing lines change direction.
3. The fixed queuing guides must be cane detectable. O. Reg. 413/12, s. 6.

**Waiting areas**

**80.43 (1)** When constructing a new waiting area or redeveloping an existing waiting area, where the seating is fixed to the floor, a minimum of three per cent of the new seating must be accessible, but in no case shall there be fewer than one accessible seating space. O. Reg. 413/12, s. 6.

(2) For the purposes of this section, accessible seating is a space in the seating area where an individual using a mobility aid can wait. O. Reg. 413/12, s. 6.

MAINTENANCE

**Maintenance of accessible elements**

**80.44** In addition to the accessibility plan requirements set out in section 4, 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. O. Reg. 413/12, s. 6.	
--	---	--

# Appendix 1

## **Guiding Principles**

Underlying the Accessibility Plan is a set of accessibility principles that all employees at the City of Windsor will follow. Staff must use reasonable efforts to ensure that policies, programs and services – including procedures and practices established to provide accessible service to persons with disabilities – reflect these principles.

### **Dignity**

The principle of respecting the dignity of persons with disabilities means treating them as customers who are as valued and deserving of high quality and timely service as any other customer. Persons with disabilities are not treated as an afterthought or forced to accept lesser service, quality or convenience. The delivery of goods and services must take into account how persons with disabilities can effectively access and use them.

### **Independence**

In some instances, independence means freedom from control or influence of others – in other words, the freedom to make one's own choices. It can also mean freedom to do things one's own way. People who move or speak differently must not be denied the opportunity to participate in a program or service, for example. People with disabilities need to be able to take the time they need, without being rushed or having a task taken away from them.

### **Integration**

The provision of goods or services must be integrated so that persons with disabilities may benefit from the same services, in the same place and in the same or similar way as other customers. Integration means that policies, programs, services, practices and procedures are designed to be accessible to everyone, including persons with disabilities.

### **Equal Opportunity**

Equal opportunity means that persons with disabilities have the same access as others to obtain, use and benefit from goods or services. They should not have to make significantly more effort to access or obtain services. They should also not have to accept lesser quality or more inconvenience than any other customer.

## Appendix 2- Definitions

- 7.1 **Accessible formats**- may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language, and other supports that facilitate effective communications.
- 7.2 **Accessible taxicab**-means a passenger vehicle that is an accessible vehicle and that is licensed as a taxicab by a municipality
- 7.3 **Accessible Vehicle**- is as defined in Regulation 629 of the Revised Regulations of Ontario, 1990 (Vehicles for the Transportation of Physically Disabled Persons) made under the *Highway Traffic Act*.
- 7.4 **Communications**” means the interaction between two or more persons or entities, or any combination of them, where information is provided, sent or received.
- 7.5 **Communication Supports**-may include but are not limited to, captioning, alternative and augmentive communication supports, plain language, sign language and other supports that facilitate effective communications.
- 7.6 **Conversion ready**-means an electronic or digital format that facilitates conversion into an accessible format;
- 7.7 **Disability** -For the purposes of this policy ‘disability’ is defined according to the Accessibility for Ontarians with Disabilities Act 2005 as:
- (a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
  - (b) a condition of mental impairment or a developmental disability,
  - (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
  - (d) a mental disorder, or

(e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*; (“handicap”)

7.8 **Information-** includes data, facts and knowledge that exists in any format, including text, audio, digital or images, and that conveys meaning. O. Reg. 191/11, s. 9 (1).

7.9 **Kiosk-** means an interactive electronic terminal, including a point-of-sale device, intended for public use that allows users to access one or more services or products or both. O. Reg. 191/11, s. 6 (5).

7.10 **Excluded (information and communication)-**

The information and communications standards do not apply to the following: Products and product labels, except as specifically provided by this Part.

Unconvertible information or communications.

Information that the obligated organization does not control directly or indirectly through a contractual relationship, except as required under sections 15 and 18. O. Reg. 191/11, s. 9 (2).

7.11 **Unconvertible**

For the purposes of this Part, information or communications are unconvertible if it is not technically feasible to convert the information or communications or the technology to convert the information or communications is not readily available. O. Reg. 191/11, s. 9 (4).