
THE ACCESSIBLE COMMUNITY BYLAWS GUIDE

SEPTEMBER 2009

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Acknowledgements

This Accessible Communities Bylaws was the result of many communities working together for over two years. It is important for us to work collaboratively with communities, as the Social Planning and Research Council of BC (SPARC BC) wished to create a set of by laws and policy that could be used by each local government to enhance the accessibility for people with disabilities. Although these are model bylaws and policy, SPARC BC recognizes that each local government is different. Thus, we encourage each local government to adapt these bylaws and policy so that it meets the needs of their own community.

In order for this document to come to its fruition, SPARC BC created an advisory committee for feedback on the bylaws and policy. The members of this committee represented the different communities around BC. We wish to acknowledge their dedication and commitment to this project. It is exciting to see this project to come into use, as it benefits the entire community, not solely people with disabilities.

The members of the advisory committee SPARC BC wishes to appreciate are:

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About SPARC BC

SPARC BC was established in 1966 and is a leader in research, public education and advocacy regarding issues of population health, social justice and community development. Our mission statement, which we revised and recommitted to in our 35th anniversary year, is: *SPARC BC works with communities in building a just and healthy society for all.*

SPARC BC is a registered not-for-profit society and a federally registered charity. We are a provincial organization with over 14,000 members, governed by a Board of Directors who comes from all parts of BC. SPARC BC works throughout the province and has partners in most BC communities through its networks of community-based organizations. SPARC BC has worked for over 43 years to improve the lives of people with disabilities. In the early 1970s, SPARC BC's Architectural Barriers Committee lobbied for and got accessible design standards included in Vancouver's Building By-Law. (The City of Vancouver is currently recognized as one of the most accessible cities in the world.)

SPARC BC also convinced the provincial government that disabled parking was not an option but a necessity. Through changes made to the Motor Vehicles Act it became possible for local government to regulate disabled parking. As a result, SPARC BC then set up an agency to issue parking permits for people with disabilities so that people in wheelchairs, scooters, crutches and walkers arrive safely at their destination with the help of designated parking zones.

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The accessible community bylaws will highlight the process for establishing the nine bylaws and one policy which pertain to accessible standards for planning, streets, public facilities, parks, taxis, gas stations, and parking. As well, it includes bylaws on adaptable housing and density bonusing as adaptable housing is a growing need as the population ages. To conclude, a policy is included to demonstrate how local government can set a precedent with their employment equity policies. Each bylaw and policy includes proper legal presentation for quick and easy adaptation. Overall, this document has two main functions. First, it aims to raise awareness around the issue of accessibility and inclusion within the structure of equitable governance. Secondly, it provides a practical guide for the adoption of these legal statutes.

The implementation process also extends beyond this document, requiring communities to recognize their shared values around accessibility and to commit to regularly assessing their accessibility. Thus, the document is an instructional tool, but also requires each community to organize its efforts towards accessibility and define its own needs and goals.

The document identifies a working definition for the terms accessibility, inclusion, and disability. Accessibility is defined as the removal of social, political, economic, and physical barriers to allow persons full access to economic, social, cultural, and political opportunities. Inclusion is defined through valuing the contributions of each community member, thus seen as the opportunity for persons with disabilities to participate in the planning and decision-making process in issues that affect them. Disability is defined according to the *Accessibility for Ontarians with Disability Act*, encompassing physical disability, mental impairment or developmental disability, learning disability, a mental disorder, or an injury or disability claimed under the *Workers Compensation Act*.

The first section of the report focuses solely on seven community accessibility bylaws. The first bylaw outlines the planning process around increasing access, which is initiated by the creation of an advisory committee and conduction of an accessibility audit. This process also allows communities to develop their own definitions of accessibility, inclusion, and disability; which

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will be incorporated into the context of all future bylaws. These steps will allow the community to prepare a long-term accessibility plan.

The second bylaw sets guidelines for accessible streets. The legislation outlines the necessary arrangements for road features including bridges, crosswalks, ramps, pedestrian routes, traffic islands, bus shelters, boardwalks, and traffic signals. It demonstrates provisions for the design of stairs, emergency vehicle access, benches and seats; passenger loading zones, guards and handrails; lighting; and snow removal on the streets. It also provides guidelines for the placement and access to vending machines, garbage cans and recycling bins, bike racks, and mailboxes.

The third bylaw identifies ways to increase the accessibility of public facilities, with a particular emphasis on the standards of arenas, municipally-owned restaurants, cafeterias and cafes; gymnasium; ice rinks; libraries; meeting rooms; theaters; and swimming pools. It addresses alterations to such vital features as signage, seating, ramps, stairs, entrances, washrooms, turnstiles, equipment, counters, and security systems.

The fourth bylaw concerns accessible parks, creating full access to recreation, exercise, amusement, and cultural life. This bylaw establishes standards for many outdoor areas including wilderness and conservation areas; recreational spaces; and gathering areas such as picnic areas and campgrounds.

The next three bylaws pertain to enhance each individual's mobility through increasing the accessibility of transportation options. The fifth bylaw sets guidelines for accessible parking. It creates standards for the size of spaces created for persons with disabilities and the number of spaces allotted to persons with disabilities within a given parking area. In addition, it addresses who has the authority to issue and cancel permits.

The sixth bylaw concerns the accessibility of taxis, as this is a vital link in transportation system of a community and can impact the mobility of all persons if it is not properly adapted. The bylaw outlines conditions for the issuance and revocation of taxi licenses, based upon accessible service requirements. The seventh bylaw also concerns guidelines for accessible gasoline stations, which are also a part of the right to transport and mobility. This bylaw asserts that communities must require gas stations to offer a full-service option throughout their operating hours.

The second section of the report focuses on housing, suggesting two further bylaws to address arrangements for sustainable accessible housing within the community. These bylaws address adaptable designs for such housing by promoting a design which begins with an accessible construction and it further allows occupants to modify their residences as their needs change. The accessible housing bylaw covers such issues as building access, room specifications, environmental controls, and outdoor recreation areas. It provides a more economical option to aging in one's own home.

Adaptable design is slowly emerging as trend in British Columbia, with several local governments imposing requirements on new medium- and high-density apartment buildings. The province is also developing its own accessible housing policy template. While the province continues to work on its own accessible housing policies, municipalities can take immediate action through the use of density bonusing bylaws or voluntary accessibility guidelines. By creating a density bonusing bylaw, local governments can grant an increase in density above current zoning bylaws in exchange for the provision of set number of accessible units within a development. Each local government can outline its own specifications for density, a suitable increase for a density bonus, and the conditions under which a density bonus would be granted. Local governments can also provide several additional forms of support through practices independent of the bylaws. Local governments can enter into housing agreements with the project's developer in exchange for providing some kind of financial assistance or suspension of the fees and can then make specifications about the availability of housing to certain individuals (such as persons with disabilities). These agreements usually take place with a third partner, a non-profit group which oversees the utilization of housing for its specified purpose.

The final section of the document outlines an equitable civic employment policy. As a model of accessibility and inclusion, local governments should ensure they adopt an employment equity hiring policy. Such a policy can then be used when negotiating contracts with local businesses. The employment equity policy should cover such provisions as pay equity, recruitment, and career development. The policy should provide the structure for an equal employment opportunities program that ensures civic employees are free from harassment based on gender, racial/ethnic origins, or disability. Furthermore, civic employees must comply with these same guidelines when carrying out their own duties.

In conclusion, this document demonstrates the step-by-step process for governing a community which promotes and prioritizes accessibility. Each of the bylaws and policy

focus on a different aspect of community life, including planning, public facilities, parks, parking, transport, housing, and employment equity, sending the message that people with disabilities are an integral part of the communities. In addition, these model bylaws and policy are accented by a resource directory, linking local governance with funding opportunities and peer support. These bylaws and policy allow communities to move beyond the current legislative process, and initiate their own positive growth and development. Overall, these bylaws and policies utilize the strength of local government to enhance the accessibility of a community, which has many positive outcomes. These bylaws can contribute to higher quality of life for community members, ensure the long-term viability of a community through sustainable infrastructure, and set an example for community partners and other communities.

Part 1: Introduction of the Project

The purpose of the Accessible Community Bylaws Project is to develop a model set of bylaws which can be used by British Columbia local governments to enhance accessibility. This report aims to instruct the reader of the legal context in which British Columbia municipalities operate and the legal powers they have to pass bylaws which will enhance accessibility.

The report will begin with a brief discussion which will define accessibility, inclusion, and disability. This will be followed by a discussion of the policy objectives and social/political goals of the model accessibility bylaws. The report will then examine the legal context and scope of municipal powers. Finally, the report will conclude with an explanation for the nine bylaws and one policy which constitute the model accessibility bylaws drafted by SPARC BC. The set of model bylaws cover various areas which British Columbia municipalities have jurisdiction over under the *Community Charter* and *Local Government Act*, including: policy development, public facilities, street infrastructure, parking, parks, gasoline stations and employment. Following these bylaws, it will introduce two additional bylaws in the section related to accessible housing outlining adaptable design features.

1.1. Terms Defined

The goal of these bylaws is to make society more accessible and inclusive for people with disabilities. The below outlines several terms that are defined so that the bylaws are clear and understood by each community.

Accessibility

Accessibility can perhaps best be understood as being accomplished when social, political, economic and physical barriers which prevent people from accessing social, economic, cultural and political opportunities have been removed. In the context of people with disabilities, accessibility refers to a variety of practical and concrete measures which assist people with disabilities to access the community, including, making building and infrastructure accessible, making civic services and programs accessible, making information available in alternative formats and providing various accessible transportation options.

Inclusion

Inclusion, by its very nature, is more difficult to define. There is a thriving debate on the nature of inclusion, and a person's views on the matter are driven by one's politics.¹ For the purposes of this project, which primarily aims to make British Columbia communities more accessible for people with disabilities, but also proposes a policy development process that includes people with disabilities, it is not necessary to take a definitive stand on this debate. Nevertheless, when inclusion is mentioned in the text, it means that people with disability participate in the planning and decision-making process regarding issues that affect them; that society's policies and laws embrace our diversity and varying needs; and that all members of societies contributions are valued.²

Disability

In the process of developing laws, it is always essential to develop concrete definitions that define to whom a law applies. The development of model accessibility bylaws, which provide protections and benefits to people with disabilities, requires a concrete definition of disability so that it is clear who receives the benefits of protection from the bylaw and who does not. The legal definition of disability might differ from everyday understandings of the term because legal terms have to be more specific as a result of being tailored to achieve the objectives of the bylaw.

For most of the bylaws, the definition of disability is similar to the broad definition found in the *Accessibility for Ontarians with Disabilities Act*.³ It is defined as:

- (i) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- (ii) a condition of mental impairment or a developmental disability,
- (iii) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- (vi) a mental disorder, or

1. Andrew Mitchell and Richard Shillington, *Perspectives on Social Inclusion: Poverty, Inequality and Social Inclusion*, December 2002, p. 13.

2. Peter Clutterbuck and Marvyn Novick, "Building Inclusive Communities: Cross-Canada Perspectives and Strategies," Federation of Canadian Municipalities and The Laidlaw Foundation, (April 2003) 5.

3. *Supra*.

-
- (v) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workers Compensation Act.

Under the accessible parking bylaw, it defines disability more narrowly, because only certain disabilities result in a person requiring a parking permit. The definition of person with a disability for that bylaw is “a person who has a physical disability, illness or injury which results in the person needing extra space to exit an automobile, or the person cannot walk more than 100 meters; or the person is legally blind and meets any other criteria required to be issued a person with a disability parking permit by SPARC BC.”

1.2. Awareness

Building public awareness as to the importance of accessibility is a critical component when enforcing these community accessibility bylaws. As well, awareness builds community by supporting the involvement, acceptance, and belonging of those who have previously been excluded. It will help to eliminate myths and perceptions about people with disabilities, along with reducing the attitudinal barriers that prevent them from fully participating within the community. Efforts to improve accessibility benefit the entire community by ensuring that the community’s wealth of energy, talent, skills, and knowledge is fully accessed.

Informing the community, including developers, contractors, business people or residents, promotes the greater good of the community, not just people with disabilities. Accessibility is also sustainability. The population is getting older, and it is necessary for communities to enhance their accessibility so that people can remain independent and productive for as long as possible.

It is one thing to adopt these accessible communities bylaws; it is another thing to implement them. Implementation takes commitment and deliberate action and resources. Awareness among municipal staff takes an ongoing effort. Three implementation strategies that can help keep accessibility and inclusion at the forefront of municipal decision-making include: 1) appointing a disability advisory committee which reports to Council on a regular basis, and makes recommendations for improvements in accessibility and inclusion; 2) conducting regular accessibility and

inclusion audits in communities; and 3) hosting regular disability awareness training sessions for community, staff, or developers (possibly during access awareness week, the first week of June).

Embracing the notion of accessibility makes sense and it allows for the community to accommodate all and celebrate diversity. Bringing awareness to the community is a critical step for the implementation of these accessibility bylaws.

1.3. Policy Objectives and Social/Political Goals of the Model Bylaws

The bylaws aim to give British Columbia local governments a set of tools which they can use to construct more accessible communities for people with disabilities, as well as include them in decisions that affect their lives. There is a pressing need for such a set of bylaws which will grow with time. In 2001, 14% of British Columbians had a physical, mental condition or health problem that reduces the kind or amount of activities they can do.⁴ Recent statistics from the 2006 Canadian census indicate that the median population age in British Columbia rose between 2001 and 2006 by 2.4 percent from 38.4 years to 40.8 years.⁵ Furthermore, the proportion of the population over the age of 65 is increasing. In 2001 only 13% of the population was over the age of 65, while by 2006 that number had increased to 13.7%. By contrast in 1956 only 7.7% of the population was over the age of 65.⁶ In addition, the seniors' population is also aging. In 2006, 26.9% of the 65-and-over population was over the age of 65, an increase from 24.0% in 2001.⁷ A 2001 study by Statistics Canada projected that by 2011 the median age of the Canadian population will continue to rise from current levels and approach 43 years.⁸ An aging population will result in higher rates

4. Statistics Canada Housing, Family and Social Statistics Division(2002). A Profile of Disability in Canada, 2001. <www.statscan.ca/english/freepub/89-577-XIE/pdf/89-577-XIE01001.pdf>

5. Statistics Canada, Census 2006, "Age and Sex, median age by sex along with age group ratios for both sexes, for Canada, provinces and territories, and census divisions – 100% data." 2006 Census: <http://www12.statcan.ca/english/census06/data/highlights/agesex/pages/Page.cfm?Lang=E&Geo=CD&Code=59&Table=2&Data=Count&Sex=1&StartRec=1&Sort=2&Display=Page&CSDFilter=5000>

6. Statistics Canada, Census 2006, "Proportion of persons aged 65 years and over in the Canadian population, 1956 to 2006." <http://www12.statcan.ca/english/census06/analysis/agesex/charts/chart2.htm>

7. Statistics Canada, "Census 2006: Portrait of the Canadian Population in 2006, by Age and Sex: National portrait," <http://www12.statcan.ca/english/census06/analysis/agesex/NatPortrait5.cfm>

8. Statistics Canada, Census 2001, "Median age, Canada, 1901-2011," <http://www12.statcan.ca/english/census01/Products/Analytic/companion/age/cdamedageg.cfm>

9. Human Resources and Social Development Canada, "Section 2: Disability in Canada," <http://www.hrsdc.gc.ca/en/hip/odi/documents/PALS/PALS003.shtml>

of disabilities. For instance, in British Columbia, only 11% of the population between the ages of 15 to 64 has a disability, whereas, 43 percent of the population 65 and over has a disability.⁹

The underlying assumption is that people with disabilities ought, to the extent possible, enjoy the benefits of full citizenship, and that local governments need to take proactive steps to ensure this goal's realization. It begins with an inclusive policy development process. This process must create provisions that require a community's physical infrastructure, transportation networks, information systems, programs and services to be as accessible as possible.

In British Columbia, municipalities have limited ability to meet these objectives. To fully realize accessibility, passing provincial legislation similar to Ontario's *Accessibility for Ontarians with Disabilities Act*¹⁰ is imperative. Nevertheless, the *Community Charter* and the *Local Government Act* do provide municipalities with the jurisdiction to enhance accessibility in some areas. The bylaws that SPARC BC (Social Planning and Research Council of BC) have developed are based upon best practices that some British Columbia municipalities have already adopted, as well as, good ideas being implemented elsewhere that can easily be brought to British Columbia. It is our hope that these bylaws will serve as a tool for British Columbia local governments looking to make their communities more accessible.

1.4. Implementation

Although the province of British Columbia has the Building Code in place, this project complements it and directly draws attention to enhancing the accessibility of buildings, facilities, outdoor spaces, housing, or employment. To enhance the accessibility, the environment should be safe, convenient, flexible, adaptable, sustainable, and legible for all. Although people with disabilities are not a homogenous group with identical needs, their needs should be considered at the beginning of the building process, and inclusive design is considered, then it will minimize retrofitting costs in the long run and people with disabilities can feel welcomed right from the beginning.¹¹

These bylaws and policy are made available to your community to act as a guide to ensure the ease of access, but it depends hugely on your community support, location, resources, and the manpower to be able to fully implement them. It is

10. Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c.11

11. Greater London Authority. (2004). Accessible London: achieving an inclusive environment, The London Plan Supplementary Planning Guidance.

also very important to get the community on board to be able to implement these accessibility bylaws successfully. Representatives from all segments of the population should be invited to join a committee such as seniors, people of low-income, people with disabilities, people of various ethnic backgrounds, youth, etc. As well, some background documents, achieving Council support, working with the media and the various community groups, and decision makers, will assist the implementation of these bylaws and policies.¹² Strategies should be developed to engage people and to outline the importance of these guidelines so that time and expertise is used effectively and efficiently. Please see Appendix A for a list of funding sources that will assist in retrofitting a home, building, or facility.

Implementation does not happen overnight. It is a process; it takes energy and effort. However, successful implementation will benefit the entire community to ensure the accessibility for all and inclusion of people with disabilities in society.

1.5. Benefits

With the percentage of people with disabilities increasing among the BC population, it is important to recognize that they are a part of any community. As well specific age-related needs will become more evident with the ageing population and as such accessibility will be crucial for everyone to move around freely in our own the community. The roles of persons with disabilities in society are ever expanding and need to be recognized. Not only are persons with disabilities receivers of services, they are also providers. For example, they are students and educators, employees and employers, shoppers and merchants, spectators and athletes, residents of buildings and designers of buildings, to name a few. They participate in all aspects of community life and in doing so, utilize all types of buildings, thus people with disabilities will benefit all members of the community.¹³

The benefits to adopting these bylaws and policy are far reaching. Should your grocery store be retrofitted with an automatic door, ramps, wide aisles, an accessible washroom, and trained staff, people with disabilities will be able to shop there, therefore help the sustainability of the economy. It does not only extend to people with disabilities as it helps people with strollers, senior citizens, or even a person who is carrying too much. It is beneficial to the community broadly.

12. Safe Kids Canada. (2007). Municipal Child Injury Prevention Advocacy: "Four-sided pool fencing laws"

13. Office of Housing and Construction Standards, (2007). Building Access Handbook: Illustrated Commentary on Access Requirements in the 2006 British Columbia Building Code

Should your home be fitted with wider doors, reinforced backing for grab bars in the washrooms, and lever handles on doors, people are more able to age at home and have minimal costs to remain in their home. A home is important to people as it symbolizes a sense of belonging or ownership within a community. Not only will it help people with disabilities, but it will benefit all people as it will promote people to age in place, which is pivotal to a person's well being.

Physical accessibility is not the only important aspect that will benefit the community at large. Combining it with social inclusion will increase the benefit of an accessible community. Ensuring the proper way of communicating or interacting with people with disabilities is essential for people with disabilities to feel a part of the community. The development of a sense of place, a sense of belonging, a sense of self worth is prevalent and beneficial to the entire community.

Part 2: Accessible Community Bylaws

The following section of the report discusses the various bylaws that have been developed during the course of the project. It is anticipated that these bylaws will be adapted for use by communities to reflect local priorities and conditions, including existing bylaws, as a result of further consultation with knowledgeable community members. The proposed nine bylaws and one employment policy cover a wide range of accessibility issues. Sources for the bylaws include provincial legislation in Ontario, a guidebook from Toronto, bylaws from various British Columbia municipalities, as well as the best thinking of our advisory group and the SPARC BC research team. The topics covered by the bylaws are: community planning, public facilities, streets, parking, municipal parks, and gasoline stations. A policy for promoting employment equity is also proposed. The second part addresses accessible housing and it includes two bylaws. One is about the adaptable designs for accessible housing bylaw and the second, is the density bonusing bylaw

Each of the bylaws and the policy is introduced followed by a template of a sample bylaw written. This is to assist local governments to drafting their own bylaws and adopting it in accordance with the needs of their community.

Bylaw #1: Accessible Planning

There are three major components to the accessible planning bylaw: (1) the conducting of an accessibility audit; (2) the development of an accessibility plan; (3) the creation of an advisory committee to assist the municipality in conducting an accessibility audit, developing an accessibility plan and advising the municipality on other issues affecting people with disabilities.

The idea for having municipalities develop a distinct accessibility plan comes from the *Ontarians with Disabilities Act*¹⁴, the legislation requiring councils to prepare an annual accessibility plan; and either seek advice from the accessibility advisory committee or consult with persons with disabilities. The plan outlines a requirement that the accessibility plan “shall address the identification, removal and prevention of barriers to person with disabilities in the municipality’s bylaws and in its policies, programs, practices and services.” The accessibility plan is required to include, “(a) a report of the measures the municipality has taken to identify, remove and

14. The Ontarians with Disabilities Act is in the process of being replaced by the Accessibility for Ontarians with Disability Act, 2005, S.O. 2005, c.11, at some point the ODA will be repealed by an order in council. The AODA adopts a sector by sector approach which will not impose an obligation on municipalities to develop an accessibility plan, but because many government actions will be covered by the legislation, municipal governments will still need to prepare a plan.

prevent barriers to persons with disabilities; (b) the measures in place to ensure that the municipality assesses its proposals for bylaws, policies, programs, practices and services to determine their effect on accessibility for persons with disabilities; (c) a list of the bylaws, policies, programs, practices and services that the local government will review in the coming year in order to identify barriers to persons with disabilities; (d) the measures that the local government intends to take in the coming year to identify, remove and prevent barriers to persons with disabilities; and (e) all other information that the regulations prescribe for the purpose of the plan.”

While BC legislation, unlike Ontario’s, does not require accessibility plans, BC local governments clearly have the authority to adopt accessibility plans if they so wish.

Planning is the recommended first step towards building more accessible communities. Before a plan can be developed, a needs assessment may need to be conducted. This is the purpose of an accessibility and inclusion audit. The audit is meant to assess the accessibility of a municipality’s policies, procedures, practices, services and bylaws in the following areas: pedestrian accessibility; parking regulations; taxi services; municipal buildings; housing; parks and recreation facilities; municipal services including access to information, wheelchair friendly service counters, garbage collection, accessible staging of community events, polling stations, automated service receptacles, municipal grant applicants and hiring policies.

Following this assessment, an accessibility plan can be developed. The accessibility plan normally will set out a plan for making the municipality’s bylaws, policies, procedures, practices and programs accessible. This plan would be adopted by the council, following public consultation, using the procedures under the *Local Government Act* discussed earlier in the report. The plan can contain deadlines which are meant to serve as a mechanism for ensuring political accountability and maintaining an impetus for action.

The Ontario bylaw also contains provisions for an Accessibility Advisory Committee as required by the *Accessibility for Ontarians with Disability Act*. While such committees are not mandatory in British Columbia, establishing accessibility advisory committees is a common practice in BC municipalities. The function of these committees is to include people with disabilities as they have “on the ground” experience, as well as to utilize their expertise in developing accessibility policies. An advisory committee should include members with a broad range of disabilities. It is acceptable to include

people without disabilities such as members of the business community, medical experts, etc. so that the process can be as comprehensive and inclusive as possible but the majority of members should represent the disability communities. The committee is charged with the responsibility of assisting the local governments in conducting the accessibility audit, advising the municipality on the development of the accessibility plan, and evaluating the municipality's performance towards accomplishing the accessibility goals established in the accessibility plan.

Model Accessible Planning Bylaw

THE CORPORATION OF THE CITY OF _____ BYLAW XXXX (2009)

A bylaw to promote accessibility and inclusion in the City of _____ pursuant to sections 8(3), 12(1) and 142 of the Community Charter [RSBC 2003] Chapter 26, and Sections 903 through 906 of the Local Government Act [RSBC 1996] Chapter 323.

The Council for The City of _____ enacts the following:

PART 1 – INTRODUCTION

1. Title

This bylaw may be cited as "**ACCESSIBLE PLANNING BYLAW**".

2. Interpretation

In this bylaw,

Accessibility audit means an audit conducted in the subject areas listed in section 3 to assess the level of accessibility in those areas in the municipality.

Accessible means that social, political, economic and physical barriers which could prevent people from accessing opportunities have been removed.

Accessibility means a variety of practical and concrete measures which assist people with disabilities to access the community, including making building and infrastructure accessible, making civic services and programs accessible, making information available in alternative formats and providing various accessible transportation options.

Disability means

- (i) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- (ii) a condition of mental impairment or a developmental disability,

- (iii) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- (vi) a mental disorder, or
- (v) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workers Compensation Act*.

3. **Accessibility Plan**

Pursuant to municipal powers under the *Local Government Act*, the municipality will develop an accessibility plan for people with disabilities. This plan shall cover the following subject areas in which accessibility shall be achieved:

- a. Pedestrian accessibility;
- b. Parking regulations;
- c. Taxi services;
- d. Municipal buildings;
- e. Housing;
- f. Parks and recreation facilities;
- g. Municipal services including;
 - i. Access to information;
 - ii. Wheelchair friendly service counters;
 - iii. Garbage collection
 - iv. Accessible staging of community events;
 - v. Polling stations;
 - vi. Municipal grant applicants;
 - vii. Hiring policies;

4. **Accessibility Audit**

Municipality X shall conduct an accessibility audit assessing the accessibility of the municipality's policies, procedures, practices, services and bylaws in the areas detailed in subsection 3.

5. **Accessibility Strategy**

Following the completion of the accessibility audit, municipality X shall develop an Accessibility Plan outlining a strategy to make its policies, procedures, practices, services and bylaws in the areas detailed in subsection 3 accessible.

6. Benchmarks

The Plan may outline concrete shorter and longer benchmarks for accessibility. Complete accessibility as defined by the 10 year benchmarks shall be achieved by the 1st January to occur after the 10th anniversary of the adoption of the Accessibility Plan by Council.

7. Annual Reporting

A report on progress towards accessibility shall be conducted each year and the Accessibility Plan shall be updated as necessary.

8. Accessibility Advisory Committee

Pursuant to its power under the *Community Charter*, the Council of Municipality X shall establish an Accessibility Advisory Committee.

- a. The majority of the members of the committee shall be people with disabilities.
- b. The members shall have a broad range of different disabilities.
- c. The committee shall assist the municipality in conducting the accessibility audit.
- d. The committee shall advise the municipality on the development of the accessibility plan.
- e. The committee shall issue an annual report, independent from the municipality, evaluating the municipality's performance towards accomplishing the goals established in the accessibility plan.

ADOPTED by Council on the ____ day of _____, 2009.

MAYOR

MUNICIPAL CLERK

Certified a true copy

Municipal Clerk

Bylaw #2: Accessible Public Facilities

The accessible public facilities bylaw, as the name implies, aims to provide a set of ideas that local governments can adopt to make their public facilities more accessible for people with disabilities. The bylaw is aimed at municipally owned and operated facilities, as well as facilities that provide municipal services to the public. At this time, local governments in British Columbia cannot impose stringent and intensive mandatory requirements upon other bodies because of B.C. Regulation 86/2004, imposed under the concurrent authority powers in the *Community Charter*. However, local government could establish this bylaw as a set of voluntary requirements for all buildings other than the municipalities, possibly as a component of a density bonusing scheme.¹⁵

The accessible facilities bylaw covers a diverse range of policy ideas that will help make municipal buildings much more accessible. The bylaw's standards should be met in all new facilities, and be implemented in old ones in accordance with the priorities of the municipality's accessibility plan. The topics covered by the bylaw include: exterior signage and way finding; benches and seats; drinking fountains; public telephones; public showers and changing rooms; public washrooms; vanities and work surfaces; vending machines; ticketing machine; interior signage and way-finding; accessible arrival and departure areas; ramps; stairs and steps. The bylaw also covers a large number of indoor accessibility features including: canopies and weather protection; doors and doorways; door hardware, locks and closers; entrances; glazed screens and sidelights; mats and mat sinkages; thresholds; vestibules; waiting areas. Constructing accessible interior routes requires making accessible: aisles and passages; corridors and halls; doors and doorways; elevator and platform lifts; interior ramps; safe holding areas; stairs and steps; turnstiles and control gates. There is also a need to make interior amenities more accessible. This can be done through providing for: coat closets and clothes racks; door and cupboard handles; equipment and furniture; information and service counters; lockers and baggage storage; mirrors; platforms/daises; windows and window hardware; all of which the bylaw requires. Interior systems and controls should also be designed to be accessible. Such items as acoustics; audible signals; automatic door openers; card access systems and security systems;

15. The details of the bylaw are quite technical. The development of this section was made more challenging because municipal bylaws must comply with the minimum requirements of the B.C. Building Code. Some proposed dimensions that were uncovered during research, such as many of the dimensions from the Toronto Guidelines, which are the source for this bylaw, were less stringent than the requirements of the B.C. Building Code. This project has attempted to fix any discrepancies to comply with the code. If there remain any errors that do not meet the minimum requirements of the code, it should be noted that the minimum requirements of the code must be met or exceeded. In these bylaws, sections of the bylaws that are adapted from the Building Code are italicized. These sections complement other additional accessibility requirements that are imposed by the bylaw. It is not necessary to include them in the bylaw because they are already legal requirements for certain classes of buildings constructed in British Columbia, however, they are included as a reference and guide.

communications systems; control and operating mechanisms; electrical power; fire/emergency systems and signals; heating, cooling and ventilation systems; information systems and directories; artificial lighting; listening devices; and public address systems are all addressed by the bylaw. Finally, special facilities and areas are dealt with by the accessible facilities bylaw. The bylaw contains general guidelines for seating availability at municipally owned facilities such as stadiums, auditoriums, and theatres, as well as arenas; municipally owned restaurants, cafeterias and cafes; gymnasias; ice rinks; libraries; meeting rooms, theatres and assembly areas; and swimming pools.

Model of the Accessible Public Facilities Bylaw

THE CORPORATION OF THE CITY OF _____

BYLAW XXXX (2009)

A bylaw to promote accessibility and inclusion within all municipal public facilities, that provide a municipal service to the public in the City of _____ pursuant to powers granted by section 8(3)(b) of the *Community Charter* [RSBC 2003] Chapter 263.

The Council for the City of _____ enacts the following:

PART 1 – INTRODUCTION

1. Title

2. This bylaw may be cited as "**ACCESSIBLE PUBLIC FACILITIES BYLAW**".

3. Interpretation

In this bylaw,

Municipal facility means a facility owned or operated by the municipality.

Municipal service means, in relation to a municipality, an activity, work or facility undertaken or provided by or on behalf of the municipality;

4. Concordance

The provisions of this bylaw will be implemented in accordance with the comprehensive accessibility plan being developed by the city.

5. Implementation

All new development shall completely implement the bylaw. Existing municipal public facilities shall be updated to the standards in this bylaw on a priority basis, or when major redevelopment work is completed.

6. Intent of the Bylaw

All public facilities shall be safe and easy to use by a wide range of persons with disabilities. All features within the facilities shall be easily identifiable, user friendly, and free of obstacles. The public facilities shall be developed in accordance with the following guidelines.

PART I - OUTDOORS

7. Exterior Signage and Way Finding

- a. A comprehensive exterior signage and way-finding system is required at every major site or facility, to assist visitors with varying disabilities to locate appropriate parking and accessible entrances.
- b. The street address and/or building/facility name shall be clearly visible from the street or public laneway.
- c. Lettering size shall be legible at typical viewing distances such as from the road, approach route, and parking area.
- d. Signage generally shall be in bold 'sans-serif' lettering in black and title case on a white background.
- e. Building addresses or identifying signage at street level, whether it is mounted in landscaped areas or on posts, shall be high enough to be clearly visible even with snow piled nearby.
- f. Pedestrian, vehicular, and emergency routes shall all be clearly identified.
- g. One-way routes shall be clearly marked – both with paving markings and by post-mounted signs.
- h. The "International Symbol of Accessibility" shall be used to identify special amenities, such as accessible parking, accessible entrances, or accessible washrooms.

8. Doors and Doorways

- a. The main entrance doors and other accessible entrance and exit doors shall be a minimum of 915 mm wide.
- b. One accessible entrance is required for buildings having 1 to 3 entrances and 2 accessible entrances for buildings having more than 3 to 5 entrances. For buildings having more than 5 entrances, no less than 50 percent shall be accessible as per the standards of the B.C. Building Code.
- c. Where pairs of doors are utilized, at least one shall provide a clear opening of 810 mm wide.
- d. Accessible entrance doors and related vestibule doors shall be automatic or have power-assisted door openers.
- e. The swing patterns of doors shall be defined by a highly contrasting and textured surface (or mat) at grade, which projects a minimum of 305 mm beyond the door swing. Alternatively, suitable guards, which project a minimum of 305 mm beyond the door swing, shall be provided as an aid to persons with visual limitations. A minimum 305 mm clearance shall be provided between the guard and the opened door.
- f. In buildings where there is a significant amount of glazing at grade, door frames shall be clearly color differentiated to aid in locating the entrance.

9. Benches and Seats

- a. Exterior benches or seats shall be located to one side of public walkways or paths and be mounted on a firm, slip-resistant and level base, such as a concrete pad, brick pavers, etc.
- b. Fixed benches shall include suitable back supports and arms to allow for easy transfers, with a seat height between 405 mm and 460 mm.

- c. Space shall be available beside the bench for at least one person using a wheelchair or scooter with a minimum clearance area of 1015 mm by 1220 mm.

10. Drinking Fountains

- a. Drinking fountains shall be readily accessible to and useable by persons with disabilities, including persons who have visual limitations and those using mobility aids.
- b. Drinking fountains shall be set to one side of the path of travel with enough approach room for persons using mobility aids.
- c. Where exterior public drinking fountains are provided, they shall be securely mounted, and ensure clear knee space below 700 mm, to allow comfortable access by persons using mobility aids.
- d. Where the drinking fountain is recessed and/or wall mounted, clear knee space of 765 mm wide by 735 mm high to the underside of the unit is required.
- e. The controls for the drinking fountain shall be mounted to one side of the bowl or front-mounted; be no higher than 915 mm; and be easily operable by spring-loaded lever handle or electronically. The operation of the hardware should not require twisting, grasping, nor pinching¹⁶
- f. *The spout for water projection shall preferably be no higher than 915 mm, with a trajectory across the bowl.*
- g. For persons who cannot use a drinking fountain easily, an adjacent paper cup dispenser shall be provided.

11. Public Telephones

- a. Where public telephones are provided in exterior settings, at least one telephone shall be designed to be wheelchair accessible, positioned 260 mm lower than the standard height.
- b. No controls or coin slots shall be mounted higher than 1200 mm.
- c. Telephone enclosures or recesses shall be 760 mm wide with knee space below the phone shelf or equipment at least 685 mm clear.
- d. Telephones shall be mounted on a hard and flat surface, to one side of the path of travel, clear of door swings or other obstacles, with enough open space for access by persons using mobility aids.
- e. Lighting level at public telephones shall be at least 100 lux. (10 ft. candles).
- f. Accessible public telephones shall be clearly identified by the "International Symbol of Accessibility".
- g. At least one telephone shall be available that is capable of accommodating persons who are deaf, deafened, or hard of hearing (e.g., with an acoustic coupler, volume control etc.), and be clearly identified with the "International Symbol" for persons who are deaf, deafened, or hard of hearing.

¹⁶ Supra.

- h. Where several public telephones are located side by side, at least one TTY device (Text Telephone) shall be provided for persons who are deaf, deafened or hard of hearing.
- i. On the keypad, the numeral "5" should always have a clear tactile marking for people with visual impairments.

12. Public Showers and Changing Rooms

All showers and changing rooms shall meet the accessibility requirements of the B.C. Building Code.

13. Public Washrooms

- a. All washrooms shall meet the accessibility requirements of the B.C. Building Code.
- b. Accessible closets and coat racks shall have coat rods and/or coat hooks fixed securely and mounted between 1200 mm and 1370 mm high.
- c. *The lower edge of mirrors over vanities and washbasins in public washrooms shall be mounted no higher than 915 mm from the floor. Alternatively, a tilted mirror shall be provided.*
- d. *Where suitable mirrors cannot be mounted over basins, a separate full-length mirror is recommended. The lower edge of the mirror shall be mounted approximately 610 mm from the floor and extend to no less than 1830 mm high. Such mirrors shall be located where there is a clear floor area of 915 mm by 1370 mm deep in front to ensure access by persons using mobility aids.*

14. Canopies and Weather Protection

- a. Main entrances and other accessible entrances shall be protected by a suitable canopy or overhang.
- b. Where canopies project over passenger boarding zones, a minimum headroom clearance of 2750 mm shall be provided, however, where possible a clearance of 3555 mm shall be constructed to accommodate special transit vehicles, or 2895 mm to accommodate adapted vans used by persons with disabilities.
- c. Canopies and table umbrellas should have a headroom clearance of 2750mm so that it doesn't obstruct the path of travel for people with visual impairments.

15. Vanities and Work surfaces

- a. Vanity surfaces located in public washrooms and cloakrooms shall be mounted no lower than 760 mm and no higher than 840 mm to allow easy access by users with mobility aids.
- b. Knee space below the accessible vanity counter or apron shall be at least 735 mm high at the front edge of the apron by 205 mm deep from front edge and 760 mm wide, to allow easy access by persons using mobility aids.
- c. Basins in accessible vanities shall be mounted as far forward as possible, without encroaching on the recommended knee space clearances.

- d. The hot water basin temperature shall be controlled, i.e. 49 ° C or lower. Where water temperature is higher, waste traps below basins shall be insulated to prevent accidental burns.
- e. Accessible work surfaces at service or information counters, study carrels etc., shall be mounted between 760 mm and 865 mm high, with clear knee space below.

16. Vending Machines

- a. Where vending machines are provided in municipal owned facilities, care shall be taken to ensure that such machines are accessible to and useable by persons with mobility aids and low vision and that the machines do not block a path of travel.
- b. Vending machine controls, dispensing areas, or other working parts shall be located no higher than 1200 mm and no lower than 465 mm from the floor.
- c. Signage on vending machines shall be in high contrast letters and at least 13 mm high, to ensure legibility by persons with visual limitations.
- d. Floor space in front of vending machines shall be at least 1370 mm deep by 1525 mm long, to allow lateral access by persons with mobility aids, including wheelchair/scooter users.

17. Ticketing Machine

- a. Both interior and exterior ticketing machines for parking, fares, or general admission shall be accessible to persons with limited manual dexterity, persons using mobility devices and persons with low vision. Where available, handrails should be provided on each side of the ticket machine.
- b. Ticket dispensing machines shall not have operable or dispensing parts higher than 1200 mm or lower than 915 mm from floor level.
- c. Control buttons or card access locations shall be easy to identify and large enough for people with manual dexterity impairment to be able to retrieve them without difficulty.
- d. Instructions should be clearly set out with a minimum type size of 16 point, with a mix of upper and lower cases and unambiguous illustrations. Printing and illustrations should be contrasted to their background.
- e. Push buttons should be 20 mm in diameter and slightly protruding. Braille should be printed on the buttons.
- f. It is recommended that 200 lux of lighting should be around the machine area.

18. Arrival and Departure Areas

- a. All pedestrian routes to the Main Entrance and/or other accessible entrances shall provide a safe, direct, level and obstacle free path of travel for persons with mobility or visual limitations.
- b. Provide an accessible route from the site boundary to the main entrance and/or other accessible entrance of at least 1675 mm (1500 mm is the requirement in the code) wide. *The path shall be made of firm, non-slip material.*

- c. Accessible pedestrian routes to entrances shall be designed so they do not cross into vehicular routes.
- d. In situations where accessible pedestrian routes cross into vehicular routes, crossings with suitable curb ramps identified by bright or white lines and/or distinct paving shall be provided.
- e. *Slopes of walkways shall not exceed 1:20 (5%).* Where steeper walks are necessary, nearby stairs shall be provided and the slopes shall be treated as ramps. Cross slopes should not exceed 1.5%.
- f. Where the length of accessible routes to accessible entrances exceeds 30 m, rest areas at intervals of 30 m shall be provided.
- g. Rest areas shall be located to one side of walkways, be at least 1200 mm deep and include space for a bench, wheelchair, and a scooter.
- h. *The path shall be clear of obstructions to a height of 2000 mm, except handrails, which may protrude 100 mm into the clear area.*

19. Ramps

- a. Ramps shall be provided where necessary to provide access to a municipal facility.
- b. Ramps shall be constructed in accordance with the British Columbia Building code.

20. Stairs and Steps

- a. Exterior steps shall be of firm, non-slip materials with a recommended maximum rise of 180 mm, and a maximum tread length of 280 mm.
- b. Tread nosings shall be clearly marked with either a brightly painted non-slip finish and/or include an integrated non-slip nosing that clearly contrasts in tone/color from the tread.
- c. Continuous handrails shall be provided on both sides of all exterior flights of stairs or steps, which include 3 or more risers.
- d. For all flights of stairs or steps that are 2200 mm wide or greater, an intermediate handrail shall be installed, as an aid to persons with limited mobility or vision.
- e. Handrails should be smooth and circular in 40mm to 50mm in diameter continuously to the end of the staircase.¹⁷
- f. Paving surfaces at the top and bottom of all flights of stairs or steps shall include a cane-detectable and textured walking surface, a minimum of 915 mm deep, and as early warning of an impending level change to persons with visual limitations.
- g. Exterior doors that open onto landings shall be avoided wherever possible, in order to minimize hazards to persons with visual limitations. Where such doors are unavoidable, the landing depth shall be increased to 1670 mm. No door shall open onto any sloping section of a ramp.

PART II - INDOORS

¹⁷ Supra

All interior routes from accessible entrances to accessible exits shall be safe and easy to use by people with different disabilities, including people requiring mobility aids, and people with vision or cognitive limitations. Routes shall be clearly identified and logical in layout.

21. Door Hardware, Locks and Closers

- a. Automatic door openers shall be installed wherever there is sufficient demand.
- b. Push buttons or card access controls used to open doors shall be located away from the door swing and they shall be mounted on walls or posts, at a height between 1000 mm and 1100 mm measured to the centre of the control.
- c. The push buttons diameter shall be at least 150 mm.
- d. Doors in a series such as in a vestibule, shall be a minimum of 2135 mm apart and/or the clear floor area between door swings shall be no less than 1200 mm.
- e. Door hardware, including pulls and push plates, shall be mounted between 915 mm and 1065 mm from grade.
- f. All door handles on entrance, vestibule, and room doors shall be easy to grasp and use.
- g. Door handles for items including closet doors and drawer pulls shall be of the simple 'D' type and be between 75 mm – 100 mm long.
- h. Door locks shall be mounted between 760 mm and 1065 mm high.
- i. Door handles on sliding doors shall be easy to grasp and use and shall not reduce the effective clear opening width below 810 mm.
- j. *Where out-swinging doors must be closed to preserve privacy (e.g. on washroom doors), an additional pull handle, mounted horizontally and close to the hinge side of the door, shall be installed.*

22. Entrances

- a. Enough waiting space shall be provided inside the main accessible entrance, either in the vestibule or adjacent lobby, for at least two persons using wheelchairs. There shall be a clear view from waiting areas to entrance and arrival area for taxis, buses or private vehicles.
- b. Accessible entrances shall provide basic protection from the weather and include doors and vestibules that are useable autonomously.
- c. Where accessible entrances include security locks or other locking devices, a nearby call bell (or information telephone) shall be available for persons requiring information or assistance.
- d. An accessible public telephone shall be available near the accessible entrance to provide seniors and persons with varying disabilities with suitable telephone access. There should be 1500 mm of clear space on either side of the door for the telephone to be accessible.

23. Glazed Screens and Sidelights

- a. Fully glazed sidelights at exterior entrances or in interior vestibules, as well as fully glazed screens elsewhere, shall be clearly identifiable, with a row of

bright decals or a continuous opaque stripe, a minimum of 50 mm wide and of highly contrasting color, shall be mounted at eye level, between 1350 mm and 1500 mm from the floor.

- b. Partially glazed doors shall have glazed panels that extend low enough to allow persons using mobility aids to see what is on the far side of the door (i.e., maximum height from grade 900 mm to lower edge of glazing).

24. Mats and Mat Sinkages

- a. Mats at entrances and in vestibules shall be level with the floor and/or located in mat sinkages, so as not to create a tripping hazard for persons who have visual limitations or a hindrance to persons using mobility aids.
- b. Where occasional mats (e.g., runners provided during bad weather) are used, they shall be level with the floor surface and/or have gently beveled edges so as not to create a tripping hazard.
- c. Where runners are used to define preferred walking routes to information counters, elevators etc., such as in main entrance and lobby areas, they shall lead directly to the desired objective with no furniture or obstacles intruding into the required route. Runners shall be as continuous as possible and color/tone differentiated from the adjacent floor color.

25. Thresholds

- a. Thresholds required to accommodate floor level or finish changes to exterior areas shall be gently beveled and not exceed 13 mm in height.
- b. Thresholds at interior doorways shall be beveled and not exceed 13 mm in height.
- c. Level thresholds are preferred.

26. Vestibules

- a. Interior vestibules to washrooms or other special areas shall be fully accessible to persons using mobility aids. All vestibules, corridors, or aisle widths shall be a minimum of 1500 mm wide to allow persons using mobility aids to turn at right angles through door openings.
- b. Vestibule depths shall provide at least 1500 mm floor space, clear of door swings and/or other obstacles, for maneuvering of mobility aids.
- c. Doors shall have 600 mm clear space at the jamb on the side that the door swings towards and on the side that the doors swing away from, 300 mm clear space available adjacent to the jamb on the opening edge of the door.

27. Waiting Areas

- a. In waiting areas for information, services or assistance, loose furniture shall be large enough to accommodate at least two persons, in addition to other members of the public.
- b. Waiting areas with fixed seating shall include enough clear space for a minimum of two persons using wheelchairs or scooters.

PART III - INTERIOR ROUTES

28. Aisles and Passages

- a. In high use public areas, aisles and passageways, a minimum of 1675 mm wide is required to allow two persons using wheelchairs or scooters to pass each other easily.
- b. In low use areas and offices, clear aisle space and passageways between walls, glazed screens, furniture and/or other major obstacles shall be a minimum of 1100 mm to accommodate users of mobility aids.
- c. Wherever aisles that are 1100 mm wide are extensive in length or terminate in a dead end, a turning space of at least 1600 mm by 1600 mm shall be available at 30 m intervals and recommended at dead end locations.

29. Corridors and Halls

- a. *Corridors and paths of travel shall be a minimum of 1500 mm wide.*
- b. Wherever extended length corridors are provided, a suitable and color contrasted handrail shall be included, on at least one side of the corridor, as an aid to seniors and persons with limited mobility.
- c. In extended length corridors of 40 m or more, a bench shall be provided at an intermediate point along the corridor.
- d. *No obstruction located within 1980 mm of the floor shall project more than 100 mm into a corridor or hall unless the distance between the obstruction and the floor is less than 680 mm.*
- e. *Abrupt changes in floor level shall not exceed more than 13 mm.*

30. Interior Signage and Way-finding

- a. A comprehensive signage system shall be installed, for orientation and way-finding in large or complex buildings, where public services or programs are provided. Such signage and complementary way-finding strategies must be logical, consistent in design and distribution throughout the building and include lettering, numbers, pictograms or icons that are legible and easy to comprehend.
- b. All directional signage shall be mounted at eye-level, between 1370 mm and 1525 mm high above ground level and located in a place where they can be touched without causing obstruction.
- c. Room numbers or names shall be mounted on the wall close to the opening side of the door, preferably within 150 mm of the doorframe as a constant reference location.
- d. Lettering for room numbers or names shall be no smaller than 25 mm high in sans serif type print and be in a highly contrasting color of at least 70%, compared to the background color. Raised lettering is preferred for easy identification by persons with visual disabilities.
- e. Braille information shall be located immediately below all room numbers and names, as well as below any major directional signs.

- f. In larger public facilities, a tactile map of the facility showing the distribution and location of key areas/spaces shall be provided in the main entrance lobby. In large complex buildings tactile maps may be required on each floor and shall be located close to the major point of arrival to the floor.
- g. Lettering or signs providing general directions shall be in large size print that is legible from normal viewing distance(s).
- h. Directional, instructional information, or maps showing exiting details for emergency situations shall be located on every floor of large buildings providing services or programs to the public.
- i. Where special exiting instructions are provided for persons with disabilities, (e.g., directions to safe holding areas), this information shall be in large print on a highly contrasting background for easy identification and legibility by persons with low vision.

31. Doors and Doorways

- a. Doors, doorways or arched openings shall be a minimum of 915 mm wide, with no opening less than 860 mm clear between obstructions.
- b. There shall be a minimum of 1600 mm clear area in the area towards which a door swings.
- c. Where fire doors or smoke doors are required in any corridor hallway, they should be a minimum of 915 mm wide, and provide a clear width between multiple doors of 860 mm.
- d. *The opening force required for interior doors, using closers or other automatic latching devices shall not exceed 22 Newtons.*
- e. *Exterior doors, which include panic hardware, shall be capable of being opened with a force no greater than 38 Newtons.*

32. Elevators and Platform Lifts

- a. Elevators and passenger platform lifts shall be designed to be useable independently by and accessible to persons using wheelchairs and scooters, in all public facilities.
- b. Elevators shall conform with the requirements of the B.C. Building Code except where these requirements exceed them.
- c. *Controls/buttons shall include tactile information to ensure easy use by persons who have visual limitations. Controls/buttons shall be easy to reach and push, be raised and require minimal strength to activate.*
- d. A delay button shall be available both in the cab and in each elevator lobby to allow boarding by persons who are slower than usual, as a result of ageing or disability.
- e. Individual platform lifts required to travel between levels not exceeding 1980 mm shall have a platform size of no less than 1725 mm by 1370 mm.
- f. Elevators and platform lifts used by persons with disabilities shall include an emergency call system linked to a monitored location within the building, with 2-way voice communication capability.
- g. A concave mirror shall be installed at the back of the elevator cab.

- h. *Lighting in elevator cabs and at platform lifts shall be no less than 100 lux (10 ft. candles) measured at the floor level. The same lighting level shall be provided in adjacent lobby space to minimize tripping hazards at door openings.*

33. Interior Ramps

- a. Interior ramps shall have a maximum slope of 1 in 12, however, a slope of 1 in 15 is preferred.
- b. The maximum length of any ramp is 9 m between level landing areas.
- c. Where short ramps are required, e.g., for level differences of 150 mm, the ramp slope shall be evaluated on case by case basis.
- d. Ramp surfaces shall be non-slip.
- e. The width between handrails shall not be less than 1015 mm and not more than 1100 mm.
- f. Handrails are required on both sides of ramps and shall extend at least 300 mm beyond the head and foot of the ramp.
- g. Provide a cane-detectable floor surface 765 mm deep at the head and foot of all ramps to alert persons who have visual limitations.
- h. The cane-detectable surface shall be color or tone contrasted with surrounding floor to ensure easy identification.

34. Safe Holding Areas

- a. Where a safe holding area is part of the emergency plan for persons with disabilities, the area shall be able to accommodate a number of persons using various mobility aids.
- b. Safe holding areas shall be located in logical locations on each floor that are easy to identify by persons who have visual limitations and be accessible to wheelchair and scooter users.
- c. Safe holding areas shall have separate emergency lighting and ventilation systems. A two-way voice communication system linked to the fire control center shall also be provided.

35. Stairs and Steps

- a. Stair treads shall be a minimum recommended of 280 mm.
- b. Stair risers shall be a maximum recommended height of 180 mm.
- c. Interior stairs or flights of steps shall contain no less than 3 risers. Where the underside of stairs is open, a cane detectable barrier shall be provided when the headroom clearance is less than 1980 mm (2030 mm is recommended), as protection for persons who have visual limitations.
- d. *A highly contrasting and cane-detectable floor surface at least 915 mm deep, shall be located at the head or foot of each flight of steps or stairs to warn persons who have visual limitations that a level change is pending. (Similar to the BC Building Code.)*
- e. Handrails or guards shall be contrasting in color and project a minimum of 300 mm beyond the top and bottom riser to aid persons who have visual limitations.

- f. *The treads and risers shall conform with the B.C. Building Code.*
- g. *A handrail shall be provided in accordance with the B.C. Building Code.*

36. Turnstiles and Control Gates

- a. Wherever turnstiles or other crowd control gates are used to manage the movement of people, such turnstiles shall either be of breakaway design to accommodate persons using wheelchairs/scooters or have an adjacent access gate that is wide enough to allow the passage of persons using wheelchairs/scooters or other mobility aids.
- b. Clearances at turnstiles or gates shall be a minimum of 860 mm clear width.

PART IV - INTERIOR AMENITIES

37. Coat Closets and Clothes Racks

- a. In each major area or on each floor, 10% of all coat storage space shall be accessible and free of obstacles and be reachable and useable by persons using mobility aids such as wheelchairs/scooters.
- b. Accessible closets and coat racks shall have coat rods and/or coat hooks fixed securely and mounted between 1200 mm and 1370 mm high.
- c. At least one fixed shelf shall be provided in accessible sections of coat closets mounted no higher than 1420 mm. No base or lower shelf shall be installed in accessible closets.
- d. Clear door openings for closets or coat racks shall be at least 810 mm wide to allow a frontal approach by persons using mobility aids.
- e. Public check-in counters for coat storage located in entertainment facilities or other settings shall include at least one section of lowered counter, approximately 765 mm wide and 865 mm high to allow easy access by persons using mobility aids.

38. Door and Cupboard Handles

- a. Door pulls or latches shall be of the lever handled or 'D' type for easy use by persons with disabilities.
- b. Door hardware shall be mounted no higher than 1065 mm.
- c. Locks shall be included as part of the handset.
- d. Sliding cupboard or door hardware shall be selected and mounted so that the clear door opening that remains is at least 860 mm wide.
- e. Pocket door hardware shall include a 'D' type pull on the leading edge.

39. Equipment and Furniture

- a. In selecting furniture or equipment for public and staff areas, care shall be taken to ensure that selected items and their layout will not constitute a hazard for persons who have visual limitations and that they are useable by persons with varying disabilities.
- b. All items of furniture, equipment and planters etc., shall be positioned to one side of the normal path of travel.

- c. All temporary items, including display stands, information boards and easels shall be located to one side of the normal path of travel. Miscellaneous services such as post boxes, garbage disposal's, recycling bins etc. should not exceed a maximum height from the ground of 1200 mm.
- d. Loose seating, chairs or benches shall have seat heights between 405 mm and 460 mm, so that seniors or others can get in and out of them without difficulty.
- e. Some seats shall be provided with both armrests and backrests to provide adequate support for frail individuals, seniors or persons with stability and/or transferring difficulties.
- f. Tables and desks shall generally be selected with a working surface no higher than 785 mm and clear knee space of 700 mm high, by at least 760 mm wide between supports, to allow easy wheelchair access and use.
- g. Coffee and telephone tables, located in waiting areas and lounges, shall be no lower than 510 mm high and shall have an open base to ensure persons using mobility aids approach.
- h. Planters shall have strong cane-detectable bases.

40. Information and Service Counters

- a. Counters used for information or service purposes shall have at least one section useable by persons in wheelchairs/scooters at a maximum height of 865 mm. The counter shall have no obstructions that adversely affect the ability of the public or staff to pass through information or have eye contact. Accessible sections of counters shall be a minimum of 760 mm wide, with knee space below of at least 250 mm deep by 700 mm high, to allow easy wheelchair/scooter approach and use.
- b. Where speaking ports are provided at public service locations including inquiry counters, and ticket sales desks; at least one such position shall have the speaking port no higher than 1065 mm for persons using mobility aids.
- c. The design of counter tops should have a large radius curve on the top leading edge with a slight upstand at the front edge of the counter to facilitate picking up small items.
- d. The intercom units should be installed 1100 mm from the floor so that there is no visual barrier between the person and the ticket officer.
- e. Counters using a glass screen partition may wish to install a voice transfer system for people who are hard of hearing. The glass should be non-reflective for ease of lip reading. Text phones should be well located for easy access to the staff.
- f. Cash tills should display the amounts due for payment on tickets so it can be easily visible.
- g. Information and service counters should be in a quiet area, well separated from the noise level.

41. Lockers and Baggage Storage

- a. In schools, recreation/transit facilities, or wherever public or private storage lockers are provided, at least some of the storage units shall be useable by persons using mobility aids.
- b. A minimum of 5% of spaces shall be accessible for people with disabilities.
- c. In storage or baggage lockers for people with disabilities the bottom shelf of the compartment shall be no higher than 1220 mm and no lower than 460 mm from the floor.
- d. Locks for accessible storage lockers shall be mounted at 915 mm, but no higher than 1065 mm. Locks shall be easy to operate by persons with limited manual dexterity.
- e. Numbers or names on lockers shall: be in distinct and legible lettering; be mounted no higher than 1525 mm; and be of either raised or recessed lettering. Lettering color shall be highly contrasted from the background.
- f. Lettering or number size shall be between 13 mm and 19 mm high, for easy legibility by persons who have visual disabilities.
- g. Aisle spaces in front of lockers, baggage compartments and carousels shall be a minimum of 1370 mm deep to permit a forward or lateral approach by users with mobility aids.
- h. Baggage racks or carousels for suitcases shall have the platform surface no higher than 460 mm from the floor.

42. Mirrors

- a. Mirrors located in public washrooms in municipally owned facilities shall be available to and mounted at suitable heights for use by persons in wheelchairs or scooters.
- b. *The lower edge of mirrors over vanities and washbasins in public washrooms shall be mounted no higher than 915 mm from the floor. Alternatively, a tilted mirror shall be provided.*
- c. *Where suitable mirrors cannot be mounted over basins, a separate full-length mirror is recommended. The lower edge of the mirror shall be mounted approximately 610 mm from the floor and extend to no less than 1830 mm high. Such mirrors shall be located where there is a clear floor area of 915 mm by 1370 mm deep in front to ensure access by persons using mobility aids.*
- d. Mirrors shall not be mounted immediately opposite doors/openings into washrooms or elevators as the reflections are confusing to persons who have cognitive limitations.
- e. Tinted mirrors or patterned mirror surfaces shall not be installed as they present distorted images for some seniors and persons with low vision.
- f. Lighting over mirrors shall be of an even quality and not act as a source of direct or reflected glare.

43. Platforms/Daises

- a. Platforms or daises, provided for display or presentation purposes, shall be accessible to and useable by persons with mobility aids.

- b. Permanent or temporary ramps shall be available for persons with mobility limitations and should be located so as not to constitute a tripping hazard for persons who have visual limitations.
- c. The surface of ramps shall be non-slip and the junction with the floor shall be no greater than a 13 mm rise.

44. Windows and Window Hardware

- a. In buildings with operable windows, the opening sections shall be easy to reach and be capable of being operated by persons using mobility aids.
- b. Sill heights shall ideally be no higher than 760 mm from the floor to allow vision out by persons using mobility aids or by persons who are confined to their beds.
- c. Horizontal transoms in windows shall not be mounted between 1070 mm and 1200 mm, so that they do not interrupt the eye level of seated persons.
- d. Window opening hardware shall be mounted no higher than 1065 mm, where possible.
- e. Window opening hardware shall be of the lever handle type.
- f. In residential suites, opening units of windows should be designed to deflect direct drafts away from the occupants whenever possible.
- g. Window blinds, drapes or louvers shall have operators, controls, and pull cords etc., that are accessible to persons using mobility aids by being in an open approachable space, mounted no higher than 1200 mm.

PART V - INTERIOR SYSTEMS AND CONTROLS

All building systems shall be designed to accommodate the needs of people with varying disabilities. The needs of persons with vision or hearing loss shall be particularly considered, with respect to lighting and acoustic design. Seniors and others needs, respecting personal comfort and safety, also require special consideration.

45. Acoustics

- a. The acoustical environment of public buildings and spaces shall accommodate the unique needs of persons who have visual or auditory limitations and who may need to differentiate essential sounds from general background noise.
- b. Floor finishes, wall surfaces and ceilings shall be selected so that occasional noise is not unduly amplified, allow foot steps to be heard by persons with visual limitations but may add confusion for persons with auditory disabilities.
- c. Design changes shall be implemented where possible to ensure that impact sounds from secondary corridors are different in quality from sounds in major routes.
- d. Ceiling shapes shall be designed so that echoes do not occur.
- e. Public address and call systems shall be capable of being zoned to key areas, rather than blanketing all areas of a building at all times.

46. Audible Signals

- a. Essential audible signals, such as fire-alarm signals or elevator arrival call systems, shall be loud/distinct enough to be heard above normal ambient sounds by persons with sensory disabilities.
- b. Fire alarm signals in public buildings shall be designed to alert seniors and persons with sensory disabilities, that (1) there is a problem, and (2) when to evacuate the building.
- c. Audible alarm signals shall be accompanied by visual alarms, as an aid to persons who are deaf, deafened or hard of hearing. For persons who have both visual and auditory limitations, portable-vibrating alarms shall be provided.
- d. In all municipal buildings and institutions providing services or programs to seniors and persons with disabilities, a two-stage emergency alarm system shall be installed, with distinctive (i.e., pulses or intermittent) audible pedestrian signals for each stage as described in Section 45.b. above.

47. Automatic Door Openers

- a. Individuals with varying disabilities shall be able to enter or exit the building safely and easily.
- b. At main entrances and at other accessible entrances to public buildings and institutions, automatic door openers or assisted door openers on both the exterior entrance and the related vestibule doors shall be provided.
- c. Where interior doors in public buildings providing access to essential services, programs, work or support areas are required to have closers as part of general fire-safety requirements, power assisted openers shall be installed.
- d. The controls for power assisted doors shall be located clear of the door swing where there is sufficient approach space, in areas where there is a minimum clear floor space of 1065 mm by 1525 mm for access by persons using mobility aids. Controls shall be mounted between 1000 mm and 1100 mm high from floor measured from the centre of the control, preferably not on the door.
- e. Where automatic detection systems are used, (such as pressure sensitive mats or light beams) the layout of the mats or light beam coverage shall ensure that persons using mobility aids (e.g., wheelchairs/scooters), seniors or persons with visual limitations have time to clear the opening safely, before the door closes again.
- f. Lateral guards shall be provided where automatic exterior doors swing open toward oncoming pedestrians or are located in busy interior areas. Guards shall extend a minimum of 305 mm beyond the swing of the door on both sides of the opening, to provide a warning to persons with visual limitations.

48. Card Access Systems and Security Systems

- a. Card access systems shall be suitable for use by persons with varying disabilities, including persons with limited manual dexterity, visual disabilities or difficulty with reaching.

- b. Card entry systems shall be wall/post mounted, between 1000 mm and 1100 mm from the floor measured from the bottom of the control card entry system.
- c. Where keypads or other encoded entry/exit systems are used, the buttons shall be raised, mounted on a contrasting background and include raised numerals or letters in a constant array.
- d. Where keypad systems are mounted to operate doors, there shall be enough space to allow a person using a mobility aid to approach and use the keypad and the door safely. . Should the keypad/FOB system not also automatically open the door, then ensure that the keypad/FOB system is located immediately adjacent to the automatic door opening button.
- e. Card systems selected shall have cards that are easy to use by persons who have visual limitations, either by using a distinct color or texture on one side, or by using raised numbers, letters and Braille to ensure easy orientation and use.

49. Communication Systems

- a. General communication systems shall be accessible to, useable and understood by persons with various sensory limitations.
- b. All essential two-way communication systems, utilizing voice input or output, shall also include a digital display for persons with auditory or voice limitations.
- c. Communication systems shall include at least one unit in each array with volume enhancement for persons who have hearing limitations. Systems shall also include a coupling device for persons using hearing aids.
- d. At major information counters, enquiry and booking locations, a TTY telephone shall be installed.
- e. Where visual input or output displays are utilized, some consideration shall be given to the needs of persons who have visual limitations by providing an alternate or supplementary system, with an audio output.
- f. Where visual public communication systems or displays are utilized for public information purposes, an audio output shall be installed. In addition, Braille and large print copies shall be provided.

50. Controls and Operating Mechanisms

- a. All controls and operating mechanisms shall be reachable and useable by persons with varying disabilities.
- b. All controls, operating components or dispensing slots shall be mounted between 610 mm and 1200 mm from the floor, to allow easy access by persons using mobility aids.
- c. Controls and operating mechanisms shall be clearly visible and identifiable by a distinct color or tone compared to the background color. The color brightness or contrast shall be 70% or greater for best visibility for persons with visual limitations.
- d. Instruction information detailing the use of key controls or operating mechanisms shall be clearly visible in large print text, on a highly contrasting

background. Instructions shall be mounted close to key controls or operating mechanisms for easy identification by all users.

- e. Lever type controls or raised push buttons, no smaller than 13 mm in diameter, shall be used.
- f. All light switches, thermostats and fire alarm pull stations etc., shall be mounted no higher than 1200 mm.
- g. All duplex receptacles shall be mounted no lower than 460 mm from the floor and no higher than 1065 mm.

51. Electrical Power

- a. Electrical power shall be sufficient to allow supplementary lighting and communication devices to be added wherever needed to benefit various persons with disabilities who use the facility or site.
- b. Emergency power shall be sufficient to ensure adequate emergency lighting levels, the use of elevators and other key operating components and/or systems during a power outage, in all major areas of the facility, along all paths of travel to exits and in all designated safe holding areas.

52. Fire/Emergency Systems and Signals

- a. Fire alarm signals shall include both audible and visible components to alert persons with sensory limitations.
- b. Audible signals shall provide distinctive sounds and be of sufficient power to be heard clearly above the ambient noise in the environment.
- c. Audible signals for two-stage evacuation shall have distinct noises/sounds in each stage.
- d. Announcements regarding fire-exiting procedures shall be loud enough to carry above ambient noise levels and be preceded by a distinctive sound, in order to alert building occupants.
- e. Visible flashing signals shall be utilized and shall be tested to ensure that the signal does not trigger epileptic seizures.
- f. Signals shall be mounted high on the walls and shall be easily visible against background color and lighting.
- g. In facilities serving persons who are blind or who have visual limitations, signage with tactile markings shall be provided.

53. Heating, Cooling and Ventilation Systems

- a. Heating, cooling and ventilation systems shall be designed to accommodate persons whose circulatory systems are inadequate.
- b. Ambient air temperature in municipal facilities shall be between 21° C and 26° C at all times of the year.
- c. The humidity in municipal facilities shall be between 30% - 40%.
- d. Mechanical, ventilation and air-cooling systems should be designed so that the air flow from diffusers/grills is not directed towards permanent seating or working locations.

54. Information Systems and Directories

- a. Information systems providing direct information to the public need to be comprehensible to a wide variety of users, including persons with sensory disabilities.
- b. Where essential auditory information is available, it shall be complemented by suitable printed material.
- c. Essential print information shall generally be printed in large text, minimum 12 point font, on a highly contrasting background color. Print information shall also be available in alternate formats and languages, including Braille or audiotape, for use by persons who have visual limitations.
- d. Information typically available on visual display screens shall also be available in other formats, including audiotape or large print.
- e. On display monitors, an enlarging function for persons with low vision shall be included.
- f. Information systems designed for direct access by the general public shall be easy to operate, require little physical effort and be mounted at a height suitable for use by persons with mobility aids.
- g. Push-buttons (or other controls) accessing public information systems shall be clearly identifiable by color and/or tone from the background color, with a contrast of 70% or greater. Push-buttons or other controls shall include raised numbers, numerals or symbols for easy identification by persons who have visual disabilities.
- h. Lighting levels at keyboards or other controls shall be evenly distributed at no less than 200 lux.
- i. Visual display screens, in public information or display systems, shall be mounted to ensure there is no direct glare on the surface of the screen.

55. Artificial Lighting

- a. Artificial lighting and natural light sources shall provide comfortable, evenly distributed light at all working surfaces on the floors of all circulation routes and in all areas of potential hazard, to aid persons with low vision.
- b. Light sources and fixtures shall be selected to minimize direct or indirect glare from nearby reflective surfaces and to ensure that persons with low vision can navigate safely.
- c. Lighting design shall ensure that the quality of light is close to a full spectrum as possible to aid in edge and color definition by persons who have visual disabilities. Where fluorescent or quartz light sources with a high blue content are used, they shall be offset with incandescent lights.
- d. Light fixtures with multiple pinpoints of high intensity light shall not be used, as they add an unnecessary source of glare and leave an after image on the retina for persons with low vision.
- e. Lighting shall be laid out to create even distribution at floor level, and to minimize pools of light or areas of shadow.
- f. The leading edges of stairs, steps, ramps or escalators shall be evenly lit to minimize tripping hazards. Low-level lighting shall also be installed in special locations, including theatres and sports arenas, to aid in safe navigation by all users.

- g. Lighting levels in elevator lobbies shall be similar to the lighting levels in elevator cabs in order to minimize tripping hazards. Lighting levels in elevator lobbies shall be no less than 100 lux, at the threshold of the elevator.
- h. Emergency lighting over interior stairs and ramps, in exits, or other paths of travel, shall be at least 100 lux at the walking surface and 50 lux in exterior locations.
- i. Lighting over directional or informational signage at public telephones, informational/service counters, automatic teller machines, or other keypad operations, shall be at least 200 lux (20 ft. candles) at the working or information surface.
- j. Lighting over lecterns, podiums, platforms or other speaker locations shall be capable of being enhanced, even when other lighting is dimmed, to permit lip-reading and a view of any of the hand actions used to communicate with persons who are deaf.

56. Listening Devices

- a. An AM/FM loop, or other assistive listening system, shall be used for all meeting rooms or assembly and entertainment areas, serving more than 35 persons.
- b. Where infrared assistive listening devices are used, ensure that no overhead incandescent lights cancel out the infrared signal at the receiver.
- c. In meeting areas, dimmer switches (or other transformer coils) shall be carefully located so as not to cause electro-magnetic interference with any audio induction loops.
- d. Where an AM/FM loop system is used, portable headsets compatible with personal hearing aids shall be made available to persons who may require them.
- e. Larger meeting rooms shall be designed and furnished to allow a clear view of the speaker(s) at all times.

57. Public Address Systems

- a. Public address systems shall be easy to hear above ambient background noise, without distortion or feedback, as an aid to persons with hearing or visual limitations.
- b. Public address speakers shall be mounted above head-level and provide effective sound coverage in required areas such as corridors, assembly and meeting rooms, recreational, entertainment and educational facilities, as well as in common use areas located in institutional settings.
- c. Public address systems shall be located so that information can be directed to key locations only, to minimize background noise in other areas of the building.

PART VI - SPECIAL FACILITIES AND AREAS

58. Available Seating

- a. *At least 2% of seating in all municipally owned stadiums, auditoriums, theatres, gymnasiums, ice rinks, and opera houses shall be accessible to people with disabilities.*
- b. Accessible seating shall be accessible in all price ranges and to accommodate preferences for seating at the front, middle or back of an auditorium or theatre.

59. Arenas

- a. Sports arenas, including all coaching and playing areas, shall accommodate persons with varying disabilities, as well as persons who use mobility aids.
- b. Accessible seating locations shall have clear sight lines. The accessible seating space shall be a minimum of 900 mm wide by 1500 mm deep for side approach. At least two spaces shall be provided together in each location with direct access to an accessible aisle or passageway.
- c. Accessible seating should be integrated in an area so that people with disabilities can sit with their friends and family. Alternatively, the facility should be able to provide portable seats so that they can sit together.
- d. Access panels, with a minimum of 865 mm clear entry width, shall be provided for all users to access the arena floor or ice surface.
- e. Changing/Locker Room accommodation for athletes or others shall be designed to accommodate all persons with disabilities, including users of mobility aids.
- f. Public washrooms shall be accessible to athletes, visitors, or staff with various disabilities.
- g. Staff accommodation and related support areas, offices or meeting rooms shall accommodate persons with mobility aids.

60. Municipally Owned Restaurants, Cafeterias and Cafes

- a. Cafeterias, restaurants, cafés, bars, and/or other areas providing food or beverage services, shall be accessible to persons with varying disabilities, including persons using mobility aids.
- b. Accessible seating locations for persons using mobility aids shall be available in all areas or levels, providing food or beverage services.
- c. Aisle spaces between furniture, equipment and other fixed objects shall be wide enough, at least 1065 mm wide, to allow a person using mobility aids to pass. The narrowest aisle shall be at least 810 mm wide.
- d. Where counter service is provided, at least one section of the counter shall be no higher than 915 mm by 760 mm wide, to allow a person using a wheelchair or scooter to approach.
- e. Where cafeteria or buffet style food services are provided, displays shall be accessible and mounted on surfaces no higher than 915 mm from the floor. Overhead display shelves shall be no higher than 1220 mm. Cutlery, condiments, and napkin containers shall be mounted no higher than 1065 mm from floor level.
- f. Beverage dispensing areas shall be accessible to persons using wheelchairs or scooters with machines that are easy to operate with one hand.

- g. Tray rails shall be as continuous as possible to allow persons using wheelchairs or scooters to slide a tray along easily.
- h. Cashier locations shall include accessible aisles, a minimum of 915 mm wide with clear resting surfaces for trays etc. Surfaces shall be mounted no higher than 915 mm from the floor.
- i. Where barriers and turnstiles are provided to control access, at least one accessible location shall be included at a minimum of 915 mm wide.

61. Gymnasium

- a. *Municipally owned gymnasiums, shall be accessible and useable by persons with varying disabilities.*
- b. *The main floor or exercise areas of gymnasiums shall be fully accessible to persons using mobility aids, including all related changing areas, showers, washrooms, and lockers.*
- c. *Seating areas provided as bleachers or galleries overlooking the gymnasium floor shall be accessible to persons using mobility aids.*
- d. *For persons who have visual limitations, care shall be taken to ensure that there are no obstacles in the gymnasium area that might constitute a hazard.*

62. Ice-rinks

- a. *Ice-rinks, whether indoors as part of an arena, or outdoors as part of a park's winter function, shall be accessible to and useable by persons with varying disabilities.*
- b. *All public amenities and viewing areas shall be accessible to persons who have varying disabilities including persons using mobility aids.*
- c. *All change rooms, washrooms, refreshment facilities shall be accessible.*

63. Libraries

- a. All library areas, including checking areas, book stacks and reading/teaching spaces, shall be accessible to seniors and persons with varying disabilities.
- b. Book return and check out area counters shall be designed to be accessible to persons using mobility aids.
- c. Book stack areas shall have aisles at least 1065 mm wide.
- d. Lighting at book stacks shall be mounted directly over the aisle space and provide a minimum of 200 lux at 915 mm above ground.
- e. Study tables shall be designed to accommodate persons using mobility aids, with clear knee space of at least 700 mm high.
- f. Shelving over study carrels, tables or study counters shall be no higher than 1220 mm to allow an easy forward reach over the working surface.
- g. Acoustic quality in library, reading and study areas shall limit extraneous background noise, permitting comprehension by persons with limited hearing.
- h. Information desks and checkout counters should be equipped with TTYs modified for face-to-face communication¹⁸.

¹⁸Such as the Walker-Ameriphone Q90 Model D Retails approximately \$200 US per unit..

64. Meeting Rooms, Theatres and Assembly Areas

- a. Meeting rooms and assembly areas in municipally owned buildings shall be designed to be accessible to persons with varying disabilities, including persons using mobility aids and persons with sensory limitations.
- b. Accessible seating shall be distributed and integrated throughout seating areas of assembly rooms with different vantage points available to all persons with disabilities.
- c. All entertainment and assembly areas shall be able to accommodate persons using various mobility aids.
- d. All meeting and assembly areas shall be able to accommodate persons who have visual limitations.

65. Swimming Pools

- a. Municipally owned indoor swimming pools and related amenities shall be accessible to persons with varying disabilities.
- b. All pool area floor surfaces shall be easy to clean, non-glare, non-slip and finished with a light color finish.
- c. For public swimming pools a unisex change room/washroom shall be provided so that assistance can be provided when needed, for persons of the opposite sex.
- d. Ambient air temperature in pools shall generally be no lower than 25° C and no higher than 32° C.
- e. Lighting over pool and deck areas, as well as in showers and changing areas, shall be a minimum of 200 lux at deck or floor surface. Fixtures over pool areas shall be selected and positioned to minimize reflected glare off the pool surface. Fixtures shall also be positioned for easy re-lamping.
- f. Natural daylight in pool areas shall be controllable to minimize glare off the pool surface, especially from south and west sunlight.
- g. Acoustic quality in the pool area shall minimize echoes and unnecessary noise, as a benefit to persons who are vision or hearing impaired.
- h. Signage in pools shall be suitable for persons with low vision.
- i. Exterior patios and landscaped areas adjacent to indoor pool areas shall be accessible to wheelchair users.

ADOPTED by Council on the ____ day of _____, 2009.

MAYOR

MUNICIPAL CLERK

Certified a true copy

_____ Municipal Clerk

Bylaw #3: Accessible Parks

The accessible parks bylaw aims to make municipal parks and municipally-owned outdoor recreation facilities accessible for people with disabilities. Access to recreation, exercise, amusement and the cultural life of the community are fundamental human rights.¹⁹ People with disabilities should be entitled to enjoy infrastructure that the community develops to provide for those needs. This bylaw, like its companion accessible public facility and accessible streets bylaw, relies heavily on the City of Toronto Accessibility Guidelines.²⁰ Like its companions, the bylaw is quite detailed and technical. The standards should be implemented in all new facilities, and upgradto existing facilities should be implemented in accordance with the priorities outlined in the municipal accessibility plan. Areas covered by the bylaw include: campgrounds; docks; grandstands and viewing areas; outdoor swimming pools and wading pools; parks and parkettes; play spaces; picnic areas; sports, fields and spectator areas; terraces and patios; trails and footbridges; viewing areas; waterfront areas; wilderness and conservation areas; outdoor public address systems; signage and way finding; garbage cans and recycling bins.

19. See Article 24 of the Universal Declaration of Human Rights, "Everyone has the right to rest and leisure, including reasonable limitation of working hours and periodic holidays with pay," and Article 27(1), "Everyone has the right freely to participate in the cultural life of the community, to enjoy the arts and to share in scientific advancement and its benefits."

20. City of Toronto: Accessibility Plan Guidelines, <http://www.toronto.ca/diversity/accessibilityplan2003>

Model Accessible Parks Bylaw

THE CORPORATION OF THE CITY OF _____

BYLAW XXXX (2009)

A bylaw to promote accessibility and inclusion in the City of _____ pursuant to sections 8(3), 12(1) and 142 of the Community Charter [RSBC 2003] Chapter 26, and Sections 903 through 906 of the Local Government Act [RSBC 1996] Chapter 323.

A bylaw to promote accessibility within all new municipal parks and public facilities, that provide a service to the public in the City of _____ pursuant to powers granted by section 8(3)(b) of the *Community Charter* [RSBC 2003] Chapter 263.

The Council for The City of _____ enacts the following:

PART 1 – INTRODUCTION

1. Title

This bylaw may be cited as "**ACCESSIBLE PARKS BYLAW**".

2. Interpretation

In this bylaw,

Special viewing technology means technology such as telescopes.

Special viewing locations means location where one can view landmarks, special features, wildlife, entertainment and sports activities.

3. Concordance

The provisions of this bylaw will be implemented in accordance with the comprehensive accessibility plan being developed by the city.

4. Implementation

All new development shall completely implement the bylaw. Existing municipal parks shall be updated to the standards in this bylaw on a priority basis, or when major redevelopment work is completed.

5. Intent of the Bylaw

All parks and the public shall be safe and easy to use by a wide range of people of all abilities. All features within the parks shall be easily identifiable, user friendly, and free of obstacles. The municipal parks shall be developed in accordance with the following guidelines.

6. Campgrounds

- a. Municipal campgrounds shall include at least 3% accessible campsites close to essential amenities, such as washrooms and showers.
- b. Accessible campsites shall be level with adjacent grades, be of a firm free draining surface, and include adjacent accessible parking.
- c. A firm surface, roadway, or path shall be available between the accessible campsite, accessible washrooms, and showers or other campground amenities.
- d. Accessible campsites shall include an accessible hydro outlet to allow recharging of batteries for electric mobility aids.

7. Docks

- a. Fishing, boating, or swimming docks shall be accessible to persons with varying disabilities.
- b. Paths, boardwalks and/or other routes to docks shall be made of level and firm material that provides direct access without changes in elevation. Where inclined routes are unavoidable, the gradient shall be no greater than 1:20.
- c. Grades steeper than 1 in 20 shall be designed as a ramp, with a slope gradient no greater than 1:12.
- d. Handrails shall be provided on both sides of ramps at 1:12 gradient.
- e. Elevation changes of no more than 15 percent of the total length may exceed a slope of 1:12 (8.33 percent).²¹
- f. Where dock surfaces are located more than 460 mm above the normal water surface, a suitable guardrail shall be provided.
- g. Where dock surfaces are 205 mm or less above the water, a contrasting stand up edge of at least 150 mm high is recommended, on all exposed sides.
- h. Steps down into the water for swimming areas or/at docks shall include handrails on both sides, extending to a minimum of 610 mm above the dock surface, and returned down to the dock.
- i. Steps shall provide a safe entering position for persons with limited vision or stability.

8. Grandstands and Viewing Areas

- a. Where exterior grandstands and viewing areas are provided, accessible seating spaces for persons using mobility aids should be available in all price ranges.

²¹ Accessibility Guidebook for Outdoor Recreation and Trails, (2006). United States Department of Agriculture, Technology and Development Program.

- b. At least 2% of all seating areas shall be designed to accommodate persons using mobility aids and located to provide a clear view of event.
- c. Clear floor space for a person using a wheelchair shall be a minimum of 900 mm wide by 1550 mm deep without reducing required aisle space for side approach and 1200 mm long for front or rear entry.
- d. At least two spaces shall be provided side by side in each accessible location to allow for a companion.
- e. Wheelchair seating areas shall be made of level, firm and of non-slip material.
- f. Where guardrails, handrails or fences separate viewing areas from performance areas, care shall be taken to ensure that sight lines are appropriate.
- g. Fixed seating, benches, or loose seating areas shall include some seating with back supports and arm rests individuals with limited stability.
- h. Seat heights shall be no greater than 460 mm above floor level and no less than 405 mm.
- i. Viewing areas at scenic lookouts shall be accessible to persons using various mobility aids such as wheelchairs or scooters.
- j. The ticket office, refreshment and other facilities shall be accessible.

9. Outdoor Swimming Pools and Wading Pools

- a. Outdoor swimming and wading pools shall be accessible to persons of varying ages and disabilities.
- b. Swimming pools shall be generally of "level-deck" design to allow easy entry and exit to the pool. Where a stand up edge is provided around the perimeter of the pool, it shall be a recommended minimum of 205 mm high, and no higher than 405 mm. The top edge should be of 305 mm wide to allow for a seated person.
- c. A beach access route must have a firm and stable surface and have 36-inch minimum clear tread width. If a condition for departure exists, such as when a beach access route passes between a large boulder and a stream, the clear tread width may be reduced to not less than 32 inches for no longer than 24 inches.²⁴
- d. Pool boundaries shall be clearly defined by a textural change and be of a bright color or sharp contrast (e.g.: 70% light reflectance difference) to both the water surface and the surrounding paving as an aid to persons with visual limitations.
- e. All materials and finishes used on the pool perimeter, on the deck or on paved areas surrounding the pool, shall be of firm, non-slip materials.
- f. Pool perimeter tile or finishes shall be easy to clean and non-abrasive, to minimize skin damage, with rounded edges at all pool boundary locations.
- g. The walls and floors of swimming pools shall have a light colored finish for increased safety.
- h. Adequate drainage shall be provided on the pool deck to remove water quickly at all times.
- i. Drainage tile, scuppers, or trenches shall be designed to minimize accidental tripping and have no openings greater than 13 mm.

- j. Pool depth markings as well as 'SHALLOW END' and 'DEEP END' signage shall be in highly contrasting colors and of sufficient size that is easily visible to persons with low vision.
- k. Where diving boards or platforms are provided, they shall be clearly marked and protected so that persons with visual limitations do not accidentally walk below.
- l. Handrails should be provided on both sides of access steps into the pool, and extend at least 300 mm onto the pool deck.
- m. Swimming pools, lanes, or lane markers should be in highly contrasting colors. Tie-off devices for lane markers shall be located where they do not constitute a potential tripping hazard.
- n. Starter blocks (for competitive racing) shall be capable of being securely fixed in place without posing a tripping hazard.
- o. Storage of safety gear or other equipment around the pool shall be positioned where it does not constitute a hazard to persons with visual limitations.
- p. Lifeguard chairs or other pool related structures shall be painted in highly contrasting colors.
- q. In public swimming pools, where there is no autonomous access for persons with disabilities, some provision for transferring persons from wheelchairs into the water shall be available. Wherever possible, permanent ramps are preferred to portable lifts.
- r. Built-in ramps into pools shall be sloped at 1:12, have handrails on both sides, and be positioned where it does not interfere with swimming lanes.
- s. Wading pool access shall be safe and gradual so that children with disabilities can be assisted into the water easily and/or use a wheelchair to enter.

10. Parks and Parkettes

- a. Public parks, parkettes, and playgrounds shall be designed to be used by people with varying abilities/disabilities and with universal access principles in mind.
- b. Entrance gates, parking areas, paths and walkways through the park shall be fully accessible to persons using mobility aids.
- c. Play areas and recreational equipment, or other amenities shall generally be designed to be accessible to and useable by children with varying abilities/disabilities.
- d. Park benches or seating areas shall be readily available for children and older persons. Benches and seating areas shall be accessible to a variety of users.
- e. All garbage containers, light stands, or other obstructions shall be located to one side of all paths and/or active playing areas, as an aid to children with visual limitations.
- f. Park amenities (such as washrooms) shall be accessible in accordance with the relevant sections of this bylaw.

11. Play Spaces

- a. A certain number of play spaces shall be designed to be inclusive for all children, including those with varying disabilities. This prioritization will be

based on programming needs, community input, and a physical analysis of sites.

- b. An accessible route to the play space from accessible parking spaces. An accessible route is defined as a pathway specifically designed to provide access for individuals with disabilities, including those who use wheelchairs or mobility devices, with a minimum clear width distance of 1500 mm (1675 mm preferred) and a maximum slope of 1:20. Ramps are needed wherever the slope exceeds 1:20. The maximum slope for a ramp is 1:12 (1:15 preferred), and the recommended minimum width of 1015 mm (between handrails), for a maximum sloped distance of 9 m. Landings are to have a 2% cross-slope to allow adequate drainage and would accommodate changes of direction or rest sites as needed on accessible routes.
- c. An accessible resilient surfacing compliant with current Canadian Safety Association Standards, and any applicable referenced portions of the current American Society for Testing and Materials Standard Specifications for Impact Attenuation of Surface Systems Under and Around Playground Equipment (ASTM 1292) and Determination of Accessibility to Surface Systems Under and Around Playground Equipment (ASTM 1951). An accessible surfacing is to be firm, stable and slip resistant enough to be accessible by individuals using mobility aids or wheelchairs. The surface needs the ability to drain rapidly to avoid ice or water accumulation.
- d. Play areas separated by age appropriate equipment, including a junior area for use generally for children under 5 years of age and a senior area for use generally for children/youth 5-12 years of age.
- e. A diversity of play components chosen carefully to engage multiple senses, develop skills and encourage social interaction. Play components are to be linked to an accessible route through the playground. One of each type of play component is to be accessible and a minimum of 50% of all play components should be accessible for small playgrounds (10 or less play components), or 75% for larger playgrounds.

12. Picnic Areas

- a. Picnic areas shall be accessible to all people regardless of age or disability.
- b. Some picnic tables and benches shall be located near accessible paths and walkways for persons using mobility aids.
- c. Accessible picnic tables or benches shall be available in a variety of sunny and shady locations providing choice.
- d. The design of picnic tables shall allow persons using mobility aids to approach them from one or both ends and provide adequate knee and armrest clearance.
- e. Garbage cans, barbecues and woodpiles located adjacent to accessible picnic areas, shall be approachable and useable by persons using mobility aids.
- f. Grades in accessible picnic areas shall be no greater than 1:30.
- g. Some accessible parking spaces shall be located within 30 m of accessible picnic areas.

13. Sports, Fields and Spectator Areas

- a. Public sports fields, parking areas, entrances and spectator areas shall be accessible to persons with varying disabilities.
- b. Controlled access points shall be designed to accommodate the free movement of wheelchairs or scooters via an adjacent gate at minimum 915 mm wide.
- c. Level, accessible seating areas should be provided beside sports fields for both spectators and athletes with disabilities.
- d. Accessible seating locations shall have clear sight lines. The accessible seating space shall be a minimum of 900 mm wide by 1500 mm deep for side approach. At least two spaces shall be provided together in each location with direct access to an accessible aisle or passageway.

14. Terraces and Patios

- a. Exterior terraces and patios shall be accessible to people with disabilities.
- b. Access from exterior doors to interior areas shall be level or have sloped thresholds no greater than 13 mm.
- c. Where grade differences of 150 mm or less occur, short ramps of 1:7.5 can be created. Grade differences more than 150 mm, ramps of 1:12 will be required.
- d. Terraces or patios shall be of firm level materials laid to drain at slopes of not more than 1:50. Joints in patio/terrace materials shall not exceed 6 mm wide.
- e. Patios or terraces that are 600 mm or more above grade shall have suitable guards. The top rail of such guards or handrails shall be designed so that a seated person can clearly see below the rail.
- f. Where patios or terraces are 205 mm to 460 mm above grade, a cane detectable stand up edge, 150 mm or higher, shall be provided. Alternatively, a planter box or bench could be used as an aid to persons with visual limitations.

15. Trails and Footbridges

- a. Where pedestrian or bicycle trails are provided, trails shall be laid out with firm accessible pedestrian paths and footbridges that are suitable for persons using various mobility aids.
- b. If trails include slopes greater than 1:20, alternate routes shall be provided nearby wherever possible and should include ramps and handrails.
- c. Where steps, ramps or footbridges are required, the surface of the bridge should be of non-slip materials and the bridge should include suitable handrails and/or guards.
- d. Slopes on bridges shall not exceed 1:20 (5%).

16. Viewing Areas

- a. Where special viewing locations are provided, these areas shall be accessible to persons using wheelchairs, scooters or walkers.

- b. Where special viewing technology is provided, then such instruments shall include lowered mounting heights suitable for use by children or persons in wheelchairs or scooters.
- c. Where there is a change in elevation but safety railings are not required, a raised “lip” of 5 cm will prevent wheelchairs, scooters or strollers from rolling off the viewing platform.

17. Waterfront Areas

- a. Waterfront areas in public parks, recreation facilities or wilderness locations, shall be laid out to accommodate persons using wheelchairs, scooters, and walkers, as well as persons with visual limitations.
- b. Accessible parking areas, entrances, paths and/or lookout areas shall be suitable for persons with varying disabilities.
- c. Accessible seating shall be located nearby.
- d. Accessible parking shall be provided in a convenient and nearby location.

18. Wilderness and Conservation Areas

- a. Wilderness areas open for public enjoyment shall include accessible parking areas, entrances, paths, trails, and footbridges that will accommodate persons using various mobility aids.
- b. Ensure that rest areas and/or lay-bys shall be provided with suitable seating to accommodate seniors.
- c. Where special lookout locations or wildlife viewing areas are included, ensure that clear signage is provided nearby.
- d. A tactile map shall be provided of all trails and features at the start of the trail and periodically along the trail for people who have visual limitations.

19. Outdoor Public Address Systems

- a. When public address systems are installed, systems shall be selected that minimize distortion and provide a full spectrum of sound. Loudspeakers shall be located in positions that cover the desired area adequately without feedback and they shall be mounted on posts to ensure that the output close to speakers is at acceptable levels for nearby audience members.
- b. Where significant information, including emergency information, is to be announced, a clear warning signal shall be provided before the announcement, to alert persons who are hard of hearing.
- c. Where large outdoor concerts are regularly performed, every attempt shall be made to include a AM/FM loop, or other suitable systems, for persons who are hearing impaired.

20. Signage and Way Finding

- a. A comprehensive exterior signage and way-finding system is required at every major site or facility, to assist visitors with varying disabilities to locate appropriate parking and accessible entrances.
- b. The street address and/or building/facility name shall be clearly visible from the street or public laneway.

- c. Lettering size shall be legible at typical viewing distances.
- d. Signage generally shall be in bold sans-serif lettering on a highly contrasting background.
- e. Building addresses or identifying signage at street level, whether it is mounted in landscaped areas or on posts, shall be high enough to be clearly visible even with snow piled nearby.
- f. Pedestrian, vehicular, and emergency routes shall all be clearly identified.
- g. One-way routes shall be clearly marked – both with paving markings and by post-mounted signs.
- h. The international symbol of accessibility shall be used to identify special amenities, such as accessible parking, accessible entrances, or accessible washrooms.

21. Garbage Cans and Recycling Bins

- a. Garbage cans and recycling bins shall be accessible to persons with various disabilities and shall be permanently located to one side of any path or walkway so as not to encroach on walkway width.
- b. Garbage cans shall be securely mounted and be large enough to contain the anticipated amount of waste so that overflows do not cause a tripping hazard.
- c. Garbage cans in open areas such as parks, wilderness, beach or picnic areas shall be securely mounted on firm level pads.
- d. Waste receptacles or holders containing waste bins shall be clearly identified by suitable signs and/or colors.
- e. Where lids are provided on waste receptacles, they shall be easy to operate with one hand and have openings mounted no higher than 1065 mm from grade.

ADOPTED by Council on the ____ day of _____, 2009.

MAYOR

MUNICIPAL CLERK

Certified a true copy

Municipal Clerk

Bylaw #4: Accessible Streets Bylaw

The accessible street bylaw is designed to make the physical infrastructure of municipalities more accessible and user friendly for people with a variety of different disabilities. The proposed bylaw is technical and detailed. It is based upon accessibility plan guidelines developed by the City of Toronto.²² The underlying policy that the bylaw aims to achieve is articulated in the Accessible Streets bylaw section. It states that “all pedestrian routes shall be safe and easy to use by a wide range of persons with disabilities. Pedestrian routes shall be easily identifiable, clearly separated from vehicular routes, and free of obstacles at all times of the year.” The bylaw then establishes guidelines to make numerous aspects of municipalities streets more accessible. The bylaw’s guidelines should be implemented with all new construction, and in other areas in accordance with the municipality’s accessibility plan. Areas covered by this bylaw include: bridges; crosswalks; curb ramps/curb cuts; grades and elevation changes; lay-bys for vehicles; paths, sidewalks and walkways; pedestrian routes; ramps; stairs and steps; traffic islands on public right of way; bus/public transit shelters; bus stops; emergency vehicle access; street furniture and vending machines; passenger loading zones; boardwalks; crosswalk/pedestrian signals; lighting for exterior areas not including roads; traffic signals; garbage cans and recycling bins; benches and seats; bicycle racks; mail boxes; snow-melting and snow removal.

22. City of Toronto: Accessibility Plan Guidelines, <http://www.toronto.ca/diversity/accessibilityplan2003>

Model Accessible Streets Bylaw

THE CORPORATION OF THE CITY OF _____ BYLAW XXXX (2009)

A bylaw to promote accessibility of municipal streets, pedestrian pathways and street crossings in the City of _____ pursuant to powers granted by section 8(3)(b) of the *Community Charter* [RSBC 2003] Chapter 263.

The Council for The City of _____ enacts the following:

PART 1 – INTRODUCTION

3. Title

This bylaw may be cited as "**ACCESSIBLE STREETS BYLAW**".

4. Interpretation

In this bylaw,

Pedestrian route means a path of travel that is designated for the exclusive use of individuals operating under the power of foot, wheel chair, powered wheel chair, or other form of transportation that does not utilize an internal combustion engine to power its motion.

Shared Paths means the paths are paved, off-street travel ways designed to serve nonmotorized travelers. Shared-use paths are frequently used by pedestrians, inline skaters, roller skaters, skateboarders, wheelchair users, cyclists, and users of many other modes.²³

Wheeled Users means people that use devices with wheels as modes of getting around such as roller blades, skateboards, motorized wheelchairs, self-propelled wheelchairs, cyclists, or scooters.

Street furniture includes items such as dispensers, vending machines, waste boxes, planters, posts, signs, benches, bus shelters, and guy wires.

5. Concordance

The provisions of this bylaw will be implemented in accordance with the comprehensive accessibility plan being developed by the city.

²³ Evaluation of Safety, Design, and Operation of Shared-Use Paths, US Department of Transportation, Federal Administration Guideline, July 2006

6. Implementation

All new construction shall completely implement the bylaw. Existing construction shall be updated to the standards in this bylaw on a priority basis, or when major re-construction work is completed.

7. Intent of the Bylaw

All pedestrian routes shall be safe and easy to use by a wide range of persons with disabilities. Pedestrian routes shall be easily identifiable, clearly separated from vehicular routes, and free of obstacles at all times of the year. Pedestrian routes shall be developed in accordance with the following guidelines.

8. Accessible Bridges

- a. Pedestrian sidewalks located on either side of bridges shall have slopes no greater than 5%, and cross slopes no greater than 2%, wherever possible.
- b. The sidewalk on a bridge shall not be less than 1220mm where there shall be minimal pedestrian traffic, and a minimum of 1800mm where there shall be frequent pedestrian traffic.
- c. Handrails or guards located beside sidewalks shall be easy to grasp at 50mm wide and mounted at a suitable height.
- d. Pedestrian footbridges shall have ramp access rather than stairways.

9. Crosswalks²⁴

- a. Whenever possible, engineers will design crosswalks so that the sidewalk and crosswalk are at right angles to one another.
- b. Crosswalks shall have suitable curb ramps at each end of the walkway where sidewalks are provided, or wherever level differences of more than 19mm occur.
- c. Crosswalks shall be at least 3000mm wide and clearly marked by 100mm painted white lines, or by using distinctive, highly contrasting paving materials.
- d. Pedestrian crosswalks located between intersections shall include appropriate curb ramps at each end, and be located so that there is a clear view of traffic, in each direction, and sufficient distance from the intersection to permit a safe crossing.
- e. Wherever there is a traffic light or pedestrian crossover light there shall be a clearly identifiable pedestrian push button located adjacent to the crosswalk and mounted on a nearby post at a height of 1065mm. Paving should be level at posts, providing at least 915mm X 1220mm clear approach area for pedestrians.

²⁴ Transportation Association of Canada. (2008). Guidelines for Understanding, Use and Implementation of Accessible Pedestrian Signals. Ottawa, Canada.

10. Curb Ramps/Curb Cuts

- a. Curb ramps shall be provided wherever there is a level difference between the sidewalk, or pedestrian pathway, and the road surface at all street corners, or wherever pedestrian crosswalks are provided.
- b. Curb transitions shall have a minimum length of 1500mm to provide safer sidewalk ramp transition slopes.
- c. Curb ramps shall be a minimum of 1500 mm wide, have flared, non-slip sides, and be of a clearly different, cane detectable texture (e.g., incised lines, 13mm deep on 100mm centres in poured in place concrete), from the surrounding sidewalk in the line of travel.
- d. Curb ramps shall be finished at the lower edge with a cane detectable flush edge and where possible, be in a contrasting color to the road surface and also be of a different textured material to allow easy identification.
- e. Curb ramps, as much as possible, shall be free of obstacles that limit free movement such as storm gratings. Curb ramps shall be located so that they are free of accumulated rainwater or melting snow.
- f. The curb ramps shall be located at the side of the crosswalk farthest from the centre of the intersection so that it creates more room for people with disabilities to move out of the way of a turning vehicle.²⁵
- g. There shall be a clear and level landing minimum of 1065mm deep and where possible at least 1500mm deep, at the top of curb ramps in order to allow turning of mobility aids.

11. Grades and Elevation Changes

- a. Wherever possible, grades on roads and sidewalks shall be designed so that the slope of pedestrian routes does not exceed 1:12
- b. Where elevation changes greater than 1:12 are necessary, and/or where steps are unavoidable, properly designed ramps suitable for persons using mobility aids must be provided in close proximity.
- c. Where steeply sloping landscaped areas are located adjacent to pedestrian routes and where slope exceeds 3:1, a clear boundary edge; such as a retaining wall shall be installed as a locational aid for persons with visual limitations.
- d. Where a grade drop-off adjacent to the sidewalk is 460mm or more, a handrail or guard shall be provided as an aid to persons with visual limitations.

12. Guards and Handrails

- a. Continuous handrails shall be provided on both sides of all ramps or stairs, and wherever three or more steps are provided.
- b. Handrails shall be in the centre of the stairs when their unobstructed width (i.e. between handrails) exceeds 1800 mm.²⁶

²⁵ Corporation and District of Maple Ridge & City of Pitt Meadows Municipal Advisory Committee on Accessibility Issues. (2009). Universal Design Guidelines for Outdoor Spaces: Plan and Design for Choice, Ensuring Accessibility.

- c. Lower handrails shall be available for children and people of restricted growth and should be at the heights of 550 mm and 650 mm.
- d. Handrails shall be of a smooth, easy to grip design, no more than 50 mm in diameter and mounted between 865mm and 965mm.
- e. Handrails shall be circular in diameter between 40 mm and 50 mm for ease of grip.
- f. A level section of handrail shall extend a minimum of 300 mm beyond the top and bottom risers of all flights of stairs or ramps.
- g. Handrail ends shall terminate either by turning down, or by going into the wall as an aid to persons who have visual limitations.
- h. Handrails and/or guards shall not be located within 1000mm of any roadway.

13. Lay-Bys for Vehicles

- a. Wherever regular stops for special transit vehicles are provided, side loading and curb ramps, free of other vehicular traffic shall be built whenever possible.
- b. Side loading should be level (and fitting to the dimensions of the bus service used in the municipality) with a curb cut located towards the rear of the vehicle.
- c. Side loading headroom shall be a recommended minimum of 3555 mm for special transit vehicle and for adapted vans etc.
- d. Sidewalks adjacent to the side loading headroom shall be a recommended minimum clearance of 1980 mm wide, to accommodate side-loading vehicles with hydraulic lifts.

14. Paths, Sidewalks and Walkways

- a. All entrance paths/sidewalks in a public right of way and/or walkways for pedestrians and persons using mobility aids must be of firm, level, and non-slip materials and are recommended to be a minimum of 1800 mm wide to allow two wheelchair or scooters to pass one another. In no case shall sidewalks be less than 1500 mm wide where two-way traffic is expected.
- b. Sidewalks shall be a maximum gradient of 1:20, except where site conditions prevent this.
- c. Unit paving materials used on sidewalks, paths and walkways shall be firm and level with joints no greater than 6 mm wide. Ideally, they should be paved in a herringbone pattern
- d. Where gratings must be located in sidewalks, no opening shall be wider than 13 mm and bars of gratings shall be perpendicular to the path of travel.
- e. Max 3% crossfall.

²⁶ Department of Transport. Inclusive Mobility.
<http://www.dft.gov.uk/transportforyou/access/peti/inclusivemobility>. Retrieved from Website February 2009.

15. Pedestrian Routes

- a. Public pedestrian routes shall be designed to ensure the comfort and safety of all persons regardless of age or ability.
- b. All active routes required to accommodate persons using mobility aids, walkers, or persons accompanied by guide dogs, shall be a minimum of 2000 mm wide.
- c. All routes shall be free of protruding obstacles, overhanging signs, branches, etc., in the walking area, to aid persons with visual limitations.
- d. The maximum allowable protrusion of objects into any pedestrian route from grade to 2030 mm is 100 mm.

16. Ramps

Wherever the gradient is more than 1:20, ramps shall be provided that comply with the following criteria:

- a. Ramps shall not be steeper than 1:12, with individual ramp sections no longer than 9 m.
- b. Ramp widths shall be a maximum of 2000 mm and to allow persons using mobility aids to move easily both ways
- c. Handrails should be provided on each side of the ramp with a minimum clear rail if required for ascending or descending the ramp.²⁷
- d. For intermediate level landings, a minimum of 1670 mm in depth by the width of the ramp shall be provided. Level landings at top and bottom of the ramp shall be a minimum of 1670 mm by 1670 mm.
- e. There shall be a 50 mm barrier to act as a safety stop for the front wheels of wheelchairs and/or scooters.
- f. Ramps with slopes between 1:20 and 1:12 require handrails on both sides as an aid to mobility.
- g. Handrails on ramps shall be mounted between 865 mm and 965 mm, circular in shape, and provide a smooth continuous surface from the top to the bottom of the ramp, without breaking the handhold.

17. Stairs and Steps

- a. Exterior steps shall be of firm, non-slip materials with a recommended maximum rise of 150 mm, and a maximum tread length of 280 mm.
- b. Tread nosings shall be clearly marked with either a brightly painted non-slip finish and/or include an integrated non-slip nosing that clearly contrasts in tone/color from the tread.
- c. The nose of the step shall be rounded (6 mm radius) without any overhang.
- d. Staircases shall have closed treads to minimize slippage to people with visual impairments or mobility difficulties.
- e. Continuous handrails shall be provided on both sides of all exterior flights of stairs or steps, which include 3 or more risers.

²⁷ Supra.

- f. For all flights of stairs or steps that are 2200 mm wide or greater, an intermediate handrail shall be installed, as an aid to persons with limited mobility or vision.
- g. Paving surfaces at the top and bottom of all flights of stairs or steps shall include a cane-detectable and textured walking surface, a minimum of 915 mm deep, an as early warning of an impending level change to persons with visual limitations.
- h. Exterior doors that open onto landings shall be avoided wherever possible, in order to minimize hazards to persons with visual limitations. Where such doors are unavoidable, the landing depth shall be increased to 1670 mm. No door shall open onto any sloping section of a ramp.

18. Traffic Islands on Public Right of Way

- a. Where traffic islands are required, they shall be built of materials and finishes that are easily distinguishable from the surrounding paving, as an aid to persons who are blind or who have visual limitations.
- b. Pedestrian crosswalks that cross a traffic island shall be level with the main crossing or have curb ramps for persons using mobility aids.²⁸
- c. Traffic islands shall be at least 1500 mm wide (1980 mm when possible) to provide persons using mobility aids and seniors with a safe resting zone.
- d. Where the cross surface at the island is level with the paving, the safe waiting area shall be made clearly identifiable by using different materials, colors or textures that are detectable by persons with low vision.
- e. If the traffic islands appear at traffic controlled intersections, there should be a pedestrian button on the traffic island so it does not leave the pedestrian stranded.
- f. Traffic islands should be kept out of the crosswalk whenever possible.

19. Bus/Public Transit Shelters

- a. Bus shelters shall be located on a firm and level base approximately 4265 mm by 1830 mm and be at the same elevation as the sidewalk or walkway. Clearances around the shelter (particularly on the side of the landing pad) shall be a minimum of 1100 mm. This will allow easy wheelchair or scooter access on all sides used by pedestrians.
- b. The bus shelter design shall provide a clear view of on-coming traffic, and have a minimum interior length of 2185 mm to accommodate persons using mobility aids.
- c. At least one seat, between 405 mm and 460 mm high shall be provided inside the bus shelter, since it would be suitable for seniors and other persons with limited stamina. For persons who are very tall, or who have difficulty sitting, a resting ledge, or substantial handrail, mounted at 760 mm to 815 mm high shall be provided. A minimum of 1250 mm space

²⁸ Curb ramps shall be flushed and covered with asphalt.

within the bus shelters should be left for the use of people who use a wheelchair or scooter.²⁹

- d. All glazed panels forming part of a bus shelter shall have 50 mm diameter decals or a continuous colored line, mounted at eye-level 1525 mm. Decals shall be positioned at no more than 150 mm on centre, to ensure easy identification by persons with limited vision.

20. Bus Stops

- a. Waiting areas at bus stops shall be of level and firm materials, at least 2000 mm wide by 12000 mm long, in order to accommodate waiting persons.
- b. Bus stop areas shall be free of all street furniture, such as bike racks, garbage receptacles, mailboxes, newspaper boxes, etc.
- c. The bus stop waiting pad should be clear, 2.1 m, to allow buses with ramps to unfold the ramp to rest onto the pad surface so there is no gap between the edge of the ramp and the pad surface.
- d. Any bus stop signage or overhead elements require a 2 m clear headroom. The bus stop signage is to be accessible and “talking signs” technology should be considered.

21. Emergency Vehicle Access

- a. Routes used by emergency vehicles shall be clearly identified by suitable signage and shall avoid crossing primary pedestrian routes to the main entrance or other accessible entrances wherever possible.

22. Street Furniture and Vending Machines

- a. All street furniture, including light standards, signs, planters, mail boxes and vending machines, shall be mounted to one side of the normal path of travel so as not to inhibit free movement of persons who have visual limitations, or who use mobility aids.
- b. Amenity strips, a minimum of 610 mm wide, and composed of different materials than the path, shall be installed where possible.

23. Passenger Loading Zones

- a. Passenger loading zones could be side loading when located next to intersections.
- b. Bus parking space at passenger loading zones should be at least 7925 mm long by 3050 mm wide, to accommodate special transit vehicles.
- c. Headroom clearance at car passenger loading zones shall be a minimum of 2750 mm.
- d. If the loading zones are used by special transit vehicles, the headroom clearance shall be 3555 mm.
- e. Suitable curb ramps shall be provided at all passenger loading zones.

²⁹ Supra

- f. Van parking spaces at passenger loading zones shall be a minimum of 7315 mm long by 2590 mm wide.
- g. All designated passenger loading zones shall be marked with appropriate signage utilizing the international symbol of accessibility.

24. Boardwalks

- a. Where boardwalks are provided, they shall be at least 1800 mm wide to allow two persons in wheelchairs to pass easily.
- b. Boardwalk surfaces shall be of firm, non-slip materials. Where wooden boardwalks are provided, planks shall be laid perpendicular to the normal path of travel with joint widths no greater than 6 mm.
- c. Where the grade drop-off on any side is greater than 205 mm, a contrasting, continuous stand up edge of at least 150 mm high shall be installed as an aid to persons with visual or mobility limitations.
- d. Where the grade drop-off is greater than 460 mm, handrails or other suitable guards are required.
- e. Roads, paths, sidewalks or other pedestrian approach to the boardwalk shall allow easy wheelchair or scooter access via level surfaces and/or suitably ramped access points.
- f. Benches and/or garbage cans shall be located to one side of the boardwalk on level, firm surfaces at the same elevations as the boardwalk.

25. Crosswalk/Pedestrian Signals

- a. Both audible and flashing crossing signals shall be provided as an aid to persons who have hearing or visual limitations.
- b. Audible pedestrian signals should automatically adjust to at least 15 decibel louder than ambient noise.³⁰
- c. There shall be two different audible pedestrian signals made with different tones, identifying when it is safe to cross either direction.
- d. Crosswalks shall be equipped with a button which when pressed shall provide extra time to cross the street. The clearly marked pedestrian button shall be available and mounted on a pole beside the curb cut, at a maximum height of 1065 mm.³¹
- e. Tactile features shall be provided as an aid to persons who have both hearing and vision limitations. This includes a tactile arrow pointed in the direction of the crosswalk which is raised 8mm from the surrounding surface, between 35 – 45mm in length, a stroke width between 10 – 15% of length of the arrow, and an open arrowhead at 45 degrees to the shaft and not exceeding 33% of the lengths of shaft. The name of the street to be crossed should be printed near the arrow in both Braille (.8 - .1mm in height and 1.5mm base diameter) and raised tactile lettering (in Sans Serif with 70% contrast, a vertical height between 15 – 50mm, and stroke

³⁰ Supra

³¹ Supra.

thickness of the uppercase “I” should be between 10 – 30% of height of the character measured at the base of the cross section).³²

- f. In locations frequently used by seniors or persons with disabilities, crossing timing shall be installed to permit pedestrians, or wheelchair users to cross safely.

26. Lighting for Exterior Areas not including roads

- a. Exterior lighting shall be designed in accordance with I.E.S.N.A. (Illuminating Engineering Society of North America) standards, in all public thoroughfares and along all pedestrian routes to ensure safe access for persons with disabilities at sidewalks, bus stops, or parking areas leading to public facilities or amenities. Lighting levels of 100 lux. (10 ft. candles) measured at the ground of all accessible pedestrian entrances are required as an aid to persons with visual disabilities.
- b. At frequently used pedestrian routes lighting levels shall be 50 lux. (3 ft. candles).
- c. In accessible parking areas, lighting levels shall be a minimum of 50 lux (5 ft. candles) at accessible parking spaces and along accessible routes from areas of parking to accessible entrances.
- d. Lighting sources shall be selected and located at, or beside steps and stairs, to ensure clear definition of treads, risers, and nosings.
- e. All lighting over pedestrian routes shall be evenly distributed, provide a reasonable color spectrum, and minimize cast shadows for persons with low vision.
- f. Supplementary lighting shall be provided to highlight all key way-finding signage.
- g. Lighting standards or posts shall be mounted to one side of pedestrian walkways so as not to inhibit free movement of persons using mobility aids.
- h. Low-level lighting standards shall be tall enough to clear normal snow accumulation heights.
- i. Overhead light fixtures shall be mounted on standards that ensure clear headroom of 2030 mm is available, below fixtures or supports, as an aid to persons with visual limitations.

27. Traffic Signals

- a. Traffic light timing at specific sites shall be adjustable to suit not only the volume of vehicular traffic, but also the volume of pedestrian traffic.
- b. Timing of lights for frequently used pedestrian crossings shall be adjustable so that the walking speed of persons with disabilities, or seniors, can be accommodated safely.
- c. Audible and vibrotactile pedestrian signals indicating when it is safe to walk shall operate consistently with visible pedestrian signals. The sound of signals shall be capable of being heard above ambient traffic noise.

³² Supra

Signal sounds shall differentiate directional crossings (e.g., east to west signal should differ from north to south signals). The vibrotactile signal should operate at 20Hz.

- d. Where high use or specialized community facilities (e.g., Senior's Centres) are served by pedestrian crossings, crossing signals shall be capable of being activated by pedestrians waiting to cross.
- e. No obstacles, poles, bins, signs etc., shall be located on the level approach area or within 990 mm of the normal pedestrian approach to the call button location.

28. Garbage Cans and Recycling Bins

- a. Garbage cans and Recycling Bins shall be accessible to persons with various disabilities and shall be permanently located to one side of any path or walkway so as not to encroach on walkway width.
- b. Garbage cans shall be 1300 mm in height and should continue down or close to ground level and be of a rounded design.³³
- c. Garbage cans shall be securely mounted and be large enough to contain the anticipated amount of waste so that overflows do not cause a tripping hazard.
- d. Garbage cans in open areas such as parks, wilderness, beach or picnic areas shall be securely mounted on firm level pads.
- e. Waste receptacles or holders containing waste bins shall be clearly identified by colors contrasting the surroundings.
- f. Where lids are provided on waste receptacles, they shall be easy to operate with one hand and have openings mounted no higher than 1065 mm from grade.

29. Benches and Seats

- a. Exterior benches or seats shall be located to one side of public walkways or paths and be mounted on a firm and level base, such as a concrete pad, brick pavers, etc.
- b. Fixed benches shall include suitable back supports and arms to allow for easy transfers, with a seat height between 405 mm and 460 mm.
- c. Space shall be available beside the bench for at least one person using a wheelchair or scooter with a minimum clearance area of 1015 mm by 1220 mm.

30. Bicycle Racks

- a. Fixed bicycle racks shall be located to one side of walks, paths, or entrances so as not to impede the normal path of travel or snow clearing activities etc.

31. Mail Boxes

³³ Supra

- a. Exterior mail boxes, collection boxes, or route boxes shall be placed to one side of the sidewalk, path, or entrance to allow free, uninterrupted access along the path of travel and/or to entrance doors.

32. Snow-melting and Snow Removal

- a. Accessible entrances, ramps and steps shall be cleared within the following timelines after a snow storm:
 - i. from a public building, within 2 hours during operating hours.
 - ii. within 24 hours from any other accessible structure.
- b. Sufficient catch basins and run-offs shall be provided to ensure rapid removal of water from melting snow or ice from all pedestrian routes.
- c. At entrance canopies or at accessible entrances, radiant heating shall be used to automatically clear ice and snow, where timely maintenance and snow clearing may be problematic.
- d. Snow removal strategies and designated snow accumulation areas shall be arranged so that no accessible pedestrian routes are inhibited by snow.

ADOPTED by Council on the ____day of _____, 2009.

MAYOR

MUNICIPAL CLERK

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Municipal Clerk

Bylaw #5: Accessible Parking

Accessible parking is a crucial component of an accessible transportation system. Freedom of mobility, as well as, respect for equality rights should include structuring our transportation system in a way which ensures accessibility. While sections of the B.C. Building Code have minimal requirements for the number of accessible parking stalls that must be provided, these are not sufficient to adequately meet the needs of people with disabilities. Under this section of the building code, an accessible parking space only has to be provided when more than 50 parking stalls are provided, and thereafter only at a ratio of 1 for every 100 or part thereof.³⁴ Sections of the Code also establish minimal requirements for the dimensions of accessible parking spaces; these are adopted as the minimum requirements in the model bylaw.

To address the problem of inadequate provision of accessible parking spaces for people with disabilities, the accessible parking bylaw establishes minimum dimensions for the size of accessible parking stalls, establishes different requirements for minimum numbers of accessible parking stalls depending on the type of facility the parking is adjourn to and establishes a system of parking permits. The model bylaw is based upon a parking bylaws implemented by the City of Vancouver.³⁵

The accessible parking bylaw establishes minimum dimensions for the space of a parking stall; requires that the parking stall be constructed with a firm, slip resistant and level surface; be located as close as possible to an accessible entrance as defined in sections of the British Columbia building code; and be clearly identified as being solely for the use of people with disabilities. The bylaw sets out minimum requirements for the number of spaces that different classes of business, organization and establishment have to provide, if they provide parking.

The bylaw contains significant flexibility. It empowers an official, who will be determined by the local governments, to increase the space requirements for each parking stall, as well as, to increase the number of accessible parking stalls that must be constructed in any particular situation.

33. While the B.C. Building Code is not available to the public for free, there is an accessibility handbook on the internet which include section 3.8.3.4.(1) and (2) of the code. The section can be viewed at: <http://www.housing.gov.bc.ca/building/handbook/ramps.html#parking>

34. Vancouver Parking By-law (No. 6059), <http://www.city.vancouver.bc.ca/commsvcs/BYLAWS/parking/parking.htm>

The bylaw also establishes the power to issue parking permits. We recommend that local government follow the structure of the bylaw and permit the Social Planning and Research Council of B.C. as the organization responsible for issuing permits in your municipality. SPARC BC has years of experience efficiently and fairly operating parking permit programs for municipalities throughout the lower mainland.

The bylaw has rigorous enforcement tools. Failure to comply with the construction requirements for parking lots established by this bylaw will result in the municipality being unable to issue any permit, license, planning approval, or certificate to that entity. The bylaw also establishes fines for parking without a valid permit. Misuse of the permit, such as using another person's permit, can result in the permit being revoked.

Model Accessible Parking Bylaw

THE CORPORATION OF THE CITY OF _____

BYLAW XXXX (2009)

A bylaw to promote accessibility and inclusion within all parking in the City of _____ pursuant to sections under s. 124(1)(d) of the *Motor Vehicle Act*.

The Council for The City of _____ enacts the following:

PART 1 – INTRODUCTION

1. Title

This bylaw may be cited as "**ACCESSIBLE PARKING BYLAW**".

2. Interpretation

In this bylaw,

Person with a disability is a person who has a physical disability, illness or injury which results in the person needing extra space to exit an automobile, or the person cannot walk more than 100 meters; or the person is legally blind and meets any other criteria required to be issued a disability parking permit by the Social Planning and Research Council of British Columbia.

Parking Permit for a Person with Disabilities is a document issued by the Social Planning and Research Council of British Columbia or another authorized body authorizing a person with a disability to park in a designated parking space for a person with a disability.

Designated Parking Space for a Person with a Disability is a space reserved for the exclusive use of a person with a disability parking permit.

Disability Parking Zone is a parking zone containing designated parking spaces for persons with a disability.

3. Designated Parking Space for a Person with a Disability

- a. The dimensions for a designated parking space for a person with a disability shall be a minimum of 3700 mm wide, 5500 mm long with a clear pedestrian aisle of 1200 mm, and have a vertical clearance of at least 2.3 meters. Where two accessible parking spaces are adjacent, the pedestrian aisle may be shared, and should preferably be increased to 1500 mm.

- b. The designated space shall (a) have a firm, slip resistant and level surface; (b) be located close, and be accessible, to an entrance conforming to the British Columbia Building Code 1998 as amended; (c) be clearly identified as being solely for the use of persons with disabilities.
- c. Designated parking spaces for a person with a disability shall be provided according to the requirements of section 2. Where necessary to enhance accessibility official x shall have the power to order that the requirements be exceeded and may rescind, revoke, amend and vary such orders.
- d. The minimum number of designated parking spaces for a person with a disability is set out in the Table of Required Disability Parking Spaces at the end of this section and shall be provided for the following uses:
 - i) for multiple dwellings, live-work premises, retail uses, hospitals, health care offices, health enhancement centres, animal clinics, municipally owned parking lots, hotels, and churches, chapels, wedding chapel, funeral homes, places of worship, or similar places of assembly, and, all other uses not listed in Class B including, without limitation, office and cultural and recreational uses, the minimum number of disability parking spaces is set out in Column 1 of the Table of Required Disability Parking Spaces;
 - ii) for Special Needs Residential Facilities - Community Care - Class B and Seniors Supportive or Assisted Housing, the minimum number of disability parking spaces is set out in Column 2 of the Table of Required Disability Parking Spaces.

TABLE OF REQUIRED DISABILITY PARKING SPACES
Required Number of Disability Parking Spaces

	Total Number of Parking Spaces	
	Column 1	Column 2
1	1 - 39	1
2	40 - 74	2 - 29
3	75 – 124	30 - 44
4	125 – 174	45 - 59

One additional disability parking space	for any portion of each additional 50 parking spaces	for any portion of each additional 15 parking spaces
---	--	--

- e. Official x shall have the power, in order to address additional accessibility needs, to order any person, organization, corporation or legal entity to

exceed the requirements of section 5 and may rescind, revoke, amend and vary such orders.

- f. The municipality shall not issue any permit, license, planning approval, or certificate to a person, organization, corporation or legal entity that official x of the municipality has determined has not complied with sections 2 to 6.
- g. Sections 2 to 6 enter into force on the 3rd January 1st that occurs after the bylaw is approved by council.

4. Authority to issue and cancel permits

- a. Council designates the Social Planning and Research Council of B.C as the organization responsible for issuing and canceling Disability Parking Permits according to their own criteria and regulations.
- b. An application for a Disability Parking Permit may be made by or on behalf of a Person with a Disability to the Social Planning and Research Council of British Columbia.
- c. All Disabled Parking Zones existing on the date of adoption of this bylaw are deemed to be authorized Disabled Zones established under this bylaw.

5. Use of the Disability Parking Permit

- a. The Disability Parking Permit may be used only by the person to whom it is issued.

6. Offences

- a. It is an offence:
 - i. Punishable by a fine of \$100, for a person to stop, stand or park a vehicle in a Disability Parking Zone who does not display a valid Disability Parking Permit or a permit of a similar nature issued by another jurisdiction;
 - ii. Punishable by a fine of \$100 and, if the circumstances warrant, revocation of the Disability Parking Permit for a person to utilize the Disability Parking Permit and to park a vehicle in a Disability Parking Zone, if the person to whom the permit is issued is not present.
 - iii. Punishable by a fine of \$100, for a person to stop, stand or park a vehicle in a Disability Parking Zone that displays a valid Disability Parking Permit unless the vehicle is stopped, left standing or parked for the purpose of transporting a Person with a Disability.

ADOPTED by Council on the ____ day of _____, 2009.

MAYOR

MUNICIPAL CLERK

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Municipal Clerk

Bylaw: #6 Accessible Taxi Bylaw

Another requirement for ensuring that the transportation system is accessible for people with disabilities is a strong bylaw providing an adequate level of accessible taxi coverage and requiring that taxi companies respond to requests for service from people with disabilities.

People with disabilities have the right to be able to move around their community. It is also common for taxi services to people with disabilities to be incredibly slow and it is not uncommon, despite human rights legislation, for taxi companies to fail to serve people with disabilities.³⁶ A taxi bylaw to address both of these problems is essential.

The bylaw establishes two different permits which a taxi company must possess in order to do business. Most importantly, the company must have a taxi company permit in order to operate. When applying for a permit, the board will recommend a certain percentage of the fleet to be accessible. The percentage is dependable on the number of taxi cabs they have and the needs of the community. However, achieving accessible taxis is on a voluntary basis for their fleet. An accessible taxi license requires that a taxi comply with the regulations for accessible taxis that exist under the *Passenger Transportation Act*.³⁷

There are a series of additional requirements that a company must meet in order to maintain its taxi permit. First, it must give priority service for accessible taxis to people with disabilities. Secondly, permit holders must respond to requests for service from people with disabilities in a timely and efficient manner. In order to drive a taxi, a driver must acquire a license. One condition of this license is that the driver will undergo a standardized training that will teach the person how to meet the needs of people with disabilities. These ideas are based on taxi bylaws in the Cities of Vancouver, Burnaby and North Vancouver.³⁸

The bylaw has tough penalties which will encourage compliance. For example, failure to comply with the provisions of the bylaw will result in the penalty that the municipality chooses to assess, which can include suspension or cancellation of the permit to operate a taxi company.

36. This is a serious problem, that people without disabilities may not ever think about. For instance, a recent case in the news in British Columbia involved a taxi driver who refused to take a blind man because the driver didn't want the guide dog in the car. The blind man sued and the taxi company settled. B.C. taxi company pays blind man with dog \$2500, August 15, 2007, <http://cnews.canoe.ca/CNEWS/Canada/2007/08/15/4420665-cp.html>

37. Motor Vehicle Act [RSBC 1996] Chapter 318; Motor Vehicle Act Regulations B.C. Reg. 26/58, O.C. 1004/58

38. City of Vancouver, Vehicles for Hire By-law No. 6066, <http://vancouver.ca/bylaws/79945.htm>; The Corporation of the District of Burnaby, Bylaw No. 3102, <http://burnaby.fileprosite.com/contentengine/launch.asp?ID=303&Action=bypass>; City of North Vancouver, Cab Regulation Bylaw, 7787, 2006, [http://www.cnv.org/c//DATA/1/84/CAB REGULATION BYLAW, 7707, 2006.PDF](http://www.cnv.org/c//DATA/1/84/CAB%20REGULATION%20BYLAW,%207707,%202006.PDF)

Model Accessible Taxi Bylaw

THE CORPORATION OF THE CITY OF _____

BYLAW XXXX (2009)

A bylaw to promote accessibility and inclusion within all taxi companies in the City of _____ pursuant to *the Passenger Transportation Act*.

The Council for The City of _____ enacts the following:

PART 1 – INTRODUCTION

1. Title

This bylaw may be cited as "**ACCESSIBLE TAXI BYLAW**".

2. Interpretation

In this bylaw,

Accessible taxi means a taxi having a gross vehicle weight rating of not more than 4500 kg, which is designed and manufactured or converted for the purpose of transporting persons who use mobility aids and that meets the requirements of B.C. Reg. 26/58 of the *Motor Vehicle Act*, including how it may be amended, altered, replaced or revoked from time to time.

Accessible taxi license means a license that is issued to grant permission to a taxi company permit holder to operate an accessible taxi.

Taxi license means a license issued by the municipality which grants the recipient taxi company permit holder permission to operate an individual taxi.

Taxi company permit means a permit issued by the municipality, which the taxi company must possess in order to apply for and receive an accessible taxi license or a taxi license.

Taxi operators license means a license issued to a taxi or accessible taxi driver, which the driver shall have before operating a taxi or accessible taxi.

3. Municipal power to issue and revoke licenses

- a. The municipality has the power to issue, grant, revoke, or seize a taxi license or an accessible taxi license.
- b. Each taxi or accessible taxi must have its own license.

4. Service Numbers

- a. In order to receive and maintain a taxi company permit, 15% of a taxi company's fleet shall operate under an accessible taxi license.
- b. The municipality shall issue x taxi licenses and x*15% accessible taxi licenses.

5. Service Requirements

- a. Every holder of a taxi company permit shall, upon telephone or other notification, and after the person has identified themselves as one who requires the service because of a disability or who uses a wheelchair, scooter or other mobility aid, give priority of access to an accessible taxi to such customers, and must ensure that accessible taxis are available to primarily serve such customers' on demand transportation requirements at all times that a taxi service is provided to the public, including, but not limited to, high volume periods, and such special situations as, but not limited to, transit strikes.
- b. The holder of a permit to provide a taxi service shall insure that all requests for service, from a person or persons who have a disability or disabilities, and any person, who may use a wheelchair, scooter, or other required or necessary mobility aid, are satisfied in a timely and efficient manner. For the purpose of this bylaw, timely and efficient shall mean the average time of response to customers requesting a taxicab.
- c. The holder of a taxi company permit:
 - ∞ shall ensure that each driver of an accessible taxi records, on a daily record, every trip that involved the transporting of a person with a disability, stating in each case whether such person used a wheelchair, a scooter or other mobility aid;
 - ∞ shall at all times carry liability insurance in the amount of \$5,000,000 that insures all drivers of such accessible taxis against all loss, damage, and claims arising out of, or in connection with, the loading, unloading or transporting of people with disabilities.
 - ∞ shall place or amend an advertisement providing information to residents of the City, and under the trade name under which the permit holder operates, indicating that the vehicle is capable to serve people with disabilities and their requests shall receive priority.

6. Taxi Operators License

- a. Each driver of a taxi must hold a valid taxi operators license.
- b. A taxi operators license shall be issued after successfully completing the taxi training course.
- c. The taxi training course shall include training designed to develop the driver's ability to transport people with disabilities and using mobility aids, driver safety including assault avoidance and awareness, collision prevention and advanced geography through the Taxihost Program Level 2 course for drivers

provided by the Justice Institute of British Columbia, or other course approved by the municipality.

7. Enforcement

- a. Non-compliance with any of the provisions of this bylaw shall be deemed to be an infraction of this bylaw and shall render the company liable to the penalty imposed by the municipality, or to suspension or cancellation of a license or permit.

ADOPTED by Council on the ____ day of _____, 2009.

MAYOR

MUNICIPAL CLERK

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Municipal Clerk

Bylaw #7: Accessible Gasoline Stations Bylaw

Another issue respects access to gasoline stations. There is a growing trend towards having self-serve gasoline stations that do not provide a full service option. While many consumers benefit from self-serve because it saves them money, the absence of service can mean that some people with disabilities cannot fill up their vehicles. This makes it difficult for a subcategory of people with disabilities to access the transportation system, which is a major restriction to their freedom of mobility. Municipalities can remedy this problem through their power to regulate business under sections of the *Community Charter*, which can be used in conjunction with the licensing and standards authority that municipalities have under of the *Community Charter*.

The bylaw's primary requirement is that in order to receive a license to sell gasoline in the municipality covered by the bylaw, a gasoline station must provide a full service option to customers who chose to use it. Failure to provide a full service option at all times the station is open is punishable by revocation of the license.

Model Accessible Gasoline Bylaw

THE CORPORATION OF THE CITY OF _____

BYLAW XXXX (2009)

A bylaw to promote accessibility and inclusion within all gasoline stations in the City of _____ pursuant to section 8(6) and section 15(1) of the *Community Charter*.

PART 1 – INTRODUCTION

1. Title

This bylaw may be cited as "**ACCESSIBLE GASOLINE BYLAW**".

2. Interpretation

In this bylaw,

Gasoline station means a business established for the purpose of the commercial sale of petrol, natural gas, diesel, hydrogen and other fuels used to operate a motor vehicle.

Full service means the provision of an operator who pumps fuel products for customers, including a staff member who will assist people with disabilities to fill a propane tank, if such products are sold.

Station operators license means a license which must be issued prior to station selling petrol, natural gas, diesel, hydrogen and other fuels used to operate a motor vehicle.

3. License

- a. The municipality has the power to issue, revoke, alter or cancel a license to operate a gasoline station.
- b. In order to sell petrol, natural gas, diesel, hydrogen and other fuels used to operate a vehicle in municipality X, the operator must be issued a license.

4. Conditions of License

- a. The following are conditions of a license to operate a gasoline station:
 - I. Full-service shall be provided at all times during which the gasoline station is open, when appropriate
 - II. For further clarity, nothing in this bylaw prohibits a gasoline station from providing a self-service option.

5. Violation of License

- a. The violation of any of the conditions of the license is an offence punishable by revocation of the license.

ADOPTED by Council on the ____ day of _____, 2009.

MAYOR

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This concludes the seven accessible community bylaws section of the report that enables people with disabilities to participate as part of their municipality. Next, we turn to some of the complex issues surrounding accessible housing through the introduction of two more proposed bylaws: the density bonusing bylaw which local governments can adopt as a tool to promote accessible, adaptable and visitable housing; and the adaptable designs for accessible housing bylaw.

Part 3: Housing Bylaw

Having visitable, adaptable, and accessible housing is an essential component of constructing an inclusive and accessible community for people with disabilities. Unfortunately, in recent years, while jurisdictions such as Ontario have raced forward with policies to make their communities more accessible, British Columbia has reduced local governments' ability to make housing more accessible, through the introduction of B.C. Reg. 86/2004, which prevents local governments from imposing building standards more stringent than the Building Code without provincial consent, and has not improved on the current lackluster accessibility provisions in the existing Building Code. That being said, local governments can take limited steps to provide more visitable, accessible and adaptable housing through rezoning, housing agreements and through the use of the public purse.

3.1. Planning

Planning is absolutely essential to ensuring that the needs of people with disabilities are adequately met. Sections of the Local Government Act requires a community plan that addresses special needs housing.

Before developing a plan for adaptable and accessible housing, a municipality may wish to conduct a needs assessment for the community. This component of the process involves analyzing the current and future demand for accessible housing by gathering information on the number of people with disabilities in the community, plus the age and other demographic characteristics (income, living arrangements, ability/disability, etc) of the general population. This data can be compared to the availability of housing stock that meets the needs of the current and projected population. As the population ages there will be an increased demand for accessible and adaptable housing. Having identified that a need exists for more accessible housing (ideally all housing would be accessible to everybody) then an action plan can be developed.

The Official Community Plan and, if applicable, local area plans, should include goal statements and implementation plans which address the need for accessible and adaptable housing. The next section is an example of an action plan for accessible housing that would be suitable for inclusion in an official community plan. Area plans could specify which sites are most suitable for the development of adaptable and accessible housing.³⁹

39. Adapted from: *Supportive Housing for Seniors: A Policy and Bylaw Guide*, Ministry of Municipal Affairs, 1999.

Another aspect of accessibility is building accessible and adaptable housing in locations where people with disabilities can access services in the community and not be ghettoized. This means that the issue should be considered when special needs housing is being planned and built, especially when public money is being used.

To provide an example of what one municipality has done as part of the planning process, the City of North Vancouver has developed a set of guidelines for accommodating special needs housing and integrating it into the community.⁴⁰ The guidelines are as follows:

1. Location considerations must include availability of transit, eg. on or adjacent to bus routes, and access to shopping, leisure (coffee shops, pubs, theatres) and recreation opportunities (ideally within 2 or 3 blocks).
2. Early in the process, find and work with a society or association which would manage the units on an on-going basis. In determining an appropriate administering group, consider efficiencies in administration from societies with other projects located nearby.
3. Assist in obtaining assured subsidy (on a continuing basis) for integrated units.
4. Attempt within each project to have a minimum of 2 or 3 subsidized rental units for persons with disabilities to prevent isolation and ghettoization.
5. For housing persons requiring higher care levels, consider a grouping of 6-8 units to enable pooling of care and services - an ideal range is 5-10% of integrated units within a residential complex.
6. In stratified buildings:
 - o carefully choose type and level of disability;
 - o incorporate into a housing agreement with the project developer the level of maintenance fees, and that rental status is assured for the special units. Also, stipulate these as requirements in the Strata Bylaws to provide full disclosure to potential buyers and protection for tenants and administrators of special units;
 - o consider policy that all units have one vote regardless of tenure or status.

40. City of North Vancouver, Special Needs Housing, <http://www.cnv.org/server.aspx?c=3&i=209>

3.2. Sample Accessible Housing Policies and Actions

1. Prepare a need assessment for accessible housing in partnership with other interested groups and organizations.
2. Support and encourage the development of accessible housing as identified in the accessible housing needs assessment.
3. Review all related bylaws, such as the land-use bylaw, to identify and remove regulatory and other barriers to the development of accessible housing in the community.
4. Revise the land-use bylaw to allow the use of the bonus density provisions of the Local Government Act as an incentive to providing affordable housing, special needs housing and amenities.
5. Support the use of city lands for accessible/supportive housing and prepare policies and guidelines for the sale or lease of lands for this purpose.
6. Support reimbursement of city building license fees for affordable accessible housing projects.
7. Work in partnership with community organizations to develop an accessible community.
8. Work in partnership with other government agencies, the private sector, and non-profit organizations to ensure the provision of adequate affordable accessible housing in the community.
9. Encourage and facilitate the development of partnerships among community organizations to provide accessible housing and related services.
10. Undertake a public information initiative to provide information on housing needs in the community that will raise awareness of the role of supportive housing in the community.

11. Establish an accessible housing task force to oversee the implementation of these policies.

12. Identify key locations for accessible housing.

This section will explain the concepts of visitable, accessible and adaptable housing and outline steps that municipalities can take to implement them. It explains the planning process that municipalities can engage in, possible requirements for visitable and adaptable housing, policy tools that municipalities have available to achieve these ends. A model density bonusing bylaw is included so that municipalities can adopt and alter for their own requirements.

Bylaw 8: Adaptable Designs for Accessible Housing Bylaw

Adaptable design aims to have housing stock designed in a manner that makes it easily adaptable to accommodate a person with a disability. Adaptable design is most useful because it allows the occupant to modify the home as their needs change, thus allowing “aging in place.” It also allows the occupant to make modifications which are most suitable to their particular disability. In addition, as the population ages there will be a corresponding increase in the percentage of the population that has a disability, and therefore an increasing need for such housing. Constructing buildings according to adaptable design will increase the percentage of housing that can accommodate them and reduce the costs to society of an aging population; it is significantly cheaper to include adaptable design features in the original construction than to make subsequent modifications.

Adaptable Design in British Columbia

Several municipalities in British Columbia have imposed adaptable design requirements for new medium and high density apartment buildings. Unfortunately, under regulations pursuant to the *Community Charter*, municipalities no longer have the power to automatically impose building requirements that exceed the provincial Building Code. They need to get provincial approval for such a by-law. Currently, the province is in the process of developing a model template for accessible housing that could be adopted by any municipal government. It is unknown when that model template will be published. If the province refuses to approve a specific bylaw or fails to come up with a model bylaw that they will accept, the only tools that municipalities have to increase accessibility is density bonusing, housing agreements and to draft voluntary adaptable design guidelines. Municipalities can require that certain amenities be provided, including accessibility, in exchange for granting the developer permission to construct to a higher density than the zoning bylaws would otherwise permit. This is a win-win situation because the community can increase its stock of accessible housing and the developer has the potential to make greater profits. However, there are limits to what can be accomplished through density bonusing because not every development requires a change in zoning.

For municipalities to incorporate this bylaw, it is recommended to look at the City of North Vancouver and District of Saanich, as they both have an excellent set of adaptable design guidelines which municipalities can copy for their own use.

Model of Adaptable Design and Accessible Housing Bylaw

THE CORPORATION OF THE CITY OF _____

BYLAW XXXX (2009)

A bylaw to promote adaptable housing requirements to ensure accessibility in residential buildings so that it makes it easier for people to remain in place as they age, and/or experience illness or injury.

PART 1 – INTRODUCTION

1. Title

This bylaw may be cited as "**ACCESSIBLE HOUSING BYLAW**".

2. Interpretation

In this bylaw,

Visitability means that homes should be constructed in a manner that allows people with disabilities to visit the homes of friends and family with ease. Municipal governments can play a key role in promoting visitability in their communities. While in the current legislative environment, municipalities do not have many tools to mandate visitability requirements for detached homes and other forms of accommodation, municipalities can promote the concept by making individual home builders aware of the benefits of visitable homes. Otherwise, a lack of visitability can lead to social isolation, institutionalization, dangerous living conditions and an unacceptably poor quality of life. There are various categories of visitability: basic visitability, enhanced visitability, and adaptable housing.

Adaptable Housing means housing that includes accessibility and design and construction features that can be modified at minimal cost to suit the changing needs of people over time, therefore reducing the need for major renovations at a later time.⁴¹

Adaptable design means to have housing stock designed in a manner that makes it easily adaptable to accommodate a person with a disability. Adaptable design is most useful because it allows the occupant to modify the home as their needs change, thus allowing "aging in place." It also allows the occupant to make modifications which are most suitable to their particular disability.

⁴¹ <http://www.housing.gov.bc.ca/building/publicreviewadaptableHousing.htm#whatis>

3. Intent of this bylaw

This bylaw,

- a. satisfies a range of life cycle and lifestyle choices for residents
- b. is affordable, diverse and sustainable, and
- c. enables residents to age in their neighbourhood of choice.

4. Objective

To facilitate a supply of accessible housing adequate to meet the needs of the community.

5. Visitability

Basic visitability has four main criteria: (1) an accessible path of travel; (2) a no-step entrance; (3) passable interior circulation on the main floor; (4) access to a main floor washroom.

1. An accessible path of travel

There should be an accessible path of travel from the curb side to the front door. The line of travel should have a gentle grade (maximum 5%); the path of travel should be firm, stable and slip resistant; the path of travel should be a minimum of 915 mm in width; the cross slope of the path of travel should be no more than 2%; there should be no steps along the path of travel; and there should be no drop off or slopes over 5% along the edge of the path of travel.

2. A no-step entrance

This feature also requires an exterior landing entrance area with a minimum clear area of 1525mm by 1525mm. This areas surface should be firm, stable and slip resistant; it shouldn't have a slope in any direction of more than 2%; and the door should have a minimum width of 915mm.

3. A passable interior circulation

Each interior doorway should have a minimum width of 810mm (32"). There should also be a clear passage with a width of at least 915mm (36") to all main floor activity areas including the washroom.

4. An access to a main floor washroom

The main floor toilet should have space for at least a 1525mm turning circle in front of the toilet, with the washroom door not crossing the turning circle while being closed or opened. Clear space under wall-hung fixtures can be included in the 1525mm requirement. The washroom should have at least one sink and one toilet.

6. Enhanced Visitability

Enhanced visitability has some added features and requirements. These are as follows:

1. **Enhanced No-Step Entrance**
 There is a requirement to have a minimum 610mm wide area next to the latch side of the entrance door on the pull side of the door and a minimum 305mm on the latch side of the entrance door on the push side of the door. The controls to intercoms and door bells shall be located no higher than 1220mm above the ground. The entrance and landing area must be well lighted, having lights with at least 200 lux power. Finally, door handles and locks should be easy to use and located no more than 915mm from the ground.
2. **Enhanced Interior Circulation on the Main Floor**
 To meet the enhanced interior circulation requirements one has to have a minimum 610mm wide area next to the latch side of a door on the pull side of the door and a minimum 305mm on the latch side of the door on the push side of a door. In addition, there should be raised electrical outlets, no less than 455mm above the floor. Controls for items such as light switches, security controls, intercoms, and thermostats should be located a maximum of 1220mm above the floor. There should be return lever lock sets on all doors in the dwelling unit as well as an electrical receptacle located above the entrance door so that electrical controls can be added to the door at a later date.
3. **Access to an Enhanced Main Floor Washroom**
 There should be at least one properly located grab bar, in addition to wall reinforcement for future grab bar installation, lever type faucets and non-slip flooring.
4. **Kitchen Enhancements**
 In the kitchen there should be lever type faucets and clear floor space of at least 765mm x 1220mm in front of each of the appliances, sink, and work counters and with a minimum clearance between counters and all opposing cabinets of at least 1525mm.⁴²

The below outlines proposed model adaptable housing designs for municipalities to adopt if they choose to do:⁴³

7. Building Access

- a. An accessible path of travel shall be provided:
 - from the street and private parking area to at least one main entrance
 - from the main entrance to all suite entry doors unless prohibited by the terrain or unusual characteristics of the site

⁴² For more information on visitability, see *Visitable Housing, Community Building Through Visitable & Adaptable Housing: A Background Report with Draft Policies, Implementation Strategies and Communication Tools*, Manitoba Housing and Renewal Corporation, April 28, 2006.

⁴³ Building and Safety Policy Branch, Office of Housing and Construction Standards, Ministry of Housing and Social Development, July 2008

- from the main entrance to the elevator
- from the main entrance to each type of common amenity area (e.g. containing recreational, storage and laundry facilities)
- b. Door assemblies⁴⁴ in the accessible path of travel shall:
 - provide a clear opening of not less than 850 millimeters (mm) if there is only one door leaf
 - have the active leaf providing a clear opening of not less than 850 mm (in a doorway with multiple leaves)
 - be operable by devices which do not require tight grasping or twisting of the wrist as the only mean of operation (excluding doors not intended for resident access such as maintenance rooms) when a force of not more than 38 Newtons⁴⁵ (N) for exterior doors and not more than 22 N for interior doors is applied at the handle
 - have a push plate or latch releasing device except for locations where greater pressures are required to ensure proper building function, and have a closing period (if equipped with a closer) of not less than 3 seconds measured from the door in an open position of 70 degrees to the doorway to a point 75 mm from the closed position measured from the leading edge of the latch side of the door.
- c. Building entrances in accessible paths of travel shall:
 - provide protection from the rain
 - have doors that are power-operated, functioning for passage in both directions
- d. Doorways in accessible paths of travel shall:
 - Have a clear and level area
 - when the door swing is towards this area, not less than 1500 mm long by a width equal to the door assembly width plus not less than 600 mm clear space beside the latching jamb of the door
 - when the door swing is away from this area, not less than 1220 mm long by a width equal to the door assembly width plus not less than 300 mm clear space beside the latching jamb of the door
 - when sliding doors are power-operated or when power operated doors swing away from the area, of not less than 1100 mm long by the width of the door assembly
- e. Doors installed in series shall be separated by a space not less than 1220 mm plus the width of any door swinging into the separating space
- f. Doorways thresholds in accessible paths of travel, where not flush with the floor, shall be not more than 13 mm above the floor and shall be beveled

⁴⁴ Doors that open into or are located in a public corridor (that provides access to exit from more than one suite), including common amenity area entry doors.

⁴⁵ A Newton is a measure of force in the metric system, which, if applied for one second, will cause a 1-kilogram object starting from rest to reach a speed of 1 metre per second

- g. Where any main entrance does not provide access, a sign shall be installed as far ahead of any wheelchair obstruction is practical so as to indicate clearly the location of the accessible main entrance
- h. If a walkway or pedestrian bridge connects accessible storeys in different buildings, the path of travel from one storey to the other storey by means of the walkway or bridge shall be accessible
- i. Corridors should be the minimum width of an accessible pathway shall be not less than 1220 mm

8. Suite Doors and Doorways

- a. Door Width
 - Suite entry doors shall provide a clear opening of not less than 850 mm
 - Doorways for common living areas, including a minimum of one accessible bathroom and one accessible bedroom, within suites shall provide a clear opening width of not less than 800 mm
- b. Door Hardware
 - Doors shall be operable by devices which do not require tight grasping or twisting of the wrist as the only means of operation
 - Doors shall operate when a force of not more than 22 N is applied at the handle, push plate or latch releasing device
- c. Door Thresholds
 - In doorways, where thresholds are not flush with the floor, the difference in level shall be not more than 13 mm and shall be beveled
- d. Door Clearance
 - Door assemblies for suite entry and common living area, including a minimum of one accessible bathroom and one accessible bedroom, shall have a clear and level area when the door swing is away from this area, not less than 1220 mm long by a width equal to the door assembly width plus not less than 300 mm clear space beside the latching jam of the door.

9. Bathrooms

- a. There shall be at least one bathroom with enough floor space to be minimally accessible and shall meet the following space requirements:
 - Clear dimension from the front edge of the toilet to the facing wall shall be a minimum of 800 mm.
 - Space from the front edge of the bathtub to the centre of the toilet shall be a minimum of 508 mm (20").
 - Clear floor area in front of the sink/lavatory shall be a minimum of 760 mm wide by 1220 mm deep centred on the sink/lavatory.
- b. Grab bars
 - Reinforcement shall be provided in wall assemblies adjacent to a toilet and bathtub or shower to accommodate the future

10. Kitchen

- a. Kitchen Counter Space

- o There shall be continuous counter space between the stove and sink
- b. Kitchen Faucets
 - o All kitchen faucets within dwelling units and common amenity spaces shall be operable by devices which do not require tight grasping, or twisting of the wrist as the only means of operation

11. Outlets/Switches/ Other Environment Controls

- a. Control and Switches
 - o Controls for the operation of building services or safety devices, including electrical switches, thermostats and intercom switches, intended to be operated by the occupant and located in or adjacent to an accessible path of travel as well as within a suite shall be accessible to a person in a wheelchair, operable with one hand, and shall be no higher than 1200 mm above the floor
- b. Outlets
 - o Electrical, cable and phone outlets intended to be used by the occupant and located in or adjacent to an accessible path of travel as well as within a suite shall be no lower than 450 mm above the floor
- c. Telephone Jacks/ Outlets
 - o Telephone jacks shall be no farther than 200mm from an electrical outlet in the accessible bedroom
- d. Switch Type
 - o All switch types shall be operable with a closed fist (such as rocker switches)
- e. Visual Alarm
 - o Wiring for a visual alarm shall be tied into the fire alarm system for the future installation of such in the living room and the accessible bedroom

12. Patios and Balconies (future work)

- a. Decks, balconies or patios provided for use by occupants of a dwelling unit shall be accessible to persons using wheelchairs by a design that does not compromise the water resistance of the building envelope.
- b. For decks, balconies or patios directly accessed from and for the exclusive use of the occupants of a dwelling unit, access may be provided by a design that can be adapted in the future.

ADOPTED by Council on the ____ day of _____, 2009.

MUNICIPAL CLERK

Certified a true copy

Municipal Clerk

Bylaw 9: Density Bonusing

One way in which local government can promote accessibility is through density bonusing. The density bonusing provisions are set out in the sections of the *Local Government Act*. These provisions permit a municipality to allow for greater density in exchange for providing amenities as well as special needs housing. Local government can use these provisions to require that housing is adaptable and accessible when a rezoning needs to take place. However, density bonusing provisions are of no use when all the developer needs to have issued to build is a building permit and doesn't require a change in density. For more information on this subject please see the provincial government document, *Density Bonus Provisions of the Municipal Act: A Guide and a Model Bylaw*, Ministry of Municipal Affairs and Housing, British Columbia, 1997⁴⁶ available online, as well as the model density bonusing bylaw below.

46. <http://www.housing.gov.bc.ca/housing/BONUSDN/>

Model of Density Bonusing Bylaw⁴⁷

THE CORPORATION OF THE CITY OF _____

BYLAW XXXX (2009)

To complement the Official Community Plan, this bylaw which outlines the conditions for density bonusing is one of the most effective tools that municipalities can employ to obtain amenities for their community through the development process, including accessible or adaptable housing.

A bylaw to promote accessibility and inclusion related to density bonusing in the City of _____ pursuant to section 904(1) of the *Local Government Act*.
The Council for The City of _____ enacts the following:

PART 1 – INTRODUCTION

1. Title

This bylaw may be cited as "**DENSITY BONUSING BYLAW**".

2. Interpretation

In this bylaw,

Wherever a "++" is used, the bylaw author needs to replace it with relevant information.

(a) different density regulations for a zone, one generally applicable for the zone and the other or others to apply if the applicable conditions are met, and

(b) conditions that will entitle an owner to the higher density;

The [Council/Board] wishes to provide for increased permitted density in the [++ specify zone(s)] if the applicable conditions relating to the provision of accessible/adaptable/visitable housing are provided [++ or conserved];

special needs housing means in the case of a single family dwelling, housing that meets basic visitability requirements; and in the case of

⁴⁷ Modeled on the model density bonus bylaw contained in *Density Bonusing: A Guide and Bylaw*, Ministry of Municipal Affairs and Housing, March 1997
(<http://www.housing.gov.bc.ca/housing/BONUSDN/samplbyl.html>).

apartment complexes, buildings in which every unit meets level one requirements and 20 percent meet level two requirements.

3A. Density

The floor space ratio [as previously defined in the bylaw] for all building and structures on a [++ lot/parcel] must not exceed ++; or

3B. Density

Density must not exceed ++ dwelling units per hectare of lot area.

4A. Bonus Density

The floor space ratio permitted under section 3A above will be increased by (a) ++ for each [++ dwelling unit or other unit of affordable and special needs housing provided], or [++ to a maximum total floor space ratio of ++], but only if the conditions set out in section 5 below are met.

OR

4B. Bonus Density.

Despite section ++ 3B above, ++ additional dwelling units per hectare of lot area are permitted

(a) ++ for each [dwelling unit or other unit of affordable and special needs housing provided], but only if the conditions set out in section 5 below are met. [In no case will the total number of dwelling units per hectare of lot area exceed ++.]

5. Conditions for Bonus Density

Following are the conditions which must be met before the bonus density under section ++ 3A/3B above will be permitted:

- a. where special needs housing is to be provided, the registered owner must enter into a housing agreement with the municipality under section 905 of the Local Government Act, to ensure that the special needs housing is constructed and maintained for the purpose of providing accessible/adaptable and visitable housing for people with disabilities;
- b. the housing agreement must contain an agreement, in the case of single family detached or semi-detached dwellings, to construct it according to visitability standards (see Schedule A); or in the case of an apartment complex, to construct the building to level one requirements with 20 percent of the units meeting level two requirements;
- c. apartment complexes shall meet the accessible parking guidelines and must be granted, executed and delivered to the municipality prior to the issuance of any building permit for the land in relation to which the density bonus is permitted.

3.4. Other Supports Local Government Can Provide

Section of the *Local Government Act* allows local governments to enter into housing agreements in which the local government and the owner of the housing units agree about one or more of the following: (a) the form of tenure of the housing units; (b) the availability of the housing units to certain classes of people (such as people with disabilities); (c) the administration and management of the housing units; (d) rents, sale or share price that may be charged.

Frequently, such housing agreements take place in conjunction with the local government providing some other type of assistance, under the *Community Charter*. As long as the municipality gives notice, section 24 of the *Community Charter* states that a municipality may dispose of land or improvements to land, or any interest or right in or with respect to them, for less than market value; it can lend money; it can guarantee repayment of borrowing or provide security for borrowing; and it can provide assistance under a partnering agreement. However, local government cannot provide such assistance to a business, nor can it exempt business from a tax or fee.⁴⁸ This means that such projects will have to be operated by the not-for-profit sector to receive the range of support that is available from municipal governments. At times, the municipality might be able to waive some fees. A good example of a policy that a municipality could follow is to lease municipal land or lease housing on municipal land below market rates to non-profit groups that provide housing for people with disabilities or seniors. Another is to connect density bonusing to the signing of some form of housing agreement.

48. Section 25, *Community Charter*, *supra*.

Part 4: Access to Employment Policy

Enhancing access to employment provisions is limited in scope. Local governments are not the best level of government to be enforcing employment equity provisions. The provincial government has more expertise and resources to accomplish real change in this area. In addition, there are already provisions in the *Human Rights Code*⁴⁹ which prohibit discrimination in employment against people with disabilities absent the existence of a bona fide occupational requirement. While local governments may have some legislative competence to regulate business, it must be remembered that municipalities are strapped for cash and therefore have little practical ability to engage in widespread or even limited regulation and enforcement of employment equity requirements.

A much better way to proceed is, using a local government's natural person powers, in appropriate circumstances, to negotiate with businesses doing work with the municipalities so that they will adopt an employment equity hiring policy and will forward employment opportunities to an organization that assists people with disabilities to find jobs. The proposed policy should also include a commitment that the municipality will also adopt an employment equity hiring policy and will forward job postings to an organization that assists people with disabilities to find employment and to ensure that accommodations in the workplace are implemented.

49. *Human Rights Code*, [RSBC 1996] Chapter 210, ss. 11 and 13.

Model of Access to Employment Policy

CITY OF XXXX CORPORATE POLICY

SUBJECT:	Employment Equity – General		
CATEGORY:	Employment	POLICY NUMBER:	XXXXXX

INTRODUCTION

The XXXXXX is made up of many racial and cultural components, each contributing uniquely to the community as a whole. In recognition of this, and of the dignity and worth of every person, City Council reaffirms its commitment to a policy of equal employment opportunity for visible minorities, women, aboriginal peoples and people with disabilities.

The aim of this policy is to create a workforce which reflects the composition of the qualified labour pool available in the community, and to foster a climate of understanding and mutual respect among employees in the workplace and in the community at large.

To this end, Council has expanded the Equal Employment Opportunity Program and directed the City Manager to ensure its effective implementation. City Council requires that civic employees comply with the program in carrying out their duties in order to achieve representative hiring and promotion within the provisions of Council resolutions and the Collective Agreements, and in order to achieve a work environment free of harassment arising from an individual's gender, racial/ethnic origin, or disability.

Council believes that both this policy and the operation of an Equal Employment Opportunity program support the efficient and effective functioning of the City administration and are consistent with the policy of selecting the most meritorious applicants for City positions.

PURPOSE

The aim of this policy is to create a workforce which reflects the composition of the qualified labour pool available in the community, and to foster a climate of understanding and mutual respect among employees in the workplace and the community at large.

SCOPE

All City staff.

POLICY STATEMENTS

General

The City XXXX of is made up of many racial and cultural components, each contributing uniquely to the community as a whole. In recognition of this, and of the dignity and worth of every person, Council reaffirms its commitment to a policy of equal employment opportunity for visible minorities, women, and people with disabilities.

Equal Employment Opportunity Program

Council requires that civic employees comply with the Equal Employment Opportunity Program in carrying out their duties in order to achieve representative hiring and promotion within the provisions of Council resolutions and the collective agreements, and in order to achieve a work environment free of harassment arising from an individual's gender, racial/ethnic origin, or disability.

Council believes that both this policy and the operation of an Equal Employment Opportunity Program support the efficient and effective functioning of the city administration and are consistent with the policy of selecting the most meritorious applicants for city positions.

Responsibility

The City Manager is responsible for the implementation of the EEO program through the EEO office and the departmental action plans.

Pay Equity

All employees shall be compensated equitably for their work.

RELATED POLICIES

AE-001-02 Employment Equity – Recruitment

AE-001-03 Employment Equity – Career Development

APPROVAL HISTORY

ISSUED BY:	Council	APPROVED BY:	Council	DATE:	XXXXXXX
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Part 5: Conclusion

This report has explained the need for bylaws that will enhance community accessibility, discussed the legal context in which municipal governments operate in British Columbia, and explained the provisions of the nine bylaws and one policy that have been developed. For people with disabilities to participate fully as members of your community, local governments may wish to adopt these bylaws and policy. It is pertinent for this to happen before a community can call themselves as truly inclusive and accessible.

Part 6: References

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Part 7: Appendices

Appendix A: Financial Support

Moving Around

2010 Measuring Up Fund for Accessibility and Inclusion

Contact: http://www.2010legaciesnow.com/measuring_up/
measuringup@2010LegaciesNow.com
Phone: 778-327-5123

The Measuring Up Fund provides grants of up to \$25,000 for communities aiming to improve accessibility and inclusion for people with disabilities. The fund assists community groups to implement Measuring Up and complete accessibility-related projects. Municipalities or registered non-profit organizations within British Columbia are eligible to receive funding. Non-profit organizations must have the endorsement of their municipality to be eligible. Only one application per community will be accepted.

Let's Play

Contact: letsplay@rickhansen.com
604 707-2106

Let's Play grants are available to qualified community groups for accessible play space projects involving new construction, renovation of an existing space, and/or the purchase of equipment. Our goal is to apply the available funds to as many play space projects as possible.

Housing and Home Support

Residential Rehabilitation Assistance Program for Persons with Disabilities (RRAP-D)

Contact: Canada Mortgage and Housing Corporation (CMHC)
B.C. Regional Business Centre
200 – 1111 West Georgia Street, Vancouver, British Columbia,
V6E 4S4
Telephone: 604-731-5733
Website: <http://www.cmhc-schl.gc.ca/en/corp/>

The RRAP-D program offers financial assistance to homeowners and landlords to modify dwellings occupied or intended for occupancy by low-income people with disabilities. The RRAP-D is available across Canada, including on-reserve communities. Assistance is provided in the form of a forgivable loan. For homeowners, assistance covers 100% of the total cost of the modifications to the maximum loan amount for the geographic area (ranging from \$16,000 to \$24,000 in southern and northern areas, respectively).

Residential Rehabilitation Assistance Program – Secondary/Garden Suite

The objective of the Residential Rehabilitation Assistance Program – Secondary/Garden Suite is to help create affordable housing for low-income seniors and adults with a disability by providing financial assistance to convert or develop existing residential properties that can reasonably accommodate a secondary self-contained unit. Eligible clients are individuals who own residential properties that could create a bona fide, affordable, self-contained, rental accommodation. Eligibility is limited to existing family housing residential properties where a self-contained secondary or garden suite is being created—an affordable rental housing option for low-income seniors and adults with a disability. The property must also meet the requirements of the authority that has jurisdiction, including zoning and building requirements. Selected clients must enter into an operating agreement that establishes the rent that can be charged during the term of the agreement. A ceiling is also placed on the income of households that will occupy the newly created self-contained unit.

Shelter Enhancement Program

The objective of the SEP is to help repair, rehabilitate and improve existing shelters for women and their children, youth and men who are victims of family violence, and to acquire or build new shelters and second-stage housing where needed.¹⁷ The SEP also helps to improve the accessibility of shelters for clients with disabilities.

For new developments, CMHC may contribute up to 100% of the project's capital cost. This assistance must be secured by a forgivable 15-year mortgage. For renovation, the maximum loan varies with the number of existing units/bed-units within the project and its location (ranging from \$24,000 to \$36,000 per unit for southern and far northern areas of Canada, respectively). Supplementary assistance of 25% of the loan amount is available in remote areas.

Home Adaptations for Seniors' Independence Program

Launched in 1992, the Home Adaptations for Seniors' Independence Program (HASI) helps homeowners and landlords pay for minor home adaptations to extend the time low-income seniors can live in their homes independently and safely.

Assistance is in the form of a forgivable loan up to \$3,500. The loan does not have to be repaid as long as the homeowner continues to occupy the unit for the loan forgiveness period of six months. If the adaptation is being done to a rental unit, the landlord must agree that rents will not increase as a result.

The adaptations are for relatively minor items that meet the needs of seniors with an age-related disability. The adaptations must also be permanent and fixed to the dwelling, and include items such as handrails, easy-to-reach work and storage areas in the kitchen, lever handles on doors, walk-in showers with grab bars and bathtub grab bars and seats.

FlexHousing™

FlexHousing is a practical approach to designing and building housing that allows residents to more economically convert space to meet their changing needs. Based on the principles of adaptability, accessibility, affordability and Healthy Housing, FlexHousing responds to the needs of today's families and supports independent living for people with disabilities and seniors.²⁰

FlexHousing appeals to people with disabilities, industry, builders, renovators and architects because it is a practical approach to designing and building accessible and flexible housing. For example, FlexHousing is designed to be fully wheelchair-accessible,

has wide corridors that make it easier to circulate with a walker, and contains special features for people who have hearing or seeing limitations. FlexHousing also appeals to those who want to continue living in the same housing as they age because expensive renovations are not needed to make the housing more accessible when aging decreases mobility, vision or hearing.

Education and Employment

Human Resources and Social Development Canada: Opportunities Fund for Persons with Disabilities

For more information and application forms, or to locate the nearest Service Canada Centre

140 Promenade du Portage
Phase IV, 4th Floor
Gatineau, Quebec K1A 0J9
Toll free: 1 800 O-CANADA (1-800-622-6232)
Facsimile: 819-953-1921

Website: http://www.rhdcc-hrsdc.gc.ca/eng/disability_issues/funding_programs/opportunities_fund/index.shtml

The Opportunities Fund is a program designed to help people with disabilities prepare for and obtain employment or self-employment. It also assists people to develop the skills they need to keep a new job. The Opportunities Fund supports a variety of activities, in partnership with organizations including with the private sector, to help people with disabilities overcome the barriers they may face as they enter the job market. These activities may include helping individuals start their own business; helping individuals to increase their job skills; helping individuals to integrate into the workplace through services that meet their special needs; and encouraging employers to provide individuals with work opportunities and experience.

Vancouver Foundation: Disability Supports for Employment Fund

Contact: The Vancouver Foundation
Patty Holmes, Program Director,
patty@vancouverfoundation.ca, 604.688.2204
Trish Pemberton, Program Assistant,
trish@vancouverfoundation.ca, 604.688.2204

The purpose of the Disability Supports for Employment Fund (DSEF) is to support new approaches to employment for people with disabilities that may complement or augment existing programs in the community. The Fund recognizes the diversity of the population of persons with disabilities in British Columbia and supports initiatives by non-profit, charitable organizations that will promote the social and economic independence of individuals with disabilities.

Assistive Technology BC - AT BC

Contact: Assistive Technology BC - AT BC
#112 - 1750 West 75th Ave.
Vancouver, BC V6P 6G2
Email: info@at-bc.ca
Web Site: <http://www.at-bc.ca/>

The Adult Services program is a government initiative to provide special technology services to support post-secondary students or employees who have a disability. The aim is to reduce barriers in reaching educational and vocational goals. In British Columbia, post-secondary students and employees with disabilities who use adaptive technology may acquire their equipment through the Adult Services Program (ASP). The Program houses a loan bank of adaptive technology which eligible students and employees can access through referring agents (disability service coordinators, or vocational rehabilitation consultants with Vocational Rehabilitation Services). Support services for adaptive equipment include consultation, and training.

Access to Civic Involvement

Enabling Accessibility Fund

Contact: Enabling Accessibility Fund
Office for Disability Issues
105, rue Hôtel de Ville
Bell Building, First Floor
Gatineau, Québec K1A 0J9
Toll free: 1-866-268-2502

http://www.rhdcc-hrsdc.gc.ca/eng/disability_issues/eaf/call2009/index.shtml

The Enabling Accessibility Fund is part of a \$45-million, three-year commitment to expand opportunities for people with disabilities and improve accessibility across Canada. The objective of the Enabling Accessibility Fund is to support community-based projects across Canada that improve accessibility, reduce barriers and enable Canadians, regardless of physical ability, to participate in and contribute to their community and the economy. Approved projects will have strong ties to and support from their communities.

There are two kinds of funding under the Enabling Accessibility Fund: Small Projects Enabling Accessibility and Major Projects Enabling Accessibility.

Children and Youth with Special Needs Supports Fund

Contact: Giving In Action Society, The Vancouver Foundation
Suite 1200-555 West Hastings St., Box 12132 Harbour Centre
Vancouver BC V6B 4N6 1-866-523-3157/604-683-3157
Brittney Kerr, Program Assistant
brittney@givinginaction.ca
604-683-3157 ext: 5

The Children and Youth with Special Needs Fund provides grants to families who have children or youth (newborn to 19 years) with special needs living at home. The Fund offers one-time capital grants to help enhance or improve the individual's health, development or ability to participate in daily activities at home, in school and in the community. Eligible expenses may include such things as home renovations and vehicle modifications. This Fund defines children and youth with special needs as

those who have significant impairments in one or more of the following areas: health, cognition, communication, sensory motor, social/emotional/behavioural or self help. The Children and Youth with Special Needs Fund helps address family needs that are not currently met through government-funded programs. If a family receives support from other government-funded programs, they can apply to the:

Family Independence Fund

Contact: Giving In Action Society, The Vancouver Foundation
Suite 1200-555 West Hastings St., Box 12132 Harbour Centre
Vancouver BC V6B 4N6 1-866-523-3157/604-683-3157
Brittney Kerr, Program Assistant
brittney@givinginaction.ca
604-683-3157 ext: 5

The Family Independence Fund helps families throughout the province who have children or adults with developmental disabilities living at home. Grants from the Family Independence Fund help with the ongoing care of the relative by providing support for projects such as home renovations — including lifts, elevators, ramps, flooring, door widening or vehicle modifications — that enable the individual with the developmental disability to live in the family home and access their community. The Family Independence Fund was established with financial assistance from Community Living of British Columbia (CLBC).

TETRA Society of North America

Contact: Pat Tweedie
National Program Coordinator
ptweedie@tetrasociety.org
Suite 207 - 3077 Granville Street
Vancouver, British Columbia V6H 3J9
Ph. 604.688-6464 x 108 Toll Free: 1-877-688-8762

The Tetra Society of North America is an independent non-profit organization that provides customized assistive devices to people with disabilities. Our volunteer engineers and technicians work one-on-one with individuals who have a specific need that cannot be met by commercial assistive devices. Every Tetra project is unique – tailor-made to each person's particular circumstances. Project can relate to any aspect of life, from school to leisure to day-to-day living.

Appendix B: Community Accessibility Resources & Links

Housing and Independent Living

Adaptive Environments: Human Centered Design <www.adaptenv.org>

Fair Housing Act Design Manual: A Manual to Assist Designers and Builders in Meeting the Accessibility Requirements of the Fair Housing Act
<<http://www.huduser.org/Publications/PDF/FAIRHOUSING/fairfull.pdf> >

Flex Housing Adapts to Life's Changes
<www.enablelink.org/include/article.php?pid=&cid=&subid=&aid=1632>

Strategies for Providing Accessibility & Visitability for HOPE VI and Mixed Finance Homeownership <www.huduser.org/Publications/pdf/strategies.pdf>

Inclusive Development

Building an Inclusive Development Community: A Manual on Including People with Disabilities in International Development Programs
<http://pdf.dec.org/pdf_docs/PNACY408.pdf>

Participation

Access for All: Helping to Make Participatory Processes Accessible for Everyone
<http://www.savethechildren.org.uk/en/docs/access_for_all.pdf>

An Inclusionary Model for Community Consultation
<<http://www.sarkissian.com.au/downloads/Sarkissian%20Associates%20Planners/Inclusionary%20model%20of%20consultation.pdf>>

International Association for Public Participation (IAP2) <www.iap2.org>

Simple Solutions: A Manual – How NGOs can Eliminate Barriers to Volunteering by People with Disabilities
<www.peicod.pe.ca/pub/pub-downloads/simple%20solutions.pdf>

Transportation and Infrastructure

Access Exchange International – Resources and Web Links

< <http://globalride-sf.org/rnl.html>>

Acoustical Design Recommendations for New York City Railway Stations: Improving Accessibility for Hearing and Visually Impaired Patrons

<www.designfor21st.org/proceedings/proceedings/project_nichols.html>

Planning for Barrier-Free Municipalities

<<http://www.mah.gov.on.ca/Asset1059.aspx>>

Social Model of Disability

International Convention on the Rights of Persons with Disabilities

<www.un.org/esa/socdev/enable/rights/ahc7ann2rep.htm>

University of Leeds Centre for Disability Studies

<www.leeds.ac.uk/disability-studies/archiveuk/index.html>

Valuing Diversity: The Disability Agenda

<www.independentliving.org/docs6/campbell20011109.html>

Universal Design

The Centre for Universal Design <www.design.ncsu.edu/cud>

Designing for the 21st Century III: An International Conference on Universal Design

<www.designfor21st.org>

