



# **Integrated Accessibility Standards Regulation Guidelines**

April 2014

## **Part 4.1 – Design of Public Spaces Standard**



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## Part 4.1 - Design of Public Spaces Standard (Accessibility Standards for the Built Environment)

### Overview

Accessible public spaces include specific features that make it easier for everyone – people with disabilities, seniors and families – to use public spaces. Some of these features are:

- Sidewalks that are free of barriers and wide enough to move around
- Pedestrian signals at intersections with both audible and visual cues to move people safely across the street
- Gentler ramp slopes
- Wider accessible parking spaces for people with mobility limitations
- Service counters that a person seated in a mobility device can use.

Accessible public spaces also include recreational elements like trails, outdoor eating areas and play spaces that people of all abilities can enjoy. Accessibility requirements for the design of public spaces address elements that are located outdoors as well as some that are located inside of buildings.

Accessibility benefits everyone. Good public spaces are planned and designed from the beginning with accessibility in mind. Accessibility by design can provide people with disabilities with more opportunities to work, shop, travel and play independently.

### Ontario Human Rights Code

The Ontario Human Rights Code requires organizations to accommodate people with disabilities to the point of undue hardship as defined in the Ontario Human Rights Code (see [section 1](#) of the Integrated Accessibility Standards Regulation for more details).

The Integrated Accessibility Standards Regulation does not replace or affect legal rights or obligations that arise under the Ontario Human Rights Code and other laws relating to the accommodation of people with disabilities. This means that the Ontario Human Rights Code or other applicable legislation may require additional accommodation measures that go beyond, or are different from, the



standards established by the regulations of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

## **Final Proposed Accessible Built Environment Standard vs. Design of Public Spaces Standard**

Under the AODA, a committee made up of people with disabilities, government representatives and representatives from affected sectors, such as municipalities and business, must develop accessibility standards.

The committee submitted its recommendations (the Final Proposed Accessible Built Environment Standards) to the Minister of Community and Social Services in July of 2010 for government consideration. The Minister has the authority to recommend that standards be adopted by regulation in whole, in part, or with modifications.

The Design of Public Spaces Standard, as part of the Integrated Accessibility Standards Regulation, is the government's response to the committee's recommendations on accessible public spaces. It is now law in Ontario as of January 1, 2013.

Organizations should note that accessibility requirements within the context of the Built Environment Standard as recommended by the external committee are found in both the AODA and Ontario's Building Code.

## **Ontario's Building Code**

Barrier-free design requirements within buildings have been regulated through Ontario's Building Code since 1975. Ontario's Building Code regulates accessibility features inside buildings, such as accessible washrooms, as well as walkways or ramps that connect to building entranceways. The Design of Public Spaces Standard primarily regulates outdoor spaces, such as pedestrian crossings and trails, but also regulates indoor elements not included in the Building Code, such as service counters and fixed queuing guides.

The Ministry of Municipal Affairs and Housing has worked alongside the Ministry of Economic Development, Trade and Employment to develop updated requirements for accessibility in both public spaces and in buildings. Updated Building Code requirements for accessibility in buildings come into effect on January 1, 2015.



## Scope of Design of Public Spaces Standard Requirements

For the purposes of this standard only, “public spaces” are the elements that are regulated by this standard.

The requirements under the Design of Public Spaces Standard apply to new construction and the redevelopment of elements in public spaces. Unplanned changes to existing public spaces to meet the standard (retrofits) are **not** required. Unplanned changes can include emergency repairs or forced changes that were not anticipated or planned for in advance.

By applying the standard to new construction and redevelopment of elements, organizations can incorporate these changes into their regular planning practices.

Redevelopment of elements means any significant planned changes to a public space. Examples include moving a queuing area to a new location within a building, replacing the tables in an outdoor public use eating area, or replacing all equipment in a play space and resurfacing the ground below the equipment.

Redevelopment of elements does not include maintenance (both redevelopment and maintenance are defined separately in the regulation – see 80.1).

Maintenance includes activities that:

- Keep public spaces in good working order, or
- Restore them to their original condition (such as painting or minor repairs)

For example, if an indicator light on an inaccessible pedestrian signal device is not working, replacing the light would be considered a maintenance activity, as it restores the device to good working order. Another example would be if an organization needed to repaint parking space lines in their lot after the winter due to weathering. This would be considered maintenance, because the repainting is intended to restore the lot to its original condition.

Redevelopment of elements does not include environmental mitigation or environmental restoration (both of which are defined in the regulation – see 80.1), which are generally activities intended to benefit the environment or prevent or protect the environment from the negative impact of human activities.



In cases that constitute environmental mitigation or environmental restoration, compliance with these accessibility requirements is not required.

For example, construction activities for scientific research in environmentally sensitive areas like wetlands may not be subject to the requirements in this regulation. Similarly, if an activity is undertaken to mitigate the environmental impacts of local human activities as part of an environmental impact assessment, the requirements in this regulation may not apply.

The concept of redevelopment in this standard differs from the concept of “renovation” found in Ontario’s Building Code. The term “renovation” has specific criteria under the Building Code that must be met in order to be considered a renovation. In contrast, organizations are expected to determine what constitutes a “redevelopment”, within the meaning of the regulation, based on their specific situation.

These requirements establish minimum standards for all organizations; however, the requirements are flexible so organizations can respond to specific local needs and conditions.

There are seven areas covered by this standard:

- 80.6 to 80.15: Recreational trails and beach access routes
- 80.16 to 80.17: Outdoor public use eating areas
- 80.18 to 80.20: Outdoor play spaces
- 80.21 to 80.31: Exterior paths of travel
- 80.32 to 80.39: Accessible parking
- 80.40 to 80.43: Obtaining services
- 80.44: Maintenance

The majority of requirements in this standard affect elements found in outdoor public spaces. Some requirements in this standard apply to elements found indoors that are not covered by Ontario’s Building Code (service counters, fixed queuing guides and waiting areas) as well as outdoors.

## **Relationship to Other Requirements in the Integrated Accessibility Standards Regulation**

The General Requirements section of the Integrated Accessibility Standards Regulation also includes requirements that relate to the Design of Public Spaces Standard.



For example:

- Under [section 4](#), all organizations, except small private and not-for-profit organizations, must make sure their multi-year accessibility plans outline how they will meet the requirements of the Integrated Accessibility Standards Regulation, including the Design of Public Spaces Standard.
- Under [section 5](#), designated public sector organizations are required to “incorporate accessible design criteria and features when procuring or acquiring goods, services or facilities.” This may be relevant to accessibility features in public spaces, such as outdoor play space equipment or accessible tables in outdoor eating areas.

Incorporating the Design of Public Spaces Standard requirements into the multi-year accessibility plans and accessible procurement practices required by the Integrated Accessibility Standards Regulation will help organizations plan and budget for the implementation of the standard before they come into effect.

## **Design of Public Spaces Standard Requirements**

The guidelines for the Design of Public Spaces Standard have 44 sections, which can be broken down as follows:

### **Section 80.1 Definitions**

### **Section 80.2 Application**

This section sets out the application of the standard’s requirements.

### **Section 80.3 Transition**

This section sets out an organization’s obligations when contractual obligations relating to the requirements in this standard already exist.

### **Section 80.4 Slope ratios**

This section sets out how slope ratios are calculated.

### **Section 80.5 Schedule**

This section indicates when the Design of Public Spaces Standard applies, as determined by an organization’s size and type.

### **Sections 80.6 – 80.15 Recreational trails and beach access routes**

These sections contain general and technical requirements for new and redeveloped recreational trails and beach access routes, including consultation,



minimum clear width, clear height, signage and entrances. These sections also outline exceptions in specific situations.

### **Sections 80.16 – 80.17 Outdoor public-use eating areas**

These sections contain general requirements for new and redeveloped outdoor eating areas, such as the percentage of accessible tables, ground surfaces and clear space required around eating areas.

### **Sections 80.18 – 80.20 Outdoor play spaces**

These sections contain general requirements for new and redeveloped outdoor play spaces, such as consulting on local needs and accessible design.

### **Sections 80.21 – 80.31 Exterior paths of travel**

These sections contain general and technical requirements for new and redeveloped exterior paths of travel and related features, such as ramps, stairs, curb ramps, accessible pedestrian signals at intersections and rest areas. These sections also outline exceptions in specific situations.

### **Sections 80.32 – 80.39 Accessible parking**

These sections contain general and technical requirements for new and redeveloped off-street accessible parking, such as types and numbers of spaces, access aisles and signage. The section on new and redeveloped on-street parking also outlines the requirement to consult on local need, design and placement of accessible parking spaces. These sections also explain specific exceptions and exemptions.

### **Sections 80.40 – 80.43 Obtaining services**

These sections include general requirements for new service counters, new fixed queuing guides and new or redeveloped waiting areas.

### **Section 80.44 Maintenance**

This section sets out the requirements that must be included in multi-year accessibility plans to demonstrate how organizations will maintain accessible elements in public spaces required by the standard.

## **Definitions, application and schedule**

### **Section 80.1 Definitions**

The terms defined below are intended to help organizations understand and implement the requirements of the Design of Public Spaces Standard.



“amenities” are objects placed in public spaces that provide a convenience or service. Examples include (but are not limited to) drinking fountains, benches and garbage containers. Organizations have the flexibility to determine what is an amenity based on their own best practices and standards.

“beach access routes” are routes intended to help people get to a beach area, but do not include the beach area itself. They are often constructed pathways that provide access from a parking lot, a recreational trail, a sidewalk or walkway, or an amenity.

“bevel” means a small slope cut into a right angle that helps mobility devices to cross a small elevation change.

“cross slope” means the slope of a surface that is at a right angle to the direction of travel.

“environmental mitigation” means activities that are intended to address any negative effects on the environment caused by this standard, such as constructing a recreational trail, walkway, play space or parking lot.

“environmental restoration” means activities that will benefit the environment.

“in-line ramp” means a ramp that does not change direction.

“maintenance” means activities that are intended to keep existing public spaces in good working order. Maintenance can also restore the space or element back to its original condition. Maintenance work could include painting and minor repairs.

“off-street parking facilities” are designated areas where vehicles can be parked on a temporary basis, whether or not there is a charge for parking. This includes open area parking lots and structures, such as visitor parking spaces in lots, or multi-storey parking garages at shopping centres.

“on-street parking” means designated spaces where vehicles can be parked on a temporary basis, located on a public highway, street, avenue, parkway or similar type of road. On-street parking spaces often provide direct access to shops, offices and other facilities.



“recreational trails” means public trails intended to allow pedestrians to participate in recreation and leisure activities, such as walking through parks, using playgrounds, or enjoying nature.

“redeveloped” means a planned significant alteration to a public space. It does not include maintenance activities, environmental mitigation or environmental restoration.

“rest area” is a dedicated space on a recreational trail or exterior path of travel intended for public use that allows a person to stop and rest.

“running slope” means the slope of a surface that is parallel to the direction of travel.

“species at risk” means species identified on the Species at Risk in Ontario List under the Endangered Species Act, 2007 to protect areas where construction may damage the environment.

“vibro-tactile walk indicators” are push-button signal devices at pedestrian crossings. They vibrate and communicate the walk cycle through the sense of touch.

## **Section 80.2 Application**

The Design of Public Spaces Standard applies to all public, private and not-for-profit organizations that have one or more employees in Ontario, as outlined in the Integrated Accessibility Standard Regulation (see [section 2](#) for more details). Small private/not-for-profit organizations with 1-49 employees are exempt from certain requirements (identified throughout the document).

The organization that constructs or redevelops the public space must comply with the requirements. This does not mean that a person or organization hired to physically construct the space is responsible for compliance. If a school decides to build a play space, for example, then the school is responsible for ensuring that the play space meets Design of Public Spaces Standard requirements. Planners, architects, contractors or engineers who are hired to construct the space, would not be responsible for ensuring the work being completed adheres to the standard.

In lease agreement situations, a leaseholder that constructs or redevelops the public space would be required to comply, but not necessarily the landowner solely by virtue of his or her interest in the land.





For example, an organization may lease an unused parcel of land from another organization, and then build and maintain a recreational trail on it. In this case, the leaseholder building the trail is responsible for compliance with recreational trail requirements, not the landowner. Organizations may want to consider including adherence to the *Accessibility for Ontarians with Disabilities Act, 2005* and its standards in their lease agreements and other contracts to ensure that all requirements are met.

### Section 80.3 Transition

An organization does not need to meet the requirements of the Design of Public Spaces Standard if:

- it entered into a contract on or before December 31, 2012 **to construct or redevelop** any of the elements outlined in the standard, and
- fulfilling the terms of the contract would result in contravening the standard.

The standard applies to projects that will result in public spaces being built on or after the relevant dates of compliance listed in the schedule (see Section 80.5 below). The transition clause only makes an exception for contracts signed on or before December 31, 2012.

For example, if a small business such as a private daycare signed a contract in 2011 to build an outdoor play space that will be completed in 2016, the play space may not need to comply with the standard. If the same organization signs a contract in 2013 to build a play space that will be completed in 2018, the play space must comply with the standard, because the transition clause would not apply.

Procurement requirements under [Section 5](#) of the Integrated Accessibility Standards Regulation require the Government of Ontario and all designated public sector organizations to incorporate accessibility design criteria and features (e.g. physical design, product specifications, software etc.) into their procurement practices. This is so that goods, services and facilities that are purchased are more accessible to people with disabilities, unless it is not practicable to do so.

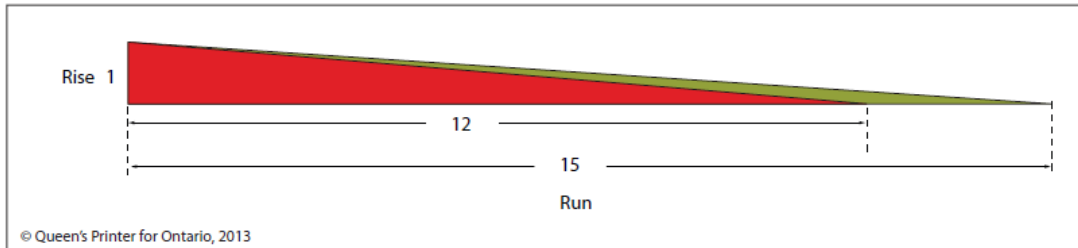
For example, if a municipality is constructing a new play space in 2014, they would not be required to meet the consultation requirements outlined in the standard until 2016. However, they may be required to purchase accessible

equipment for the play space in order to meet the procurement requirements listed above.

As a best practice, when meeting obligations under Section 5 of the Integrated Accessibility Standards Regulation, organizations may choose to incorporate the upcoming requirements under the Design of Public Spaces Standard before they are required to do so.

## Section 80.4 Slope ratios

### Running Slope Comparison



**Figure 1 - Running slope comparison**

Organizations must meet slope ratio requirements when constructing or redeveloping certain elements outlined in this regulation. The regulation provides slope ratios for the following elements:

- Beach access routes (Section 80.10)
- Boardwalks (Section 80.12)
- Ramps on recreational trails or beach access routes (Section 80.13)
- Exterior paths of travel, including sidewalks (Section 80.23)
- Ramps on exterior paths of travel (Section 80.24)
- Curb ramps (Section 80.26)
- Depressed curbs (Section 80.27).

A slope ratio describes the steepness of a slope. Slope ratios are important because they can help people with mobility limitations assess the degree of challenge they may experience when negotiating a change in level, such as on a ramp. Slope ratios also help organizations provide for adequate drainage on exterior spaces to keep them in good working order.

To interpret the slope ratios in this regulation, the first number in the ratio represents a unit of height elevation (rise), while the second number represents a unit of length (run). This means that for every one unit of elevation expressed as



the first number in the ratio, the user has the length expressed in the second number to negotiate the one unit of elevation. The higher the second number is, the gentler the slope will be.

For example, if a ramp slope is 1:15, for every one metre of elevation (rise), the ramp provides 15 metres of length (run) for a person with a mobility device to negotiate that level change. The same ratio can be applied to other units of measure, such as inches, centimetres, feet and so on. If a ramp slope is 1:12, for every one unit of elevation, 12 units of length are provided to negotiate the level change. This means that a slope ratio of 1:15 provides a gentler slope than a slope ratio of 1:12.

Organizations should consult the section of the regulation that applies to the element they are building or redeveloping in order to determine the required slope ratios.

### Section 80.5 Schedule

Organizations will be required to meet all the requirements for the standard based on the class of their organization, as outlined in the [definitions](#) section of the Integrated Accessibility Standards Regulation. The requirements only apply to new construction or redevelopment of existing public spaces **on and after** the dates set out below. This gives organizations time to include accessibility in the earliest stages of planning and design.

Compliance is required based on the following schedule:

- Government of Ontario and the Legislative Assembly: January 1, 2015
- Designated public sector organizations: January 1, 2016
- Large private and not-for-profit organizations with 50+ employees: January 1, 2017
- Small private and not-for-profit organizations with 1-49 employees, January 1, 2018

**Table 1 - Application of Requirements to Obligated Organizations**

	Government of Ontario	Designated public sector	Large private (50+ employees)	Small private (1-49 employees)
Recreational trails/beach access routes	X	X	X	X
Outdoor public use eating areas	X	X	X	



	Government of Ontario	Designated public sector	Large private (50+ employees)	Small private (1-49 employees)
Outdoor play spaces	X	X	X	
Exterior paths of travel	X	X	X	
Accessible off-street parking	X	X	X	X
Accessible on-street parking*		X		
Obtaining services	X	X	X	X
Maintenance	X	X	X	

\* Accessible on-street parking requirements apply only to municipalities, school boards, hospitals, colleges, universities and public transit providers.



## Recreational Trails and Beach Access Routes

### Overview

Accessible recreational trails and beach access routes provide an inclusive experience that allows people of all abilities to enjoy natural spaces in our communities.

A recreational trail is a public pedestrian trail intended for recreational and leisure purposes. The standard applies to newly constructed or redeveloped recreational trails that an organization intends to maintain. The standard does not apply to the certain types of recreational trails, such as wilderness trails, backcountry trails and portage routes. These types of trails are difficult to access because of their location, and are built in a way that reduces their impact on the natural environment.

Multi-use trails are used for different purposes at different times. For example, pedestrians may use a trail in the summer, but in the winter, the trail becomes a snowmobile trail. Another example is a pedestrian trail that is also a biking trail. These types of trails are not “solely intended” for either snowmobiling or biking, and **are** required to comply with the Standard.

Beach access routes are routes constructed for public pedestrian use that provide access to public beaches from off-street parking facilities, recreational trails, exterior paths of travel and amenities. The standard applies to beach access routes that can be either permanent or temporary, but does not apply to beach access routes that are created through repetitive use and without formal authorization.

Organizations must meet the requirements of the standard when they construct a recreational trail or beach access route that they intend to maintain or redevelop an existing one.

Trails not constructed or redeveloped by an obligated organization but rather created in an unplanned way are not required to meet these requirements. For example, decommissioned railway lines that now serve as trails, but were never constructed or redeveloped by an obligated organization with formal authorization to serve as a trail are exempt. If an organization replaces a decommissioned railway line or other unplanned trail, such as a path created in a



wooded area by frequent travel, with a new pedestrian trail, that new trail must meet the requirements.

Requirements for recreational trails and beach access routes apply on a go-forward basis to new construction and redeveloped trails and beach access routes. Organizations are not required to retrofit or change existing trails or beach access routes unless they choose to redevelop them.

This section is divided into the following five areas:

1. 80.6 – 80.8 Recreational trails and beach access routes, general
2. 80.9 Technical requirements for recreational trails
3. 80.10 Technical requirements for beach access routes
4. 80.11 – 80.13 Technical requirements common to recreational trails and beach access routes
5. 80.14 – 80.15 Exceptions to the requirements for recreational trails and beach access routes

## **Recreational Trails and Beach Access Routes, General**

### **Requirements as Stated in the Regulation**

#### Trails

80.6 This Part applies 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.

#### Beach access routes

80.7 This Part applies 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.

#### Consultation, recreational trails

80.8 (1) 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.
- (2) Obligated organizations shall consult on the matters referred to in subsection (1) 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 subsection 29 (1) or (2) of the Act.

### Intent of these Requirements

These sections clarify the types of recreational trails and beach access routes that must comply with the regulation and those that do not. These requirements also outline the features of recreational trails that are subject to consultation as required before an obligated organization constructs new, or redevelops existing, recreational trails.

**Table 2 - When do Organizations have to Comply**

<b>Affected Organizations</b>	<b>Compliance Dates</b>
Ontario Government and Legislative Assembly	January 1, 2015
Designated public sector organizations with 50+ employees	January 1, 2016
Designated public sector organizations with 1-49 employees	January 1, 2016
Private and not-for-profit organizations with 50+ employees	January 1, 2017
Private and not-for-profit organizations with 1-49 employees	January 1, 2018

### Implementing the Requirements



### ***Consultations for recreational trails***

Before constructing a recreational trail or redeveloping an existing trail, obligated organizations must consult with the public, including people with disabilities. Municipalities with an Accessibility Advisory Committee, established in accordance with subsection 29 (1) or (2) of the Accessibility for Ontarians with Disabilities Act, must also consult with the committee.

Consultations must address the following design elements that may be part of the trail:

- The slope of the trail (e.g. the appropriate cross slope, running slope or both)
- Need for, and location of, ramps on the trail
- Need for, location and design of:
  - rest areas
  - passing areas
  - viewing areas
  - amenities on the trail
  - any other accessibility feature.

It is important to note that consultation on beach access routes **is not required**.

The intent of consultation on these specific elements is to give people with disabilities the opportunity to provide input as part of the planning and development of accessible trails. Consultation is important because it prevents organizations from assuming what accessibility features the people accessing the trail will need.

There is a common misconception that an accessible trail that is useable by people with disabilities must be flat. However, not every person with a disability wants to use a flat trail, as they may appreciate a challenging experience. Some people with disabilities will be able to use a trail regardless of the design specifications, even if it has a steep running slope. Understanding this can help designers and decision-makers when developing design solutions that meet the needs of the local population.

Consultations should be held as early as possible in the planning and design process to add value. That way, organizations can weigh all considerations before making decisions and finalizing design plans.

The consultation requirement does not set out a particular process or way to consult. The requirements recognize that consultations can be conducted in a wide variety of ways, depending on the organization.





This requirement also allows organizations to use consultation processes they may already have in place, or to combine consultations (e.g., consultations on play spaces and recreational trails may be conducted at the same time, based on an organization's need to do both). For more information about accessible consultation processes, organizations may wish to consult the Ontario Municipal Social Services Association's [Guides for Accessible Community Engagement](#). These guides were developed through the Accessibility Directorate of Ontario's EnAbling Change Program.

## Technical Requirements for Recreational Trails

### Requirements as Stated in the Regulation

80.9 (1) Obligated organizations shall ensure that any recreational trails that they construct or redevelop, and that they intend to maintain, meet the following technical requirements:

1. A recreational trail must have a minimum clear width of 1,000 mm.
2. A recreational trail must have a clear height that provides a minimum head room clearance of 2,100 mm above the trail.
3. The surface of a recreational trail must be firm and stable.
4. Where a recreational trail 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 orientated approximately perpendicular to the direction of travel.
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:
  - 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.
  - ii. The top of the edge protection must be at least 50 mm above the trail surface.
  - iii. The edge protection must be designed so as not to impede the drainage of the trail surface.



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.
  7. 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.
  8. A recreational trail must have at each trail head signage that provides the following information:
    - i. The length of the trail.
    - ii. The type of surface of which the trail is constructed.
    - iii. The average and the minimum trail width.
    - iv. The average and maximum running slope and cross slope.
    - v. The location of amenities, where provided.
- (2) The signage referred to in paragraph 8 of subsection (1) must have text that,
- (a) has high tonal contrast with its background in order to assist with visual recognition; and
  - (b) includes characters that use a sans serif font.
- (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).

### Intent of these Requirements

These requirements provide organizations with minimum accessibility requirements that must be met when constructing new or redeveloping existing recreational trails that the organization intends to maintain.

**Table 3 - When do Organizations Have to Comply**

Affected Organizations	Compliance Dates
Ontario Government and Legislative Assembly	January 1, 2015
Designated public sector organizations with 50+ employees	January 1, 2016
Designated public sector organizations with 1-49 employees	January 1, 2016



Affected Organizations	Compliance Dates
Private and not-for-profit organizations with 50+ employees	January 1, 2017
Private and not-for-profit organizations with 1-49 employees	January 1, 2018

## Implementing the Requirements

### ***Minimum clear width***

The minimum width of the surface of a new or redeveloped trail must be 1,000 mm. This is wide enough to accommodate a person using a mobility device, a cane or a service animal.

### ***Minimum head room clearance***

Head room clearance refers to the area above the surface of the trail. This area must be clear of any obstacle that a person may have to duck under, such as tree branches or signs. Obstacles in the overhead area above the trail are safety hazards for people with low or no vision.

The minimum head room clearance on a trail is 2,100 mm above the trail surface. Obstacles must not be located lower than this height.

### ***Trail surface***

A firm and stable surface resists indentations. For example, when a person walks or wheels across it, the surface should return to its original condition once this pressure is removed. The trail surface must be firm and stable so that the wheels of a mobility device or the tips of canes, crutches or walkers will not sink into the surface.

Organizations can choose from a variety of materials that will achieve a firm and stable surface. Organizations have the flexibility to choose the most appropriate surface material, while still considering maintenance requirements or budget. The requirement for a firm and stable surface does not mean that organizations must use concrete or asphalt. When determining if a surface is firm and stable, organizations should consider whether the wheels of a mobility device could sink into the surface or cause the surface to move.

### ***Openings in the surface***

Openings in the surface can come from grates or other objects designed and placed in the ground to provide drainage or ventilation. This does not include openings in the trail's surface caused by naturally occurring erosion.

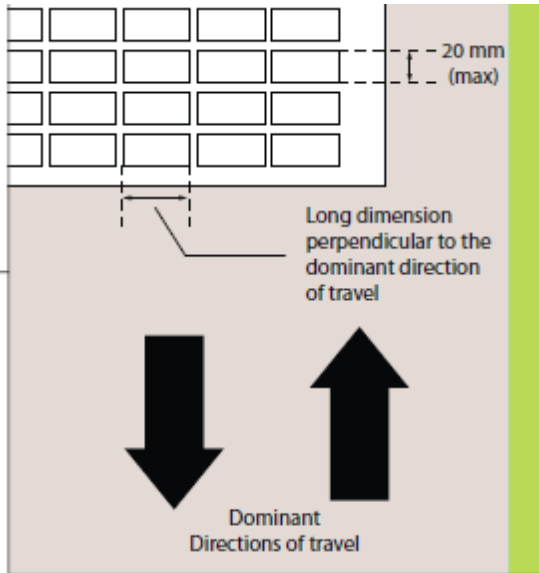


Figure 2 – Elongated openings

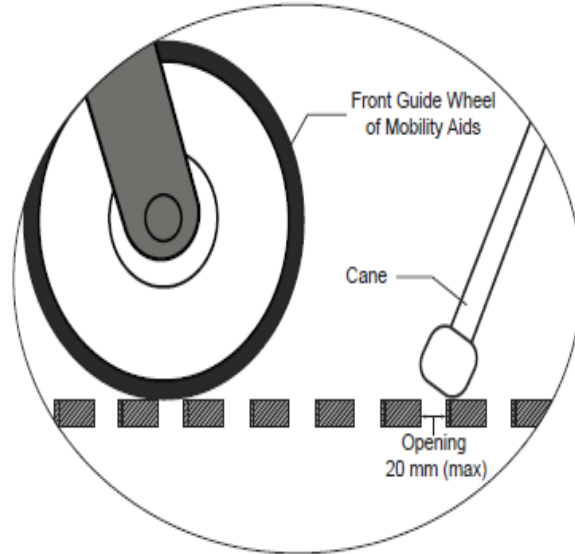


Figure 3 - Openings in the surface

Openings on the surface of a recreational trail must not allow for the passage of an object that is greater than 20 mm in diameter. This is so that mobility device casters (small front wheels) or cane tips cannot pass through them.

For elongated openings (i.e., those that are not square), such as those on certain grates, length should be placed at a right angle to the direction of travel to prevent slipping. If openings, such as those on a grate, have a longer length than width, the length should be placed at a right angle to the direction of travel to prevent slipping.

**Edge protection**

When a recreational trail is located directly beside water or a drop-off, edge protection is required. A drop-off may exist, for example, where a trail is located beside a cliff edge or other sudden, significant change in level. Edge protection is a small curb built at the side of the trail that would stop, for example, a mobility device from rolling off the edge of the trail and allow a person with low or no vision to detect the edge of the trail. The top of the edge protection must be a minimum of 50 mm in height above the boardwalk surface.

In addition, the edge protection must be designed so it does not prevent water from draining away from the trail surface, which could cause erosion of the trail surface, water pooling and unsafe pathways. However, in cases where a protective barrier is already in place, such as a wall or a railing, edge protection is not required.



### ***Trail entrance***

The entrance to a recreational trail must provide a clear opening of between 850 mm and 1,000 mm. This applies whether the entrance uses a gate, bollard or any other entrance design that restricts access to the trail.

The minimum range allows for the passage of people who use mobility devices or service animals. At the same time, the maximum range will prevent the passage of devices not desirable on a pedestrian trail, such as snowmobiles, all-terrain vehicles or small cars. A maximum range for entrances only applies to recreational trail entrances and does not apply to entrances elsewhere in the standard (where only a minimum is set out).

The entrance opening should be clear of any obstructions like handles, locks or hinges that could reduce the width to less than 850 mm.

### ***Signage***

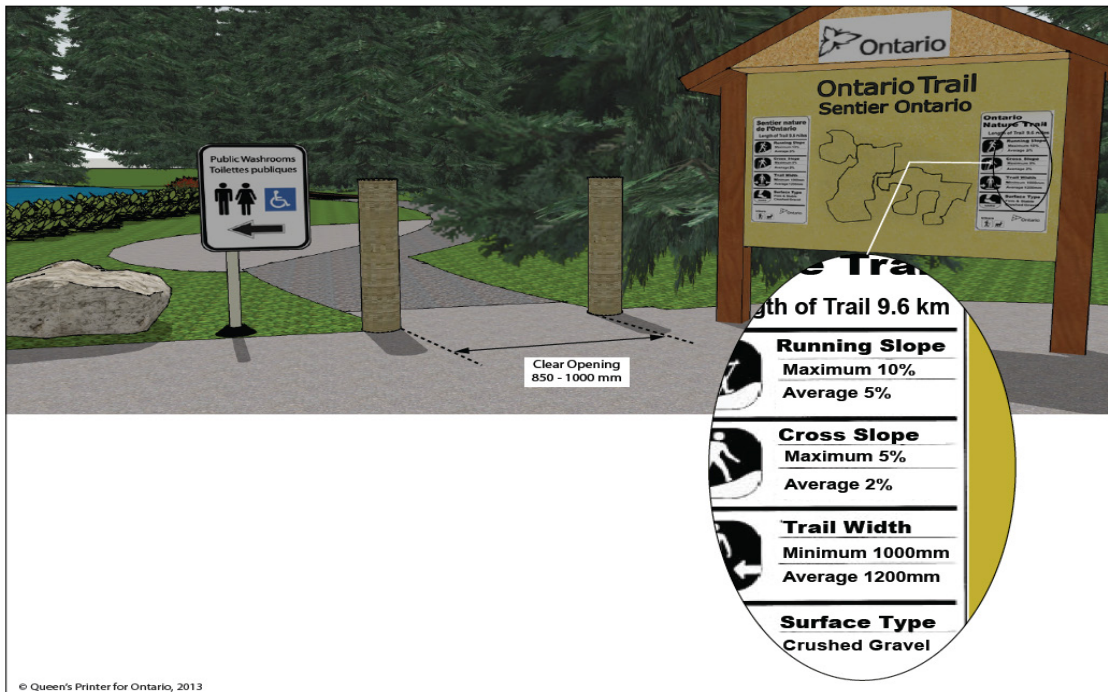
For new or redeveloped recreational trails, signage must be placed at each trail head and provide the following information to all trail users:

- Trail length
- Surface type on the trail
- Average and minimum trail width
- Average and maximum running slope
- Average and maximum cross slope
- Location of amenities, where provided

A trail head refers to a point of access to a trail. They are commonly located close to a sidewalk or parking area. Organizations must identify which entrance/exit points to a recreational trail are trail heads to determine where the signage requirements will apply.

To help people with low or no vision and make the signage easier to read, the text on the signage must:

- Have high tonal contrast with its background
- Use sans serif font for its characters



**Figure 4 - Trail signage**

These requirements provide minimum standards for accessibility. Organizations have the flexibility to decide on the size of their signage, as well as what other information to provide, based on their specific needs.

Some organizations use other media to provide information about the recreational trail, such as park websites or brochures. Those media must also provide the same information listed on the signage as noted above, except when the media is used specifically for advertising, notices or promoting special events. For example, if an organization advertises the opening of a new trail in a newspaper, the accessibility information does not need to be included in the advertisement.

## Technical Requirements for Beach Access Routes

### Requirements as Stated in the Regulation

80.10 Obligated organizations shall ensure that beach access routes that they construct or redevelop, and that they intend to maintain, meet the following technical requirements:



1. A beach access route must have a minimum clear width of 1,000 mm.
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.
3. The surface of a beach access route must be firm and stable.
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:
  - i. The maximum cross slope of the beach access route must be no more than 1:50.
  - ii. The surface area must have a 1:2 bevel at changes in level between 6 mm and 13 mm.
  - iii. The surface area must have a maximum running slope of 1:10 at changes in level between 14 mm and 200 mm.
  - 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.
  - 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.
  - vi. Any elongated openings in the beach access route must be oriented approximately perpendicular to the direction of travel.
5. The maximum cross slope of a beach access route where the surface is not constructed must be the minimum slope required for drainage.
6. The maximum running slope of a beach access route is 1:10.

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.

### **Intent of these Requirements**

These requirements provide organizations with minimum requirements when constructing new or redeveloping existing beach access routes. The requirements in this section represent a baseline for accessibility. Organizations are free to exceed the minimum requirements and provide greater accessibility based on local need, design and/or individual budgets.

### **Table 4 - When do Organizations Have to Comply**





Affected Organizations	Compliance Dates
Ontario Government and Legislative Assembly	January 1, 2015
Designated public sector organizations with 50+ employees	January 1, 2016
Designated public sector organizations with 1-49 employees	January 1, 2016
Private and not-for-profit organizations with 50+ employees	January 1, 2017
Private and not-for-profit organizations with 1-49 employees	January 1, 2018

## Implementing the Requirements

### ***Minimum clear width***

The minimum width of the walking surface of the route must be 1,000 mm. This is wide enough to accommodate a person using a mobility device, a cane or a service animal.

Organizations may choose to design their beach access routes to be wider than the minimum measurements required for accessibility. This decision can be based on a number of factors, including the length of the route or the anticipated amount of pedestrian traffic.

### ***Minimum head room clearance***

Head room clearance refers to the area above the surface of the beach access route that is within the range of the ground and a standing adult's head. This area must be clear of any obstacle that a person may have to duck under, such as tree branches or signs. Obstacles in the overhead area above the beach access route are safety hazards for people with low or no vision.

The minimum head room clearance on a beach access route is 2,100 mm above the ground. Obstacles must not be located lower than this height.

### ***Surface***

A firm and stable surface resists indentations. For example, when a person walks or wheels across it, the surface should return to its original condition once this pressure is removed. The surface of a beach access route must be firm and stable so that the wheels of a mobility device or the tips of canes, crutches or walkers will not sink into the surface.





Temporary beach access routes can be made using manufactured goods, which can create firm and stable surfaces that are removable during the winter months.

Organizations can choose from a variety of materials that will achieve a firm and stable surface. Organizations have the flexibility to choose the most appropriate surface material, considering maintenance requirements or budget.

### ***Surface area***

The surface of a beach access route may be constructed of non-natural materials such as asphalt or concrete. In this case, the cross slope must be no more than 1:50 which provides an almost flat route but still has enough slope to allow water to run off the surface.

### ***Changes in level***

There are common construction methods to help people using mobility devices move across areas where there are changes in elevation (such as curbs or sand dunes). The following measurements are only required for beach access routes that are constructed of non-natural materials such as asphalt or concrete:

- A 1:2 bevel must be used to move over a change in level between 6 mm and 13 mm. A bevel is defined as a small slope that helps create a smooth transition that wheels can roll over.
- The running slope of 1:10 is the maximum ratio allowed when there is a change in level between 14 mm and 200 mm. A slope that is steeper than 1:10 makes it harder for people using manual mobility devices to move between levels because more force is needed either to travel up the slope or to control the descent.
- Organizations must build a ramp that meets the requirements set out in section 80.13 when the change in level is greater than 200 mm. (see section 80.13 for details).

### ***Openings in the surface***

When non-natural surfaces are used to construct beach access routes, openings in the surface are placed in them to provide drainage.

Openings on the surface of a beach access route must not allow for the passage of an object that is greater than 20 mm in diameter. This is so that mobility device casters (small front wheels) or cane tips cannot pass through them.



For elongated openings (i.e., those that are not square), such as those on certain grates, length should be placed at a right angle to the direction of travel to prevent slipping. If openings, such as those on a grate, have a longer length than width, the length should be placed at a right angle to the direction of travel to prevent slipping.

### ***Maximum cross slope***

Water must be able to drain off the surface of a beach access route made of natural materials. Natural surfaces may need a slightly steeper cross slope to prevent water from pooling on the surface.

The maximum cross slope allowed must not be steeper than what is required to allow water to drain from the surface.

### ***Maximum running slope***

The running slope on a beach access route must be no more than 1:10, regardless of the type of surface material. This will make it less steep and easier for people using manual mobility devices or those with stamina limitations to move along the route. For more information, please see the [slope ratios](#) section in the overview section.

### ***Entrance to a beach access route***

The entrance to a beach access route must provide a clear opening of at least 1,000 mm. This applies whether the entrance uses a gate, bollard or any other entrance design that restricts access to the trail. This clear opening provides enough space for people using accessibility devices, including beach wheelchairs<sup>1</sup>, or service animals to pass through the entrance.

The entrance opening should be clear of any obstructions like handles, locks or hinges that could reduce the width to less than 1,000 mm.

## **Technical Requirements Common to Recreational Trails and Beach Access Routes**

### **Requirements as Stated in the Regulation**

80.11 Obligated organizations shall ensure that where they construct or redevelop recreational trails and beach access routes that they intend to

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<sup>1</sup> A beach wheelchair is a wheelchair designed to be used on sand.



maintain, the recreational trails and beach access routes meet the technical requirements set out in this Part in respect of boardwalks and ramps.

#### Boardwalks

80.12 Where a recreational trail or beach access route is equipped with a boardwalk, the boardwalk must meet the following requirements:

1. The boardwalk must have a minimum clear width of 1,000 mm.
2. The boardwalk must have a clear height that provides a minimum headroom clearance of 2,100 mm above the boardwalk.
3. The surface of the boardwalk must be firm and stable.
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.
5. The boardwalk must have edge protection that is at least 50 mm in height.
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.

#### Ramps

80.13 Where a recreational trail or beach access route is equipped with a ramp, the ramp must meet the following requirements:

1. The ramp must have a minimum clear width of 900 mm.
2. The ramp must have a clear height that provides a minimum headroom clearance of 2,100 mm above the ramp.
3. The surface of the ramp must be firm and stable.
4. The ramp must have a maximum running slope of no more than 1:10.
5. The ramp must be provided with landings that meet the following requirements:
  - i. Landings must be provided,
    - A. at the top and bottom of the ramp,
    - B. where there is an abrupt change in the direction of the ramp, and
    - C. at horizontal intervals not greater than nine metres apart.



- 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.
  - 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.
  - iv. Landings must have a cross slope that is not steeper than 1:50.
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.
7. The ramp must be equipped with handrails on both sides of the ramp and the handrails must,
  - 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 than 155 mm and whose largest cross-sectional dimension is not more than 57 mm,
  - 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,
  - iii. terminate in a manner that will not obstruct pedestrian travel or create a hazard,
  - iv. extend horizontally not less than 300 mm beyond the top and bottom of the ramp, and
  - v. be provided with a clearance of not less than 50 mm between the handrail and any wall to which it is attached.
8. Where a ramp is more than 2,200 mm in width,
  - 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
  - ii. the handrails must meet the requirements set out in paragraph 7.
9. The ramp must have a wall or guard on both sides and where a guard is provided, it must,
  - i. be not less than 1,070 mm measured vertically to the top of the guard from the ramp surface, and
  - 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.



10. The ramp must have edge protection that is provided,
  - 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
  - ii. with railings or other barriers that extend to within 50 mm of the finished ramp surface.

### **Intent of these requirements**

These requirements provide organizations with the minimum standards for accessibility when installing a boardwalk or a ramp on a recreational trail or beach access route to which the standard applies. Where a ramp or boardwalk is provided on a recreational trail or beach access route, organizations must ensure that the ramp or boardwalk meets the technical requirements set out in this section.

The requirements in this section represent a baseline for accessibility. Organizations are free to exceed the minimum requirements and provide greater accessibility based on local need, design and/or individual budgets.

**Table 5 - When do Organizations have to Comply**

<b>Affected Organizations</b>	<b>Compliance Dates</b>
Ontario Government and Legislative Assembly	January 1, 2015
Designated public sector organizations with 50+ employees	January 1, 2016
Designated public sector organizations with 1-49 employees	January 1, 2016
Private and not-for-profit organizations with 50+ employees	January 1, 2017
Private and not-for-profit organizations with 1-49 employees	January 1, 2018

## **Implementing the Requirements**

### ***Boardwalks***

Boardwalks are generally described as planked structures built close to the ground in areas where water or wet soil can be found. They provide a dry path for users.

### ***Minimum clear width***

The minimum clear width of a boardwalk's walking surface must be 1,000 mm. This is consistent with the minimum width for a recreational trail or beach access



route which is wide enough to accommodate a person using a mobility device, a cane or a service animal.

Organizations may decide to design their boardwalks to be wider than the minimum measurements required for accessibility based on the:

- length of the boardwalk.
- location of any passing areas.
- anticipated amount of pedestrian traffic.

Organizations should consider the width of the boardwalk in relation to the width of any connecting trails or beach access routes.

### ***Minimum head room clearance***

Head room clearance refers to the area above the surface of the boardwalk that is within the range of the ground and a standing adult's head. This area must be clear of any obstacle that a person may have to duck under, such as tree branches or signs. Obstacles in the overhead area above the boardwalk are safety hazards for people who have low or no vision.

The minimum head room clearance over a boardwalk without obstructions is 2,100 mm above the route. Obstacles must not be located lower than this height.

### ***Surface***

The surface of the boardwalk must be firm and stable so that people using mobility devices can move across it safely.

Organizations can choose from a variety of materials that will achieve a firm and stable surface. Organizations have the flexibility to choose the most appropriate surface material, while still considering maintenance requirements or budget. The requirement for a firm and stable surface does not mean that organizations must use concrete or asphalt. When determining if a surface is firm and stable, organizations should consider whether the wheels of a mobility device could sink into the surface or cause the surface to move.

### ***Openings in the surface***

Openings in the surface can come from grates or the distance between board slats that are required to provide adequate drainage.

Openings on the surface of a boardwalk must not allow for the passage of an object that is greater than 20 mm in diameter. This is so that mobility device casters (small front wheels) or cane tips cannot pass through them.



For elongated openings (e.g. those that are not square), such as those on certain grates, length should be placed at a right angle to the direction of travel to prevent slipping. If openings, such as those on a grate, have a longer length than width, the length should be placed at a right angle to the direction of travel to prevent slipping.

### ***Edge protection***

Edge protection is a small curb built at the side of the boardwalk that would stop, for example, a mobility device from rolling off the edge of the boardwalk and allow people with low or no vision to detect the edge of the boardwalk. The top of the edge protection must be a minimum of 50 mm in height above the boardwalk surface.

### ***Running slopes***

If a boardwalk has a section that is steeper than 1:20, the section must meet the requirements for ramps set out in section 80.13 (below).

### ***Ramps***

Ramps help people with disabilities travel from one level to another. When an organization installs ramps on a trail or beach access route, the following accessibility requirements must be met. Organizations have the flexibility to determine when to use a ramp on a recreational trail or when to grade the surface of the trail to a more accessible slope ratio.

### ***Minimum clear width***

Ramps on recreational trails or beach access routes must have a minimum clear width of 900 mm, which is wide enough to:

- Accommodate a person using a mobility device; and
- Narrow enough so that people who need to use the handrails can reach them.

### ***Minimum head room clearance***

Head room clearance refers to the overhead area above the surface of the ramp, which must be clear of any obstructions such as tree branches or signs, which may be a safety hazard for people who have low or no vision.

The minimum head room clearance over a ramp is 2,100 mm above the surface. Obstacles must not be located lower than this height.

### ***Surface***

A firm and stable surface resists indentations. For example, when a person walks or wheels across it, the surface should return to its original condition once this



pressure is removed. The surface of the ramp must be firm and stable so that people using mobility devices can navigate it safely.

There are many ways to make ramp surfaces firm and stable. Organizations can choose the material that best meets their local needs and budgets.

### ***Maximum running slope***

If a ramp is being installed on a trail/beach access route, the ramp's running slope must not exceed 1:10.

This is slightly steeper than the maximum running slope of 1:15 required for ramps on exterior paths of travel ([Section 80.24](#)). This is because the design of ramps in a natural environment may need to account for water drainage considerations. For example, pooling of surface water could make natural surfaces impassable.

### ***Landings***

If a ramp is being installed on a trail or beach access route, the ramp must include landings. Landings are level areas where people can stop safely and/or turn on the ramp. This is important for mobility device users who need enough space on the landing to align their devices with the direction of the ramp.

Landings are required:

- at the top and bottom of ramps;
- at least every 9 m on long in-line ramps; and
- when there is an abrupt change in direction of the ramp.

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.

Landings on in-line ramps must be a minimum of 1,670 mm in length and the same width as the ramp.

All landings must have a cross slope that is not steeper than 1:50. A cross slope of 1:50 allows for drainage but provides a mostly flat surface for a person using a mobility device to safely stop.

### ***Openings in the surface***

Openings in the surface of a ramp can come from grates designed to provide drainage.



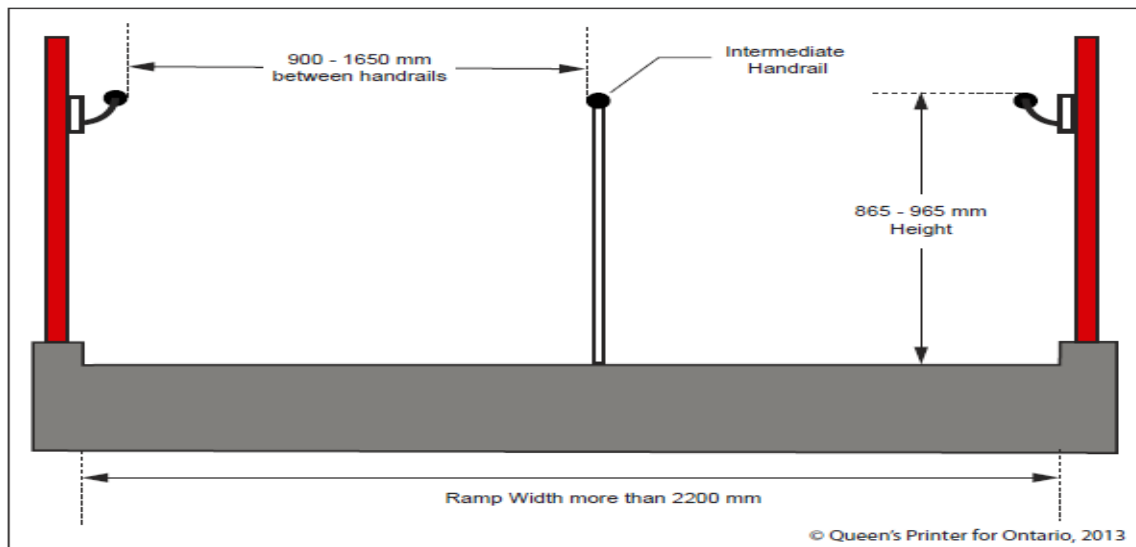
Openings on a ramp must not allow for the passage of an object that is greater than 20 mm in diameter. This is so that mobility device casters (small front wheels) or cane tips cannot pass through them.

### **Handrails**

When an organization decides to install a ramp on a trail/beach access route, it must have handrails on both sides to give people using manual mobility devices the ability to pull themselves up the ramp or to control their descent. Graspable handrails are important to lend support to ramp users and to help prevent falls.

The design and construction requirements for handrails include:

- A continuously graspable surface along the entire length of the handrail
- Specific dimension ranges for rounded or square handrails
- Height range for handrail placement
- Direction on how the handrail should end at the top and bottom of the ramp, so that it does not protrude into the pedestrian path of travel or create a hazard
- Minimum clearance between the wall and the handrail so that people can get their hands around it



**Figure 5 - Intermediate handrails**

### **Intermediate handrails**

If a ramp is too wide, it may be difficult for a person using a mobility device to reach both handrails to pull themselves along the ramp. In cases where a ramp is more than 2,200 mm wide, organizations will be required to provide one or more



additional handrails so a person using a mobility device has access to a handrail on either side of their chair. These handrails are called intermediate handrails.

Intermediate handrails must meet the same handrail requirements outlined in this section (see above under andrails). Organizations must provide intermediate handrails continuously between landings so that there is no more than 1,650 mm between any set of handrails.

### ***Guards***

Guards can consist of:

- A protective barrier with openings such as railings; or
- A protective barrier without railings, such as a solid steel or glass safety barrier.

A guard must be at least 1,070 mm high and be designed so that climbing is not permitted.

A guard prevents ramp users from accidentally falling from one level to another over the edge of a ramp. This is very important where the area beside the ramp includes a sudden drop where someone could fall. In situations where a wall on any side protects the ramp user from falling over the edge of the ramp, a guard is not required. Where this is not the case, a guard is required.

### ***Edge protection***

Edge protection is a small curb constructed on the side of a ramp that prevents a mobility device from rolling over the side and allows people with low or no vision to detect the edge.

If a ramp's railing or guard creates a space larger than 50 mm between the ramp surface and the solid guard, a small curb (edge protection) must fill the gap.

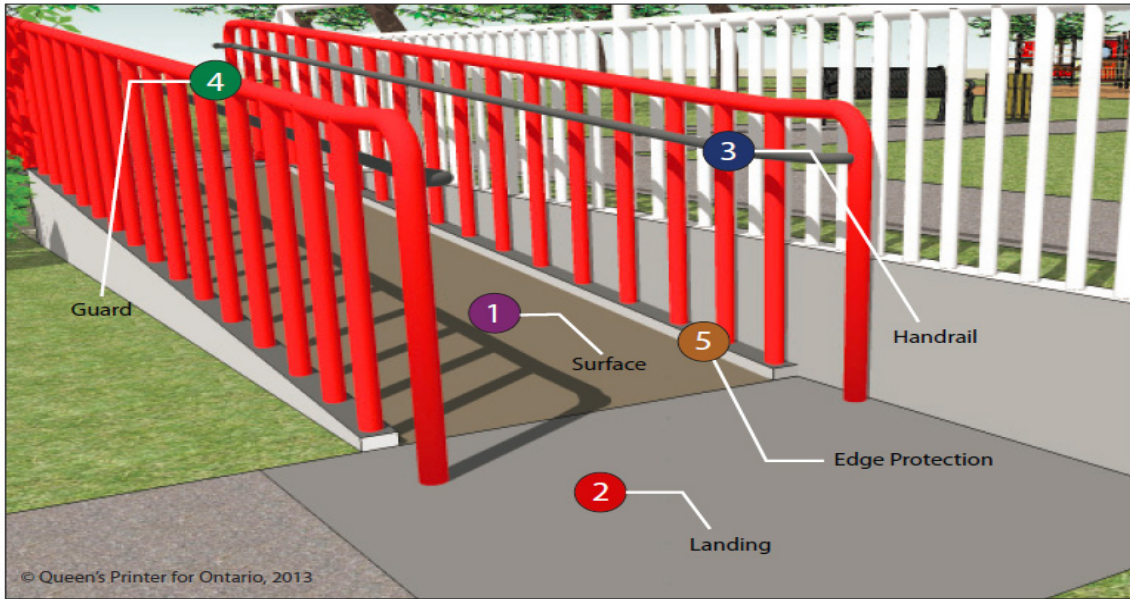


Figure 6 - Ramp features

## Exceptions to the Requirements for Recreational Trails and Beach Access Routes

### Requirements as Stated in the Regulation

#### Exceptions, limitations

80.14 Where an exception is permitted to a requirement that applies to a recreational trail or a beach access route, the exception applies solely,

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

#### Exceptions, general

80.15 Exceptions to the requirements that apply to recreational trails and beach access routes 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.

### **Intent of these Requirements**

There may be times when it is not possible to build recreational trails or beach access routes exactly to the minimum standards outlined in the regulation. This section permits exceptions based on specific grounds that take into account the historical, cultural or environmental value, significance and characteristics of the public space. For example, if a river, cliff edge, or other environmental feature limits the width of a trail in certain areas, then the standard would permit an organization to provide a narrower path on that specific area of the trail. Similarly, if the entrance to a trail has cultural or heritage value, it may not need to be altered to meet the requirements of the standard if the trail is redeveloped.

The intent of these exceptions is to balance the need to provide accessible public spaces that can be used and enjoyed by all with the particular constraints



imposed by the location to be developed. The exceptions provide flexibility to make sure that organizations only apply exceptions where required and that they meet the requirements to the greatest extent possible.



## Outdoor Public Use Eating Areas

### Overview

Recreation is essential to living a full, happy and productive life. Everyone should have the same opportunities to enjoy their free time. Outdoor public use eating areas are part of the many recreational opportunities available across the province. Making outdoor eating areas accessible for people with disabilities helps them enjoy recreational experiences with family, friends and co-workers.

### Requirements for Outdoor Public Use Eating Areas

#### Requirements as Stated in the Regulation

Outdoor public use eating areas, application

80.16 (1) 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).

(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.

Outdoor public use eating areas, general requirements

80.17 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:

(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.

(2) The ground surface leading to and under tables that are accessible to persons using mobility aids must be level, firm and stable.

(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.



## Intent of these Requirements

Outdoor public use eating areas are public areas with tables intended for use by the public as places to consume food. Examples include (but are not limited to) picnic tables in public parks, on hospital grounds or university campuses, and outdoor food courts in amusement parks or resorts.

The intent of the requirements is to address the need for a more inclusive experience for people with disabilities in outdoor eating areas where groups tend to gather.

**Table 6 - When do Organizations have to Comply**

Affected Organizations	Compliance Dates
Ontario Government and Legislative Assembly	January 1, 2015
Designated public sector organizations with 50+ employees	January 1, 2016
Designated public sector organizations with 1-49 employees	January 1, 2016
Private and not-for-profit organizations with 50+ employees	January 1, 2017

Private and not-for-profit organizations with 49 or fewer employees are not required to comply with the requirements.

## Implementing the Requirement

### ***Application***

These requirements apply to new and redeveloped outdoor public use eating areas that organizations, except small organizations, intend to maintain.

### ***Number of Tables***

When building new or redeveloping existing outdoor public use eating areas, organizations must provide accessible tables that people using mobility devices can use. Twenty percent of an organization's new stock of tables must be accessible. At a minimum, organizations must provide at least one accessible table in an eating area wherever they provide new tables.

**Table 7 - Accessible table requirements**



Total number of new tables	Number of new tables required to be accessible
1-9	Minimum 1
10	2
15	2
30	6
100	20

### ***Design of eating areas***

The requirements for accessible tables describe the minimum requirements to make a table accessible while making sure that organizations have the flexibility to choose the design best suited for the environment, its budget and the customers it serves. Accessible tables must have enough clearance under the table to allow a person using a mobility device, such as a wheelchair, to access the table.

### ***Surface area***

The area approaching and surrounding the accessible tables must be level, firm, and stable so that a person using a mobility device can get to the table and move up to and around the table. A level surface is one with no noticeable slope, which makes it safer and easier for a person with a wheeled mobility device to approach and sit at an accessible table.





## Outdoor Play Spaces

### Overview

Play is a natural and important part of a child's daily life and healthy development. Children with disabilities should have the same opportunities to play as all other children. Caregivers with disabilities should also have the opportunity to enjoy outdoor play spaces with their children. Accessible outdoor play spaces allow children and caregivers of all abilities to use play spaces together.

Requirements apply to new play spaces or existing play spaces that are redeveloped that an organization plans to maintain.

Organizations have the flexibility to design play spaces that are creative, fun and challenging for children of all ages and abilities. A number of resources are already available that can help organizations develop accessible play spaces for everyone. Annex H of the Canadian Standards Association's Standard for Play Spaces (CAN/CSA Z614), and the Ontario Parks Association's PlayAbility Toolkit are examples of useful resources that can help organizations determine the best way to incorporate accessibility features into their play spaces.

### Requirements for Outdoor Play Spaces

#### Requirements as Stated in the Regulation

Outdoor play spaces, application

80.18 (1) 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).

(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.

Outdoor play spaces, consultation requirements

80.19 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 Act.

#### Outdoor play spaces, accessibility in design

80.20 When constructing new or redeveloping existing play spaces that they intend to maintain, obligated organizations, other than small organizations, shall,

- (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
- (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.

### Intent of these Requirements

These requirements give organizations the flexibility to decide what accessible features are needed within any play space. This flexibility recognizes that given the needs of the local community, the space and cost will directly influence design decisions.

**Table 8 - When do Organizations have to Comply**

Affected Organizations	Compliance Dates
Ontario Government and Legislative Assembly	January 1, 2015
Designated public sector organizations with 50+ employees	January 1, 2016
Designated public sector organizations with 1-49 employees	January 1, 2016
Private and not-for-profit organizations with 50+ employees	January 1, 2017

Private and not-for-profit organizations with 49 or fewer employees are not required to comply with the requirements.

### Implementing the Requirement



### ***Application***

Outdoor play spaces include equipment and/or features designed to provide play opportunities and experiences for children and caregivers of all abilities. These areas can include:

- manufactured play equipment (like monkey bars and swings).
- natural play structures (like logs, rocks, sand or water).

### ***Consultation requirements, outdoor play spaces***

Consultation requirements aim to ensure play experiences are available for all users of a play space, including those with a range of disabilities.

An inclusive design process that incorporates feedback from the community will result in a better understanding of what makes a play space fun for all children.

Consultations with the public, including people with disabilities, can provide organizations with valuable insight about the diverse needs of children and caregivers with disabilities in the community. Consulting helps designers and decision makers understand potential accessibility barriers in order to develop design solutions that better meet the needs of the community.

Consultations should take place as early as possible in the planning and design process. Organizations can then weigh all considerations before they make decisions and finalize design plans.

The consultation requirement does not set out a particular process or way to consult, as it is recognized that consultations can be conducted in a wide variety of ways depending on the organization.

This also allows organizations to use consultation processes they may already have in place and to combine consultations. For example, consultations on play spaces and recreational trails may be conducted at the same time, based on an organization's need to do both.

For more information about accessible consultation processes, organizations may wish to consult the Ontario Municipal Social Services Association's [Guides for Accessible Community Engagement](#). These guides were developed through the Accessibility Directorate of Ontario's EnAbling Change Program.

Municipalities with an Accessibility Advisory Committee, established in accordance with [subsection 29](#) (1) or (2) of the Accessibility for Ontarians with Disabilities Act, must also consult with the committee.



### ***Accessibility in design***

Organizations must include accessibility in the design of any new or redeveloped play space. Accessibility features must be incorporated into the design of outdoor play spaces for children and caregivers with various disabilities.

Accessibility features can include (but are not limited to):

- Sensory features, which are features that stimulate any of the senses, such as sensory gardens (sight, smell and sound) or sandboxes (touch)
- Active play components, which are activities that include moderate to vigorous bursts of high energy that raise the heart rate, such as climbing or hop-scotch

Organizations must also make sure that outdoor play spaces have firm and stable ground surfaces to allow mobility devices to move easily, while balancing the need for safety and the prevention of injuries.

Surfaces that reduce the force of an impact or absorb the shock of a fall ('impact attenuating') should be located within the play space such as at the foot of slides and other play equipment. They do not need to be installed in the areas outside of the play space, such as the paths leading to or from the play space area. For example, if there is a sidewalk leading to the play space, it does not need to be replaced with a shock-absorbing surface.

Outdoor play spaces must be designed so there is enough clear space to allow all children and caregivers to move freely through, in and around the area.



## Exterior Paths of Travel

### Overview

Exterior paths of travel connect us to where we want to go. Exterior paths of travel differ from recreational trails – these are the sidewalks and walkways intended to provide a functional route from Point A to Point B, rather than those paths that are intended to provide a recreational experience.

When we leave our homes, we depend on these paths to take us to everything our communities have to offer. These paths are important links between places to work, travel, shop and play. They can be called by many names – sidewalks, walkways, multi-use paths and so on.

This section includes accessibility features for elements associated with exterior paths of travel. These include ramps, stairs, curb ramps, accessible pedestrian signals and rest areas.

This section is divided into the following seven parts:

1. 80.23 Exterior paths of travel
2. 80.24 Ramps
3. 80.25 Stairs
4. 80.26 Curb ramps
5. 80.27 Depressed curbs
6. 80.28 Accessible pedestrian signals
7. 80.29 Rest areas

All sections apply to all organizations except small private or not-for-profit organizations with 1-49 employees. The requirements apply to paths intentionally designed for pedestrian use. They do not apply to unplanned paths that pedestrians may use, such as short cuts.

### Exterior Paths of Travel

#### Requirements as Stated in the Regulation

Exterior paths of travel, application

80.21 (1) 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.

(2) This Part does not apply to paths of travel regulated under Ontario Regulation 350/06 (Building Code) made under the *Building Code Act, 1992*.

Exterior paths of travel, general obligation

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.

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.



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.
8. The exterior path must meet the following requirements:
  - i. It must have a 1:2 bevel at changes in level between 6 mm and 13 mm.
  - 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.
  - 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.
  - iv. It must have a ramp that meets the requirements of section 80.24 and changes in level of greater than 200 mm.
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.

### Intent of these Requirements

The intent of the requirements for sidewalks and walkways is to provide minimum standards of accessibility to make sure they are safe and useable for all pedestrians, including people using mobility devices and caregivers with strollers. The consistent use of minimum requirements will support the mobility needs of people with disabilities and promote better health and safety outcomes for all pedestrians.

**Table 9 - When do Organizations have to Comply**

Affected Organizations	Compliance Dates
Ontario Government and Legislative Assembly	January 1, 2015
Designated public sector organizations with 1-49 employees	January 1, 2016
Designated public sector organizations with 1-49 employees	January 1, 2016
Private and not-for-profit organizations with 50+ employees	January 1, 2017

Private and not-for-profit organizations with 49 or fewer employees are not required to comply with the requirements.

### Implementing the Requirements



**Application and general obligation**

The technical requirements outlined in this section apply to all new or redeveloped outdoor sidewalks and walkways designed for pedestrian travel and intended to serve a functional purpose (as opposed to a recreational experience), that the organization intends to maintain, based on the compliance dates outlined in section 80.5.

These requirements do not apply to any exterior paths of travel (barrier-free or otherwise) already regulated under Ontario’s Building Code.

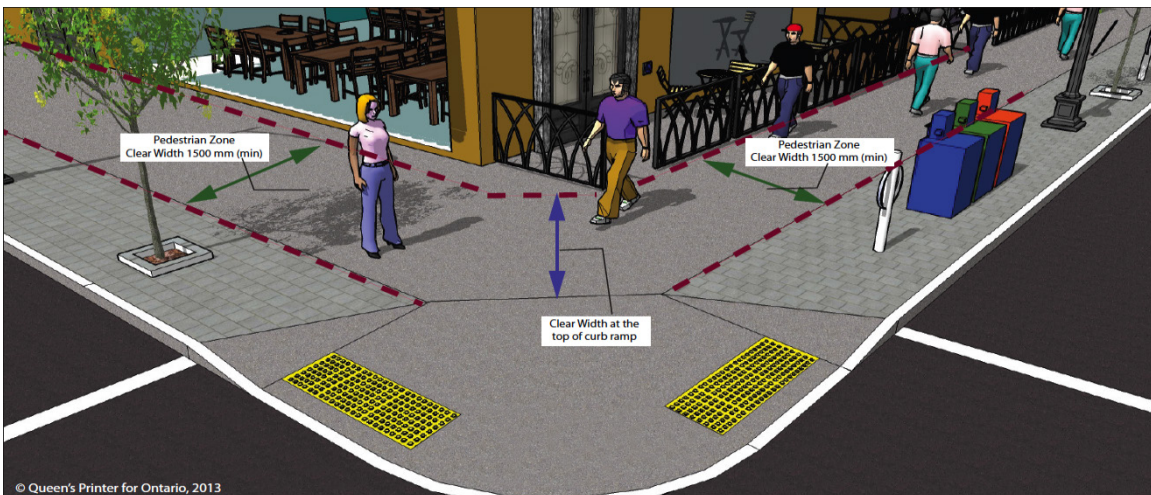
Please note that, although the standard refers to the 2006 Building Code, the 2012 Building Code has replaced it in its entirety.

**Minimum clear width**

The minimum clear width of a new or redeveloped outdoor sidewalk or walkway must be 1,500 mm. This is wide enough to accommodate a greater range of two-way traffic, including pedestrians who use mobility devices.

The minimum 1,500 mm clear width must be free from any obstructions. Any obstructions such as advertising boards, planters and newspaper boxes must be placed outside of the pedestrian route to meet the minimum 1,500 mm clear width requirement.

Where there is a curb ramp on the sidewalk or walkway, the minimum clear width can be reduced to 1,200 mm to accommodate the flared sides and base ramp features of the curb ramp design.



**Figure 7 – Clear width on a sidewalk**

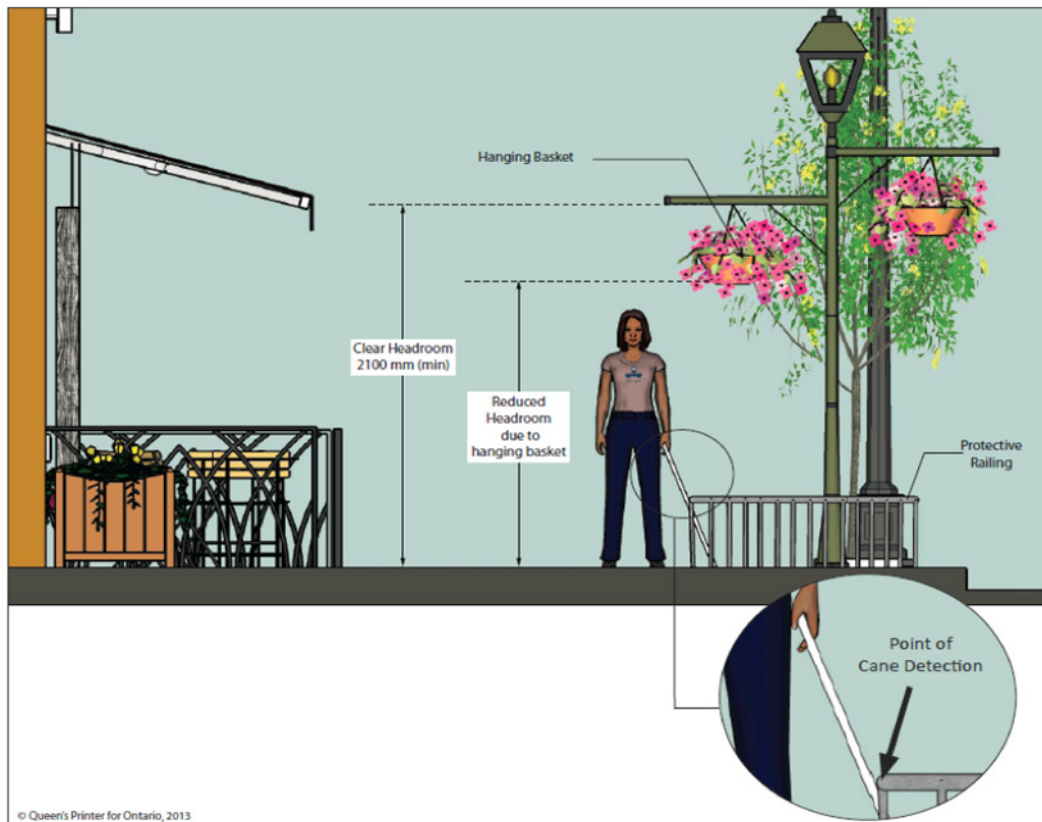


**Minimum head room clearance**

Head room clearance refers to the area above the surface of the sidewalk/walkway. This area must be clear of any obstacle that a person may have to duck under, such as tree branches or signs. Obstacles in the overhead area are safety hazards for people who have low or no vision.

The optimal head room clearance on a sidewalk or walkway is 2,100 mm above the sidewalk/walkway surface. Obstacles should preferably not be located within this height.

In cases where the minimum head room clearance cannot be achieved due to existing infrastructure, a barrier capable of being detected by a cane, such as a rail, with a hard edge should be placed beneath any object in the head room area. The barrier will help cane users detect the object.



**Figure 8 - Minimum head room clearance**

**Surface**



Sidewalks and walkways must be constructed to withstand the pressure of pedestrian traffic.

A firm surface is one that resists indentations. For example, when a person walks or wheels across it, the surface should return to its original condition once this pressure is removed.

Surfaces must also minimize the likelihood of slips. A number of factors can contribute to slips and falls, such as moisture, types of footwear or methods of walking. Because of this variation, organizations are responsible for determining the best way to achieve a slip-resistant surface on sidewalks/walkways.

### ***Openings in the surface***

Openings in the surface of a sidewalk or walkway can come from grates or other objects designed and placed in the ground to provide drainage. This does not include openings in the surface caused by naturally occurring erosion.

Openings on a sidewalk or walkway must not allow for the passage of an object that is greater than 20 mm in diameter. This will help to minimize injuries that occur when mobility device casters (small front wheels) and tips of canes become stuck in wider openings. Openings that are smaller can affect the operation of underground ventilation systems that require larger openings for airflow.

For elongated openings (e.g. those that are not square), such as those on certain grates, length should be placed at a right angle to the direction of travel to prevent slipping. If openings, such as those on a grate, have a longer length than width, the length should be placed at a right angle to the direction of travel to prevent slipping.

### ***Running slope***

The running slope of outdoor sidewalks and walkways should not exceed a slope ratio of 1:20, except as where set out in the sections below. For example, an increase in level of one metre on a sidewalk or walkway must be spread across 20 metres of length. The same ratio can be applied to other units of measure, such as inches, centimetres, feet and so on. Limiting the slope ratio to 1:20 will help to allow pedestrians with restricted mobility to navigate pedestrian routes independently.

When the natural terrain results in roadways that are steeper than 1:20, the slope of the sidewalk can match the roadway but not exceed it. In all other cases,



sidewalks and walkways must always be constructed with a maximum slope of 1:20.

### ***Cross slope***

The type of surface on a sidewalk or walkway can affect drainage. When water pools, it can make pedestrian travel difficult and sometimes even dangerous. For example, pooled water can freeze in the winter and can increase the chances of pedestrian slips and falls.

Unpaved surfaces are sometimes more difficult to drain. In these cases, cross slopes can be steeper (1:10) to allow for better drainage.

Because paved surfaces are easier to drain, cross slopes on these types of sidewalks or walkways must be more gentle (1:20).

Cross slope requirements represent maximum values that allow for the construction of gentler slopes where drainage does not present a problem.

### ***Changes in level***

For pedestrian routes to be safe and useable by all, it is important that people using mobility devices are able to move from one level to another along the sidewalk or walkway. Requirements for bevels, slopes, curb ramps and ramps on sidewalks and walkways are required at different degrees of level change. The greater the change in level, the gentler the slope must be. Where possible, changes in level should be reduced to make exterior paths of travel as flat as possible. This will also reduce the need to install other features, such as ramps or stairs.

Bevels, slopes, curb ramps and ramps are required on sidewalks and walkways where there are changes in level along the surface of the route. Where a small change in level exists, a bevel can help a person using a mobility device to move over the level change. These requirements do not apply to changes in level resulting from the general slope of the sidewalk or walkway.

### ***Entrances***

Sidewalk or walkway entrances must have a minimum clear opening of 850 mm, whether the entrance is a gate, a bollard or any other entrance design. This measurement provides a clear passage for people who use mobility devices, canes and support animals.

The entrance opening should be clear of any obstructions like handles, locks or hinges that could reduce the width to less than 850 mm.



## Ramps

### Requirements as Stated in the Regulation

Exterior paths of travel, ramps

80.24 (1) Where an exterior path of travel is equipped with a ramp, the ramp must meet the following requirements:

1. The ramp must have a minimum clear width of 900 mm.
2. The surface of the ramp must be firm and stable.
3. The surface of the ramp must be slip resistant.
4. The ramp must have a maximum running slope of no more than 1:15.
5. The ramp must be provided with landings that meet the following requirements:
  - i. Landings must be provided,
    - a. At the top and bottom of the ramp,
    - b. Where there is an abrupt change in direction of the ramp, and
    - c. At horizontal intervals not greater than nine metres apart.
  - 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.
  - 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.
  - iv. Landings must have a cross slope that is not steeper than 1:50.
6. Where a ramp 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.
7. A ramp must be equipped with handrails on both sides of the ramp and the handrails must,
  - 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 than 155 mm and whose largest cross-sectional dimension is not more than 57 mm,
- 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,
  - iii. terminate in a manner that will not obstruct pedestrian travel or create a hazard,
  - iv. extend horizontally not less than 300 mm beyond the top and bottom of the ramp,
  - v. be provided with a clearance of not less than 50 mm between the handrail and any wall to which it is attached, and
  - 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.
8. Where the ramp is more than 2,200 mm in width,
- 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
  - ii. the handrails must meet the requirements set out in paragraph 7.
9. The ramp must have a wall or guard on both sides and where a guard is provided, it must,
- i. be not less than 1,070 mm measured vertically to the top of the guard from the ramp surface, and
  - 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.
10. The ramp must have edge protection that is provided,
- 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
  - ii. with railings or other barriers that extend to within 50 mm of the finished ramp surface.

(2) In this section,

“kN” means kilonewtons.



## Intent of these Requirements

Ramps help people with disabilities safely and independently move from one level to another on public pedestrian routes. Ramps should not be too steep and should provide enough turning space for:

- users of wheeled mobility devices
- families with strollers
- visitors with luggage

**Table 10 - When do Organizations have to Comply**

Affected Organizations	Compliance Dates
Ontario Government and Legislative Assembly	January 1, 2015
Designated public sector organizations with 50+ employees	January 1, 2016
Designated public sector organizations with 1-49 employees	January 1, 2016
Private and not-for-profit organizations with 50+ employees	January 1, 2017

Private and not-for-profit organizations with 49 or fewer employees are not required to comply with the requirements.

## Implementing the Requirements

### ***Application***

This section addresses technical requirements for ramps including:

- Maximum slope ratio;
- Protective guardrails;
- Handrails; and
- Landings to provide space to turn around

Organizations must comply with the ramp requirements in this section when installing them on exterior paths of travel, but not for ramps connected to a building.

### ***Minimum clear width***

Ramps must have a minimum clear width of 900 mm. This is wide enough to accommodate a range of wheeled mobility devices. It is also narrow enough to allow people with different mobility challenges to reach across and grasp both handrails for support as they travel up or down the ramp.



### **Surface**

Ramps must be able to withstand the pressure of pedestrian traffic. A firm surface resists indentations. For example, when a person walks or wheels across it, the surface should return to its original condition once this pressure is removed.

Surfaces must also minimize the likelihood of slips. The regulation does not provide technical specifications for slip resistance. A number of factors can contribute to a fall, such as moisture, different kinds of footwear and methods of walking. Because of this variation, organizations are responsible for determining the best way to achieve this requirement.

### **Running slope**

The maximum slope ratio on a ramp is 1:15. This makes it easier for people using mobility devices to go up and down the ramp.

A gentle ramp slope means that users of wheeled mobility devices can use less effort to climb the ramp and maintain a safe, controlled descent. This supports the safe use of the ramp, particularly when it becomes slippery due to poor weather conditions.

### **Landings**

Landings are level areas where people can stop safely and/or turn on the ramp. This is important for mobility device users who need enough space on the landing to align their devices with the direction of the ramp.

Landings are required:

- at the top and bottom of ramps
- every 9 m on long in-line ramps; and,
- when there is an abrupt change in direction of the ramp.

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.

Landings on in-line ramps must be a minimum of 1,670 mm in length and the same width of the ramp.

All landings must have a cross slope that is not steeper than 1:50. A cross slope of 1:50 allows for drainage but provides a mostly flat surface for a person using a mobility device to safely stop.





### ***Openings in the surface***

Openings in the surface can come from grates or other objects designed and placed in the ground to provide drainage. This does not include openings in the surface caused by naturally occurring erosion.

Openings in the surface of a ramp must not allow for the passage of an object that is greater than 20 mm in diameter. This is so that mobility device casters (small front wheels) or cane tips cannot pass through them.

For elongated openings (i.e., those that are not square), such as those on certain grates, length should be placed at a right angle to the direction of travel to prevent slipping. If openings, such as those on a grate, have a longer length than width, the length should be placed at a right angle to the direction of travel to prevent slipping.

### ***Handrails***

When an organization installs a ramp on an exterior path of travel, it must have handrails on both sides to give people using a mobility device, such as a wheelchair, the ability to pull themselves up the ramp or to control their descent. Graspable handrails are important to lend support to ramp users and to help prevent falls.

The design and construction requirements for handrails include:

- A continuously graspable surface along the entire length of the handrail
- Specific dimension ranges for rounded or square handrails
- Height range for handrail placement
- Direction on how the handrail should end at the top and bottom of the ramp, so that it does not protrude into the pedestrian path of travel or create a hazard
- Minimum clearance between the wall and the handrail so that people can get their hands around it
- A load-bearing capacity to withstand the weight of a person who uses the handrail to stand

### ***Intermediate handrails***

If a ramp is too wide, it may be difficult for people using a mobility device to reach both handrails and pull themselves along the ramp. In cases where a ramp is more than 2,200 mm wide, organizations must provide one or more additional handrails so a person using a mobility device, such as a wheelchair, has access to a handrail on either side of their chair. These handrails are called intermediate handrails.





Intermediate handrails must meet the same handrail requirements outlined in this section (see above). Organizations must provide intermediate handrails continuously between landings so that there is no more than 1,650 mm between any set of handrails.

### ***Guards***

Guards can consist of:

- protective barriers with openings such as railings, or
- protective barriers without railings, such as solid steel or glass safety barriers

A guard prevents ramp users from accidentally falling over the edge of a ramp from one level to another. This is very important where the area beside the ramp includes a sudden drop where someone could fall.

In situations where a wall on any side protects the ramp user from falling over the edge, a guard is not required. Where this is not the case, a guard is required.

### ***Edge protection***

Edge protection is a small curb constructed on the side of the ramp that prevents a mobility device from rolling over the side and provides people with low or no vision with a detectable edge. Edge protection must be provided on a ramp except when railings or guards are placed lower than 50 mm above the ramp surface.

## **Stairs**

### **Requirements as Stated in the Regulation**

Exterior path of travel, stairs

80.25 Where stairs connect to exterior paths of travel, the stairs must meet the following requirements:

1. The surface of the treads must have a finish that is slip resistant.
2. Stairs must have uniform risers and runs in any one flight.
3. The rise between successive treads must be between 125 mm and 180 mm.
4. The run between successive steps must be between 280 mm and 355 mm.
5. Stairs must have closed risers.



6. The maximum nosing projection on a tread must be no more than 38 mm, with no abrupt undersides.
7. Stairs must have high tonal contrast markings that extend the full tread width of the leading edge of each step.
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,
  - i. have raised tactile profiles,
  - ii. have a high tonal contrast with the adjacent surface,
  - iii. be located at the top of all flights of stairs, and
  - iv. extend the full tread width to a minimum depth of 610 mm commencing one tread depth from the edge of the stair.
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).
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.
11. Where stairs are more than 2,200 mm in width,
  - 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
  - ii. the handrails must satisfy the requirements set out in paragraph 7 of subsection 80.24 (1).

### **Intent of these Requirements**

The requirements for stairs will improve safety and accessibility for all stair users. Many people with disabilities do not use wheeled mobility devices. Falls on stairs are a major threat to a person's health, independence and confidence.

Stairs are a barrier for people who use mobility devices. They are not the best choice for moving from one level to another, and should not be used as part of an exterior path of travel. It is recommended that stairs only be used as an alternate way of negotiating level changes where barrier-free access is already provided.



**Table 11 - When do Organizations have to Comply**

Affected Organizations	Compliance Dates
Ontario Government and Legislative Assembly	January 1, 2015
Designated public sector organizations with 50+ employees	January 1, 2016
Designated public sector organizations with 1-49 employees	January 1, 2016
Private and not-for-profit organizations with 50+ employees	January 1, 2017

Private and not-for-profit organizations with 49 or fewer employees are not required to comply with the requirements.

## Implementing the Requirements

### ***Application***

This section includes requirements for stairs connected to exterior paths of travel. Technical requirements include:

- minimum and maximum dimensions for each step
- tactile walking surface indicators
- protective guardrails
- handrails

Similar to ramps, organizations must meet the requirements outlined in this section when installing stairs where they connect to an exterior path of travel, but not for stairs that are connected to a building.

Organizations may consider installing stairs beside a sloped walkway or ramp. People with limited stamina may prefer to climb a short flight of stairs rather than take a longer, gradually inclined route. Stairs are a barrier for many forms of disability, and as such should not be the only way of continuing along an exterior path of travel.

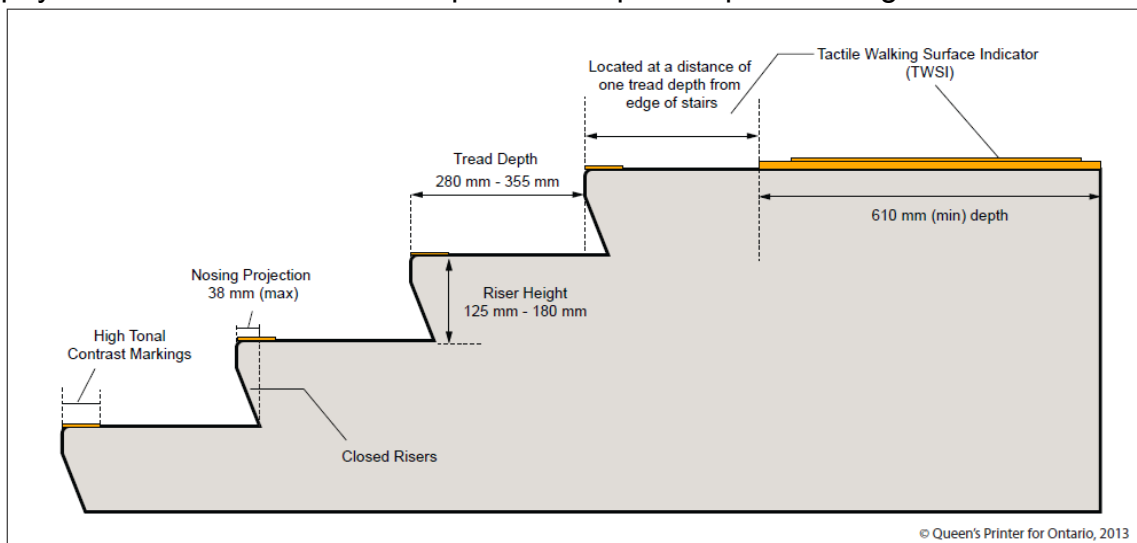
### ***Slip resistance***

Surfaces on stairs must minimize the likelihood of slips. A number of factors can contribute to slips and falls, such as moisture, types of footwear or methods of walking. Because of this variation, organizations are responsible for determining the best way to achieve a slip-resistant surface on stairs.

### ***Risers and runs***

Steps in a flight of stairs should have the same dimensions. The repetitive step pattern of climbing up and down stairs creates the expectation that each step size is the same. Steps of different sizes can cause falls and serious injuries. Consistent dimensions for risers and runs will result in stairs being as safe as possible, which will support Ontario’s aging population and people with disabilities. This will allow for continued independence and mobility by all users.

The requirements for stairs include minimum and maximum step dimensions for rise (the vertical position) and run (the depth of the step ‘tread’). These dimensions are consistent with research findings for stair usability and safety. They should reduce the risk of overstepping short runs or experiencing a misstep between risers. The range between minimum and maximum dimensions is required for safety and provides designers with the flexibility to account for physical site characteristics unique to each public space setting.



**Figure 9 - Stair features**

***Closed risers***

Risers are the vertical sections between steps. Closed risers on stairs are required because they help reduce the likelihood of falls. Open risers can cause people using canes to have trouble maintaining their balance if their cane slides into the opening. People with vision loss can also experience vertigo due to the “strobing” effect of the stair treads and the light between each tread. In addition, people of all abilities can overstep and hurt themselves with open risers.

***Nosings***



Some steps protrude past the riser – these are called nosings. Maximum requirements for nosing projection on stairs will help prevent people from catching their toes on the edge of the step and tripping when climbing a stairway. This will help people with limited motor coordination, a shuffling gait, poor sensation in their feet or those that use prostheses.

### ***High tonal contrast markings***

High tonal contrast markings at the leading edge of each step make it easier for people to use stairs safely and independently. Tonal contrast strips help people with reduced sight visually detect the end of each step. This helps stair users avoid overstepping the stair tread, which could result in falls and injuries.

### ***Tactile walking surface indicators***

Tactile walking surface indicators provide important cues for people with low or no vision. These indicators can alert all pedestrians to potential hazards, such as stair edges that can result in falls or injuries.

Tactile walking surface indicators are required to:

- be placed at the top of stairs.
- have raised tactile profiles. This makes them detectable underfoot for someone who cannot visually detect the edge of a step
- have a high tonal contrast with the surrounding surface
- cover the full tread width and be set back from the stair edge. They should not be located right at the edge of the step

Organizations have the flexibility to determine the specifications for tactile walking surface indicators. They can review existing best practice standards or they can conduct pilot studies to determine the best option. The design specifications selected should take into account:

- the needs of people with disabilities
- the potential for tripping hazards and
- maintenance requirements

### ***Handrails***

Stairs that connect to exterior paths of travel must have handrails that meet the same requirements as handrails on ramps.

Handrails are required on both sides of stairs to guide and support people travelling in either direction. They provide important non-visual guidance cues for stair users by helping them anticipate successive steps and landings. Graspable



handrails are also important to lend support to stair users and to help prevent falls.

The design and construction requirements for handrails include:

- a continuously graspable surface along the entire length of the handrail
- specific dimension ranges for rounded or square handrails
- height range for handrail placement
- direction on how the handrail should end at the top and bottom of the stairs, so that it does not protrude into the pedestrian path of travel or create a hazard
- minimum clearance between the wall and the handrail so that people can get their hands around it
- a load-bearing capacity to withstand the weight of a person who uses the handrail to steady themselves

### ***Guards***

Guards can consist of:

- protective barriers with openings such as railings, or
- protective barriers without railings, such as solid steel or glass safety barriers

A guard prevents stair users from falling from one level to another. This is particularly important where the area beside the stairs includes a drop where someone could fall and be injured.

Guards are required on stairs except where there is a wall beside the flight of stairs, or where the elevation between the ground level and the top of the stair is less than 600mm.

### ***Intermediate handrails***

In cases where a flight of stairs is wider than 2,200 mm, organizations are required to provide one or more additional handrails so a person needing the stability assistance of a handrail has access to it. These handrails are called intermediate handrails.

Intermediate handrails must meet the same handrail specifications outlined in the ramps section. Organizations must provide intermediate handrails continuously between landings so there is no more than 1,650 mm between any set of handrails.

## **Curb Ramps**



## Requirements as Stated in the Regulation

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,
  1. be a maximum of 1:8, where elevation is less than 75 mm, and
  2. 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.

(2) In this section,

“curb ramp” means a ramp that is cut through a curb or that is built up to a curb.

## Intent of these Requirements

The requirements for curb ramps will help people with disabilities move from one level to another safely and independently on public pedestrian routes.

Where pedestrians cross a roadway, curb ramps should provide a smooth transition for mobility device users. Tactile walking surface indicators will warn people with low or no vision that they are entering a potentially hazardous area.

## Table 12 - When do Organizations have to Comply



Affected Organizations	Compliance Dates
Ontario Government and Legislative Assembly	January 1, 2015
Designated public sector organizations with 50+ employees	January 1, 2016
Designated public sector organizations with 1-49 employees	January 1, 2016
Private and not-for-profit organizations with 50+ employees	January 1, 2017

Private and not-for-profit organizations with 49 or fewer employees are not required to comply with the requirements.

## Implementing the Requirements

### ***Application***

This section includes requirements for curb ramps, including

- their alignment with the direction of travel
- their slope ratio and
- placement of tactile walking surface indicators

These requirements apply to curb ramps typically found on municipal sidewalks and in park settings.

### ***Align with direction of travel***

An important requirement for all curb ramps is that they must align with the direction of travel. This can mean aligning the curb ramp with a pedestrian crossing (where there is one), or aligning the curb ramp with the general direction of the pedestrian route (where no pedestrian crossing is present).

It is very important to align a curb ramp with a pedestrian crossing to reduce the risk of pedestrians accidentally stepping into the path of oncoming vehicular traffic. This requirement will improve safety for people with low or no vision, those using mobility devices, families with strollers and visitors with luggage.

### ***Minimum clear width***

The minimum clear width of a new or redeveloped curb ramp must be 1,200 mm (exclusive of any flared sides). This is required so pedestrians using mobility devices and those travelling on foot can use the curb ramp at the same time. Organizations should consider building wider curb ramps at busier, more heavily used intersections.

### ***Slope***





There is no minimum measure required for the slope of a curb ramp. Instead, the regulation allows for different maximum slopes based on the elevation change. Gentler slopes are required at greater elevation changes, and steeper slopes are permitted at smaller elevation changes. Mobility device users are able to negotiate steeper slopes when the incline is small, so accessibility is not reduced.

### ***Tactile walking surface indicators***

Tactile walking surface indicators provide important cues for people with low or no vision. These indicators can alert all pedestrians to potential hazards, such as the imminent danger of oncoming traffic.

Tactile walking surface indicators are required to:

- have raised tactile profiles. This makes them detectable underfoot for someone that cannot visually detect the curb edge. Depressed grooves in concrete do not meet this requirement
- have a high tonal contrast with the surrounding surface
- be placed at the bottom of curb ramps so that they can be detected before entering the roadway, but set back from the curb edge. They should not be placed right before the roadway
- extend the full width of the curb ramp
- have a minimum depth of 610mm

Tactile walking surface indicators are not required when curb ramps are not located at pedestrian crossings, such as those found on side streets.

Organizations have the flexibility to determine the specifications for tactile walking surface indicators. They can review existing best practice standards or they can conduct pilot studies to determine the best option. The design specifications selected should take into account:

- the needs of people with disabilities
- the potential for tripping hazards, and
- maintenance requirements

## **Depressed Curbs**

### **Requirements as Stated in the Regulation**

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.

(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.

### **Intent of these Requirements**

The requirements for depressed curb ramps are intended to improve safety and usability of outdoor sidewalks and walkways for all pedestrians, particularly people with disabilities.

**Table 13 - When do Organizations have to Comply**

<b>Affected Organizations</b>	<b>Compliance Dates</b>
Ontario Government and Legislative Assembly	January 1, 2015
Designated public sector organizations with 50+ employees	January 1, 2016
Designated public sector organizations with 1-49 employees	January 1, 2016
Private and not-for-profit organizations with 50+ employees	January 1, 2017

Private and not-for-profit organizations with 49 or fewer employees are not required to comply with the requirements.

### **Implementing the Requirements**

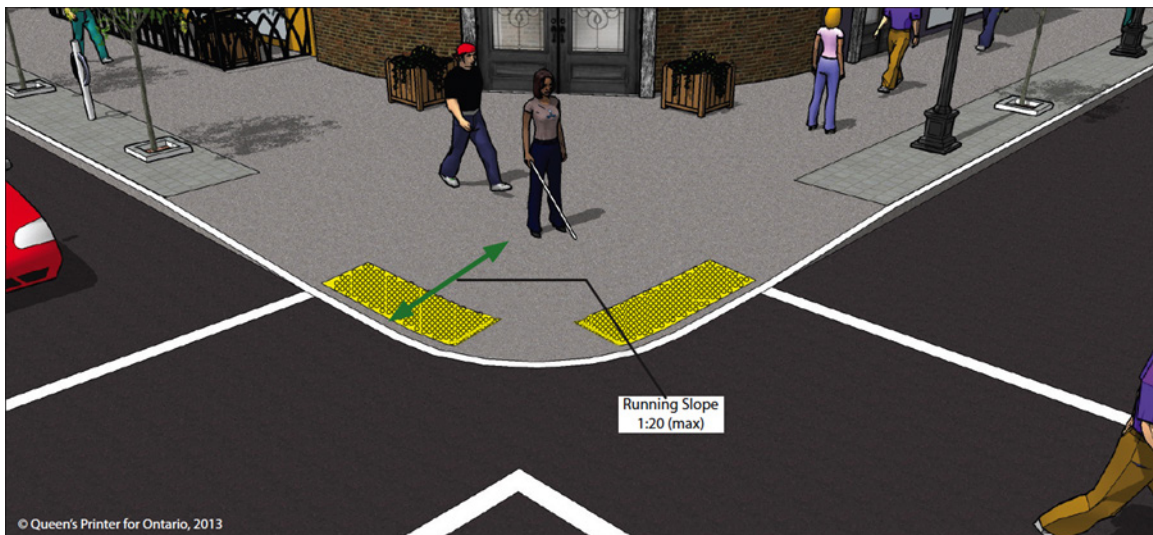
#### ***Application***

This section includes requirements for depressed curbs. Depressed curbs are a type of curb ramp design that can wrap around a corner intersection, rather than requiring two dedicated curb ramps for each direction of travel.

Organizations have the flexibility to determine the choice of depressed curb ramp design for any elevation change or pedestrian crossing, provided it meets the requirements of the regulation. This choice can be based on a number of factors like volume of pedestrian traffic, available space and other site-specific characteristics.

### ***Running slope***

A maximum running slope of 1:20 is required for depressed curbs. This will provide a gradual, seamless transition from sidewalks to pedestrian crossing areas for people using mobility devices, families with strollers and visitors with luggage.



**Figure 10 - Running slope**

### ***Align with direction of travel***

An important requirement for all curb ramps, including depressed curbs, is that they must align with the direction of travel. This can mean aligning the depressed ramp with a pedestrian crossing (where there is one), or aligning it with the general direction of the pedestrian route (where no pedestrian crossing is present).

It is very important to align a depressed curb with a pedestrian crossing to reduce the risk of pedestrians accidentally veering into the path of oncoming vehicular traffic. This requirement will improve pedestrian safety for people with low or no



vision, those using mobility devices, families with strollers and visitors with luggage.

### ***Tactile walking surface indicators***

Since depressed curbs are “flush” (at the same level) with the roadway, tactile walking surface indicators are required at pedestrian crossings. It is important to provide tactile walking surface indicators here, because they compensate for the absence of a hard detectable curb edge that would otherwise be used to indicate where the sidewalk ends and roadway begins.

Tactile walking surface indicators are required to:

- have raised tactile profiles. This makes them detectable underfoot for someone who cannot visually detect the curb edge
- have a high tonal contrast with the surrounding surface
- be placed at the bottom of depressed curbs so they can be detected before entering the roadway, but set back between 150mm and 200mm from the curb edge. They should not be placed right before the roadway
- have a minimum depth of 610mm

Tactile walking surface indicators are not required when curb ramps are not located at pedestrian crossings, such as those found on side streets.

Organizations have the flexibility to determine further specifications for tactile walking surface indicators. They can review existing best practice standards or they can conduct pilot studies to determine the best option. The design specifications selected should take into account:

- the needs of people with disabilities
- the potential for tripping hazards, and
- maintenance requirements.

## **Accessible Pedestrian Signals**

### **Requirements as Stated in the Regulation**

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.

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



1. They must have a locator tone that is distinct from a walk indicator tone.
2. They must be installed within 1,500 mm of the edge of the curb.
3. They must be mounted at a maximum of 1,100 mm above ground level.
4. They must have tactile arrows that align with the direction of crossing.
5. They must include both manual and automatic activation features.
6. They must include both audible and vibro-tactile walk indicators.

(3) Where two accessible pedestrian signal assemblies are installed on the same corner, they must be a minimum of 3,000 mm apart.

(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.

(5) In this section,

“pedestrian crossover” means a pedestrian crossover as defined in subsection 1 (1) of the *Highway Traffic Act*.

### **Intent of these Requirements**

The requirements for accessible pedestrian signals will improve safety and usability of pedestrian crossings for people with various disabilities.

Many people who do not have disabilities rely on unmistakable visual cues at pedestrian crossings to tell them when it is safe to cross the road. These can include “walk/don’t walk” pedestrian crossing signal indicators, crowding of other pedestrians at crossing entry points and the movement of vehicular traffic. People who cannot rely on these cues need information for safe crossing to be provided in an audible or vibro-tactile form.

These requirements provide pedestrians with various disabilities with similar opportunities to travel independently and safely, similar to those commonly enjoyed by other pedestrians.

### **Table 14 - When do Organizations have to Comply**



Affected Organizations	Compliance Dates
Ontario Government and Legislative Assembly	January 1, 2015
Designated public sector organizations with 50+ employees	January 1, 2016
Designated public sector organizations with 1-49 employees	January 1, 2016
Private and not-for-profit organizations with 50+ employees	January 1, 2017

Private and not-for-profit organizations with 49 or fewer employees are not required to comply with the requirements.

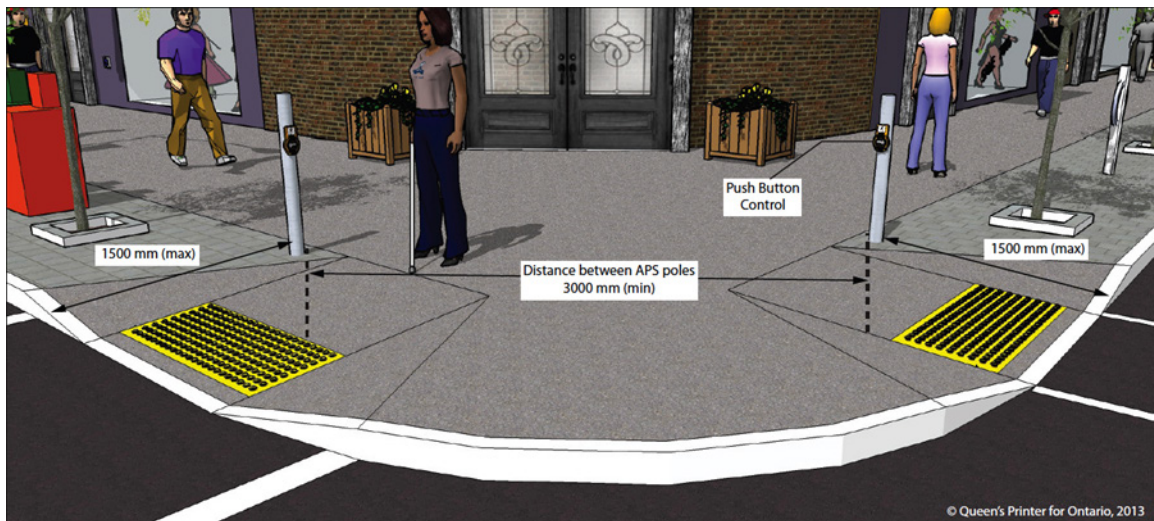
### Implementing the Requirements

#### Application

This section includes requirements for accessible pedestrian signals, which are found at pedestrian crossovers (such as crosswalks) or intersections, that provide audible signals that indicate when it is safe to cross the road.

Requirements for accessible pedestrian signals in the Standard include:

- a locator tone
- proximity to edge of curb
- tactile push-button arrows
- mounting height distance
- capacity for both manual and automatic activation, and
- audible and vibro-tactile walk indicators.



**Figure 11 - Accessible pedestrian signals**

Accessible pedestrian signals are required where new pedestrian crossing signals are installed at crosswalks or intersections, such as in a newly-constructed urban commercial district. If organizations do not plan to install any pedestrian crossing signals at a particular intersection, then they are not required to install these devices. For example, a municipality may not plan to install pedestrian crossing signals in a new suburban sub-division with little foot traffic.

Accessible pedestrian signals are also required when the existing pedestrian crossing signals at a crosswalk or intersection are replaced with new ones. This provides an opportunity to make existing pedestrian crossing more accessible.

Replacing light bulbs or parts of a pedestrian crossing signal system will not trigger the requirement to install accessible pedestrian signals. These are considered regular maintenance activities.

#### ***Locator tone***

Accessible pedestrian signal systems must include a locator tone. This will help people with various disabilities find the activation unit and press the button to cross the road. The locator tone must be different from the walk indicator tone. This will tell pedestrians whether it is safe to cross the road in the direction they are travelling.

#### ***Proximity to curb edge and mounting height***

The push button signal device/box must be located within 1,500 mm of the curb edge. This gives pedestrians enough time to press the button and return to the curb edge to respond to the walk indicator tone. These devices can also be located closer to the curb edge.

The device must not be placed more than 1,100 mm above the ground, so that someone using a mobility device can reach it.

#### ***Tactile arrow***

A tactile arrow-shaped button pointing in the direction of travel is required and helps pedestrians locate the pedestrian crossing at a crosswalk or intersection. It also helps pedestrians align themselves with the direction of travel and remain within the pedestrian crossing area where a crossing is not positioned at perfect right angles to the roadway.

#### ***Activation***

Most modern accessible pedestrian signal systems can be activated in two ways:



- Manually, by holding down the tactile arrow for at least three seconds, or
- Automatically, by programming the system to cycle with the conventional visual walk indicators.

Accessible pedestrian signal systems that are programmed to include both methods of activation are required. They can meet immediate needs at any particular pedestrian crossing location, and future needs as conditions change.

In order to determine optimal conditions when programming accessible pedestrian signal systems, organizations should consider site-specific factors, such as:

- the potential for noise complaints from nearby residents
- the volume of expected pedestrian traffic, and
- relative usage by pedestrians in that area that need these features.

#### ***Audible and vibro-tactile walk indicators***

Organizations must make sure that the accessible pedestrian signals have both audible and vibro-tactile walk indicators to signal that it is safe to cross the road.

The audible walk indicator tone is very important for alerting pedestrians when it is safe to cross the road. Organizations will determine the most suitable audible tones to use for their accessible pedestrian signals. For example, “cuckoo sounds” have been used to signal a north-south crossing and the “Canadian melody” has been used for the east-west crossing directions of an intersection.

In situations where there is not enough space on a single corner to install two separate posts, two devices can be installed on a single post. In this case, a verbal announcement is required to indicate when it is safe to cross the road. For example, the signal may announce “Main Street, now crossing.” This replaces the requirement for an audible tone to reduce potential confusion and risks to safety.

The vibro-tactile walk indicator is designed specifically for people who are deafblind who cannot respond to visual or audible cues.

#### ***Other technical requirements***

Where two accessible pedestrian signal devices are located on the same corner of an intersection, they must be placed at a minimum of 3,000 mm apart. The intent of this requirement is to help pedestrians recognize which pedestrian crossing is safe to cross at any time. When the devices are at least 3,000 mm apart, it is easier to hear which direction the audible tone is coming from, due to the distance the sound has to travel.





## Rest Areas

### Requirements as Stated in the Regulation

Exterior paths of travel, rest areas

80.29 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:

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.

### Intent of these Requirements

The requirement for consultation on rest areas is intended to provide organizations with opportunities to improve access and usability of sidewalks and walkways for all pedestrians, including people with disabilities. People with mobility challenges and reduced stamina will benefit from portions of an exterior path that allow them to move out of the flow of pedestrian traffic to rest before continuing on towards their desired destination.

**Table 15 - When do Organizations have to Comply**

Affected Organizations	Compliance Dates
Ontario Government and Legislative Assembly	January 1, 2015
Designated public sector organizations with 50+ employees	January 1, 2016
Designated public sector organizations with 1-49 employees	January 1, 2016
Private and not-for-profit organizations with 50+ employees	January 1, 2017

Private and not-for-profit organizations with 49 or fewer employees are not required to comply with the requirements.



## Implementing the Requirement

### ***Consultation, rest areas***

The requirement to consult with the public and people with disabilities on the design and placement of rest areas allows organizations to consider the needs of all pedestrians at the beginning of the design process.

Consultations with the public, including people with disabilities, provide organizations with valuable insight about the diverse needs of the community. Consulting helps designers and decision makers understand any accessibility barriers to develop design solutions that better meet the needs of the local population.

Consultations should take place as early as possible in the planning and design process. Organizations can then weigh all considerations before they make decisions and finalize design plans.

The requirement to consult does not specify a particular process or way to consult. Each organization will determine this based on its own needs. Not outlining a consultation process recognizes that consultations can be conducted in a wide variety of ways. Regulating a standard process may not fit the needs of all organizations.

This also allows organizations to use consultation processes they may already have in place and to combine consultations. For example, consultations on rest areas and play spaces can be conducted at the same time, based on an organization's need to do both.

For more information about accessible consultation processes, organizations may wish to consult the Ontario Municipal Social Services Association's [Guides for Accessible Community Engagement](#). These guides were developed through the Accessibility Directorate of Ontario's EnAbling Change Program.

Municipalities with an Accessibility Advisory Committee, established in accordance with [subsection 29 \(1\) or \(2\)](#) of the Accessibility for Ontarians with Disabilities Act, must also consult with the committee.

## Exceptions to the Requirements for Exterior Paths of Travel

### Requirements as Stated in the Regulation

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.

#### 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 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 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.



## **Intent of these Requirements**

There may be cases where it is not possible to build exterior paths of travel exactly to the minimum standards outlined in the regulation. This section permits exceptions based on specific grounds that take into account the historic, cultural, and environmental value, significance and characteristics of the public space.

The intent of these exceptions is to balance the need to provide accessible public spaces that can be used and enjoyed by all with the particular constraints imposed by the location to be developed. The exceptions provide flexibility to make sure that organizations only apply exceptions where required and that they meet the requirements to the greatest extent possible.



## Accessible Parking

### Overview

Ontario's aging population is driving a need for more accessible parking. Statistics Canada and Government of Ontario data project a 4% increase in the number of accessible parking permit holders by 2025. Minimum province-wide standards will meet the needs of a diverse and growing population of accessible parking permit holders.

This section is divided into the following eight parts:

1. 80.32 Application, off-street parking
2. 80.33 Exceptions
3. 80.34 Types of accessible parking spaces
4. 80.35 Access aisles
5. 80.36 Minimum number and type of accessible parking spaces
6. 80.37 Signage
7. 80.38 Exception
8. 80.39 On-street parking spaces

All sections apply to all organizations in Ontario with the exception of section 80.39. Section 80.39 only applies to the specified designated public sector organizations.

### Application, Off-street Parking

#### Requirement as Stated in the Regulation

80.32 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.

#### Intent of this Requirement

The intent of accessible parking requirements is to provide minimum province-wide standards that will meet the needs of a diverse and growing population of accessible parking permit holders. These requirements represent minimum standards and do not prevent organizations from exceeding them to meet their own specific needs.



**Table 16 - When do Organizations have to Comply**

<b>Affected Organizations</b>	<b>Compliance Dates</b>
Ontario Government and Legislative Assembly	January 1, 2015
Designated public sector organizations with 50+ employees	January 1, 2016
Designated public sector organizations with 1-49 employees	January 1, 2016
Private and not-for-profit organizations with 50+ employees	January 1, 2017
Private and not-for-profit organizations with 1-49 employees	January 1, 2018

## **Implementing the Requirement**

### ***Application***

The accessible parking requirements apply to new parking facilities and the redevelopment of existing parking facilities.

For the purposes of this regulation, re-painting of existing lines to mark parking spaces and other periodic maintenance or restorative activities do not trigger redevelopment requirements.

The regulation is not intended to discourage general upkeep of parking facilities but to provide more opportunities to enhance accessibility.

## **Exceptions**

### **Requirements as Stated in the Regulation**

80.33 (1) 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:

1. Parking for buses.
2. Parking for delivery vehicles.
3. Parking for law enforcement vehicles.
4. Parking for medical transportation vehicles, such as ambulances.
5. Parking used as a parking lot for impounded vehicles.



- (2) The requirements in respect of off-street parking facilities do not apply to off-street parking facilities if,
- (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 *Building Code Act, 1992*; and
  - (b) the obligated organization has multiple off-street parking facilities on a single site that serve a building or facility.

### Intent of these Requirements

The intent of the exceptions for accessible off-street parking is to exclude parking facilities that are either:

- not intended for public use, or
- not designed to provide access for people with disabilities, where more suitable lots exist on the same site

**Table 17 - When do Organizations have to Comply**

Affected Organizations	Compliance Dates
Ontario Government and Legislative Assembly	January 1, 2015
Designated public sector organizations with 50+ employees	January 1, 2016
Designated public sector organizations with 1-49 employees	January 1, 2016
Private and not-for-profit organizations with 50+ employees	January 1, 2017
Private and not-for-profit organizations with 1-49 employees	January 1, 2018

### Implementing the Requirements

#### *Exceptions*

The requirements for accessible parking spaces in off-street parking facilities apply to parking spaces that are intended for **public** use. The regulation does not apply to off-street parking facilities that are used exclusively for other purposes, such as lots used exclusively for buses, delivery vehicles, law enforcement vehicles, medical transportation vehicles or impounded vehicles.



If a portion of any off-street parking facility includes parking spaces for the public, these spaces must meet the requirements in this regulation. For example, the requirements for accessible parking will apply to visitor/guest spaces only and not to the other parking spaces in parking facilities for employees or unit owners/tenants in multi-unit residential housing, such as an apartment, townhouse or condominium. Landlords and employers already have a legal duty to accommodate employees or unit owners/tenants with disabilities under the Ontario Human Rights Code.

These requirements represent minimum standards and do not prevent organizations from exceeding them to meet their own specific needs. This could mean installing additional accessible parking spaces for employees or unit owners/tenants in addition to those for those for the public.

An organization may have a number of off-street parking lots on the same site that serve a particular building or series of buildings. In cases like this, the lots connected to a building using a barrier-free path of travel (as defined in Ontario's Building Code) are the ones that are required to meet the requirements in this standard. If the lots are not connected to a building using a barrier-free path of travel, organizations do not have to provide accessible parking spaces in them based on this standard. This could exclude "overflow" capacity lots typically found on the perimeters of transit stations or large university and hospital complexes.

In such cases, it is likely that there are already barriers present that may restrict mobility, such as steps, a lack of curb ramp transitions and entrances with no power door operators.

The organization is responsible for determining whether a parking lot on their site qualifies for this exception. They must consider any relevant site-specific factors, such as whether an intersecting roadway includes or excludes the parking lot in question from the site boundary.

Please note that, although the standard refers to the 2006 Building Code, the 2012 Building Code has replaced it in its entirety.

## **Types of Accessible Parking Spaces**

### **Requirement as Stated in the Regulation**

80.34 Off-street parking facilities must provide the following two types of parking spaces for the use of persons with disabilities:





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”.
2. Type B, a standard parking space which has a minimum width of 2,400 mm.

### **Intent of this Requirement**

The intent of accessible parking requirements is to provide minimum province-wide standards that will meet the needs of a diverse and growing population of accessible parking permit holders. These requirements represent minimum standards and do not prevent organizations from exceeding them to meet their own specific needs.

**Table 18 - When do Organizations have to Comply**

<b>Affected Organizations</b>	<b>Compliance Dates</b>
Ontario Government and Legislative Assembly	January 1, 2015
Designated public sector organizations with 50+ employees	January 1, 2016
Designated public sector organizations with 1-49 employees	January 1, 2016
Private and not-for-profit organizations with 50+ employees	January 1, 2017
Private and not-for-profit organizations with 1-49 employees	January 1, 2018

### **Implementing the Requirement**

#### ***Types of accessible parking spaces***

The requirements for accessible parking include two types of accessible parking spaces:

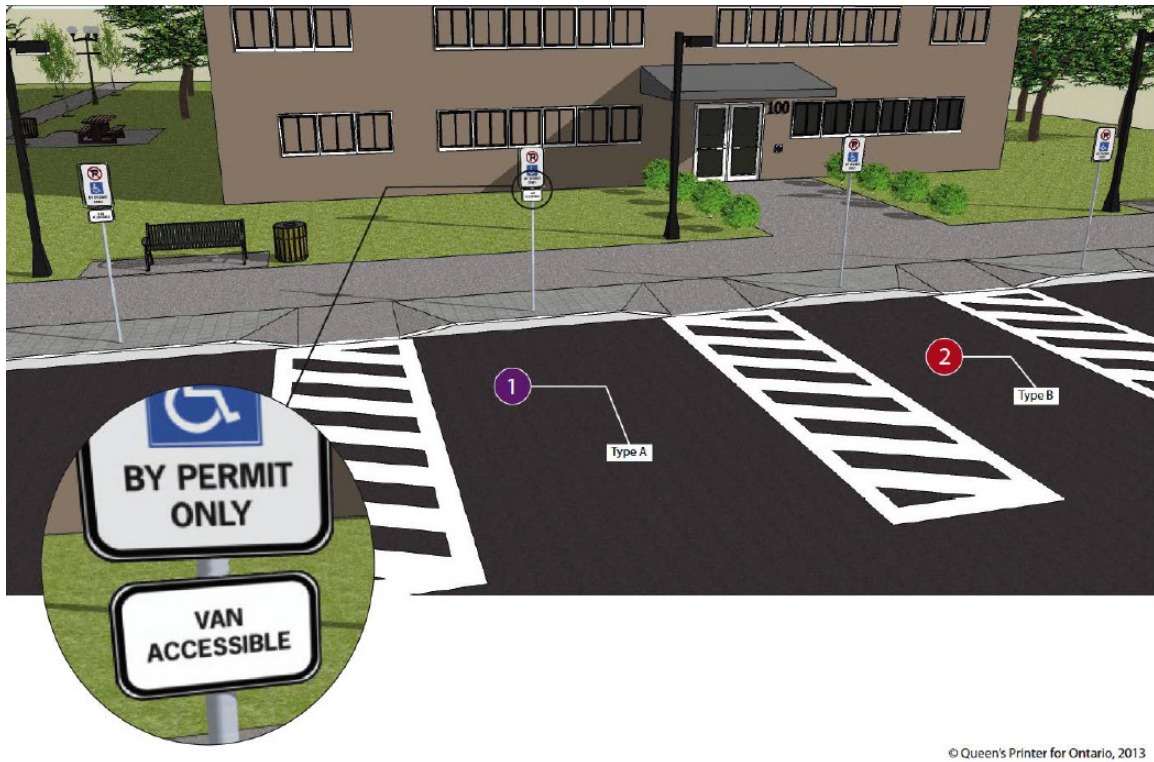
- Type A spaces are for people who use mobility devices and need more space for the deployment of ramps
- Type B spaces are for people who use canes, crutches or walkers and do not need this extra space.

Type A or wider accessible parking spaces already exist in some Ontario municipalities, as well as in the United States.

#### ***‘Van-accessible’ signage***

In addition to signage requirements under the Highway Traffic Act, Type A spaces must be marked with “van accessible” signage.

“Van accessible” signage provides information to users on the intended use of the space. It does not prevent other types of vehicles from using them.



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Figure 12 - Type A and B parking spaces and van-accessible signage

### ***Location of accessible parking spaces***

The regulation does not prescribe where an organization should install the two types of accessible parking spaces in relation to each other. For example, an organization may locate Type B spaces closer to an entrance for users of canes, crutches or walkers, who may have limited stamina compared with users of wheeled mobility devices such as scooters.

Organizations will make these decisions with input from professionals, such as planners and architects. A prescriptive approach is not suitable in this case because it may conflict with plans to achieve the best use of space in any particular lot. Design choices should address the unique set of opportunities and challenges of each parking facility.

### **Access Aisles**



## Requirement as Stated in the Regulation

80.35 (1) 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.

(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:

1. They must have a minimum width of 1,500 mm.
2. They must extend the full length of the parking space.
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.

## Intent of this Requirement

The intent of accessible parking requirements is to provide minimum province-wide standards that will meet the needs of a diverse and growing population of accessible parking permit holders. These requirements represent minimum standards and do not prevent organizations from exceeding them to meet their own specific needs.

**Table 19 - When do Organizations have to Comply**

Affected Organizations	Compliance Dates
Ontario Government and Legislative Assembly	January 1, 2015
Designated public sector organizations with 50+ employees	January 1, 2016
Designated public sector organizations with 1-49 employees	January 1, 2016
Private and not-for-profit organizations with 50+ employees	January 1, 2017
Private and not-for-profit organizations with 1-49 employees	January 1, 2018

## Implementing the Requirement

### Access aisles

Accessible parking spaces must include an access aisle that can be shared by two accessible parking spaces. Where there is only one accessible parking space, one access aisle is required.

Access aisles provide users with a space to transfer into and out of their vehicles safely. The total width of a Type A accessible parking space and access aisle is intended to accommodate the combined width of a van, the length of a wheelchair ramp and the wheelchair itself.

On paved ground surfaces, access aisles are required to include high tonal contrast diagonal markings to discourage parking on them. On unpaved ground surfaces, it may be difficult to apply any kind of paint effectively. Other strategies can be used to discourage parking in access aisles on unpaved surfaces, such as:

- marking the access aisle location with additional signage or infrastructure, or
- providing a contrasting ground surface treatment

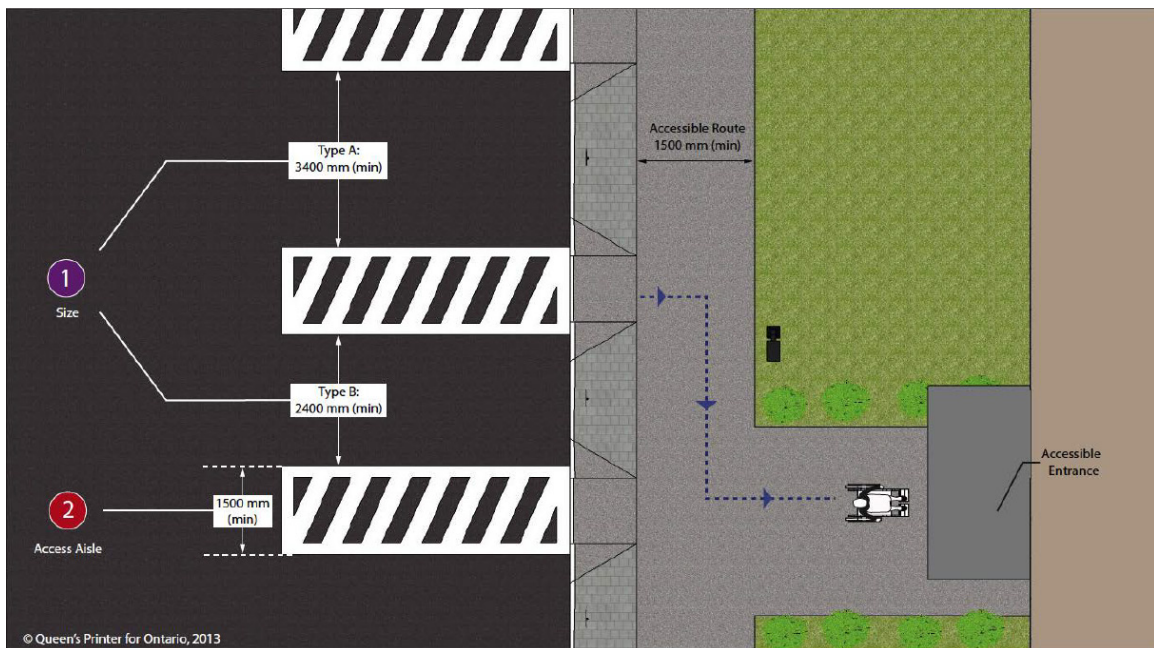


Figure 13 - Accessible parking features

## Minimum Number and Type of Accessible Parking Spaces



## Requirements as Stated in the Regulation

80.36 (1) 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:

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.
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:
  - 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.
  - 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 space and a Type B parking space, but the additional parking space, the odd-numbered space, may be a Type B parking space.
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.
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.
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.

(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.

(3) In determining the location of parking spaces for the use of persons with disabilities that 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.

(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.

### Intent of these Requirements

The intent of accessible parking requirements is to provide minimum province-wide standards that will meet the needs of a diverse and growing population of accessible parking permit holders. These requirements represent minimum standards and do not prevent organizations from exceeding them to meet their own specific needs.

**Table 20 - When do Organizations have to Comply**

Affected Organizations	Compliance Dates
Ontario Government and Legislative Assembly	January 1, 2015
Designated public sector organizations with 50+ employees	January 1, 2016
Designated public sector organizations with 1-49 employees	January 1, 2016
Private and not-for-profit organizations with 50+ employees	January 1, 2017



Affected Organizations	Compliance Dates
Private and not-for-profit organizations with 1-49 employees	January 1, 2018

## Implementing the Requirements

### ***Minimum number and type of accessible parking spaces***

To meet the growing needs of accessible parking permit holders province-wide, the requirements include minimum numbers of accessible parking spaces (including numbers of Type A and Type B spaces) for parking facilities of different sizes. In some cases, the minimum numbers of accessible parking spaces established in regulation may exceed the current number of accessible parking spaces required under municipal by-laws.

The requirements also include direction on how to calculate minimum numbers of accessible spaces by total lot size. The number of spaces should always be rounded up to the nearest whole number. For example, 6.25 spaces should be rounded up to 7 spaces.

**Table 21 - Minimum numbers of accessible parking established in regulation**

Total number of parking spaces in parking facility for public use	Total number of accessible parking spaces required	Type A spaces	Type B spaces
1-12	1	1	0
13-100	4%	<ul style="list-style-type: none"> <li>For lots with an even number of accessible parking spaces – provide an equal number of Type A and Type B spaces.</li> <li>For lots with an odd number of total accessible parking spaces – provide an equal number of Type A and Type B spaces. The additional space may be a Type B space.</li> </ul>	
101-200	3% + 1		
201-1000	2% + 2		
1001 +	1% + 11		

**Table 22 - Examples of accessible parking requirements for illustrative purposes (assuming in the cases of an odd number, a Type B space is preferred)**



Total number of parking spaces in parking facility for public use	Total number of accessible parking spaces required (rounded up to nearest whole number)	Type A spaces	Type B spaces
1	1	1	0
25	1	1	0
75	3	1	2
150	6	3	3
200	7	3	4
500	12	6	6
750	17	8	9
1000	22	11	11
2500	36	18	18

A minimum of four (4) per cent of parking spaces in parking facilities with less than 200 total spaces must be accessible parking spaces. This number is based on Statistics Canada population growth forecasts and projected increases in the numbers of accessible parking permit holders in Ontario. As parking facilities increase in size, a lower proportion of accessible parking spaces are required. This approach is common with municipal accessible parking by-laws and best practice accessibility guidelines.

Calculations should be based on the total number of parking spaces within a single lot, not the total number of parking spaces across a number of lots on the same site. This will help to maximize the total number of accessible parking spaces provided.

The regulation allows for the re-distribution of accessible parking spaces if it would provide equivalent/greater accessibility in terms of distance from accessible entrances or user convenience. For example, preferred lots may be located closer to more commonly used buildings on a university campus or high traffic entrances to a hospital or health-care complex to improve user convenience. Preferred lots may also be equipped with better lighting, other security provisions or areas that provide protection from the weather. Allocating spaces in this way may be more relevant when redeveloping existing parking facilities on a single site rather than when developing a new site.

## Signage

### Requirement as Stated in the Regulation





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*.

### **Intent of this Requirement**

The intent of accessible parking requirements is to provide minimum province-wide standards that will meet the needs of a diverse and growing population. These requirements represent minimum standards and do not prevent organizations from exceeding them to meet their own specific needs.

**Table 23 - When do Organizations have to Comply**

<b>Affected Organizations</b>	<b>Compliance Dates</b>
Ontario Government and Legislative Assembly	January 1, 2015
Designated public sector organizations with 50+ employees	January 1, 2016
Designated public sector organizations with 1-49 employees	January 1, 2016
Private and not-for-profit organizations with 50+ employees	January 1, 2017
Private and not-for-profit organizations with 1-49 employees	January 1, 2018

### **Implementing the Requirement**

#### **Signage**

Accessible parking spaces created under this regulation must be identified with signage consistent with the requirements outlined in section 11 of Regulation 581 (Accessible Parking for Persons with Disabilities) under the *Highway Traffic Act*.

This signage is consistent with what is already required to identify accessible parking spaces in Ontario. To support compliance, these requirements build on well-established signage features for accessible parking spaces that are already regulated.

### **Exceptions**



## Requirements as Stated in the Regulation

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.

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

(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

(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.

## Intent of these Requirements

The intent of accessible parking requirements is to provide minimum province-wide standards that will meet the needs of a diverse and growing population. These requirements represent minimum standards and do not prevent organizations from exceeding them to meet their own specific needs.

## Implementing the Requirements

There may be cases where it is not possible to include the accessible parking requirements exactly to the minimum standards outlined in the regulation. These requirements permit exceptions based on specific characteristics of the public space.



In this case, when meeting the minimum number of accessible parking spaces is not possible, organizations are still required to provide as many accessible parking spaces as possible on the site. It is **not** acceptable to provide none at all if the minimum numbers cannot be achieved.

Flexibility is provided to make sure that organizations only apply exceptions where required and that they meet the requirements to the greatest extent possible.

## On-Street Parking Spaces

### Requirement as Stated in the Regulation

80.39 (1) 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 Act.

(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 Commission Public Bodies — Definitions) made under the *Public Service of Ontario Act, 2006*.

### Intent of this Requirement

The intent of accessible parking requirements is to provide minimum province-wide standards that will meet the needs of a diverse and growing population of accessible parking permit holders. These requirements represent minimum standards and do not prevent organizations from exceeding them to meet their own specific needs.

### Table 24 - When do Organizations have to Comply



Affected Organizations	Compliance Dates
Designated public sector organizations with 50+ employees	January 1, 2016
Designated public sector organizations with 1-49 employees	January 1, 2016

The Government of Ontario, Legislative Assembly, private and not-for-profit organizations with 50+ employees and private and not-for-profit organizations with 49 or fewer employees are not required to comply with the requirements.

Within this section of the standard only, “designated public sector organization” means:

- Every district school board as defined in section 1 of the Education Act.
- Every hospital as defined in section 1 of the Public Hospitals Act.
- Every college of applied arts and technology established under the Ontario Colleges of Applied Arts and Technology Act, 2002.
- Every university in Ontario, including its affiliated and federated colleges, that receives annual operating grants from the Government of Ontario.
- Every public transportation organization in Ontario, including any municipally operated transportation services for persons with disabilities, that provides services for which a fare is charged for transporting the public by vehicles that are operated,
  - by, for or on behalf of the Government of Ontario, a municipality, a local board of a municipality or a transit or transportation commission or authority,
  - under an agreement between the Government of Ontario and a person, firm, corporation, or transit or transportation commission or authority, or
  - under an agreement between a municipality and a person, firm, corporation or transit or transportation commission or authority.

## Implementing the Requirements

### ***On-street accessible parking spaces***

The requirements for accessible on-street parking only apply to public sector organizations likely to have responsibility for constructing and redeveloping roadways:

- Municipalities
- District school boards
- Hospitals
- Colleges of Applied Arts and Technology



- Universities that receive annual operating grants from the Government of Ontario
- Public transportation organizations

The definition of “designated public sector organization” in the rest of the standard is broader, but for this requirement only, the definition has been narrowed to those organizations that may have responsibility for on-street parking.

### ***Consultation requirements***

Public sector organizations must consult with the public, including people with disabilities, on the need, location and design of accessible on-street parking spaces when constructing or redeveloping existing on-street parking spaces. The intent of applying a consultation process is to ensure that the public and people with disabilities have a say and can participate in the decision-making process for the location of these accessible spaces.

Consultations should take place as early as possible in the planning and design process. Organizations can then weigh all considerations before they make decisions and finalize design plans.

The requirement to consult does not specify a particular process or way to consult. Each organization will determine this based on its own needs. Not outlining a consultation process recognizes that consultations can be conducted in a wide variety of ways. Regulating a standard process may not fit the needs of all organizations.

This also allows organizations to use consultation processes they may already have in place. It also allows for combined consultations. For example, consultations on on-street accessible parking spaces and rest areas can be conducted at the same time, based on an organization’s need to do both.

For more information about accessible consultation processes, organizations may wish to consult the Ontario Municipal Social Services Association’s [Guides for Accessible Community Engagement](#). These guides were developed through the Accessibility Directorate of Ontario’s EnAbling Change Program.

Municipalities with an Accessibility Advisory Committee, established in accordance with [subsection 29](#) (1) or (2) of the Accessibility for Ontarians with Disabilities Act, must also consult with the committee.



Because of the large number of site-specific variables on any given roadway and the need to maintain safety for road-users and pedestrians, specific requirements for accessible on-street parking spaces have not been included (minimum sizes, types and numbers of accessible parking spaces). Consultation topics could include:

- expected accessibility benefits
- any relevant safety concerns
- local traffic patterns



## Obtaining Services

### Overview

Thinking about accessibility when designing service counters, fixed queuing guides, and waiting areas is an important part of making services and products available for people with disabilities. The requirements in this section address these customer service features.

The requirements in this section apply to all new counters and fixed queuing guides. They also apply to all new and redeveloped waiting areas with fixed seating. Any of these features can be located either indoors or outdoors.

Requirements for obtaining services are divided into three areas:

1. 80.40-80.41 Service Counters
2. 80.42 Fixed Queuing Guides
3. 80.42 Waiting Areas

### Service Counters

#### Requirements as Stated in the Regulation

##### Application

80.40 (1) Obligated organizations shall meet the requirements set out in this Part in respect of the following:

1. All newly constructed service counters and fixed queuing guides.
2. All newly constructed or redeveloped waiting areas.

(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.

##### Service counters

80.41 (1) When constructing new service counters, which includes replacing existing service counters, the following requirements must be met:

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.



2. Each service counter must accommodate a mobility aid, where a single queuing line serves a single or multiple counters.
- (2) The service counter that accommodates mobility aids must meet the following requirements:
1. The countertop height must be such that it is usable by a person seated in a mobility aid.
  2. There must be sufficient knee clearance for a person seated in a mobility aid, where a forward approach to the counter is required.
  3. The floor space in front of the counter must be sufficiently clear so as to accommodate a mobility aid.

**Intent of these Requirements**

These requirements are intended to make sure that counters used to provide service to customers and patrons are made accessible. Organizations have the flexibility to choose an accessible design that works best for their business practices and environment.

**Table 25 - When do Organizations have to Comply**

Affected Organizations	Compliance Dates
Ontario Government and Legislative Assembly	January 1, 2015
Designated public sector organizations with 50+ employees	January 1, 2016
Designated public sector organizations with 1-49 employees	January 1, 2016
Private and not-for-profit organizations with 50+ employees	January 1, 2017
Private and not-for-profit organizations with 1-49 employees	January 1, 2018

**Implementing the Requirements**

**Application**

The requirements apply to:

- all new service counters and fixed queuing guides and
- all new and redeveloped waiting areas with fixed seating

**Service counters**

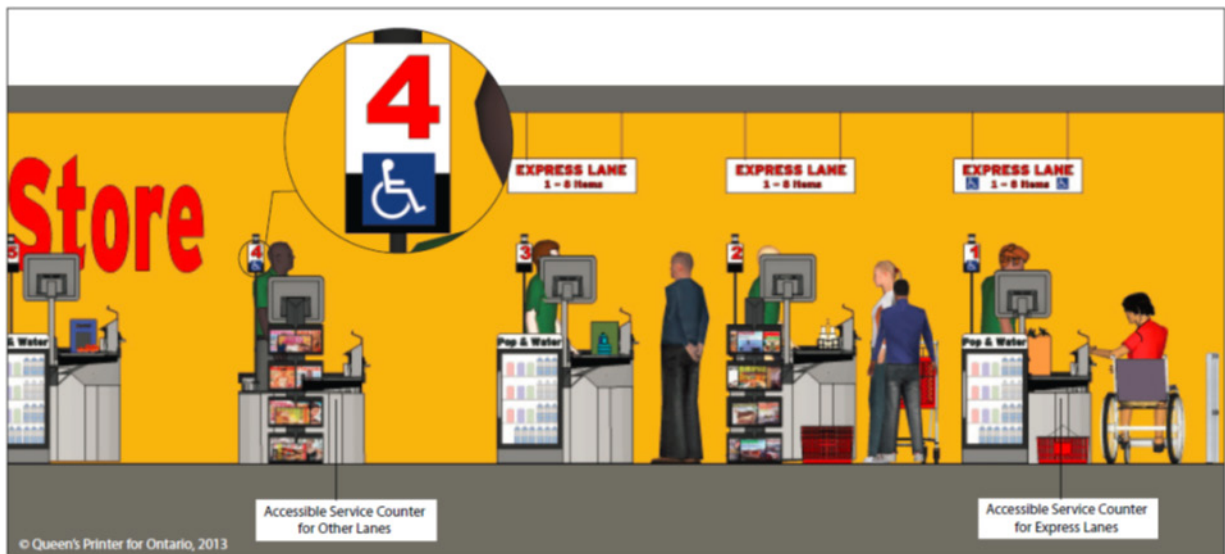


Service counters are intended to be a place where a person receives a service. This can include check-out counters, hospitality/concierge desks or information kiosks.

Organizations must make sure that the service counters they are purchasing and/or constructing will work for customers using mobility devices. This applies to service counters located indoors and outdoors.

The requirements do not include specific measurements to make counters accessible. Instead, the regulation provides organizations with the objectives that should be met, which will tell designers what features are necessary to create an accessible counter. This gives organizations the flexibility to select an accessible design that best meets their business needs.

Designated public sector organizations should review procurement requirements in [section 5](#) of the Integrated Accessibility Standards Regulation when determining the type of accessible counter to purchase. In addition, designated public sector organizations and private sector organizations with 50 or more employees should review the self-service kiosk requirements under [section 6](#) of the Integrated Accessibility Standards Regulation when determining the type of accessible service counter or kiosk to purchase.



**Figure 14 - Accessible service counters**

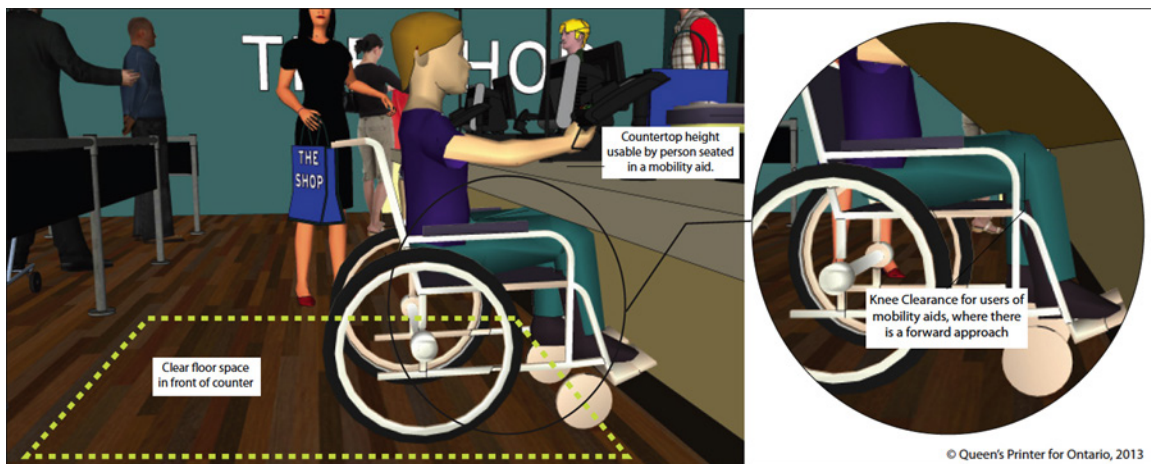
The requirements also provide guidance on the number of service counters organizations must provide. For example, a grocery store would have to provide at least one accessible service counter for each of its express, self-service and regular service aisles. This is because each of these counters provides a

different type of service. People with disabilities should be able to access each type of service that is provided to all customers.

Where one queuing line serves multiple counters, organizations must design all counters to be accessible. For example, if a retail store uses one queuing line for more than one counter, all counters connected to the queuing line must be useable by customers with mobility devices. Where there are multiple queuing lines and service counters, the accessible option must be clearly identified with signage (an example of which is the International Symbol of Accessibility).

An accessible service counter must be designed so that a person seated in a mobility device can reach any objects intended for customer use, such as a point of sale terminal. It should also be designed so that a person seated in a mobility device can see objects that are intended to be viewed, and to carry out tasks that are intended to be done at the counter, such as writing a signature.

Additionally, if service counters are approached from the front (e.g., in situations where they provide face-to-face interaction with a receptionist), the counter must provide enough clear space so that a person's knees can be accommodated under the front of the counter when seated in a mobility device. There must also be enough space in front of the counter so a person using a mobility device, such as a wheelchair, can turn their chair and pull up to the counter.



**Figure 15 - Knee clearance and clear floor space in front of service counters**

Not all services are provided in a face-to-face manner, so not all service counters require clear space underneath to accommodate a person in a mobility device. For example, some services require customers to move parallel to the counter, such as in a grocery store. In cases like this, organizations must make sure that



service counters are designed to enable a person using a mobility device to easily place their purchases on the counter surface, see the cash register screen and reach a point-of-sale terminal. Clear space under and in front of the counter may not be necessary to make such service counters accessible. However, clear space in front of the counter that is wide enough to allow a mobility device to pass through may be needed.

## Fixed Queuing Guides

### Requirements as Stated in the Regulation

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.

### Intent of these Requirements

Fixed queuing guides are often used to organize long customer service lines, such as those that serve multiple service counters. Making them accessible for people with various disabilities is part of making the services accessible.

These requirements only apply if the queuing guides are fixed to the floor, both indoors and outdoors. They do not apply to temporary guides, such as moveable posts and ropes.

**Table 26 - When do Organizations have to Comply**

Affected Organizations	Compliance Dates
Ontario Government and Legislative Assembly	January 1, 2015
Designated public sector organizations with 50+ employees	January 1, 2016
Designated public sector organizations with 1-49 employees	January 1, 2016
Private and not-for-profit organizations with 50+ employees	January 1, 2017
Private and not-for-profit organizations with 1-49 employees	January 1, 2018

## Implementing the Requirements

### ***Fixed queuing guides***

Fixed queuing guides must be placed far enough apart to allow people using mobility devices to pass through them and turn where the guides change direction. Since some mobility devices, such as wheelchairs or scooters, can be longer than they are wide, more space should be provided for turning when the line changes direction.

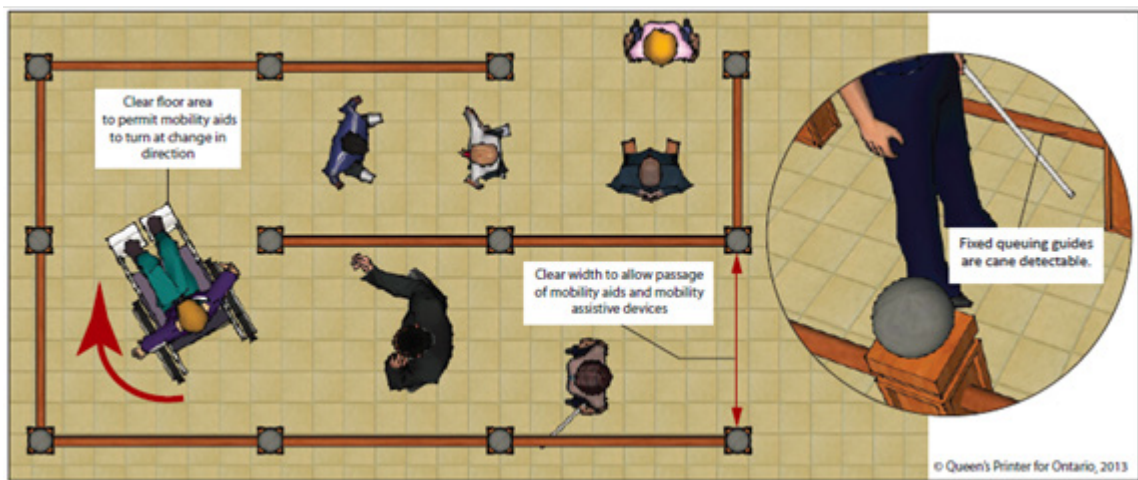


Figure 16 - Accessible fixed queuing guides

Fixed queuing guides must be designed to include an element that can be detected by a person using a cane. This refers to long white canes used by people with visual disabilities, rather than canes used to help people walk. Canes used by people with visual disabilities have a specific detection range that allows the user to know what is in front of them and prepare them for any obstructions in their route. Cane-detectable elements, such as posts and railings, should be low to the ground and spaced closely enough together to help a person navigate through the queue.

Organizations have the flexibility to choose a design type that best meets their business needs and the needs of customers with disabilities.

## Waiting Areas



## Requirement as Stated in the Regulation

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.

(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.

## Intent of this Requirement

Waiting areas form part of many service areas. Making sure that indoor and outdoor fixed seating areas provide spaces where a customer or patron using a mobility device can wait is essential to providing services for people with disabilities. Combined with the other requirements in this section, this helps make sure that people with disabilities can access goods and services.

These requirements apply to all new and redeveloped waiting areas.

**Table 27 - When do Organizations have to Comply**

Affected Organizations	Compliance Dates
Ontario Government and Legislative Assembly	January 1, 2015
Designated public sector organizations with 50+ employees	January 1, 2016
Designated public sector organizations with 1-49 employees	January 1, 2016
Private and not-for-profit organizations with 50+ employees	January 1, 2017
Private and not-for-profit organizations with 1-49 employees	January 1, 2018

## Implementing the Requirement

### ***Waiting areas***

Waiting areas with fixed seating must include dedicated spaces for people who use mobility devices, such as wheelchairs. The number of spaces must equal 3% of the total number of seats, with one space being the minimum required.



Dedicated spaces should be in the same area as the rest of the fixed seating to allow customers with and without disabilities to wait together.

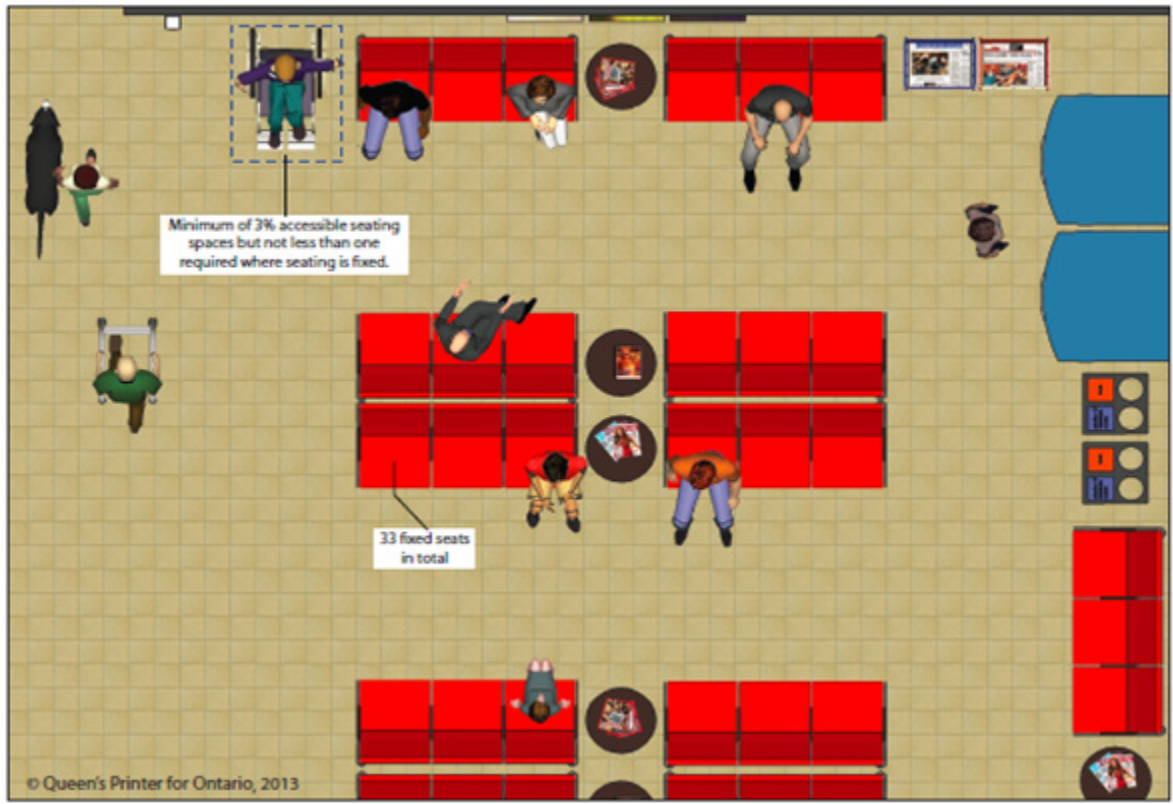


Figure 17 - Accessible waiting area features



## Maintenance

### Overview

Maintenance is an important opportunity to retain an accessible environment that is safe and useable by everyone. Poor maintenance can compromise accessibility and safety.

Maintenance can involve (but is not limited to):

- undertaking specific activities to keep existing public spaces in good working order, or
- restoring spaces or elements within a space to their original condition

### Requirements for Maintenance

#### Requirement as Stated in the Regulation

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.

#### Intent of this Requirement

Maintenance procedures are important to make sure that people with disabilities can access public spaces. People with disabilities typically have fewer alternative routes when moving through and using public spaces, so procedures for maintenance will help support their continued mobility and independence.

**Table 28 - When do Organizations have to Comply**

Affected Organizations	Compliance Dates
Ontario Government and Legislative Assembly	January 1, 2015



Affected Organizations	Compliance Dates
Designated public sector organizations with 50+ employees	January 1, 2016
Designated public sector organizations with 1-49 employees	January 1, 2016
Private and not-for-profit organizations with 50+ employees	January 1, 2017

Private and not-for-profit organizations with 49 or fewer employees are not required to comply with the requirements.

## Implementing the Requirement

### ***Maintenance in multi-year accessibility plans***

All organizations except small private and not-for-profit organizations are already required to develop multi-year accessibility plans as part of [section 4](#) requirements under the Integrated Accessibility Standards Regulation.

Organizations required to have multi-year accessibility plans must document their procedures for:

- preventative and emergency maintenance of the accessible elements in public spaces required by the standard
- temporary disruptions to accessible public spaces when accessible elements in public spaces required by the standard are not working

Maintenance procedures for a public space element can depend on:

- its purpose
- how often it is used and
- how users would be affected if it is not kept in good working condition

For example, a municipality may inspect a sidewalk more frequently than a walkway in a public park because more pedestrians use it more often and it may provide important linkages to the transportation network.

The requirements of the standard only require organizations to document their maintenance procedures for their accessible public spaces (where they exist).

For example, a municipality should document their parks and recreation maintenance schedules for accessible trails or play spaces, especially if those trails or play spaces are not maintained during the winter months.





As another example, an organization should be able to outline their procedures for dealing with the temporary closures of pedestrian crossings due to water main breaks or other unexpected/emergency activities.