

FADS v2.0

Mississauga Facility Accessibility Design Standards



**Future-Ready,
Inclusive by Design**



MISSISSAUGA

2025

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1.1 Introduction

Accessibility and inclusion are essential to building communities where everyone can participate fully. In Ontario, over **28% of people live with a disability**, which equates to more than 201,000 Mississauga residents. It is expected that this number will continue to rise given the aging population. Barriers in the built environment affect not only persons with disabilities but also seniors, parents with strollers, newcomers and people with temporary injuries.

Designing accessible facilities benefits everyone — creating safe, dignified, and equitable experiences. Inclusive design supports independence, reduces risks and fosters community participation. By embedding accessibility at the earliest stages of planning and design, we can reduce costly retrofits, meet legislative obligations and deliver facilities that serve every resident and visitor.

These standards translate accessibility principles, legislative requirements, and community expectations into practical design guidance for City staff, architects, consultants and contractors. It reflects Mississauga's commitment to creating facilities that are **future-ready, inclusive by design, and resilient over time**.

1.2 Universal Design Principles

This manual is guided by the internationally recognized **Seven Principles of Universal Design**. These principles promote environments that are usable by the widest range of people, regardless of age, ability, or circumstance:

- **Equitable Use** – Design is useful and marketable to people with diverse abilities
- **Flexibility in Use** – Accommodates a wide range of preferences and abilities
- **Simple and Intuitive** – Easy to understand, regardless of experience or literacy
- **Perceptible Information** – Communicates effectively through multiple modes (visual, tactile, auditory)
- **Tolerance for Error** – Minimizes hazards and unintended actions
- **Low Physical Effort** – Can be used efficiently and comfortably with minimal fatigue
- **Size and Space for Approach and Use** – Provides adequate room for use regardless of mobility or posture

Embedding these principles ensures spaces remain adaptable, intuitive, and welcoming over time, creating facilities that serve current and future generations equitably.

1.3 Scope

These standards apply to all newly constructed, renovated or leased municipal facilities that are accessible to the public, staff or visitors. They cover both interior and exterior environments, including entrances, circulation routes, service areas, amenities and specialized facilities.

The requirements are intended to go beyond minimum legislative obligations, reflecting best practices in universal and inclusive design. Where technical infeasibility exists in existing buildings, the intent of the requirements should guide design decisions, with the goal of reducing barriers to the greatest extent possible.

Exceptions are limited to areas exclusively for firefighters or other staff-only operational use, as noted in relevant chapters.

Exceptions and Equivalent Facilitation

In limited or special circumstances, strict compliance with these Standards may be technically infeasible or result in disproportionate cost or operational risk. In such cases, an exception may be approved only where all of the following conditions are met:

1. Approval and Accountability

- a) Written approval by both the **Director, Facilities & Property Management (FPM)** and the **Manager, Accessibility Planning** is required before proceeding

2. Documented Rationale

- a) A concise statement identifying the constraint (e.g., structural or heritage limitations, utility conflicts, life-safety or emergency-response constraints, or site limitations)
- b) A brief cost/feasibility summary demonstrating why full compliance is not practicable at this time

3. Equivalent Facilitation

- a) The design must incorporate alternative measures that achieve a substantially equivalent or greater level of accessibility for the same users (for example, alternative routes, technologies, or programmatic supports)
- b) Where temporary solutions are used, they must include a clear timeline for achieving permanent compliance or improvement (where possible)

4. Consultation and Record Keeping

- a) Accessibility Planning must be consulted to assess user impact and options

- b) Each approved exception must be recorded in a FADS Exception Log, including the rationale and any mitigation measures, to ensure transparency and accountability

Notes

- This clause does not permit wholesale non-compliance. It is intended for special circumstances where constraints can be demonstrated, and mitigations provide an equivalent outcome
- For heritage sites, design solutions should balance heritage preservation with maximum achievable accessibility

1.4 Regulatory Framework

This manual is informed by, and complements, the following legislation and standards:

- **Accessibility for Ontarians with Disabilities Act (AODA)** and the Integrated Accessibility Standards Regulation (IASR)
- **Ontario Human Rights Code**, which protects against discrimination on the basis of disability
- **Ontario Building Code (OBC)**, which establishes minimum accessibility requirements in construction
- **CSA B651: Accessible Design for the Built Environment** and other applicable CSA standards, which provides technical guidance on accessible design features
- Relevant municipal by-laws, policies, and strategies

Where there is conflict between these standards and other legislation or standards, the most stringent requirement shall apply.

1.5 Guideline Organization

The manual is organized into thematic sections for ease of use:

- **Common Elements** – core accessibility requirements that apply broadly to most facilities
- **Interior and Exterior Environments** – requirements specific to internal circulation and external site design
- **Systems and Controls** – communication, wayfinding, lighting, alarms and related infrastructure
- **Special Facilities and Spaces** – requirements for specific facility types (e.g., libraries, courts, fire stations)

Each section includes:

- **Rationale** – why the requirement matters
- **Application** – when and where it applies
- **Design Requirements** – measurable, enforceable standards with dimensions, layout and operability
- **Figures and At-a-Glance Tables** – visual and summary tools to aid understanding and compliance
- **Supplementary Resources & References** – accessibility and code references

2.1 Space and Reach Requirements

Rationale

Space and reach requirements establish the minimum dimensions needed to ensure that people using mobility devices can move, approach, and interact with elements independently and safely.

These requirements support equitable access by accounting for a wide range of mobility needs, reducing physical barriers and enabling consistent use of spaces, controls, and services.

Providing adequate clear space and appropriate reach ranges helps create environments that are functional, predictable and usable for all, supporting independence and full participation in daily activities.

Application

This section applies to all City-owned or leased facilities and public spaces where clear space, maneuvering, or reach is required to support access to elements, controls, and services, including:

- Circulation routes such as entrances, corridors and pathways
- Service areas, counters and workstations
- Washrooms and change facilities
- Areas with wall-mounted controls, signage or operable elements

Note: These requirements should be applied consistently across both interior and exterior environments, including parks, sidewalks, and other public spaces, to support continuous and barrier-free access.

Floor Space Requirements

A clear floor space is essential for the maneuverability of mobility devices. The following dimensions are based on the universal size needed to accommodate 95% of mobility devices in North America:

- 900 mm wide by 1500 mm long minimum for a front approach (See Figure 1)
- 900 mm wide by 2200 mm long minimum for a side approach (See Figure 2)

Unless specified otherwise, a clear floor space must be provided in areas where access is required to:

- Wall-mounted controls

- Power door operators
- Tactile signage
- Service counters
- Workstations
- Under tabletops, lavatories, sinks, or drinking fountains

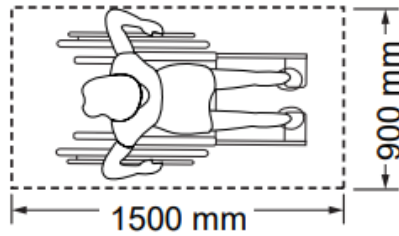


Figure 1: Clear Floor Space for a Front Approach

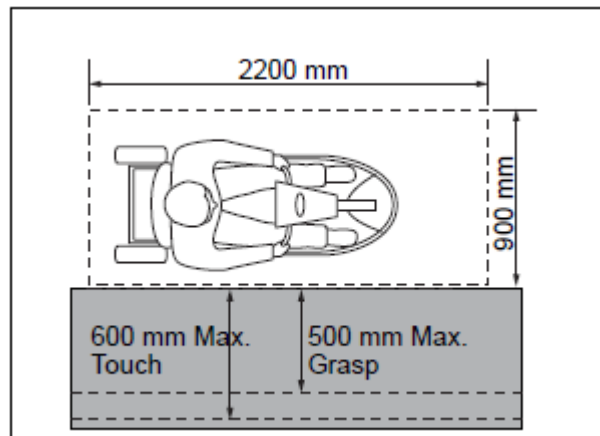


Figure 2: Clear Floor Space for a Side Approach

Clear Turning Space

To allow individuals in mobility devices to make a 360-degree turn, a clear floor space of **2500 mm in diameter** is required. This dimension is considered the universal size needed to accommodate 95% of mobility devices in North America and ensures users can move around obstacles safely and independently (See Figure 3).

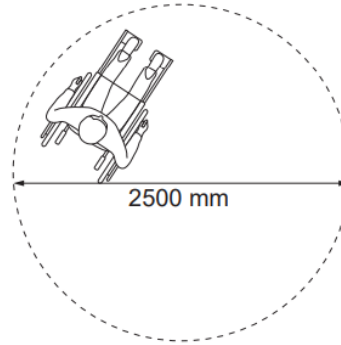


Figure 3: Clear Turning Space

Knee and Toe Clearance

For a front approach to workstations, counters or any tabletop, knee and toe space must be provided:

- 735 mm minimum height from the floor
- 500 mm minimum depth at the front
- 900 mm minimum width

This clearance ensures that individuals using wheelchairs or scooters can access and use the surface comfortably.

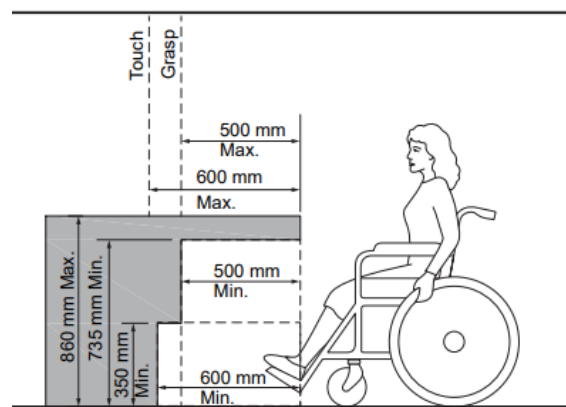


Figure 4: Knee and Toe Clearance

Reach Range

The reach range for objects or items should be between 460 mm and 1050 mm A.F.F.

For obstructed surfaces (such as an object's top surface between 860 mm to 1050 mm), a reach range of 600 mm maximum depth is necessary for both front and side approaches. This ensures individuals can reach items without obstruction.

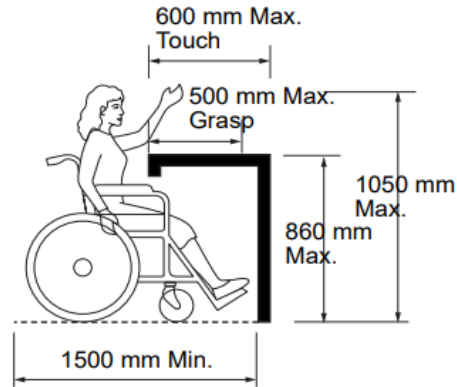


Figure 5: Reach Range to Touch

Side Approach Clearance

For a side approach, which allows mobility devices to approach parallel to an object, the clear floor space must be 900 mm by 2200 mm. This allows users to approach objects without interference from other items or structures.

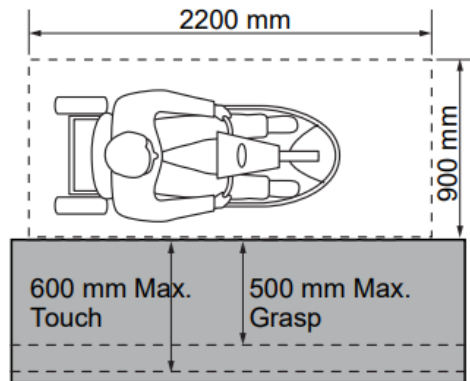


Figure 6: Clear Floor Space for a Side Approach

Reach Range to Grasp

- The reach range for grasping an object should be between 460 mm and 1050 mm AFF
- If the item has an obstruction between 860 mm to 1050 mm, the reach depth must not exceed 500 mm, ensuring accessibility from both the front and side

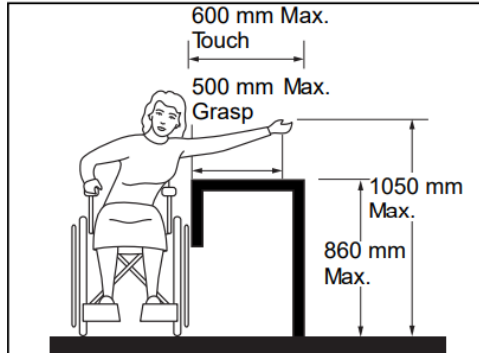


Figure 7: Reach Range to Grasp

Table 1: Space and Reach Requirements at a Glance

Feature	Minimum / Recommended Dimensions	Notes / Key Requirements
Clear Floor Space – Front Approach	900 mm wide × 1500 mm long	Required at: <ul style="list-style-type: none"> • Wall-mounted controls • Power door operators • Tactile signage • Service counters • Workstations • Under tables • Lavatories • Sinks • Drinking fountains
Clear Floor Space – Side Approach	900 mm wide × 2200 mm long	<ul style="list-style-type: none"> • Same applications as front approach • Allows parallel positioning of mobility devices
Turning Space	2500 mm diameter	<ul style="list-style-type: none"> • Required for 360° turns • Accommodates 95% of mobility devices
Knee and Toe Clearance	735 mm height × 500 mm depth × 900 mm width	Required at: <ul style="list-style-type: none"> • Workstations • Counters • Tables • Sinks • Lavatories
Reach Range – Unobstructed	460–1050 mm AFF	Comfortable vertical reach for seated/standing users

Feature	Minimum / Recommended Dimensions	Notes / Key Requirements
Reach Range – Obstructed	<ul style="list-style-type: none"> • Top surface 860–1050 mm AFF • Depth ≤600 mm (front/side) 	Ensures users can reach over obstructions
Reach Range – Grasp	<ul style="list-style-type: none"> • 460–1050 mm AFF • Obstruction depth ≤500 mm 	For operable parts (e.g., switches, handles, controls)
Side Approach Clearance	900 mm wide × 2200 mm long	Parallel approach clearances for mobility devices

2.2 Ground and Floor Surfaces

Rationale

The design of ground and floor surfaces affects the accessibility and safety of all individuals. Irregular surfaces, like cobblestones or pea-gravel concrete, create barriers, making walking and wheelchair navigation difficult. Smooth, stable, and level surfaces are essential for ease of movement, especially for individuals using mobility aids.

Slippery surfaces are hazardous for seniors and individuals with mobility or balance challenges. Non-slip materials reduce the risk of falls and improve safety. Similarly, glare from highly reflective surfaces can obscure important features, especially for those with low or no vision.

Using clear color contrast between walls and floors enhances spatial awareness for individuals with vision loss. Changes in floor color or texture signal transitions, such as changes in level or function, and aid navigation. Thoughtfully designed floors with varying materials, textures, and colors further support accessibility by signaling spaces like entrances or seating areas.

Contrasting colors define routes and boundaries, while tactile indicators like raised patterns alert users to changes in level or hazards. These elements should be simple to avoid overwhelming users, enhancing accessibility without distraction.

Application

Accessible ground and floor surface design, including the strategic use of materials, textures, and colors, should be implemented throughout all areas of a building to ensure safety and inclusivity. This is particularly important in high-traffic areas such as entrances, corridors, and common spaces, as well as in transitional zones like ramps, stairs, and elevator lobbies. In exhibition spaces, museums, and galleries, contrasting textures and colors help identify pathways and display areas. Public facilities like libraries and transit stations also benefit from tactile guidance and color contrasts. Outdoor areas like walkways and parking lots should include slip-resistant surfaces and tactile guidance to ensure safe access.

Design Requirements

Surface

Ground and floor surfaces must:

- Be firm, stable and slip-resistant
- Have joints between surfaces no wider than 13 mm (maximum) or 6 mm (preferred) See Figure 8
- Have finishes and materials that have high visual colour/tonal contrast (minimum 70%) or a change in texture with surrounding surfaces:

- At curb ramps and depressed curbs
- Adjacent wall surfaces or their baseboards
- At changes in level (e.g., stairs and ramps)
- At obstacles
- For tactile walking surface indicators
- Not be heavily patterned
- Have a vertical change in level of less than 6 mm
- Step-free Access: Where feasible, provide ramps with a slope no greater than 1:20 (5%) and a minimum width of 1200 mm
 - Any ramp that exceeds maximum slope must be reviewed by the Accessibility Planning Team and the AAC's FADS Subcommittee
- Install tactile indicators at stairs, ramps, and key navigation points, with a minimum width of 600 mm. See Section 2.8 Tactile Indicators

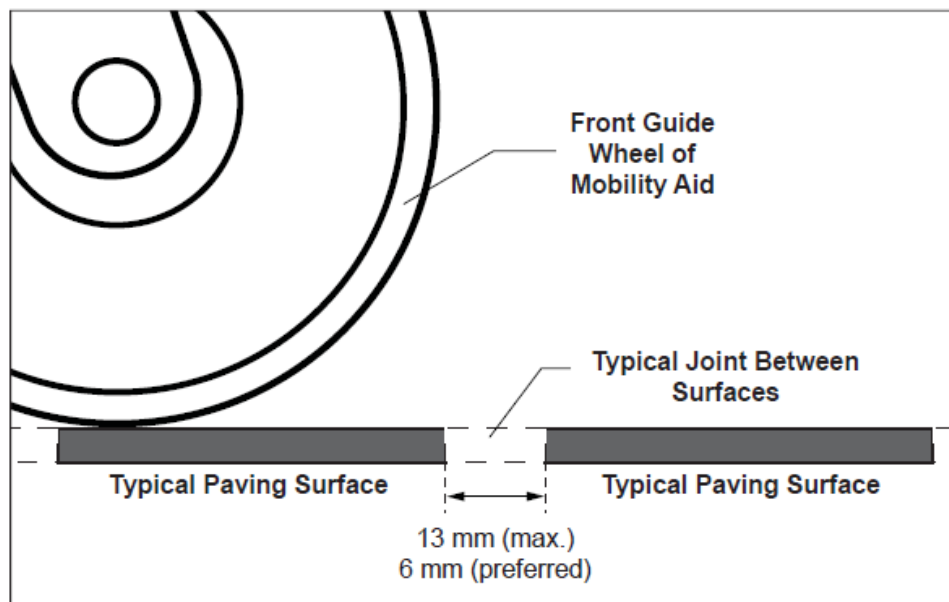


Figure 8: Joints between surfaces – section view

Carpets

Carpets must:

- Be securely fixed to the floor
- Be a max height of 13 mm
- Have firm under padding or backing to reduce rolling resistance for wheeled mobility aids
- Have a firm, low level loop or level cut or uncut pile

Floor Mats

Floor mats must:

- Be securely fixed or placed in a depression that is level with surrounding floor area
- Have a maximum height of 13 mm high with beveled edges
- Have a colour contrast of 70% (minimum) between floor mats or grilles and surrounding surfaces

Gratings and Covers

Gratings and floor drains must:

- Be max 13 mm wide
- Have openings in one direction and perpendicular to the dominant direction of travel

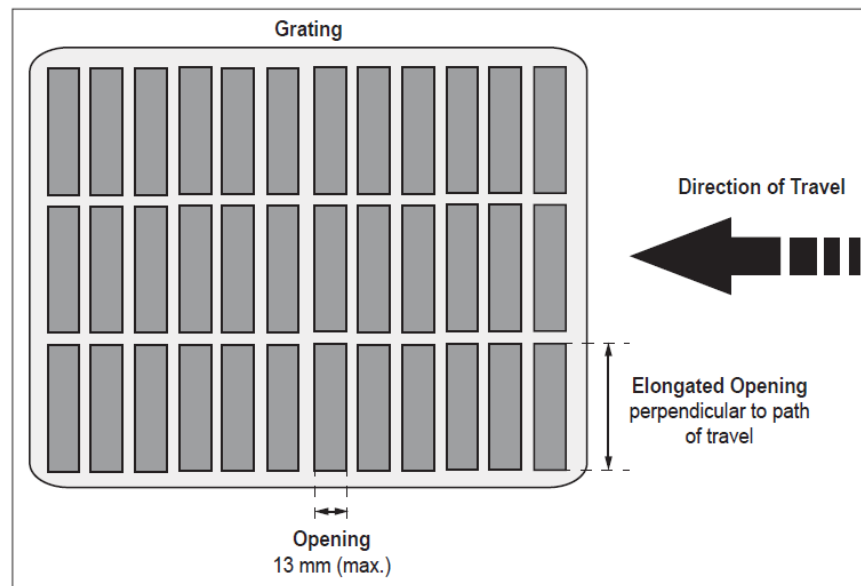


Figure 9: Grating Opening – Plan View

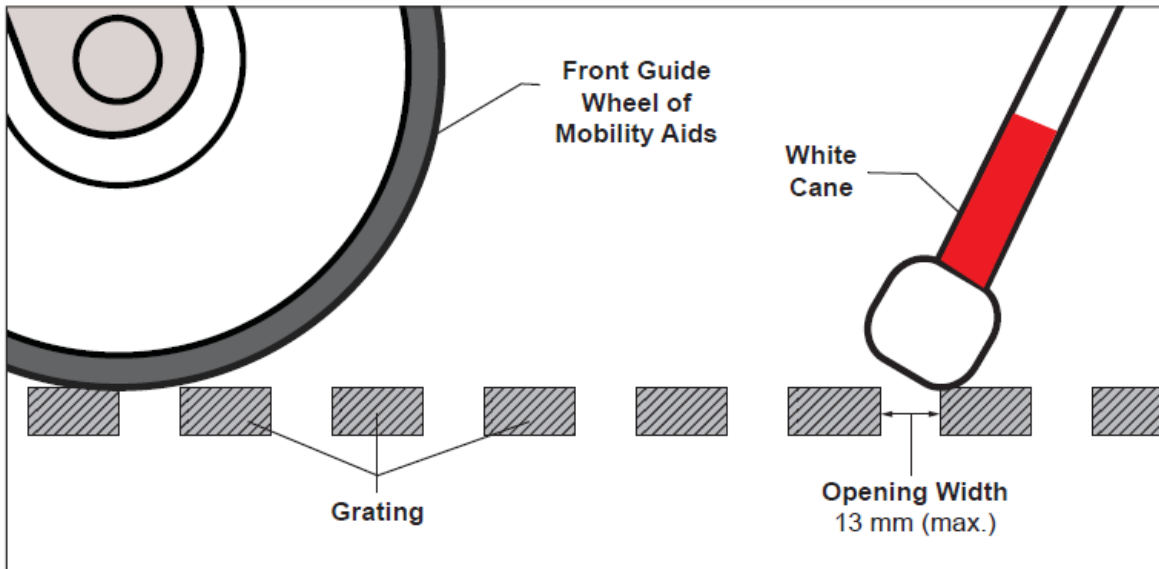


Figure 10: Gratings – Section View

Wayfinding Support

- **Contrasting Materials:** Define pathways with contrasting colors and materials at least 1500 mm wide for clear identification
- **Tactile and Textured Indicators:** Include raised strips or textured pathways with a standard height of 4–5 mm for visually impaired users
- **Pathway Boundaries:** Install barriers or contrasting edge strips at least 50 mm wide to mark walking zones

Table 2: Ground and Floor Surfaces at a Glance

Feature	Minimum / Recommended Dimensions	Notes / Key Requirements
Surface – Firmness	N/A	Must be firm, stable, and slip-resistant
Surface – Joints	≤13 mm (6 mm preferred)	Applies to joints between surfaces; see Figure 8
Surface – Visual Contrast	≥70%	Or change in texture at curbs, wall bases, level changes, obstacles, tactile walking surface indicators
Surface – Vertical Change in Level	<6 mm	Step-free access preferred

Feature	Minimum / Recommended Dimensions	Notes / Key Requirements
Ramps (Step-Free Access)	Slope $\leq 1:20$ (5%); Width ≥ 1200 mm	Slopes exceeding max require review by Accessibility Planning + AAC FADS Subcommittee
Tactile Walking Surface Indicators	≥ 600 mm wide	Required at stairs, ramps, and navigation points; see Section XYZ
Surface Patterning	N/A	Avoid heavily patterned finishes
Carpets – Height	≤ 13 mm	Must be securely fixed; firm underpadding; low-level loop, cut, or uncut pile
Floor Mats – Height	≤ 13 mm	Securely fixed or recessed; beveled edges; $\geq 70\%$ colour contrast with surroundings
Gratings and Covers – Width	≤ 13 mm openings	Openings perpendicular to dominant travel direction; see Figures 9 and 10
Wayfinding – Contrasting Materials	Pathways ≥ 1500 mm wide	Use colour/material contrast for clear identification
Wayfinding – Tactile Strips	4–5 mm height	Raised strips or textured pathways for visually impaired users
Wayfinding – Edge Boundaries	≥ 50 mm wide	Contrasting edge strips or barriers to mark walking zones

2.3 Ramps

Rationale

Ramps provide crucial access for individuals using wheelchairs, scooters, strollers, or trolleys. However, poorly designed ramps can create accessibility challenges and safety hazards. Steep slopes, cross slopes, and inadequate space for maneuvering can make ramps difficult to navigate and pose risks for tipping or losing control. Properly designed ramps with manageable gradients, level resting areas, and safety features ensure usability for everyone.

When ramps are necessary due to a change in level, thoughtful design ensures accessibility and safety. Features such as textured surfaces, edge protection, handrails, and heated surfaces for snow and ice removal are essential for providing a safe, functional ramp. It is also important to note that ramps may not be suitable for all users, particularly those using walking aids like rollators, who may have difficulty maintaining balance on an incline.

Application

Any accessible route with a slope steeper than 1:20 (5%) shall be considered a ramp and must comply with this section.

Design Requirements

General Principles

- Ramps should provide equitable, safe and independent access for all users, minimizing fatigue and supporting dignity
- Ramps are preferred over lifts where feasible, as they are more reliable and intuitive to use
- At slope transitions, ramps must have a 40-60 mm wide colour-contrasted strip across the width of the ramp, located on the sloped surface
- Designated areas for snow piling must be provided at exterior ramps, located away from pedestrian routes

Running Slope and Cross Slope

- Preferred slope: 1:20 (5%) — optimal for universal access.
- Maximum slope (new construction): 1:15 (6.7%).
- Retrofit allowance: up to 1:12 (8.3%) only where technically infeasible
 - Subject to approval of the Director of Facilities & Property Management
- Cross slope: not more than 1:50 (2%)

Ramp Widths

- Minimum clear width between handrails: 1100 mm
- Retrofit allowance: may be reduced to 900 mm where technically infeasible

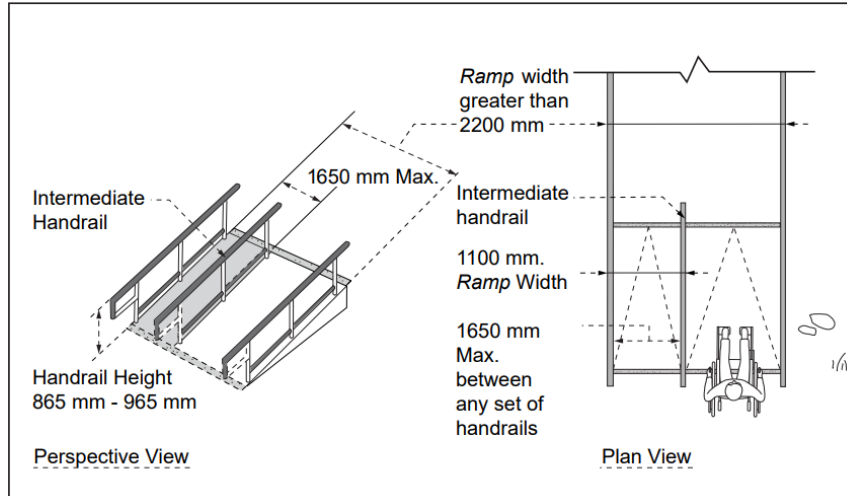


Figure 11: Ramp Width and Handrail

Landings

Landings must:

- Level landings required at top, bottom, and every 9 m of run
- Minimum landing length: 1670 mm; width equal to the widest connecting ramp
- Doors must not swing into landings
- Intermediate landings must be at least as wide as the ramp run that leads to them

Table 3: Landing Types and Dimensions

Type	Change of direction	Minimum Width (in mm)	Minimum Length (in mm)	Retrofit minimum (in mm)
Top or bottom	Not applicable	2440	2440	Width: 1670 Length: 1670
Intermediate	No change	Widest ramp leading to it	1670	
Intermediate	U-shaped	2440	1670	Width: 2120
Intermediate	90° or more in the direction of travel	Width of the ramp	1670	

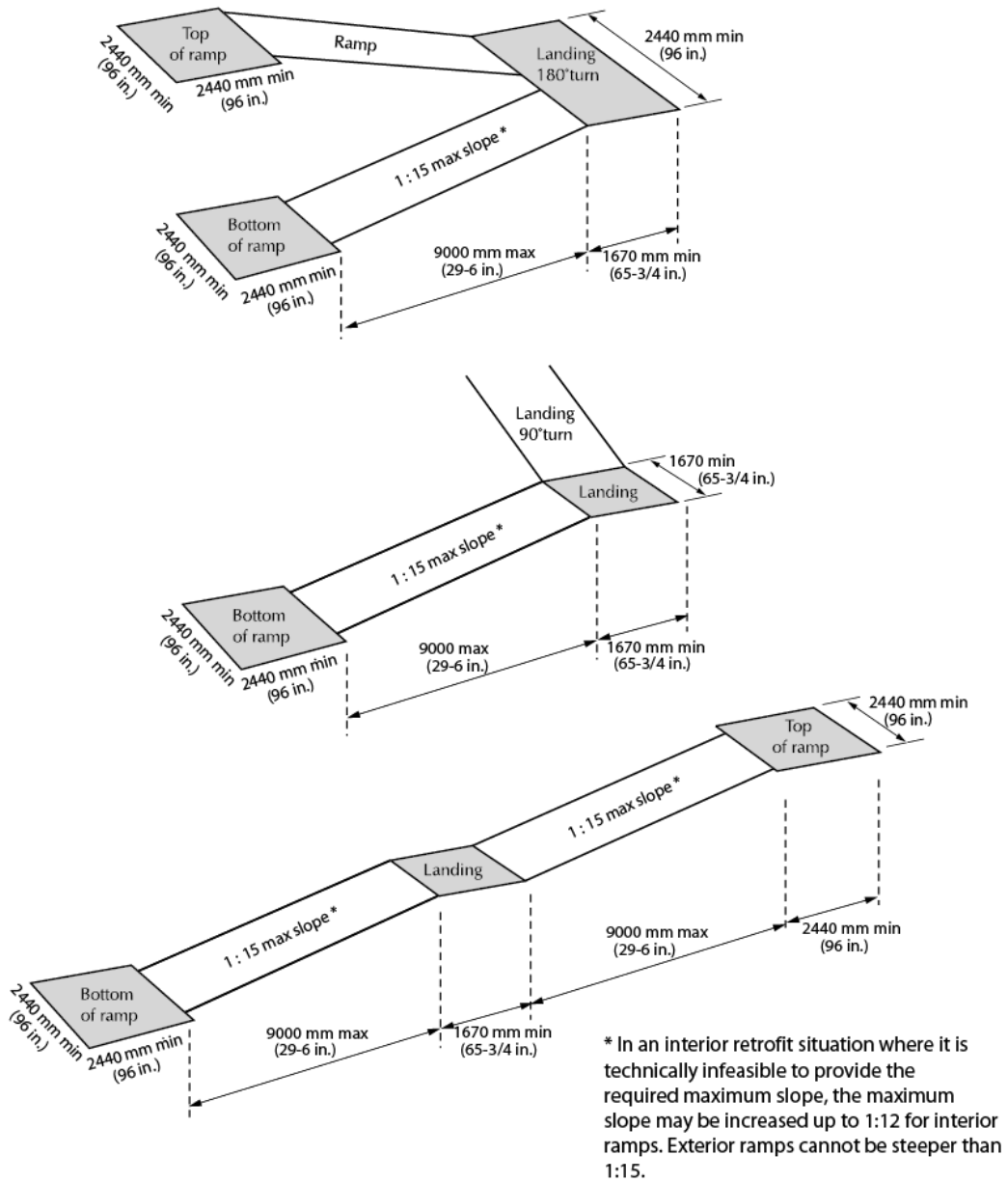


Figure 12: Minimum Ramp Landing Dimensions

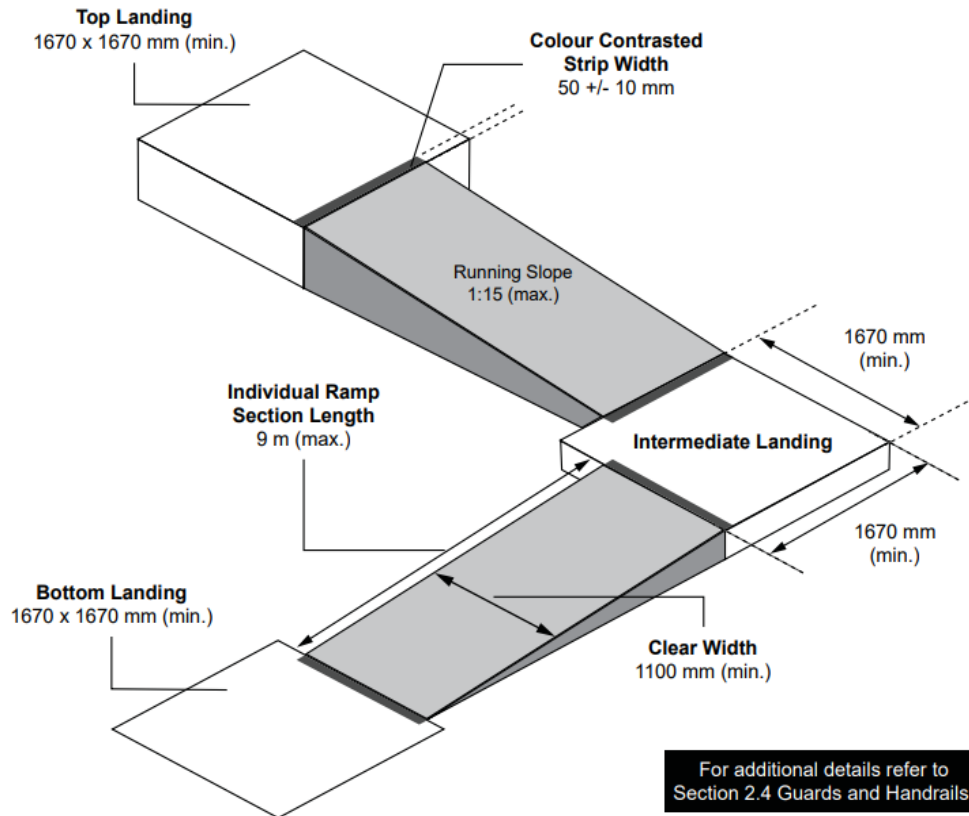


Figure 13: Minimum Ramp Landing Dimensions

Handrails and Guards

- Handrails required on both sides (see Section 2.5 Handrails)
- Intermediate handrails required where ramp exceeds 2200 mm wide
- Guards: minimum 1070 mm on open sides; curbs 75 mm minimum where no wall/guard is provided
- Edge protection and guards must visually contrast with background

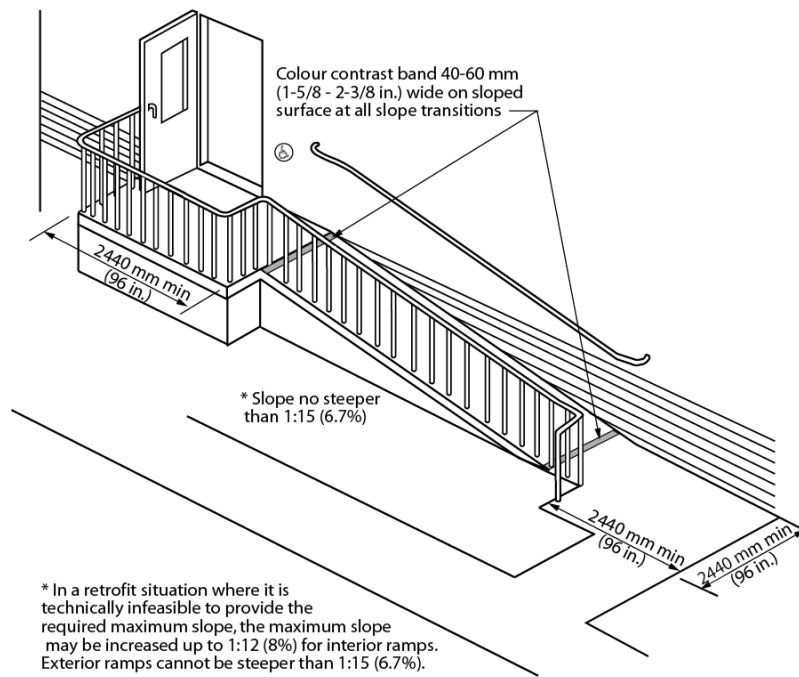


Figure 14: Ramp Criteria

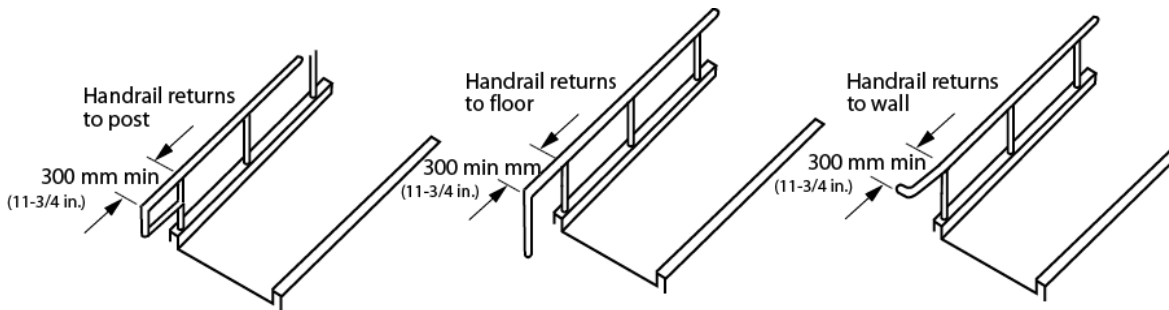


Figure 15: Horizontal Handrail Extensions

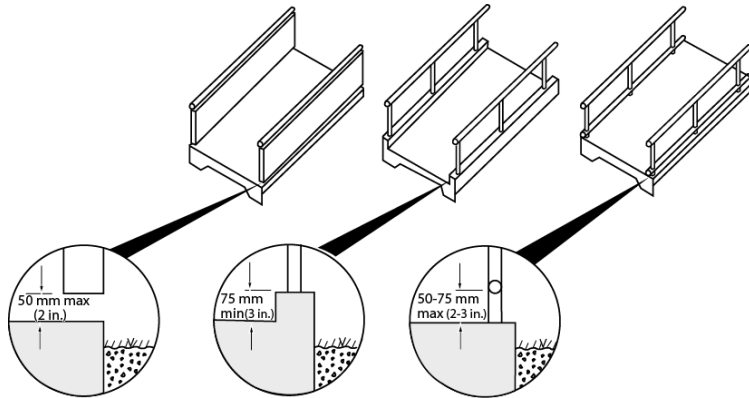


Figure 16: Edge Protection at Ramps

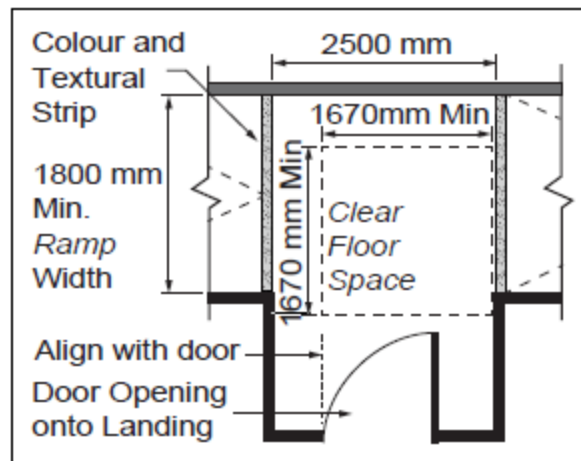


Figure 17: Protection on Ramps

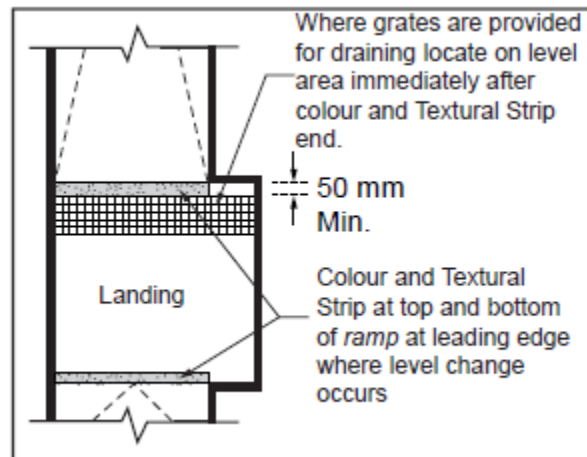


Figure 18: Ramp Grates and Textural Strip

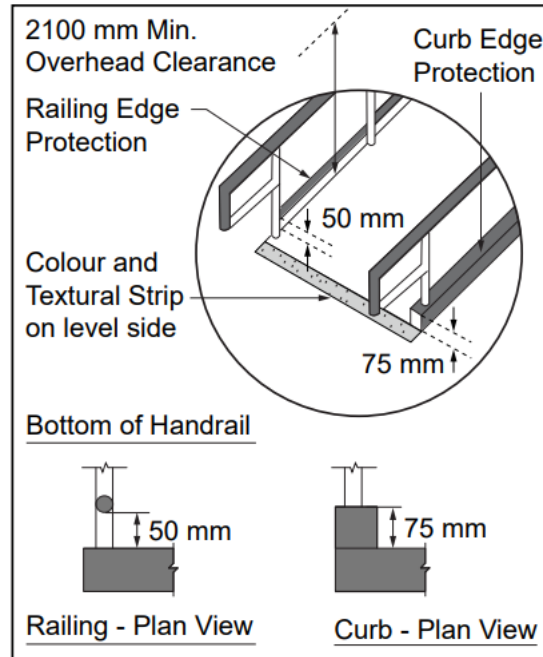


Figure 19: Protection on Ramps

Ramp Surfaces

- Ramp surfaces must be firm, stable and slip-resistant in both wet and dry conditions
- Avoid loose or thick coverings
- Provide visual contrast between ramps and landings
- Where different materials are used for the ramp and landings, frictional properties must be consistent to reduce tripping hazards

Outdoor Ramps

- Must be drained to prevent pooling or water flow along the ramp
- Drainage grates must be flush with the surface and have openings less than 13 mm, oriented perpendicular to travel
- De-icing provisions must be provided where necessary
- Edge protection should allow for snow removal and water run-off
- Handrails designed for safe grasping in hot or cold weather

Indoor Ramps

Should be used for limited level changes and not as the sole means of vertical circulation.

Table 4: Ramps at a Glance

Feature	Minimum / Recommended Dimensions	Notes / Key Requirements
General Principles	N/A	<ul style="list-style-type: none"> • Ramps preferred over lifts • Colour-contrasted strip 40-60 mm wide at slope transitions • Designated snow piling areas required
Running Slope	Preferred: 1:20 (5%)	Optimal for universal access
Running Slope – New	Maximum (new construction): 1:15 (6.7%)	Steeper not permitted in new builds
Running Slope - Retrofit	Retrofit allowance: 1:12 (8.3%)	<ul style="list-style-type: none"> • Only if technically infeasible • Requires approval by Director of F&PM
Cross Slope	≤1:50 (2%)	Applies across ramp width
Width	≥1100 mm clear between handrails	Retrofit minimum 900 mm
Landings – location	At top, bottom and every 9m of run	Must be level and free of obstructions
Landings – Dimensions	2440 mm width × 2440 mm length (top/bottom)	<ul style="list-style-type: none"> • Width ≥1500 mm at 180° turns • Intermediate landings as wide as ramp run
Handrails – Height	865–920 mm	<ul style="list-style-type: none"> • Required both sides unless ramp ≤800 mm long
Handrails – Extension	≥300 mm horizontal beyond ramp	Must return to wall, floor, or post
Handrails – Spacing	950–1200 mm between one set	Additional sets required for ramps >2200 mm wide
Guards – Height	≥1070 mm	<ul style="list-style-type: none"> • Must prevent climbing • Comply with OBC
Edge Protection – Curb	≥75 mm high	Where no solid enclosure/guard provided
Edge Protection – Contrast	70%	For visibility and orientation

Feature	Minimum / Recommended Dimensions	Notes / Key Requirements
Surface – Finish	N/A	<ul style="list-style-type: none"> • Firm, smooth, slip-resistant (wet/dry) • Avoid thick/loose textiles • Openings ≤13 mm, oriented perpendicular to travel
Surface – Contrast	N/A	Ramps must contrast with landings or have full-width markings
Outdoor Ramps – Drainage	N/A	Proper drainage; flush gratings
Outdoor Ramps – Safety	N/A	<ul style="list-style-type: none"> • Provide de-icing • Edge protection open for snow removal
Indoor Ramps – Use	N/A	<ul style="list-style-type: none"> • Should serve only limited level differences • Not sole means of level change

2.4 Stairs

Rationale

Stairs can be challenging for individuals with mobility impairments, including children, seniors, and individuals of shorter stature. Poorly designed stair nosings, uneven risers, and insufficient handrails create tripping hazards, especially for those using mobility aids such as canes or prosthetics. Properly designed stairs with appropriate dimensions, clear markings, and effective handrails promote safe use for all individuals, regardless of their physical abilities.

It is also important to provide clear visual and tactile cues for individuals with vision impairments to indicate the presence of stairs. This ensures safe navigation, particularly for those who rely on tactile or auditory information for orientation.

Application

Interior and exterior stairs must comply with this section.

- There must be no isolated steps (one or two steps, according to the OBC)
- Flights of steps should be straight or, when necessary, large-diameter curved stairs

In retrofit situations:

- Stairs need not comply if they connect levels accessible by an elevator, ramp, or other accessible means of vertical access
- Dimensional changes to steps and landings are not required, however, all other design requirements must be met

Note: Spiral/helical stairs should be avoided, as they are difficult for people with mobility impairment or vision loss to navigate.

Requirements

Flight of Stairs

- Be protected by a wall or guard on both sides
- Uniform riser heights: 125-175 mm (150 mm preferred outdoors)
- Uniform tread depths: 280-355 mm
- No open risers
- The sum of the run and twice the rise of a step must be between 600 mm and 660 mm
- Detectable warning surfaces in compliance with Section 2.8 Tactile Walking Surface Indicators
- Slip-resistant surfaces in both wet and dry conditions

- Snow piling areas provided away from pedestrian routes

Nosings

- Project no more than 25 mm
- Bevelled/curved leading edge between 6 mm and 10 mm
- Where projecting, be sloped to the riser at an angle not less than 60 degrees to the horizontal
- Flush between riser and tread
- Slip-resistant finish
- 70% colour/tonal contrast between nosing and tread
- Illuminated to minimum 100 lux

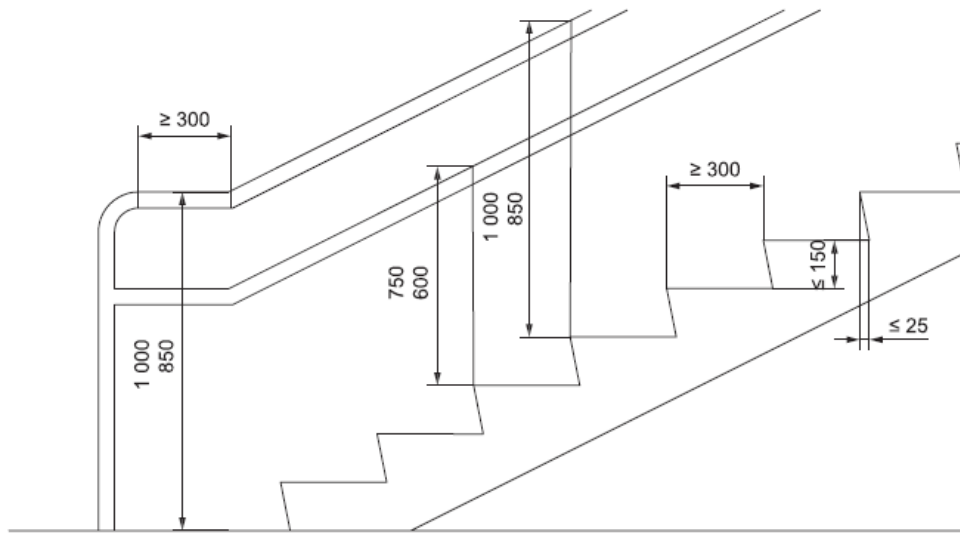


Figure 20: Recommended Dimensions for Rise of Steps and Heights of Handrails

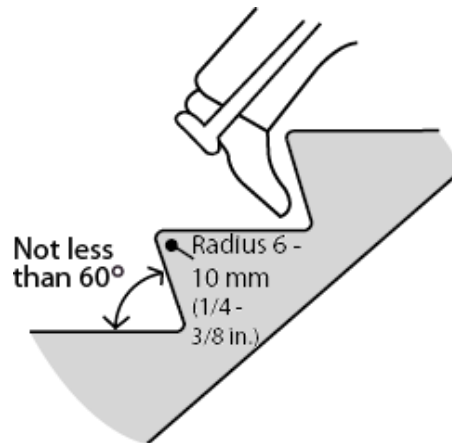


Figure 21: Raked Risers

Stair Widths

- Minimum flight width: 1200 mm (1500 mm for evacuation stairs)
- Minimum clear width between handrails must be 1000 mm
- Retrofit allowance: 900 mm flight, 800 mm between handrails

Staircase Landings

- Free of obstruction (including door swings)
- Distance between doors and descending stairs must be 2000 mm minimum
- Half landings/180° turns: Minimum 1500 mm width (see Figure 22)
- Intermediate landing length not less than the width of the widest channel

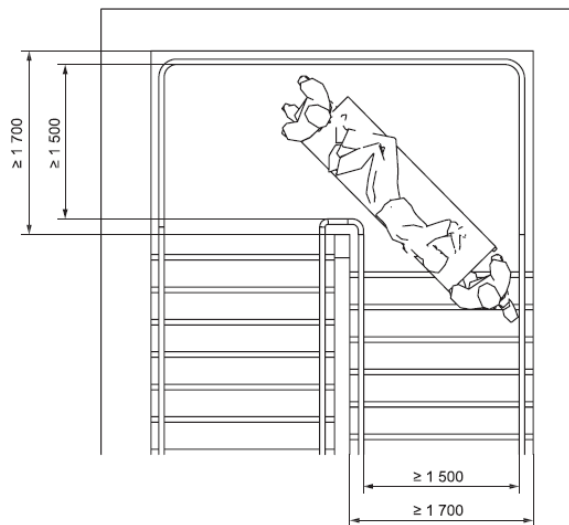


Figure 22: Example of Stair and 180° Landing for Emergency Access

*Dimensions in millimetres

Head Clearance

- Minimum 2100 mm clear height
- Where less, provide guard or detectable element to prevent impact (see Figure 23)

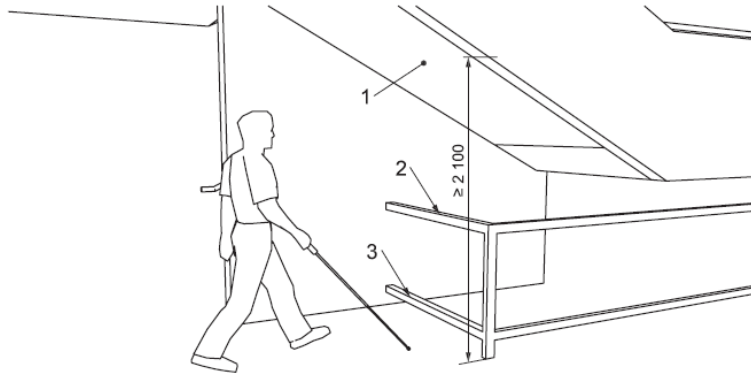


Figure 23: Clear height under stairs

* Dimensions in millimetres

Key

- 1. Minimum 2100 mm clear height
- 2. Guard against impact
- 3. Guard detectable with cane, maximum 300 mm above floor level

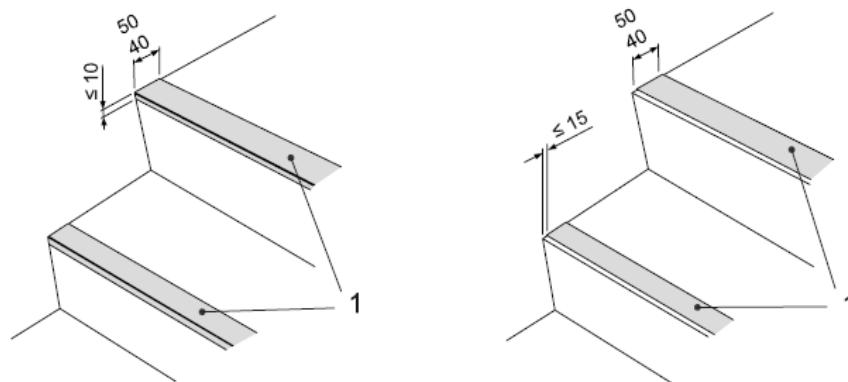
Visual and Tactile Warnings

Visual:

- Continuous 40-50 mm wide contrast strip with a minimum 70% colour/tonal contrast across the full width of each step (See Figure 24)
- May be set back a maximum of 15 mm from the front of the nosing
- As an alternative, a visual warning line with a width between 50 mm and 100 mm may be provided on the run of the first and last step of the flight

Tactile warning:

- Provided on landings at the top and bottom of every flight of stairs, across the full width of the stair
- Depth between 600 mm and 900 mm and be set back between 300 mm to 500 mm from the edge of the top stair nosing and between 100 mm and 500 mm from the bottom riser



Key

- 1. Visual warning line

Figure 24 - Visual Indicator on Stairs

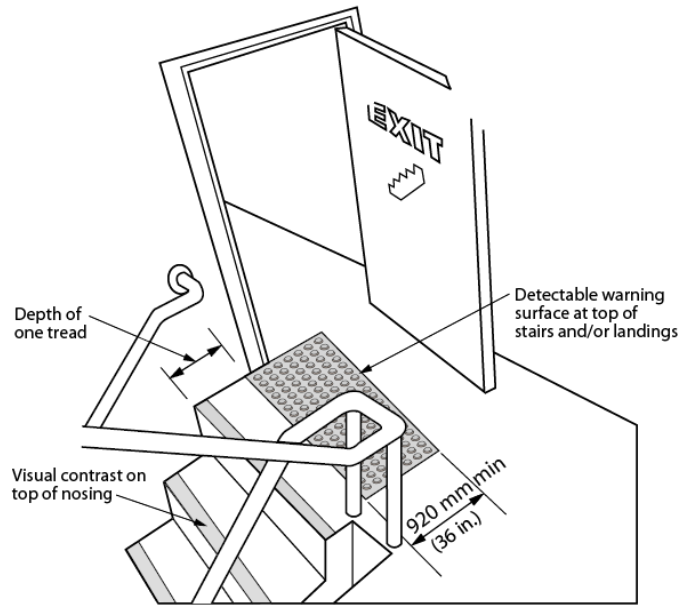


Figure 25 - Tactile Attention Indicators at Stairs

Handrails and Guards

- Handrails required on both sides (see Section 2.5 Handrails)
- Intermediate handrails required where stairs exceed 2200 mm wide
- Guards: minimum 900 mm at stairs; 1070 mm at landings
- Spiral/curved stairs: inside handrail parallel to going with minimum 220 mm length

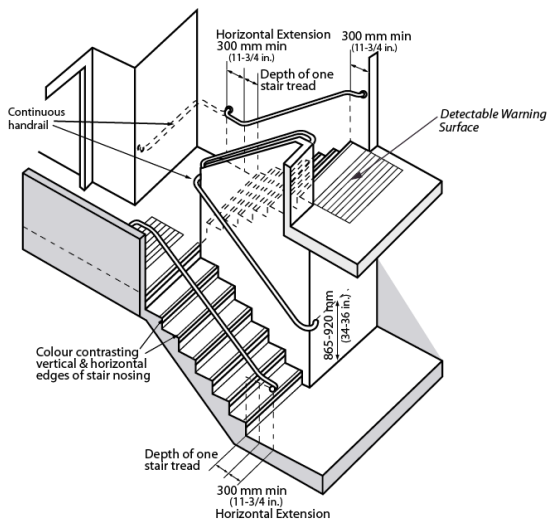


Figure 26: Stair Design Criteria

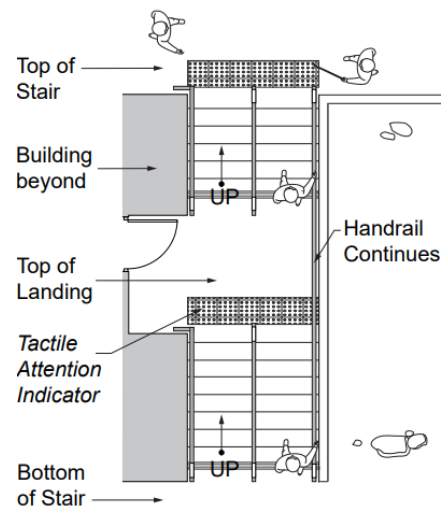


Figure 27: Stair Landing Tactile Indicators

Table 5: Stairs at a Glance

Feature	Minimum / Recommended Dimensions	Notes / Key Requirements
Flights of Stairs	<ul style="list-style-type: none"> Rise 125–175 mm (150 mm preferred outdoors) Run 280–355 mm 	<ul style="list-style-type: none"> No isolated steps No open risers Uniform dimensions Sum of run + 2×rise = 600–660 mm
Width	<ul style="list-style-type: none"> 1200 mm min 1500 mm for evacuation stairs 	<ul style="list-style-type: none"> Between handrails: 1000 mm min Exceptions in existing buildings: 900 mm flight / 800 mm between handrails
Landings	<ul style="list-style-type: none"> Top/bottom clear Intermediate landings ≥ width of widest stair channel Half-turn (180°) = 1500 mm min 	Distance between doors and descending stairs = 2000 mm min
Head Clearance	≥2100 mm	If <2100 mm, provide cane-detectable guard ≤300 mm high
Nosings	<ul style="list-style-type: none"> Projection ≤25 mm Bevel 6–10 mm; slope ≥60° 	<ul style="list-style-type: none"> Flush to riser Slip-resistant Illuminated 100 lux High-contrast colour strip on tread
Visual Warnings	40–50 mm wide strip with Cm ≥60% (Cw ≥75%)	<ul style="list-style-type: none"> Continuous across steps Can be on riser (≤10 mm high) or on run (50–100 mm wide); set back ≤15 mm from nosing
Tactile Warnings	Depth 600–900 mm	<ul style="list-style-type: none"> At top: 300–500 mm back from nosing At bottom: 100–500 mm back from riser Full stair width
Handrails	865–920 mm height	<ul style="list-style-type: none"> Both sides Continuous on switchbacks Extensions ≥300 mm top/bottom Return to wall/post Intermediate rails if >2200 mm wide
Guards	<ul style="list-style-type: none"> 900 mm min at stairs 1070 mm min at landings 	<ul style="list-style-type: none"> Must meet OBC Designed to prevent climbing
Surface	Slip-resistant (wet/dry)	<ul style="list-style-type: none"> Avoid abrupt material transitions Provide designated snow storage away from pedestrian routes
Specialist Engagement	N/A	Engage accessibility or safety consultant for retrofit projects, large-volume stairs, or where evacuation planning is complex

2.5 Handrails

Rationale

Handrails provide essential support and stability for all users, particularly individuals with mobility impairments. Properly designed handrails reduce the risk of falls and make stairs and ramps. Handrails must be positioned at an accessible height, with a comfortable grip, and should be continuous to ensure support throughout the ascent or descent. For individuals with vision loss, clear color contrast and tactile markings are necessary for orientation. Adequate spacing between the handrail and wall ensures ease of use and prevents safety hazards.

Application

This section applies to all handrails provided in both interior and exterior environments

Requirements

Height of Handrails

- Mounted between 865 mm and 920 mm above the stair nosings and ramp surfaces
- If installed, secondary/lower handrail must be between 600 mm and 750 mm for ramps, stairs and landings

Gripping Surface

- Must have a circular cross-section between 30 mm to 40 mm in diameter, or a non-circular cross-section with a perimeter between 100 mm and 125 mm and a maximum cross-sectional dimension of 45 mm
- Must be a smooth, continuous surface free of sharp elements

Clearance

- Minimum clearance of 50 mm between handrail and adjacent surface
- Where the wall has a rough surface, the clearance must be at least 60 mm

Continuity and Extensions

- Continuous along ramps and stairs, including switchbacks
- At the top of a stair flight, handrails must extend horizontally at least 300 mm beyond the first riser
- Bottom extensions: continue to slope at least one tread depth beyond the last riser
- Return to wall, post or floor to avoid hazards

Strength and Durability

- Must be securely fixed and capable of withstanding a minimum 1.7 kN load applied vertically and horizontally
- Must be designed and constructed to withstand the loading values obtained from the non-concurrent application of:
 - A concentrated load of at least 0.9 kN (200 lb.) applied at any point and in any direction
 - A uniform load of at least 0.7 kN/m (47 lb./ft.) applied in any direction to the handrail

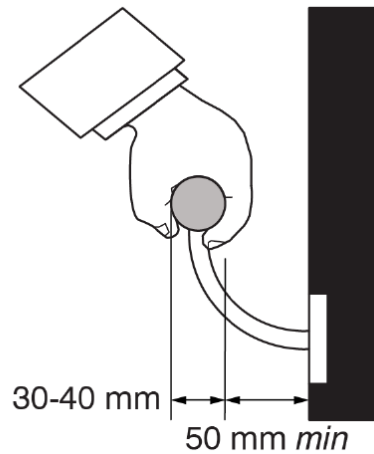


Figure 28: Handrail and Distance to the Wall

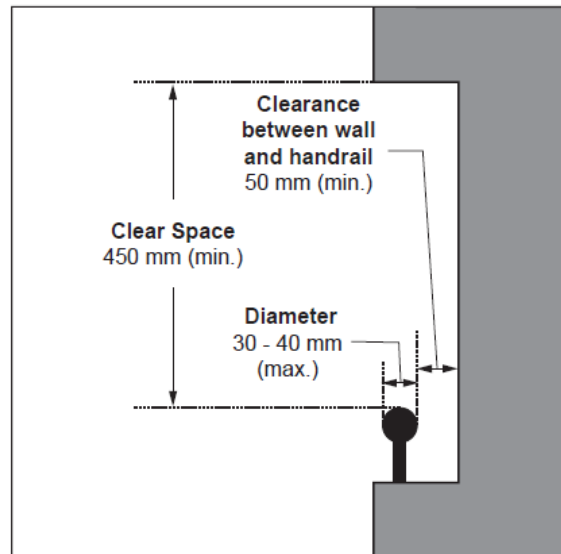
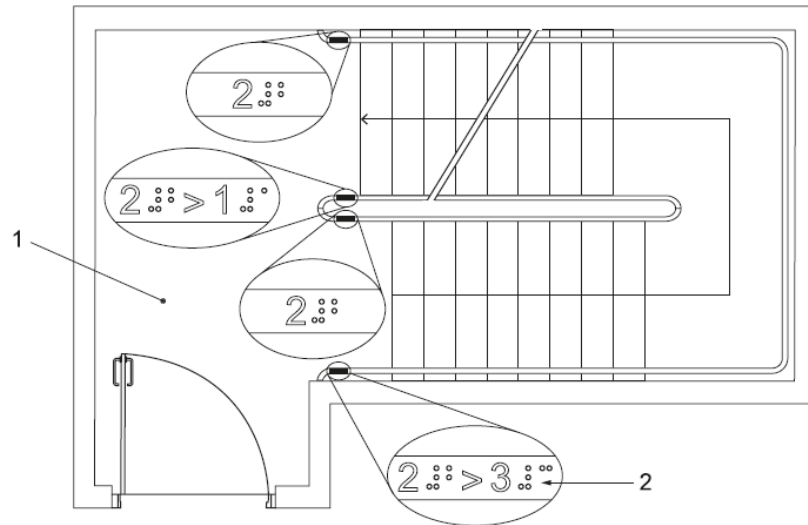


Figure 29: Handrails in Recessed Area

Visual and Tactile Information

- Must have a minimum contrast of 70% with background
- Where possible, provide tactile and Braille information at the start/end of handrails on stairs and ramps: indicate floor number or exit direction per Section 5.9 Signage and Wayfinding
- Orientation must align with direction of travel

Figure 30 shows examples of visual and tactile information on handrails.



Key

1. Platform of the second floor
2. Information on current floor and the floor to be reached by the stairs as tactile characters and in Braille

NOTE: Information is readable by touch and its orientation corresponds to the direction of travel.

Figure 30: Example of Tactile Information

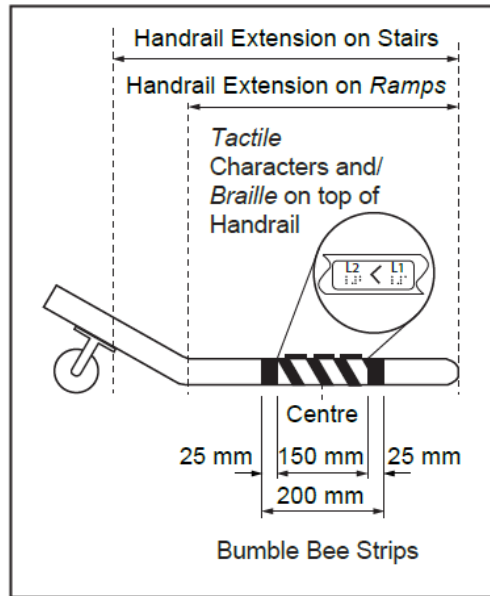


Figure 31: Bumble Bee Strips, Tactile Characters and Braille

Table 6: Handrails at a Glance

Feature	Minimum / Recommended Dimensions	Notes / Key Requirements
Height	<ul style="list-style-type: none"> Upper rail: 865–920 mm above stair nosing/ramp surface Lower rail: 600–750 mm 	If other heights provided, must be in addition to required handrail
Gripping Surface	<ul style="list-style-type: none"> Circular: 30–40 mm Ø Non-circular: perimeter 100–125 mm, max 45 mm cross-section 	Continuous, smooth, comfortable to grasp; no sharp/abrasive elements
Clearance from Wall	≥50 mm (≥60 mm if wall surface is rough)	Prevents obstruction or pinching hazard
Continuity	Continuous along full length of stairs and ramps	Must not be interrupted by posts or fittings
Extensions	<ul style="list-style-type: none"> Top: ≥300 mm horizontal beyond first riser Bottom: slope of stair ≥1 tread depth beyond last riser 	Provide support during approach/departure
Termination	Return to wall, guard, or floor	Must not obstruct travel or create hazards

Feature	Minimum / Recommended Dimensions	Notes / Key Requirements
Strength & Durability	<ul style="list-style-type: none"> • Withstand 1.7 kN (vertical/horizontal point load) • 0.9 kN concentrated load • 0.7 kN/m uniform load 	Securely fixed, resistant to heavy use
Visual Contrast	≥70% luminance contrast with adjacent background	Aids users with low vision
Tactile/Info Features	Tactile/Braille info at start and end of handrails	<ul style="list-style-type: none"> • Indicate floor number or exit direction • Follow Section 5.8 Signage & Wayfinding
Specialist Engagement	N/A	For tactile signage integration, consult accessibility or wayfinding specialists

2.6 Overhanging and Protruding Objects

Rationale

Overhead objects and protrusions, whether temporary or permanent, must be cane detectable to ensure individuals using mobility aids, including white canes, can identify them. Objects should be placed such that they do not reduce the required clear width of any accessible path.

Application

This section applies to all accessible paths in both interior and exterior environments where overhead objects or protrusions may be present. All protruding objects must be designed to comply with the requirements outlined for headroom clearance, space requirements, and cane detectability.

Design Requirements

Headroom Clearance

Where present, overhead objects must provide the following clearances:

- A minimum clear height of 2100 mm
- Where headroom clearance is less than 2100 mm from floor level (e.g., underside of stairs, escalators or landings), cane detectable guards must be installed with the leading edge at a maximum height of 680 mm above the floor

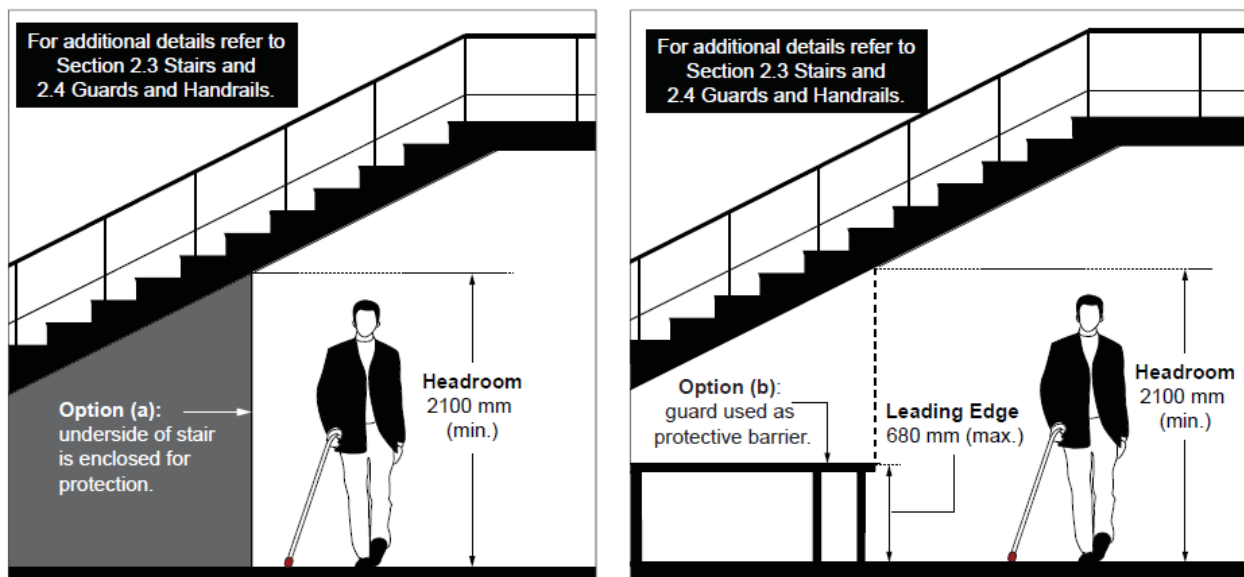


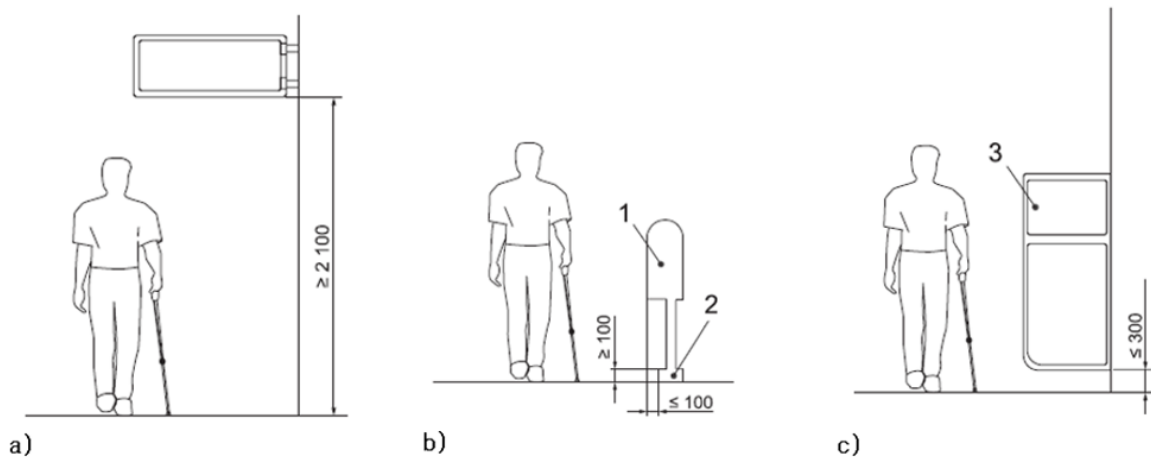
Figure 32: Protection Options Underneath Stairs

Protruding Objects

When objects protrude into accessible paths, the following must be ensured:

- The required clear width of accessible paths or maneuvering spaces must not be reduced
- Objects that protrude should not extend more than 100 mm into the path, unless they are cane detectable at or below 680 mm above the floor

Note: Protruding objects must have a contrast ratio of at least 30% to their background to improve visibility, with a minimum height of 100 mm for detectable plinths.



Key

1. Projecting objects must have a luminance contrast to background of $C_m \geq 30\%$ ($C_w \geq 45\%$)
2. Base plinths detectable by cane should project objects with a minimum height of 100 mm
3. Winged protection

Figure 33 a, b & c: Protruding Objects

Table 7: Protruding Objects at a Glance

Feature	Minimum / Recommended Dimensions	Notes / Key Requirements
Headroom Clearance	<ul style="list-style-type: none"> • ≥ 2100 mm clear height • If < 2100 mm, cane-detectable guard with leading edge ≤ 680 mm AFF 	<ul style="list-style-type: none"> • Guards required under stairs, escalators, landings • Guards must extend to within 300 mm of floor for cane detection
Protrusion into Path	Objects must not project > 100 mm unless cane-detectable at ≤ 680 mm AFF	Clear width of accessible path must be maintained

Feature	Minimum / Recommended Dimensions	Notes / Key Requirements
Detectable Plinths	≥100 mm high base plinth	<ul style="list-style-type: none"> • Makes objects cane-detectable where otherwise not • Must be firmly fixed, not decorative only
Visual Contrast	≥30% luminance contrast with adjacent background	Improves visibility for low-vision users
Temporary/Tactical Protection	N/A	<ul style="list-style-type: none"> • Recess, relocate, or shield projecting objects • Winged guards permitted to improve cane-detection

2.7 Rest Areas

Rationale

Rest areas are essential components of inclusive outdoor environments, offering predictable opportunities to pause, recover, and participate in community life. They reduce barriers for people with disabilities, older adults, children, and others who may not be able to travel long distances without breaks.

Application

Applies to all newly constructed or redeveloped exterior paths of travel maintained by the City.

Design Requirements

When constructing new or redeveloping exterior paths of travel, consultation on the design and placement of rest areas along the exterior path of travel must include:

- The Mississauga Accessibility Advisory Committee
- The public
- People with disabilities

Rest areas must:

- Be provided at predictable intervals along exterior routes (where possible)
 - 30-50m in high-use or urban areas (preferred)
 - Up to 90m along recreational trails, with flexibility for topography and context
- Locate rest areas adjacent to, but clear of, the accessible path of travel
- Provide a dedicated level and clear space of 1800 mm by 1800 mm minimum
 - If a bench or seat is provided (recommended where possible), allow clear ground space of 900 mm by 1500 mm for a front approach
 - Benches and seats must comply with Section 2.11 Seating, Tables and Work Surfaces
- Where provided, weather protection shelters must:
 - Have a minimum overhead clearance of 3000 mm
 - Be located above benches and seating
- Provide high contrast finishes and clear sightlines for visibility and safety

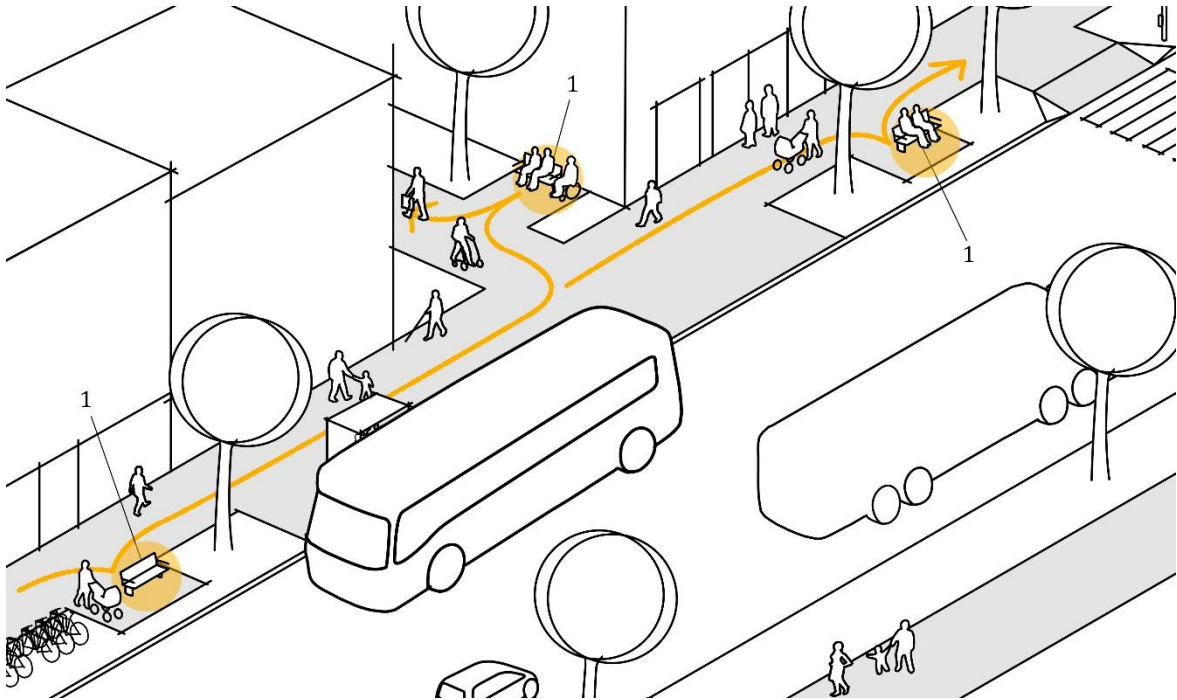


Figure 34: Rest Areas on Accessible Routes

Key

1. Seating at regular intervals in level recessed spaces, accommodating users of wheeled mobility devices

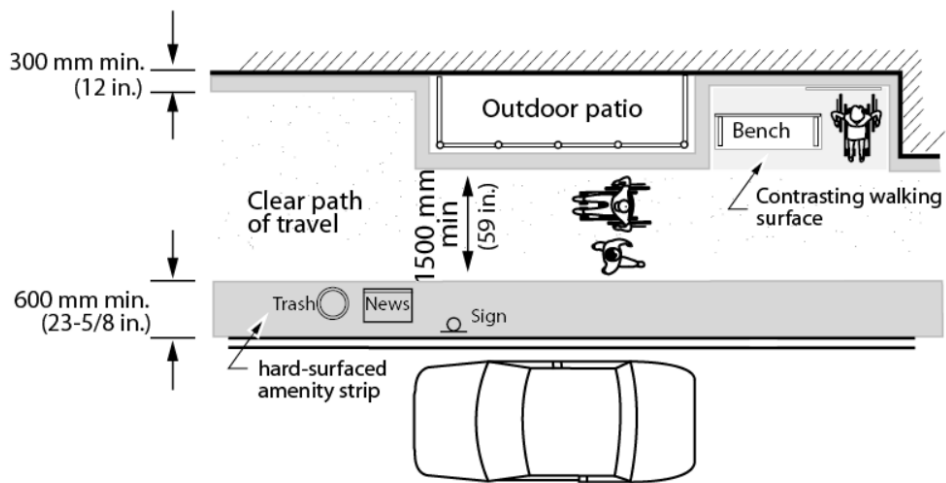


Figure 35 - Streetscape

Table 8: Rest Areas at a Glance

Feature	Minimum / Recommended Dimensions	Notes / Key Requirements
Consultation	N/A	Must include Mississauga Accessibility Advisory Committee, public, and people with disabilities
Interval / Location	<ul style="list-style-type: none"> • 30–50 m in high-use or urban areas (preferred) • Up to 90 m on recreational trails 	Rest areas must be predictable, context-sensitive, and adjacent to but clear of the accessible path
Clear Space	1800 mm × 1800 mm minimum	Dedicated level space for resting and maneuvering
Bench / Seating Space	900 mm × 1500 mm clear space (front approach)	<ul style="list-style-type: none"> • Benches/seats recommended • Must comply with Section 2.11 Seating, Tables and Work Surfaces
Weather Protection	<ul style="list-style-type: none"> • Overhead clearance 3000 mm minimum • Shelter located above benches/seating 	<ul style="list-style-type: none"> • Optional feature • Enhances comfort and usability
Visibility & Safety	N/A	High contrast finishes and clear sightlines required for safety and legibility

2.8 Tactile Walking Surface Indicators

Rationale

Tactile Attention Indicators (TAIs) provide critical navigational cues for individuals with visual impairments. These surfaces alert pedestrians to potential hazards, such as crosswalks or stairs. Suitable tactile surfaces should change in texture and offer high color contrast without posing tripping hazards.

Application

TAIs should be installed at key locations, including walkways, curb ramps, stairs, and elevated platforms, in compliance with this section.

Other Potential Hazards:

- **Crosswalk Transitions:** Install TAIs where pedestrian walkways intersect with vehicular roads to signal traffic hazards
- **Platform Edges:** At transit platforms or loading docks, TAIs should be placed along the edges to warn users of drop-offs
- **Depressed Curbs:** At pedestrian crossings, install detectable surfaces to mark the transition zone
- **Cycle Tracks and Multi-Use Paths:** Use TAIs where pedestrian paths cross cycle or multi-use trails
- **Escalators and Moving Walkways:** Provide warning surfaces at entry/exit points to signal transitions
- **Emergency Exits and Ramps:** Place TAIs near emergency exit doors, especially where they lead to stairs, ramps, or sudden elevation changes
- **Hazardous Zones:** Install TAIs near fountains, atriums, or areas with uneven flooring where hazards might not be immediately visible

Design Requirements

General Detectability

- All tactile surfaces must be detectable when walked upon and distinct from surrounding surfaces. Paint finishes on concrete surfaces do not provide adequate detectability

Visual Contrast

TAIs must contrast with adjoining surfaces using light-on-dark or dark-on-light schemes.

Slip Resistance

TAls should be slip-resistant in both dry and wet conditions.

Stair Applications

- TAI placement should:
- Extend across the top of stairs and landings, at least 920 mm wide
- Be installed no more than 3 mm above or below adjacent surfaces for interior stairs
- Flat-topped domes or cones are preferred

Curb Ramps, Depressed Curbs, Exit Stairs, and Elevated Platforms

TAls should have flat-topped domes or cones, with a height of 4–5 mm and dimensions as specified in Table 9.

Walkway Crossings

Install a continuous detectable warning surface at the boundary between pedestrian and vehicular areas, with a minimum width of 920 mm to clearly mark the boundary.

Table 9: Size and Spacing of Flat-Topped Domes or Cones

Top diameter of flat-topped domes or cones (mm)	Spacing between the centres of adjacent domes (mm)
12	42 to 61
15	45 to 63
18	48 to 65
20	50 to 68
25	55 to 70

Bottom diameter of flat-topped domes or cones 10 ± 1 greater than the top diameter.

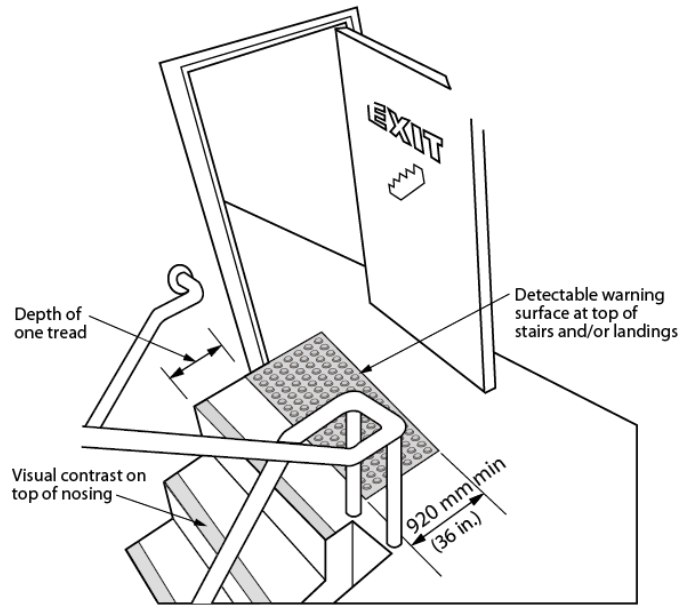


Figure 36: Tactile Attention Indicators at Stairs

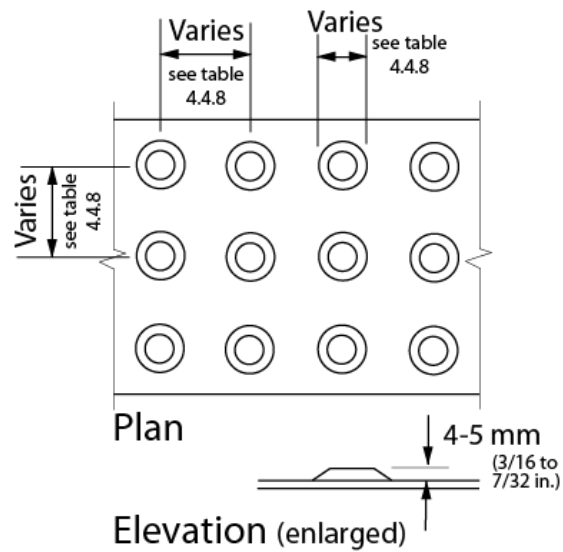


Figure 37: Truncated Dome Detectable Warning Surface

Table 10: Tactile Walking Surface Indicators at a Glance

Feature	Minimum / Recommended Dimensions	Notes / Key Requirements
General Detectability	N/A	<ul style="list-style-type: none"> • Must be tactile underfoot and distinct from surroundings • Paint-only finishes are not acceptable
Visual Contrast	≥70% tonal contrast with adjacent surface	Use light-on-dark or dark-on-light schemes
Slip Resistance	N/A	Surfaces must be slip-resistant in wet and dry conditions
Stair Applications	<ul style="list-style-type: none"> • Depth: ≥920 mm at landings and stair tops • Height variation: ±3 mm max 	Flat-topped domes or cones preferred
Curb Ramps, Depressed Curbs, Platforms	<ul style="list-style-type: none"> • Dome/cone height: 4–5 mm • Diameter: 12–25 mm (per Table 9) • Spacing: 42–70 mm 	Bottom diameter = Top diameter +10 ± 1 mm
Walkway Crossings	Continuous strip ≥920 mm wide	Defines boundary between pedestrian and vehicular areas
Hazard Zones	N/A	Provide TAIs near fountains, atriums, escalators, exits, and other hazards
Special Contexts	N/A	Required at cycle track crossings, multi-use paths, and emergency exits leading to stairs/ramps

2.9 Tactile Direction Indicators

Rationale

Tactile Direction Indicators (TDIs) are vital components of Tactile Walking Surface Indicators (TWSIs), providing continuous guidance for individuals with visual impairments. These indicators help users navigate along designated paths and reach their destinations independently. Proper use of TDIs ensures seamless wayfinding in both indoor and outdoor spaces.

Application

- **Guidance Functionality:** TDIs should guide users along pedestrian pathways, from access points to destination points, in places like transit stations, public facilities and outdoor walkways
- **Location:** TDIs must be installed along accessible paths of travel, at passenger pick-up/drop-off areas, and at major building entrances
- **Indoor and Outdoor Use:** TDIs should be integrated with surrounding built and natural guiding elements, suitable for both indoor and outdoor environments
- **Complementary Role:** TDIs should complement warning indicators, decision points, and physical safety measures such as guardrails to enhance navigability
- **Limitations:** TDIs must not be installed where natural guiding elements (walls, curbs, railings or continuous landscaping) already provide clear orientation, to avoid redundancy or confusion

Design Requirements

Dimensions and Standards

- **Width:** TDIs must be at least 250 mm wide for effective guidance
- **Height:** Tactile ridges or grooves should be 4–5 mm high for detectability

Layout and Continuity

TDIs must form a continuous path from entry to destination, easy to follow with minimal need for user training.

Positioning and Safety

- TDIs must maintain at least 300 mm of clearance from obstacles to ensure unimpeded use
- TDIs must not create parallel or ambiguous paths that may cause confusion

Contrast and Visibility

TDIs should contrast visually with surrounding surfaces using light-on-dark or dark-on-light schemes, ensuring high visibility under various lighting conditions.

Decision Points Integration

At intersections or direction changes, TDIs should connect with decision points marked by tactile surfaces of at least 600 mm by 600 mm.

Durability and Slip Resistance

TDIs should be made from durable, slip-resistant materials suitable for their environment, ensuring safety in both wet and dry conditions.

Table 11: Top Width and Centre-to-Centre Spacing Requirements

Top Width of Flat-Topped Elongated Bars (mm)	Spacing Centre-to-Centre (mm)
17	57 to 78
20	60 to 80
25	65 to 83
30	70 to 85

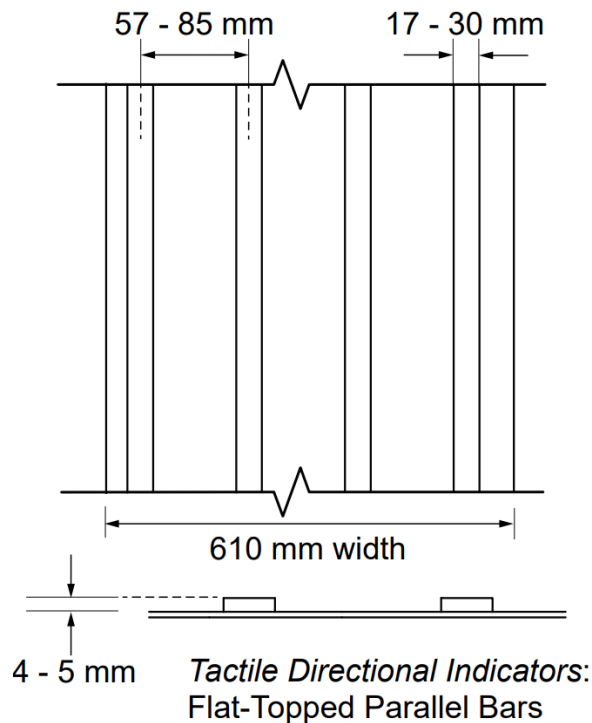


Figure 38: Tactile Direction Indicator

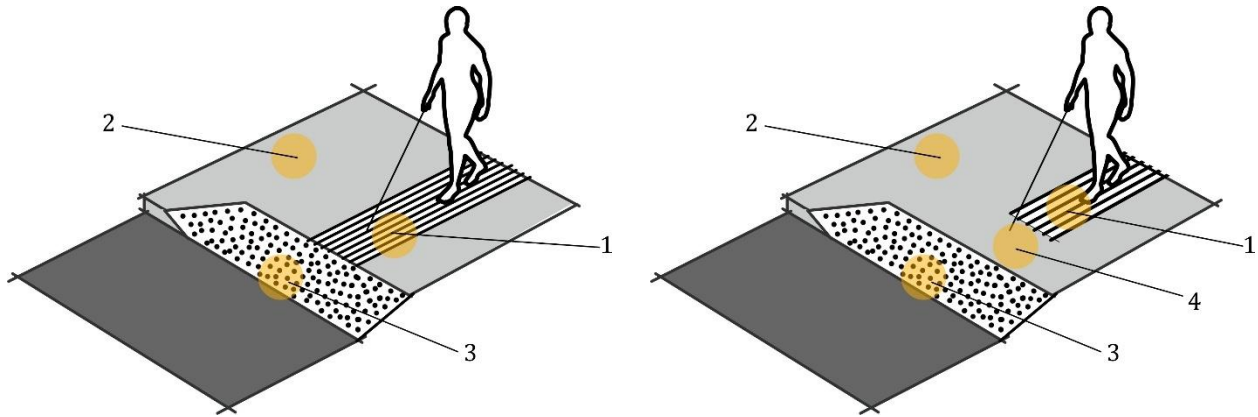


Figure 39: Tactile Direction Indicator

Key

1. TWSI with guiding pattern featuring difference in tactile feedback and visual contrast to adjacent surface
2. Adjacent surface with adequate visual and tactile contrast
3. TWSI with attention pattern featuring differences in tactile feedback to guiding pattern and adjacent surface
4. Gap between guiding pattern and attention pattern

Table 12: Tactile Direction Indicators at a Glance

Feature	Minimum / Recommended Dimensions	Notes / Key Requirements
Width	≥250 mm	Ensures detectable and usable guidance path
Height	4–5 mm	Detectable by cane or underfoot
Spacing (Bars)	17 mm top width → 57–78 mm spacing	See Table 11 for full spacing matrix (up to 30 mm top width → 70 to 85 mm spacing)
Continuity	Continuous from entry to destination	Connect with decision points ≥600 × 600 mm
Clearance from Obstacles	≥300 mm	<ul style="list-style-type: none"> • Prevents obstruction • Ensures usability
Installation Contexts	N/A	Must not be installed where natural guiding elements (walls, curbs, guardrails) provide clear orientation
Path Integrity	N/A	Must not create parallel or ambiguous paths
Contrast & Visibility	Light-on-dark or dark-on-light	≥70% contrast with adjacent surfaces

Feature	Minimum / Recommended Dimensions	Notes / Key Requirements
Durability & Slip Resistance	N/A	Materials must be durable, slip-resistant in wet/dry conditions
Applications	Entrances, pick-up/drop-off, major circulation paths	<ul style="list-style-type: none"> • Indoor and outdoor • Complement decision points, warning indicators, and guardrails

2.10 Drinking Fountains and Bottle Filling Stations

Rationale

Accessible drinking fountains and bottle stations provide critical hydration for all users, including individuals with disabilities. Properly designed fountains help ensure that users with mobility aids, children, or those with limited dexterity can access water safely and independently. The design should focus on easy access, clear space, and ergonomic functionality for a wide range of users.

Application

This section applies to drinking fountains where provided throughout the interior and exterior environments.

Requirements

Design and Layout

Where drinking fountains are provided:

- At least one drinking fountain and one bottle filling station must be accessible to all users, including lowered units for individuals using mobility aids, people of short stature, children and others who may have difficulty bending or limited manual dexterity
- Where only one drinking fountain is installed, it must be an accessible, lowered unit
- Drinking fountains and bottle filling stations must be located along an accessible route, recessed, or equipped with a cane-detectable feature. The bottom edge should be no higher than 680 mm maximum from the floor
- Drinking fountain and bottle filling station fixtures must be color contrasted with the surroundings for easy identification

Floor Space Requirements and Approach

- Provide clear floor space of 915 mm wide by 1370 mm deep (minimum) in front of the drinking fountain and bottle filling station for a forward approach (see Figure 40)
- For a side approach, provide clear floor space of 1525 mm wide by 915 mm deep (minimum) in front of the fountain/station (see Figure 40)
- Ensure that one side is unobstructed and adjoins accessible route or another clear floor area
- Ensure that the clear floor space does not overlap the accessible route leading to the drinking fountain and bottle filling station

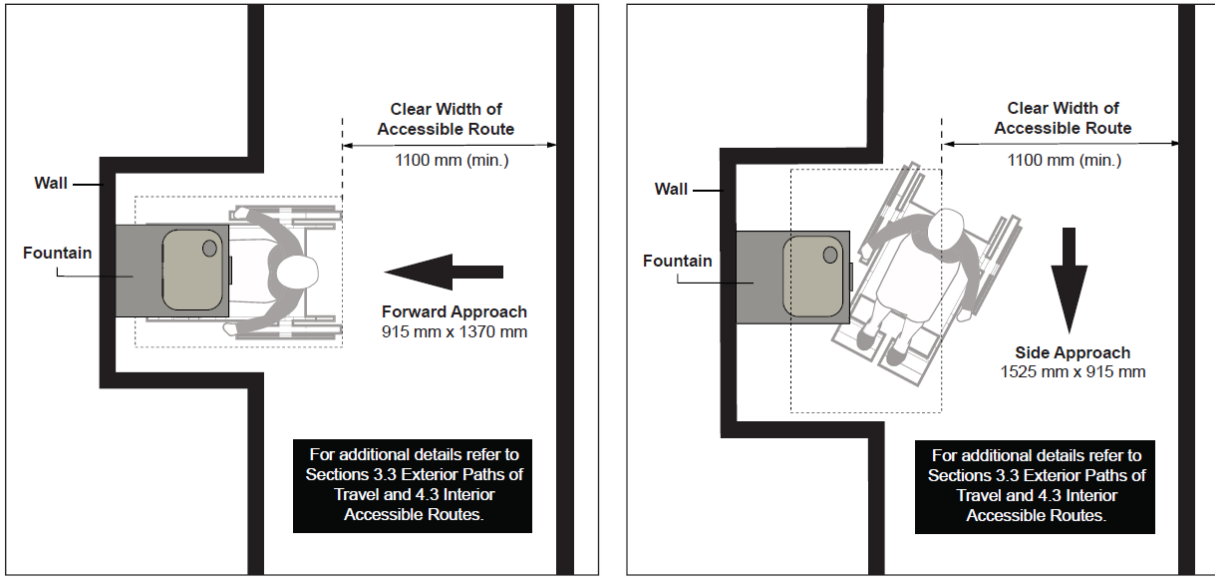


Figure 40: Clear Floor Space Requirements and Approach at Recessed Drinking Fountain – Plan View

Knee and Toe Clearances

Where drinking fountains and bottle filling stations are provided:

- Knee clearance must be at least 760 mm wide by 450 mm deep at a height of 735 mm above the floor (see Figure 41)
- Toe clearance must be at least 350 mm high above the floor, measured from 300 mm back from the front edge to the wall
- Ensure a minimum depth of 700 mm at the foot of the fountain

Operating Controls

Drinking fountains must have controls that:

- Are not foot-operated
- Are located at or near the front of the drinking fountain
- Can be operated with one hand, requiring a maximum force of 22 Newtons. The controls should not require twisting, pinching or wrist movement and must allow for automatic or hands-free operation

Waterspout

The waterspout must be:

- Mounted no higher than 915 mm above the finished floor
- Positioned no more than 125 mm from the front edge of the fountain
- Set to ensure that water flows at least 100 mm high

- Positioned to allow water to flow at a vertical angle of:
 - 30 degrees maximum for spouts located less than 75 mm from the front of the unit, or
 - 15 degrees maximum for spouts located between 75 mm and 125 mm from the front of the unit

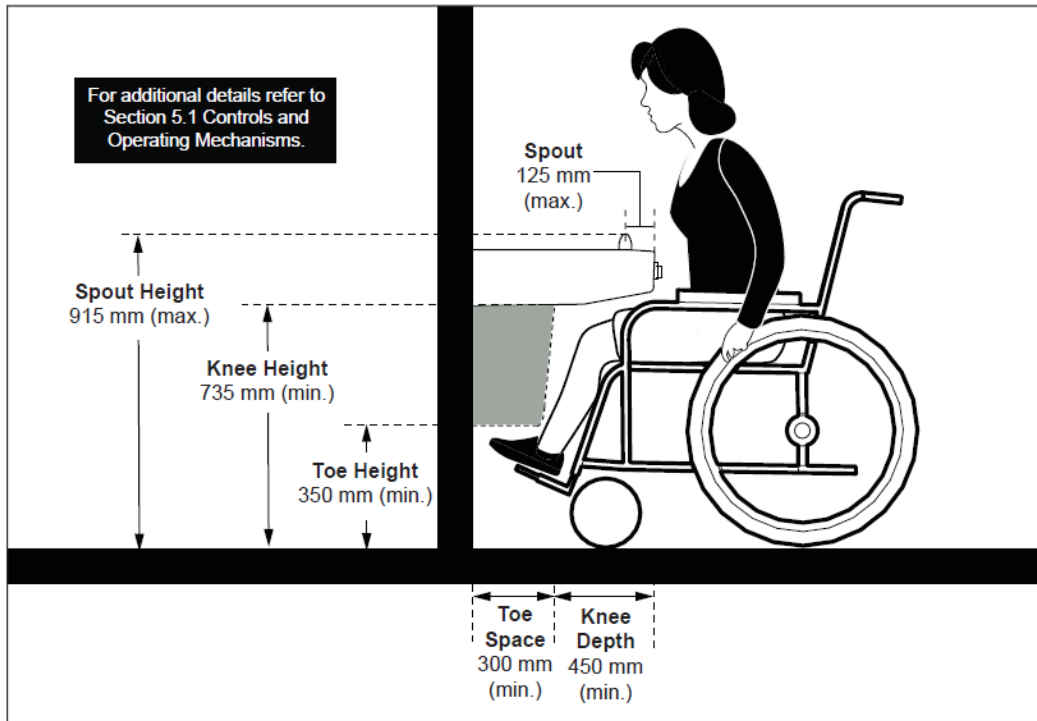


Figure 41: Drinking Fountain Design and Layout – Elevation View

Table 13: Drinking Fountains & Bottle Filling Stations at a Glance

Feature	Minimum / Recommended Dimensions	Notes / Key Requirements
Units Required	At least 1 fountain + 1 bottle filler accessible	If only 1 unit is provided, it must be a lowered accessible unit
Mounting Height (Bottom Edge)	≤680 mm from floor	Must be cane-detectable or recessed
Clear Floor Space – Forward	915 mm wide × 1370 mm deep	Must not overlap accessible route
Clear Floor Space – Side	1525 mm wide × 915 mm deep	One side unobstructed, adjoining accessible route
Knee Clearance	760 mm wide × 450 mm deep × 735 mm high	Measured above finished floor
Toe Clearance	350 mm high × 300 mm deep min	Depth at least 700 mm at foot of unit
Operating Controls	One-hand operation, ≤22 N force	<ul style="list-style-type: none"> • No foot operation • No twisting/pinching • Automatic/hands-free preferred
Waterspout – Height	≤915 mm from finished floor	
Waterspout – Location	≤125 mm from front edge	
Waterspout – Flow	≥100 mm high	Angle: ≤30° if <75 mm from front, ≤15° if 75–125 mm from front
Visual Contrast	≥70% with adjacent surfaces	For easy identification

2.11 Seating, Tables and Work Surfaces

Rationale

Accessible seating, tables and work surfaces are essential for providing comfort and functionality to all individuals, including those with disabilities. Proper design ensures that these elements accommodate a wide range of users, promoting independence and inclusion.

Application

This section applies to all seating, tables and work surfaces in both interior and exterior spaces, including but not limited to:

- Rest areas and accessible routes
- Dining facilities and food courts
- Waiting areas and lobbies
- Office and administrative environments
- Outdoor public areas (e.g., plazas, parks, transit stops)

Design Requirements

Benches and Seats (Interior and Exterior)

Accessible seating provided in both interior and exterior environments must meet the following:

- Seat height: Between 450 mm and 500 mm above the finished floor/ground
- Seat depth: Between 460 mm and 510 mm, with a minimum seat width of 500 mm
- Back support: Extend 455 mm above the seat surface or affix to a wall for stability (see Figure 42)
- Armrests: At least one armrest provided, positioned between 220 mm and 300 mm above the seat surface. The armrest should be located opposite the transfer side; no armrest required on transfer side
- Clear floor space: At least 810 mm x 1370 mm adjacent to at least one seat/bench for mobility device transfer
- Stability: Benches and seats must be securely fixed and stable
- Visibility: Provide 70% colour contrast between seat surface and adjacent surroundings to assist with visibility
- Placement: Locate benches outside the clear width of accessible routes so they do not obstruct pedestrian travel

Note: For exterior benches provided as part of site furniture, see Section 4.7 Street Furniture for additional requirements related to durability, placement and environmental conditions.

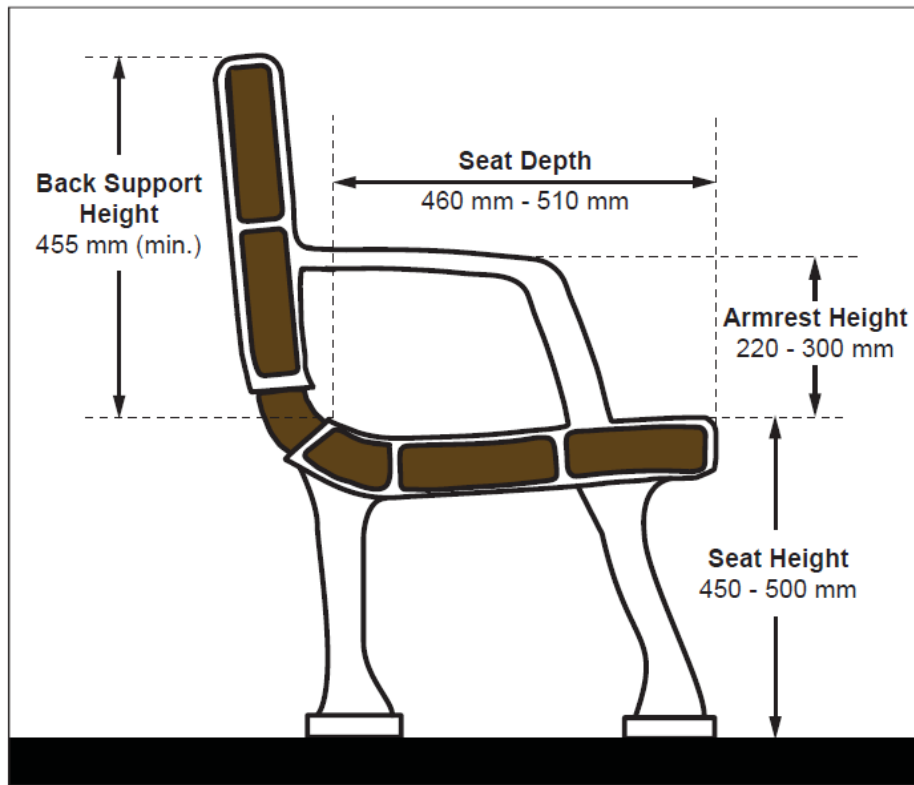


Figure 42: Typical Accessible Bench Dimensions – Section View

Tables and Work Surfaces

Accessible tables and work surfaces must meet the following:

- Height: Between 730 mm and 865 mm above finished floor
- Knee clearance: Minimum 915 mm wide by 685 mm high by 480 mm deep (see Figure 43)
- Toe clearance: Minimum 350 mm high by 230 mm deep, where feasible
- Clear floor space:
 - Forward approach: 915 mm wide by 1370 mm deep (maximum 480 mm under table)
 - Side approach: 1525 mm wide by 915 mm deep (see Figure 44)
- Surface visibility: Ensure colour contrast with adjacent surroundings
- Operability: Any hardware, attachments or mechanisms must comply with Section 5.1 Controls and Operating Mechanisms (e.g., one-hand use, no tight grasping, pinching or twisting)

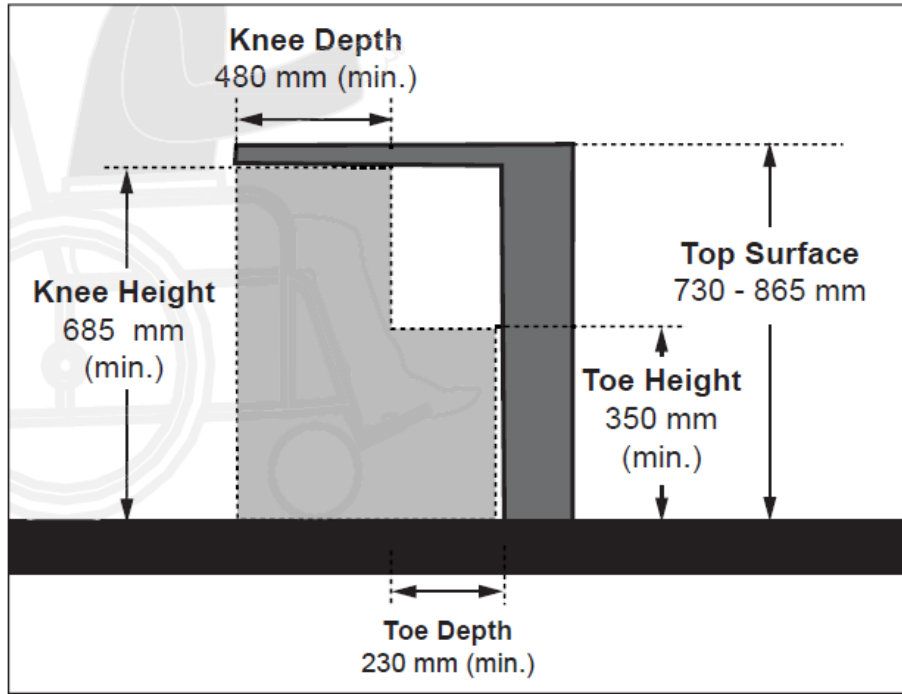


Figure 43: Knee and Toe Clearances at Tables or Work Surfaces – Elevation View

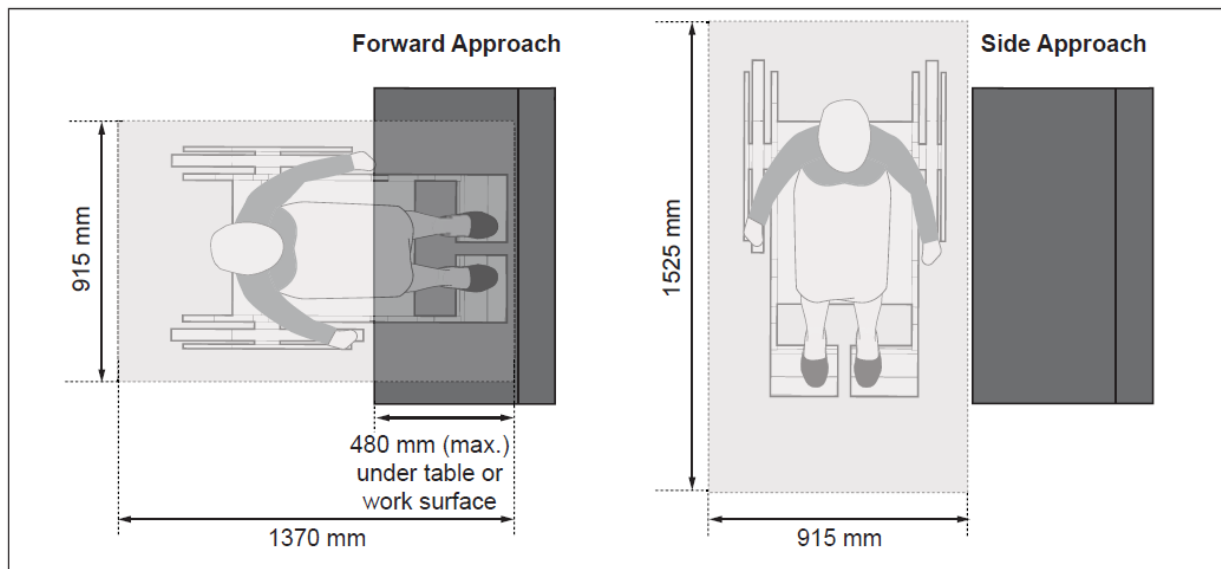


Figure 44: Clear Floor Space Requirements and Approach at Tables and Work Surfaces – Plan View

Table 14: Seating, Tables and Work Surfaces at a Glance

Feature	Minimum / Recommended Dimensions	Notes / Key Requirements
Benches & Seats	<ul style="list-style-type: none"> • Seat height: 450–500 mm AFF • Seat depth: 460–510 mm • Seat width: ≥500 mm 	<ul style="list-style-type: none"> • Provide at least one bench/seat with adjacent clear floor space 810 × 1370 mm • Stable, securely fixed • Provide ≥70% colour contrast with surroundings
Back Support	Extend ≥455 mm above seat surface	May be affixed to wall or free-standing back support
Armrests	Height: 220–300 mm above seat surface	<ul style="list-style-type: none"> • Provide at least one armrest • None required on transfer side
Clear Floor Space (for benches)	810 × 1370 mm minimum	Allows forward or parallel approach for mobility device transfer
Tables / Work Surfaces – Height	730–865 mm AFF	Consistent across interior and exterior environments
Knee Clearance	<ul style="list-style-type: none"> • Width: 915 mm • Height: 685 mm • Depth: 480 mm 	Provides space for forward approach
Toe Clearance	<ul style="list-style-type: none"> • Height: ≥350 mm • Depth: ≥230 mm 	Ensures comfortable access for mobility devices
Clear Floor Space (for tables)	<ul style="list-style-type: none"> • Forward: 915 × 1370 mm (max 480 mm under table) • Side: 1525 × 915 mm 	Required at least at one accessible seating location per table grouping
Surface Visibility	N/A	Table and bench surfaces must provide ≥70% colour/tonal contrast with adjacent surroundings
Operability	N/A	Any hardware or attachments must comply with Section 4.1 Controls & Operating Mechanisms (usable with one hand, no tight grasping, pinching, or twisting)

3.1 Entrances

Rationale

Entrances are the first point of contact with a facility, and ensuring they are accessible is critical to providing equal access for all individuals. Accessible entrances facilitate ease of entry for everyone, including those with mobility impairments or other disabilities. By integrating accessible elements into the main entrance design, rather than separating accessible entrances, a facility fosters inclusivity and equality for all users. This approach contributes to a welcoming environment for everyone, promoting accessibility throughout the facility

Application

This section applies to all entrances used by staff and/or the public, including any pathways leading to the entrance, the entrance components themselves, and areas between the exterior and interior environments (e.g., vestibules).

Design Requirements

General

- **All entrances** intended for staff and/or public use must be accessible and comply with the requirements in this section
- At least one public entrance and one staff entrance must be equipped with a power door operator
- The main entrance must be located as close as possible to accessible parking and passenger loading zones
- In retrofit situations where it is technically infeasible to make all entrances accessible:
 - At least 50% of both staff and public entrances must comply with this section
 - The primary entrances used by staff and the public shall be accessible

Design and Layout

- Accessible entrances must be connected to an accessible route as defined in Section 3.3 Interior Paths of Travel
- Doors at accessible entrances must meet the criteria in Section 3.2 Doors and Doorways
- For entrances with multiple doors, only one door needs to be accessible
- For entrance vestibules:
 - Ensure there is a 2500 mm clear turning circle plus the width of the door swing (See Figure 45)

- Install power door operators on all vestibule doors
- Accessible entrances should be equipped with a power door operator and marked with the International Symbol of Accessibility

Signage and Identification

Entrances must be equipped with signage that:

- Identifies an accessible entrance
- If an entrance is not accessible, signage should direct users to the nearest accessible entrance
- Complies with Section 5.9 Signage and Wayfinding

Other Access Points

- If there is direct access from an enclosed parking garage, at least one accessible must be available from the garage
- If the only entrance is a service entrance, it must be accessible
- For pedestrian access tunnels, walkways or pedestrian bridges, at least one accessible entrance should be available from each access point

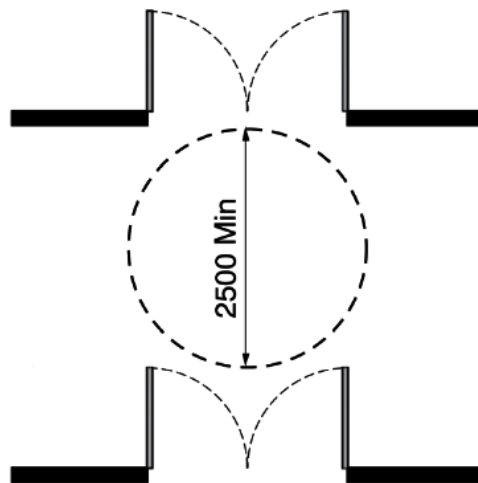


Figure 45: Entrance Vestibule

Table 15: Entrances at a Glance

Feature	Minimum / Recommended Dimensions	Notes / Key Requirements
General Accessibility	All staff and public entrances	Must comply with this section
Power Door Operators	At least 1 public + 1 staff entrance	Main entrance and vestibule doors must have operators
Proximity	Main entrance close to accessible parking & loading zones	Prioritize primary entrances
Retrofit Allowance	≥50% of staff + public entrances accessible	Primary staff + public entrances must be accessible
Accessible Route	Must connect to Section 3.3 Interior Paths of Travel	Includes pathways leading to entrances
Doors	Must comply with Section 3.2 Doors & Doorways	Only one door in a set must be accessible
Vestibules	2500 mm clear turning circle + door swing	Power operators required on all vestibule doors
Signage	International Symbol of Accessibility	Non-accessible entrances must provide directional signage per Section 5.9
Other Access Points	At least 1 accessible route from parking garages, service entrances, tunnels, walkways, bridges	Service-only entrances must also be accessible

3.2 Doors and Doorways

Rationale

Accessible doors are key to ensuring equal access for everyone, including individuals using wheelchairs, mobility aids, strollers or those carrying items. By designing doors that can be operated independently, we foster autonomy and dignity for all users. Where possible, eliminating doors altogether should be considered when physical or acoustic privacy is not required, simplifying the design and enhancing accessibility.

Application

This section applies to all interior and exterior doors intended for staff and/or public use that connect accessible paths of travel. It also covers single doors, double doors and other entry points. If it is technically infeasible to make all doors accessible in a retrofit situation, at least one door per accessible space must comply with this section.

This section also applies to doors required under Section 5.6 Fire and Life Safety Systems.

Prohibited: Frameless glass doors and/or sidelights must not be used (except for where they are specifically required, such as a squash court).

Exceptions: Doors that do not require full user passage, such as shallow closets, may have a clear opening reduced to 510 mm minimum.

Note: Where physical or acoustic privacy is not required, it is important to consider the possibility of eliminating doors altogether.

Design Requirements

Clear Width

- Doors and doorways should have a clear opening of at least 950 mm minimum, measured between the face of the door and the opposite door stop when the door is open at 90 degrees
- If it is technically infeasible to provide the required clear width, a minimum of 860 mm is acceptable in retrofit situations
- For double-leaf doors, one active leaf must provide a clear width suitable for all users, including those using mobility devices. This door should be clearly identified as the primary door
- If there is a projection into the clear width between 860 mm and 2030 mm above the floor, it must not extend more than 100 mm

Approach Clearances at Doors

- Ensure adequate clear floor space in front of doors to allow independent access for all users, including those using mobility devices. The required space will vary based on the type of door, approach (side or front) and whether the door is pushed or pulled
- For doors without a power door operator, clear space must be provided beside the latch, as described in Table 16
- The required clear space beside the latch must be unobstructed for the full height of the door
- The minimum space between two hinged or pivoted doors in series must be 1525 mm, plus the width of any door swinging into the space
- Where doors in a series do not align, a turn circle of at least 1525 mm must be provided within the vestibule area, clear of any door swing
- **Exception:** Clear space is not required on the inactive side of a door, such as in closets where access is provided from only one side

Table 16: Manoeuvring Space at Doors

Context	Floor space required (in mm)		
	Depth	Width	Space Beside Latch
Side-hinged door - Front approach (Figure 46)			
Pull side	1525	1600 *1525	600
Push side	1370	1250 *1220	300
Side-hinged door - Latch-side approach (Figure 47)			
Pull side	1370 *1220	1600 *1525	600
Push side	1370 *1100	1525	600
Side-hinged door - Hinge-side approach (Figure 48)			
Pull side	2440 *1525	2440 *1525	600
Push side	1370 *1100	1830	450
Sliding door (Figure 49)			
Front Approach	1370	1550	300
Side Approach	1370 *1100	2150	600

Note: In retrofit situations where it is technically infeasible to provide the required clearances at doors, the clearances may be reduced as shown by the asterisk (*).

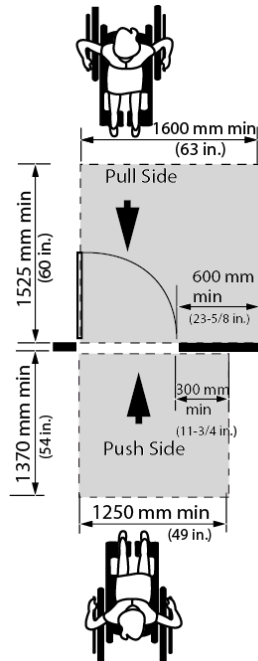


Figure 46: Front Approach at Hinged Doors

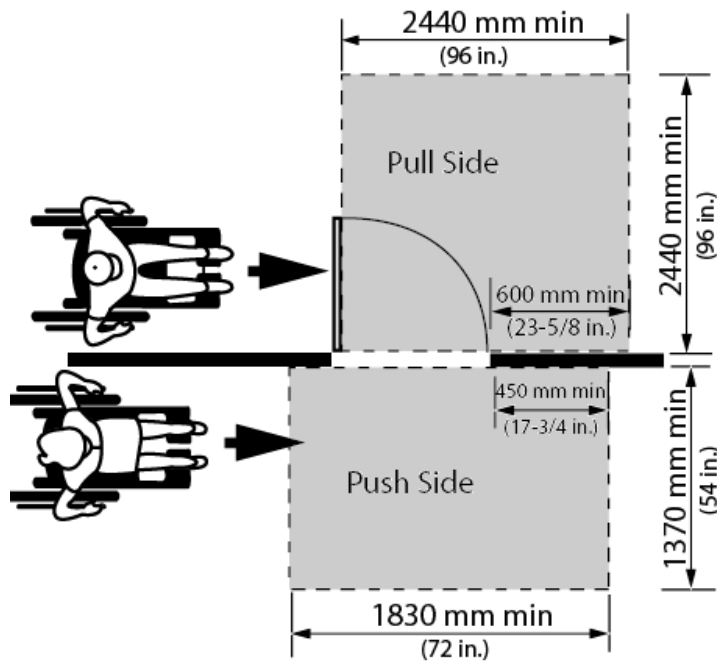


Figure 47: Hinge Side Approach at Hinged Doors

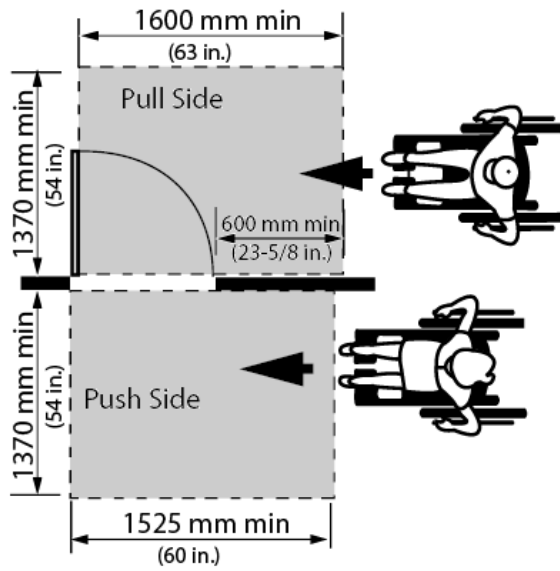


Figure 48: Latch Side Approach at Hinged Doors

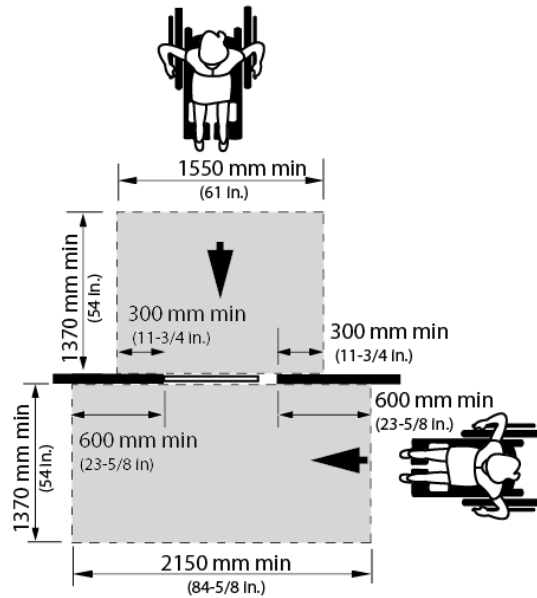


Figure 49: Front and Side Approach at Sliding Doors

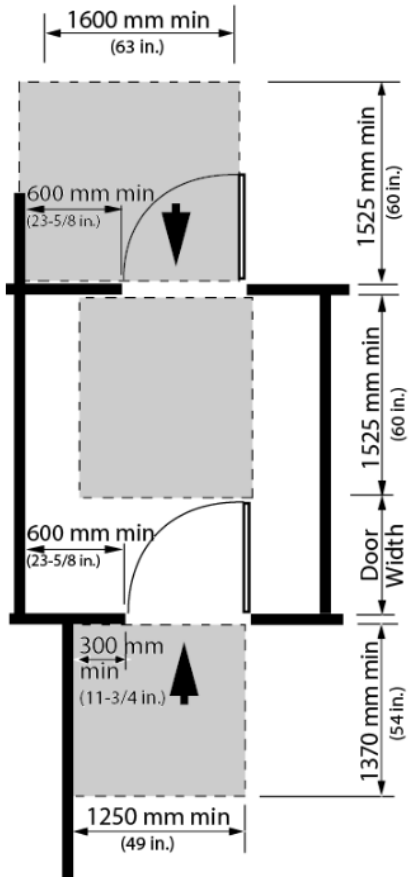


Figure 50: Manoeuvring Space at Doors in Series

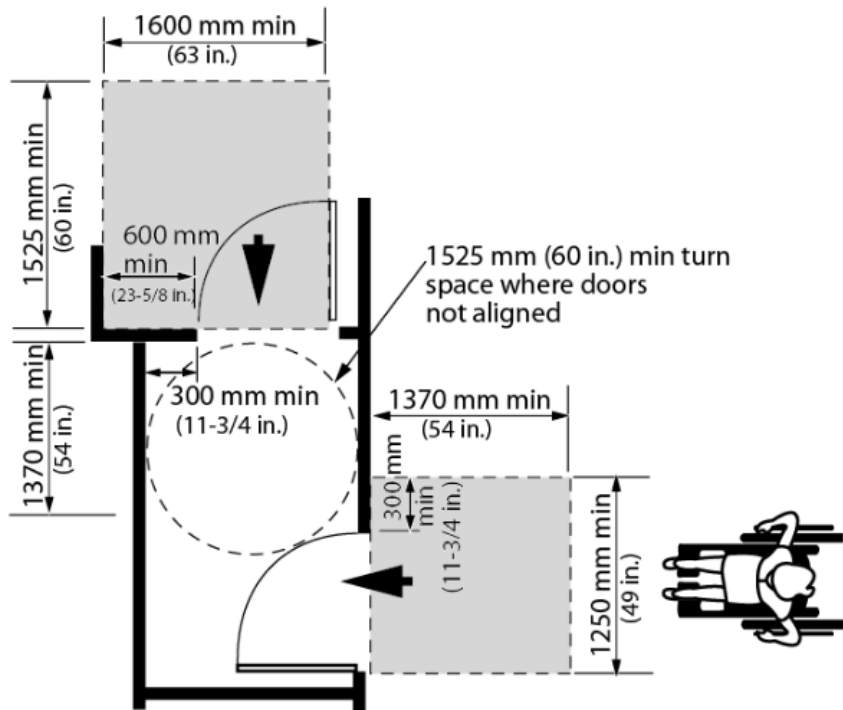


Figure 51: Manoeuvring Space at Doors in Series at 90 degrees

Thresholds

- Threshold at doorways should be no higher than 13 mm
- If the transition is over 6 mm, provide a bevel at a maximum slope of 1:2 (50%)

Door Hardware

- Door hardware must be operable with a closed fist
- Hardware should not require fine finger control, pinching or wrist twisting
- The hardware should be mounted 900 mm to 1100 mm from the floor and provide at least 70% colour contrast (where possible) to the door
- Kick plates should be installed on doors in high-use areas to protect the push side from damage and make doors easier to open
- Panic hardware (push door release) should be installed on emergency exit doors

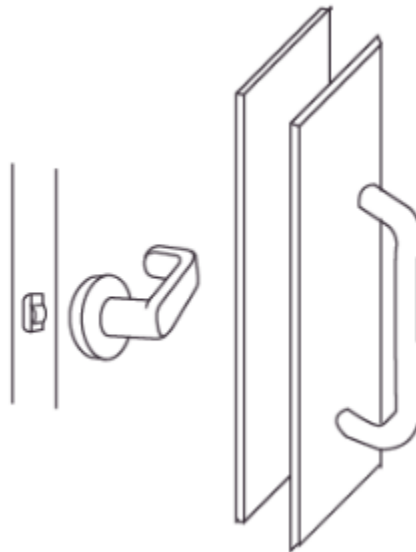


Figure 52: Examples of Accessible Hardware

Colour Contrast of Doors and Frames

Doors and their frames should have a minimum 70% colour contrast (where possible) to the adjacent walls and surfaces to improve visibility for individuals with low vision.

Operating Force and Closers

- The maximum opening force for pushing or pulling open a door should not exceed:
 - 38 N (8.5 lb.) for exterior hinged doors
 - 22 N (4.6 lb.) for interior hinged doors
 - 22 N (4.6 lb.) for sliding or folding doors

- Door closers must be adjusted to use the least amount of pressure possible, but not exceed the maximum opening forces listed
- The sweep period of closers should be adjusted so that the door takes at least three (3) seconds to move from a 90-degree open position to a position of 12 degrees from the latch

Vision Panels

When used, vision panels at doors must:

- Have a minimum width of 75 mm
- Have the bottom edge of the panel (sill) at a maximum height of 900 mm A.F.F.
- Have the vertical edge closest to the latch located no more than 250 mm from the latch side of the door

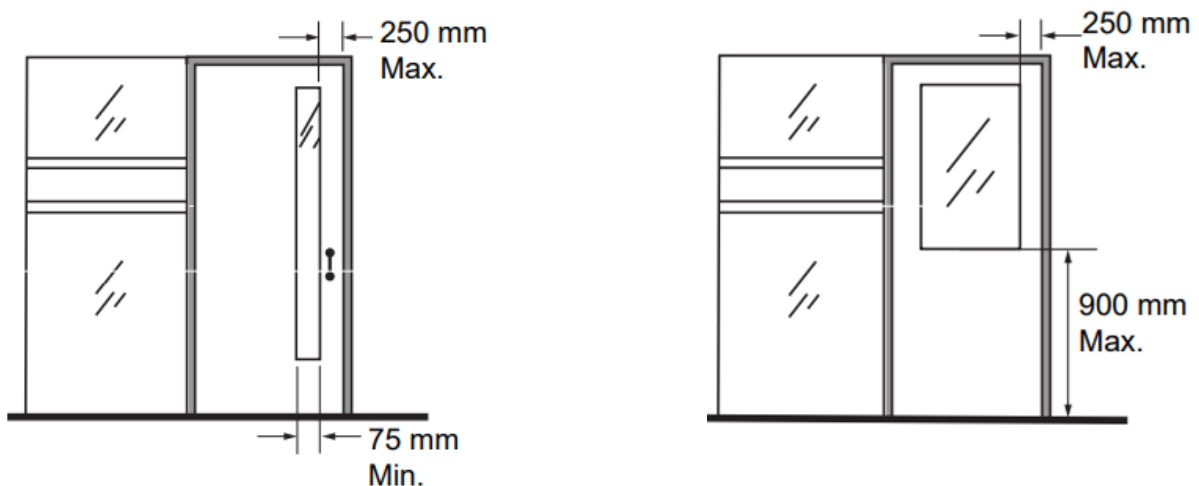


Figure 53: Vision panels

Glass Doors and Vision Strips

For fully glazed doors, sidelights or panels, vision strips are required to increase visibility for individuals with low vision.

Vision strips must:

- Be located at:
 - Etched or patterned glazed screens
 - Fully glazed transparent doors
 - Sidelights/panels with widths greater than 300 mm
- Have two continuous opaque strips (can incorporate a decal or logo):
 - Located at 1350 mm to 1500 mm A.F.F and at 750 mm to 950 mm A.F.F
 - Span across the full length of the glazed area
 - Minimum of 50 mm wide

- Provide a minimum 70% colour/tonal contrast to the background of the surface

Automatic Doors

When automatic doors are provided, they must:

- Have sensors placed to detect users approaching (if using pressure mats, ensure they can detect individuals using mobility devices)
- Open and close safely and smoothly, with mechanisms to prevent collisions or entrapment
- Ensure the door remains fully open for at least five seconds and close at a speed that allows safe passage
- Allow for partial opening or closing of the doors

Power Door Operators

Power door operators increase the level of accessibility of a building, enabling all to navigate through. Power operators should be provided at the following locations:

- Building entrances, including public, staff and main entrances
- Along accessible paths, except for doors with electromagnetic hold-open devices
- All accessible washrooms (both multiple occupancy and universal washrooms) and change rooms
- 50% of each type of public meeting room in a facility, rounded up to the nearest whole number
- 10% of all staff utilized meeting rooms
- Doors entering public accessed reception areas
- Doors leading into an area of refuge

Placement

Where power-assisted doors are provided, they must:

- Be clearly marked with International Symbol of Accessibility
- Require a maximum of 66 N to stop door movement
- Open fully in no less than three (3) seconds
- Remain open for at least five (5) seconds

Power door operators must be:

- Clearly visible on the push and pull side of the door and located on the latch side of the door
- Located at least 600 mm from any inside corner
- Where the door opens towards the user, the controls must be located not less than 600 mm and not more than 1525 mm beyond the door swing
- Incorporate controls that are:

- Minimum 150 mm in diameter when circular, located with its centre between 1000 - 1100 mm A.F.F. or
- Minimum 150 mm wide by a minimum 915 mm long when it is a vertical extended power door operator
- Ensure colour contrast between the activation device and mounting surface (where possible)
- Where exterior doors swing open into a pedestrian area, incorporate safety guards that project a minimum of 300 mm beyond both sides of the open door (See Figure 54)

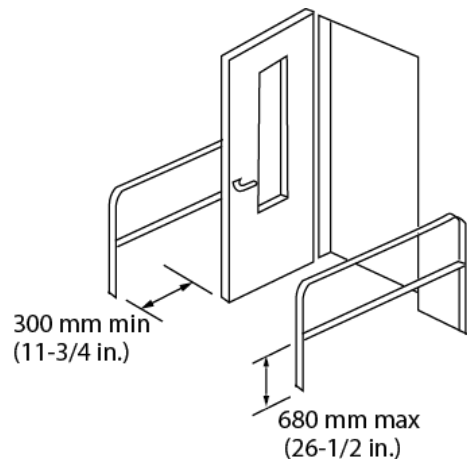


Figure 54: Detectable Safety Guards

Revolving Doors and Turnstiles

- Revolving doors or turnstiles must have an adjacent accessible gate or door that meets a minimum clear width of 860 mm
- The accessible gate or door must be clearly marked with the International Symbol of Accessibility
- Automatic revolving doors should have mechanisms to slow or stop the door to avoid accidents caused by entrapment
- The revolving door must be large enough to accommodate a person using a mobility device and a support person

Table 17: Doors and Doorways at a Glance

Feature	Minimum / Recommended Dimensions	Notes / Key Requirements
Clear Width	Preferred: ≥950 mm clear opening at 90° Retrofit min.: 860 mm	<ul style="list-style-type: none"> • For double doors, one active leaf must provide full clear width • Projections 860–2030 mm A.F.F. must not extend >100 mm
Thresholds	Max 13 mm height Bevel slope ≤1:2 if >6 mm	<ul style="list-style-type: none"> • Flush preferred • Ensure no tripping hazards
Approach Clearances	Varies by approach/push/pull (see Table 16) Vestibule: ≥1525 mm clear + door swing	<ul style="list-style-type: none"> • Retrofit allowances marked with * in Table 16 • Turning circle required if non-aligned doors
Series Doors (Vestibules)	≥1525 mm clear between doors + door swing	Turning circle of ≥1525 mm if doors do not align
Door Hardware	Mount height: 900–1100 mm A.F.F.	<ul style="list-style-type: none"> • Operable with closed fist • No twisting/pinching • ≥70% colour contrast (where possible) • Kick plates at high-use doors • Panic bars at exits
Operating Force	<ul style="list-style-type: none"> • Exterior hinged: ≤38 N • Interior hinged/sliding: ≤22 N 	Closers: door must take ≥3 sec. to close from 90° to 12°
Vision Panels	Width ≥75 mm Sill ≤900 mm A.F.F.	Must be ≤250 mm from latch edge
Glazed Doors / Vision Strips	<ul style="list-style-type: none"> • Two opaque strips 50 mm wide • Located at 750–950 mm & 1350–1500 mm A.F.F. 	<ul style="list-style-type: none"> • Continuous across glazed area • ≥70% tonal contrast
Automatic Doors	<ul style="list-style-type: none"> • Open ≥5 sec • Close slowly/safely 	<ul style="list-style-type: none"> • Sensors must detect mobility devices • Partial opening allowed
Power Door Operators	<ul style="list-style-type: none"> • Activation devices: 150 mm Ø circular or 150 × 915 mm vertical bar • Centre at 1000–1100 mm A.F.F. 	<ul style="list-style-type: none"> • Must be located 600 mm from corners, colour-contrasted, clearly marked with ISA • Exterior swing doors require 300 mm safety guards
Revolving Doors / Turnstiles	<ul style="list-style-type: none"> • Adjacent accessible gate/door ≥860 mm clear width 	<ul style="list-style-type: none"> • Must be ISA-marked • Revolving doors must slow/stop to avoid entrapment

3.3 Interior Accessible Routes

Rationale

Interior accessible routes are essential to ensuring equal access for everyone. They provide a continuous, unobstructed route that allows users with mobility devices, strollers, or those travelling in pairs to independently navigate through buildings. These paths should ensure safe, easy access to key areas such as restrooms, workstations, meeting rooms, and public spaces, while fostering inclusivity in interior design.

Application

The scope of this section applies to interior aisles, corridors, hallways and other pedestrian circulation paths within a facility. It also applies to connections between buildings such as walkways or pedestrian bridges, unless identified as exceptions.

For paths involving changes in elevation, such as ramps or stairs, accessible routes may include elements like ramps, elevators or other assistive elevating devices.

Exceptions

The following areas do not require accessible paths of travel:

- Service rooms
- Elevator machine rooms
- Janitor rooms
- Service spaces
- Crawl spaces
- Attic or roof spaces
- High-hazard industrial occupancies
- Portions of floors with fixed seating in assembly occupancies (unless directly related to spaces designated for mobility device use)
- Suite of residential occupancies

Design Guidelines

General Features

- Ensure ground surfaces are firm, stable and slip-resistant
- Provide headroom clearance of at least 2100 mm
 - Where clearance is less than 2100 mm, provide guards to protect users from potential hazards
- Maintain a lighting level of 50 lux (5 foot-candles), measured at ground level (refer to Section 5.8 Lighting)
- Where possible, provide colour contrast of at least 70% to distinguish the edges of interior accessible paths of travel for improved wayfinding
- Install signage and wayfinding cues along accessible routes, including entrances and exits, with clear visual information that contrasts with its background
- Rest areas should be provided at intervals of no more than 30 metres along interior accessible routes

Clear Width

Accessible paths must have clear widths, from obstructions, protrusions and overhead objects that allow safe passage, as follows:

- **Primary accessible path:** 1830 mm (Figure 55)
- **Secondary accessible path:** 1370 mm (Figure 56)
- **Other routes:** 1100 mm (Figure 57)
- **Between furniture or workstations:** 920 mm

Ensure clear space beside doors, as specified in Section 3.2 Doors and Doorways

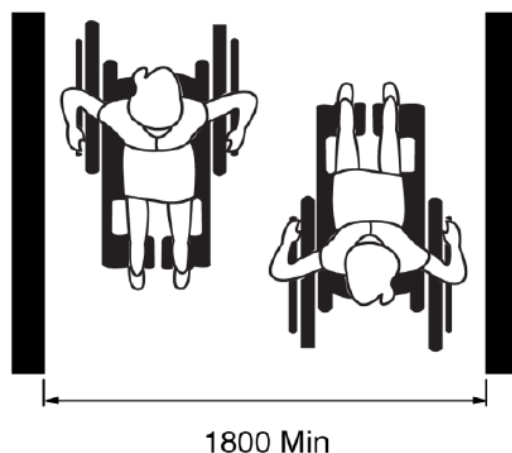


Figure 55: Primary Accessible Path

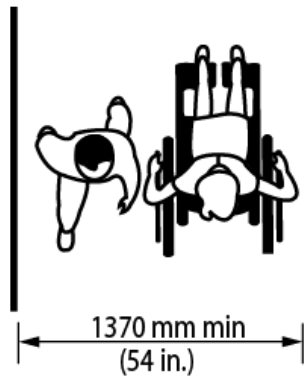


Figure 56: Secondary Accessible Path

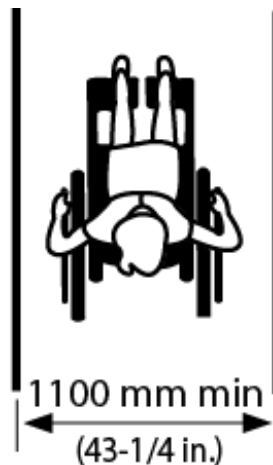


Figure 57: Minimum Width of Other Routes

Clear turning spaces

Interior accessible paths should include clear turning spaces:

- For 90 degree turns (Figure 58) are:
 - 1300 mm in diameter (minimum)
 - 1500 mm in diameter (preferred)
- For 180 degree turns:
 - Are 2000 mm in the direction of travel and at least 1500 mm wide (Figure 59 and Figure 60)
 - Are 1220 mm around an obstacle that is less than 1220 mm wide (Figure 61)
- For 360 degree turns and dead-end areas:
 - Minimum 2500 mm in diameter (Figure 62)

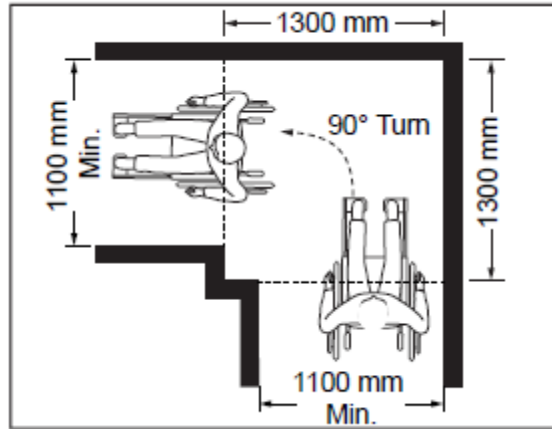


Figure 58: Space Required for a 90° Turn

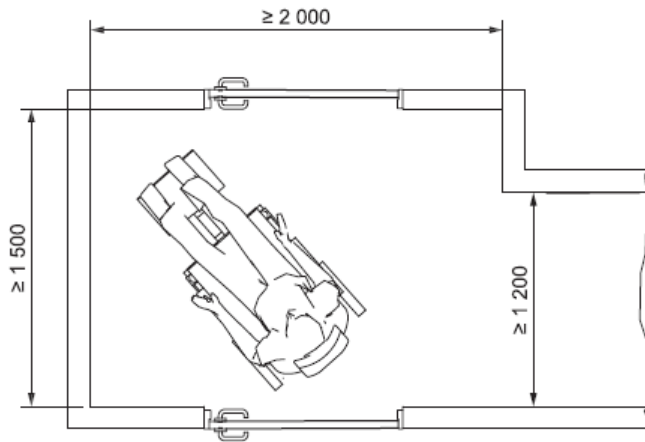


Figure 59: Space Required for a 180° Turn in a Corridor

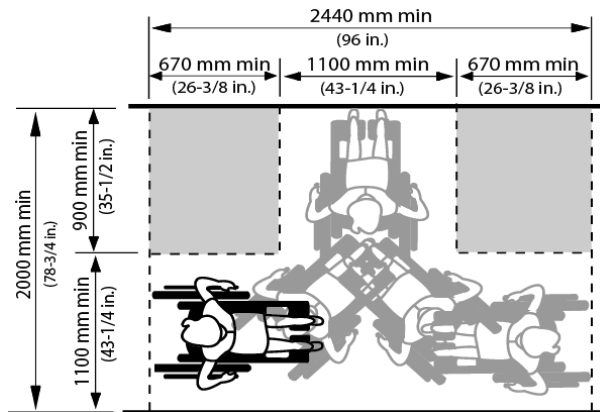


Figure 60: 180° Degree Turning Space

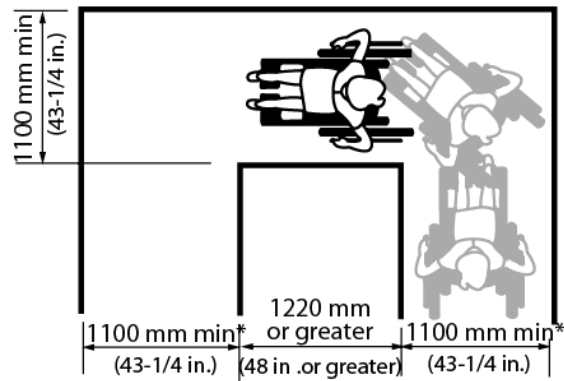


Figure 61: Turn Around an Obstacle Greater than 1200 mm Wide

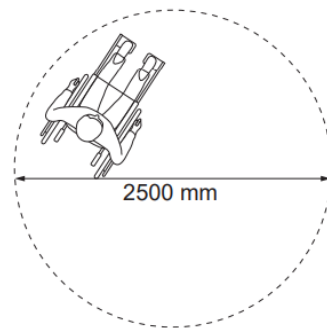


Figure 62: 360° Turning Space

Passing Areas

Passing areas should be:

- Unobstructed
- 1800 mm by 1800 mm in size
- Located at:
 - The beginning and end of corridors
 - 30 m intervals along corridors

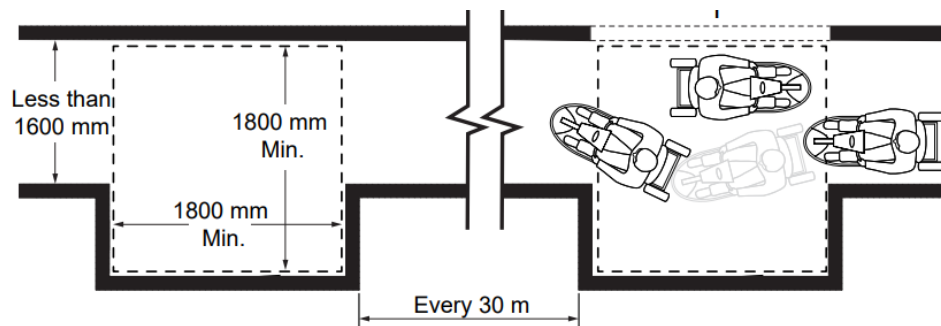


Figure 63: Passing Areas

Running and cross slopes

The slopes of interior accessible paths must comply with the following:

- **Running slope:** Maximum 1:20 (5%)
- **Cross slope:** Maximum 1:50 (2%)
- **Ramps:** Paths with a running slope greater than 1:20 (5%) must be designed as ramps and meet criteria in Section 2.3 Ramps

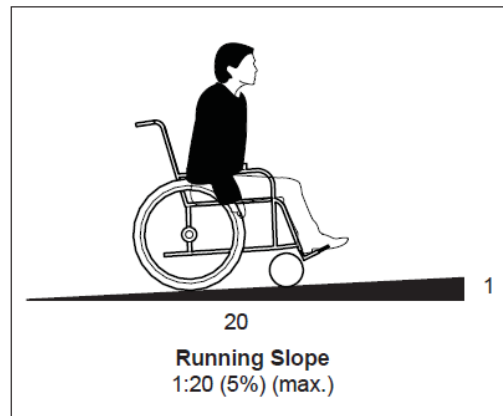


Figure 64: Running Slope

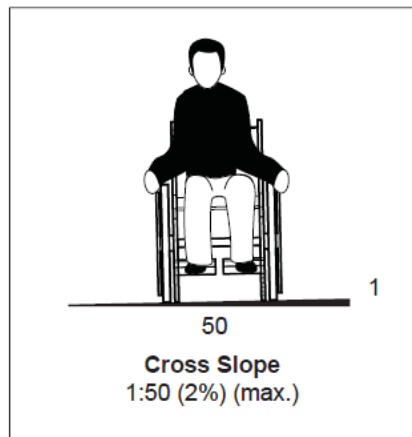


Figure 65: Cross Slope

Table 18: Interior Paths of Travel at a Glance

Feature	Minimum / Recommended Dimensions	Notes / Key Requirements
Surface & Safety	Firm, stable, slip-resistant	<ul style="list-style-type: none"> • Lighting ≥ 50 lux at ground • 70% contrast at path edges • Headroom ≥ 2100 mm (guards required if less)

Feature	Minimum / Recommended Dimensions	Notes / Key Requirements
Clear Widths	<ul style="list-style-type: none"> • Primary path: 1830 mm • Secondary path: 1370 mm • Other routes: 1100 mm • Between furniture/workstations: 920 mm 	<ul style="list-style-type: none"> • Must remain free of obstructions/protrusions • Clearances beside doors per Section 3.2
Turning Spaces	<ul style="list-style-type: none"> • 90° turns: 1300 mm Ø (min) • 1500 mm Ø (preferred) • 180° turns: 2000 mm long × 1500 mm wide • Around narrow obstacle: 1220 mm Ø • 360°/dead end: 2500 mm Ø 	Turning spaces must be level, clear of obstacles
Passing Areas	1800 mm × 1800 mm	At corridor ends, and at 30 m intervals
Slopes	<ul style="list-style-type: none"> • Running slope: ≤1:20 (5%) • Cross slope: ≤1:50 (2%) 	Paths >1:20 must meet ramp requirements (Section 2.3)
Wayfinding & Rest	<ul style="list-style-type: none"> • Rest areas every ≤30 m • Clear signage/wayfinding 	<ul style="list-style-type: none"> • Visual contrast, consistent cues • Signage per Section 5.9

3.4 Millwork, Storage and Shelving

Rationale

Millwork includes fixed storage such as cabinets, closets, shelves and drawers. Designs must address lower reach ranges and sightlines for children and persons using mobility devices and include visual contrast for low-vision users.

Application

If fixed or built-in storage unites, such as cabinets, closets, shelves and drawers are provided, at least one of each type must be accessible.

Self-service shelving or display units must on an *accessible route* complying with Section 3.3 Interior Accessible Routes.

Requirements

Reach and Mounting Heights

- Provide clear floor space at least 810 mm by 1370 mm for a forward or parallel approach, complying with Section 2.1 Space and Reach Requirements
- Where provided, mount collapsible coat hooks or closet rods at 1100-1200 mm A.F.F.
- Provide shelves between 230 mm and 1100 mm A.F.F. for accessible use
 - Upper storage shelves (not intended for accessible use) may be installed up to 1370 mm AFF as shown in Figure 66)
- In closets without accessible doors where the user's reach is offset 255-535 mm, set rods or shelves at 1200 mm max A.F.F.

Hardware and Operability

- Provide touch latches and U-shaped pulls or equivalent easy-grip hardware
- Operable parts must comply with Section 5.1 Controls and Operating Mechanisms and be usable with one hand without tight grasping, pinching or twisting
- Do not locate hooks above benches
- Ensure door hardware is mounted between 900-1100 A.F.F.

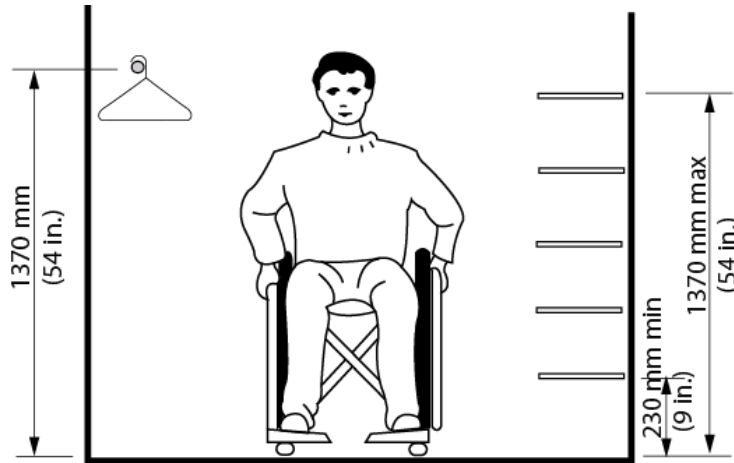


Figure 66: Reach Limits for Storage

Table 19: Millwork, Storage and Shelving – At a Glance

Feature	Minimum/Recommended Dimensions	Notes / Key Requirements
Clear floor space	810 × 1370 mm minimum	<ul style="list-style-type: none"> • Forward or parallel approach • Must comply with Section 2.1 Space and Reach Requirements
Coat hooks / closet rods	1100–1200 mm A.F.F.	<ul style="list-style-type: none"> • Must be collapsible • Do not locate hooks above benches
Shelves (accessible band)	230–1100 mm A.F.F.	At least one accessible shelf per storage type
Closets with offset reach (255–535 mm)	Rods/shelves ≤1200 mm A.F.F.	Applies where closet doors or obstructions limit access
Hardware	N/A	<ul style="list-style-type: none"> • Touch latches or U-shaped pulls • Operable one-handed without tight grasping, pinching, or twisting • Must comply with Section 5.1 Controls and Operating Mechanisms
Accessible route to self-service shelving	N/A	Must be located on an accessible route per Section 3.3 Interior Accessible Routes

3.5 Windows and Glazing

Rationale

Windows should provide clear views for seated and standing users and be easy and safe to operate. Poorly placed or hard-to-use windows can create barriers for people using mobility devices, people of shorter stature, or those with limited dexterity. Safety markings on large, glazed surfaces reduce the risk of accidental collisions, especially for people with low vision.

Application

Applies to all windows, glazed screens, sidelights, and vision panels in doors that are intended for viewing or ventilation. Frameless glass doors and sidelights are not permitted.

Design requirements

Sill height

Windows must:

- Have sills mounted at a height of 760 mm maximum A.F.F. to allow clear views from a seated position
- Have lower edge of glazing that aligns with the sill height to provide an unrestricted view

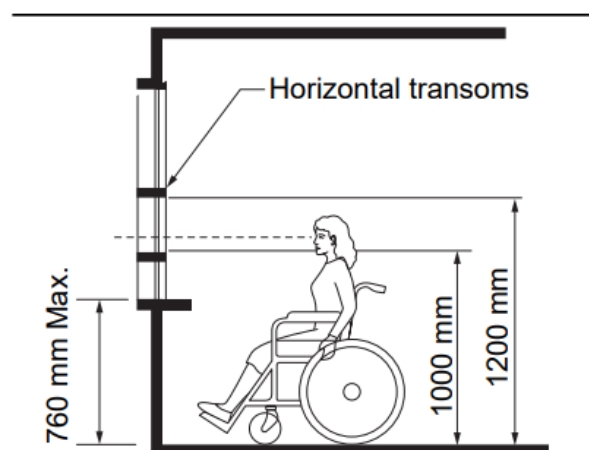


Figure 67: Windowsill Height

Transoms and Sightlines

Where horizontal transoms are provided at windows, they should:

- Avoid horizontal transoms within common eye level (1060 mm and 1220 mm A.F.F.)

- Maintain unobstructed sightlines where glazing is intended for viewing
- Have colour/brightness contrast from adjacent surfaces

Window Hardware

- Mount handles, pulls latches and locks between 400 mm and 1200 mm A.F.F.
- Ensure operability with one hand, without tight grasping, pinching or twisting

Vision Strips

To ensure safety and accessibility, vision strips must be applied to all large, glazed surfaces where people could accidentally walk into them, including:

- Fully glazed transparent doors
- Fully glazed transparent sidelights and panels with widths greater than 300 mm
- Glazed screens and partitions in circulation areas (e.g., atriums, lobbies, corridors)

Vision strips must:

- Consist of two continuous opaque strips (can incorporate a decal or logo)
- Be located at 1350 mm to 1500 mm A.F.F. and at 750 mm to 950 mm A.F.F.
- Extend across the full length of the glazed area
- Be at least 50 mm wide
- Provide a minimum 70% colour/tonal contrast with the background surface

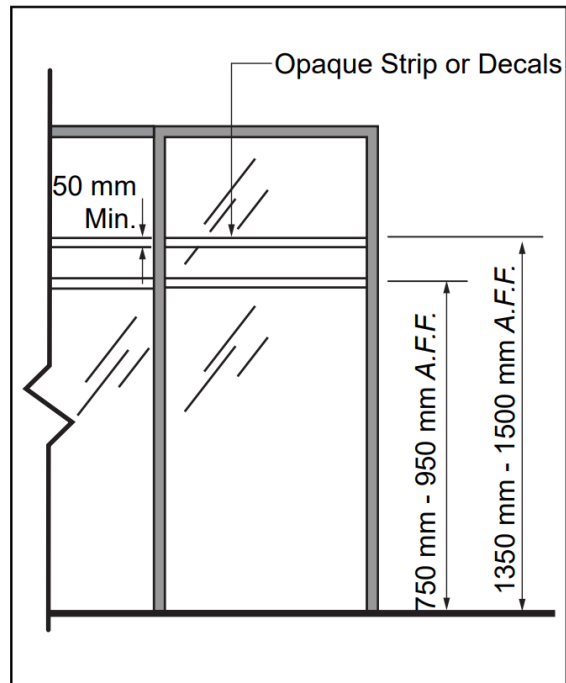


Figure 68: Vision Strips

Table 20: Windows and Glazing – At a Glance

Feature	Minimum / Recommended Dimensions	Notes / Key Requirements
Sill Height & Views	Sill ≤760 mm A.F.F.	<ul style="list-style-type: none"> • Allows clear views from seated position • Glazing must align with sill for unobstructed sightlines
Transoms & Sightlines	Avoid transoms between 1060–1220 mm A.F.F.	<ul style="list-style-type: none"> • Maintain unobstructed views • Provide colour/brightness contrast from adjacent surfaces
Hardware & Operability	400–1200 mm A.F.F.	<ul style="list-style-type: none"> • Handles, pulls, latches operable with one hand • No tight grasping, pinching, twisting
Vision Strips (safety markings)	<ul style="list-style-type: none"> • Two continuous opaque strips • Located at 750–950 mm A.F.F. and 1350–1500 mm A.F.F. • Minimum 50 mm wide 	<ul style="list-style-type: none"> • Required on fully glazed doors, sidelights (>300 mm wide), glazed screens/partitions in circulation areas • Must span full glazed area length • Provide ≥70% tonal/colour contrast with background • May incorporate decals or logos if full opacity/contrast maintained

3.6 Elevating Devices

Rationale

Elevating devices are essential for providing accessible vertical transportation within buildings, ensuring that people with mobility impairments, including those using wheelchairs, scooters, or strollers, can move between floors. Proper design of these devices, including elevators, lifts, and escalators, is crucial to allow independent access for everyone. Ensuring the device is equipped with tactile, audible, and visual cues helps people with varying disabilities navigate safely and independently.

Application

This section applies to all elevating devices in facilities, including:

- Elevators
- Platform lifts
- Inclined lifts
- Moving walkways
- Escalators

All passenger elevating devices must comply with the current Ontario building Code (OBC) and other applicable requirements identified in the most up-to-date versions of:

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

Additionally, the Technical Standards and Safety Authority (TSSA) legislation will govern the installation and maintenance of elevating devices within Ontario.

Exceptions

- Freight elevators do not need to comply unless they are used as combination passenger and freight elevators
- When retrofitting existing buildings, structural or physical constraints may be considered, and accessibility requirements should be reviewed on a case-by-case basis in consultation with Facilities & Property Management staff

Requirements

General features

- Accessible elevating devices must be located on an accessible route as per Section 3.3 Interior Accessible Routes
- Identification: All elevating devices must be identified with accessible signage, complying with Section 5.8 Signage and Wayfinding
- Automatic Levelling: Elevators must feature automatic levelling to maintain floor alignment within ± 13 mm
- Doors: Power-operated horizontally sliding car and landing doors must be provided

Approach and access to the lift

- Tactile Features: Elevating device entrances should have tactile features, such as raised Arabic numerals and Braille floor designations on both jambs of the door. These should be a minimum of 50 mm high and raised at least 0.75 mm, positioned at 1500 ± 25 mm from the floor
- Colour Contrast: The lift entrance door should contrast with the surrounding wall finishes to ensure visibility and assist in wayfinding
- Tactile Walking Surface Indicators (TWSIs): For larger buildings or wide halls, install TWSIs to identify lift entrances. In simpler buildings, provide a distinguishable floor surface in front of the lift entrance (1500 mm by 1500 mm minimum)
- Manoeuvring Space: The manoeuvring space in front of lift entrances must be at least 1500 mm by 1500 mm, except in exceptional cases, where a reduced space of 1200 mm by 1200 mm may be considered (Figure 69)

Exceptional Considerations for Existing Buildings

- The minimum manoeuvring space may be reduced but must not be less than 1200 mm by 1200 mm
- **New TSSA Update:** The minimum distance to any adjacent corner or obstruction must be 2000 mm to allow safe manoeuvring

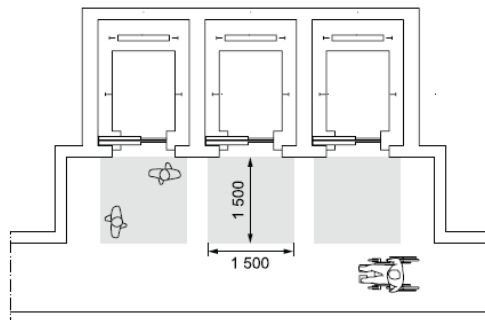


Figure 69: Manoeuvring space in front of a group of lifts

Elevator Entrance

- Clear Width of Car Entrance:
 - Wheelchair-use: 950 mm minimum door width, 1100 mm wall-to-wall inside width, 1400 mm car length
 - Stretcher-use: 950 mm door width, 1100 mm wall-to-wall inside width, 2100 mm car length
 - For other facilities such as arenas or libraries, the car must be wider (e.g., 1065 mm door width, 1725 mm wall-to-wall inside width, 1525 mm car length)
- Elevator Car Dimensions: Refer to Table 21 for detailed specifications on different elevator types

Table 21: Minimum Dimensions for Elevator Car and Door Clear Width

Elevator Type	Minimum Door Width (mm)	Door Location	Wall-to-Wall Inside Width (mm)	Door-to-Wall Inside Length (mm)
Wheelchair-use	950	Centered – Narrow side	1100	1400
Stretcher-use	950	Centered – Narrow side	1100	2100
Wheelchair-use Doors on adjacent sides,	950	Two doors-adjacent sides	1400	1600
High- Use Facilities	1065	Side (Off-Center)	1725	1525
Arenas, libraries or entertainment complexes	1065	Side (Off-Center)	2030	1525
Exceptional Situation – Retrofit	950	one entrance or two on opposite sides	1100	1370

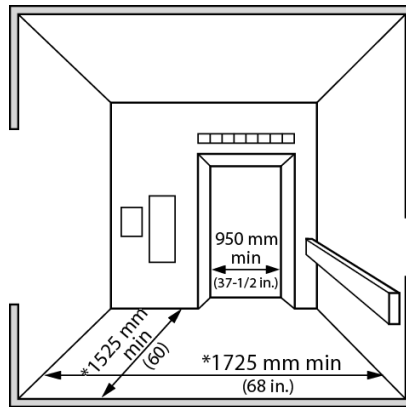


Figure 70: Elevator Car Dimensions

Equipment in the car

- Handrails: Provide handrails on non-access walls at a height of 800 to 950 mm above the floor, preferably 850 ± 25 mm, with a space of 40 to 45 mm between the rails and the wall
 - In retrofit situations, at least one handrail must be provided on the car's wall where the operating panel is located
- Seating: Where a foldable seat is provided, it must have:
 - A top height from the floor between 500 mm and 520 mm
 - A depth between 400 mm and 500 mm and a width of 500 mm to 600 mm
 - It should support a weight of up to 150 kg
- Floor and Wall Surfaces: Internal walls should be matte and non-reflective, with contrasting colours. The floor must be slip-resistant, and both the floor of the lift and the landing floors should have similar characteristics

Lighting

Lighting Level: Internal lighting must be uniformly distributed with a minimum illumination of 100 lux at the floor level and 200 lux on control devices. Avoid using spotlights to reduce glare.

Emergency Communication

- Alarm System: The car must have a two-way communication system for emergency situations that allows communication to a rescue service
 - The system must ensure both voice communication and visual feedback (green and yellow symbols) and provide text display for floor levels
 - The highest operable portion of the two-way communication system must be a maximum of 1200 mm above the floor and the symbol must be a minimum of 38 mm high raised at least 0.75 mm

- Handsets: The system must include a handset with a cord length of at least 735 mm, and the receiver must comply with CSA Standard T515

Control Devices and Signals

- Button Design: Elevator control buttons should be tactile and provide visual contrast against the wall. They must be accompanied by Braille labels and have a minimum of 16 mm characters for easy reading
- Audible Signals: The system must provide a voice message indicating the current floor, direction of travel, and door operation status. In addition, visual and audible feedback should confirm when a button has been pressed
- Touchscreens: While allowed, touchscreens must include tactile control options for accessibility and should not be the only form of control

Stopping/Levelling Accuracy

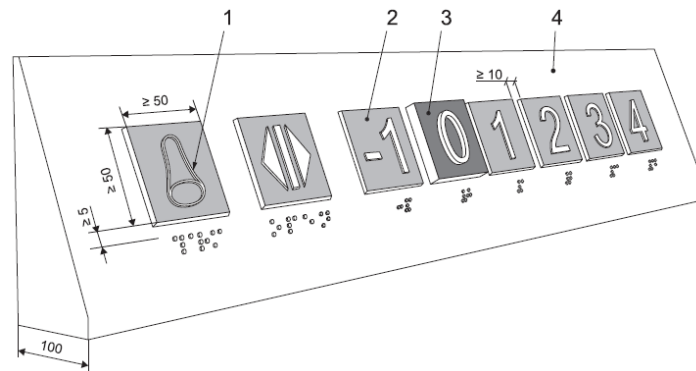
The car should stop with an accuracy of ± 10 mm and the levelling accuracy should be within ± 20 mm.

Car Controls

Upon entering an elevator, the car controls should be easily accessible from a wheelchair.

- Car Position Indicator:
 - An indicator must be installed inside the car to display its position within the hoistway. This indicator will be illuminated to show the landing at which the car is either stopped or passing
 - Indication characters must be on a contrasting colour background and have a minimum of 16 mm height to ensure visibility for users with low vision
- Emergency Controls:
 - Emergency car controls and door-operating buttons must be grouped together at the bottom of the control panel
 - The centreline of the alarm button and the emergency stop switch must be not less than 890 mm above the floor, ensuring easy access for all users
 - The centreline of the highest floor button must be no higher than 1200 mm above the floor
- Floor Register Buttons:
 - Floor register buttons must:
 - Be a minimum of 19 mm in size and may be raised, flush, or recessed. The depth of flush or recessed buttons must not exceed 10 mm when operated

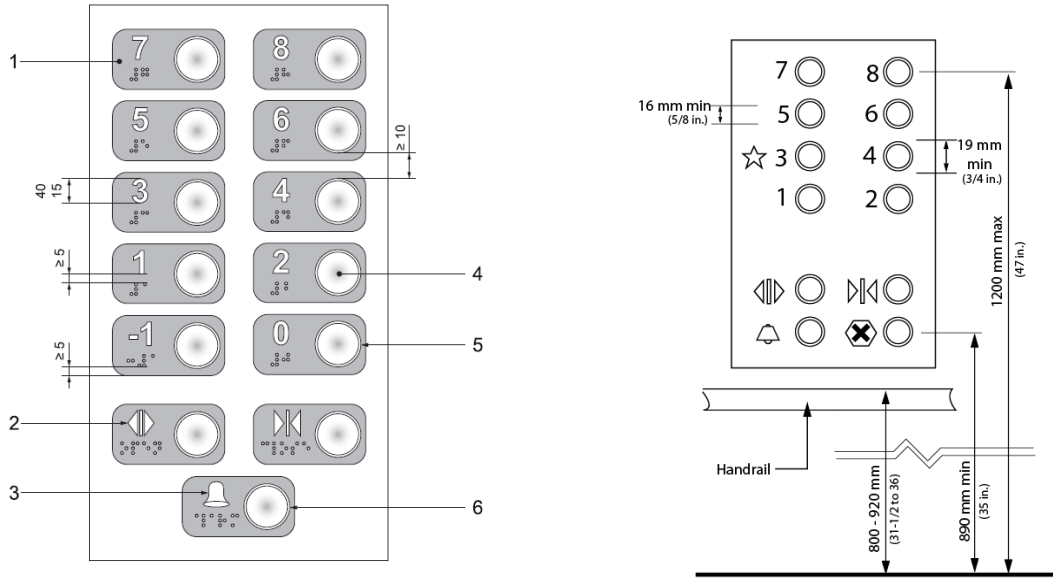
- Be provided with visual and momentary audible indicators to show when each call is registered. These indicators must be extinguished when the call is answered
- Braille and Raised Markings:
 - All car control buttons must be designated with Grade 2 Braille characters and raised standard alphabet characters for letters, Arabic numerals for numbers, and standard symbols
 - Markings must be a minimum of 16 mm high and raised a minimum of 0.75 mm, placed immediately to the left of the buttons to which they apply
 - **Exception:** For mechanical call buttons, the raised markings may be on the buttons themselves
- Button Placement:
 - Controls should be placed at a minimum distance of 400 mm (preferably 700 mm) from any corner to ensure users have adequate access space and avoid obstructions



Key

1. Alarm bell as tactile symbol in yellow colour
2. Acquire 50 mm by 50 mm push button with visual contrast to the panel and the raised tactile character/symbol
3. Ground floor button with higher rise and different colour
4. Inclined surface

Figure 71: Example of a Horizontal Arrangement of Square Push Buttons with Tactile Characters



Key

1. Visual contrast to the faceplate
2. Tactile symbols with visual contrast to the background
3. Alarm bell as tactile symbol in yellow colour
4. Round push button with visual contrast between the button and the background
5. Ring around the button that provides operating feedback (i.e. lights up when pushed)
6. Yellow ring around the button

Figure 72: Examples of Vertical Arrangement of Round Push Buttons with Tactile Characters

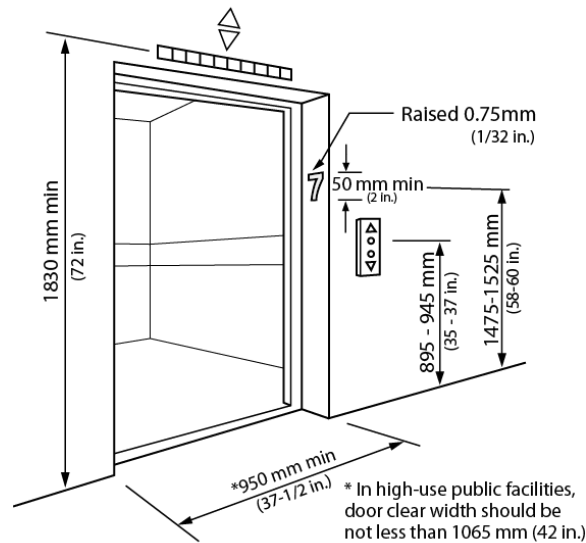


Figure 73: Elevator Entry

Platform Lifts

Platform lifts should only be considered when installing ramps or elevators is not feasible, typically in retrofit scenarios. It is essential that platform lifts provide independent access without the need for assistance.

Requirements

- Platform lifts must be located on an accessible route and comply with Section 3.3 Interior Paths of Travel
- Platform lifts must adhere to CSA B355 (latest edition), providing unassisted entry and exit. Tactile features and Braille signage must be provided
- Signage: Platform lifts must be clearly identified using signage that complies with Section 5.9 Signage and Wayfinding
- Lift Dimensions: Platform lifts should have a minimum size of 1100 mm by 1400 mm for manual and powered wheelchairs. Where space is constrained, smaller dimensions (e.g., 800 mm by 1250 mm) may be considered for vertical lifts
- Safety Features: Safety wheel guards must be included along all exposed edges of the platform
- Platform lifts must be linked to an emergency communication system and equipped with a two-way communication system
- Controls: Platform lift controls must be fully operable with tactile symbols, and the highest operable portion of any emergency communication system should be no more than 1200 mm from the platform floor

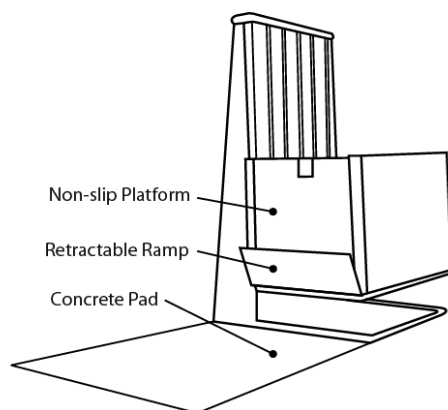


Figure 74: Vertical Platform Lift

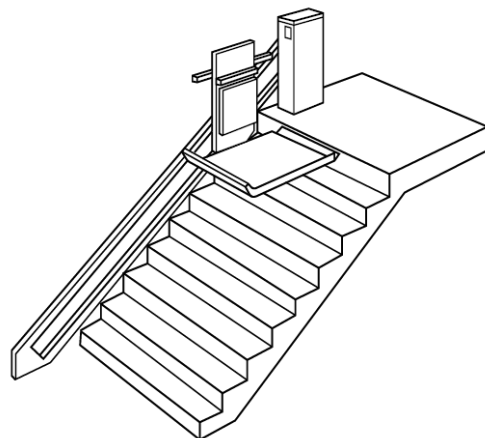


Figure 75: Inclined Platform Stair-Lift

Escalators

Rationale

Boarding and disembarking from an escalator can present challenges for individuals with limited agility or timing difficulties. Furthermore, the lack of contrast on the edges of steps may make it difficult for users, especially those with vision impairments, to see the position or assess the speed of the escalator.

To improve safety and accessibility, detectable warning surfaces should be placed in front of the escalator to alert pedestrians, particularly those with vision impairments. Additionally, contrasting colour strips should be placed on the edges of the steps to enhance visibility and aid in safe navigation.

Application

This section applies to all escalators provided within a facility.

Where escalators are provided, an **alternate accessible route** must also be available nearby to provide access for individuals who are unable to use the escalator.

- In facilities where an escalator or inclined moving walkway offers access to floors above or below the entrance level, an interior barrier-free path of travel must also be provided to these floors
- The route from the escalator or inclined moving walkway to the barrier-free path must be clearly identified with appropriate signage
- In buildings with a moving walkway serving areas on the same floor level, a barrier-free path of travel must be available between the areas connected by the walkway

Requirements

- Tread Edges and Nosing:
 - Escalator installations must include high-definition colour contrast on tread edges and nosings to improve visibility for all users
- Warning Surfaces:
 - Detectable warning surfaces in compliance with Section 2.8 Tactile Walking Surface Indicators must be installed at both the head and foot of the escalator to alert users of potential changes in elevation
- Tread Surface:
 - The surface of escalator treads must have a matte finish to minimize reflected glare, ensuring better visibility and reducing discomfort for those with visual impairments
- Lighting:
 - Lighting above escalators must provide a minimum of 200 lux (18.4 ft-candles) of evenly distributed, low-glare light to improve visibility and safety during use

TSSA Compliance

Escalators must comply with the requirements of the TSSA as outlined in the ASME A17.1/B44-2019 (Safety Code for Elevators and Escalators), which covers critical safety aspects like:

- Emergency Communication Systems: Escalators should be equipped with a two-way communication system to connect users to emergency services in case of a malfunction or incident.
- Emergency Stop Buttons: Escalators must be equipped with emergency stop buttons that can be easily activated by users in the event of an emergency

Table 22: Elevating Devices at a Glance

Feature	Minimum / Recommended Dimensions	Notes / Key Requirements
General Compliance	N/A	<ul style="list-style-type: none"> • Must comply with OBC, CSA B44, CSA B355, CSA B651 and TSSA regulations
Location & Access	<ul style="list-style-type: none"> • Manoeuvring space: 1500 × 1500 mm in front of entrances • Retrofit allowance: 1200 × 1200 mm (minimum) 	<ul style="list-style-type: none"> • Must be on an accessible route • Entrances should contrast with walls • Tactile/Braille floor designations at 1500 ± 25 mm AFF
Doors	<ul style="list-style-type: none"> • Clear opening: 950 mm minimum • Power-operated horizontally sliding 	Automatic levelling ± 13 mm
Elevator Car Dimensions	<ul style="list-style-type: none"> • Wheelchair-use: 950 mm door, 1100 mm width, 1400 mm length • Stretcher-use: 950 mm door, 1100 mm width, 2100 mm length • High use: 1065 mm door, 1725 mm width, 1525 mm length • Arenas/libraries: 1065 mm door, 2030 mm width, 1525 mm length 	<ul style="list-style-type: none"> • See Table 21 for detailed specs • Retrofit minimum 1100 × 1370 mm
Handrails	<ul style="list-style-type: none"> • Mounted 800–950 mm AFF (preferred 850 ± 25 mm) 	<ul style="list-style-type: none"> • At least one handrail required in retrofit • 40–45 mm wall clearance

Feature	Minimum / Recommended Dimensions	Notes / Key Requirements
Foldable Seat (if provided)	<ul style="list-style-type: none"> • Height: 500–520 mm • Depth: 400–500 mm • Width: 500–600 mm • Load: 150 kg 	Optional but must allow secure independent use
Lighting	<ul style="list-style-type: none"> • 100 lux at floor • 200 lux at controls 	Uniform, non-glare distribution
Emergency Communication	<ul style="list-style-type: none"> • Controls ≤1200 mm AFF • Symbols ≥38 mm high, raised 0.75 mm • Handset cord ≥735 mm 	Two-way voice + visual + text; must comply with CSA T515
Control Devices	<ul style="list-style-type: none"> • Buttons: ≥19 mm, with Braille & raised characters • Highest floor button ≤1200 mm AFF • Alarm/emergency stop ≥890 mm AFF 	<ul style="list-style-type: none"> • Provide tactile + visual + audible feedback • Avoid touchscreen-only systems
Platform Lifts	<ul style="list-style-type: none"> • Preferred min: 1100 × 1400 mm • Retrofit: 800 × 1250 mm 	<ul style="list-style-type: none"> • CSA B355 compliant • Provide independent entry/exit; emergency communication required
Escalators	<ul style="list-style-type: none"> • Detectable warning surfaces at head & foot • Step edges with high contrast nosings • Lighting ≥200 lux 	<ul style="list-style-type: none"> • Must have alternate accessible route • Comply with TSSA/ASME A17.1/B44 • Provide emergency stop buttons and 2-way communication

3.7 Service Counters

Rationale

Service counters are key points of interaction. To ensure equitable access, counters should provide:

- Multiple heights to accommodate users of varying stature, mobility, and seated positions
- Accessible writing surfaces and speaking ports
- Assistive listening technology for individuals who are deaf, hard of hearing, or have speech impairments
- Visual, tactile, and audio cues to assist users with vision impairments

Application

This section applies to service counters used by the public and staff, including:

- Reception desks
- Information desks or kiosks
- Food service counters
- Check-out counters
- Teller counters
- Security counters

Where a single queuing line serves multiple counters, each counter must comply with this section.

Requirements

General

- Located on an accessible route
- At least one accessible section per service type

Design and Layout

Furniture, fixtures and equipment at service counters should be usable by all individuals. Counters for information, reception or service must incorporate at least one accessible section that:

- Counter height: 730 mm - 865 mm above finished floor or ground

- Clear floor space:
 - Front approach: 900 mm wide x 1500 mm long minimum (Figure 76)
 - Side approach: 900 mm wide x 2200 mm long minimum
- Knee space: Minimum 685 mm high x 480 mm deep x 810 mm wide
- Speaking ports: at least one no higher than 1060 mm above the finished floor or ground
- Multiple queuing lines: accessible counters clearly identified by signage

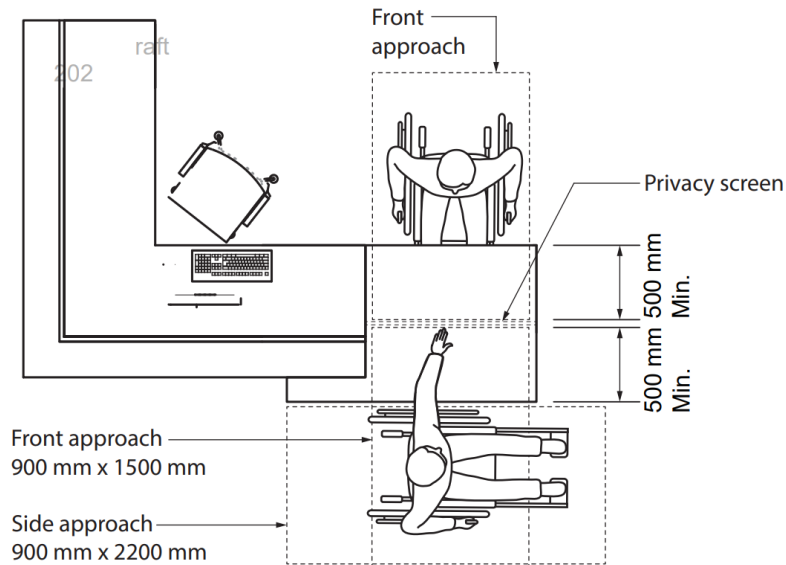


Figure 76: Clear Floor Space



Figure 77: Knee and Toe Space

Signage and Visual Cues

- Clear identification of accessible counters
- Signage indicating type of accessibility device available (if one is) or how to request accommodation
- Surface contrast: minimum 70% colour/tonal contrast with adjacent surfaces
- Lighting: minimum 50 lux at floor level for visual communication, lipreading or other communication

Communications and Information Systems

Where possible, provide:

- At least one type of assistive listening device at each counter
- Speech Transfer Intercom System with volume controls for staff and customers
 - This can be in a counter system or speaking port
- Adjustable microphones or telephones with voice/speech amplification
- Two-way communication systems (e.g., Ubi Duo) for persons who are deaf, deafened or hard of hearing

Table 23: Service Counters at a Glance

Feature	Minimum / Recommended Dimensions	Notes / Key Requirements
Counter Height	730–865 mm above floor	<ul style="list-style-type: none"> • At least one accessible counter per service type • Multiple heights encouraged for universal use
Clear Floor Space	<ul style="list-style-type: none"> • Front: 900 × 1500 mm • Side: 900 × 2200 mm 	<ul style="list-style-type: none"> • Must allow both front and side approaches • Connect directly to accessible route
Knee Space	<ul style="list-style-type: none"> • 685 mm high × 480 mm deep × 810 mm wide 	Provide unobstructed space under counter for seated users
Speaking Port Height	≤ 1060 mm above floor	Include at least one accessible communication port
Approach & Access	On accessible route	Counters should be recessed or designed to allow front and side access without obstruction

Feature	Minimum / Recommended Dimensions	Notes / Key Requirements
Signage	Mounted per Section 5.8	<ul style="list-style-type: none"> • Clearly identify accessible counters • Minimize visual clutter where assistive systems are integrated
Surface Contrast	≥ 70% luminance contrast	Between counter surface and surroundings to aid visibility
Lighting Level	≥ 150 lux at counter	Provide even, glare-free lighting to support visual communication
Assistive Listening / Communication Systems	Where possible	Provide at least one assistive listening device or equivalent technology per counter, such as adjustable microphones, amplified telephones, or two-way communication systems (e.g., UbiDuo)
Furniture & Fixtures	N/A	<ul style="list-style-type: none"> • Must not obstruct accessible routes • Moveable elements should maintain clear width and approach spaces

3.8 Washrooms

Section summary

This section outlines the accessible design requirements for:

- Multi-Stall Washrooms
- Ambulatory Water Closet Stalls and Enclosures
- Accessible Water Closet Stalls and Enclosures
- Single-Use Washrooms
- Universal Washrooms
- Grab Bars
- Lavatories
- Washroom Amenities
- Urinals

Rationale

Accessible washrooms support independence, dignity and inclusion for all users – including individuals with disabilities, caregivers and families. These facilities must accommodate a wide range of physical, sensory and cognitive needs while ensuring safety, comfort and usability. Accessible washrooms must be designed for independent use, clear identification and equitable access for everyone.

Application

This section applies to all washrooms in City facilities including but not limited to:

- Multi-stall washrooms
- Single-user washrooms
- Universal washrooms
- Change rooms with washroom features

These requirements also apply to new construction and major renovations where feasible. Portable washrooms are included when provided for public use.

Accessible washrooms must:

- Be located within 45m of public areas

- Be connected to accessible routes per Section 2.2 Interior Accessible Routes
- Be identified with clear, high-contrast signage compliant with Section 5.9 Signage and Wayfinding

Design Requirements

General Features

- Accessible washrooms must be located along an accessible path of travel
- Directional signage is required when washrooms are not immediately visible (see Section 5.9 Signage and Wayfinding)
- Provide a clear turning diameter of 1500 mm minimum (preferred 1700 mm)
- Floor surfaces must be slip-resistant with a maximum slope of 1:50 (2%)
- Public washrooms should open to accessible corridors to allow after-hours access where feasible

Types of Washrooms

Washrooms should meet the needs of a diverse and growing population of people with disabilities. To meet this need, the City utilizes a variety of washroom types and designs:

- Multi-stall washrooms
 - Ambulatory water closet stalls
 - Accessible water closet stalls
- Universal washrooms
- Single-user washrooms
 - Both multi-stall and single occupancy

Multi-stall washrooms

Quantity Requirements

The minimum number of accessible water closets required per washroom is based on the total number of water closets provided. Refer to Table 24 for minimum requirements:

Table 24: Minimum Number of Accessible Water Closets

Number of water closets per washroom	Minimum number of accessible water closets per washroom
1-3	0, (if a universal washroom is within 45 m) or 1 (if none provided)
4-9	1
10-16	2
17-20	3
21-30	4
Over 30	5 plus 1 per additional 10

Note: Additional accessible water closets should be considered in locations where a higher proportion of seniors, older adults or persons using mobility devices is anticipated such as health care facilities, senior centres and recreation and community centres.

Accessible Stalls - General Requirements

- At least one accessible stall per multi-stall washroom
- Maintain a minimum clearance of 1400 mm between the outside wall of the stall and any wall-mounted fixture or obstruction
- Provide clear floor space of 1500 mm by 1500 mm in front of the accessible stall
- Provide a clear transfer space of 900 by 1500 mm adjacent to the water closet, within the same stall, unobstructed by doors, fixtures or partitions
- Ensure lighting is evenly distributed with a minimum of 200 lux
- Provide clear signage indicating accessible features (e.g., Braille, tactile elements, International Symbol of Accessibility)

Stall Doors

- Provide a minimum clear width of 850 mm (900 mm preferred)
- Maintain 1700 mm clearance between the inside face of an in-swinging door and adjacent water closet wall
- Doors must swing outward unless 920 by 1500 mm clear floor space is available inside
- Doors must be self-closing with spring or gravity hinges

- Provide door hardware operable with one hand (e.g., lever or pull handle) and mounted 750-850 mm A.F.F.
- Operable with one hand, without tight grasping, pinching or twisting

Note: Wherever possible, consider the use of privacy walls or specialized configuration of entrance vestibules to avoid the need for doors and power door operators. Entrances without doors are easier for everyone to use. Where entrances are door-less, provide identification signage on both sides of the entrance openings.

Water Closets

- Seat height: 430-485 mm A.F.F.
- Centreline from wall: 460-480 mm
- Transfer space: 900 mm wide by 1500 mm deep minimum (on at least one side)
- Flush controls: closed-fist operable and with a force not exceeding 22.2 N
- Install coat hook mounted at 1200 mm maximum A.F.F.

Ambulatory Water Closet Stalls

- Stall width: 920-940 mm
- Stall depth: Minimum 1500 mm
- Doors must swing outward and close automatically
- Equip with L-shaped grab bars on both sides of the water closet
- Provide a coat hook mounted at 1200 mm maximum height

Grab Bars

- Must withstand 1.3kN in all directions
- Grasping surface: 30-40 mm diameter
- Horizontal bar:
 - 840-920 mm A.F.F, mounted behind water closet
 - Ensure length of 600 mm (minimum)
- L-shaped bar:
 - Mount vertical component 150 mm from front of water closet, horizontal component 850 mm A.F.F.
 - Ensure length of 760 mm (minimum) for both vertical and horizontal components
- Fold down grab bars:
 - Mount on the wall behind the water closet

- Locate on transfer space side(s) (e.g., both sides where a clear transfer space is provided on each side of the water closet)
- Ensure length of 760 mm (minimum)
- Mount with centerline between 390 mm and 410 mm from centerline of water closet
- Mount with the horizontal component at 750 mm high from floor level
- Ensure force required to pull down grab bar is no more than 22 Newtons

Lavatories

- At least one accessible lavatory in each washroom
- Top of lavatory: 820-850 mm A.F.F.
- Clear space beneath lavatory: 735 mm high by 920 mm wide
- Toe clearance 350 mm deep minimum
- Faucet controls: lever or automatic, operable with a closed fist
- Ensure faucet controls, soap dispensers, hand dryers or paper towel dispensers within reach range (see Section 2.1)
- Ensure all fixtures have colour/tonal contrast from the surrounding environment
- Ensure water pipes are covered or insulated below lavatories

Urinals

- At least one accessible urinal per washroom
- Rim height: maximum 430 mm (or floor-mounted unit)
- Install grab bars on both sides of urinal
- Centreline indicator with high colour contrast
- Provide clear floor space that:
 - Is 810 mm by 1370 mm for a front approach
 - Is located perpendicular to, and centred on, the urinal and unobstructed by privacy screens
 - Has no step in front of it
- Where privacy screens are provided
 - Provide clearance of 920 mm (minimum) between screens
 - Ensure a clearance of 50 mm (minimum) from the grab bars
 - Ensure colour contrast between screens and surrounding surfaces
 - Ensure the vertical outer edge provides a high colour contrast

Where a washroom contains more than two urinals, one urinal shall be provided specifically for children that is:

- Installed with the rim no higher than 430 mm from the finished floor OR floor-mounted, with the rim level at the finished floor

Accessible Water Closet Stalls

- Install a sign with the International Symbol of Accessibility
- Provide a clear turning space of 1500 mm diameter minimum
- Mount a coat hook at 1200 mm maximum height, on a side wall and projecting 50 mm maximum from mounting surface

Single-Use Washrooms

Single-use washrooms, also known as single-occupancy or individual washrooms, are restrooms designed for use by one person. Single-use washrooms are often labeled “gender-neutral” or “all-gender,” making them inclusive spaces for individuals regardless of identity.

There are three types of single-use washrooms:

1. Multi-stall washrooms

Multi-stall washrooms are designed to be gender-inclusive. Features include:

- Floor-to-ceiling enclosures for water closets, creating individual water closets as opposed to stalls with partial dividers
- Shared sinks and mirrors outside of the stalls
- Marked as gender-neutral with appropriate signage

2. Single-use washrooms

Private, single-occupancy facilities that anyone can use, regardless of gender. Features include

- Water closet and lavatory
- Lockable door
- Marked as gender-neutral with appropriate signage

3. Universal washrooms

Large, fully enclosed washrooms that anyone can use, regardless of gender but are designed to accommodate people with disabilities and others who may need additional space or assistance.

Features include (but are not limited to):

- Barrier-free water closet and sink
- Turning space to accommodate a wheeled mobility device
- Automatic doors
- Emergency response systems
- Space for an adult-sized change table

Quantity

- At least one single-use washroom must be provided in all public buildings
- The quantity of single-use washrooms should consider the use and occupancy of a facility and the needs of all individuals on every floor, level or storey, as well as throughout the facility

Universal washrooms are considered single-use washrooms and will be utilized to meet any single-use washroom strategy for a facility.

Note: while every universal washroom is considered a single-use washroom, not every single-use washroom meets the criteria of a universal washroom.

Location

Single-use washrooms should be:

- Located in the same vicinity as other washrooms (e.g., men's and women's multi-stall washrooms, universal washrooms, etc.)
- Distributed throughout a building as appropriate to the building design and operation
- Located in publicly accessed areas so that individuals are provided with independent, equitable and dignified access to single-use washrooms

Technical requirements

Single-Use Washrooms

- In multi-stall single-use washrooms, provide floor-to-ceiling partitions and doors each stall, with separate lighting, sprinklers and exhaust systems
- Provide clear turning circle of 1500 mm minimum
- Signage to indicate gender-neutral use and accessibility and meet the requirements of Section 5.9 Signage and Wayfinding
- Include toilet with floor-to-ceiling partitions and lockable door
- Door hardware operable with closed fist

Universal Washrooms

Universal washrooms benefit people with attendants of opposite gender, families and people who prefer alternatives to multi-stall washrooms.

Location and Quantity

- Must be located within 45 m from other washrooms
- The Minimum number of universal washrooms per building should meet the following criteria:

Table 25: Minimum Number of Universal Washrooms

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

Clear floor space

- Minimum 2500 mm turning circle, clear of obstruction
 - In a retrofit situation where providing the required turning space is technically infeasible, the turning space may be reduced to 2130 mm with priority given to allow enough clear space between the toilet and the lavatory
- Minimum 900 mm x 1500 mm clear transfer space on one side of the water closet

Doors

- Equipped with a power operator that coordinates with an automatic locking system
- Is operable using a closed fist and with a force of 22N maximum
- Is located between 900 mm to 1000 mm A.F.F.
- Has a power locking mechanism that can be locked from the inside and released from the outside, in case of emergency
- Has related signage indicating the door locking/unlocking procedures, installed next to the locking/unlocking controls:
 - Sign on the inside that is illuminated with the word “LOCKED” when the door is locked
 - Sign on the outside that is illuminated with the words “IN USE” when the door is locked

Fixtures

- Provide one accessible lavatory with other washroom amenities including but not limited to mirror, soap dispenser, paper towel dispenser, automatic hand dryer (preferred), coat hook, and toilet paper dispenser as identified in this section
- Provide motion sensor for automatic illumination of interior
- Install audible and visual fire alarm systems
- Meet the requirements in this section related to:
 - Grab bars
 - Accessible water closets

- Lavatories
- Ensure drains are installed out of the path of travel

Park washrooms: Where there is no connection to a central monitoring location, localized visual and audible alarms shall be provided.

Adult Change Table

- Provide space for adult-sized change table (810 mm wide by 1830 mm long minimum) in each universal washroom (Figure 78)
- Provide a reinforced wall to permit the future installation of the change table and carry a load of 1.33kN
- Where installed:
 - Have an adjustable surface height range from 450 mm A.F.F. to 900 mm A.F.F.
 - Be wall mounted and is a fold-down table that does not encroach into a clear floor space
 - Have operable portions or controls that are not higher than 1100 mm
 - Have an electrical power source for plug-in hydraulic power assisted models

Exception: Where another universal washroom with an adult-sized change table is provided on the same floor level within 45m.

Exception: A fixed adult change table may be installed in a park washroom building.

Emergency Call System

- Must consist of visual and audible signal devices both inside and outside of the washroom that are activated by a push control device inside the washroom
- Provide an emergency sign that:
 - Is posted above the operable portions or controls of the emergency button
 - Contains the words “IN THE EVENT OF AN EMERGENCY PUSH EMERGENCY BUTTON AND AUDIBLE AND VISUAL SIGNAL WILL ACTIVATE” in letters at least 25 mm high with a 5 mm stroke and that is posted above the emergency button
- Must be linked to a centrally monitored switchboard for facilities that have the capacity

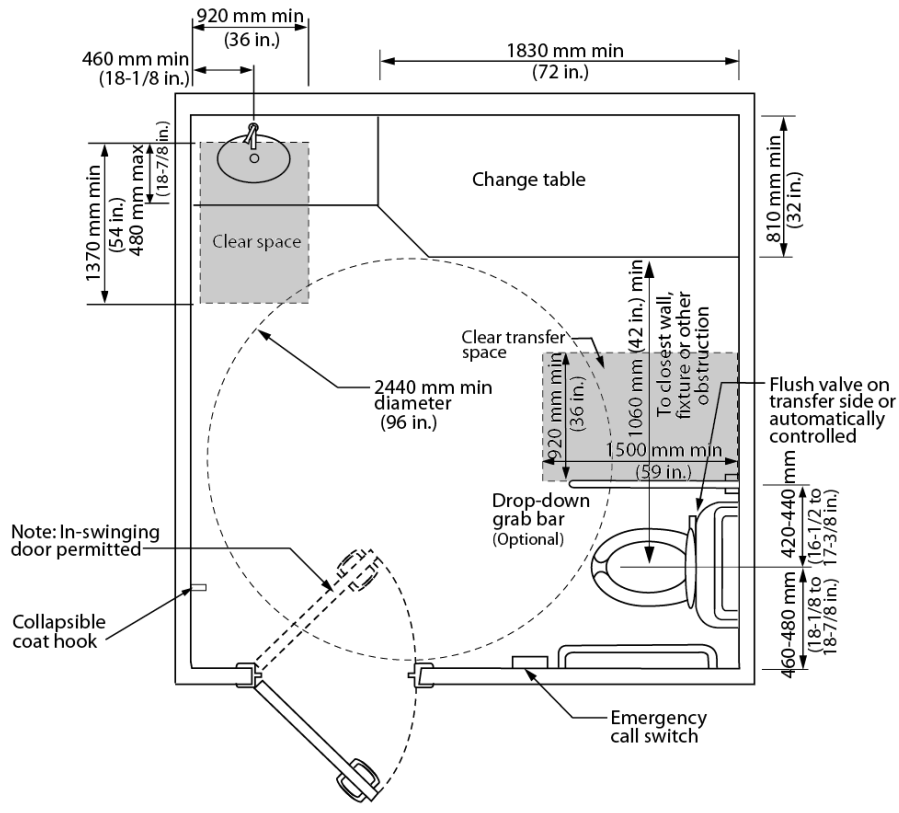


Figure 78: Universal Washroom

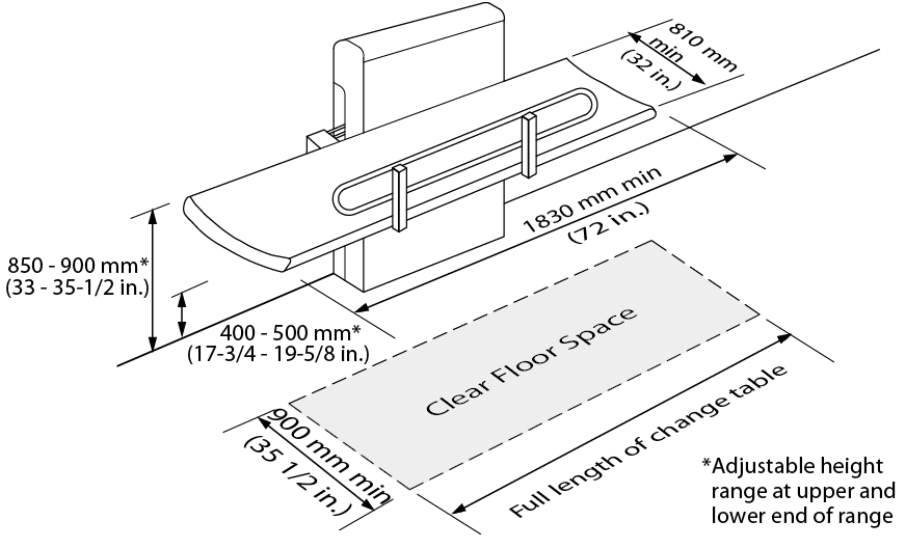


Figure 79: Adult Change Table

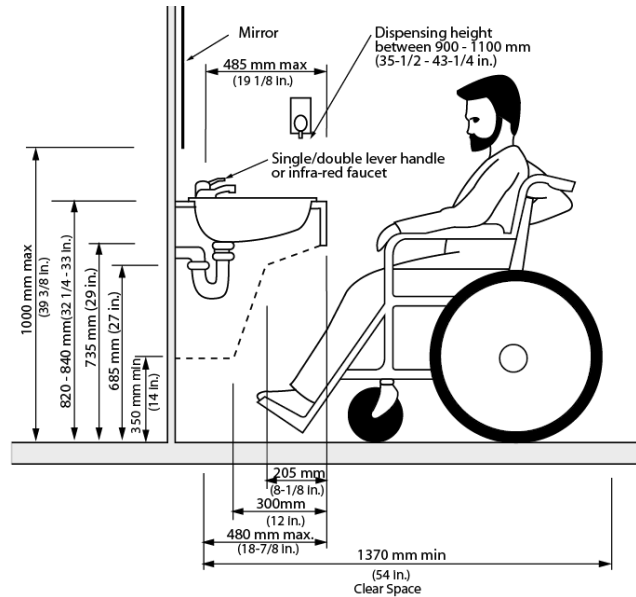


Figure 80: Lavatory Criteria

Shelves

When providing shelves, ensure that it:

- Is mounted 1200 mm maximum A.F.F. and locate in a manner it will not create an obstruction
- Is located not more than 200 mm above the surface of the lavatory
- Projects no more than 100 mm from the wall

Washroom Amenities

Washroom amenities include, but are not limited to, hand dryers, paper towel dispensers, soap dispensers, waste bins, mirrors and changing stations and tables.

Where provided

- Wall-mounted amenities must not project more than 100 mm from the wall along an accessible path of travel
- Provide colour-contrasted finishes between amenities and mounting surfaces to improve visibility
- Operating controls and dispensing mechanisms must be:
 - Mounted 900-1100 mm above the finished floor
 - Automatic, push button or operable with one hand without tight grasping, pinching or twisting of the wrist
 - Operable with less than 22 Newtons (5 pounds) of force
- Provide minimum clear floor space of

- 915 mm wide by 1370 mm for a front approach
- 1525 mm wide by 915 mm for a side approach

Mirrors

- Mount above lavatories with the bottom edge no higher than 1000 mm above the finished floor, or angle mirrors to the vertical so they are usable from both seated and standing positions
- Where full-length mirrors are provided, ensure they are not located where reflections could overlap with the path of travel or create confusion for users

Signage

- Install Braille and tactile signage with International Symbol of Accessibility at all accessible washrooms
- Mount signage 1370–1525 mm AFF to centreline
- High contrast letters 13–19 mm high
- Directional signs provided where washrooms are not visible

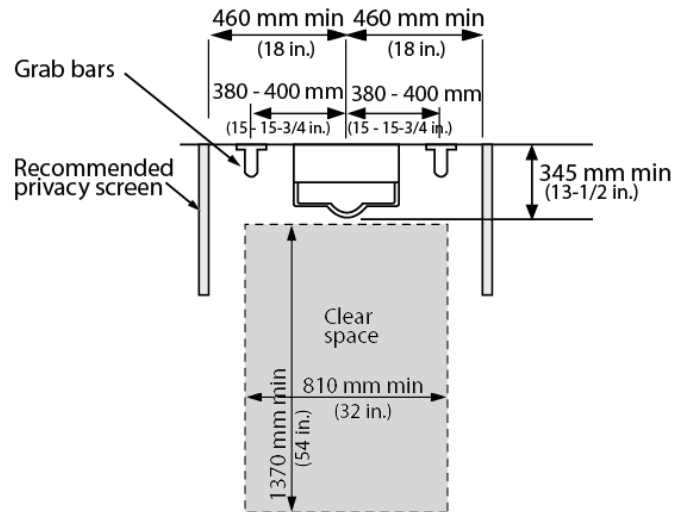


Figure 81: Urinal top view

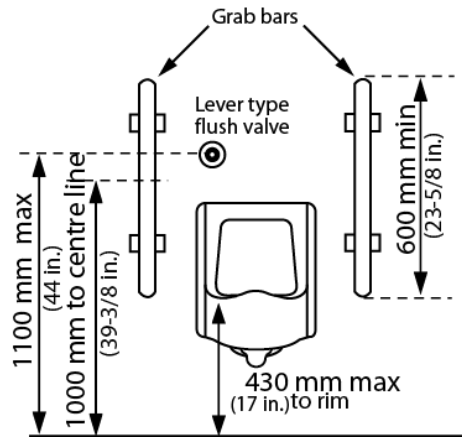


Figure 82: Urinal front view

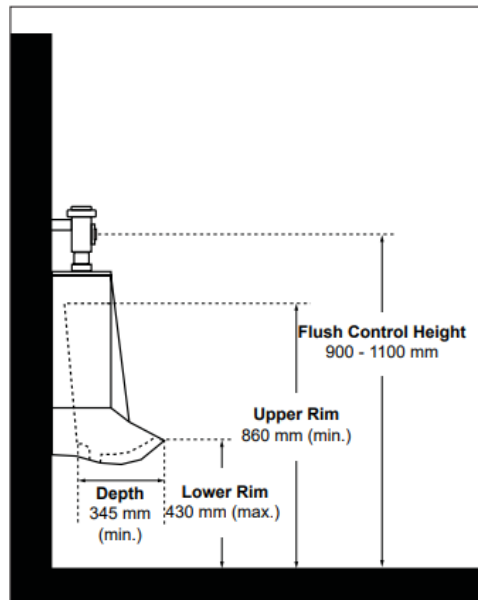


Figure 83: Urinal – Side Elevation

Technical Notes

- Measurements are to be taken to the **finished surfaces** unless otherwise noted.
- All clear floor spaces are **unobstructed** by doors, fixtures, or other elements.
- Turning spaces may **overlap** with clear floor spaces or accessible routes.
- Where existing site constraints make full compliance technically infeasible, **equivalent facilitation** must be demonstrated through an accessibility review.
- **Slip-resistant flooring** must have a minimum static coefficient of friction of 0.8 (wet and dry).

- **Power door operators** for universal washrooms must meet CAN/CSA B651 and OBC 3.8.3.3 requirements for activation force, timing, and door control signage.
- **Grab bars** shall be designed and installed to withstand a load of **1.3 kN** applied in any direction.
- All **emergency call systems** must provide both **audible and visual** alerts and connect to a monitored location or local alarm as applicable.
- **Lighting** levels must achieve **200 lux minimum** in all washroom areas, with glare minimized through diffused or indirect fixtures.
- **Finishes** must provide minimum **70 % colour contrast** between fixtures and surrounding surfaces for improved visibility.

Cross-References

This section should be read in conjunction with:

- **Section 2.2 – Ground and Floor Surfaces** – slip resistance, drainage, and thresholds
- **Section 2.4 – Stairs and Tactile Warnings** – applicable where stairs are adjacent to washrooms
- **Section 2.5 – Handrails** – grab bar design and mounting principles
- **Section 2.1 – Space and Reach Requirements** – reach ranges and clear floor areas
- **Section 3.2 – Entrances and Doors** – power-assisted and manual door operation
- **Section 3.3 – Interior Accessible Routes** – path connections to washrooms
- **Section 4.1 – Parking and Loading Zones** – proximity of accessible parking to entrances
- **Section 5.8 – Lighting** – illumination levels and fixture types
- **Section 5.9 – Signage and Wayfinding** – identification, tactile, and Braille signage requirements

Table 26: Washrooms at a Glance

Feature	Minimum / Recommended Dimensions	Notes / Key Requirements
Turning Space	<ul style="list-style-type: none"> • 1500 mm diameter (min) • 1700 mm diameter (preferred) 	Clear of obstructions
Accessible Stall Transfer Space	900 × 1500 mm	<ul style="list-style-type: none"> • Within stall • Unobstructed
Accessible Stall Clearance	1400 mm between stall wall and fixtures	For manoeuvring

Feature	Minimum / Recommended Dimensions	Notes / Key Requirements
Stall Door Width	≥ 850 mm (900 mm preferred)	Swing out unless 920 × 1500 mm space inside
Water Closet Seat Height	430 – 485 mm AFF	Centreline 460 – 480 mm from wall
Ambulatory Stall	920 – 940 mm wide × 1500 mm deep	L-shaped grab bars both sides
Grab Bars	<ul style="list-style-type: none"> • 30 – 40 mm diameter • 840 – 920 mm AFF 	Withstand 1.3 kN load
Lavatory Height	820 – 850 mm AFF	735 mm high clearance underneath
Urinal Rim Height	≤ 430 mm AFF	<ul style="list-style-type: none"> • Grab bars both sides • 810 × 1370 mm clear space
Universal Washroom Turning Space	2500 mm diameter (clear) (2130 mm retrofit min)	May overlap with route
Universal Washroom Door	Power-operated with 22 N max force	Lock releasable from outside in emergency
Adult Change Table Space	810 × 1830 mm (min)	<ul style="list-style-type: none"> • Adjustable 450 – 900 mm AFF • Fold-down preferred
Emergency Call System	Visual + audible signals	Linked to monitored station or local alarm
Amenities Controls	900 – 1100 mm AFF	<ul style="list-style-type: none"> • Automatic or push-button • ≤ 22 N force
Mirror Height	Bottom edge ≤ 1000 mm AFF	Usable from seated and standing positions
Lighting Level	≥ 200 lux uniform	Diffused and glare-free
Signage Mounting	1370 – 1525 mm AFF to centreline	Braille, tactile, high-contrast letters 13 – 19 mm

3.9 Showers

Rationale

Accessible showers remove barriers for individuals with disabilities and anyone who may have difficulty stepping over thresholds. Roll-in or curb-less shower stalls provide safe, easy access for people using wheelchairs or other mobility devices.

Safety features such as grab bars, non-slip flooring, and colour-contrasting fixtures support all users. Optional features such as hand-held shower heads, foldable or fixed shower seats, and recessed soap holders improve comfort, usability, and independence.

Application

- At least one accessible shower is required where showers are provided
- In facilities with more than seven showers, additional accessible showers must be provided based on facility size (see Table 27)
- If two or more shower stalls are provided, at least one should be left-handed and at least one right-handed

Table 27: Required Number of Showers

Number of Showers	Required Number Accessible
1 – 7	1
Over 7	2 + 1 for every 7 additional showers

Requirements

General Requirements

- Accessible showers must be on an accessible route (Section 3.3 Interior Accessible Routes)
- Minimum dimensions: 1525 mm wide × 920 mm deep
- Entrance clear floor space: Minimum 920 mm depth, same width as shower (fixtures may project if access not restricted)
- Flooring:
 - Slip-resistant
 - Shower recess gradient: 1 in 50 (2%) – 1 in 60 (1.67%) toward drain

- Area outside shower: 1 in 70 (1.43%) – 1 in 80 (1.25%) toward shower
- Threshold:
 - None, or bevel 13 mm maximum
- Water containment:
 - Trench-style drain with colour contrast, or equivalent measures

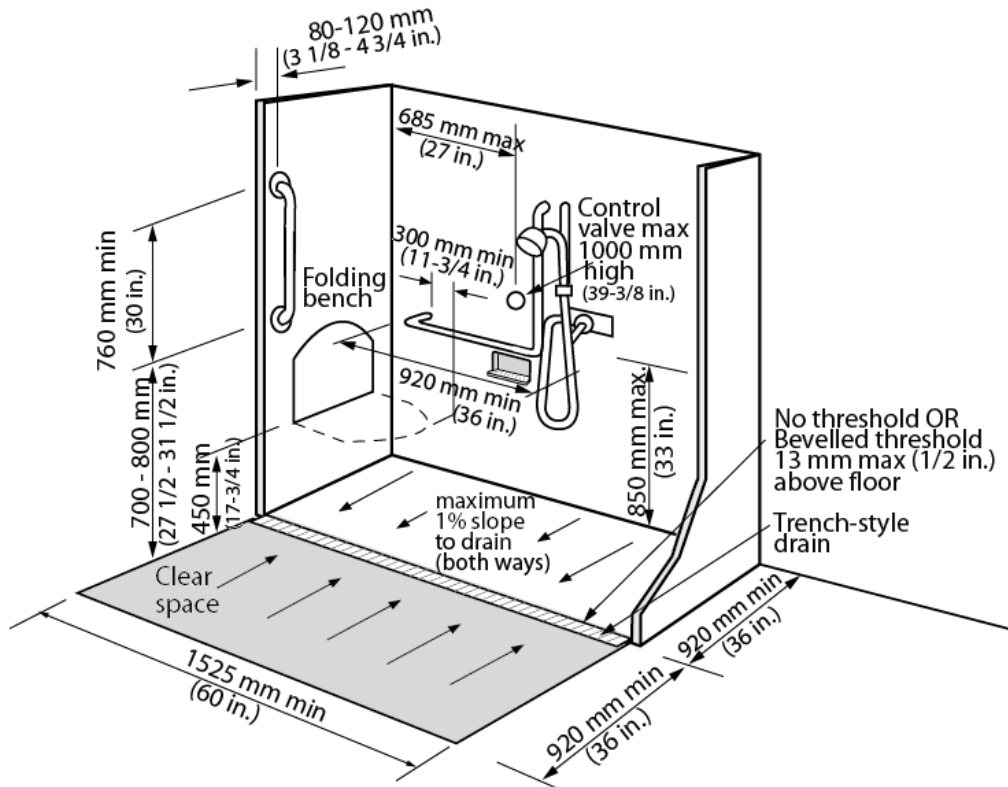


Figure 84: Shower Stall

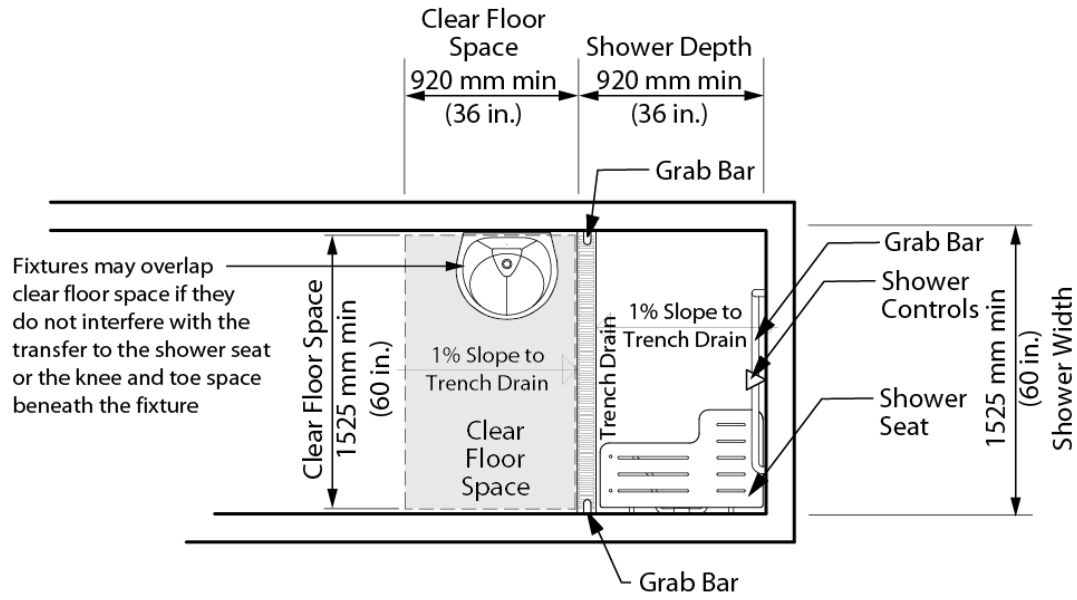
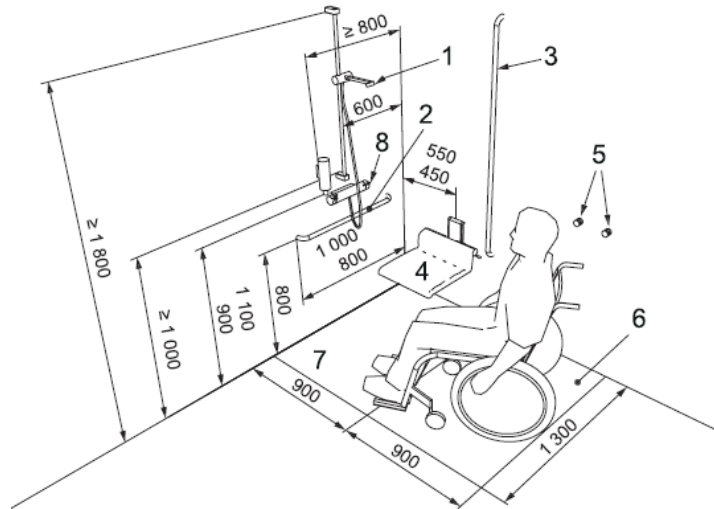


Figure 85: Plan View of Accessible Shower

Seats

- Types: folding wall-mounted or fixed water-resistant seat
- Fixed seat dimensions:
 - Minimum width of 450 mm, minimum depth of 400 mm
 - Height 430 – 485 mm
 - Minimum load capacity of 1.33 kN (300 lbs)
 - Located no more than 500 mm from shower controls
- Folding seat features:
 - Folds upwards, self-draining, slip-resistant
 - Rounded corners: radius 10–15 mm, top edges 2–3 mm
 - Top surface 400–480 mm above floor, not more than 40 mm from wall
 - Fastenings withstand 1.1 kN in any direction
 - Preferably height-adjustable



Key

1. Hand-held shower head, adjustable in height
2. Horizontal grab rail
3. Vertical grab rail
4. Foldable shower seat with a height of the sitting surface between 400 mm and 480 mm
5. Towel hooks
6. Transfer area
7. Wet showering area with gradient 1 in 50 to 1 in 60
8. Shower controls

Figure 86: Example of an Accessible Shower

Grab Bars

- L-shaped grab bar:
 - Between shower head and controls
 - Horizontal: 850 mm above floor, minimum 920 mm long
 - Vertical: minimum 760 mm long, overlaps seat at least 300 mm
- Vertical grab bars:
 - On each end wall, 760 mm long minimum
 - 80–120 mm from front edge
 - Mount height: 700–800 mm above floor

Shower Controls

- Controls must be operable with one hand without tight grasping, pinching, or twisting of the wrist
- Maximum operating force: 22 Newtons for user controls, including manual pull stations and typical pushbuttons
- Push-button surfaces must be:

- Minimum 13 mm diameter and not recessed for general controls
- Valve: thermostatic or pressure-equalizing, maximum 1000 mm above floor
- Controls for other devices (soap, taps): 900–1100 mm above floor
- Shower head:
 - Hand-held and fixed options
 - Hose 1525 mm minimum
 - Reachable from seated position
 - On/off control accessible from seat
- Alternative (vandalism-prone areas):
 - Two fixed-height shower heads (lower 1400 mm, upper 1825 mm)
 - Valve to direct water between heads

Enclosures

Shower curtains or doors must not obstruct circulation, controls, or transfers.

Combined Shower & Toilet

Maneuvering areas may overlap.

Individual Shower Rooms

- Clear space: minimum of 1300 × 900 mm on clear side of foldable seat
- Existing buildings exception: minimum of 1200 × 800 mm if constrained

Additional Features

- Fully recessed niche reachable from seat
- Screening (curtain or door) must maintain entry space
- Shower wheelchairs may replace foldable seats

Table 28: Shower Furniture at a Glance

Element	Requirement / Recommendation	Notes / Application
Shower Type	Roll-in or curb-less	<ul style="list-style-type: none"> ● Eliminates threshold hazards ● Essential for mobility device users
Shower Width	1525 mm	Minimum clear width
Shower Depth	920 mm	Minimum clear depth

Element	Requirement / Recommendation	Notes / Application
Clear Floor Space at Entrance	Same width as shower, depth 920 mm	Fixtures may project if access not restricted
Threshold	None or bevelled ≤ 13 mm	Prevents tripping, supports wheelchair entry
Floor Slope (Shower)	1:50 – 1:60	Drains water towards trench or floor drain
Floor Slope (Outside)	1:70 – 1:80	Drains towards shower recess
Foldable Seat Dimensions	Width 450 mm, Depth 400 mm	Mounted 430–485 mm above floor, stable, slip-resistant, water-resistant
Seat Load Capacity	≥ 300 lbs (1.33 kN)	Ensures safety for all users
Grab Bars – Horizontal	≥ 920 mm	Overlaps seat by 300 mm, mounted 850 mm above floor
Grab Bars – Vertical	≥ 760 mm	Mounted 80–120 mm from front edge, conforms to horizontal bar placement
Showerhead	Hand-held or adjustable, hose ≥ 1525 mm	On/off control reachable from seated position
Shower Controls	Pressure-equalizing or thermostatic valve	Located within reach from seated position, above grab bar, ≤ 1000 mm high
Accessories	Soap holders, towel hooks, taps	Fully recessed or reachable from seated position
Enclosures	Curtain or door system	Must not obstruct controls, circulation, or manoeuvring
Individual Shower Room Clearance	Clear side of seat 1300 × 900 mm	<ul style="list-style-type: none"> • Maneuvering space 1500 × 1500 mm • Exceptions for existing buildings 1200 × 800 mm
Colour Contrast	Grab bars, seat, drain, showerhead	Supports users with low or no vision
Safety / Slip Resistance	Non-slip flooring, self-draining seat	<ul style="list-style-type: none"> • Optional mats • Ensures safety for all users

3.10 Change Rooms

Rationale

Accessible and universal change rooms ensure equitable access to facilities. Universal change rooms allow for a person to be assisted by an attendant of the opposite sex or a parent assisting a child. Accessible change rooms provide space and elements for individuals with mobility devices. Multiple-occupancy change rooms accommodate larger groups while providing accessible elements. Handrails along circulation routes from change rooms to pool, gymnasium, or activity areas benefit all users

Application

This section applies to change rooms, which may also be referred to as dressing / locker rooms or fitting areas, used by the public or employees. These spaces share common elements and design features. Typically, change rooms are provided in arenas, pools, fitness centres and related recreation and community centres.

Requirements

Location and Quantity

- Provide at least one universal change room wherever team or gender-specific change rooms are available
- In multiple-occupancy change rooms with individual changing stalls, ensure at least 10% of stalls, but never fewer than one, are accessible
- Position universal change rooms and accessible changing stalls centrally within the facility, along an accessible route
- Where change rooms are not accessible, provide directional signage to guide users to the nearest accessible change room on the same floor
- Accessible change rooms must display the international symbol of accessibility

Universal Change Rooms

Universal change rooms are accessible, gender-neutral, single-use spaces that accommodate for privacy and assistance from persons of the opposite gender.

- Provide at least one universal change room wherever team or gender-specific change rooms exist
- Locate centrally along an accessible route

- Ensure clear turning circle between 1700 mm (minimum) to 2500 mm (preferred) to allow a person using a wheelchair or mobility device to make a 180-degree turn
- Provide an entrance door with a clear width of 860 mm minimum when door is in an open position and equip with power door operators
- Provide slip-resistant flooring with adequate drainage
- Install a full-length mirror at 460 mm wide by 1370 mm high, visible from bench and standing
- Ensure bench, grab bars, and accessories comply with the Amenities section
- Where showers or washrooms are part of the universal change room, apply accessibility requirements from Sections 3.7 Washrooms and 3.8 Showers
- Provide lighting in accordance with Section 5.8 Lighting

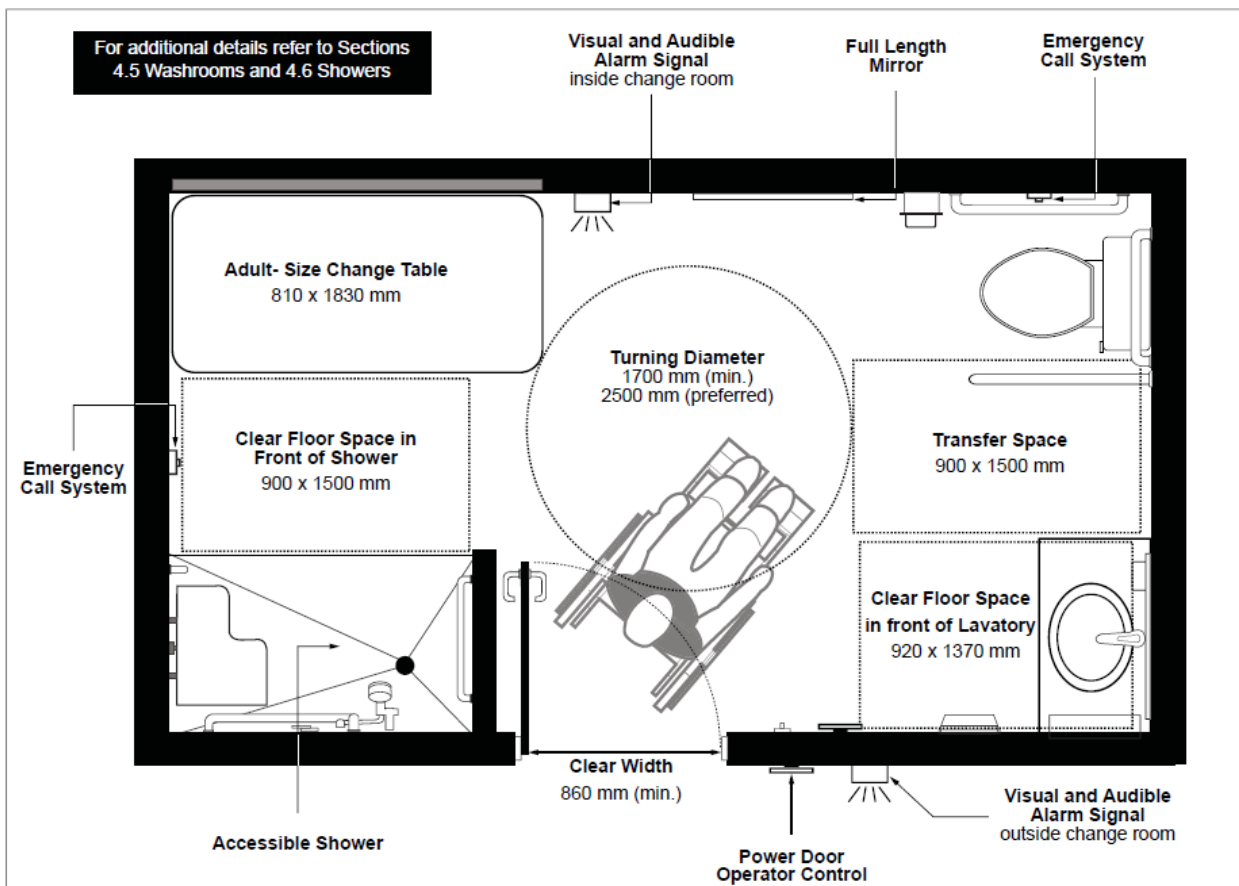


Figure 87: Universal Change Room

Accessible Change Rooms / Private Accessible Change Rooms

- Provide at least one private accessible change room in each cluster of change rooms at pools, gymnasiums, and other applicable facilities
- Locate along an accessible route
- Ensure clear turning circle between 1700 mm (minimum) to 2500 mm (preferred) to allow a person using a wheelchair or mobility device to make a 180-degree turn
- Provide a bench 1830 mm long by 810 mm wide, mounted with top surface between 450 to 500 mm high, designed to carry a minimum load of 1.33kN (300 lb)
- Provide collapsible coat hooks, maximum 50 mm projection, at least two hooks mounted no higher than 1200 mm above floor
- Provide slip-resistant flooring with adequate drainage and bench surface
- Provide full-length mirror minimum 460 mm wide by 1370 mm high, visible from seated and standing positions
- Provide lighting in accordance with Section 5.8 Lighting
- Provide an entrance door or stall door with a clear width of 860 mm minimum when door is in an open position
 - Include a locking mechanism that can be locked from the inside and released from the outside, in case of an emergency
 - Include spring hinges or gravity hinges in the case of a stall door, so that door closes automatically, where the door swings outwards
- Ensure bench, grab bars, and accessories comply with the Amenities section
- Install a full-length mirror at 460 mm wide by 1370 mm high, visible from bench and standing

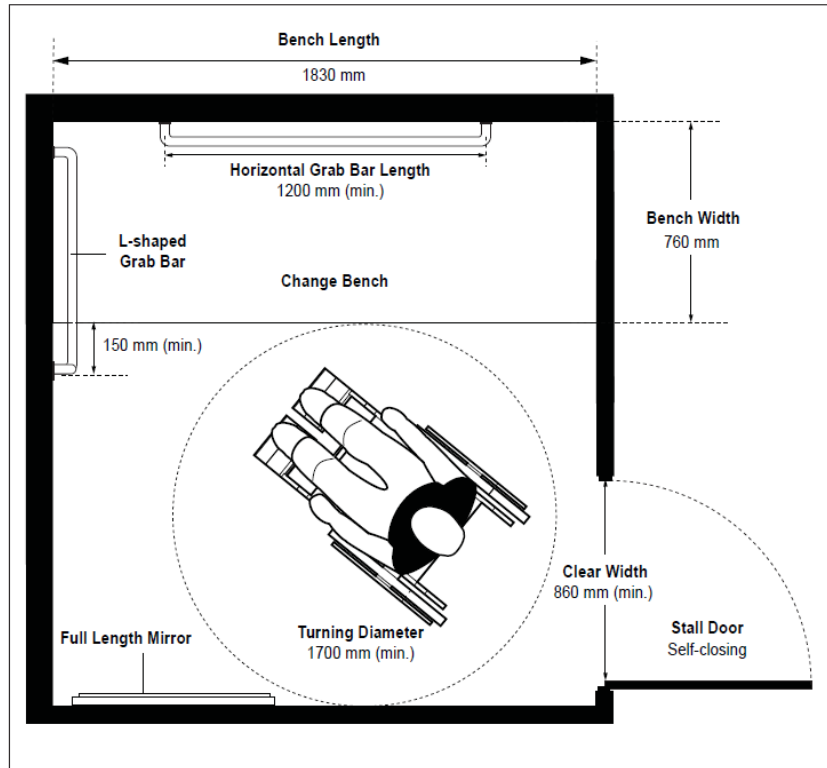


Figure 88: Accessible Changing Stall – Plan View

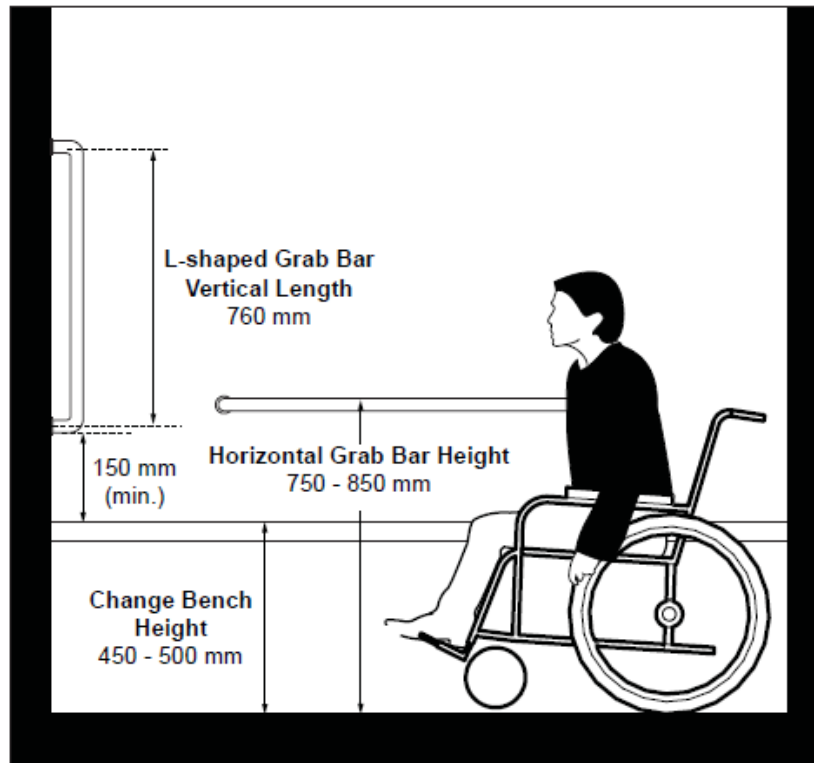


Figure 89: Accessible Changing Stall – Elevation View

Multiple-Occupancy Change Rooms

- Ensure the entrance to the change room provides a clear width of 860 mm for doors and circulation
- Where doors are provided at the entrance, equip with power door operators
- Provide a consistent accessible path of travel 1100 mm wide throughout the space for circulation
- Ensure a clear turning diameter of 1700 mm (minimum) in the circulation area to allow users of mobility aids to make a 180-degree turn
- Ensure the floor surface is slip-resistant and allows adequate drainage
- Where washroom facilities are provided as part of a change room, provide accessibility design requirements in accordance with Section 3.7 Washrooms
- Where shower facilities are provided as part of a change room, provide accessibility design requirements in accordance with Section 3.8 Showers
- Where changing stalls are provided, ensure at least one accessible changing stall is provided in accordance with this section
- Provide lighting in accordance with Section 5.8 Lighting

Change Room Amenities

Change room amenities typically include, but are not limited to: benches, lockers, showers, washrooms, and related features (e.g., vanity counters with no lavatories).

Permanent Benches

Where permanent benches are provided:

- Provide seat height of 450 to 500 mm above finished floor to allow users of mobility aids to transfer
- Ensure seat depth between 510 mm and 610 mm, with back support, unless seat surface is permanently positioned against a wall
- Provide high colour contrast finishes to assist with distinguishing bench surfaces from surroundings

Lockers

Where lockers are provided inside change rooms:

- Ensure at least 10% of the total number of lockers, but never less than one (both full and half height) is designated as accessible
- Ensure accessible lockers are evenly dispersed throughout the change room
- Identify accessible lockers clearly with signage (e.g., International Symbol of Accessibility)

- Provide clear floor space in front of accessible lockers:
 - 915 mm wide by 1370 mm deep to allow a forward approach
 - 1525 mm wide by 915 mm deep to allow a side approach
- Mount bottom shelf between 400 mm and 1200 mm high from floor in each accessible locker
- Ensure locking mechanism is mounted between 900 mm and 1100 mm above floor
- Ensure identification/number signage for all lockers:
 - Mounted no higher than 1500 mm (centre)
 - Lettering or number print size between 13 mm and 19 mm high, with either raised or recessed lettering
 - High colour contrast with the background

Coat Hooks

Where coat hooks are provided:

- Ensure at least 10% of coat hooks are collapsible with maximum 50 mm projection and mounted 1200 mm high (maximum)

Note: Where family or childcare needs exist, facilities may include baby change tables and child-sized toilets. These should be accessible and located along accessible routes.

Table 29: Change Rooms at a Glance

Feature / Element	Universal Change Room	Accessible / Private Change Room	Multiple-Occupancy Change Room
Use / Purpose	<ul style="list-style-type: none"> • Gender-neutral, single-use • Accommodates privacy & assistance from opposite sex / parent assisting child 	<ul style="list-style-type: none"> • Private accessible space for individual use • Mobility device friendly 	<ul style="list-style-type: none"> • Group use • Accessible elements integrated
Quantity / Location	<ul style="list-style-type: none"> • At least 1 wherever team/gender-specific change rooms exist • Centrally located along accessible route 	<ul style="list-style-type: none"> • At least 1 per cluster of change rooms • Along accessible route 	<ul style="list-style-type: none"> • Ensure at least 1 accessible stall per cluster • Doors & circulation along accessible route

Feature / Element	Universal Change Room	Accessible / Private Change Room	Multiple-Occupancy Change Room
Door Width / Entry	<ul style="list-style-type: none"> • 860 mm minimum clear width • Power door operators 	<ul style="list-style-type: none"> • 860 mm minimum clear width • Locking mechanism inside, emergency release outside • Spring/gravity hinges 	<ul style="list-style-type: none"> • 860 mm clear width • Power door operators where doors provided
Turning Circle / Diameter	<ul style="list-style-type: none"> • 1700 mm minimum • 2500 mm preferred for 180° wheelchair turn 	<ul style="list-style-type: none"> • 1700 mm minimum • 2500 mm preferred for 180° wheelchair turn 	<ul style="list-style-type: none"> • 1700 mm minimum in circulation • 1100 mm accessible path throughout
Flooring	Slip-resistant with adequate drainage	Slip-resistant flooring with adequate drainage & bench surface	Slip-resistant flooring with adequate drainage
Bench	<ul style="list-style-type: none"> • Refer to Amenities section • Compliant with height/contrast standards 	<ul style="list-style-type: none"> • 1830 mm long × 810 mm wide • 450–500 mm height • Designed for 1.33 kN (300 lb) 	<ul style="list-style-type: none"> • As per Amenities • Permanent benches compliant with accessibility standards
Mirrors	<ul style="list-style-type: none"> • Full-length 460 mm × 1370 mm • Visible from bench & standing 	<ul style="list-style-type: none"> • Full-length 460 mm × 1370 mm • Visible from bench & standing 	<ul style="list-style-type: none"> • Not specific • Follow Amenities section if provided
Coat Hooks	<ul style="list-style-type: none"> • Ensure at least 10% of coat hooks are collapsible • Maximum 50 mm projection • Mounted 1200 mm high (maximum) 	<ul style="list-style-type: none"> • 2 collapsible hooks • Max 50 mm projection • Mounted 1200 mm high (maximum) 	<ul style="list-style-type: none"> • Ensure at least 10% of coat hooks are collapsible • Maximum 50 mm projection • Mounted 1200 mm high (maximum)
Lockers	Refer to Amenities section if provided	<ul style="list-style-type: none"> • At least 10% accessible • Evenly dispersed • Clear floor space; shelf 400–1200 mm • Lock 900–1100 mm • Signage ≤1500 mm 	Same as Accessible / Private if lockers provided

Feature / Element	Universal Change Room	Accessible / Private Change Room	Multiple-Occupancy Change Room
Showers / Washrooms	Apply Sections 3.7 / 3.8 if part of room	Apply Sections 3.7 / 3.8 if part of room	Apply Sections 3.7 / 3.8 if part of room
Lighting	Section 5.8	Section 5.8	Section 5.8
Signage	<ul style="list-style-type: none"> • International Symbol of Accessibility • Unisex pictogram 	International Symbol of Accessibility	International Symbol of Accessibility
Optional / Family	N/A	N/A	<ul style="list-style-type: none"> • Where family/childcare needs exist • Baby change tables & child-sized toilets • Accessible & along accessible route

4.1 Parking and Passenger Loading Zones

Off-Street Parking

Rationale

Accessible off-street parking provides safe, convenient, and clearly identifiable parking for people with disabilities, older adults, caregivers, and others with reduced mobility. Properly designed off-street parking ensures safe entry and exit from vehicles, accessible routes to building entrances, and integration with pedestrian pathways.

Application

This section applies to all new construction or redevelopment of surface parking lots, structured parking facilities, and private or public off-street parking areas accessible to the public.

Requirements

Types of off-street accessible parking spaces

Accessible parking spaces should meet the needs of a diverse and growing population of accessible parking permit holders. To meet this need, spaces should allow larger-sized personal vehicles to park and provide additional space when a vehicle is parked next to a wall or obstruction. Accessible parking spaces must be located perpendicular or parallel to the drive aisle.

There are three types of off-street accessible parking spaces:

- Type A Parking: Van Accessible
- Type B Parking: Car Accessible
- Type C Parking: Courtesy/Limited Mobility and Caregiver Parking

Accessible parking spaces must be:

- Type A minimum width 3400 mm
- Type B minimum width 2600 mm
- Type C minimum width 3400 mm
 - When needed – public facing facilities
- Minimum length of 5200 mm
- Minimum height clearance 2750 mm for exterior and 2590 mm for interior

Table 30: Types of Accessible Parking Spaces

Type	Description	Minimum Width	Minimum length	Notes
Type A	Standard accessible parking space	3400 mm	5200 mm	Meets minimum legislative requirements
Type B	Van-accessible space	2600 mm	5200 mm	Identified for van-accessible vehicles, meets legislation
Type C	Limited mobility / caregiver parking	3400 mm	5200 mm	Not legislated, designed for users who need proximity to entrances or assistance with children/companions

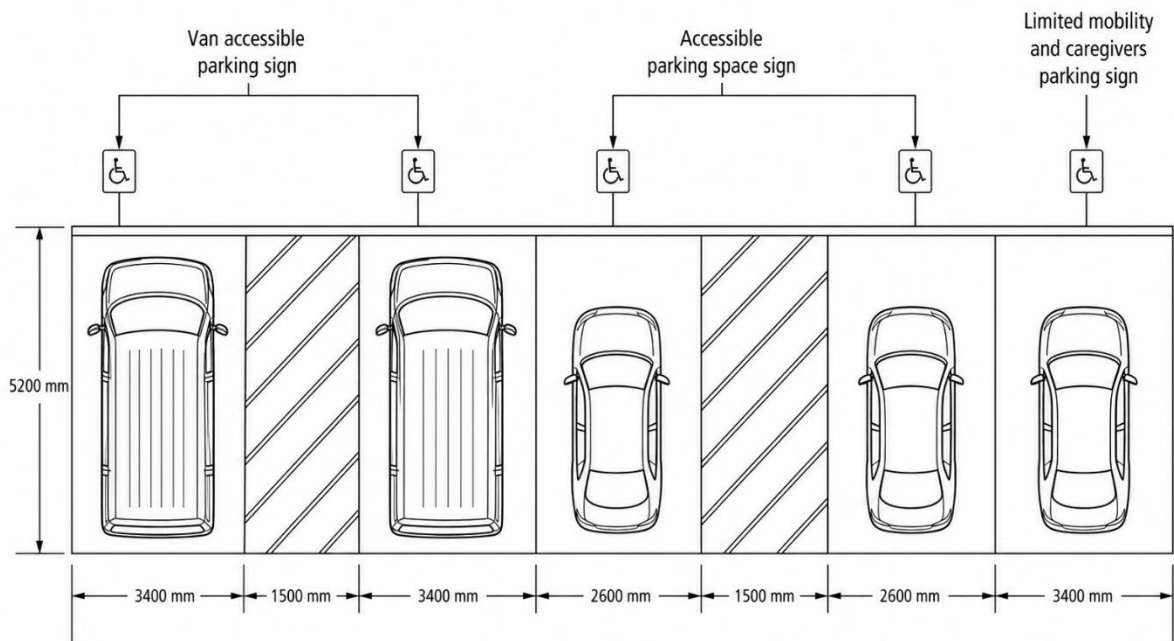


Figure 90: Examples of Parking Spaces with Shared Access Aisle

Amount

Accessible parking spaces should be provided in proportion to the total amount of parking spaces available and meet the following criteria:

Table 31: Required Number of Type A, B, and C Parking Spaces
(Based on facility type, additional spaces may be required)

Total Number of Parking Spaces	Number of Accessible Spaces Required	Number of Type A	Number of Type B	Number of Type C
1 – 12	1	1	0	0
13 – 25	1	0	1	0
26 – 50	2	1	1	0
51 – 75	3	1	2	0
76 – 100	4	2	2	0
101 – 133	5	2	3	0
134 – 166	6	3	3	0
167 – 250	7	3	4	0
251 – 300	8	4	4	0
301 – 350	9	4	5	0
351 – 400	10	5	5	0
401 – 450	11	5	6	0
451 – 500	12	6	6	0
501 – 550	13	6	7	0
551 – 600	14	7	7	0
601 – 650	15	7	8	0
651 – 700	16	8	8	0
701 – 750	17	8	9	0
751 – 800	18	9	9	0
801 – 850	19	9	10	0
851 – 900	20	10	10	0
901 – 950	21	10	11	0
951 – 1000	22	11	11	0
1001 and over	11+1% of total	1. Where an even number is required, provide equal number of Type A and B 2. Where an odd number is required, provide equal number of Type A and B plus an additional Type B		0

- Where only one (1) accessible parking space is required, a Type A accessible parking space shall be provided
- Where an even number is required, provide an equal number of Type A and B spaces
- Where an odd number is required, provide equal number of Type A and B plus an additional Type B space
- There are no required Type C spaces required. The number of spaces should be dependent on the programming of the facility (for example, seniors centre, health care facilities, recreation and community centres and libraries)

In facilities with multiple accessible entrances with adjacent parking, designated parking spaces shall be dispersed and located closest to the accessible entrances.

Where more than one parking facility is provided at a site:

- The number and type of accessible parking spaces provided is calculated individually for each parking facility
- Distribution and location of accessible parking spaces will be done in a manner that provides equivalent or greater accessibility in terms of distance from an accessible entrance or user convenience

Note: Additional parking spaces should be considered in locations where a higher proportion of seniors, older adults or persons using mobility devices is anticipated such as health care facilities, seniors centres and recreation and community centres.

Access Aisles

Access aisles should be provided to create a designated area where drivers and passengers, including persons using mobility devices, can safely move from their parked vehicle to their desired destination. Access aisles must:

- Be at least 1500 mm wide
- Be clearly marked with high tonal contrast diagonal lines
- Extend the full length of the space
- Connect to an accessible path
- Not cross a vehicular route

Where two accessible spaces are provided adjacent to each other, they may share an access aisle.

Note: No access aisle required for Type C accessible parking spaces

Location

Accessible parking should be located within close proximity to an accessible entrance to ensure persons can access the building safely and efficiently.

Off-street parking should be located:

- Within 30 metres from the nearest accessible entrance
- On at least one level of a multi-storey or underground parking area

Accessible Path of Travel

An accessible path of travel should be provided to allow for a continuous, unobstructed route providing access to elements and spaces. Accessible paths of travel must:

- Be provided from the accessible building entrance to accessible parking spaces
 - Spaces should provide a direct view of the entrance. Where a direct view is not provided, provide signage to direct to the accessible entrance

- Not enter vehicle traffic and should be as short as possible
- Where required, provide curb ramps or depressed curbs that meet Section 4.4 Curb Ramps and Depressed Curbs
- Tactile Walking Surface Indicators (TWSI) should be provided to lead persons with vision impairments to the main entrance where no other clues indicate the path to the building (see example in Figure 39 and requirements in Section 2.8 Tactile Walking Surface Indicators)

Parallel Parking Spaces

Off-street parking should provide accessible parallel parking spaces that:

- Are at least 7250 mm in length
- Are 4600 mm wide
- In retrofit situations where it is technically infeasible to provide a 4600 mm width, the width may be reduced to match the width of adjacent spaces
- Where possible, provide a clear space of at least 2440 mm by 2440 mm at the curb level, adjacent to the passenger side
- Provide detectable warning surfaces or contrasting pavement at curb edges to assist persons with low vision

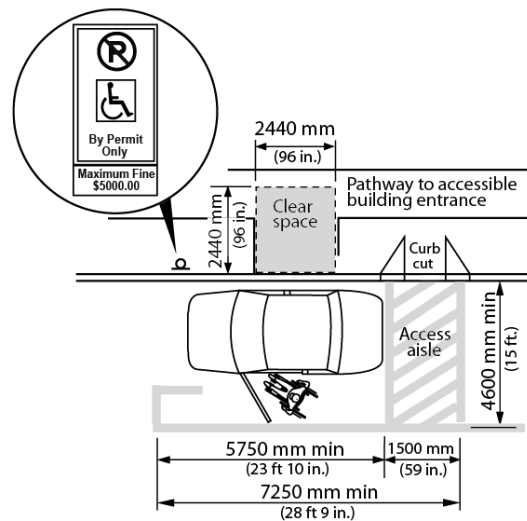


Figure 91: Side-by-side Parking Space

Surface and Slope

A level ground surface should be provided to reduce the risk of tripping hazards and the potential discomfort experienced by persons using mobility devices or a white cane. Accessible parking spaces, access aisles and the accessible path must:

- Firm, stable and slip-resistant surface

- Maximum slope: 1:20 (5%)
- Maximum cross slope: 1:50 (2%)

Pavement Markings

Pavement markings should be provided for accessible parking spaces and access aisles to clearly identify the designated areas. Pavement markings must:

- Be slip resistant
- Have the Dynamic Symbol of Access that has
 - Pavement markings including a 1525 x 1525 white border and symbol with a blue background field colour (Figure 92)
- Have the Courtesy/Limited Mobility and Caregiver symbol in accordance with Figure 93



Figure 92: Dynamic Symbol of Access

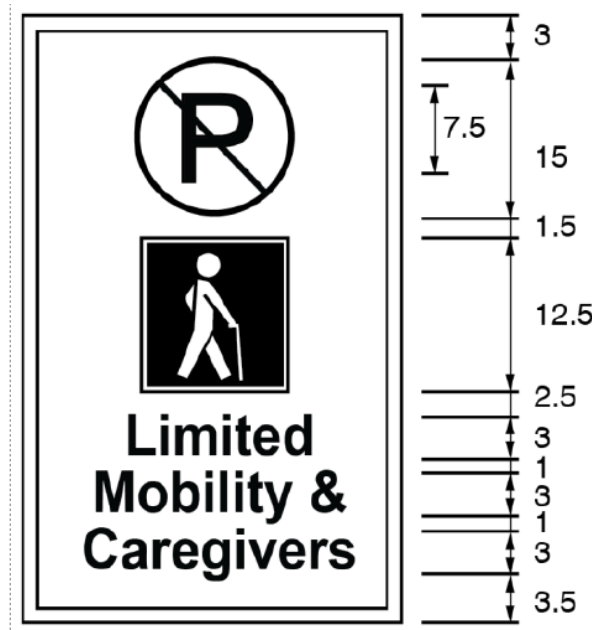


Figure 93: Type C Accessible Parking Space (Limited Mobility and Caregivers)

Signage

Signage for accessible parking spaces should be clearly designated with vertical signage containing the International Symbol of Accessibility. Each accessible parking space shall be designated with signage that:

- Has the International Symbol of Access
- Is mounted vertically in a permanent manner
 - If mounted on a post, the post shall be colour contrasted with the background environment
- Is at least 300 mm wide x 450 mm high
- Is installed at a height of 1200 mm from the ground/floor surface to the bottom edge of the sign
- Type A parking spaces must include two parking signs, one indicating by Permit Only and the second indicating Van Accessible
- Type B parking spaces must include parking signage indicating by Permit Only
- Type C parking spaces must include parking signage indicating Limited Mobility and Caregivers
- For perpendicular parking, centred on the parking space
- For parallel parking, located toward the end of the parking space, on the opposite side from the access aisle

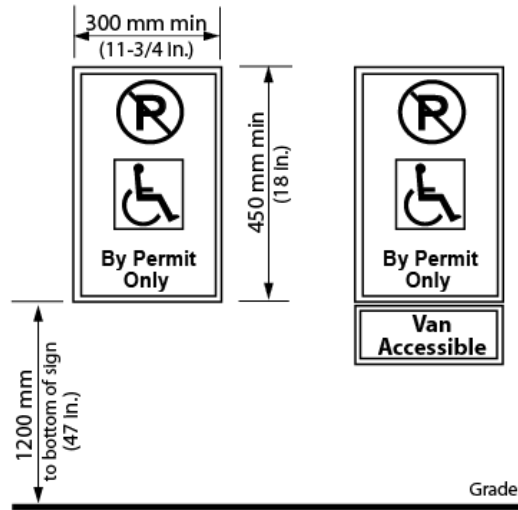


Figure 94: Regulatory Parking Signage



Figure 95: Type-C Parking Signage

A second sign to deter illegal usage of the accessible parking space is recommended to be mounted below the regulated sign outlined in figure 96, noting the maximum fine of \$5000.

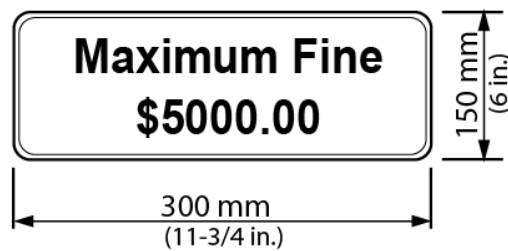


Figure 96: Second Accessible Parking Signage

Indoor Accessible Parking

In addition to meeting all the off-street parking requirements above, indoor parking must also:

- Incorporate a sign at the vehicle entrance indicating the minimum overhead clearance at the parking space and along the vehicle access and egress routes

- The minimum height at the entrance to a parking facility should be a minimum of 2400 mm
- While 2400 mm is preferred, Ontario Building Code (OBC) stipulates that the minimum unobstructed height of a below grade parking structure is 2100 mm. In a retrofit situation where it is technically infeasible, use OBC dimensions
- Post signage at the vehicle entrance indicating the location of the designated accessible parking spaces. If an indoor parking facility is not accessible, suitable warnings should be provided at the entrance and alternative designated parking spaces provided outside of the building
- Locate accessible spaces near accessible entrances, elevators or ramps
- Provide accessible parking spaces on at least one level of a multi-storey or underground parking area and on the same level as the main entrance or other entrance to the building

Ticketing and Payment Machines

Ticketing dispensers should be provided that:

- Are connected to an exterior accessible path of travel
- Have an adjacent clear ground space of 900 mm by 1500 mm
- Are located:
 - In close proximity to the available accessible parking spaces
 - In well-lit areas for safety and legibility of the device
- Have controls and operating mechanisms that meet the requirements of Section 5.1 Controls and Operating Mechanisms and 5.10 Self-service Kiosks

On-Street Parking

Rationale

Accessible on-street parking provides safe and convenient vehicle access for individuals using mobility devices, older adults, caregivers, and others with medical conditions. These spaces support safe entry and exit and facilitate a connection to accessible pathways and destinations.

Application

This section applies to all new construction or redevelopment of on-street parking spaces.

Consultation

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

- The public and persons with disabilities
- The Mississauga Accessibility Advisory Committee
- All relevant City staff

Accessible parallel on-street parking should:

- Be at least 7250 mm in length and 4600 mm in width
 - In retrofit situations where 4600 mm is not feasible, match the depth to adjacent parking spaces
- Provide a clear space at curb level of at least 2440 mm by 2440 mm adjacent to the passenger side

Passenger Loading Zones

Rationale

Accessible passenger-loading zones provide safe, short-term vehicle stopping areas for individuals using mobility aids, those with limited mobility, and people accompanied by caregivers. These zones facilitate safe boarding and alighting, including space for lifts, ramps, and required clearances

Application

This section applies to passenger loading zones provided for:

- Personal vehicles
- Public transit vehicles
- Taxis or ride-shares
- Valet or service parking

At least one accessible passenger-loading zone must comply with these requirements where loading zones are provided.

Requirements

Location

Passenger loading zones must:

- Be within 30 metres from the main or any accessible entrance
- Be near ramps if ramps are part of the entrance
- Avoid traffic routes and drive aisles
- On an accessible route complying with Section 4.2 Accessible Paths of Travel
- Include a depressed curb complying with Section 4.4 Curb Ramps and Depressed Curbs

Design

The design should provide space for larger vehicles to access the lay-by space and include overhead clearance from objects such as trees, signage and canopies.

Passenger loading zones must:

- Provide a vehicle pull-up space that is 3400 mm wide and 9000 mm long
- Include an access aisle adjacent and parallel to the vehicle pull-up space:
 - Minimum 2440 mm wide and 7400 mm long
 - Reduced to 2000 mm wide in retrofit situations where technically infeasible
- Separate access aisle from walkway with either:

- A curb containing a curb ramp meeting Section 4.4 Curb Ramps and Depressed Curbs
- A detectable warning surface that complies with Section 2.8 Tactile Walking Surface Indicators
- Connect to an accessible path of travel
- Maintain a minimum vertical clearance of 3600 mm at the vehicle pull-up space and along access/egress routes
- Provide seating near boarding points on larger premises (see Section 2.7 Rest Areas)

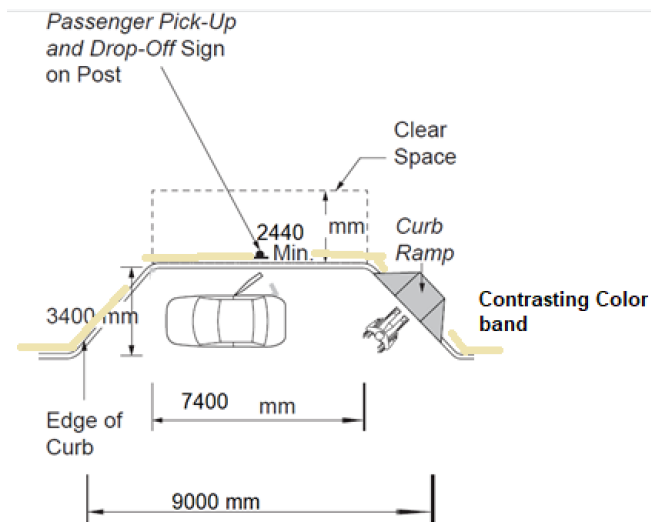


Figure 97: Passenger Loading Zone with Curb Ramp

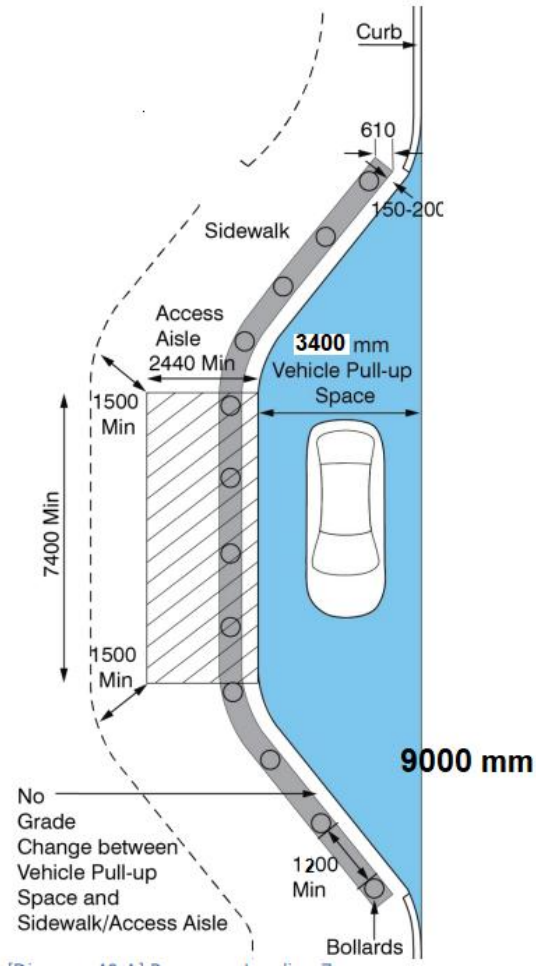


Figure 98: Passenger Loading Zone - Depressed Curb

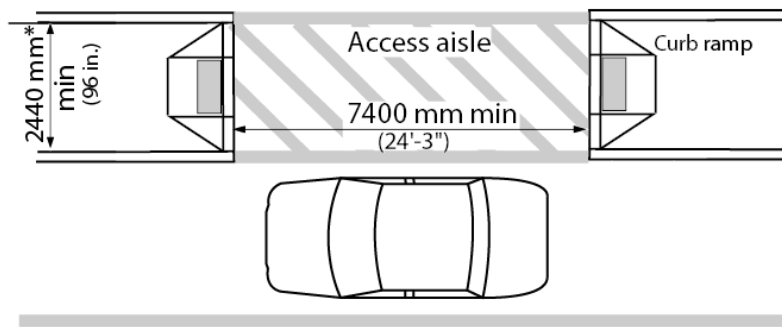


Figure 99: Alternate Passenger Loading Zone Configuration

Overhead Clearances

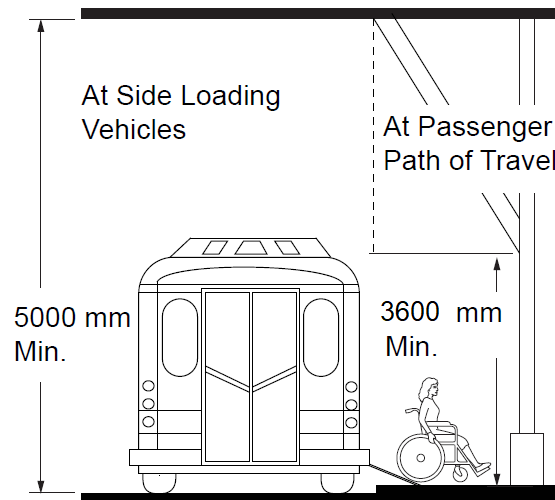


Figure 100: Clearances at Passenger Loading Zone

Signage and Pavement Markings

- Diagonal pavement markings with high colour contrast to define spaces
- Exempt in locations where there is unpaved or trail surfaces such as in parking lots found in the trail systems or parks
- Vertical signage must include the International Symbol of Accessibility and indicate “passenger pick-up and drop-off only, no parking” or “designated passenger loading zone”
- Meet the criteria in Section 5.7 Signage and Wayfinding Systems

Bollards and Tactile Attention Indicator Surfaces

Where the access aisle is not separated by a curb:

- Install TAI surfaces detectable by foot or cane
- Use high tonal/colour contrast
- Extend the full length of the space
- Comply with tactile walking surface indicator standards (see Section 2.8 Tactile Walking Surface Indicators)

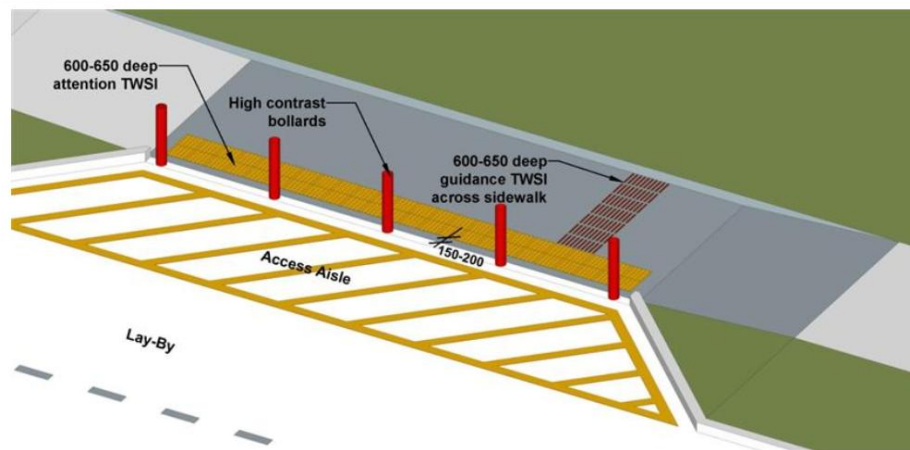


Figure 101: A Depressed Curb at a Vehicular Loading Zone

Table 32: Parking and Loading Zones at a Glance

Element	Key Requirements	Minimum Dimensions	Notes / Additional Info	Visual Reference
Off-Street Parking – Type A (Van Accessible)	Standard accessible parking space, meets legislation	<ul style="list-style-type: none"> • Width: 3400 mm • Length: 5200 mm • Height clearance: <ul style="list-style-type: none"> ○ Exterior: 2750 mm ○ Interior: 2590 mm 	Must include two parking signs: <ul style="list-style-type: none"> • Permit Only • Van Accessible 	<ul style="list-style-type: none"> • Fig 42 • Fig 43
Off-Street Parking – Type B	Van-accessible space	<ul style="list-style-type: none"> • Width: 2600 mm • Length: 5200 mm • Height clearance: <ul style="list-style-type: none"> ○ Exterior 2750 mm ○ Interior 2590 mm 	Parking signage: <ul style="list-style-type: none"> • Permit Only 	<ul style="list-style-type: none"> • Fig 42 • Fig 43
Off-Street Parking – Type C (Limited Mobility / Caregiver)	Courtesy/Limited mobility or caregiver parking (not legislated)	<ul style="list-style-type: none"> • Width: 3400 mm • Length: 5200 mm • Height clearance: <ul style="list-style-type: none"> ○ Exterior 2750 mm ○ Interior 2590 mm 	<ul style="list-style-type: none"> • Minimums only; • Adjust based on facility type • Signage: Limited Mobility & Caregivers 	<ul style="list-style-type: none"> • Fig 42 • Fig 43 • Fig 46 • Fig 48
Access Aisle	Designated area for vehicle exits and mobility device access	<ul style="list-style-type: none"> • Width: 1500 mm (shared if two spaces adjacent) • Extend full length of space 	<ul style="list-style-type: none"> • Not required for Type C 	<ul style="list-style-type: none"> • Fig 42

Element	Key Requirements	Minimum Dimensions	Notes / Additional Info	Visual Reference
Accessible Path of Travel	Continuous, unobstructed route from parking to building	See Section 4.2 Exterior Accessible Paths of Travel	<ul style="list-style-type: none"> • Must avoid vehicle traffic • Where required, provide: <ul style="list-style-type: none"> • Curb ramps • Depressed curbs • TWSI 	Fig 43
Parallel Off-Street Parking	Accessible where parallel parking provided	<ul style="list-style-type: none"> • Length: 7250 mm • Width: 4600 mm • Clear space at curb: 2440 x 2440 mm 	Width may be reduced in retrofit situations	Fig 44
Surface & Slope	Firm, stable, slip-resistant	<ul style="list-style-type: none"> • Max slope: 1:20 (5%) • Max cross slope: 1:50 (2%) 	Applies to spaces, aisles, paths	
Pavement Markings	<ul style="list-style-type: none"> • Dynamic Symbol of Access • Type C: Courtesy/Limited Mobility and Caregiver Parking 	Size: 1525 x 1525 mm white border with blue background	Slip-resistant	<ul style="list-style-type: none"> • Fig 45 • Fig 46
Indoor Parking	<ul style="list-style-type: none"> • Overhead clearance signage • Locate spaces near accessible entrances/elevators 	<ul style="list-style-type: none"> • Min height at entrance: 2400 mm (preferred) • OBC min 2100 mm 	Provide warnings if indoor facility inaccessible	
Ticketing / Payment Machines	<ul style="list-style-type: none"> • Connect to accessible path • Clear space • Accessible controls 	Clear space: 900 x 1500 mm	<ul style="list-style-type: none"> • Located near accessible spaces • Well-lit • Compliant controls 	
On-Street Parking	Parallel on-street spaces for accessible vehicles	<ul style="list-style-type: none"> • Length: 7250 mm • Width: 4600 mm • Clear space at curb: 2440 x 2440 mm 	<ul style="list-style-type: none"> • Width may match adjacent spaces if infeasible 	Fig 46

Element	Key Requirements	Minimum Dimensions	Notes / Additional Info	Visual Reference
Passenger Loading Zones	Accessible short-term stopping for vehicles	<ul style="list-style-type: none"> • Pull-up space: 3400 mm width, 9000 mm length • Access aisle: 2440 mm wide x 7400 mm long (retrofit 2000 mm width) • Vertical clearance 3600 mm 	<ul style="list-style-type: none"> • Connect to accessible path • Seating near boarding points on larger premises 	Fig 47–50
Passenger Loading Zone Markings	<ul style="list-style-type: none"> • Diagonal high-contrast markings • Vertical signage with International Symbol of Accessibility 		<ul style="list-style-type: none"> • Indicate “passenger pick-up and drop-off only” or “designated passenger loading zone” • Use TAI surfaces if aisle not separated by curb 	Fig 51

4.2 Accessible Paths of Travel

Rationale

Exterior paths of travel provide safe, accessible, and continuous routes for all individuals, including people using mobility devices, those pushing strollers and individuals with temporary or permanent medical conditions.

These paths ensure equitable access to key site features, including:

- Arrival points and accessible parking
- Building entrances and exits
- Facilities, amenities, and elements on site
- Public transit stops and passenger drop-off points

Providing exterior accessible paths of travel follows universal design principles by supporting independence, safety and ease of navigation for all users. Accessible routes should be as direct as possible from site entrances or parking areas to main building entrances.

Application

This section applies to:

- Pedestrian circulation serving facility entrances, exits, elements, or amenities
- Connections between a site boundary and facility entrances/exits
- Public right-of-ways (e.g., sidewalks, footpaths)
- Ramps, curb ramps and depressed curbs

General Requirements

Ground Surfaces

- Firm, stable, slip-resistant, smooth, level and non-glare
- Provide proper drainage to prevent water accumulation
- Highlight changes in level using contrasting surfaces or bands

Headroom

Minimum clearance of 2100 mm.

Lighting

- Minimum lighting of 50 lux (5 foot-candles) along stairs, ramps and rest areas
- Refer to Section 5.8 Lighting for additional guidance

Visual Contrast and Wayfinding

- Provide a minimum 70% colour contrast to distinguish path edges, where feasible
- All visual information, including signage, must contrast with the background
- Where vehicle or cycle separation is required:
 - Use curbs, railings or barriers
 - Where separation is not possible, provide tactile walking surface indicators (TWSI) or other high-contrast tactile guidance
 - Provide pedestrian crossings as needed (See Section 4.4 Pedestrian Crossings and Signals)

Stairs

Where stairs are present, provide an immediately adjacent accessible alternative (e.g., ramp or other accessible means).

Clear Width

- Minimum clear width: 1800 mm (See Figure 102)
 - If constricted by localized obstructions (e.g., trees, walls), minimum width may reduce to 1200 mm at the obstruction only
 - Width must return to 1800 mm before and after obstruction
- Passing Areas:
 - Minimum 1800 mm x 1800 mm
 - Located every 30 m, where feasible (See Figure 102)
- Changes in direction:
 - 45°: unobstructed maneuvering space 1500 mm × 1500 mm (See Figure 104)
 - 180° turn: minimum 2000 mm clear space (See Figures 104)
- Paths must remain free of protrusions or overhead objects (See Section 2.6 Overhanging and Protruding Objects)
- Provide a 300 mm offset and contrasting surface next to obstacles

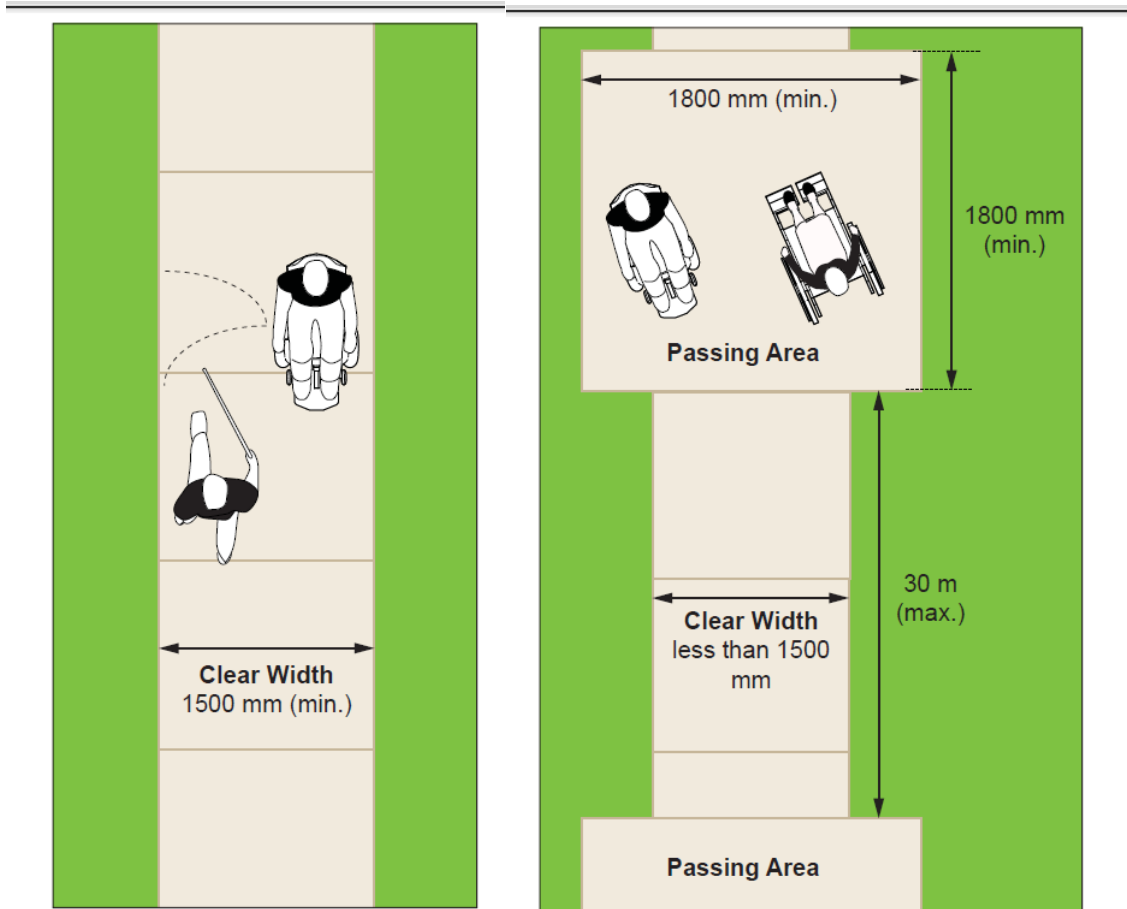


Figure 102: Clear width and passing area

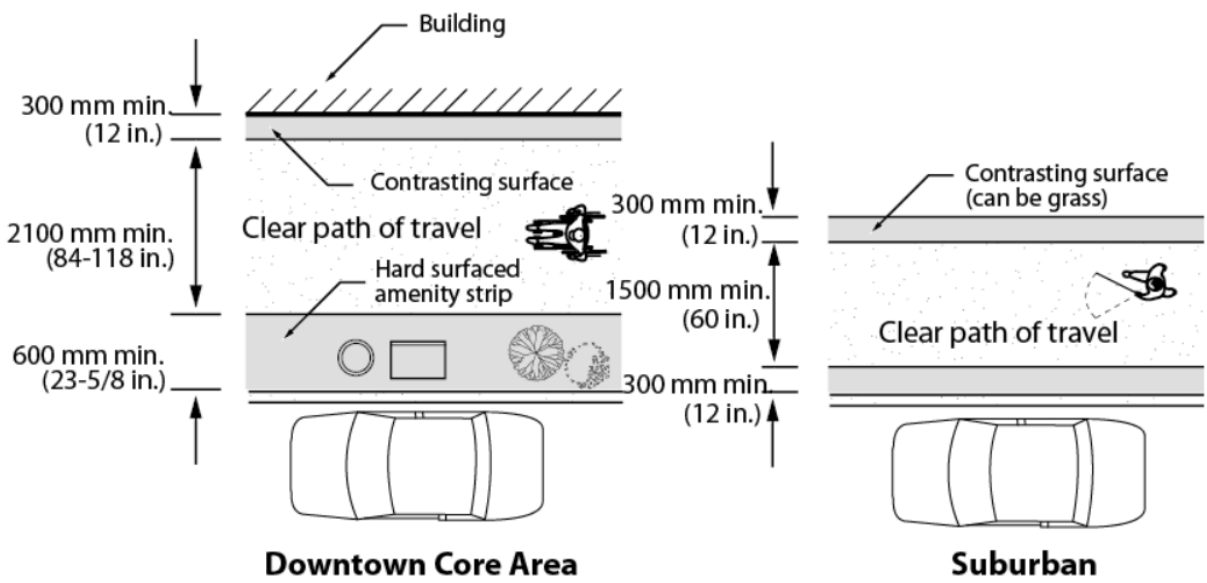


Figure 103: Typical Streetscape Configurations

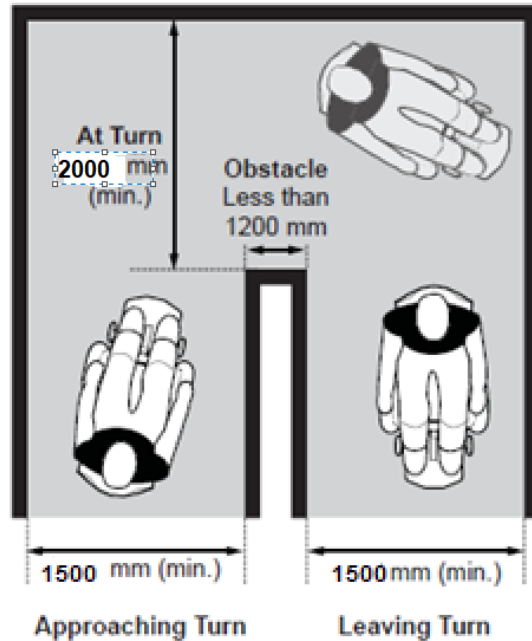


Figure 104: 180 Degree Turn Around Obstacle Less Than 1200 mm

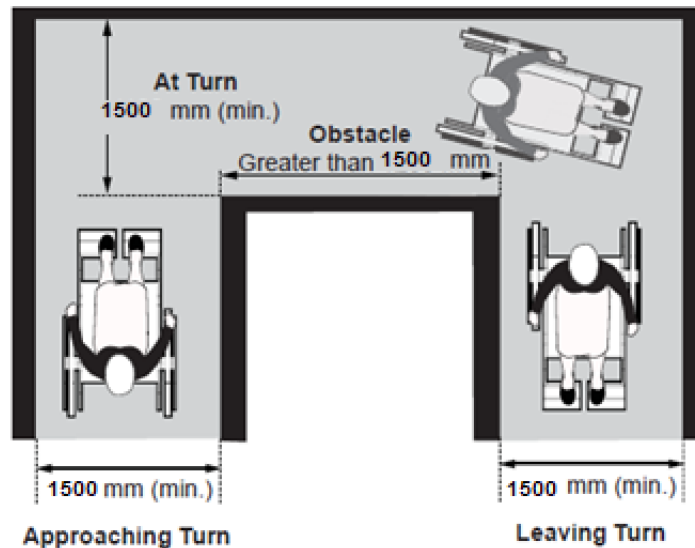


Figure 105: 180 Degree Turn Around Obstacle Greater Than 1200 mm

Slopes

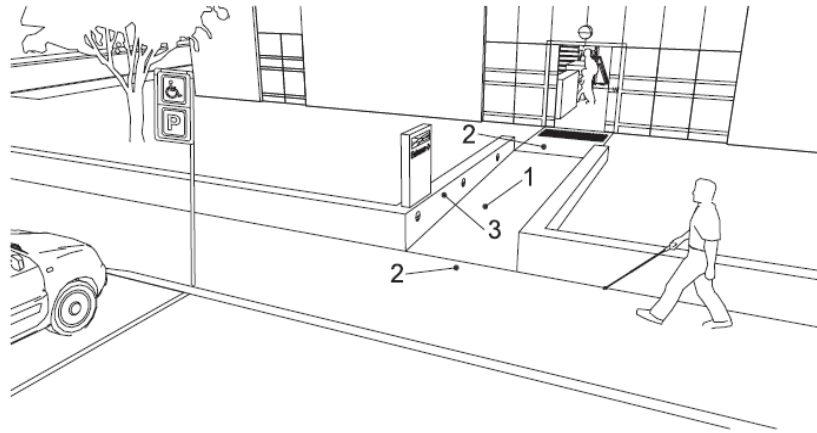
Where slopes are provided on exterior paths of travel, they should be designed to have a gradual transition to allow for better control and ease of movement for people using mobility devices.

Running Slope

- Maximum 1:20 (5%)
- On sidewalks, slope may exceed 1:20 if \leq adjacent roadway slope
- Slopes steeper than 1:20 must be designed as ramps per Section 2.3 Ramps

Cross Slope

Maximum 1:50 (2%).



Key

1. Sloping path for gradients steeper than 1:20 (5 %), specifications on ramps apply
2. Horizontal landing at both ends, intermediate landings per Table 33
3. Walls may act as tactile clues

Figure 106: Example of a Sloping Path

Changes in Level

- Elevation changes must be accessible and safe
- Gradual transitions preferred for mobility device users
- Slopes must meet requirements in Table 33

Table 33: Change in Level – Slope Requirements

Change in level (height)	Slope requirements
1-5 mm	No bevel required
6-13 mm	1:2 bevel
14-74 mm	Maximum running slope 1:8 (12.5%) or curb ramp
75-200 mm	Maximum running slope 1:10 (10%) or curb ramp
More than 200 mm	Ramp required

Edge Protection

- Change in elevation <600 mm:
 - Curb or barrier minimum 75 mm height × 50 mm width, minimum 70% colour contrast
- Change in elevation >600 mm:
 - Handrails and/or guards at 1070 mm
 - Guards per Section 2.4 Stairs
 - Handrails per Section 2.5 Handrails

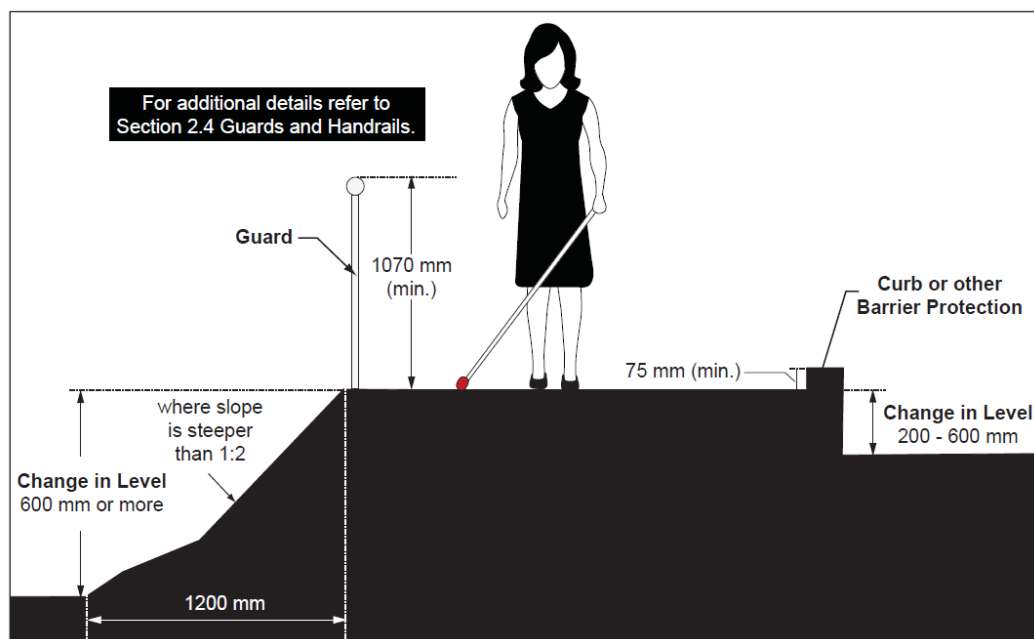


Figure 107: Edge Protection Cross-Section

Surface Requirements

- Firm, level, stable, slip-resistant, smooth, non-glare
- Contrast with adjacent surfaces where feasible
- Highlight level changes with bands or contrasting materials
- Have openings that:
 - Are perpendicular to direction of travel
 - Are maximum 13 mm wide
 - Are located outside accessible path

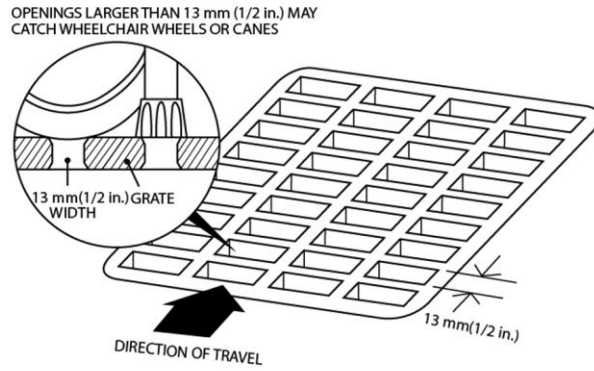


Figure 108: Dimension of grating openings

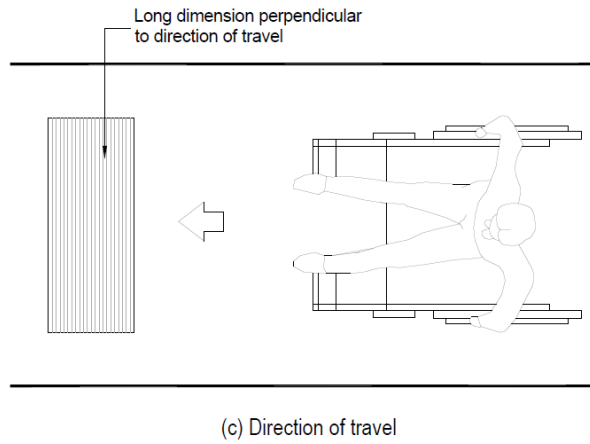


Figure 109: Grating Orientation Relative to Direction of Travel

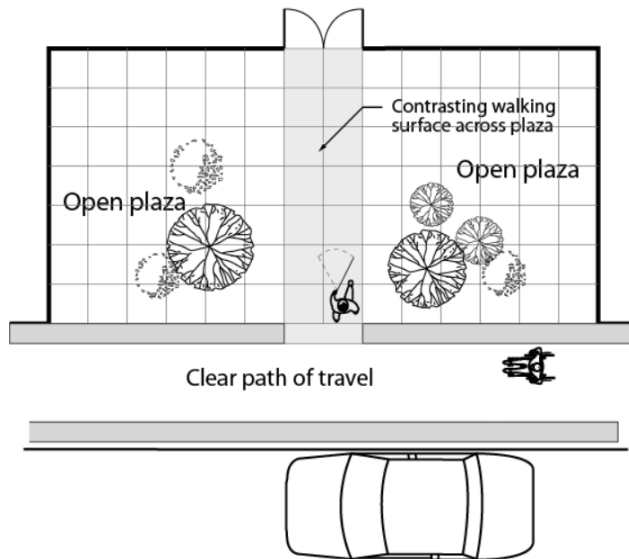


Figure 110: Contrasting Surface Across an Open Plaza

Signage, Orientation and Wayfinding

- Must meet criteria in Section 5.9 Signage and Wayfinding
- Supports independent navigation and orientation for all users

Table 34: Accessible Exterior Paths of Travel at a Glance

Element	Requirement / Recommendation	Notes / Application
Ground Surface	Firm, stable, slip-resistant, smooth, non-glare	<ul style="list-style-type: none"> • Provide drainage to prevent accumulation • Highlight changes in level with contrast
Headroom	≥ 2100 mm	Provide guards if <2100 mm clearance
Lighting	≥ 50 lux	<ul style="list-style-type: none"> • Along stairs, ramps, and rest areas • See Section 5.8 Lighting
Visual Contrast & Wayfinding	≥ 70% contrast for path edges	<ul style="list-style-type: none"> • Use curbs, barriers, or railings for separation • Where not possible, use TWSIs
Stairs	Accessible alternative required	Adjacent ramp or elevating device must be provided
Clear Width	<ul style="list-style-type: none"> • Primary width: 1800 mm • Local constriction: ≥1200 mm 	<ul style="list-style-type: none"> • Must return to 1800 mm before/after obstruction • Passing areas: 1800 × 1800 mm at 30 m intervals
Turning Space	<ul style="list-style-type: none"> • 45°: 1500 × 1500 mm • 180°: ≥2000 mm clear space 	<ul style="list-style-type: none"> • Ensure unobstructed maneuvering • See Figures 58–62
Running Slope	≤ 1:20 (5%)	Slopes >1:20 must comply with ramps (Sec. 2.3)
Cross Slope	≤ 1:50 (2%)	Applies to all paths
Changes in Level	<ul style="list-style-type: none"> • 1–5 mm: no bevel • 6–13 mm: 1:2 bevel • 14–74 mm: slope ≤1: • 875–200 mm: slope ≤1:10> • 200 mm: ramp required 	Gradual transitions preferred for mobility device users

Element	Requirement / Recommendation	Notes / Application
Edge Protection	<ul style="list-style-type: none"> • <600 mm drop: curb/barrier • ≥75 mm high × 50 mm wide, ≥70% contrast> • 600 mm drop: handrails/guards at 1070 mm 	<ul style="list-style-type: none"> • Guards per Section 2.4 • Handrails per Section 2.5
Surface Openings	≤13 mm wide, perpendicular to travel direction	Gratings and openings located outside accessible path
Signage & Wayfinding	Comply with Section 5.9	Provide independent navigation cues

4.3 External Recreational Routes

Rationale

Accessible recreational routes allow people of all abilities to safely and comfortably enjoy outdoor natural and recreational spaces. This includes trails, beach access routes, and boardwalks. Accessible design supports individuals who use mobility devices, have limited vision or hearing, or have difficulty with balance or stamina. It ensures recreational areas are inclusive, safe, and enjoyable for all community members.

Application

This section applies to newly constructed and redeveloped:

- Recreational trails
- Beach access routes
- Boardwalks

That the City intends to maintain.

This section does **not** apply to:

- Trails intended for cross-country skiing, mountain biking or motorized vehicles
- Wilderness, backcountry or portage trails
- Areas protected under heritage or environmental legislation where accessibility requirements would adversely affect the environment or are impossible due to site constraints

A. Recreational Trails

Consultation Requirements

Before construction or redevelopment of recreational trails the City will consult with:

- Mississauga Accessibility Advisory Committee
- The public
- People with disabilities

On:

- Slope and ramp requirements
- Locations and design of rest areas, passing areas and viewing areas
- Placement and type of amenities
- Other relevant features

Entrances and Exits

- Provide a minimum 1000 mm clear width at trail entrances and exits
- Ensure entrances are maintained and clear of obstructions
- Gates, bollards and other entrance designs must not reduce the required width

Clear Width and Passing Areas

- Minimum trail width: 1000 mm
- Where possible, passing areas 1800 mm × 1800 mm required at 30 m intervals where the trail width is less than 1800 mm

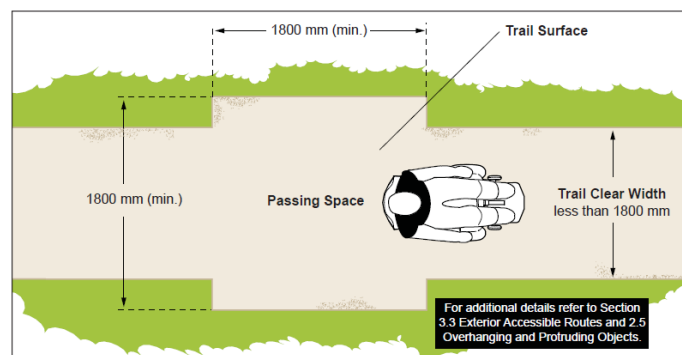


Figure 111: Trail Clear Width

Headroom

- Minimum headroom clearance: 2100 mm
- Maintain routes free of obstacles and protrusions

Surface Requirements

- Surfaces must be firm and stable
- Openings must not permit passage of an object that has a diameter of more than 20 mm

Slopes

- Running slope:
 - Where possible, should be no greater than 1:20 (5%)
 - Where this is not possible due to site constraints, a 1:10 (10%) slope is acceptable
 - If greater than 10%, consult with the AAC
 - Cross slope as gentle as possible, ensure stability and drainage

Edge Protection

Required where trails run immediately adjacent to water or a drop-offs

- Minimum height: 50 mm
- Ensure colour contrast for visibility
- Must not impede drainage

Note: 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.

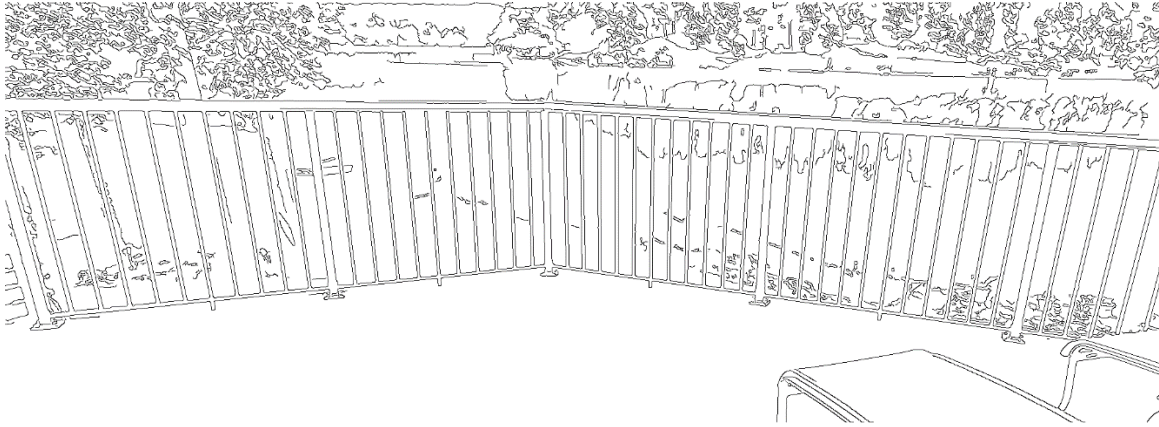


Figure 112: Example of Protective Barrier with Large Elevation Change

Signage

Signage allows individuals decide whether the conditions are appropriate for their use and to familiarize themselves with expected features along the trail.

Trailheads must include information on:

- Length
- Surface type
- Width
- Running and cross slopes
- Location of amenities
- Safety information

Signage must:

- Use high tonal contrast
- Use sans serif font
- Include tactile or cane detectable where appropriate
- Consider alternative formats (audio, digital applications) where possible

Other Media, Audible Signage and Sensory Experiences

Where other media such as park websites or brochures are used to provide information about the recreational trail, beyond advertising, notice or promotion, provide the same information identified on the trailhead signage, with consideration for the use of smartphone, kiosk and tablet technology

- Equivalent content
- Braille, tactile maps, and audio options recommended
- Follow CNIB best practices for low-vision users



Figure 113: Example of trailhead signage

B. Boardwalks

Clear Width and Passing Areas

- Minimum clear width: 1000 mm
- Where boardwalk is less than 2000 mm wide, provide passing areas 1800 mm × 1800 mm at 30 m intervals

Headroom

Minimum clearance: 2100 mm, free of overhead hazards.

Surface Requirements

- Surfaces must be firm and stable
- Openings must be less than 20 mm, oriented perpendicular to direction of travel
- Must allow for drainage

Slopes

- Preferred running slope: no greater than 1:20 (5%)
- Cross slope as gentle as possible, ensure stability and drainage
- Where slopes exceed these limits, apply Section 2.3 Ramps

Edge Protection

Boardwalks must have edge protection that is at least 50 mm in height

C. Beach Access Routes

Entrances and Exits

- Provide a minimum clear opening of 1000 mm at all entrances, including those with gates, bollards or other entrance design
- Ensure entrances are maintained and clear of obstructions

Clear Width and Headroom

- Minimum clear width: 1000 mm
- Minimum headroom clearance: 2100 mm
- Maintain routes free of obstacles and protrusions

Surface Requirements

All beach access routes must have a surface that is firm and stable

Constructed Surfaces

Where the surface is not natural (e.g., mats, modular systems, boardwalk-style platforms), the constructed surface must meet all of the following:

Slopes

- Running slope: 1:10 (10%)
- Maximum cross slope: 1:50 (2%)

Changes in Level

- Between 6–13 mm: must have a beveled edge at 1:2

- Between 14–200 mm: must have a maximum running slope of 1:10
- Over 200 mm: must meet full ramp requirements (Section 2.3 Ramps)

Openings

- Must not permit the passage of an object >20 mm in diameter
- Elongated openings must be oriented perpendicular to the direction of travel

Natural/Unconstructed Surfaces

Where the surface is natural (sand, compacted earth, native material):

- Maximum cross slope = minimum slope required for drainage
- Maximum running slope: 1:10

Maintenance Requirements

To remain in compliance with IASR 80.10, beach access routes must be:

- Inspected at a frequency appropriate to season and usage
- Maintained free from sand accumulation, washouts, depressions, ponding, or hazards
- Restored to meet firm, stable, and slip-resistant conditions after storms or seasonal erosion
- Re-anchored, repaired, or replaced if mats or constructed surfaces shift, curl, or lift
- Monitored to ensure openings remain <20 mm and bevels remain intact

Table 35A: Recreational Trails at a Glance

Feature	Minimum / Recommended Dimensions	Notes / Key Requirements
Entrances / Exits	≥1000 mm clear width	<ul style="list-style-type: none"> • Must remain clear • Gates/bollards cannot reduce width
Trail Clear Width	≥1000 mm	Passing areas 1800 × 1800 mm at ≤30 m intervals where width <1800 mm
Headroom	≥2100 mm	Keep clear of branches, signs, or fixtures
Surface	Firm, stable	Openings ≤20 mm; perpendicular orientation
Running Slope	<ul style="list-style-type: none"> • ≤1:20 preferred • ≤1:10 acceptable 	>10% requires AAC consultation
Cross Slope	<ul style="list-style-type: none"> • Gentle • Ensure drainage 	Natural trails may vary based on terrain

Feature	Minimum / Recommended Dimensions	Notes / Key Requirements
Edge Protection	≥50 mm	Not required where barrier or guardrail exists
Signage	Trail length, surface, width, slopes, amenities	High contrast <ul style="list-style-type: none"> • Sans serif • Tactile/digital options encouraged
Other Media	Equivalent to trailhead signage	Audio / tactile maps recommended

Table 35B: Boardwalks at a Glance

Feature	Minimum / Recommended Dimensions	Notes / Key Requirements
Clear Width	≥1000 mm	Passing areas 1800 × 1800 mm at ≤30 m intervals if width <2000 mm
Headroom	≥2100 mm	No overhead hazards
Surface	Firm, stable	<ul style="list-style-type: none"> • Openings ≤20 mm • Perpendicular orientation
Running Slope	≤1:20 preferred	If greater, follow Section 2.3 Ramps
Cross Slope	As gentle as possible	Must allow drainage
Edge Protection	≥50 mm continuous	Required where boardwalk adjacent to drop-offs or water

Table 35C: Beach Access Routes at a Glance

Feature	Minimum / Required Dimensions	Notes / Key Requirements
Entrances / Exits	≥1000 mm clear opening	Applies even with gates, bollards, barriers
Clear Width	≥1000 mm	Continuous width along full route
Headroom	≥2100 mm	Free of protrusions
Surface – General	Firm and stable	Applies to constructed and natural surfaces

Feature	Minimum / Required Dimensions	Notes / Key Requirements
Surface – Constructed	<ul style="list-style-type: none"> • Cross slope $\leq 1:50$ (2%) • Bevel 1:2 at 6–13 mm • Slope $\leq 1:10$ at 14–200 mm • Ramp where >200 mm 	Must meet all IASR criteria
Surface – Openings	≤ 20 mm	Elongated openings must be perpendicular
Surface – Natural	<ul style="list-style-type: none"> • Cross slope = minimum for drainage • Running slope $\leq 1:10$ 	Applies to sand / natural substrates
Running Slope (all)	$\leq 1:10$	Applies across all beach access types
Maintenance	Ongoing inspection + remediation	Must remain firm, stable, level, unobstructed and compliant with slope and opening requirements

4.4 Curb Ramps and Depressed Curbs

Curb Ramps

Rationale

Curb ramps enable individuals using mobility devices, vision aids, or other assistive devices to safely and independently transition between sidewalks, pedestrian routes, and roadways. Proper design ensures efficient pedestrian flow, safety, and orientation. Flared sides prevent hazards at edges, and tactile walking surface indicators alert individuals with vision loss to changes in level. Snow and ice accumulation must be cleared promptly to maintain accessibility.

Application

Applies to all curb ramps at:

- Pedestrian crossings
- Parking spaces and passenger loading zones
- Access aisles
- Other exterior routes with elevation changes

Requirements

Surface & Alignment

- Stable, firm, slip-resistant, non-glare surfaces
- Align ramps with the direction of travel and opposite curb ramps for orientation and straight-line navigation

Width

- Signalized intersections: Minimum width of 3000 mm
- Non-signalized intersections: Minimum width of 2500 mm
- Standard ramp excluding flared sides: Minimum width of 1500 mm (Figure 114)
- Depressed curb configuration: Minimum width of 1220 mm at top of ramp

Slopes

- Running slope: 1:50–1:20 (2–5%)
 - If technically infeasible in a retrofit situation, max slope of 1:12 (8%) may be used
- Cross slope: Maximum of 1:50 (2%)

- Where curb ramps are designed with flared sides: slope between 1:15–1:10 (6.66–10%)
- Adjacent gutters and road surfaces: maximum 1:20 (5%)

Tactile Walking Surface Indicators (TWSI)

- Location: bottom of ramp, 150–200 mm from curb edge
- Depth: 610 mm
- Full ramp width
- Strong colour contrast with ramp

Flared Sides

- Minimum width: 1000 mm (Figure 114)
- Stable, slip-resistant, non-glare
- Clearly demarcated with grooves

Drainage & Snow Management

- Provide suitable drainage to prevent water, ice and snow accumulation
- Designated snow piling areas located away from pedestrian routes

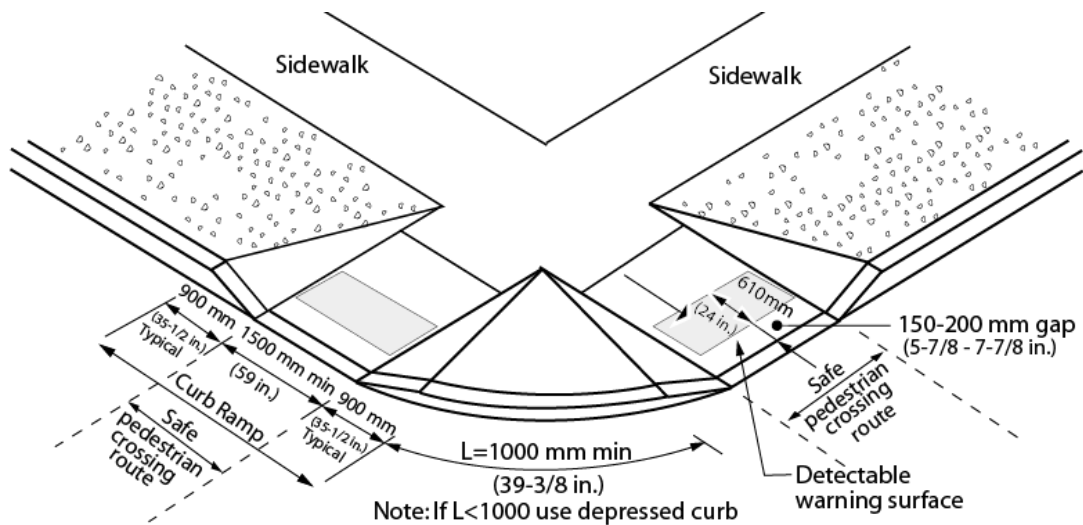


Figure 114: Standard Curb Ramp

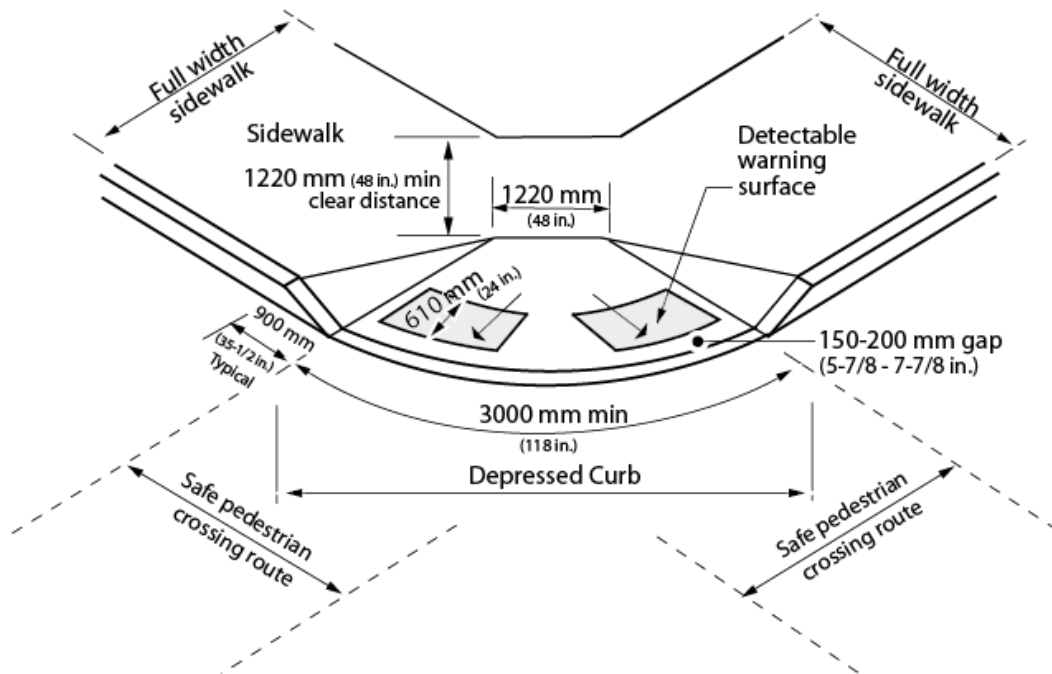


Figure 115: Alternate Curb Ramp

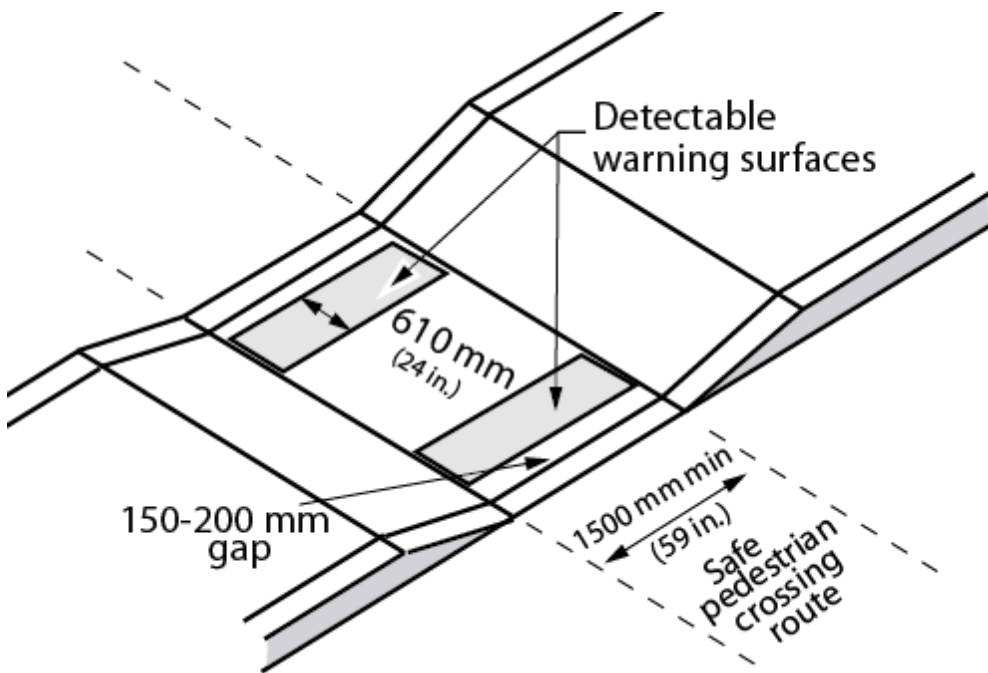


Figure 116: Curb Ramp at Narrow Median Sidewalk Crossing

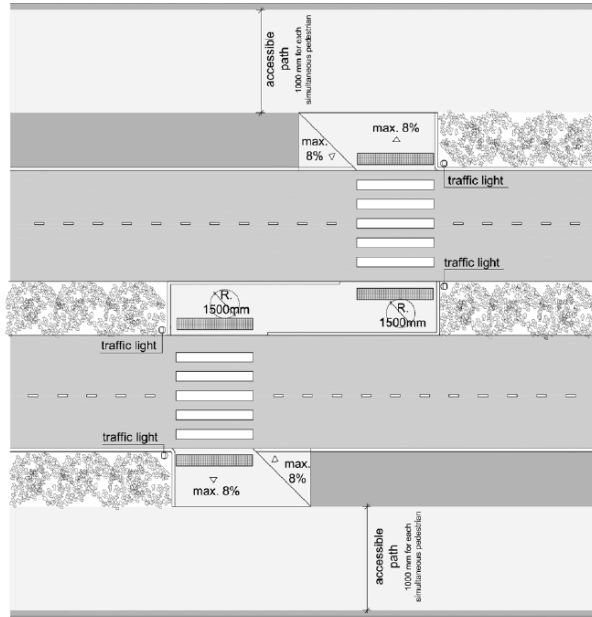


Figure 117: Curb Ramp at Offset Intermediate Island

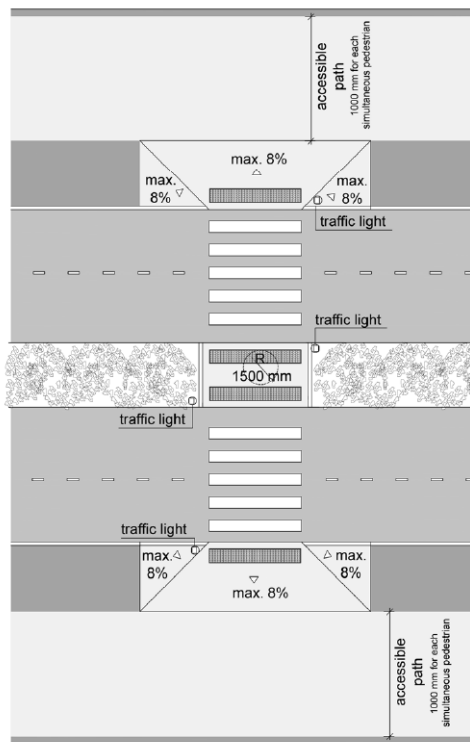


Figure 118: Aligned Intermediate Island

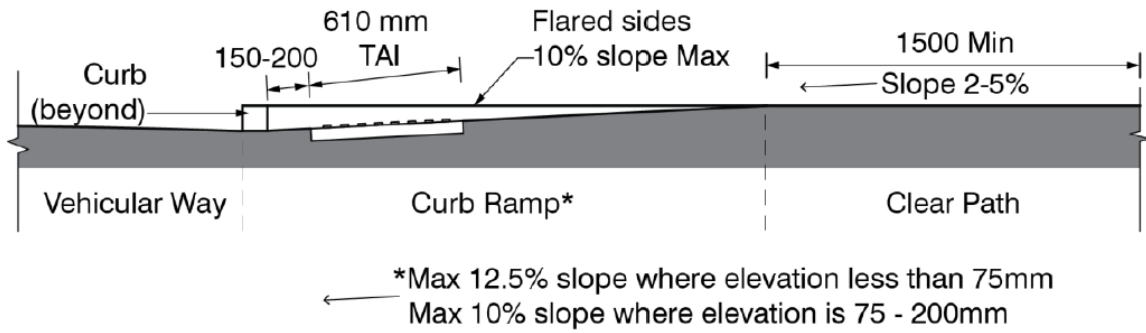


Figure 119: Curb Ramp (Section)

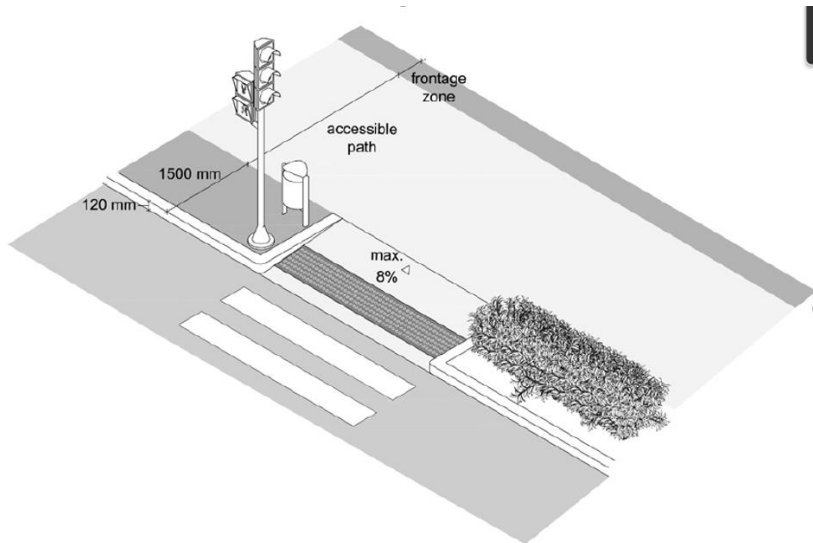


Figure 120: Example of Returned Curb Cut

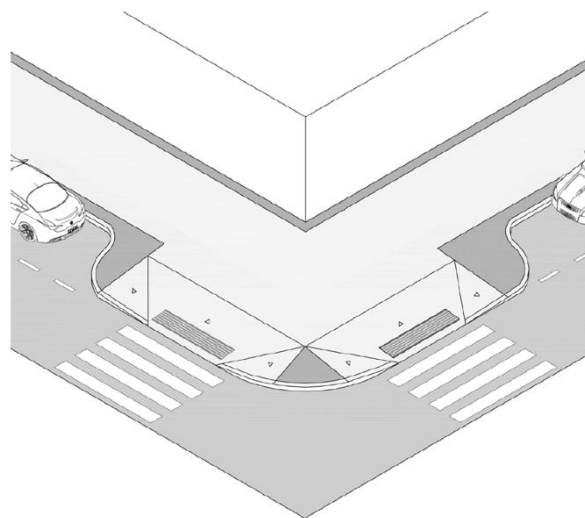


Figure 121: Example of Curb Ramp Extensions

Depressed Curbs

Rationale

Depressed curbs allow mobility device users and pedestrians to safely navigate grade transitions between sidewalks and roadways.

Application

Applies to all depressed curbs at:

- Pedestrian crossings
- Parking spaces and passenger loading zones
- Access aisles
- Any exterior routes with elevation changes

Design Requirements

Surface & Alignment

- Align with direction of travel
- Stable, firm, slip-resistant, non-glare surfaces

Width

- Signalized intersections: Minimum of 3000 mm
- Non-signalized intersections: Minimum of 2500 mm

Slopes

- Maximum running slope: 1:20 (5%)

Tactile Walking Surface Indicators (TWSI)

- Location: bottom of curb, 150–200 mm from back edge
- Depth: 610 mm
- Full width of curb
- Strong colour contrast

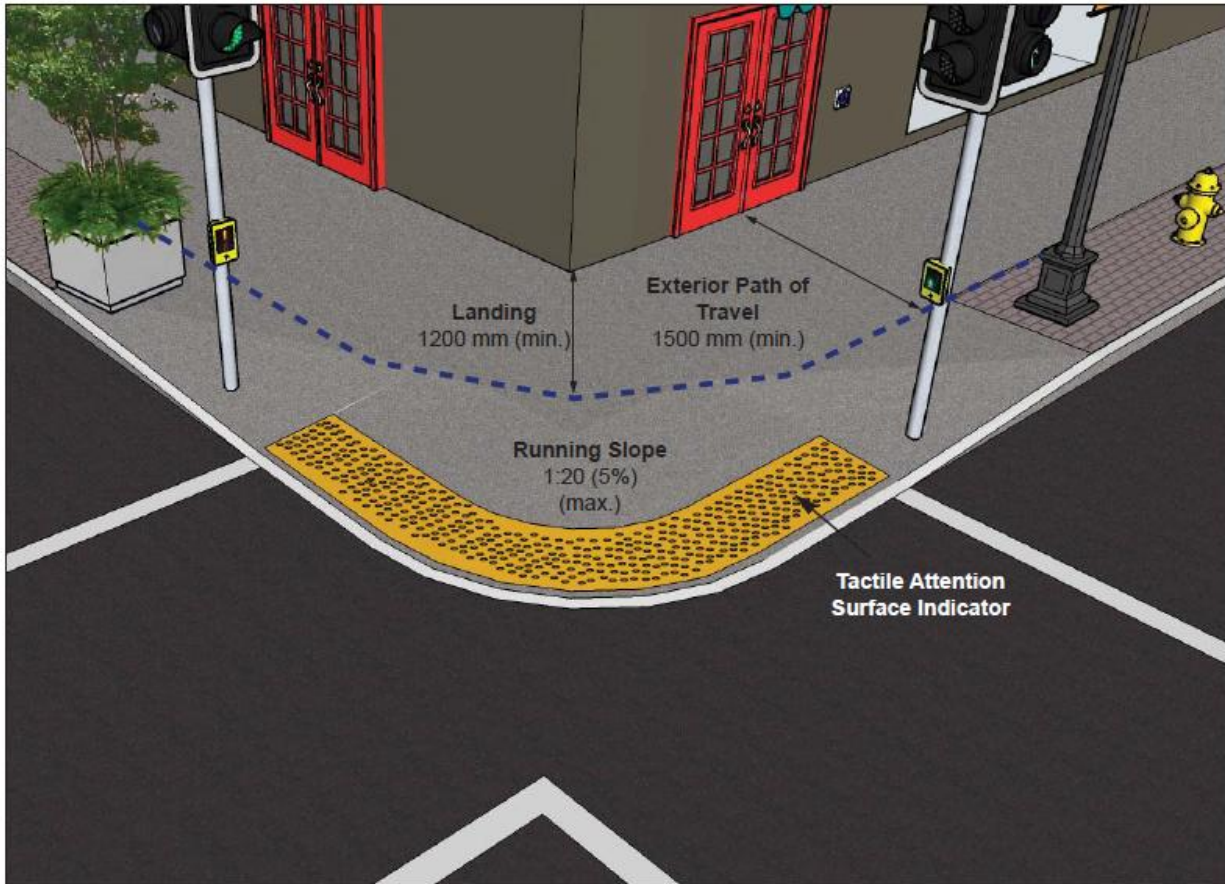


Figure 122: Typical Depressed Curb

Guard Railings (where required)

- Ensure inter-visibility for children, shorter adults and drivers
- Start at signal post without restricting push button access

Table 36A: Curb Ramps at a Glance

Element	Key Requirements	Best Practices / Notes
Clear width	<ul style="list-style-type: none"> • Signalized: 3000 mm • Non-signalized: 2500 mm • Elsewhere: 1500 mm (excluding flared sides) • Depressed curb top: ≥ 1220 mm 	<ul style="list-style-type: none"> • Stable, firm, slip-resistant, non-glare surface • Align with direction of travel • Provide drainage & snow piling away from path • Consistent application at intersections and mid-block crossings

Element	Key Requirements	Best Practices / Notes
Slopes	<ul style="list-style-type: none"> • Running slope: 1:50–1:20 (2–5%) • Retrofit max 1:12 (8%) • Cross slope: ≤1:50 (2%) 	Adjacent gutters/road surfaces: max 1:20 (5%)
Flared sides	<ul style="list-style-type: none"> • Width: ≥1000 mm • Slope: 1:15–1:10 (6.66–10%) 	<ul style="list-style-type: none"> • Stable, slip-resistant, non-glare • Clearly demarcated with grooves
Tactile Walking Surface Indicators (TWSI)	<ul style="list-style-type: none"> • Depth: 610 mm • Full ramp width • 150–200 mm setback from curb edge 	Provide strong colour/tonal contrast

Table 36B: Depressed Curbs at a Glance

Element	Key Requirements	Best Practices / Notes
Clear width	<ul style="list-style-type: none"> • Signalized: 3000 mm • Non-signalized: 2500 mm 	<ul style="list-style-type: none"> • Same surface/consistency requirements as curb ramps
Slopes	Max running slope: 1:20 (5%)	<ul style="list-style-type: none"> • Align with direction of travel • Ensure drainage and snow/ice management
Tactile Walking Surface Indicators (TWSI)	<ul style="list-style-type: none"> • Depth: 610 mm • Full curb width • 150–200 mm setback from back edge 	Provide strong colour/tonal contrast
Guard Railings (where required)	<ul style="list-style-type: none"> • Provide inter-visibility between children, shorter adults, and drivers • Start at signal post without blocking push button access 	<ul style="list-style-type: none"> • Use where high pedestrian traffic warrants added safety • Ensure design does not impede orientation or access

4.5 Pedestrian Crossings and Signals

Rationale

Pedestrian crossings designate safe, accessible paths for all users. They combine visual, tactile, and auditory cues to guide and protect pedestrians, including individuals with mobility or vision limitations. Design features like raised crossings, APS, TWSIs, traffic islands, curb ramps, and depressed curbs create a seamless, safe crossing experience.

Application

This section applies to all pedestrian crossings, including signalized, uncontrolled, and raised crossings, as well as intersections, mid-block areas, and pedestrian crossovers.

Requirements

Design

- Surface: stable, firm, slip-resistant, non-glare, free of obstructions (gratings, access covers, gullies)
- Width: 2500–4000 mm to accommodate side-by-side mobility devices. Where possible, provide a minimum clear width of 3000 mm to accommodate multiple users and guide dog teams
- Pavement markings: must meet the criteria in [2240.033 Signalized Intersection Configurations of Pedestrian Crossings](#)
- Accessible pedestrian signals (APS): must be provided where signalized, meeting criteria in this section
- Dropped curbs and curb ramps: integrate with accessible paths and meet Section 4.4 Curb Ramps and Depressed Curbs
- Raised crossings: level with adjoining footways, full-width TWSIs, visual/tactile contrast, surface suitable for accessible vehicles

Controlled Crossings

- Where possible, provide adequate separation from side roads, driveways and bus stops to maintain pedestrian-vehicle visibility
- APS installed per this section, including tactile, auditory and vibro-tactile features
- Meet the criteria in [2240.033 Signalized Intersection Configurations of Pedestrian Crossings](#)

Uncontrolled Crossings

- Connect walkways along accessible routes
- Where possible, include traffic islands for temporary refuge and safety
- Consider staggered island layouts
- Meet the criteria in [2240.034 Controlled Non-Signalized Intersection Configurations of Pedestrian Crossings](#)

Raised Pedestrian Crossings

- Provide level access across the roadway, eliminating the need for curb ramps
- Continuous raised area, flush with pathways
- TWSIs across entry points
- Visual and tactile contrast on edges
- Surface must not obstruct accessible buses

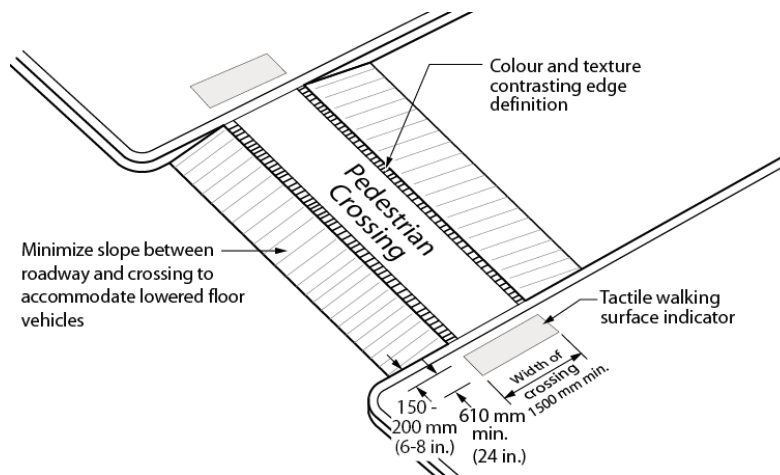


Figure 123: Raised pedestrian crossing

Accessible Pedestrian Signals

- Distinct locator tone separate from walk signal
- Mounted at a maximum of 1100 mm high
- Installed within 1500 mm of the edge of the curb
- Tactile arrows aligned with crossing direction
- Support both manual and automatic activation, providing audible & vibro-tactile feedback
- Signal volume adjustable or auto-adaptive to ambient noise
- Minimum 3000 mm separation between APS devices at same corner

- If not feasible, install on single post with verbal announcements clearly stating which crossing is active
- Ensure each push button is on the side of the post facing the pedestrian waiting area
- Align the face of each unit to be parallel to the associated crosswalk
- Adjust crossing times to accommodate slower users
- APS should be installed on a stable, level surface clear of obstructions

Traffic Islands

- Clear width of 1800 mm minimum, where possible
- Include TWSIs and colour/brightness contrast
- Dropped curbs to integrate with approach pathways per Sections 4.4 Curb Ramps and Depressed Curbs
- Staggered islands preferred for longer crossings
- Guard rails optional where necessary for pedestrian safety

Table 37: Pedestrian Crossings and Signals at a Glance

Element	Key Requirements	Best Practices / Notes
Pedestrian Crossings (General)	<ul style="list-style-type: none"> ● Width: 2500–4000 mm (3000 mm preferred) ● Stable, firm, slip-resistant, non-glare surface ● Free of obstacles (gratings, covers, gullies) ● Pavement markings per municipal/TAC standards 	<ul style="list-style-type: none"> ● Raised crossings where feasible for level access ● Provide visual and tactile contrast at edges ● Continuous TWSIs across crossing entry points
Controlled Crossings	<ul style="list-style-type: none"> ● Located away from side roads, driveways, and bus stops for clear sightlines ● Include APS per Section 4.5 Accessible Pedestrian Signals ● Dropped curbs and curb ramps per Section 4.4 Curb Ramps and Depressed Curbs 	<ul style="list-style-type: none"> ● Include countdown signals at intersections ● Ensure crossing time accommodates slower pedestrians

Element	Key Requirements	Best Practices / Notes
Uncontrolled Crossings	<ul style="list-style-type: none"> • Connect accessible routes • Include traffic islands for refuge where possible • Meet local safety and TAC guidelines 	<ul style="list-style-type: none"> • Staggered islands provide added waiting space • Avoid direct alignment where children or mobility-limited pedestrians cross alone
Raised Pedestrian Crossings	<ul style="list-style-type: none"> • Continuous raised area flush with sidewalks • Full-width TWSIs at entry points • Visual and tactile edge contrast • Surface suitable for accessible vehicles 	<ul style="list-style-type: none"> • Acts as traffic calming • Eliminates need for curb ramps • Ensure proper drainage and slip resistance
Accessible Pedestrian Signals (APS)	<ul style="list-style-type: none"> • Distinct locator tone (different from walk tone) • Mount ≤1100 mm high, ≤1500 mm from curb edge • Tactile arrow aligned with crossing direction • Manual or automatic activation with audible and vibro-tactile feedback • Minimum 3000 mm between devices at same corner or single post with clear verbal identification 	<ul style="list-style-type: none"> • Volume adaptive to ambient noise • Align APS toward pedestrian waiting area • Allow sufficient crossing time for all users
Traffic Islands	<ul style="list-style-type: none"> • Clear width ≥1800 mm where feasible • Include TWSIs and colour/brightness contrast • Dropped curbs per Section 4.4 Curb Ramps and Depressed Curbs 	<ul style="list-style-type: none"> • Staggered placement preferred for safety • Guard rails optional where required for protection • Use materials distinguishable from surrounding paving

4.6 Pedestrian Bridges and Underpasses

Rationale

Pedestrian bridges and underpasses are an extension of exterior paths of travel and provide a dedicated, accessible route above or below vehicle traffic, railways, or natural barriers. These structures help ensure a continuous, safe path for pedestrians, including individuals using mobility devices, people with vision impairments, and others who need barrier-free access.

Application

This section applies to pedestrian bridges and underpasses that allow for a continuous, unobstructed route for pedestrians that is separate from vehicle traffic.

Requirements

Design

In addition to the requirements in Section 4.3 Accessible Paths of Travel pedestrian bridges and underpasses must:

- Have ramp running slopes that are 1:20 (5%) preferred and 1:15 (6.67%) maximum
- Have landing cross slopes of 1:50 (2%) maximum
- Have switch-back landings with a turning radius of 2350 mm minimum
- Clearway between handrails of 3000 mm minimum
- Maintain overhead clearance on ramps and decks of 2700 mm minimum
- Use non-slip surfacing for ramps, steps and bridges with suitable colour-contrasting handrails and/or guards
- Meet lighting requirements in Section 5.8 Lighting
- Minimize environmental impacts by using raised boardwalks or lightweight structures where feasible, in accordance with the Mississauga Zoning ByLaw
- Conform signage and wayfinding to Section 5.9 Signage and Wayfinding

Location and Access

- Site selection should minimize the need for steps by considering natural topography
- Provide lifts or alternative accessible devices where ramps are not feasible

Approach

- Signage to identify and support orientation to the bridge or underpass

- Provide adequate drainage to prevent water accumulation or slippery surfaces
- Locate ramps and stairs as close as possible to each other where both are provided

Additional Best Practices Notes:

- Include tactile surfaces and edge markings on landings and bridge edges
- Incorporate integrated handrail designs for both sides of ramps
- Consider lighting that highlights both the travel surface and any hazards
- Include emergency access points if structure is long or enclosed
- Ensure bridge/underpass connections align with pedestrian desire lines and adjacent accessible paths

Table 38: Pedestrian Bridges and Underpasses at a Glance

Feature	Requirement / Recommended	Notes / References
Ramp Running Slope	<ul style="list-style-type: none"> • 1:20 (5%) preferred • 1:15 (6.7%) maximum 	Default and maximum slope per Mississauga design standards
Landing Cross Slope	Maximum 1:50 (2%)	Ensures safe, level landings for rest and stability
Switch-Back Landing Turning Radius	Minimum 2350 mm	Allows wheelchair and mobility device turning
Clearway Between Handrails	Minimum 3000 mm	Continuous, unobstructed route across ramps
Overhead Clearance (Ramps / Decks)	Minimum 2700 mm	Provides safe vertical clearance for all users
Handrails / Guards	Colour-contrasting, non-slip, continuous on both sides	<ul style="list-style-type: none"> • Include tactile and visual cues • Align with Section 2.5 Handrails
Surfacing	Non-slip, stable, firm, non-glare	Applies to ramps, steps, and bridge decks
Lighting	Meets Section 5.8 Lighting	Illuminate both surfaces and potential hazards
Environmental Integration	Raised boardwalks or low-impact supports where feasible	Minimize disturbance per Mississauga Zoning By-law
Signage / Wayfinding	Conforms to Section 5.9 Signage and Wayfinding	Include visible directional and identification signage

Feature	Requirement / Recommended	Notes / References
Alternative Access	Provide lifts or elevating devices where ramps not feasible	For persons unable to use stairs
Approach	Visible signage and adequate drainage	Connects to exterior accessible path of travel
Tactile / Edge Cues	Tactile walking surfaces and edge markings recommended	Especially on long bridges or enclosed underpasses
Emergency Access	Provide emergency access points for long or enclosed structures	Recommended for safety and maintenance access

4.7 Street Furniture

Rationale

Street furniture and elements support safe, accessible, and inclusive outdoor spaces. All furniture must integrate into exterior accessible paths of travel without creating obstacles. Visual contrast and tactile cues enhance usability for people with low vision or other impairments.

Application

This section applies to all exterior site furniture and elements located along or adjacent to exterior accessible paths of travel, including:

- Benches and seating areas
- Waste and recycling bins
- Bollards and post barriers
- Drinking fountains and water stations
- Bicycle racks and storage fixtures

Requirements

General Features

- Street furniture must not reduce the minimum width of accessible paths
- Eating area furniture (tables and chairs) must be positioned or contained to prevent movement into pedestrian clearways
- Furniture should be aligned in a predictable arrangement with equal spacing between items
- Furniture must be usable without moving or removing it
- Leading edges must be cane detectable with a maximum height of 680 mm
- Edges must be rounded to avoid injury
- Controls or operating mechanisms must be mounted at a maximum height of 1060 mm
- Colour and tonal contrast must be at least 70% from surroundings
- Bollards, waste receptacles, recycling bins and unexpected fixtures must have visual contrasting bands
 - Tall fixtures must have two high-visibility contrast bands at a seated height of 1150 mm and standing height of 1800 mm

- Drinking fountains and water bottle filling stations must be accessible but not obstruct paths
- Bicycle racks and storage must be connected to, but outside of, the exterior accessible path of travel

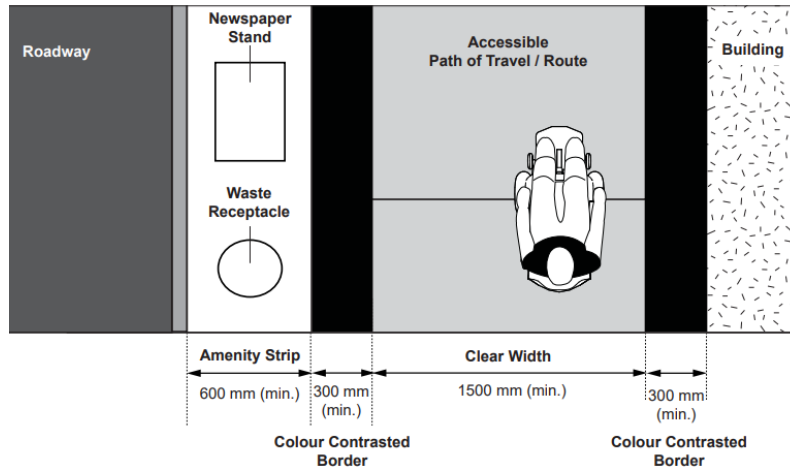


Figure 124: Typical Amenity Strip for Street Furniture Placement

Benches and Seats

Benches and seats in exterior environments must comply with the dimensional and functional requirements set out in Section 2.11 Seating, Tables and Work Surfaces. In addition, the following outdoor considerations apply:

- Benches must be adjacent to an accessible path of travel, without obstructing pedestrian clearways
- Provide a firm, level and stable surface of at least 920 mm by 1370 mm for approach and transfer
- Ensure benches are stable and securely fixed to avoid tipping or shifting
- Incorporate a minimum 70% colour or tonal contrast between the bench and adjacent ground surface
- Provide a variety of seating types to meet different needs; at least 20% of benches should omit armrests to allow lateral wheelchair transfer
- For benches with armrests, locate at least one armrest between 220 mm and 300 mm above the seat and set back no more than 75 mm from the front edge
- Where possible, incorporate a 150 mm setback beneath the seat to assist with standing
- Position benches to provide clear sightlines and to avoid conflicts with the other street furniture, landscaping or pedestrian flow

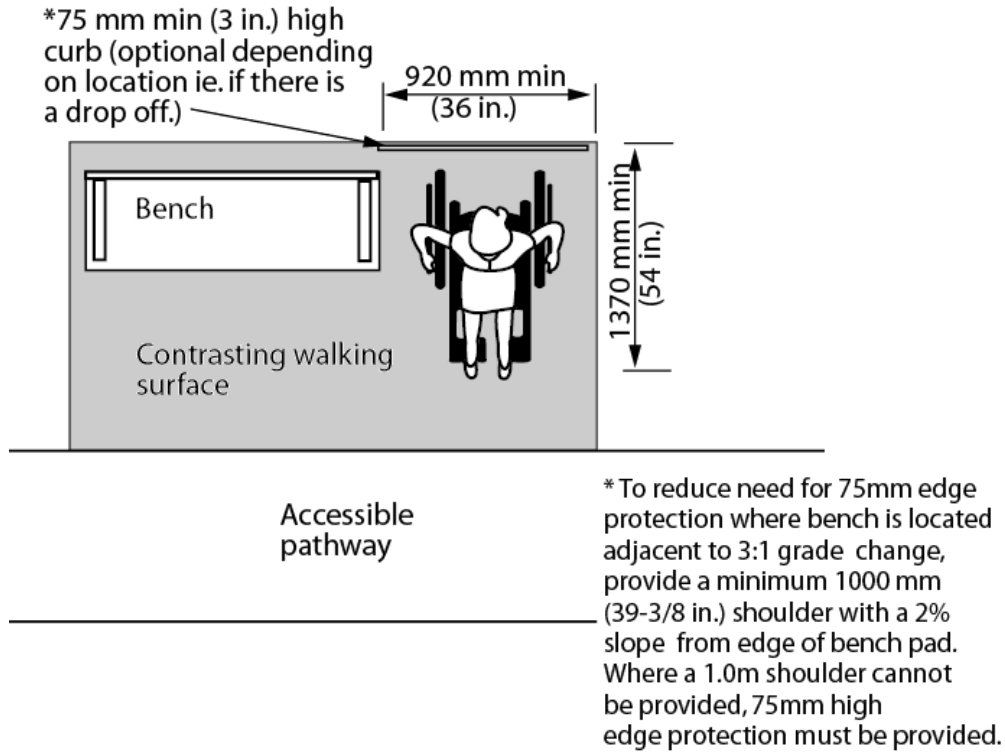


Figure 125: Rest Area

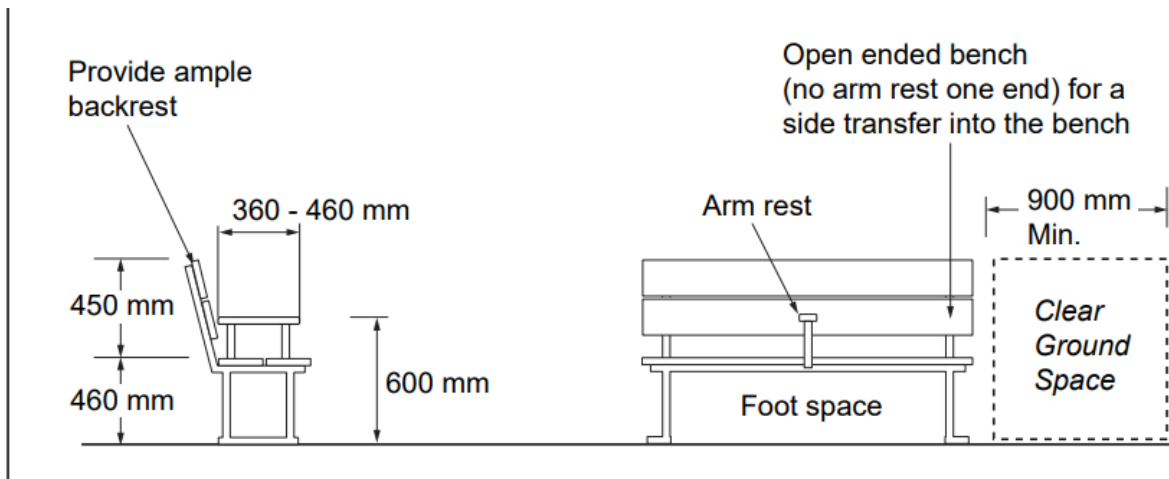
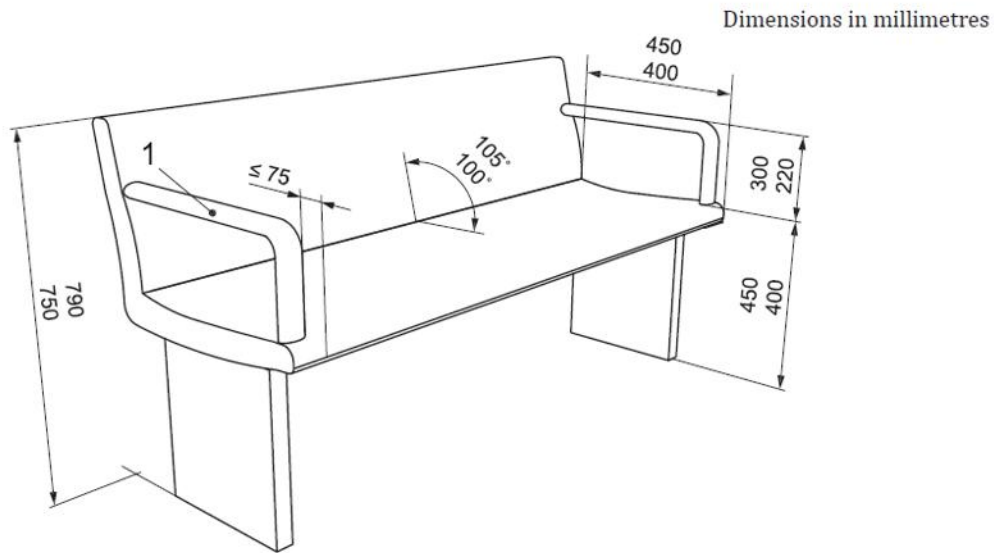


Figure 126: Example of a Bench with Middle Armrests and Back Support



Key

1. Armrests to be omitted on some benches to allow lateral transfer from wheelchairs

Figure 127: Example of a Bench with Armrests and Back Support

Waste Receptacles and Recycling Bins

Waste receptacles and recycling bins should be connected to an exterior accessible path of travel or pedestrian clearway. Controls and operating mechanisms, such as lids and openings, should be provided and have space and reach ranges. The placement of openings should be designed with consideration for persons with low to no vision. Opening should be placed in the same order wherever they are located. For example, the left-side opening should be waste and the right-side opening should be recycling.

- Must be on level, firm, stable, slip-resistant surfaces
- Must have self-closing lids
- Openings must:
 - Face an exterior accessible path of travel
 - Be distinguishable in shape and colour
 - Be mounted between 900 mm and 1100 mm
 - Be operable using a closed fist
- Must have colour and brightness contrast from surroundings
- Must be cane detectable
- Must be large enough to prevent overflow and tripping hazards
- Must be clearly identified with lettering compliant with Section 5.9 Signage and Wayfinding

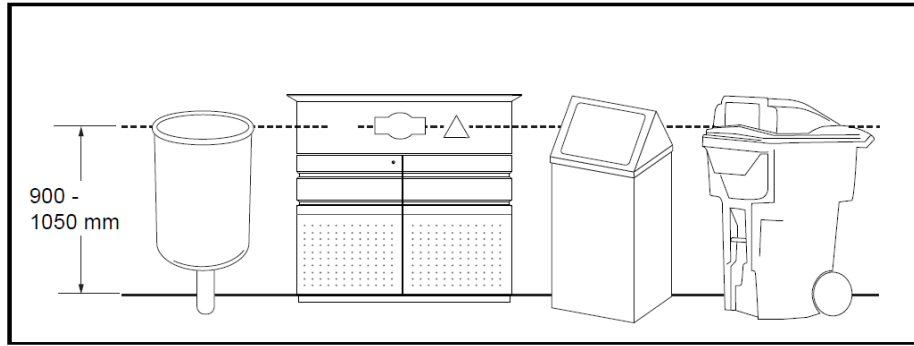


Figure 128: Example of a Waste Receptacles and Recycling Bins

Bollards

- Where possible, should be installed where:
 - A curb does not separate accessible route and access aisle
 - Off-street parking has depressed curbs
- Installation must not reduce clear width requirements (850 mm at entrances, 1500 mm on exterior paths)
- Must be a minimum height of 800 mm
- Must be cane detectable
- Must have visual contrast markings near the top
- Must be placed in line, equally spaced to allow pedestrian passage, including mobility device users
- Must have consistent profile from ground to top
- Must not be linked with ropes or chains
- Flexible bollards that return upright after collisions should be considered near pedestrian crossings

Table 39: Street Furniture at a Glance

Element	Key Requirements / Dimensions	Notes / References
General Furniture	<ul style="list-style-type: none"> • Must not reduce clear width of accessible path (850 mm at entrances, 1500 mm on exterior paths) • Leading edge cane detectable, max 680 mm high • Rounded edges • Controls ≤ 1060 mm • Colour/tonal contrast ≥ 70% • Tall fixtures: two contrast bands (1150 mm seated, 1800 mm standing) 	See Sections 4.2 Accessible Paths of Travel and 5.1 Controls and Operating Mechanisms
Benches & Seats	<ul style="list-style-type: none"> • Adjacent to accessible path • Firm, level, stable approach surface 920 × 1370 mm • Seat height 450–500 mm, depth 450–510 mm • Under-seat setback 150 mm (min.) • Back support 450 mm above seat (5–15° angle) • Armrests 220–300 mm above seat; omit on 20% of benches for lateral transfer • ≥ 70% colour/tonal contrast 	See Section 2.11 Seating, Tables and Work Surfaces and Figures 42–44
Waste Receptacles / Recycling Bins	<ul style="list-style-type: none"> • Firm, stable, slip-resistant surface • Self-closing lids • Openings 900–1100 mm high, operable with closed fist • Openings face accessible path, consistent left/right layout • Colour/shape distinction, cane detectable • Clear labeling per signage standards 	See Sections 5.1 Controls and Operating Mechanisms and 5.9 Signage and Wayfinding
Bollards	<ul style="list-style-type: none"> • Min height 800 mm • Cane detectable • High-contrast markings near top • Even spacing – aligned and unlinked (no chains/ropes) • Must not reduce clear width • Flexible bollards recommended near crossings 	See Figures 102–105 and Section 4.2 Accessible Paths of Travel

Element	Key Requirements / Dimensions	Notes / References
Drinking Fountains / Water Stations	<ul style="list-style-type: none"> • Connected to accessible path but outside clearway • Controls ≤ 1060 mm high • Colour/tonal contrast ≥ 70% 	See Sections 4.2 and 5.1
Bike Racks / Locking Posts	<ul style="list-style-type: none"> • Connected to accessible path but outside travel path • Provide accessible reach and clear ground space 	See Sections 2.1 Space and Reach Requirements and 4.2 Accessible Paths of Travel

5.1 Controls and Operating Mechanisms

Rationale

Controls and operating mechanisms—such as switches, buttons, touchscreens, intercoms, and ICT interfaces—must be designed to be independently usable by all individuals, including those with limited mobility, vision, dexterity, or cognitive ability. These elements are critical for enabling access to public information, services, and spaces.

Designing for appropriate reach, low operating force, clear floor space and multi-sensory feedback ensures equitable access to information, services and spaces.

Application

This section applies to all publicly accessible controls and operating mechanisms, including:

- Light switches, thermostats, and fire alarm pulls
- Intercoms, card readers and security systems
- Self-service kiosks, vending and ticketing machines, payment terminals and ICT touchpoints
- Public information systems and interactive displays

Controls may be located indoors or outdoors and must be reachable from accessible routes.

Design Requirements

Operability

- Controls must be operable with one hand without tight grasping, pinching, or twisting of the wrist
- Maximum operating force: 22 Newtons for user controls, including manual pull stations and typical pushbuttons
- Push-button surfaces must be:
 - Minimum 13 mm diameter and not recessed for general controls
 - Minimum 19 mm for elevator hall and cab buttons where provided

Clear floor space and reach

- Front approach: Clear floor space of 900 mm by 1500 mm
- Side Approach: Clear floor space of 900 mm x 2200 mm

- General reach band to operable portions is 460 to 1050 mm A.F.F. Where an obstruction exists, maintain:
 - 600 mm touch reach
 - 500 mm grasp reach

Mounting heights

- Mount general controls 900 mm to 1200 mm A.F.F.
- Mount thermostats and fire alarm pulls 1200 mm A.F.F. to centreline
- Keep outlets at a minimum height of 400 mm and within forward/side reach bands

Visual, tactile and audible Feedback

- Provide colour or tonal contrast between controls and adjacent surfaces with a target of at least 70% luminance contrast where feasible
- Provide raised symbols or tactile indicators where needed to identify function
- Provide audible and/or visual signals that confirm activation (where applicable)

ICT and Self-Service Devices

- Devices must support multimodal interaction: tactile, visual, audible and optional haptic feedback
- Screens must be mounted between 1200 mm and 1500 mm from the floor and meet the space and reach requirements listed in this section and Section 2.1 Space and Reach Requirements
- Where possible, mitigate glare with matte finished and orientation that avoids direct light sources; use anti-glare coatings where needed
- Provide alternative formats such as large text, Braille/tactile labelling for key controls, audio output, captions for audio-visual media and sign language
- Where feasible, provide a headphone jack and volume control with clear on-screen or tactile labelling where audio is used

Security and Access Systems

- Card readers and intercoms must be mounted at 900 mm to 1100 mm A.F.F. and outside door swing arcs with 600-1500 mm lateral clearance
- Controls must be synchronized with power door operators
- Provide both audible and visual indicators for access confirmation

Environmental and placement considerations

- Ensure controls are located on or adjacent to accessible routes without creating protruding-object hazards

- For outdoor controls, ensure weather protection, non-glare finishes, and reliable winter operation
- Align multiple controls along a consistent height where feasible to aid predictability

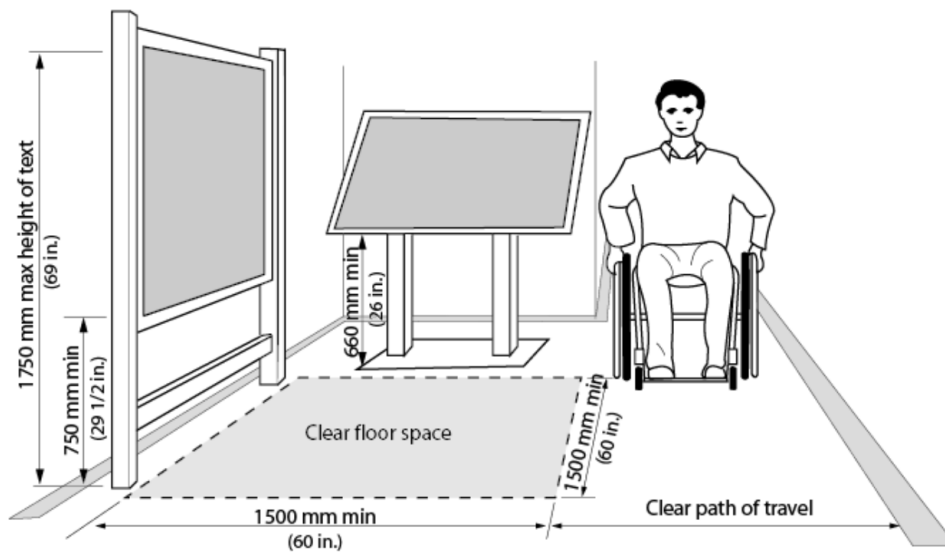
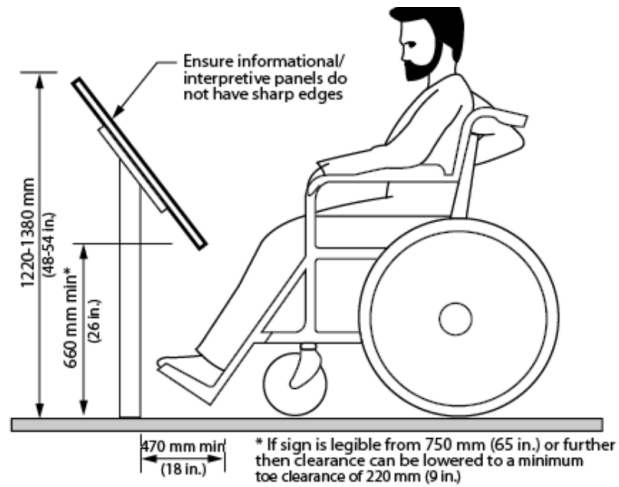


Figure 129: Clear Space and Dimensions Around Information Systems

Table 40: Controls and Operating Mechanisms at a Glance

Element	Key Requirements / Dimensions	Notes / References
Operability	<ul style="list-style-type: none"> • Operable with one hand without tight grasping, pinching or twisting • Max operating force 22 N • Push-button surface ≥ 13 mm (≥ 19 mm for elevator buttons) 	<ul style="list-style-type: none"> • Ensure independent operation • Avoid foot-operated controls
Clear Floor Space and Approach	<ul style="list-style-type: none"> • Front approach 900 × 1500 mm • Side approach 900 × 2200 mm • Unobstructed and firm surface 	<ul style="list-style-type: none"> • May overlap accessible routes • See Section 2.1 Space and Reach Requirements
Reach Ranges / Bands	<ul style="list-style-type: none"> • General reach 460–1050 mm A.F.F. • Where obstruction exists touch reach ≤ 600 mm, grasp reach ≤ 500 mm 	Maintain consistent height along walls
Mounting Heights	<ul style="list-style-type: none"> • General controls 900–1200 mm A.F.F. • Thermostats and fire alarm pulls 1200 mm centreline • Outlets ≥ 400 mm A.F.F. 	Within forward and side reach bands
Visual / Tactile / Audible Feedback	<ul style="list-style-type: none"> • Colour or tonal contrast $\geq 70\%$ • Raised symbols or tactile identifiers • Audible and/or visual confirmation of activation 	<ul style="list-style-type: none"> • Provide multi-sensory feedback • Use non-glare finishes
ICT and Self-Service Devices	<ul style="list-style-type: none"> • Support visual, tactile, audible and optional haptic feedback • Screen mount 1200–1500 mm A.F.F. • Headphone jack and volume control where audio used 	<ul style="list-style-type: none"> • Provide alternative formats (Braille, audio, captions, sign language) • Mitigate glare
Security and Access Systems	<ul style="list-style-type: none"> • Card readers and intercoms 900–1100 mm A.F.F. • Outside door swing with 600–1500 mm lateral clearance • Audible and visual access confirmation 	Synchronize with power door operators

Element	Key Requirements / Dimensions	Notes / References
Environmental and Placement	<ul style="list-style-type: none">• Located along accessible routes• Weather-protected, non-glare surfaces for outdoor controls• Avoid protruding-object hazards	Group controls at consistent heights for predictability

5.2 Assistive Listening Devices

Rationale

Assistive listening devices enhance speech clarity in noisy environments and must be usable by individuals with or without hearing aids. They are essential in spaces where conversation or verbal communication is expected. Providing these devices helps support people who may have difficulty hearing and ensures equitable access to information and services.

In addition, appropriate lighting supports communication for people who rely on lip reading or need enhanced visibility due to vision loss. Adequate, well-controlled lighting improves the ability to follow conversations and enhances the overall accessibility of the space.

Application

This section applies to assembly areas where audible communication is a key part of how the space is used—such as theatres, meeting rooms, classrooms, auditoriums, and similar environments.

These spaces must include a permanently installed assistive listening system when they:

- Accommodate 50 or more people
- Use audio amplification systems
- Have a floor area greater than 100 m² (1080 sq. ft.) and include fixed seating

For smaller or more flexible assembly areas, either a permanently installed system or the infrastructure (such as electrical outlets and wiring) to support a portable assistive listening system must be provided.

At a minimum, 4% of the total seating capacity must have compatible listening receivers available, with no fewer than two receivers provided in any space.

To ensure effective use:

- Ambient noise and other sound sources must not interfere with listening devices
- Dimmer switches and transformer coils must be located to prevent electromagnetic interference with induction loop systems
- In spaces where films are shown, consider providing described video and rear-view captioning to improve accessibility for users with vision or hearing loss

Design Requirements

Signage and notification

- Provide signage that meets the requirements of Section 5.9 Signage and Wayfinding, to inform users that assistive listening systems are available

Types of Assistive Listening Systems

Acceptable types of assistive listening systems include:

- Induction loop systems
- Infrared systems
- FM radio frequency systems
- Bluetooth (Auracast)

System Design Considerations

Induction Loop Systems

- Ensure dimmer switches or controls with transformer coils are placed at least 1200 mm away to avoid electromagnetic interference

Infrared Systems

- Overhead incandescent lighting must be located at least 2500 mm from infrared receivers to avoid interference

FM Systems

- Must be compatible with personal hearing aids
- Provide portable headsets when required

Bluetooth (Auracast)

- Position receiver at height for maximum range
- Signage must indicate availability of Auracast and identify the transmitter or stream name

Seating Requirements for Induction Loops

- The loop must cover at least 50% of the seating area
- Fixed seats connected to the system must be within 15 m of the sound source (e.g., stage or presenter)
- Seats must have an unobstructed view of the event space

Location Requirements

Install assistive listening systems in:

- Classrooms

- Training rooms
- Auditoriums
- Theatres
- Exercise rooms
- Meeting/conference rooms
- Service counters (see 6.7 Service Counters)
- Other assembly spaces:
 - At least 100 m² in size
 - Designed for 25 people or more

Additional Design Criteria

- Systems must include:
 - FM, infrared, induction loop technologies, or Bluetooth (Auracast)
- Systems must be compatible with personal hearing aids or offer accessible headsets
- Maintain minimum spacing of 1500 mm between dimmer switches and induction loops
- Ensure acoustic conditions align with Section 5.5 Acoustics for sound quality

Table 41: Assistive Listening Devices at a Glance

Element	Key Requirements / Dimensions	Notes / References
Applicability	<ul style="list-style-type: none"> • Required in assembly spaces accommodating ≥ 50 people, with audio amplification, or ≥ 100 m² floor area with fixed seating • Smaller spaces can be provide with portable sound systems with assistive listening solution upon request 	Applies to theatres, auditoriums, classrooms, meeting rooms, gyms and similar areas
System Capacity	Provide receivers for at least 4 % of total seating (min 2 receivers per space)	Include compatible headsets for users without hearing aids
Acceptable System Types	<ul style="list-style-type: none"> • Induction loop systems • Infrared systems • FM radio frequency systems • Bluetooth (Auracast) 	Systems must be compatible with personal hearing aids
Induction Loop Systems	Keep dimmer switches / transformer coils ≥ 1200 mm away to prevent	Ensure electromagnetic isolation from nearby wiring

Element	Key Requirements / Dimensions	Notes / References
	interference	
Infrared Systems	Overhead incandescent lighting \geq 2500 mm from receivers	Prevent light-source interference
FM Systems	Compatible with hearing aids / provide portable headsets	Used where loops or infrared are not practical
Bluetooth (Auracast)	Compatible with hearing aids / provide portable headsets	Compatible with personal hearing aids and Bluetooth-enabled mobile devices
Seating Coverage (for loops)	<ul style="list-style-type: none"> • Cover \geq 50 % of seating area • Seats connected to system \leq 15 m from sound source • Clear sightlines required 	Ensure even sound distribution and usability
Environmental Considerations	Minimize ambient noise and electromagnetic interference	Coordinate with Section 5.5 Acoustics
Signage and Notification	<ul style="list-style-type: none"> • Provide signage indicating availability of assistive listening system • Must meet Section 5.9 Signage and Wayfinding 	Use International Symbol for Assistive Listening Systems
Additional Design Criteria	<ul style="list-style-type: none"> • Maintain \geq 1500 mm spacing between dimmer switches and induction loops • Systems must support FM, infrared or induction loop technologies 	Provide accessible volume and balance controls on receivers

5.3 Public Address Systems

Rationale

Public address (PA) systems distribute important messages clearly across large areas. These systems must work in a variety of environments and be usable by everyone, including those with hearing loss or cognitive disabilities.

They should be free from echoes, distortion, or feedback, and background noise should be minimized. For individuals who are deaf or hard of hearing, PA announcements should be supported with visual or alternative formats.

Application

This section applies to all facilities using PA systems for emergency, safety, or operational messaging.

Design Requirements

Speaker Placement

- Install overhead speakers at a minimum height of 2100 mm A.F.F.
- Speaker location is determined in consultation with the City's AV Services team to ensure appropriate audio coverage and compliance with applicable audio intelligibility standards

Sound Coverage and Volume

- Adjust speaker output to 10–15 dB above ambient background noise
- Use directional speakers in noisy zones

Acoustic Treatment

- Use acoustic panels or other sound-absorbing materials in echo-prone areas to meet RT60 range of 0.5s-2.0s

Paging Systems

- Paging systems for staff or other key persons must be discreet and low volume
- Use directional or local speakers in private/semi-private zones to avoid disruption

Table 42: Public Address (PA) Systems At a Glance

Element	Key Requirements / Dimensions	Best Practices / Notes
Speaker Placement	<ul style="list-style-type: none"> • Overhead speakers ≥ 2100 mm A.F.F. • Spacing determined by AV Team per project to maximize coverage 	<ul style="list-style-type: none"> • Avoid placing directly over reflective surfaces • Provide even coverage and minimize dead zones
Sound Coverage & Volume	10–15 dB above ambient background noise	Maintain Speech Transmission Index (STI) ≥ 0.6 • Background noise ≤ 55 dBA where possible
Acoustic Treatment	Use sound-absorbing materials in echo-prone areas to meet RT60 range of 0.5s-2.0s	Install acoustic ceiling tiles or panels to reduce reverberation time to ≤ 0.5 s-1.5s in occupied areas
Paging Systems	<ul style="list-style-type: none"> • Use directional or local speakers in private/semi-private zones • Operate at low volume 	Ensure paging signals do not interfere with assistive listening systems
Visual & Alternative Formats (optional)	Provide visual message boards or text displays for critical announcements • Integrate with emergency alert systems	Complies with Toronto and CSA best practice for redundant communication modes

5.4 Accessible Public Telephones

Rationale

Although mobile phones are widely used, accessible public telephones ensure that everyone—especially those without mobile access—can make calls in public. Design considerations such as reach range, cord length, adjustable volume, and TTY compatibility support individuals with mobility, vision, and hearing disabilities.

Accessible design also prevents wall-mounted telephones from becoming hazards for people with vision loss and ensures all users can operate the phone safely and independently.

Application

This section applies to all:

- Indoor and outdoor public-use telephones
- Coin-operated, coin-less, and courtesy phones
- Telephones regulated by the CRTC

Where public telephones are provided, they must comply with this section. CRTC-regulated phones must comply with all requirements except for signals and controls.

- At least one accessible telephone is required per floor or per bank of phones
- A minimum of 25% of all public telephones must have volume control (never fewer than one)
- Where an interior public payphone is provided, at least one TTY device must also be available
- In detention or correctional facilities, at least one TTY must be available in a secured area

Table 43: Where Telephones are Provided, Number of Accessible Telephones

Number of each type of telephone provided on each floor	Number of accessible telephones for persons who use wheelchairs or scooters	Number of accessible telephones for persons who are deaf, deafened or hard of hearing
1 or more single units	1 per floor	1 per floor
1 bank	1 per floor	1 per floor
2 or more banks	1 per bank Accessible phones may be installed as single units in proximity to (i.e. either visible or with signage) the bank. At least one public telephone per floor shall meet the requirements for a forward reach telephone.	1 per bank Accessible phones may be installed as single units in proximity to (i.e. either visible or with signage) the bank. At least one public telephone per floor shall meet the requirements for a forward reach telephone.

Note: A bank consists of two or more adjacent public telephones, often installed as a unit.

Design Requirements

Location and Access

- Must be located along an accessible route
- Telephone hardware must comply with 2.6 Overhead and Protruding Objects

Accessible Path of Travel

- Ensure a continuous, unobstructed route to all accessible telephones

Clear Floor Space

- For front approach: minimum 900 mm x 1500 mm
- For parallel approach: as per Figures 131 and 132

Shelves and Reach Ranges

- Shelf: minimum 500 mm wide x 350 mm deep
- Clearance above shelf: minimum 250 mm
- Shelf height: between 775 mm and 875 mm
- Knee/toe clearance:
 - Height: min. 740 mm
 - Depth: 500 mm
 - Width: 900 mm

Handsets and Controls

- Push-button controls with high contrast and matte finish
- Handset cord length: minimum 1000 mm
- Illuminated at 200 lux at shelf and controls
- Mount all operable parts no higher than 1050 mm
- Must comply with CSA Standard T515

TTY Devices

- TTYs must be permanently mounted within or beside the enclosure
- Must include acoustic couplers and accessible outlets for power

New Technology

- Consider video relay systems or other evolving accessibility tools

Identification and Signage

- Clearly identify accessible phones with appropriate symbols (mobility, deaf/hard of hearing)
- Signage must meet 3.2.1 for wayfinding and be provided for TTYs and accessible phones

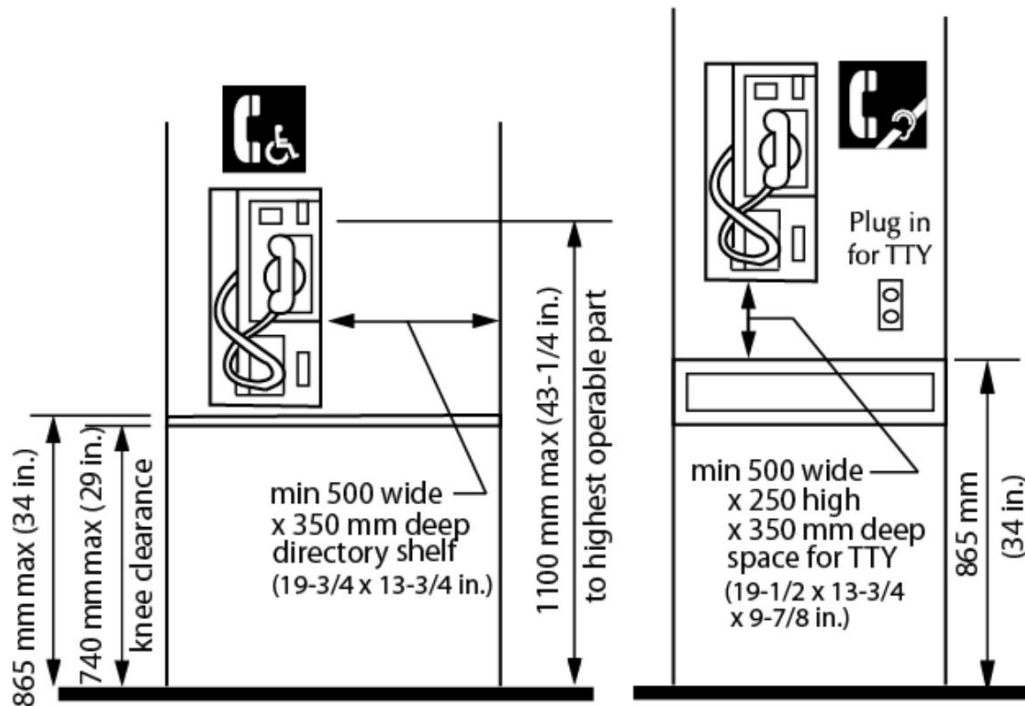


Figure 130: Accessible Telephone for Seated User and Accessible Telephone for Individuals who are Deaf, Deafened, Hard of Hearing or Speech-Impaired

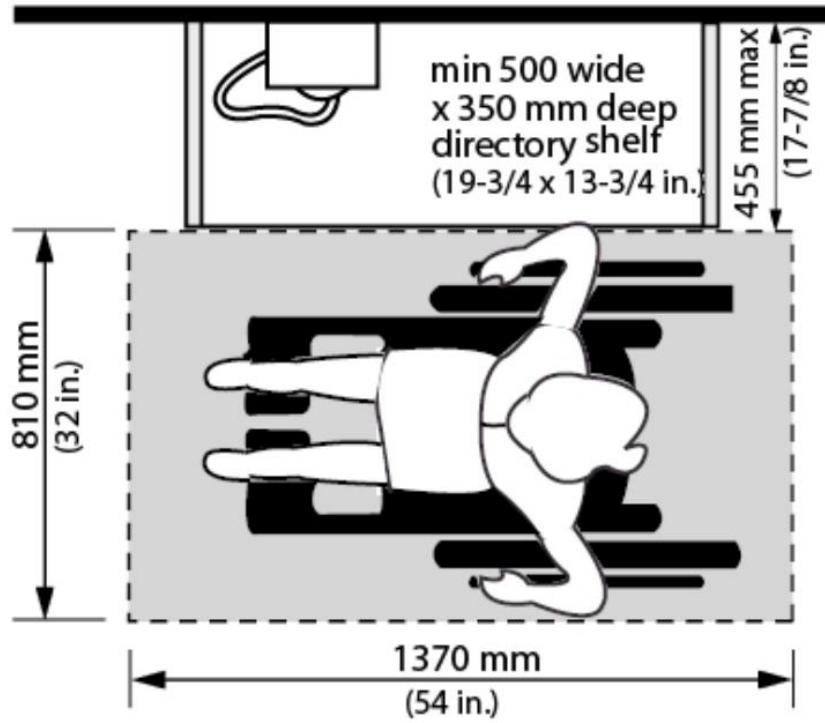


Figure 131: Parallel Approach to a Public Telephone

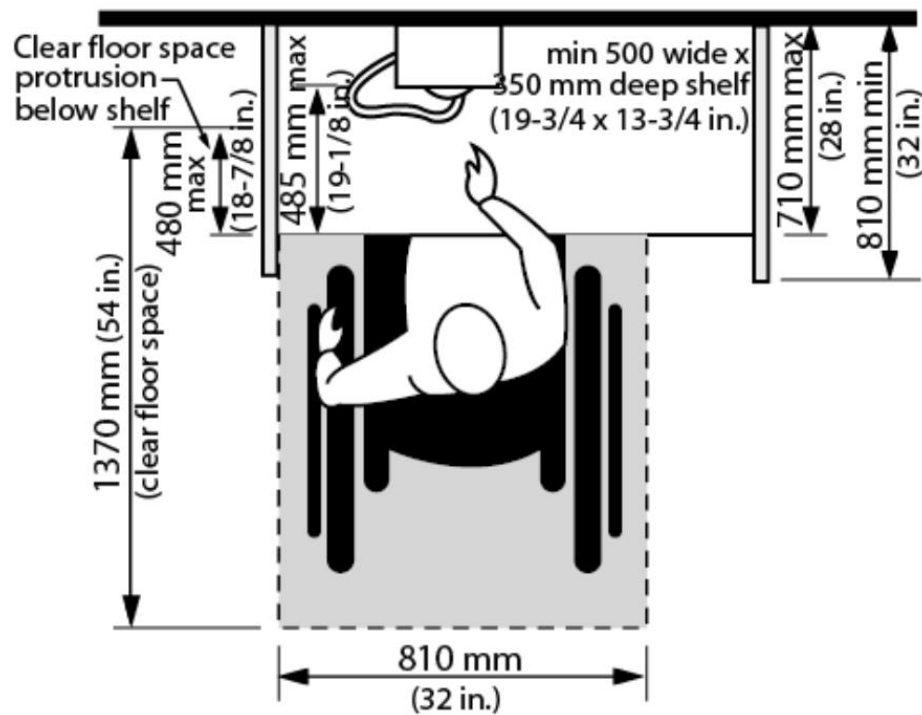


Figure 132: Forward Approach to a Public Telephone

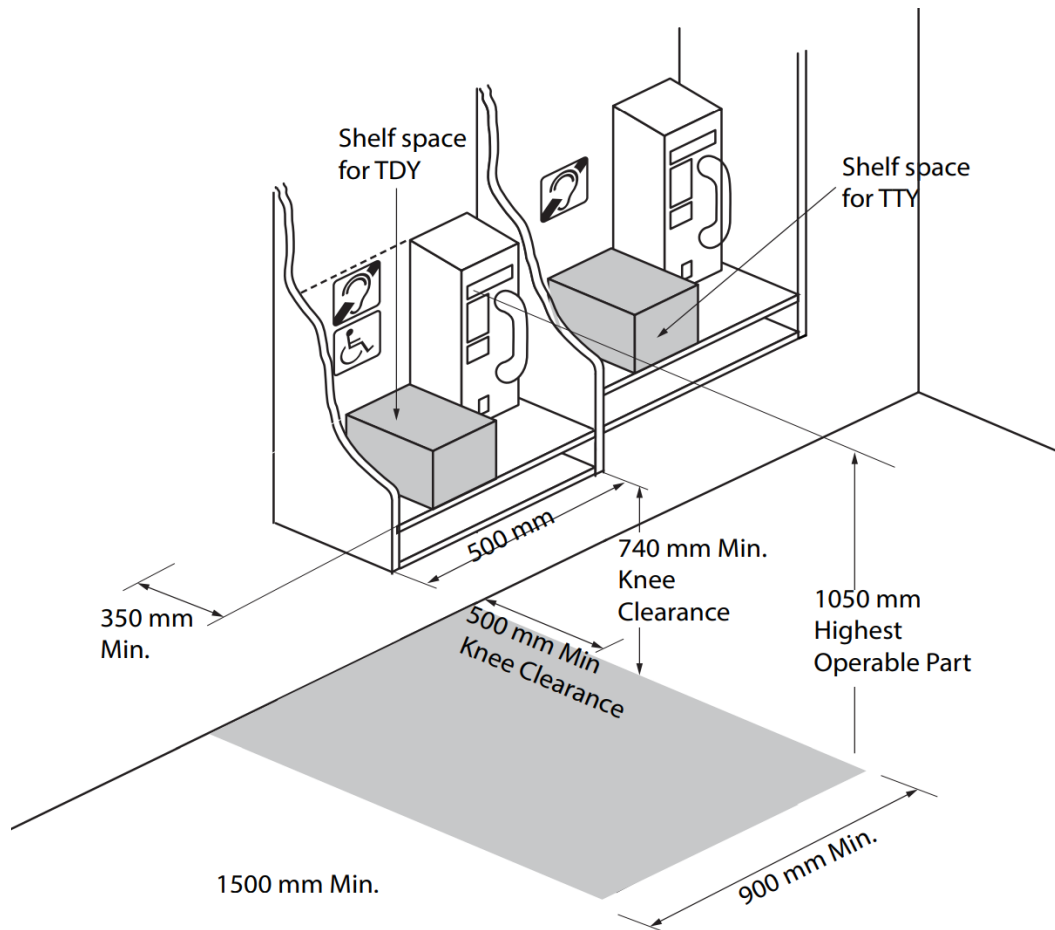


Figure 133: Public Telephones

Table 44: Public Telephones at a Glance

Element	Key Requirements / Dimensions	Notes / References
Accessible Telephones (General)	<ul style="list-style-type: none"> • Located on accessible route • 1 per floor or per bank • ≥ 25 % with volume control • TTY at each interior location 	See Table 43 for required numbers
Clear Floor Space	<ul style="list-style-type: none"> • Front = 900 × 1500 mm • Parallel = per Fig 4.4.5.3–4 • Knee 740 mm H × 500 mm D × 900 mm W 	Maintain unobstructed approach
Shelf & Reach	<ul style="list-style-type: none"> • Shelf 500 W × 350 D • Height 775–875 mm • Clearance ≥ 250 mm • Reach 460–1050 mm A.F.F. 	

Element	Key Requirements / Dimensions	Notes / References
Handsets / Controls	<ul style="list-style-type: none"> • High-contrast push buttons • Cord \geq 1000 mm • Lighting \geq 200 lux • Operable \leq 1050 mm • Force \leq 22 N 	Must comply CSA T515
TTY Devices	<ul style="list-style-type: none"> • Permanently mounted • Acoustic couplers • Accessible outlets • Adjacent to phone 	One per floor or bank minimum
Signage / Identification	<ul style="list-style-type: none"> • Accessibility symbols • Meets Section 5.9 Signage & Wayfinding 	Include mobility and deaf/hard-of-hearing symbols
Lighting & Safety	<ul style="list-style-type: none"> • Illumination \geq 200 lux at controls • No protruding hazards 	Aligns with universal design principles

5.5 Acoustics

Rationale

Sound is an essential part of how people experience spaces. For some, it's about hearing speech clearly in a meeting. For others, it's about avoiding sensory overload in noisy areas. For people who are blind or have low vision, sound also acts as a wayfinding tool. Inclusive acoustic design makes spaces easier to navigate, more comfortable to use, and more welcoming for everyone.

Application

These requirements apply to publicly accessible spaces, especially those where communication or orientation depends on clear sound, such as lobbies, service counters, classrooms, auditoriums, and large open areas.

Design Requirements

Limit background noise

- Select mechanical systems and equipment designed for quiet operation (where possible)
- Isolate or buffer noisy areas (e.g., mechanical rooms, busy corridors) from quieter spaces

Reduce echoes and reverberation

- Use acoustic ceiling tiles, wall panels, and soft floor finishes where possible
- Avoid untreated parallel hard surfaces that bounce sound back and forth
- Use layouts that limit sound transmission between adjacent rooms where privacy is important
- Where sound privacy is required (e.g., interview rooms, counselling areas, customer service spaces), use partitions or acoustic baffles to achieve adequate speech privacy without impairing accessibility

Improve speech clarity

- Balance sound-absorbing and sound-reflecting surfaces
- Support the use of assistive listening systems (e.g., induction loops, FM systems, infrared) in spaces where sound amplification is provided, such as meeting rooms and auditoriums

Support orientation by sound

- Allow for subtle differences in floor and wall finishes so that spaces sound distinct without being confusing

Ensure public announcements are intelligible

- Use zoned public address systems
- Test speech intelligibility during commissioning
- Ensure PA systems integrate with assistive listening systems or have equivalent visual notification options

Technical Note – Acoustic Performance Targets

While this standard focuses on accessibility considerations, detailed acoustic performance targets (such as reverberation time, background noise and speech transmission indices) should be determined by qualified acoustical consultants. These targets should be consistent with recognized standards and certification systems, such as:

- **CSA Z317.2** (special requirements for healthcare facilities)
- **ISO 3382 / ISO 16283** (measurement of reverberation and sound insulation)
- **WELL Building Standard** - Sound concept (comfort feature)
- **LEED v4/v5** - Acoustic performance credit (schools, healthcare and workplaces)

Design teams are encouraged to apply these benchmarks where relevant to ensure high quality, equitable, and sustainable acoustic environments.

Table 45: Acoustics at a Glance

Feature	Minimum / Recommended Dimensions	Notes / Key Requirements
Background Noise Control	N/A	<ul style="list-style-type: none"> • Select quiet mechanical / electrical systems • Isolate noisy spaces from quiet ones • Maintain consistent ambient sound levels for comfort
Echo & Reverberation Reduction	N/A	<ul style="list-style-type: none"> • Use acoustic ceiling tiles, wall panels, or soft floor finishes • Avoid untreated parallel hard surfaces • Introduce baffles or absorptive materials where needed

Feature	Minimum / Recommended Dimensions	Notes / Key Requirements
Speech Clarity	N/A	<ul style="list-style-type: none"> • Balance reflective and absorptive surfaces • Provide assistive listening systems in amplified spaces (induction loop, FM, infrared)
Orientation by Sound	N/A	<ul style="list-style-type: none"> • Use subtle material or layout differences for distinguishable auditory cues • Avoid confusing or competing sound sources
Public Announcements	N/A	<ul style="list-style-type: none"> • Use zoned PA systems • Test speech intelligibility • Integrate with assistive listening or visual alert systems
Assistive Listening Systems	As per CSA Z614, ISO 3382 / 16283, WELL, LEED	<ul style="list-style-type: none"> • Provide in meeting rooms, auditoriums, or amplified spaces • Include signage per Section 5.9 Signage and Wayfinding
Technical Performance Benchmarks	Referenced Standards	Use CSA Z317.2 (healthcare), ISO 3382 / 16283 for measurement, WELL and LEED for acoustic criteria

5.6 Security Systems

Rationale

Security is not just about keeping people out — it's about making sure everyone who belongs can get in, safely and independently. Card readers, keypads, and other systems should be easy to reach, simple to use, and provide clear confirmation. When designed inclusively, security systems protect people while supporting dignity, independence, and comfort.

Application

Applies to all entrances, exits, secured rooms, and public service areas that require controlled access.

Design Considerations

Accessible Path of Travel

- Provide a continuous, unobstructed route to security controls and card access points
- Ensure clear floor space for users of mobility devices (See Section 2.1 Space and Reach Requirements)

Control Design and Placement

- Install card readers, keypads, or sensors within accessible reach ranges for seated and standing users (generally 900 to 1200 mm A.F.F.)
- Mount controls a minimum of 600 mm laterally from the arc of any door swing (see Figure 134)
- Ensure controls can be operated with one hand without tight grasping, pinching, or twisting
- Provide tactile or raised markings on keypads and controls
- Refer to Section 5.1 Controls and Operating Mechanisms for detailed reach ranges and operability criteria

Feedback and Usability

- Provide both visual and audible confirmation when access is granted or denied
- Ensure alarms or notifications are distinct and easy to recognize
- Where possible, use high visual contrast between controls and background surfaces to aid visibility and predictability

Safety and Security

- Provide timed entry settings that allow sufficient time for users with disabilities
- Ensure alternative or emergency access options are available in case of system failure
- Security features must include fail-safe, automatic release mechanisms that disengage during fire alarm activation, power failure, or other emergencies

Durability and Maintenance

- Use durable materials suitable for high use and outdoor conditions
- Ensure weather protection and non-glare finishes for exterior devices
- Regularly test systems for accessibility, functionality, and reliability

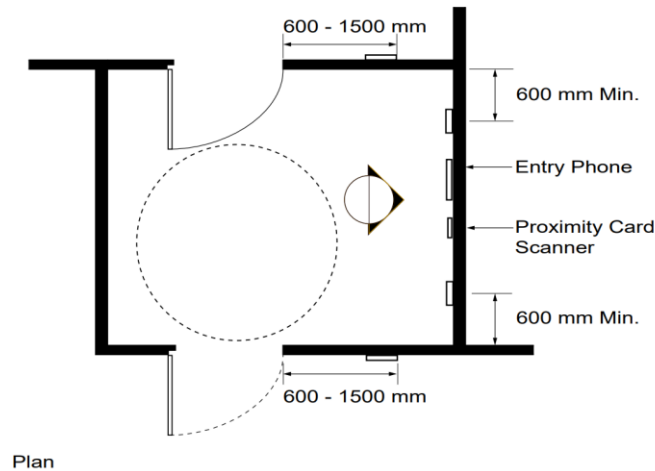


Figure 134: Card Access and Building Security Systems - Plan View

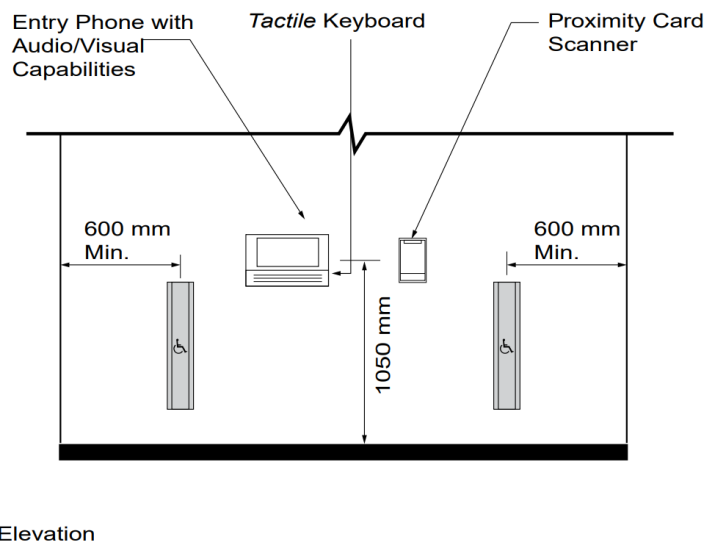


Figure 135: Card Access and Building Security Systems - Elevation View

Technical Note – Security and Access Control Standards

While this manual sets accessibility requirements, detailed specifications for security systems (such as detection ranges, keypad layouts, or lighting levels) should follow recognized standards and industry best practices, including:

- CSA B651 (Accessible design for the built environment)
- ISO 21542 (Building construction – Accessibility and usability of the built environment)
- UL 294 (Access control system units)
- CPTED (Crime Prevention Through Environmental Design guidelines)

Design teams should apply these standards and involve security and accessibility specialists to ensure systems are both secure and inclusive.

Cross-Reference Note

Card access and security systems must be designed in coordination with fire and life safety systems. Access-controlled doors and secured areas must not create barriers to emergency egress, and all security features should release or override automatically in the event of fire alarm activation, power failure, or other emergencies.

See also: Section 5.7 Fire and Life Safety Systems.

Table 46: Security Systems at a Glance

Feature / Element	Requirement / Recommended Range	Notes / Best Practices
Accessible Path of Travel	Continuous, unobstructed route to controls and access points	Must connect to exterior/interior accessible routes per Section 2.1
Mounting Height	900 – 1200 mm A.F.F.	Within reach range for seated and standing users
Clearance from Door Swing	≥ 600 mm lateral clearance from door swing arc	Prevents collision and ensures approach access
Clear Floor Space	900 × 1500 mm (front); 900 × 2200 mm (side)	As per Section 2.1 Space and Reach Requirements
Operability	<ul style="list-style-type: none"> • One-hand use • No tight grasping, pinching, or twisting 	Refer to Section 5.1 Controls and Operating Mechanisms
Feedback	Visual + audible confirmation of granted/denied access	<ul style="list-style-type: none"> • Colour contrast recommended • Feedback distinct from alarms

Feature / Element	Requirement / Recommended Range	Notes / Best Practices
Timed Entry	Adjustable to accommodate users with disabilities	Allow sufficient time for mobility device users
Emergency Override	<ul style="list-style-type: none"> • Fail-safe • Automatic release during fire alarm or power failure 	<ul style="list-style-type: none"> • Must not impede egress • Fail-safe design required
Durability / Maintenance	<ul style="list-style-type: none"> • Weather- and tamper-resistant materials • Routine testing 	For exterior use, provide weather protection and non-glare finishes
Applicable Standards	CSA B651, ISO 21542, UL 294, CPTED	Apply through coordination with security/access consultant

5.7 Fire and Life Safety Systems

Rationale

All municipal facilities must ensure safe, timely evacuation for every occupant. Fire and life safety systems provide clearly marked, protected evacuation routes and temporary safe waiting areas (Areas of Refuge) for individuals who cannot use stairs.

Designing these systems with accessibility, redundancy and inclusivity in mind protects all users — including those with mobility, sensory or cognitive disabilities — while supporting the principles of universal design.

Application

This section applies to all newly constructed and renovated municipal facilities where emergency evacuation is required.

Areas of Refuge and accessible emergency exits must be provided in buildings where:

- Multi-storey buildings above or below grade
- Layouts are complex or contain multiple exits
- Some occupants may need assistance or additional time to evacuate

Emergency evacuation strategies must address the needs of individuals who:

- Use mobility devices
- Are blind or have low vision
- Are deaf, deafened or hard of hearing
- Have cognitive or other disabilities
- Staff and visitors unfamiliar with the facility

Design Requirements

All fire alarm system components, installation, placement, performance and audibility/visibility requirements must comply with the Ontario Building Code (OBC) and CAN/ULC-S524, Installation of Fire Alarm Systems.

This standard governs device location, installation height, sound pressure levels, visual signal synchronisation and system integration. FADS requirements are intended to complement — not override — CAN/ULC-S524.

Accessible Emergency Routes

- Provide at least one accessible route per floor connecting to a safe exit or Area of Refuge
- Minimum width 1100 mm; firm, stable, non-slip surfaces
- Equipped with emergency lighting and tactile wayfinding (see Section 5.9 Signage and Wayfinding)
- Routes should minimize travel distance and avoid obstacles

Areas of Refuge (AR)

Areas of Refuge are temporary safe waiting spaces for evacuation, allowing occupants unable to use stairs to wait for assistance from emergency personnel.

Quantity

- Provide ARs on every floor without direct accessible exit
- Minimum number of ARs per floor based on Table 47

Table 47: Minimum number of Areas of Refuge

Occupancy Load	Minimum ARs
1–400	2
Over 400	3 plus 1 for each additional 200 occupants beyond 400

Location

- Located on an accessible route
- Direct connection to a firefighter’s elevator preferred, or adjacent to a fire-rated exit stairwell
- Door must comply with Section 3.2 Doors and Doorways

Design and Layout

- Minimum clear floor area 920 mm by 1500 mm
- Smoke-protected and fire-rated enclosure
- Integrated into the facility’s fire safety plan

Signage

- High contrast signage with tactile characters and Braille
- Clearly identifies “AREAS OF REFUGE” (See section 5.9 Signage and Wayfinding)
- Mounted in visible, consistent locations

Communication and Emergency Features

- Two-way communication system connected to central monitoring (e.g., reception, security)
- Both visual and audible emergency alarms

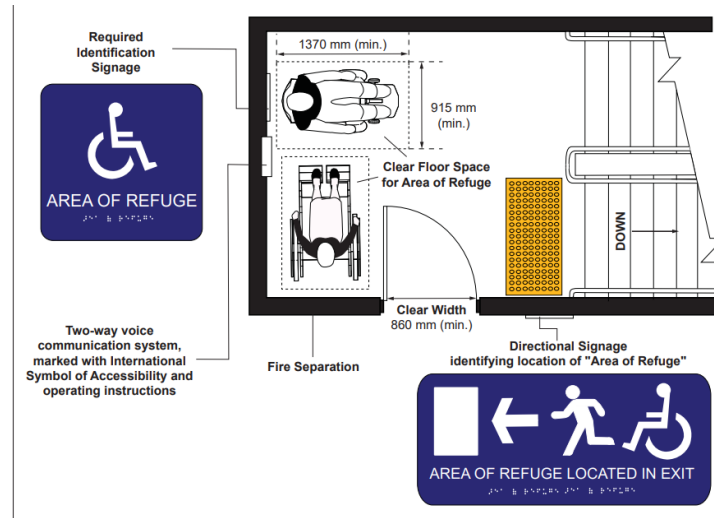


Figure 136: Area of Rescue Assistance

Fire Evacuation Staircases

- Fire-rated, protected stairwells connecting all floors
- Minimum width 1100 mm, minimum head clearance 2100 mm
- Landings allow turning for mobility devices, minimum 1500 mm by 1500 mm where possible
- Tactile walking surface indicators (TWSI) at top and bottom of stairs
- High-contrast edges on treads and risers
- Handrails extend 300 mm beyond top and bottom steps
- Lever-style handles, tactile/Braille signage
- Emergency lighting connected to battery or generator backup

Emergency Alarms

- Visual alarms (strobes) for persons who are deaf or hard of hearing
- Provide audible alarms that are at least 15dB above ambient noise, without exceeding maximum sound pressure limits defined in CAN/ULC-S524
- All devices must be connected to the fire alarm control panel and backup power
- Install alarms in:
 - All public-use and assembly spaces

- Corridors and lobbies
- Washrooms
- Meeting rooms and multi-purpose spaces
- Areas of Refuge

Alarm systems must comply with the Ontario Building Code and be integrated with facility fire and life safety systems.

Note: Designers must ensure that both minimum audibility (≥ 15 dB above ambient) and maximum allowable dB thresholds are met. Excessively loud alarms can cause harm and may violate CAN/ULC-S524 and OHSA requirements

Fire Safety and Evacuation Plans

- Develop and post a Fire and Life Safety Evacuation Plan addressing the needs of occupants with disabilities
- For floors above or below grade, specify preferred evacuation strategies (e.g., buddy system)
- Post base of plans no higher than 1200 mm A.F.F. with minimum 14 pt font size
- Provide alternate formats upon request (large print, Braille or digital)
- Install signage to identify location of evacuation plans

Emergency Equipment Placement

- Mount emergency and life safety controls between 900–1100 mm A.F.F. (e.g., fire extinguishers, first aid kits, defibrillators)
- Manual fire alarm pull stations mounted at 1200 mm A.F.F.
 - Provide clear floor space 915 mm × 1370 mm
 - Operable with one hand, no tight grasping, pinching, or twisting
 - Maximum activation force 22.2 N

Optional Redundancies

- Smoke-protected lifts for evacuation in tall buildings
- Battery or generator backup for communication and alarms
- Integration with broader emergency and accessibility plans

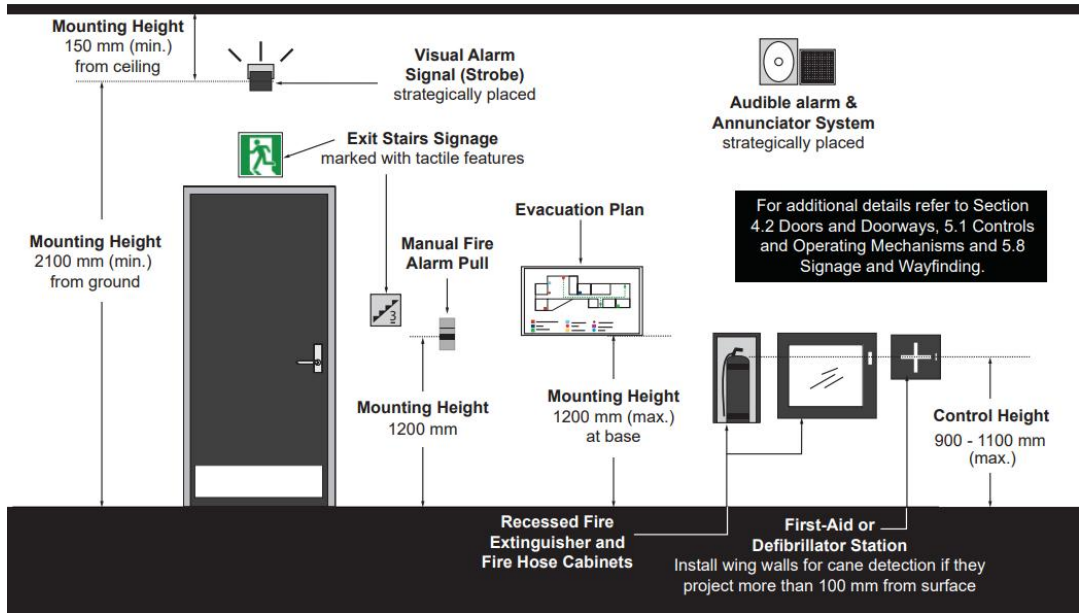


Figure 137: Fire Safety and Evacuation Features - Elevation View

Table 48: Fire and Life Safety Systems at a Glance

Feature / Element	Minimum / Recommended Requirements	Notes / Best Practices
Accessible Routes	<ul style="list-style-type: none"> • ≥ 1100 mm width; firm, stable, non-slip • Emergency lighting 	<ul style="list-style-type: none"> • Minimize distance • Avoid obstacles • Provide tactile wayfinding
Areas of Refuge	<ul style="list-style-type: none"> • ≥ 920 mm \times 1500 mm • Smoke-protected • On accessible route 	<ul style="list-style-type: none"> • Two-way communication • Signage with tactile + Braille • Visual/audible alarms
Minimum AR Count	<ul style="list-style-type: none"> • 1–400 occupants = 2 • $>400 = 3 + 1$ per 200 additional 	Per Table 47 – adjust by occupant load
Staircases	<ul style="list-style-type: none"> • Width ≥ 1100 mm • Headroom ≥ 2100 mm • Landings $\geq 1500 \times 1500$ mm 	<ul style="list-style-type: none"> • TWSIs at top/bottom • High-contrast edges • Handrails extend 300 mm
Emergency Alarms	Visual (strobes) + audible ≥ 15 dB above ambient	<ul style="list-style-type: none"> • Installed in all public, circulation, and AR spaces • Backup power required

Feature / Element	Minimum / Recommended Requirements	Notes / Best Practices
Fire Plans / Signage	<ul style="list-style-type: none"> • Plans ≤ 1200 mm A.F.F. • Min 14 pt font • Alt formats available 	<ul style="list-style-type: none"> • Identify location of plans • Integrate with emergency preparedness plan
Emergency Controls	<ul style="list-style-type: none"> • Mount 900–1100 mm A.F.F. (fire extinguishers, AEDs) • Pull stations 1200 mm 	<ul style="list-style-type: none"> • Clear space 915 × 1370 mm • Operable with ≤ 22 N force
Power / Backup	Generator or battery backups for lighting and alarms	Recommended for high occupancy facilities
Integration	Coordinate security and fire systems for safe override	Access doors must release automatically during emergencies

5.8 Lighting

Rationale

Good lighting is essential for safe, comfortable and independent use of facilities. Proper illumination helps people navigate, recognize hazards, read signage, and communicate effectively.

Lighting plays a critical role for individuals with low vision, hearing loss (supporting lip reading and sign language) or cognitive disabilities who may rely on consistent, glare-free lighting for orientation and comfort.

Application

Applies to interior and exterior public spaces including:

- Entrances and exits
- Paths of travel (indoor and outdoor)
- Stairs and ramps
- Service areas and washrooms
- Meeting rooms and assembly spaces

Design Requirements

General Principles

- Provide consistent, evenly distributed lighting in circulation areas, entrances and task spaces
- Avoid glare, sharp contrasts, or abrupt changes in light levels that may cause discomfort or disorientation
- Ensure sufficient lighting to support safe navigation on stairs, ramps, and other level changes

Exterior Lighting

- Illuminate accessible routes, pedestrian crossings, parking areas and building entrances
- Position fixtures to minimize glare and shadows
- Use weather-resistant fixtures appropriate for Canadian winter conditions
- Coordinate lighting design with accessible wayfinding and security systems for safety and visibility

Interior Lighting

- Provide uniform lighting levels in corridors, lobbies and gathering areas
- Include task lighting at work surfaces, service counters and washrooms
- Provide dimmable or adjustable lighting in meeting rooms, assembly areas and performance spaces to accommodate interpreters, presenters or visual media use

Accessibility Considerations

- Ensure lighting enhances visibility of signage, entrances, hazards and changes in elevation
- Provide vertical illumination where face-to-face communication, lip reading or facial recognition occurs
- Avoid lighting that causes reflections or obscures glazing; use frosted markings or decals to make transparent walls visible
- Position luminaires to minimize flicker and shadows on accessible routes

Reference – Typical Minimum Illumination Levels

(measured at ground/task level)

The following values represent minimum illumination levels for common spaces to support accessibility and safety. Designers should reference IESNA, CSA and WELL standards for detailed performance targets.

- **Exterior:** Lighting should support safe access from parking areas, sidewalks, and drop-off zones to building entrances, minimizing glare and shadows
- **Interior:** Lighting should provide consistent, even illumination in circulation areas and task spaces, with adjustments available where user needs vary

Table 49: Minimum Illumination Levels

Location / Task Area	Minimum Lighting Level (lux)	Notes
Entrances (indoor & outdoor)	100	Ensure gradual transition between interior and exterior lighting levels
Accessible paths of travel (indoor & outdoor, including stairs and ramps)	50	<ul style="list-style-type: none"> • Consistent, even lighting • Avoid glare and shadows
Parking areas & passenger drop-off	30	Improve visibility and safety in exterior circulation

Location / Task Area	Minimum Lighting Level (lux)	Notes
Washrooms & change rooms	200	<ul style="list-style-type: none"> • Even distribution • Avoid glare from mirrors or reflective surfaces
Service counters / reception desks	300	<ul style="list-style-type: none"> • Measured at task surface • Support face-to-face communication
Offices / work areas	300–500	Higher levels may be needed for detailed visual tasks
Meeting & assembly rooms	200 (general) / adjustable	Provide dimming/zoning to accommodate interpreters, presentations

*Values are minimums; higher lighting may be required for specific users or tasks

Technical Note – Lighting Performance Standards

This section outlines accessibility outcomes. Detailed lighting performance specifications (e.g., lux levels, glare ratings color rendering) should be developed by qualified lighting designers in accordance with recognized standards, such as:

- **IESNA** (Illuminating Engineering Society of North America) Lighting Handbook
- **CSA B651** (Accessible Design for the Built Environment)
- **CIE** (Commission Internationale de l'Éclairage) glare and contrast assessment methods
- **WELL Building Standard** - Lighting Comfort features

Design teams should apply these benchmarks to ensure lighting is safe, comfortable and inclusive for all users.

Table 50: Lighting at a Glance

Feature / Element	Minimum / Recommended Standard	Key Notes / Accessibility Focus
Illumination Consistency	Even light distribution throughout circulation areas	Avoid abrupt changes in brightness or color temperature
Glare & Contrast	Minimize glare and reflective surfaces	Use matte finishes and indirect lighting
Exterior Lighting	≥30 lux on routes and drop-off areas	Weather-resistant fixtures Avoid shadows

Feature / Element	Minimum / Recommended Standard	Key Notes / Accessibility Focus
Interior Lighting	≥50 lux on accessible paths	Ensure uniform coverage and visual comfort
Task Lighting	200–500 lux depending on activity	Provide adjustable fixtures for user needs
Vertical Illumination	Required at communication and service points	Supports lip reading, facial visibility, and safety
Lighting Controls	Dimmable, user-adjustable, accessible placement (900–1200 mm)	Support flexible use and energy efficiency
Glazing & Transparency	Provide markings or contrast strips	Prevent collisions and improve visibility
Design Standards	IESNA, CSA B651, WELL, CIE	Follow professional lighting design best practices

5.9 Signage and Wayfinding

Rationale

Wayfinding and signage provide clear, consistent, and accessible guidance for all users, including individuals with mobility, vision, or cognitive limitations.

Effective signage promotes safety, independence and confidence when navigating public spaces, reducing confusion and supporting equitable access for all.

Application

This section applies to all signage within City-owned or leased public facilities including:

- Buildings and facilities operated by the City
- Transit stations, terminals and platforms
- Parking facilities and garages
- Self-service or interactive kiosks and digital information systems

Note: Where possible, the same principles should extend to signage and wayfinding in public spaces such as parks, trails and exterior pathways.

General Principles

- Apply universal design to ensure all users can perceive and understand information
- Present information in multiple modalities: visual, tactile and auditory
- Maintain consistency in terminology, colours, symbols and placement
- Use intuitive layouts and clear directional cues to minimize cognitive load
- Provide directional, regulatory, and informational signage where required
- Provide redundancy: reinforce messages across signs, tactile surfaces, floor markings and digital displays
- Offer maps, directories and digital wayfinding tools where appropriate to support navigation in complex environments

Signage Design Requirements

Text and Typography

- Use clear, sans-serif fonts for maximum legibility
- Minimum character height: 16 mm for tactile signs, 40 mm for directional signs
- Minimum contrast ratio of 70% between text and background

- Use sentence case (first letter uppercase, remaining lowercase), for all room identification and directional signage to improve legibility for people with low vision
- All-uppercase may be used only for non-wayfinding applications, such as workstation nameplates, cubicle markers and internal labels not intended for independent navigation
 - Avoid all-uppercase text, as it reduces legibility for users with dyslexia or other learning disabilities
- This requirement aligns with CNIB Clear Print, ADA 703, and CSA B651 readability best practices

Table 51: Character Height and Viewing Distance

Minimum Character Height (mm)	Maximum Viewing Distance (mm)
200	6000
150	4600
100	2500
75	2300
50	1500
25	750

Tactile and Braille (interior signs only)

- Required on all room identification, directional and safety signs
- Braille: Grade 2 standard
- Raised characters: 6 mm high, 1.5 mm minimum stroke width
- Mounting height: 900-1200 mm from finished floor to baseline of tactile characters

Tactile/Braille signage is required for permanent rooms and spaces that users may need to independently locate. Cubicle nameplates and non-permanent workstation signs are exempt.

Symbols and Pictograms

- Use internationally recognized or City approved symbols (where feasible)
- Maintain minimum 70% contrast and minimum 150 mm symbol height
- Provide redundant text labels for clarity, where appropriate
- Include International Symbol of Accessibility (ISA) where applicable

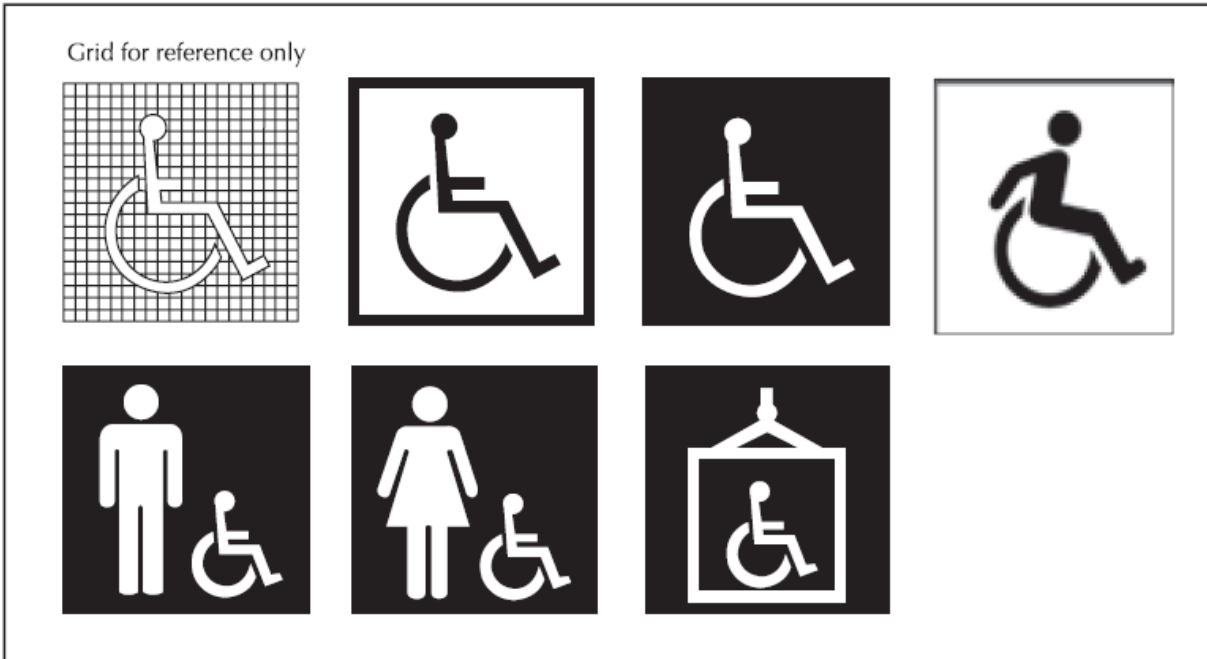


Figure 138: Wayfinding Principles – International Symbols of Accessibility

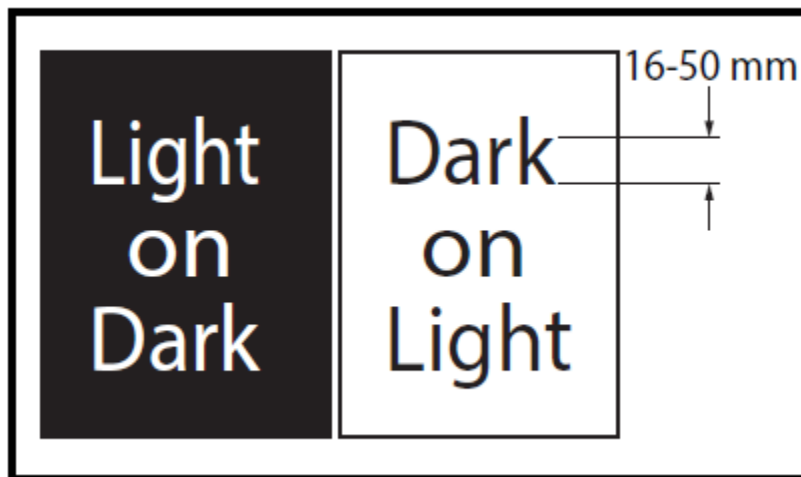


Figure 139: Colour Contrast on Signs

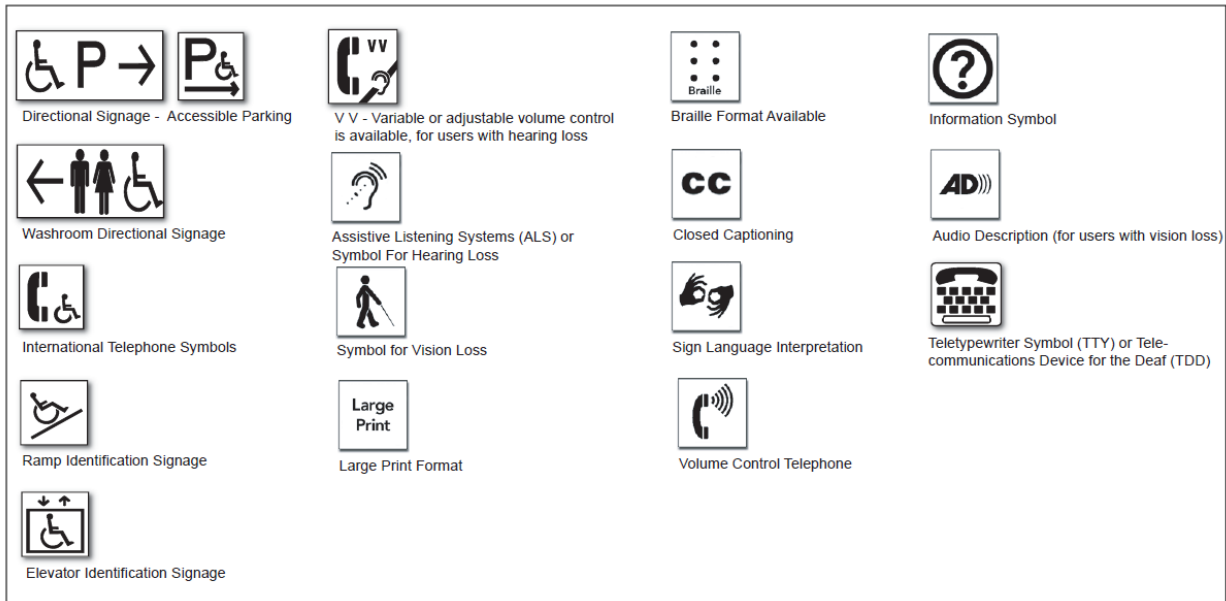


Figure 140: Pictograms

Illumination

- Signs must be evenly lit without glare, where possible
- Use backlit or internally illuminated signs in low-light conditions
- Avoid reflections from glossy or metallic finishes

Placement and Mounting

- Directional signage: 1200-1600 mm from floor to baseline of text
- Maintain clear floor space of 750 mm in front of signage
- Ensure signage is visible from main circulation paths and free of obstructions
- Avoid placing signs behind fixtures, doors or in areas prone to obstruction

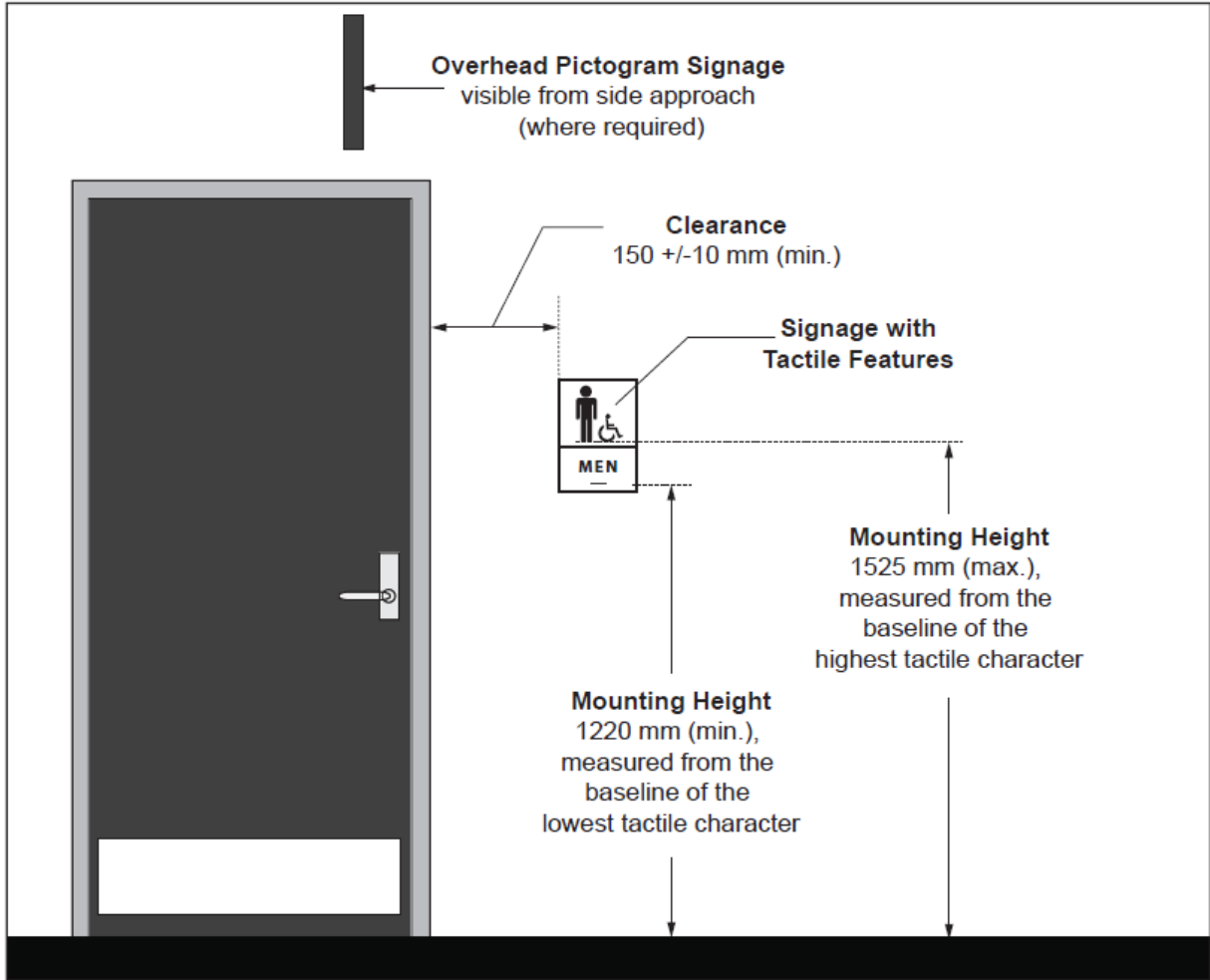


Figure 141: Mounting Location of Signage with Tactile Features

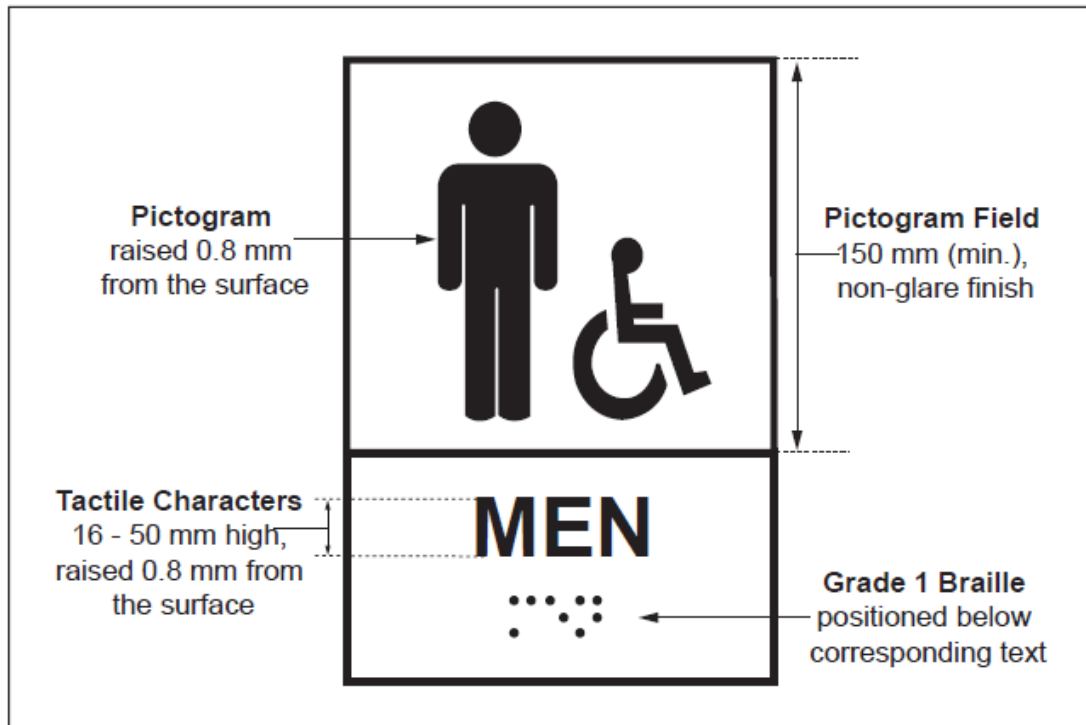


Figure 142: Signage with Tactile Features

Wayfinding Strategy

Zoning and Colour-Coding

- Assign distinct colour zones by floor or function
- Colours must meet minimum contrast ratio of 70% with surroundings

Landmarks and Visual cues

- Integrate architectural features, murals or lighting to reinforce orientation, where possible
- Provide tactile paths or floor markings where appropriate for continuous guidance

Auditory Guidance

- Provide audible cues in elevators, transit stations and large facilities
- Include auditory alerts for hazards, wayfinding or arrival notifications, where possible

Digital and Interactive Signage

- Ensure touchscreen kiosks are usable from both seated and standing positions
- Provide auditory output, screen reader compatibility and step-by-step routing
- Where provided, include zoomable maps and high contrast viewing modes

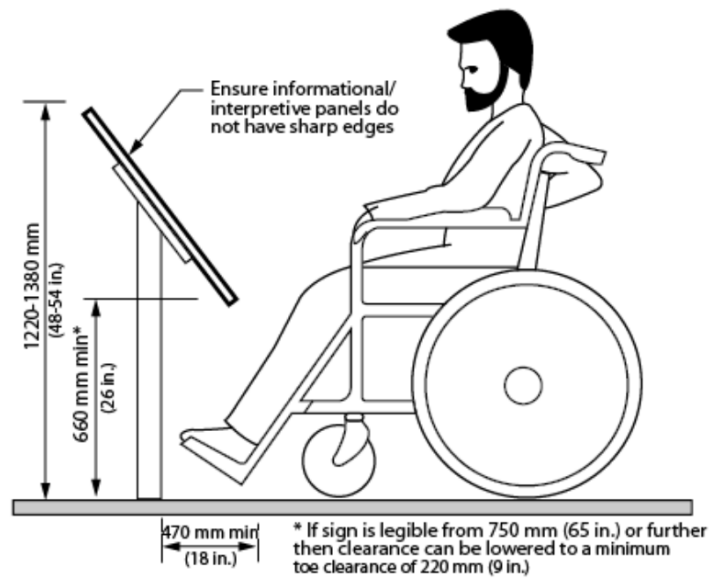


Figure 143: Critical Dimensions for Information Systems and Displays

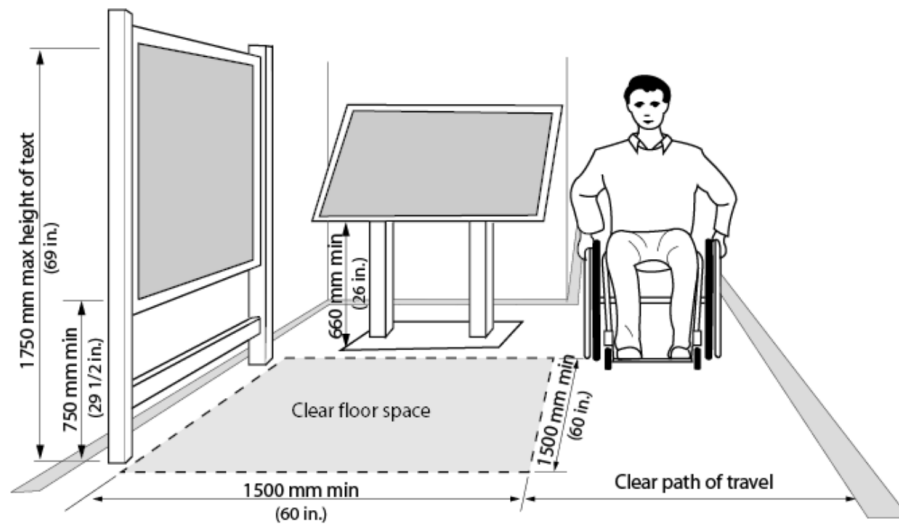


Figure 144: Clear Space and Dimensions around Information Systems

Safety Integration

- Include signage for fire exits, emergency routes and assembly points
- Integrate floor slip-resistance markers where applicable for safe navigation

Maintenance and Updates

- Inspect and maintain signage annually or after renovations
- Replace damaged, illegible or outdated signs promptly
- Maintain a centralized signage inventory with type, location and compliance details

Table 52: Wayfinding & Signage Quick Reference Table

Sign Type	Primary Purpose	Text / Symbol Requirements	Mounting / Height	Accessibility / Sensory Requirements	Notes
Room Identification	Identify rooms, offices, or amenities	Raised text (6 mm), Grade 2 Braille, ≥ 16 mm visual text, sans-serif font	900–1200 mm	Tactile & Braille, high contrast, optional pictogram	Include international symbols where relevant
Directional / Wayfinding	Guide circulation	≥ 40 mm text, high contrast, clear arrows	1200–1600 mm	Visual, optional tactile arrows, colour-coded zones	Visible from main circulation routes
Informational / Regulatory	Provide rules, policies, or instructions	≥ 40 mm text, clear layout	1200–1600 mm	Visual, optional pictogram	Use consistent iconography
Safety / Emergency	Indicate exits, evacuation routes, hazards	≥ 40 mm text, standardized symbols	1200–1600 mm	Visual, tactile & Braille where critical; auditory alerts if feasible	Ensure visibility in low light
Elevator / Lift	Identify floors and controls	≥ 16 mm tactile, Grade 2 Braille, raised arrows	900–1200 mm	Tactile and auditory floor announcements, high contrast	Align with reach range standards
Restroom / Accessible Facilities	Identify washrooms and stalls	Raised text, Braille, pictograms	900–1200 mm	Tactile & Braille, high contrast, 750 mm clear space	Include gender-neutral or family-friendly signage where required
Parking / Drop-off / Transit	Orientation and location	≥ 150 mm pictogram, high contrast	Visible from vehicles or sidewalks	Visual; colour-coded zones	Include tactile ground indicators where needed
Digital / Interactive Kiosk	Digital navigation and information	High contrast, scalable text, touch-friendly icons	900–1200 mm	Audio output, screen-reader compatible, usable seated/standing	Provide zoomable, step-by-step routing
Floor / Path Indicators	Guide circulation along route	Contrasting tactile strips, slip-resistant	Aligned with travel path	Tactile & visual contrast	Use in complex or large facilities

Notes / Implementation Tips

- **Contrast ratio:** Minimum 70% for all visual signage
- **Consistency:** Apply uniform colors, symbols, fonts across the facility
- **Redundancy:** Reinforce information through multiple modalities (signs, tactile surfaces, floor patterns and landmarks)
- **Auditory:** Provide voice or tone announcements where possible in large or complex spaces
- **Maintenance:** Inspect and replace damaged or outdated signs annually
- **Documentation:** Maintain an updated signage inventory including type, location and compliance features

Technical Note – Signage and Wayfinding Standards

For detailed design and performance requirements, refer to:

- **CSA B651** – Accessible Design for the Built Environment
- **ISO 21542** – Building Construction – Accessibility and Usability
- *CNIB Clear Print and Wayfinding Guidelines
- **WELL Building Standard** – Mind & Movement categories

Design teams should involve accessibility specialists and wayfinding consultants early in design to ensure systems are clear, intuitive and inclusive for all users.

Pictogram Examples



Figure 145: Facility Pictograms



Figure 146: Park Pictograms

5.10 Self-service Kiosks

Rationale

Self-service technologies, including kiosks, vending machines, and ticketing machines, increasingly replace in-person interaction. To ensure equitable access, these systems must be designed so all users — regardless of mobility, vision, hearing, strength, or dexterity — can approach, understand and operate them safely and independently.

Application

This section applies to:

- Vending and ticketing machines
- Information and transaction kiosks with touchscreens or keypads
- Other self-service terminals for communication, commerce, entertainment, or education

All devices accessible to the public must meet the requirements of this section.

Design Requirements

Location and Access

- Machines must be located along accessible routes without obstructing circulation paths, in accordance with Section 3.3 Interior Accessible Routes
- Provide clear sightlines and consistent placement within facilities for predictable navigation

Clear Floor Space

- Provide unobstructed, level floor space in front of machines
- Front approach: minimum 900 mm wide × 1500 mm long
- Side approach: minimum 900 mm wide × 2200 mm long
- Floor space must meet the requirements of Section 2.1 Space and Reach Requirements

Reach and Operable Parts

- Front approach:
 - Controls and interactive elements must be placed 460 mm to 1050 mm above finished floor (A.F.F.)
- Side approach:
 - Controls must be placed 860 mm to 1050 mm A.F.F.

- Maximum forward reach: 500 mm
- Provide knee and toe clearance:
 - Height: min. 735 mm
 - Depth: 600 mm
 - Width: 900 mm
- Controls must be operable with one hand, without tight grasping, pinching or twisting

Controls and Feedback

- Provide multimodal feedback:
 - Visual: high-contrast text and symbols, minimum 70% contrast
 - Auditory: voice guidance, volume controls, headphone jack for privacy
 - Tactile: Braille and raised characters, vibro-tactile feedback (haptic technology) where feasible
- On-screen text must be resizable and use sans-serif fonts
- Lighting must avoid glare and shadows on displays
- Controls must comply with Section 5.1 Controls and Operating Mechanisms

Integration with Wayfinding

- Kiosk interfaces must align with the facility's overall wayfinding system
- Provide signage in highly contrasting characters, minimum 13 mm in height
- Provide tactile maps, consistent icons and auditory prompts where applicable
- Signage must comply with Section 5.9 Signage and Wayfinding

Privacy and Security

- Provide options for private audio output, where possible
- Ensure input devices (e.g., keypads) are angled or shielded from side view to protect user information, where possible

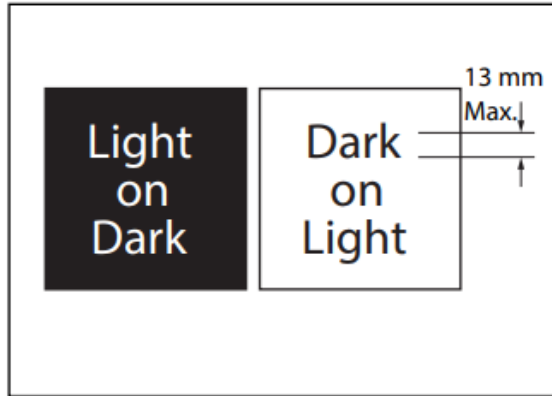


Figure 147: Signage

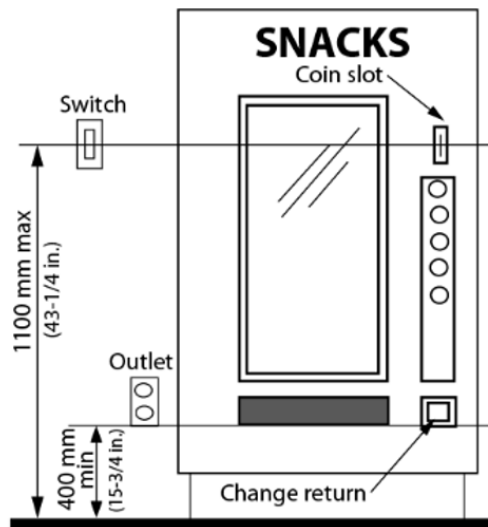


Figure 148: Vending Machine

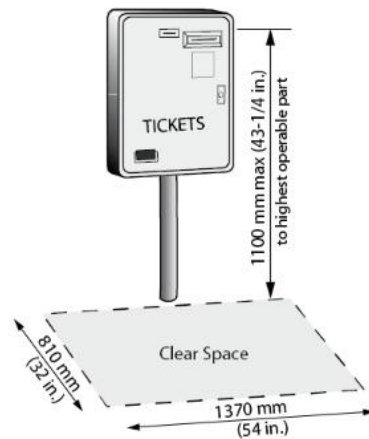


Figure 149: Ticket Dispensing Machine

Technical Note – Self-Service Technology Standards

While this standard outlines accessibility outcomes, the detailed design and performance of self-service kiosks, ticketing machines, and vending devices must follow recognized accessibility and technology standards. These include:

- **CSA B651 – Accessible Design for the Built Environment** (reach, operability, force, and clear floor space)
- **ISO 9241-210 – Human-centred Design for Interactive Systems** (usability and interface accessibility)
- **EN 301 549 – Accessibility Requirements for ICT Products and Services** (digital accessibility and interoperability)
- **WCAG 2.2 – Web Content Accessibility Guidelines** (visual, auditory, and tactile interface criteria)

Design teams should apply these standards when selecting or specifying self-service technologies to ensure consistent accessibility, usability, and compliance across all facilities.

Cross-Reference Note

Self-service kiosks and automated machines must be designed in coordination with related accessibility features. See:

- **Section 2.1 – Space and Reach Requirements** for approach dimensions
- **Section 5.1 – Controls and Operating Mechanisms** for reach ranges, operability, and force requirements
- **Section 5.9 – Signage and Wayfinding** for interface accessibility, tactile labelling, and visual contrast standards

Table 53: Self-service Kiosks at a Glance

Element	Minimum / Recommended Dimensions	Key Accessibility Requirements
Location & Access	Along accessible route	<ul style="list-style-type: none"> • Must not obstruct circulation • Consistent placement and sightlines
Clear Floor Space	<ul style="list-style-type: none"> • Front: 900 × 1500 mm • Side: 900 × 2200 mm 	<ul style="list-style-type: none"> • Firm, level surface • Clear of obstacles
Reach Range (Front)	460–1050 mm A.F.F.	Controls operable with one hand, no tight grasping/pinching
Reach Range (Side)	860–1050 mm A.F.F.	Maintain 500 mm max forward reach

Element	Minimum / Recommended Dimensions	Key Accessibility Requirements
Knee / Toe Clearance	Height 735 mm, Depth 600 mm, Width 900 mm	Required for seated users
Feedback Modes	Visual, tactile, auditory	≥70% contrast, Braille, voice guidance, headphone jack, haptic feedback
Lighting & Glare	Even, glare-free illumination	Avoid shadows or reflections on screens
Wayfinding Integration	Consistent signage, icons, tactile maps	Comply with Section 5.9 Signage and Wayfinding
Privacy & Security	Shielded input, private audio	<ul style="list-style-type: none"> • Protects user data • Complies with accessibility and safety principles

6.1 Offices, Work Areas and Meeting Rooms

Rationale

Ensure offices, work areas, and meeting rooms are accessible for all public users and staff, accommodating a wide range of mobility, vision, and hearing abilities.

Application

Applies to offices, work areas, and meeting rooms used by the public, clients, or staff. Where multiple workstations are provided, at least 5% (minimum 1) shall have height-adjustable surfaces.

Key Principles

- **Inclusive design:** Adjustable furniture, work surfaces, and meeting facilities
- **Acoustics and communication:** Minimize noise, provide assistive listening, and support effective voice communication
- **Lighting and visual access:** Provide consistent, glare-free task and ambient lighting to support reading, facial visibility and sign-language interpretation
- **Clear circulation:** Accessible routes and turning spaces for mobility devices
- **Signage and wayfinding:** Directional signage for entrances, rooms, and accessible routes

Requirements

Workspaces

- Minimum 5% of workstations must be height-adjustable
- Located on accessible routes complying with Section 3.3 Interior Accessible Routes
- Doors must meet the criteria in Section 3.2 Doors and Doorways
- Ensure aisle space throughout circulation areas is 1100 mm wide, minimum
- Provide clear floor space for 180° wheelchair/scooter turning per Section 2.1 Space and Reach Requirements
- Knee clearances under work surfaces comply with 2.10 Seating, Tables and Work Surfaces
- Provide assistive listening systems in meeting rooms and boardrooms equipped with audio amplification

Meeting and Conference Rooms

- Include signage and wayfinding systems that meet the criteria in Section 5.9 Signage and Wayfinding
- Provide interior accessible paths that include:
 - Clear aisle: minimum 1100 mm wide
 - Turning space: minimum of 1675 mm diameter (large rooms), minimum 2500 mm diameter (when there are more than 50 participants)
- When provided buffet counters and tables, provide two heights for seated and standing users
- Accessible toilets: adequate number and locations near conference rooms
- Hearing enhancement provisions for all conference areas
- Temporary signage follows permanent signage standards
- Speaker podiums/tables fully accessible
- Switches, sockets, and presentation controls installed at accessible height

Office Buildings – Additional Requirements

- Circulation aisles: Minimum 1100 mm wide
- Doors: clear width 860 mm minimum
- Floor space in front of office equipment $\geq 1700 \text{ mm} \times 1700 \text{ mm}$
- Staff areas (canteens, kitchens, offices, meeting rooms) accessible
- Meeting room equipment usable by all participants
- Accessible workstations in public areas:
 - Entry width $\geq 860 \text{ mm}$
 - Clear floor space $\geq 1700 \text{ mm} \times 1700 \text{ mm}$
 - Cabinet/storage controls $\leq 1100 \text{ mm}$ high
 - Forward approach: $915 \text{ mm} \times 1370 \text{ mm}$; side approach: $1525 \text{ mm} \times 915 \text{ mm}$
 - Work surface height: $\leq 860 \text{ mm}$
 - Knee and toe space (front approach): 735 mm high $\times 500 \text{ mm}$ deep $\times 900 \text{ mm}$ wide
- Adjustable general and task lighting
- Security systems: accessible, maneuverable, and operable by all employees

Cross-Reference Note

Office and meeting spaces must be designed in coordination with related accessibility features. See:

- **Section 2.1 – Space and Reach Requirements** for clearances
- **Section 3.3 – Interior Access Routes** for circulation
- **Section 5.1 – Controls and Operating Mechanisms** for reachable switches and outlets

Technical Note – Workplace Accessibility and Inclusive Design Standards

Detailed workstation and meeting-room accessibility parameters should align with:

- **CSA B651** – Accessible Design for the Built Environment
- **ISO 21542** – Building Construction – Accessibility and Usability of the Built Environment
- **WELL Building Standard v2** – Comfort and Ergonomics concepts
- **LEED v4/v5 EQ Credit: Interior Lighting and Acoustic Performance**

Design teams should engage accessibility consultants and interior designers to ensure physical layouts, lighting, acoustics, and furnishings meet both accessibility and wellness goals.

Table 54: Offices, Work Areas and Meeting Rooms at a Glance

Feature / Element	Minimum / Recommended Dimensions	Notes / Key Requirements
Workstations	≥ 5 % (min 1) height-adjustable	<ul style="list-style-type: none"> • Located on accessible routes • Include clear floor space for 180° turn (see 2.1 Space and Reach)
Circulation Aisles	1100 mm min width	Continuous accessible path to all desks, equipment, and exits
Doors	860 mm min clear width	<ul style="list-style-type: none"> • Hardware operable with one hand • Lever or push-type handles

Feature / Element	Minimum / Recommended Dimensions	Notes / Key Requirements
Turning Space	<ul style="list-style-type: none"> • 1700 mm diameter (general) • 2500 mm preferred for large rooms 	Allows wheelchair/scooter turning within meeting spaces
Knee / Toe Clearance	735 mm high × 500 mm deep × 900 mm wide	Required at work surfaces and podiums
Work Surface Height	Adjustable range 650–860 mm	<ul style="list-style-type: none"> • For seated / standing users • Clear approach 915 × 1370 mm (front) or 1525 × 915 mm (side)
Lighting	Per Section 5.8 Lighting	<ul style="list-style-type: none"> • Even, glare-free illumination • Adjustable task lighting preferred
Acoustics / Communication	N/A	<ul style="list-style-type: none"> • Minimize noise • Provide assistive listening in amplified spaces
Signage / Wayfinding	Per Section 5.9	Include tactile/visual room ID and directional signage
Security / Controls	900–1200 mm AFF	Accessible switches, card readers, and door hardware
Furniture / Storage	Controls ≤ 1100 mm high	Stable, reachable from seated and standing positions
Buffet / Counter Surfaces	Two heights (750 mm and 1000 mm preferred)	For seated and standing users at food or service areas
Meeting Technology	N/A	<ul style="list-style-type: none"> • Accessible podiums • Controls and outlets within reach range
Restrooms (Proximity)	<ul style="list-style-type: none"> • Adjacent or same floor 	<ul style="list-style-type: none"> • Provide accessible washroom per 3.7 Washrooms

6.2 Recreational and Community Facilities

Rationale

Recreation, leisure, and active sports opportunities should be accessible to all community members. This includes ensuring equitable access to recreational and community facilities, covering all areas such as the site, activity spaces, gymnasiums, fitness centres, locker and change rooms and showers.

People with disabilities should be able to actively participate, whether as athletes, spectators, volunteers, or staff.

Waiting and viewing areas should include benches or designated seating for individuals who may have difficulty standing for long periods.

Application

This section applies to recreational and community facilities operated or leased by the City, including arenas, ice rinks, gymnasiums, fitness centres, swimming pools, therapeutic pools, and public spas.

All such facilities must:

- Comply with the general accessibility requirements outlined throughout Sections 1–5 of this manual
- Provide accessible routes to, from, and within all activity, spectator, and amenity areas
- Incorporate inclusive features for both participants and spectators
- Where possible, integrate assistive technologies (e.g., public address systems, listening systems, or tactile wayfinding) to support communication and orientation

Specialized design considerations for ice rinks, sledge hockey, and aquatic facilities are provided below.

General Requirements

Recreational and community facilities must:

Seating

- Provide accessible seating options are available as per section 2.10
- Where seating is accessed by stairs, provide detectable warning surfaces as per section 2.8

Accessible Routes

- Provide an accessible route per section 3.3 to the arena, gymnasium or ice surface
- Access panels or gates must have a minimum clear width of 950 mm

Performance and Event Spaces

- Provide direct accessible routes from entrances and lobbies to stages, dressing rooms, washrooms and other performer spaces

Lockers and Shelving

- Comply with sections 3.9 and 16.4 Lockers and Baggage Storage

Coat Hooks

- At least 10% (minimum one) must be mounted within the reach range specified in Section 2.1 Space and Reach Requirements

Public Address and Information Systems

- Where possible, integrate PA systems with visual information screens to support users who are deaf or hard of hearing

Service Animal Relief Stations

- Where feasible, provide accessible relief areas for service animals
- These areas should:
 - Allow quick and easy access to a safe, well-maintained space, such as along an accessible path of travel
 - Be integrated into landscape design
 - Have waste receptacles nearby
 - Have signage that identifies the designated area

Ice Rinks

Ice rinks should be designed for multiple recreational and competitive uses, such as skating, hockey, sledge hockey and more. New or redeveloped ice pads should be designed to enable safe, independent access for all users. Existing rinks should incorporate accessibility improvements where feasible.

Access Points

- Provide at least one access point (in addition to the resurfacer's gate) for entry to the ice surface
- The access point must meet the following criteria:
 - A minimum clear width of 2100 mm if using a single overhead gate.

- A minimum clear width of 3600 mm if using a single swing gate.
- Must accommodate ice resurfacers (Zamboni machines)

Accessible Entrance to Ice Surface

- Provide at least one accessible entrance/gate (minimum 860 mm clear width) in new or reconstructed ice pads
 - For existing facilities, integrate accessibility improvements wherever technically feasible
- Ensure level or beveled transition (max slope 1:2) between the ice pad and arena floor

Automated External Defibrillator (AED)

Provide an AED on-site in a visible, accessible location.

Optional Design Considerations - sledge hockey

To accommodate sledge hockey or similar para-sport activities, arenas may include additional design features. These are not required but are recommended where facilities intend to host adaptive sports.

Player Benches and Penalty Areas

- Provide Plexiglas fronts for visibility from seated sledges
- Include two level-access doors per bench for direct entry to the ice
- Maintain level, ice or plastic flooring in benches and penalty boxes to avoid blade damage
- Ensure no protruding supports; pad or shield structural elements

Removable or Adjustable Benches

Design benches to be removable or have at least 900 mm clearance behind the boards.

Accessible Player Boxes:

Use removable boards or low-threshold Plexiglas sections for easy entry.

Surfaces Between Ice and Player Areas:

Use durable, slip-resistant artificial surfaces with proper maintenance and sanitation.

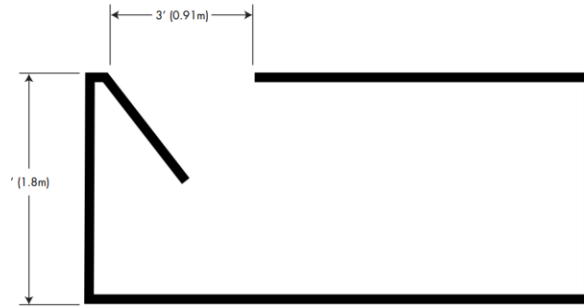


Figure 150: Top View of a Player Area

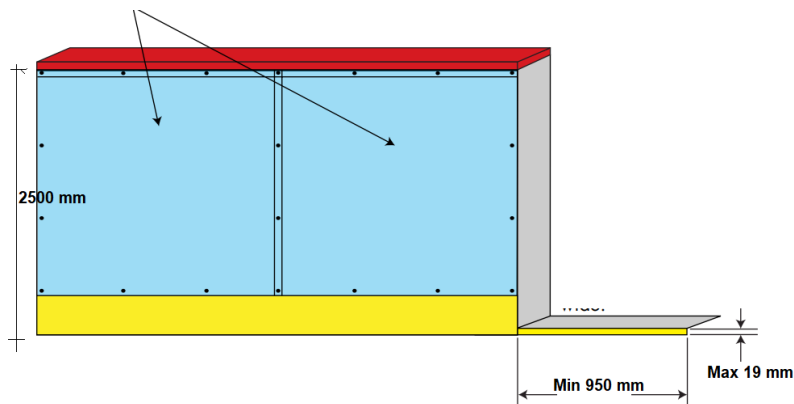


Figure 151: Player Area

Swimming Pools, Therapeutic Pools/Public Spas

Swimming and aquatic therapy are vital recreational and wellness activities for many people with disabilities.

Design should prioritize independent, dignified entry and clear wayfinding around wet areas.

Accessible Path of Travel

- Provide direct accessible routes (per section 3.3 Interior Accessible Routes) from the entrances to change rooms and from change rooms to pool deck
- The pool deck must be a minimum of 1800 mm wide with a clear accessible route around the entire perimeter

Pool Ramps

- Provide handrails on both sides of the ramp, between 865 and 965 mm high
- Ramp width: minimum 1100 mm
- Provide edge protection, slip-resistant surfaces and proper drainage
- If the ramp is not submerged:
 - Include a landing at the bottom of the ramp that is 450 to 550 mm below the top of the wall

- Install a floor drain at the lowest point of the ramp
- Ensure a width of 250 to 300 mm between the pool and the ramp at the top
- Mark the water depth at the landing with figures at least 100 mm high
- Ensure a maximum slope of 1:12 and provide a 1500 mm x 1500 mm minimum landing
- If the ramp is submerged:
 - Maintain a water depth of 600 to 900 mm at the bottom
 - Provide a hard-surfaced area at least 750 mm wide adjacent to the entire length of the submerged ramp
 - Use contrasting finishes for safety

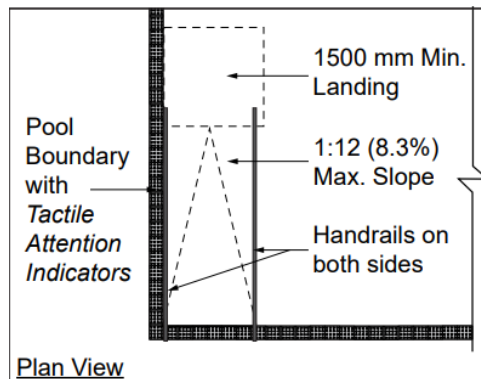


Figure 152: Ramp at Pool

Pool Steps

- Mark risers and treads with 50 mm contrasting strips
- Provide color-contrasting handrails on both sides of the steps, extending at least 300 mm beyond the pool edge

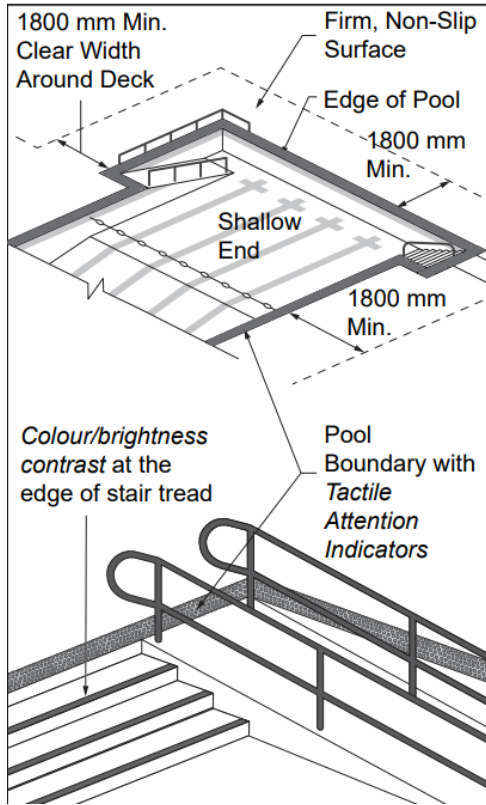
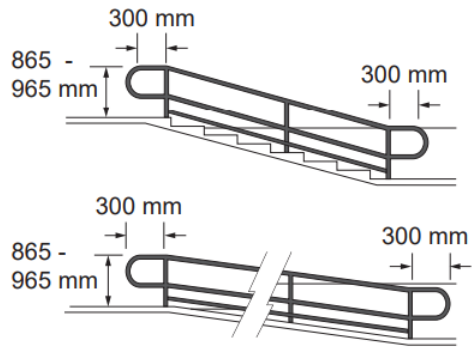


Figure 153: Pool Deck and Perimeter Areas

Handrails at Pool Stairs and Ramps



Elevation

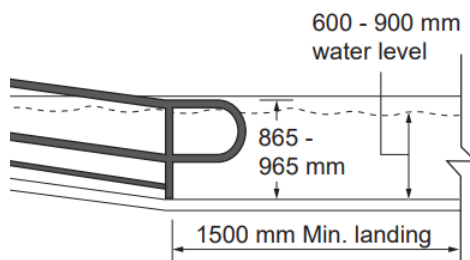


Figure 154: Handrails at Pool

Pool Lifts

- Pool lifts must be positioned so that the water level does not exceed 1220 mm, unless the entire pool depth is more than 1220 mm
- The seat centerline should be at least 400 mm from the pool edge when raised
- Provide a clear space beside the seat (opposite the water) that is at least 915 mm wide and extending forward no less than 1220 mm
- Must be operable from both the deck or water
- The lift must have a weight capacity of at least 135 kg (300 lbs)

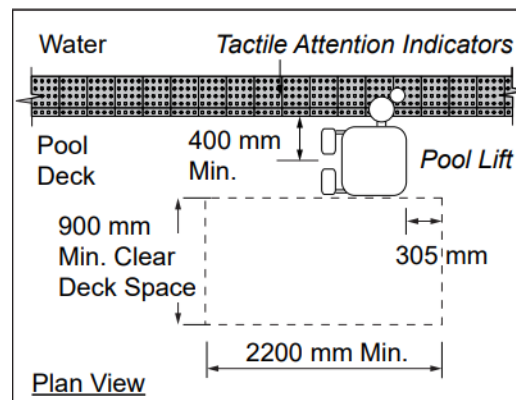


Figure 155: Pool Lift on Deck

Pool Deck and Surfaces

- Use firm, slip-resistant, non-abrasive materials
- If a curbed edge is provided, it should be between 200 mm to 400 mm high
- Clear colour and texture contrast at edges and hazards
- Adequate drainage for all deck areas

Tactile Indicators

- Where possible, provide tactile demarcation along pool edges and key routes from change rooms and amenities

Therapeutic Pools

- Depth for exercise portion of therapy pool must be between 1050 mm and 1200 mm
- Submerged benches must comply with Section 2.11 Seating, Tables and Work Surfaces
- Underwater exercise bars are recommended

Public Spas

- Minimum clear space of 1800 mm at main entrance and 900 mm on all other sides

- For smaller spas with less than 6 m² of area and a maximum dimension of 2500 mm, one section of the pool deck may have a minimum clear space of 300 mm
- If steps are provided for entry and egress, they must:
 - Include handrails
 - Have a non-slip surface
 - Have a color-contrasting band along the step's side and top edge
- Slope should not exceed 1:12
- Maximum seat or bench depth should be 600 mm

Transfer Walls for Spas

- The transfer wall should meet the following specifications:
 - Height: 405 mm to 485 mm above deck
 - Depth: 300 mm to 400 mm
 - One grab bar perpendicular to the wall, 100-150 mm above top surface
- Clear transfer space of 900 mm x 2200 mm adjacent

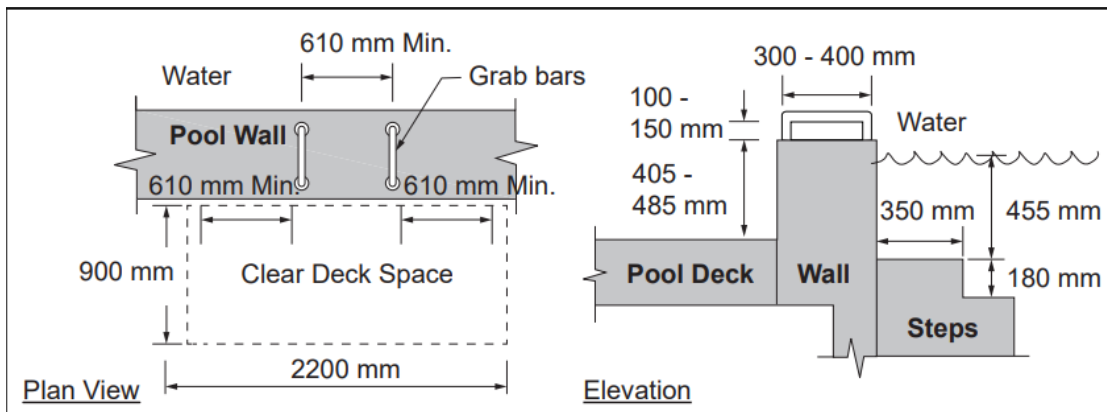
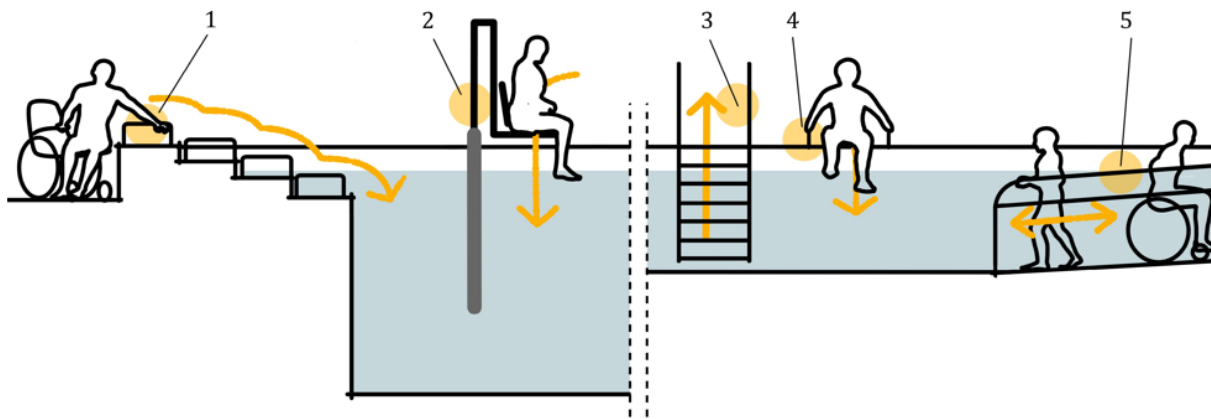


Figure 156: Transfer Wall with Steps



Key

1. Access steps
2. Pool lift
3. Access stair
4. Transfer wall
5. Ramp

Figure 157: Examples of different types of pool access

Technical Note – Accessible Recreation and Aquatic Design Standards

While this standard establishes accessibility and inclusion outcomes, detailed technical performance requirements for recreational and aquatic facilities should be developed by qualified designers in accordance with recognized industry standards, including:

- **CSA B651** – Accessible Design for the Built Environment
- **ISO 21542** – Building Construction – Accessibility and Usability of the Built Environment
- **IAKS Guidelines** – International Association for Sports and Leisure Facilities (barrier-free sports facility design)
- **OBC / NBC** – Requirements for exits, guard heights, and aquatic safety features
- **LEED / WELL Building Standard** – Acoustic, lighting, and comfort provisions for public wellness environments

Design teams should apply these standards in collaboration with accessibility specialists, recreation planners, and facility operators to ensure environments are safe, inclusive, and functional for all participants, spectators, and staff.

Table 55: Recreational Facilities at a Glance

Feature / Element	Minimum / Recommended Dimensions	Notes / Key Requirements
Seating	Per Section 2.10	<ul style="list-style-type: none"> • Provide accessible seating for participants and spectators • Detectable warning surfaces where accessed by stairs (Section 2.8)
Accessible Routes	950 mm min clear width at gates / panels	Continuous accessible route to arena, gymnasium, or ice surface (Section 3.3)
Performance & Event Spaces	N/A	Direct accessible route from lobby/entrance to stages, dressing rooms, washrooms, and performer areas
Lockers & Shelving	Per Sections 3.9 and 16.4	<ul style="list-style-type: none"> • Accessible height and reach • At least 10 % coat hooks within reach range (Section 2.1)
Public Address & Info Systems	N/A	Combine audible and visual systems to support users who are deaf or hard of hearing
Service Animal Relief Stations	N/A	Provide accessible, signed, well-drained relief areas connected to accessible routes
Ice Rink Access Points	2100 mm (overhead gate) / 3600 mm (swing gate)	<ul style="list-style-type: none"> • Provide at least one additional access point beyond resurfacers gate • Accommodate Zamboni access
Accessible Entrance to Ice Surface	≥ 860 mm clear width	Provide level or beveled transition (max 1:2 slope) between ice and arena floor
AED	N/A	Provide visible, accessible automated external defibrillator on-site
Sledge Hockey – Optional Features	Various clearances / 900 mm behind boards	Plexiglas fronts for benches / boxes, level-access doors, non-abrasive flooring, removable benches, extended ice sheet optional
Pool Deck	1800 mm min clear route	<ul style="list-style-type: none"> • Continuous accessible route around pool perimeter • Firm, slip-resistant, well-drained surface

Feature / Element	Minimum / Recommended Dimensions	Notes / Key Requirements
Pool Ramp (non-submerged)	1100 mm wide / 1:12 max slope / 1500 × 1500 mm landing	<ul style="list-style-type: none"> • Dual handrails (865–965 mm high) • Marked water depth; drain at ramp base
Pool Ramp (submerged)	Water depth 600–900 mm / adjacent 750 mm walkway	<ul style="list-style-type: none"> • Contrasting finish • Firm, slip-resistant surface
Pool Steps	50 mm contrasting strip on riser & tread	Handrails both sides, extending 300 mm beyond edge
Pool Lift	Water ≤ 1220 mm deep / seat ≥ 400 mm from edge	<ul style="list-style-type: none"> • Clear space 915 × 1220 mm • Operable from deck & water • Capacity ≥ 135 kg (300 lb)
Therapeutic Pools	Temp 33–34 °C / Depth 1050–1200 mm	Include submerged benches (Section 2.11) and underwater exercise bars
Public Spas	Deck 1800 mm (main) / 900 mm (other sides)	<ul style="list-style-type: none"> • Slip-resistant surfaces; handrails • Max 1:12 slope • Seat depth ≤ 600 mm
Spa Transfer Wall	Height 405–485 mm / Depth 300–400 mm	<ul style="list-style-type: none"> • One grab bar 100–150 mm above surface • Adjacent clear space 900 × 2200 mm

6.3 Libraries

Rationale

Libraries should be accessible to all patrons and staff. Both the physical design of the facility and the delivery of services must be considered. Key considerations include:

- Service counters, study carrels, and workstations must allow independent use by wheelchair users, including appropriate knee-space and armrest
- Furnishings should be available at multiple heights to accommodate users standing, seated or children of different ages and sizes. Height-adjustable furniture is recommended
- Workstations with assistive technology such as large displays, screen readers or other accessibility software enhance usability
- Book drop-off slots should be provided at different heights to accommodate standing and seated users

Application

All libraries must comply with this section including:

- **Fixed Seating and Tables:** at least 10% of fixed seating, tables, or study carrels must be accessible
- **Accessible Routes and Maneuvering Spaces:** provide continuous, level routes connecting all primary library functions, with turning space for mobility devices as per Section 3.3 Interior Accessible Routes
- **Aisles and Circulation:** aisles between shelves, stacks, and catalogues must be level and be wide enough to allow wheelchair users to circulate and make a full turn at the end of aisles
- **Computer Catalogues and Workstations:** provide a range of heights. At least 50% must be accessible
- **Check-Out and Service Counters:** at least one lane must be accessible with clear signage
- **Group Study Rooms:** must be accessible, with adequate passage width, maneuvering space and clear signage
- **Book Security Gates:** must be accessible where provided
- **Shelving:** ensure that stack and shelf areas can be reached by seated users if no staff assistance is available

- **Adjustable Furnishings:** provide options for standing, seated and children

Requirements

Interior Accessible Paths of Travel

- Provide interior accessible paths of travel with a clear width of 1200 mm minimum to allow comfortable movement for all users (Figure 100 Aisle Width)
- Ensure paths connect primary activity areas and main circulation routes within the library
- These clear widths apply to general travel routes, entrances and corridors but not specifically to aisles between book stacks
- Accessible seating, tables, and study carrels must be located on an accessible route

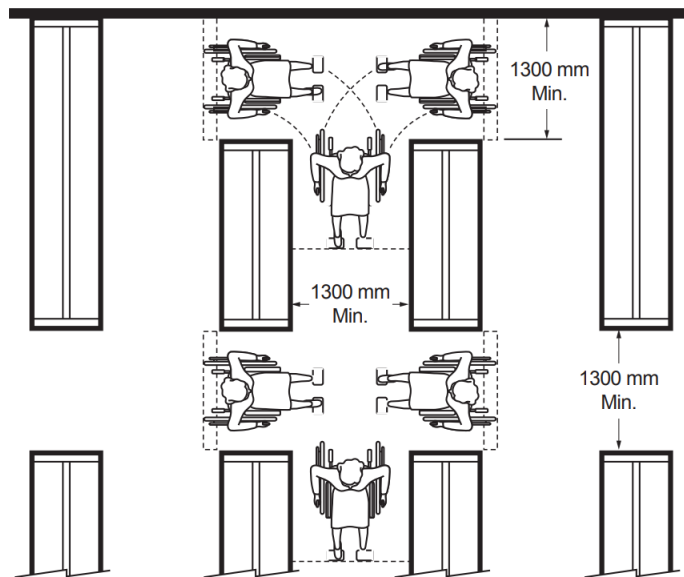


Figure 158: Aisle Width

Seating and Study Areas

- Shelving at seating and study areas must not exceed 1120 mm in height
- Accessible study carrels must provide:
 - Work surfaces with knee and toe space in compliance with Section 2.10 Seating, Tables and Work Surfaces
 - Electrical outlets
 - Minimum 100 lux lighting at the work surface
 - Optional adjustable lighting for users requiring higher illumination

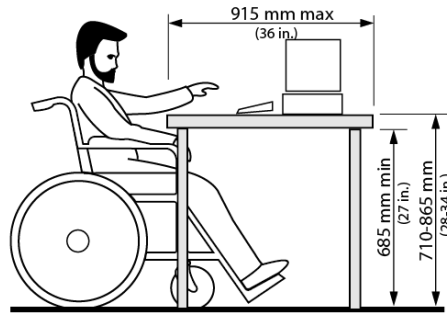


Figure 159: Work Surfaces

Equipment and Workstations

- Card catalogues, computer catalogues and workstations must provide:
 - Maximum work surface height of 860 mm
 - Maximum table depth of 915 mm
 - Knee and toe space for front approach: at least 735 mm high at the front edge, 500 mm deep and 900 mm wide
- Provide at least one movable chair at every information counter, catalogue or workstation

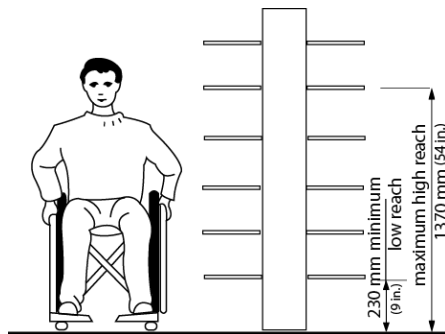


Figure 160: Reach Heights

Book Drop Slots

- Must be on an accessible route
- Must be adjacent to a level clear floor space of 2440 mm by 2440 mm. If not feasible, a minimum of 1525 mm by 1525 mm may be acceptable
- Operable with one hand, with a slot height between 860 mm and 1220 mm
- Provide visual contrast for users with low vision

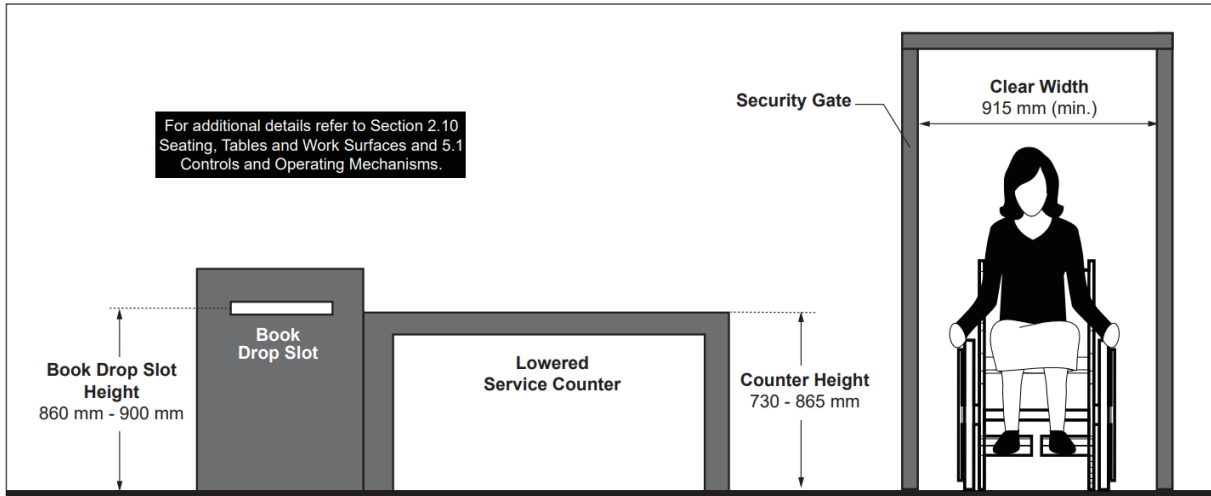


Figure 161: Security Gate, Service Counter and Book Drop - Elevation View

Book Stacks and Shelving

- Provide aisles between book stacks and shelving with a clear width of 1100 mm minimum, allowing a person using a wheelchair or mobility device to pass and manoeuvre safely
- Ensure there is adequate space at the end of aisles (See Figure 163 for an illustration of the aisle width for book stacks)
- Large print and heavy materials should be on lower shelves for easier access

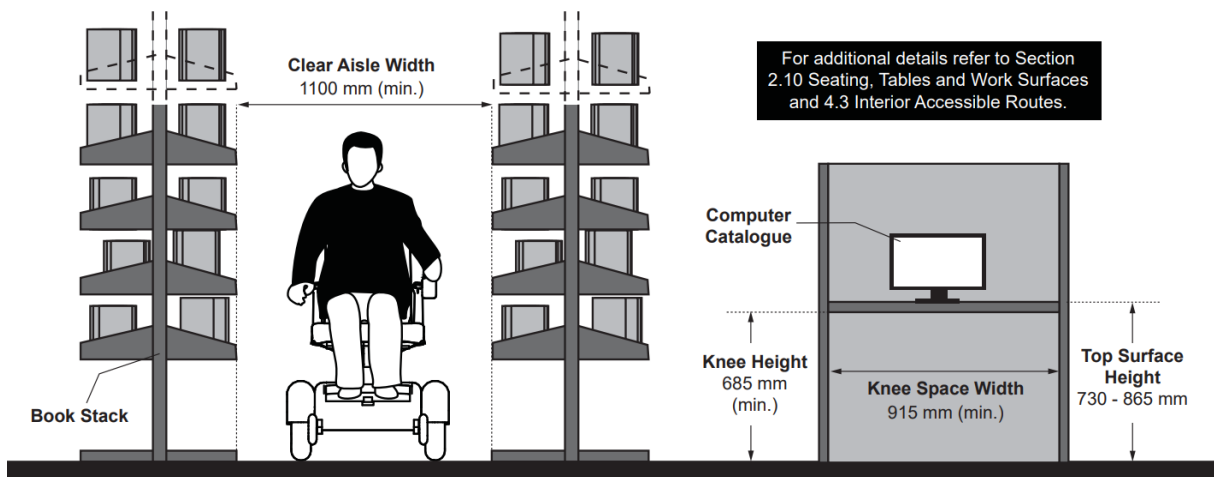


Figure 162: Book Stacks and Accessible Workstation - Elevation View

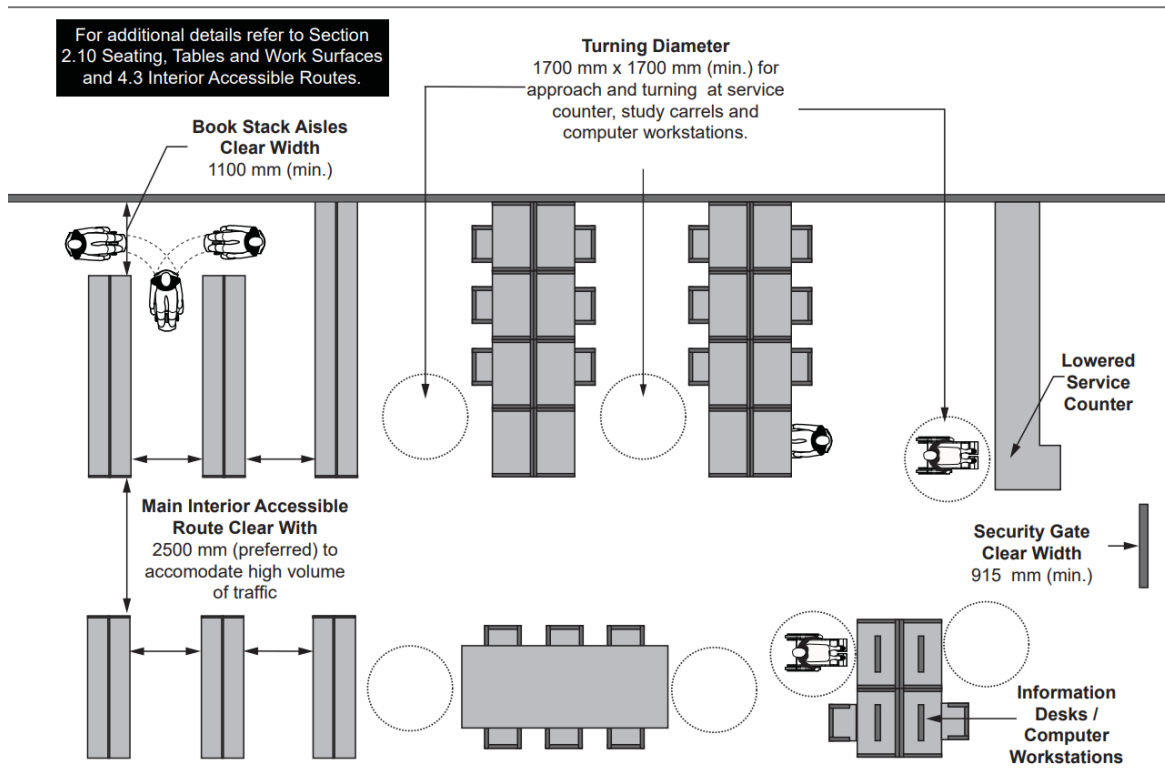


Figure 163: Library Design and Layout - Plan View

Reading Lounges and Study Areas

- Provide a variety of flexible seating options
- Ensure furniture contrasts with surroundings for visibility
- At least 10% of study tables and carrels must be accessible
- Provide suitable knee and toe clearance at all study surfaces
- Incorporate electrical outlets

Assistive Technology

- Provide accessible touch screens within reach
- Include adaptive controls, scrolling features, and on-screen keyboards
- Provide specialized equipment for users with vision loss, such as screen reading software, scanners, and CCTV magnifiers
- Where feasible, provide headphones or standard audio jacks within reach
- Include voice recognition software and accessible Wi-Fi/download centres

Lighting

- Book stack lighting should provide a minimum of 200 lux at a nominal working height of 920 mm

- Adjustable task lighting should be available at study and reading tables
- Lighting must comply with Section 5.6 Lighting

Table 56: Library Accessibility at a Glance

Element	Key Requirement	Minimum Dimensions / Notes
Interior accessible paths of travel	Clear, unobstructed paths connecting main circulation areas	1300 mm minimum width
Aisles between book stacks / shelving	Clear floor space allowing passage and manoeuvre	<ul style="list-style-type: none"> • 1100 mm minimum width • Turning space at aisle ends
Fixed seating, tables, study carrels	Accessible, properly signposted	<ul style="list-style-type: none"> • At least 10% or minimum of one • Knee and toe space as per 2.10
Workstations & computer catalogues	<ul style="list-style-type: none"> • Range of heights • Adjustable preferred 	<ul style="list-style-type: none"> • 860 mm maximum work surface height • Table depth 915 mm • Knee/toe space front approach: <ul style="list-style-type: none"> ○ 735 mm high ○ 500 mm deep ○ 900 mm wide
Book drop slots	Accessible location and height	<ul style="list-style-type: none"> • Operable one-hand • 860–1220 mm above floor • Adjacent level clear floor space 2440 × 2440 mm (retrofit min 1525 × 1525 mm)
Book stacks / carousels	<ul style="list-style-type: none"> • Reachable by seated users • Policy for assistance 	<ul style="list-style-type: none"> • Side reach depth 500 mm • Large print / heavier materials on lower shelves
Reading lounges & study areas	<ul style="list-style-type: none"> • Flexible seating • Colour contrast • Electrical outlets 	<ul style="list-style-type: none"> • Clear floor space, knee/toe space • Adjustable lighting where needed
Assistive technology	Accessible for varying disabilities	Screen readers, adaptive mouse/keyboard, CCTV magnifiers, audio jacks, voice recognition, Wi-Fi download centres
Lighting	Appropriate for stacks, reading, and study	<ul style="list-style-type: none"> • Over aisles: minimum 200 lux at 920 mm • Adjustable lighting at study tables

Element	Key Requirement	Minimum Dimensions / Notes
Circulation & information counters	Accessible for seated and standing users	<ul style="list-style-type: none"> • Knee/toe space • Height-adjustable counter surfaces • Minimum of one movable chair per workstation
Security gates	Accessible operation	Clear width, maneuverable for wheelchair users

6.4 Cafeteria and Dining Facilities

Rationale

Cafeteria serving areas and dining spaces must provide equitable, independent, and dignified access for all patrons, including those using mobility aids, persons with vision loss, and persons with limited reach or dexterity.

Accessible design features ensure that:

- Patrons can approach, select, and carry food items independently
- Seating is inclusive, comfortable, and distributed throughout the space
- Wayfinding and menu information are clear and perceivable

Application

This section applies to all new and renovated cafeteria and dining facilities, including:

- Self-service counters and tray lines
- Cashier and queuing areas
- Fixed seating and tables
- Outdoor dining areas
- Banquet halls, head tables, and lecterns
- Vending and dispensing equipment

General Principles

- Provide a minimum clear aisle width of 1100 mm at serving and tray lines
- Tray slides: 730-865 mm above finished floor (A.F.F.)
- Install at least 50% of shelving and displays between 400 mm and 1370 mm for side reach
- Limit maximum shelf depth to 500 mm
- Provide accessible floor space (minimum 1800 x 1800 mm) adjacent to service counters
- At least 20% of fixed tables shall be accessible, with knee and toe clearance per Section 2.11 Seating Tables and Work Surfaces, and distributed throughout the dining area

- At least one accessible cashier aisle shall be provided at 1100 mm wide; more are preferred
- Self-service devices (dishware, condiments, beverages, vending machines) shall comply with reach range requirements in Section 2.1 Space and Reach Requirements
- Provide power-assisted doors at main cafeteria entrances where feasible
- Menus shall be provided in high-contrast large print, with tactile or digital options available on request
- Platforms for head tables or lecterns shall be accessible via ramps or lifts, per Section 3.5 Elevating Devices
- Lighting, signage and acoustic conditions must comply with Sections 5.6 Lighting and 5.7 Signage and Wayfinding where applicable

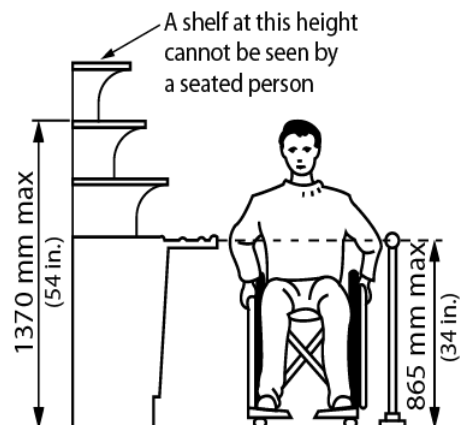


Figure 164: Self Serve Counter

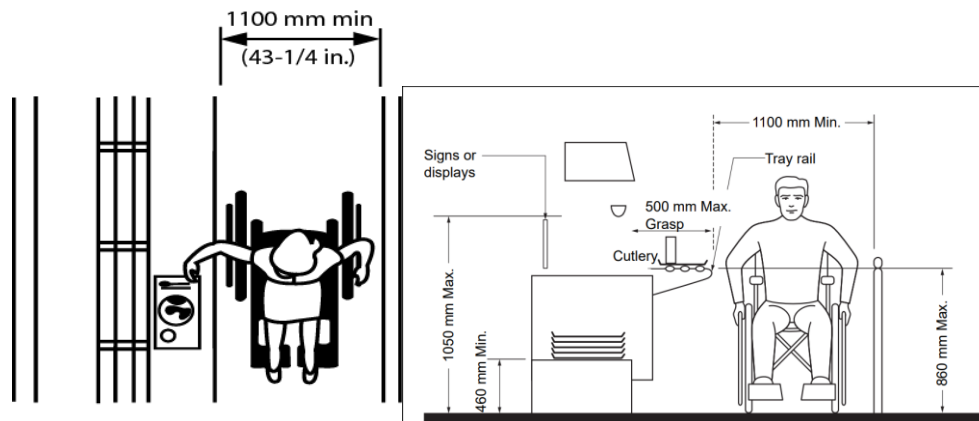


Figure 165: Aisle Width

Table 57: Cafeterias and Dining Facilities at a Glance

Feature	Minimum / Recommended Dimensions	Notes / Key Requirements
Aisle Width (Serving Line)	≥1100 mm	Clear width between tray slide and separating rail
Tray Slide Height	730–865 mm AFF	<ul style="list-style-type: none"> • Smooth sliding surface • Minimal force required
Shelving / Displays	400–1370 mm AFF (≥50% of shelves)	<ul style="list-style-type: none"> • Side approach • Unobstructed access
Shelf Depth	≤500 mm	Ensures accessible reach
Accessible Tables	≥20% of tables	<ul style="list-style-type: none"> • Comply with Section 2.10 • Distributed throughout space
Cashier Aisles	≥1100 mm (≥1 required)	Preferable all aisles accessible
Outdoor Dining	N/A	Must comply with Section 2.10
Self-Service Devices	400–1200 mm AFF	Tableware, condiments, beverages per Section 2.1
Banquet Platforms / head tables	N/A	Accessible via ramps or lifts per Section 3.5
Vending / Beverage Equipment	N/A	On accessible route per Section 3.3
Queuing Areas	N/A	Must comply with Section 6.9

6.5 Kitchens and Kitchenettes

Rationale

Kitchens and kitchenettes must be designed to allow independent and safe use by all persons, including those with mobility devices, vision loss, or limited dexterity. Adequate space, accessible storage, and intuitive appliances ensure equitable access.

Application

This section applies to all staff and public kitchens, kitchenettes, and coffee stations in municipal facilities.

Commercial kitchens are excluded.

At least 50% of shelving, counters, and storage shall be accessible.

Design Requirements

General Layout

- Pass-through kitchens must have two entry points and a minimum clearance of 1500 mm (1100 mm allowed in retrofit if technically infeasible)
- U-shaped kitchens must have a minimum clearance of 2500 mm (2130 mm in retrofit)
- L-shaped kitchens must have a minimum clearance of 2500 mm (1500 mm in retrofit)
- Provide high contrast finishes between:
 - Cabinets and appliances from adjacent walls and floors
 - Countertops from cabinets and walls
 - Operable hardware from cabinet surfaces

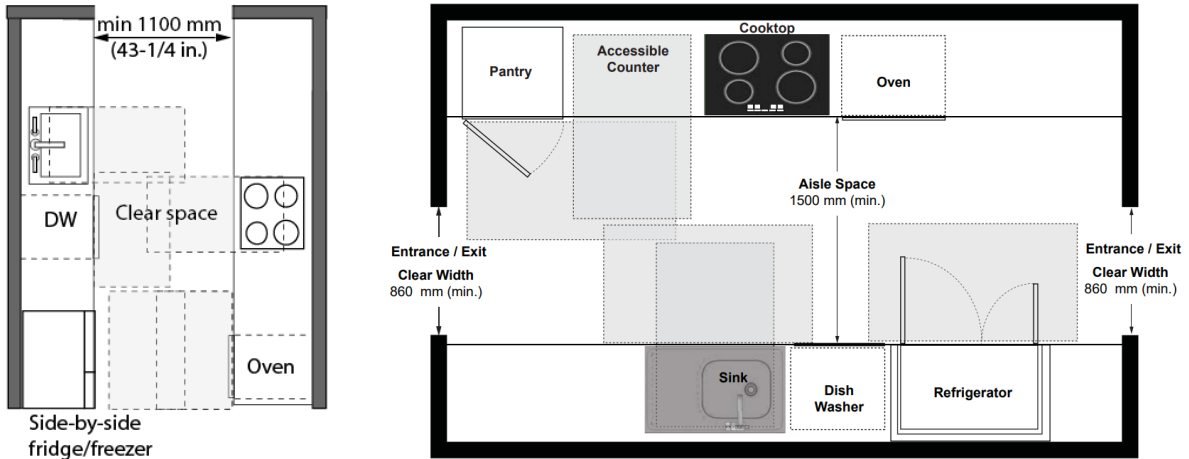


Figure 166: Pass-Through Kitchen

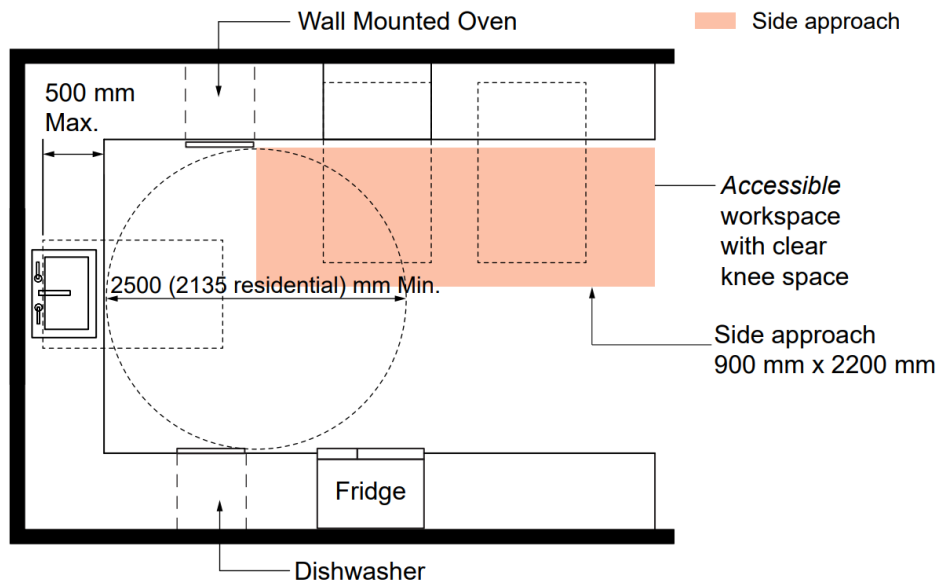


Figure 167: U-Shaped Kitchen

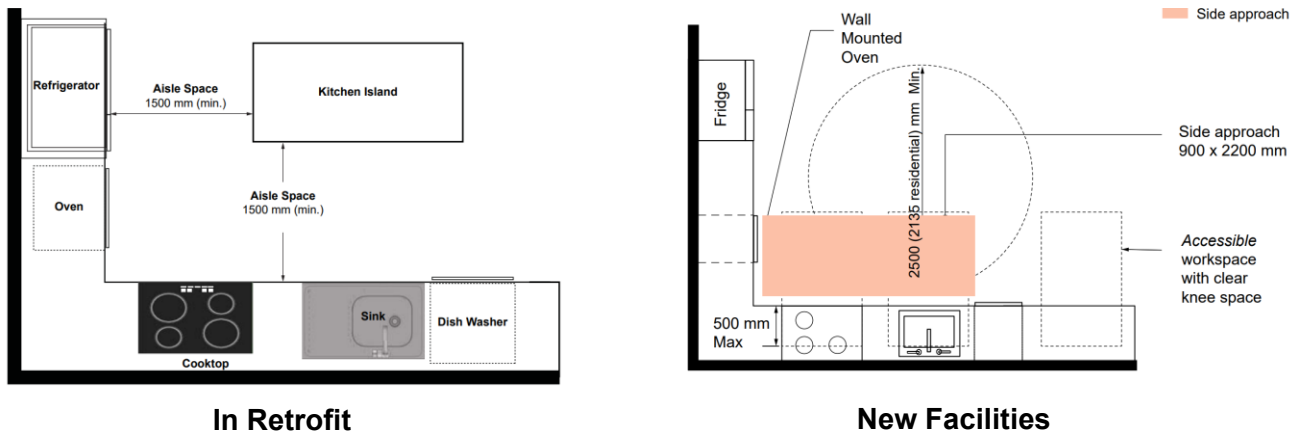


Figure 168: L-Shaped Kitchen with Island

Storage

Storage elements must:

- Be located on an accessible route with clear floor space per Section 2.1 Space and Reach Requirements
- Comply with at least one of the reach ranges in Section 2.1 Space and Reach Requirements
- Operable with one hand without tight grasping, pinching or twisting
- Where possible, have pull-out shelving or drawers (recommended)

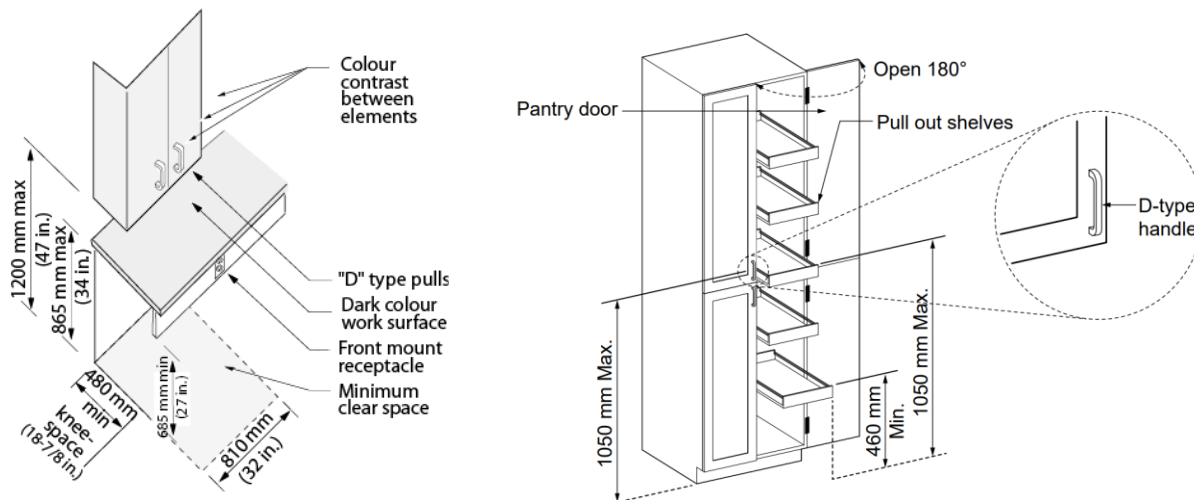


Figure 169: Storage Elements

Kitchen Sinks

- Forward approach preferred with knee space 810 mm wide, 480 mm deep and 685 mm high
 - Exception: Parallel approach permitted where a cooktop or range is not provided, or for wet bars
- Counter or sink rim height must be 710–865 mm
- Faucets and controls must have lever handles and tactile marking and comply with Section 5.1 Controls and Operating Mechanisms
- Pipes must be insulated or otherwise configured to prevent contact

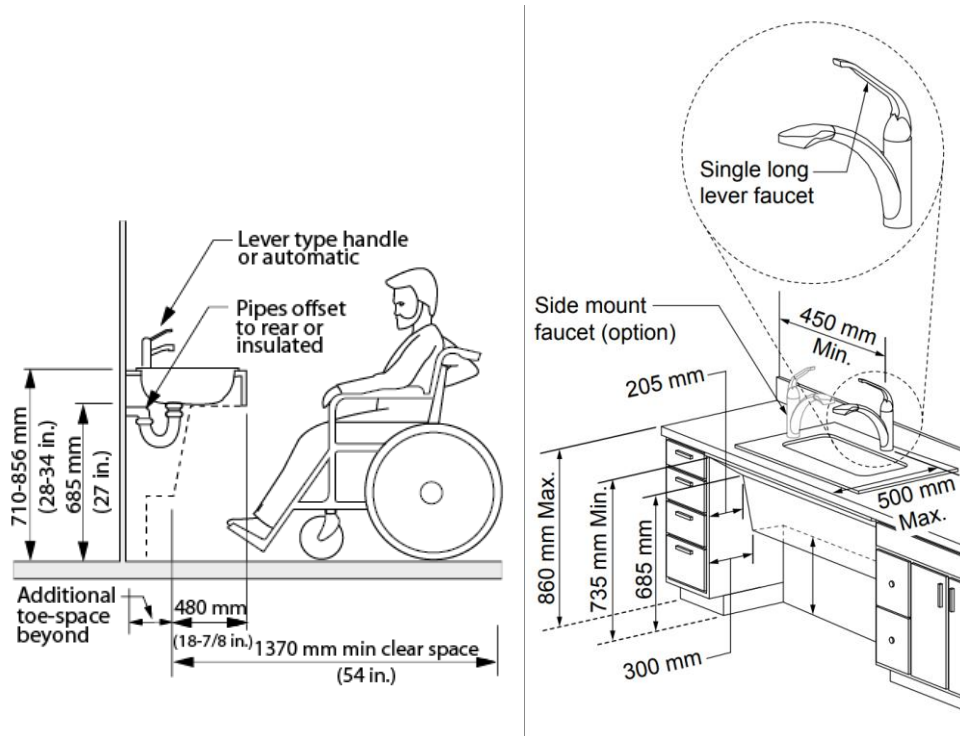


Figure 170: Kitchen Sink

Appliances

- Microwaves and ovens must be mounted with controls no more than 1100 mm above the floor
- Dishwashers must have clear space beside them and not block adjacent access routes when open
- Controls and operable parts shall comply with Section 5.1 Controls and Operating Mechanisms
 - Exception: Appliance doors and latching devices

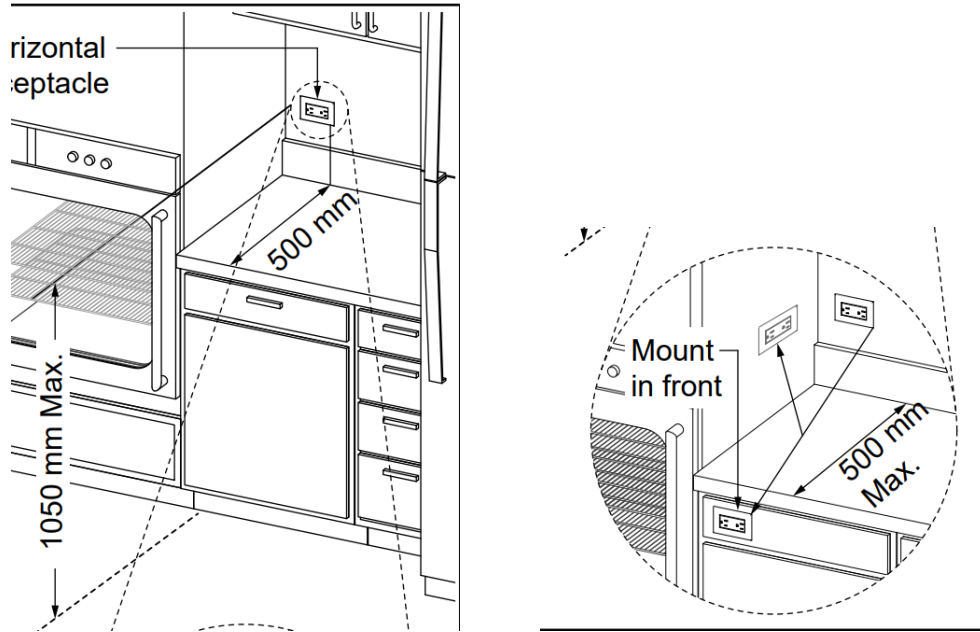


Figure 171: Duplex Receptacle Mounting

Ranges and Cooktops

- Controls must be positioned at the front or side, not across burners
- For forward approach, provide knee space of 810 mm wide, 480 mm deep, 685 mm high
- Surfaces shall be insulated or configured to prevent burns or shocks

Recommendations:

- Electric cooktops should indicate when burners remain hot after use
- Gas burners should be self-igniting and operable with one hand
- Ceramic hobs are preferable to allow sliding pans instead of lifting

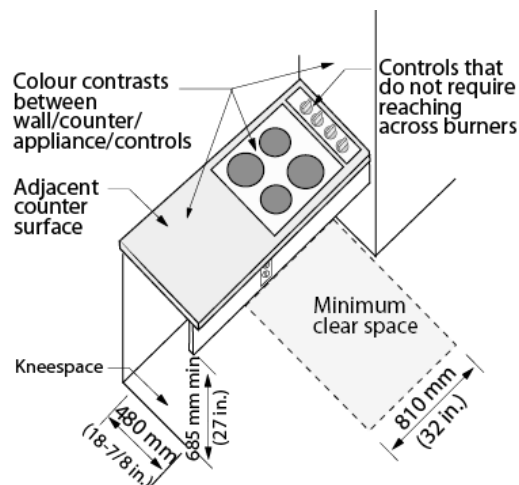


Figure 172: Cook Top

Ovens

- Controls shall be located on the front and no higher than 1400 mm
- Side-hinged ovens shall have an adjacent work surface at the latch side and a pull-out shelf below
- Bottom-hinged ovens shall have a work surface beside the door
- In facilities with children's programs, ranges and ovens shall have a safety switch to deactivate controls

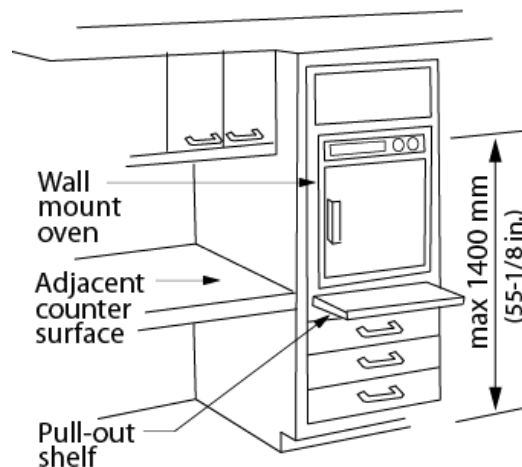


Figure 173: Wall-Mounted Oven

Refrigerators and Freezers

- At least 50% of freezer storage shall be no more than 1370 mm above the floor
 - A parallel approach shall be provided, with clear floor space immediately adjacent, offset no more than 610 mm from the front face

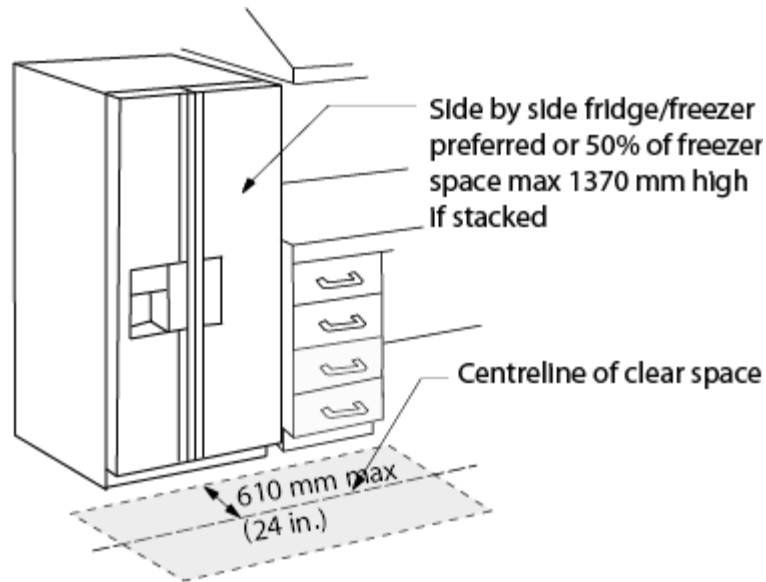


Figure 174: Fridge/Freezer

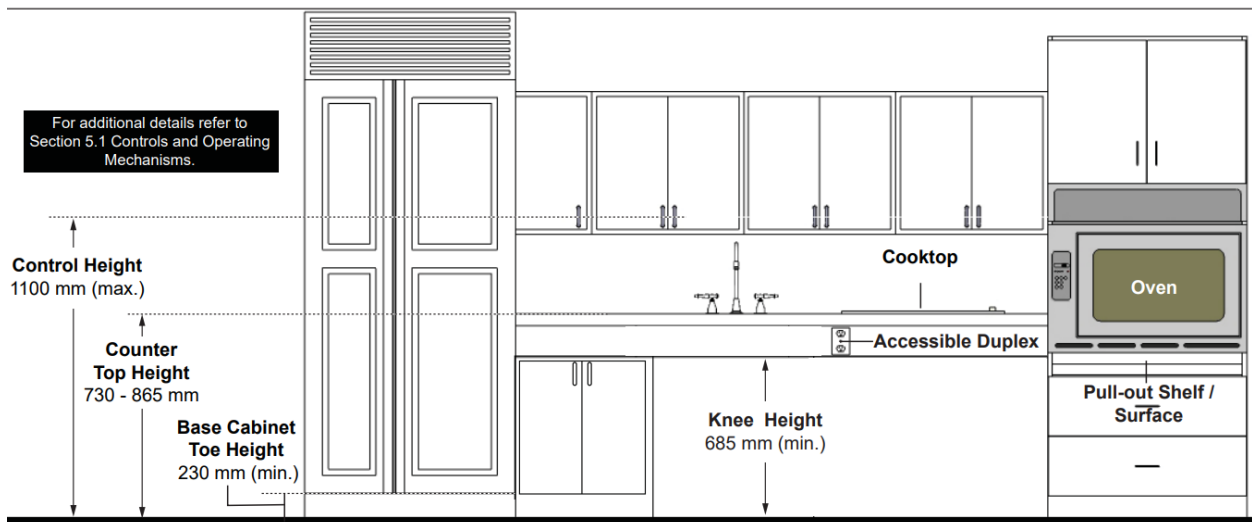


Figure 175: Kitchen Amenities

Electrical

- Receptacles and switches positioned 400 to 1200 mm AFF
- Provide at least one accessible outlet above counter height

Table 58: Kitchens and Kitchenettes at a Glance

Feature	Minimum / Recommended Dimensions	Notes / Key Requirements
Pass-Through Kitchens	≥1500 mm between opposing elements (1100 mm retrofit)	Two entries required
U-Shaped Kitchens	≥2500 mm (2130 mm retrofit)	Continuous three-sided layout
L-Shaped Kitchens	≥2500 mm (1500 mm retrofit)	With island or adjacent walls
Colour Contrast	N/A	Differentiate counters, cabinets, appliances, and hardware
Storage Reach Range	400–1370 mm AFF (≥50% shelves)	<ul style="list-style-type: none"> • On accessible route • Operable parts per 5.1
Sink – Knee Space	≥810 mm wide × 480 mm deep × 685 mm high	Required for forward approach
Sink – Counter Height	710–865 mm AFF	Rim or countertop height
Sink – Protection	N/A	<ul style="list-style-type: none"> • Insulate pipes • No sharp surfaces
Faucets	N/A	<ul style="list-style-type: none"> • Lever/tactile markings • Intuitive operation
Appliances	400–1200 mm AFF (controls)	<ul style="list-style-type: none"> • Clear floor space at appliances • Accessible routes
Microwave Controls	≤1100 mm AFF	Within seated reach
Cooktop – Knee Space	≥810 mm wide × 480 mm deep × 685 mm high	<ul style="list-style-type: none"> • Prevent burns/shock • No reaching across burners
Ovens	Controls ≤1400 mm AFF	<ul style="list-style-type: none"> • Work surface adjacent • Pull-out shelf where side-hinged
Refrigerators / Freezers	≥50% freezer ≤1370 mm AFF	Parallel approach with offset ≤610 mm

Cross-Reference

See also **Section 2.10 Seating, Tables and Work Surfaces** and **Section 5.1 Controls and Operating Mechanisms** for related reach range and operability requirements.

Technical Note – Accessible Kitchen Design Standards

While this section outlines key accessibility requirements, detailed appliance specifications, ergonomic clearances, and safety provisions should be developed by qualified designers in accordance with recognized standards such as:

- CSA B651 (Accessible Design for the Built Environment)
- ISO 21542 (Building Construction – Accessibility and Usability of the Built Environment)
- ANSI A117.1 (Accessible and Usable Buildings and Facilities)

Designers should ensure kitchens and kitchenettes support independent, safe, and comfortable use by all occupants through compliant layouts, appliance selection, and control placement.

6.6 Waiting and Queuing Areas

Rationale

Waiting and queuing areas must be designed to provide safe, dignified, and independent access for all persons, including those using mobility devices, service animals, or with vision loss. Providing adequate manoeuvring space, cane-detectable barriers, accessible seating, and weather protection ensures inclusive use.

Application

This section applies to all permanent and temporary waiting and queuing areas, both indoors and outdoors.

Design Requirements

Seating

- At least 3% of seating, and no fewer than two seats, shall be accessible
- Accessible seating spaces must be at least 900 mm wide by 1500 mm deep for front approach, adjacent to fixed seating to allow space for mobility devices, equipment or service animals
- Seating areas must be visible from entry, positioned along accessible routes and recessed where possible to avoid circulation conflicts
- Seating shall be on the same level as accessible routes with no steps or curbs
- Accessible paths through seating rows must be at least 1500 mm wide
- Provide a mix of fixed and movable seating to allow flexibility
- At least some seating must include armrests for transfer support
- Outdoor waiting areas should be sheltered or under cover where feasible

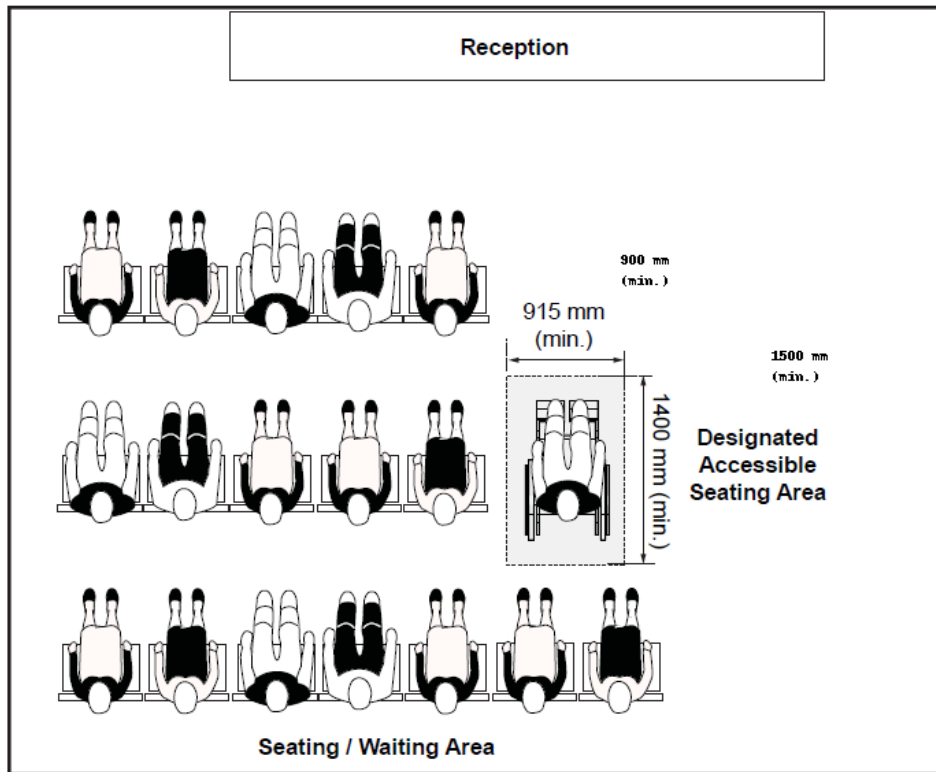


Figure 176: Waiting Area

Queuing Areas

- Queuing areas must be located on an accessible routes per Section 3.3 Interior Accessible Routes
- Provide directional and entry signage in accordance with Section 5.7 Signage and Wayfinding
- Where provided, ticketing dispensers must comply with Section 5.8 Self-service Kiosks

Queuing Guides

- Provide a clear width of at least 1100 mm between ropes, bars or solid barriers
- Provide clear floor space at points where guides begin, end or change direction, in compliance with Section 3.3 Interior Accessible Routes
- Guides arranged in parallel lines with consistent spacing
- Provide at least 70% contrast with surroundings
- Cane-detectable barriers at or below 680 mm maximum A.F.F.

Note: Retractable-belt stanchions should be used sparingly, as they can create tripping hazards when not in place or are retracted across main accessible routes.

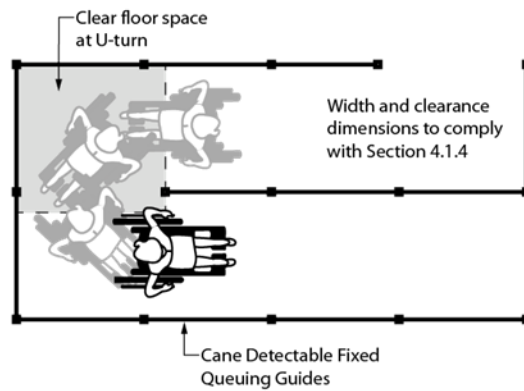


Figure 177: Queuing Guides and Waiting Areas

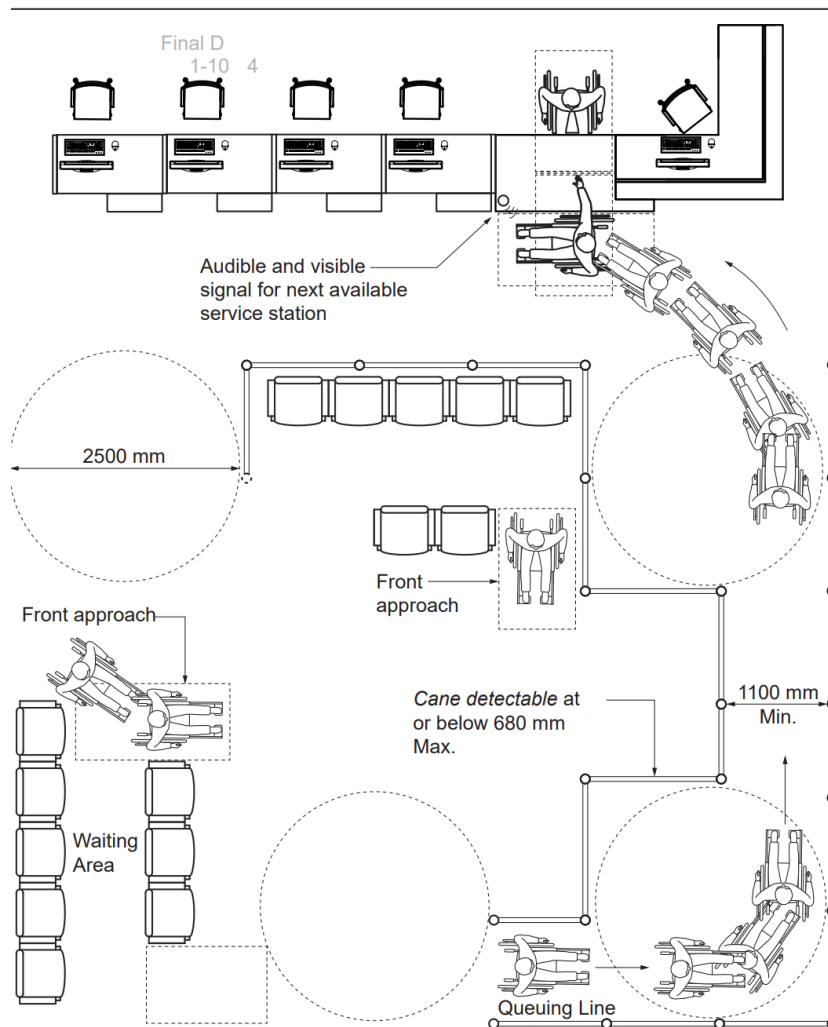


Figure 178: Queuing Guides and Waiting Areas

Cross-Reference

See also Section 2.10 Seating, Tables and Work Surfaces, Section 3.3 Interior Accessible Routes, and Section 5.7 Signage and Wayfinding for related requirements on maneuvering space, circulation, and information clarity.

Technical Note – Accessible Waiting and Queuing Standards

Detailed performance criteria for circulation, reach ranges, and barrier detection should follow recognized standards such as:

- CSA B651 (Accessible Design for the Built Environment)
- ISO 21542 (Building Construction – Accessibility and Usability of the Built Environment)
- OBC Section 3.8 (Barrier-Free Design)

Designers should ensure waiting and queuing environments provide equitable access, visibility, and comfort for all users through consistent widths, tactile guidance, and safe queuing management.

Table 59: Waiting and Queuing Areas at a Glance

Feature	Minimum / Recommended Dimensions	Notes / Key Requirements
Accessible Seating	≥3% (minimum 2 spaces)	<ul style="list-style-type: none"> • Clearly visible • Adjacent to accessible routes
Accessible Seating Space	900 mm wide × 1500 mm long	Adjacent to fixed seating for front approach
Path Between Rows	≥1500 mm	Clear circulation
Outdoor Waiting Areas	N/A	Should be sheltered/covered
Queuing Aisle Width	≥1100 mm	Between ropes, bars, or barriers
Queuing Turning Space	≥1500 × 1500 mm	At changes in direction, beginning, and end
Queuing Guide Contrast	≥70%	Tonal/colour contrast with surroundings
Cane Detectable	≤680 mm AFF	Ropes, bars, or barriers detectable by cane
Signage	N/A	Directional/informational per Section 5.7

Feature	Minimum / Recommended Dimensions	Notes / Key Requirements
Ticketing Dispensers	N/A	<ul style="list-style-type: none">• On accessible route• Comply with kiosks section

6.7 Balconies, Porches, Terraces and Patios

Rationale

Balconies, porches, terraces and patios provide important outdoor spaces for recreation, relaxation, and socialization. Accessibility in these areas ensures that persons with mobility impairments and other diverse needs can use them independently and safely. Design must focus on safety, ease of access, clear visibility and comfort, including protection from sun, wind and precipitation.

Application

This section applies to balconies, porches, terraces and patios provided for public, client, customer or employee use.

Design Requirements

Location and Access

- Must be located on an accessible route
- The minimum depth must be 2440 mm
- In retrofit situations, the minimum depth may be reduced to 1525 mm if 2440 mm is technically infeasible
- Where outswing doors are used, a minimum depth of 1100 mm must be provided between the door and any adjacent guard or railing
- Thresholds at balcony doors should be flush where possible; if necessary, they must comply with Section 1.2 Ground and Floor Surfaces

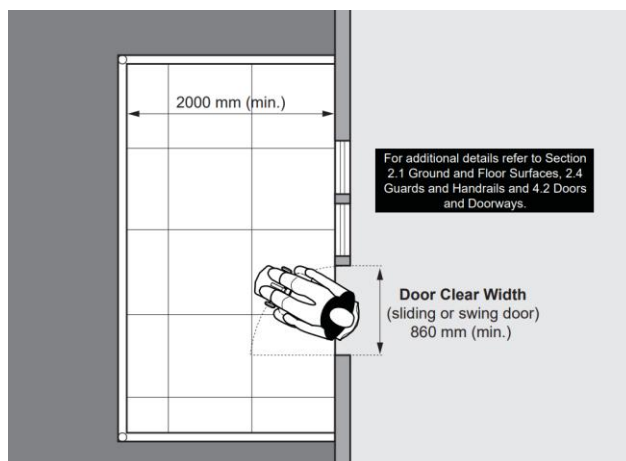


Figure 179: Balcony / Terrace - Plan View

Surface and Drainage

- Surfaces must comply with the requirements of Section 1.2 Ground and Floor Surfaces
- Surfaces must slope to remove water, with a maximum slope of 2%
- Use firm, stable and slip-resistant materials

Railings and Guards

- Railings and guards must comply with the Ontario Building Code (OBC)
- Provide clear vision below top rail for seated users (wheelchairs or scooters) to maintain views of the surrounding environment
- Use high contrast finishes for visibility and a minimum 70% transparency where possible

Door Design

- Locate doors so they open against a side wall or railing to avoid obstruction
- Glazing in doors must comply with Section 3.2 Doors and Doorways

Cross-Reference

See also **Section 1.2 Ground and Floor Surfaces** and **Section 3.2 Doors and Doorways** for detailed surface and door-threshold requirements related to outdoor spaces.

Technical Note – Accessible Outdoor Spaces and Guards

Design specifications for balcony and terrace safety, including guard height, load capacity, and glazing, must follow the Ontario Building Code (OBC) and CSA B651 (Accessible Design for the Built Environment).

Designers should ensure outdoor spaces are usable by all individuals through level transitions, proper drainage, safe railing design, and consistent color and tonal contrast for visibility and comfort.

Table 60: Balconies, Porches, Terraces and Patios at a Glance

Feature	Minimum / Recommended Dimensions	Notes / Key Requirements
Minimum Depth	≥2440 mm (1525 mm retrofit)	Clear usable outdoor space
Outswing Door Clearance	≥1100 mm	Between door and guard/railing
Thresholds	<ul style="list-style-type: none">• Flush preferred• ≤13 mm bevel	Avoid barriers at entrances

Feature	Minimum / Recommended Dimensions	Notes / Key Requirements
Surface Slope	≤2%	<ul style="list-style-type: none"> • Firm, stable, slip-resistant • Drainage provided
Railings / Guards	<ul style="list-style-type: none"> • As per OBC 	<ul style="list-style-type: none"> • Provide clear seated sightlines • ≥70% transparency • High contrast
Edge Markings	<ul style="list-style-type: none"> • N/A 	Contrasting strip at perimeter edges
Door Swing	<ul style="list-style-type: none"> • N/A 	Open against wall or guard to avoid obstruction
Glazing in Doors	<ul style="list-style-type: none"> • N/A 	Must comply with Section 3.2
Shelter / Shade	<ul style="list-style-type: none"> • N/A 	Provide weather/sun/wind protection where possible

6.8 Wellness Rooms

Rationale

Wellness Rooms provide safe, quiet, and inclusive spaces that support a variety of personal needs, such as prayer, meditation, lactation, rest and decompression. These spaces are essential for creating environments that respect cultural, spiritual and personal practices while also supporting health and well-being.

Designing Wellness Rooms with accessibility in mind ensures that individuals of all abilities can use the space independently and with dignity. Features such as adequate manoeuvring space, accessible seating, quiet acoustics, and options for reclining allow the room to meet diverse needs. Providing flexible design supports not only individual wellness but also inclusion, equity and a sense of belonging within municipal facilities.

Application

This section applies to Wellness Rooms provided in municipal facilities intended for staff, visitors, and the public. These rooms may serve multiple purposes, including prayer, meditation, lactation, personal wellness, or quiet reflection.

Wellness Rooms must be designed to:

- Support diverse cultural, spiritual and personal practices
- Provide a private, quiet and comfortable environment
- Be located on accessible routes and in proximity to universal washrooms or ablution facilities where required
- Include flexible features accommodating adults, children and caregivers

Requirements

Wellness rooms must:

- Provide a minimum turning radius of 2500 mm for manoeuvring mobility devices
- Provide accessible seating, including a range of fixed and movable seating options and chairs with and without armrests
- Include a place to recline or lie down (e.g., couch, bench or cot)
- Provide storage for personal items (e.g., shoes, bags, mobility aids) without obstructing circulation
- Incorporate signage identifying the space as a Wellness Room in compliance with Section 5.7 Signage and Wayfinding

- Surfaces must be firm and slip-resistant with carpet or matting considered where kneeling or sitting on the floor is common
- Lighting must be dimmable and glare-free; natural light preferred where feasible
- Ensure acoustics provide quiet, private and comfortable use of the space
- Provide power outlets within reach ranges for personal devices or medical equipment
- Provide nearby access to washrooms and, where required, ablution or cleansing facilities
- See also Sections 2.1 (Space and Reach Requirements), 5.9 (Signage and Wayfinding), and 5.5 (Acoustics) for related requirements

Table 61: Wellness Rooms at a Glance

Feature	Minimum / Recommended Dimensions	Notes / Key Requirements
Turning Space	≥2500 mm diameter	Clear manoeuvring inside room
Signage	N/A	Wellness Room signage per Section 5.9
Seating	N/A	Accessible seating with/without armrests
Recline / Rest Space	N/A	Provide couch, bench or cot
Flooring	N/A	<ul style="list-style-type: none"> • Firm, stable • Carpet/matting acceptable
Lighting	Adjustable	Dimmable, glare-free, natural light preferred
Acoustics	N/A	Sound-insulated, quiet environment
Storage	N/A	<ul style="list-style-type: none"> • Shoe or personal item storage • Not obstructing routes
Washroom Access	N/A	Nearby universal/gender-neutral washroom
Ablution Facilities	N/A	Where required, must be accessible

Cross-Reference

See also Section 2.1 Space and Reach Requirements, Section 5.9 Signage and Wayfinding, and Section 5.5 Acoustics for related requirements on turning space, signage clarity, and sound control.

Technical Note – Accessible Wellness and Multi-Faith Spaces

Designers should ensure Wellness Rooms balance privacy and inclusivity while meeting accessibility and safety standards.

Recommended reference standards include:

- CSA B651 (Accessible Design for the Built Environment)
- ISO 21542 (Building Construction – Accessibility and Usability of the Built Environment)
- WELL Building Standard (Mind and Comfort concepts)

Design teams should consult with accessibility and equity specialists to ensure the space accommodates diverse users and supports equitable well-being within municipal environments.

6.9 Cultural Art Facilities

Rationale

Cultural art facilities must provide equitable and meaningful access to exhibits, performances, and cultural spaces. Design must accommodate diverse needs, using inclusive strategies and technologies such as tactile displays, audio descriptions, captioning, adjustable lighting, and clear navigation aids. Accessible design ensures equitable participation, interaction and enjoyment for all visitors.

Application

This section applies to art and cultural facilities including, but not limited to, art galleries, museums, concert halls, theatres, heritage sites, and community or civic centres and other cultural venues open to the public.

Design Requirements

Accessible Circulation

- Provide minimum clear width of 1100 mm along exhibit paths in accordance with Section 3.3 Interior Accessible Routes
- Provide clear floor space of at least 1500 mm x 1500 mm at turns or corners for wheelchair manoeuvring
- Maintain continuous, level flooring with no abrupt changes in height greater than 13 mm
- Provide accessible resting/seating areas at intervals not exceeding 30 m in large exhibit halls

Lighting

- Provide lighting that minimizes glare, shadows, and dark zones
- Incorporate anti-reflective coatings on fixtures and glass where possible
- Provide focused, adjustable accent lighting at 1200-1400 mm A.F.F. to highlight displays without glare.
- Meet Section 5.6 Lighting for additional illumination and glare control guidance, including:
 - 200–300 lux for general areas
 - 500 lux for detailed or tactile displays

Communications and Information Systems

- Provide signage and wayfinding systems that:
 - Are high contrast, clear, and minimize visual clutter
 - Include tactile characters and Braille per Section 5.9 Signage and Wayfinding
 - Have minimum text height of 16 mm, mounted 1370–1525 mm above floor
- Provide assistive listening systems in accordance with Section 5.3 Assistive Listening Device and Public Telephones, covering at least 80% of audience area with minimal signal distortion
- Provide information in multiple accessible formats: large print (minimum 18 pt), audio, digital screen-reader compatible formats
- All multimedia content should be captioned and available with audio description

Display Stands and Interactives

- Provide clear floor space of at least 1500 mm x 1500 mm around display stands
- Primary viewing surfaces must be 750–1200 mm AFF
- Interactive controls must be within 400–1200 mm AFF, with 15–20° tilt recommended
- Table or work surface depth must not exceed 500 mm for forward reach; provide knee clearance 735 mm high x 480 mm deep x 900 mm wide
- Displays should be viewable from at least two sides
- Interactive displays must:
 - Be operable with one hand, requiring no pinching, twisting, or tight grasping
 - Be designed to support tactile, auditory, and visual feedback
- Where interactive elements are digital, ensure compatibility with assistive technologies such as screen readers, alternative input devices and closed captioning

Safety and Stability

- Display stands must be stable, with wide base to prevent tipping
- Edges rounded or padded
- Durable, non-toxic finishes; frequent cleaning considered

Maintenance and Inspection

Cultural and exhibition spaces must be regularly inspected to ensure that accessible routes, lighting, signage, tactile elements, and assistive technologies remain functional and compliant. Exhibit layouts and display heights should be reviewed periodically to confirm

clear circulation and sightlines are maintained, particularly following exhibit changes or temporary installations.

Table 62: Cultural Art Facilities at a Glance

Feature	Minimum / Recommended Dimensions	Notes / Key Requirements
Path Width	≥1100 mm	Clear accessible routes
Turning Space	≥1500 × 1500 mm	At turns/corners
Slope	≤1:20	Unless designed as ramps
Surface Changes	≤13 mm	Beveled where unavoidable
Lighting Levels	<ul style="list-style-type: none"> • 200–300 lux general • 500 lux detailed 	Diffused, glare-free, anti-reflective
Wall Sconce Height	1200–1400 mm AFF	<ul style="list-style-type: none"> • Highlight displays • Assist wayfinding
Signage	Text ≥16 mm (tactile 1370–1525 mm AFF)	<ul style="list-style-type: none"> • High contrast • Tactile and Braille
Assistive Listening	Covering ≥80% of audience seating area	Minimal signal distortion
Accessible Formats	N/A	Large print (≥18 pt), audio, digital compatible
Interactive Displays	Controls 400–1200 mm AFF	<ul style="list-style-type: none"> • Operable with one hand • Tables ≤860 mm AFF with knee clearance
Display Stands	<ul style="list-style-type: none"> • Viewing 750–1200 mm AFF • Clear space ≥1500 × 1500 mm 	<ul style="list-style-type: none"> • Max depth 500 mm • Knee clearance 750 mm high × 480 mm deep × 850 mm wide
Visual Accessibility	<ul style="list-style-type: none"> • Text ≥16 mm • 4.5:1 contrast ratio 	<ul style="list-style-type: none"> • Sans serif fonts • Tactile/Braille where appropriate
Safety / Stability	N/A	<ul style="list-style-type: none"> • Rounded edges • Wide base • Durable non-toxic finishes

Cross-Reference

See also Sections 3.3 Interior Accessible Routes, 5.3 Assistive Listening Devices, 5.6 Lighting, and 5.9 Signage and Wayfinding for related accessibility requirements in circulation, communication, and visual design.

Technical Note – Accessible Cultural and Exhibition Environments

Designers should ensure that cultural, performance, and exhibition spaces balance accessibility with artistic intent. Visual, auditory, and spatial accessibility features must enhance—not detract from—the visitor experience.

Reference standards and guidelines include:

- CSA B651 – Accessible Design for the Built Environment
- ISO 21542 – Building Construction: Accessibility and Usability of the Built Environment
- WELL Building Standard – Mind and Comfort concepts (sensory comfort and lighting)
- ICOM / UNESCO Museum Accessibility Guidelines – Inclusive exhibit and interpretive design best practices

Design teams should collaborate with accessibility specialists, curators, and end-users early in the design process to ensure inclusive, engaging, and equitable experiences for all visitors.

6.10 Accessible Playgrounds

Rationale

Accessible playgrounds foster development, connection, and fun for children of all abilities. They provide equitable play opportunities, encourage interaction, and support caregivers of diverse ages and abilities.

Designing accessible playgrounds ensures that children and caregivers of all abilities can play, connect and participate safely and independently.

Application

This section applies to play spaces, including play areas, playground equipment, sandboxes and other amenities. Play spaces may be located in a variety of public settings including parks and community or recreation centres.

Play spaces require consideration for:

- The number and types of play structures, equipment and features provided
- Designated play areas surrounding structures
- Site amenities and features surrounding the play space

Criteria provided in this section is intended to summarize key features for accessible playgrounds and reference applicable standards.

Design Requirements

Consultation Requirements

Before constructing new or redeveloping existing outdoor play spaces, the City will consult on the needs of children and caregivers with various disabilities with:

- The Mississauga Accessibility Advisory Committee
- The public and people with disabilities

Consultation must address requirements for accessible play elements for children and caregivers with various disabilities including, but not limited to, sensory and active play components.

General Features

Children's play spaces must:

- Comply with current CAN/CSA Z614-14 Annex H

- Provide sensory, active and passive play components for children and caregivers with various disabilities
- Provide sufficient clearance for movement throughout the space

Surfaces

- Firm and stable
- Have impact attenuation for fall safety
- Provide adequate drainage to prevent water accumulation

Play Equipment and Components

- Provide at least 70% colour contrast between components and surroundings

Amenities

Where provided, play spaces should include:

- Where parking is provided, accessible parking per Section 3.1 Parking and Loading Zones
- Waste and recycling receptacles that meet Section 3.7 Street Furniture

Table 63: Inclusive Play Spaces at a Glance

Feature	Minimum / Recommended Dimensions	Notes / Key Requirements
Consultation	N/A	<ul style="list-style-type: none"> • Consult Mississauga AAC • The public • People with disabilities • Address sensory and active play needs
General Features	N/A	<ul style="list-style-type: none"> • Comply with CAN/CSA Z614-14 Annex H • Provide sensory, active, and passive play components • Sufficient clearance for circulation
Accessible Path of Travel	<ul style="list-style-type: none"> • 1800 mm min (2100 mm preferred) • 3000 mm if vehicle access required 	<ul style="list-style-type: none"> • Connect from parking/sidewalks/buildings • Low-effort doors • Childproof accessible gates
Surfaces	N/A	<ul style="list-style-type: none"> • Firm, stable, slip-resistant; impact-attenuating • Beveled/flush transitions • Adequate drainage • Tactile cues where possible
Handrails	560–965 mm; 510–710 mm at ramps; 24–39 mm diameter	<ul style="list-style-type: none"> • Provided on play equipment • Comply with Section 1.5 Handrails
Guards	As per Section 1.4	Required on elevated play equipment
Play Equipment – Contrast	≥70%	Colour/tonal contrast between play components and surroundings
Play Equipment – Active	N/A	Climbing, motion, movement features
Play Equipment – Passive/Sensory	N/A	<ul style="list-style-type: none"> • Quiet zone outside active play • Clear sightlines • At least one sensory engagement
Play Equipment – Distribution	≥50% ground-level; ≥50% elevated (rounded up)	<ul style="list-style-type: none"> • Accessible and adjustable • Dispersed throughout play space
Play Equipment – Clear Ground Space	900 × 1500 mm (front); 900 × 2200 mm (side)	At play components

Feature	Minimum / Recommended Dimensions	Notes / Key Requirements
Play Equipment – Reach Ranges	Ages 2–5: 460–910 mm; Ages 5–12: 460–1020 mm	Accessible reach for children of different ages
Play Equipment – Mobility Device Use	≥2 types of equipment	Must be usable by children using mobility devices
Transfer Platforms	280–460 mm height	Connect ground and elevated play components
Transfer Steps	Per Section 1.4 Exterior Stairs	Adjacent clear ground space 900 × 1500 mm (front) or 900 × 2200 mm (side)
Amenities – Parking	Per Section 3.1	Accessible parking/loading nearby
Amenities – Seating	N/A	Benches with weather protection and clear sightlines to play zones
Amenities – Waste/Recycling	N/A	Receptacles per Section 3.7 Street Furniture
Amenities – Caregiver Fitness	N/A	Consider adult fitness elements for caregiver engagement

Cross-Reference

See also Sections 1.4 Stairs, 1.5 Handrails, 2.1 Space and Reach Requirements, 3.1 Parking and Loading Zones, 3.3 Exterior Accessible Paths of Travel, and 3.7 Street Furniture for related design and dimensional criteria.

Technical Note – Inclusive Play Design

Accessible playgrounds must integrate accessibility into every aspect of layout, surfacing, equipment selection, and amenity design. Play environments should support physical, sensory, and social interaction for children of all abilities and their caregivers.

Reference standards and guidelines include:

- **CAN/CSA Z614-14 Annex H** – Children’s Playground Equipment and Surfacing
- **ISO 21542** – Building Construction: Accessibility and Usability of the Built Environment
- **Inclusive Play Design Guide (Canadian Tire Jumpstart & Rick Hansen Foundation)** – Best practices for sensory and universal play
- **WELL Community Standard** – Comfort and Movement features supporting inclusive public environments

6.11 Lockers and Baggage Storage

Rationale

Lockers and baggage storage must be designed to serve users of all abilities. Accessible lockers ensure that persons using mobility devices, children, or those with limited dexterity can independently store and retrieve belongings. Clear signage, intuitive operating mechanisms, and adjacent accessible seating support comfort, dignity, and independence.

Designing accessible lockers and baggage storage promotes independence and ensures equitable use across all facility types.

Application

Where lockers or baggage storage units are provided in public or common-use areas, at least 10% (minimum one) must comply with this section.

Requirements

Location and Access

- Accessible lockers must be located on an accessible route complying with Section 3.3 Interior Accessible Routes
- Aisle space in front of lockers must be 1370 mm deep by 810 mm wide for manoeuvring
- Accessible lockers must be evenly dispersed throughout locker areas

Reach and Mounting Heights

- Bottom shelf between 400 mm minimum AFF
- Top shelf 1200 mm maximum AFF
- At least 10% of coat hooks mounted no higher than 1100 mm AFF

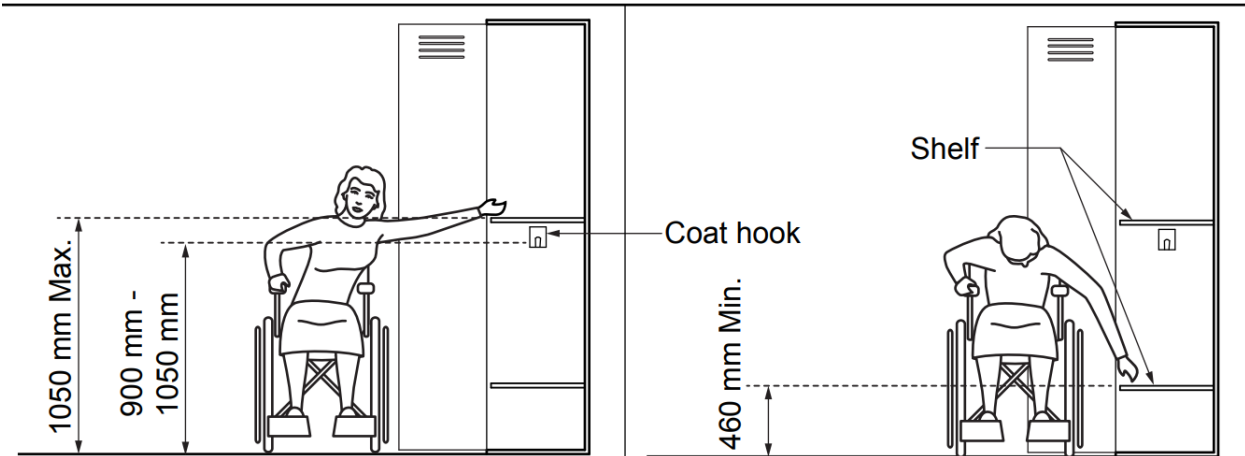


Figure 180: Reach range at lockers

Clear Floor Space

- Forward approach: 915 mm wide by 1370 mm deep
- Side approach: 1525 mm wide by 915 mm deep

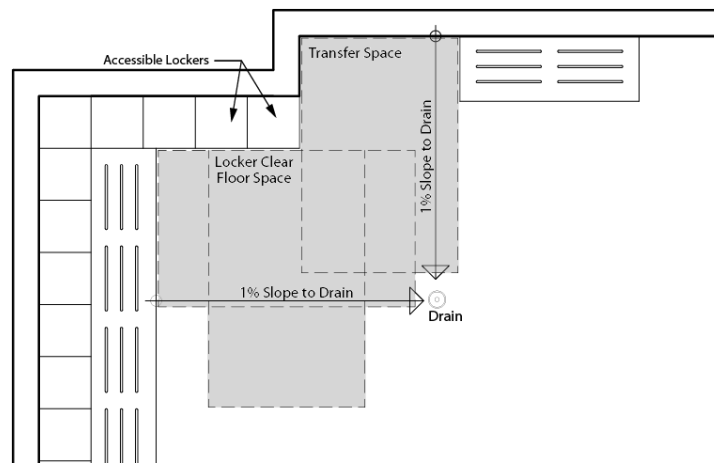


Figure 181: Locker Room Clear Floor Space Requirements

Hardware and Operability

- Keys, codes, or cards (if used) must comply with Section 4.1 Controls and Operating Mechanisms
- Collapsible coat hooks are required; must not be mounted above benches

Signage and Identification

- Accessible lockers identified with the International Symbol of Accessibility

- Locker numbering/signage
 - Mounted no higher than 1500 mm (centreline)
 - Lettering or number print size between 13 mm and 19 mm high, with either raised or recessed lettering
 - High colour contrast with the background
- Tactile characters and Braille are recommended where lockers are numbered or assigned to users

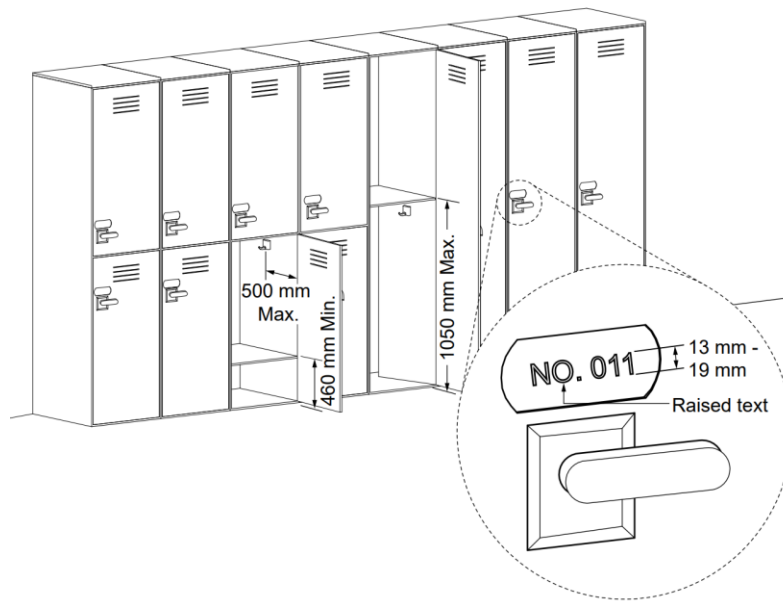


Figure 182: Accessible Lockers

Baggage Racks and Carousels

- Platform surfaces no higher than 460 mm AFF
- Continuous colour-contrasting strip at leading edge
- Clear floor space and turning radius maintained

Benches (where provided)

- Installed adjacent to accessible lockers
- Include back support and grab bars where practicable
- Provide adjacent clear floor space for transfer

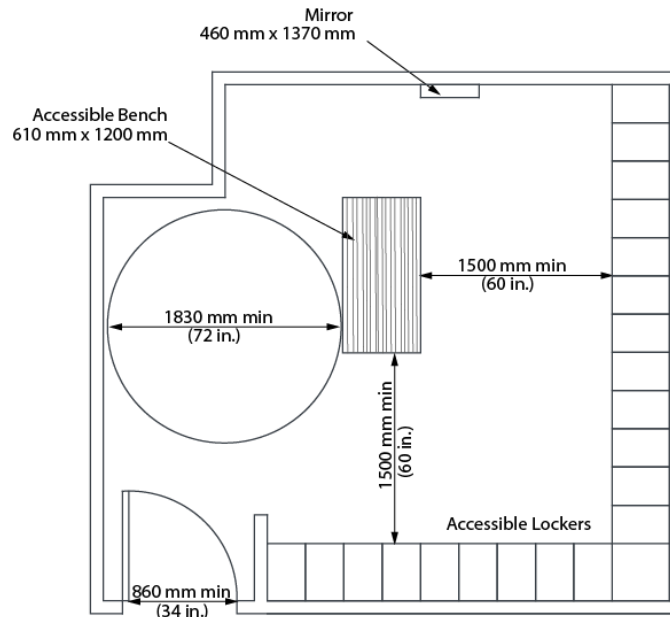


Figure 183: Locker Room Sample Layout

Table 64: Lockers and Baggage Storage at a Glance

Feature	Minimum / Recommended Dimensions	Notes / Key Requirements
Accessible lockers required	≥10% (min. 1)	<ul style="list-style-type: none"> • Must be evenly dispersed • Located on an accessible route
Aisle space	1370 mm deep × 810 mm wide	Required clear manoeuvring space in front of lockers
Clear floor space	<ul style="list-style-type: none"> • 915 × 1370 mm (forward) • 1525 × 915 mm (side) 	Must be provided at accessible lockers
Bottom shelf	≥400 mm AFF	Within accessible reach range
Top shelf	≤1200 mm AFF	Within accessible reach range
Locks	900–1100 mm AFF	<ul style="list-style-type: none"> • Operable with one hand • No tight grasping, pinching, or twisting
Coat hooks	≤1100 mm AFF	<ul style="list-style-type: none"> • At least 10% accessible • Collapsible • Not mounted above benches

Feature	Minimum / Recommended Dimensions	Notes / Key Requirements
Signage / numbering	<ul style="list-style-type: none"> • 13–19 mm high text • ≤1500 mm AFF (centreline) 	<ul style="list-style-type: none"> • Raised or recessed • High contrast • ISA symbol on accessible lockers
Baggage racks / carousels	≤460 mm AFF	<ul style="list-style-type: none"> • Continuous colour-contrasting strip on platform edge • Clear floor space maintained
Benches (where provided)	N/A	<ul style="list-style-type: none"> • Adjacent to accessible lockers • Back support and grab bars where practicable • Transfer space provided

Cross-Reference

See also Sections 2.1 Space and Reach Requirements, 3.3 Interior Accessible Routes, 4.1 Controls and Operating Mechanisms, and 5.7 Signage and Wayfinding for related reach, clearance, operability, and signage standards.

Maintenance and Inspection

Lockers, baggage racks, and storage systems should be regularly inspected to ensure operability, stability, and accessibility. Locks, hooks, and signage must remain functional, readable, and mounted at compliant heights. Periodic checks should confirm that clear floor spaces and accessible routes remain unobstructed and that adjustable or mechanical components operate with minimal force.

6.12 Fire Stations

Rationale

Municipal fire stations must accommodate accessibility needs of all potential users. While many areas are dedicated to firefighters and not intended for public use, stations also serve administrative staff, consultants, school groups, visitors, and members of the public in emergency situations. Applying accessibility standards within these specialized facilities supports inclusion and ensures that all users – from firefighters to visitors – can navigate and interact with safety and independence.

Application

This section applies to areas of fire stations that are accessible to the public or intended for viewing by visitors.

Exception: Facilities used exclusively by firefighters (hose towers, fitness rooms, dormitories, second floors, and basement storage).

At least one accessible public washroom must be provided.

Requirements

Entrances and Paths of Travel

- Public entrances must be accessible and comply with Section 3.2 Entrances and Doors
- Firefighter entrances must comply with Section 3.2, except power door operators are not required unless mandated by the OBC
- Where more than 3 entrances are provided, at least 2 must be barrier-free (OBC)
- Provide an accessible path of travel per Section 3.3 Interior Accessible Routes from accessible entrances to all public or visitor areas
- Signage must identify accessible entrances in compliance with Section 5.9 Signage and Wayfinding

Public and Community-Use Areas

- Any spaces intended for public or community use (e.g., meeting rooms, classrooms, multi-purpose rooms) must comply fully with this Standard
- Kitchens or kitchenette facilities intended for public or shared use must comply with Section 6.6 Kitchens and Kitchenettes
- Apparatus bays and designated public viewing areas must be on an accessible route and provide safe, clear sightlines with appropriate barriers or guards

Accessible Washrooms

- Provide at least one accessible public washroom
- Washrooms must comply with Section 3.7 Washrooms except:
 - Adult-sized change table is not required, but sufficient space must be provided for one (minimum 1800 mm long x 700 mm wide clear area)
 - A baby change table must be included
- Install accessible signage at washrooms (tactile and high-contrast) per Section 5.9 Signage and Wayfinding
- An emergency call system should be provided inside accessible washrooms

Parking

- Where public parking is provided, at least one accessible space must be located close to the primary public entrance
- Parking must comply with Section 4.1 Parking and Loading Zones

Table 65: Fire Stations at a Glance

Feature	Minimum/Recommended Dimensions	Notes / Key Requirements
Public entrances	N/A	<ul style="list-style-type: none"> • Must be accessible • Comply with Section 3.2 Entrances and Doors
Firefighter entrances	N/A	<ul style="list-style-type: none"> • Must comply with Section 3.2 • Power door operators not required unless mandated by OBC
Barrier-free entrances	≥2 where >3 provided	OBC requirement
Accessible path of travel	1100 mm clear width minimum	From accessible entrances to all public/visitor areas, per Section 3.3 Interior Accessible Routes
Entrance signage	Mounted 1370–1525 mm AFF	<ul style="list-style-type: none"> • Identify accessible entrances • Tactile and high contrast, per Section 5.9 Signage and Wayfinding
Public/community-use areas	N/A	Meeting rooms, classrooms, multi-purpose rooms must comply with this Standard

Feature	Minimum/Recommended Dimensions	Notes / Key Requirements
Kitchens (shared/public)	N/A	Must comply with Section 6.6 Kitchens and Kitchenettes
Apparatus bay / viewing	N/A	Must be on an accessible route with safe, clear sightlines and protective barrier/guard
Accessible washroom	At least 1	<ul style="list-style-type: none"> • Must comply with Section 3.7 Washrooms • Adult change table space required but not the fixture • Baby change table required
Washroom signage	Mounted 1370–1525 mm AFF	Tactile and high contrast, per Section 5.9 Signage and Wayfinding
Emergency call system (washroom)	N/A	Should be provided inside accessible washrooms
Accessible parking	≥1 space	Close to primary public entrance, must comply with Section 4.1 Parking and Loading Zones

Cross-Reference

See also Sections 3.2 Doors and Doorways, 3.3 Interior Accessible Routes, 4.1 Parking and Loading Zones, 3.7 Washrooms, 5.9 Signage and Wayfinding, and 6.6 Kitchens and Kitchenettes for related requirements on access routes, washrooms, signage, and shared spaces.

Maintenance and Inspection

Fire stations must be inspected periodically to ensure that accessible entrances, washrooms, signage, and public areas remain free of barriers and fully functional. Public viewing areas and apparatus bays should be reviewed regularly to confirm that guards, sightlines, and circulation routes continue to provide safe and accessible viewing conditions for all users.

6.13 Municipal Courts

Rationale

Municipal court facilities must be inclusive for all participants and visitors, including members of the judiciary, court clerks and staff, defendants, counsel, witnesses, press, and the public. Accessibility promotes fairness, safety, and dignity by ensuring equal participation in judicial processes. While some areas (e.g., judges' benches, witness stands) may be raised, they must be designed for adaptability so they can be modified with minimal reconstruction if accessibility is required in the future. Integrating accessibility within court environments reinforces procedural fairness and demonstrates the City's commitment to equal access to justice.

Application

This section applies to all public and staff-accessible areas of municipal courts, including entrances, security screening, courtrooms, jury areas, and supporting facilities. Detention-only zones used exclusively by security staff and detainees may be exempt from hardware requirements but should be designed to allow adaptation where practicable.

Design Requirements

Entrances and Security

- At least one restricted entrance (for judges, staff, or authorized users) and one secure entrance (for detainees and security staff) must be accessible
- Where screening devices (e.g., metal detectors, x-ray machines) cannot accommodate mobility devices, provide an adjacent accessible route with equivalent circulation
- Security counters, glazing, and pass-throughs must comply with Section 3.6 Service Counters

Accessible Routes

- Provide accessible circulation to all public areas, jury assembly/deliberation spaces, and staff stations used by persons with disabilities
- Routes must comply with Section 3.3 Interior Accessible Routes and be free of barriers

Courtrooms

- Spectator and press seating:
 - For seating for less than 25 people: provide at least one wheelchair space within the defined area

- For seating for more than 25 people: provide accessible seating per Section 6.1 Office and Meeting Space
- Jury boxes and witness stands: provide clear floor space; where raised, design for future lift or ramp installation without major reconstruction
- Judges' benches, clerks' stations, bailiffs' stations, court reporters' stations, and counsel tables:
 - Provide clear floor space, knee and toe clearance, and turning radius
 - Raised stations may be constructed adaptable for future vertical access
- All handrails, signage, lighting, and finishes must follow the requirements of their respective sections

Assistive Listening Systems

- Permanently installed assistive listening system required in every courtroom
- Provide receivers for at least 4% of room occupant load (minimum 2)
- Post signage indicating availability, in compliance with Section 5.9 Signage and Wayfinding
- Use FM/infrared or induction loop technologies for hearing-aid compatibility
- All assistive listening equipment must be tested regularly to ensure functionality and signal clarity

Jury Assembly and Deliberation Areas

- Refreshment counters, kitchenettes, and vending areas must be accessible
- Drinking fountains must comply with Section 2.10 Drinking Fountains and Bottle Filling Stations
- Provide accessible washrooms in or adjacent to jury assembly areas

Washrooms

- Provide at least one accessible public washroom on each floor with courtroom facilities
- Washrooms must comply with Section 3.7 Washrooms

Detention and Secure Areas

Spaces used for detainee holding and transfer should be designed to allow accessibility adaptation where possible without compromising security.

Table 66: Municipal Courts at a Glance

Feature	Minimum/Recommended Dimensions	Notes / Key Requirements
Entrances	N/A	<ul style="list-style-type: none"> • At least one restricted entrance and one secure entrance must be accessible • Provide adjacent accessible route where screening devices are not usable
Accessible Routes	Per Section 2.3 Interior Accessible Routes	Required to all public areas, jury assembly/deliberation, and staff stations
Spectator & Press Seating	<ul style="list-style-type: none"> • ≥ 1 clear floor space if ≤ 25 seats • Per Section 6.2 if > 25 seats 	Accessible seating integrated into seating areas
Jury Boxes & Witness Stands	Clear floor space per Section 2.1 Space & Reach	Must allow future adaptation with lift or ramp where raised
Judges' Bench & Staff Stations	Clear floor space and turning space	<ul style="list-style-type: none"> • Must be adaptable for future vertical access • Counsel tables and stations designed for mobility device access
Assistive Listening Systems	Receivers for $\geq 4\%$ of occupant load (min 2)	<ul style="list-style-type: none"> • Permanently installed system required in each courtroom • Signage must indicate availability
Jury Assembly & Deliberation Areas	N/A	<ul style="list-style-type: none"> • Accessible refreshment counters, kitchenettes, vending areas, and drinking fountains
Washrooms	Per Section 3.7 Washrooms	<ul style="list-style-type: none"> • At least one accessible public washroom per floor • Baby change table required • Space for adult-size change table recommended • Emergency call system
Signage	<ul style="list-style-type: none"> • Lettering min 13 mm high • Tactile, high contrast 	Required at washrooms and assistive listening system locations

Cross-Reference

See also Sections 3.3 Interior Accessible Routes, 4.4 Service Counters, 5.7 Assembly Areas, 5.7 Signage and Wayfinding, 6.7 Drinking Fountains, and 6.8 Washrooms for detailed technical requirements on routes, seating, signage, and amenities referenced in this section.

Maintenance and Inspection

Municipal court facilities should be inspected routinely to verify that accessible routes, seating areas, signage, and assistive listening systems remain functional and unobstructed. Equipment such as security screening devices, microphones, and lifts must be kept in good working order and tested periodically. Where courtroom layouts change, accessible circulation, sightlines, and seating must be reassessed to maintain compliance and user independence.