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1.0 PURPOSE

This policy is intended to comply with legislation under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), the Accessibility Standards for Customer Service, Ontario Regulation 429/07, and Integrated Accessibility Standards (IASR), Ontario Regulation 191/11.

2.0 APPLICATION

This policy applies to all Canada Care Medical Inc. management staff in Ontario who are responsible for the design or redevelopment of facilities and public spaces.

3.0 POLICY

Canada Care Medical Inc. is committed to providing public spaces which are accessible to everyone, including people with disabilities. Our accessible design of public spaces policy is guided by and founded upon the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

When redeveloping, significantly altering, or designing newly built public spaces:

- We will consult with the public and with people with disabilities when developing or redeveloping public spaces.
- We will provide accessible outdoor public use eating areas.
- We will provide accessible sidewalks, walkways, ramps, stairs, curb ramps, rest areas and pedestrian signals.
- We will provide accessible off-street parking in newly built parking areas.
- We will provide accessible service counters, queues and waiting areas.
- We will plan for scheduled and emergency maintenance of public areas.
- We will provide training on accessible design of public spaces to our managers responsible for design and redevelopment.

4.0 PROCEDURE AND RESPONSIBILITIES

4.1 Responsibilities

- Managers are responsible for:
 - Completing training on accessible design of public spaces.
 - Complying with Canada Care Medical's policy on accessible design of public spaces.
 - Canada Care Medical is responsible for:
 - Maintaining an up-to-date policy on accessible design of public spaces.
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- Providing resources and support for staff to fulfill their obligations under the policy.
- Consulting with the public and with people with disabilities when developing or redeveloping public spaces.

4.2 Public use eating areas

- When building new or making planned significant alterations to existing outdoor public eating areas, Canada Care Medical will ensure:
 - At least 20 per cent of new tables added, and no fewer than one of the new tables, are accessible to people using mobility aids, such as wheelchairs.
 - The ground surface leading to and under the accessible tables is level, firm, and stable to accommodate mobility aids.
 - Enough clear space around the accessible tables is provided so people using a mobility aid can approach the tables.

4.3 Exterior paths of travel

- Sidewalks or walkways will meet requirements for minimum width to support the passage of mobility aids, minimum height clearance to remove barriers for people with vision loss, and maximum steepness of slopes.
- Ramps will meet requirements for minimum width, maximum steepness of slopes, size of landings, and handrails.
- Stairs that connect to an exterior path of travel will meet requirements for step size, high tonal contrast markings for edge of steps, and tactile walking surface indicators at the top of each flight to indicate change of level for people with vision loss.
- Pedestrian curb ramps (or curb cuts) will meet requirements to align with direction of travel, minimum width and maximum steepness of slope for people with mobility aids, and tactile walking surface indicators at the bottom of curb ramps to warn people with vision loss that they are approaching a roadway.
- Accessible pedestrian signals will meet requirements identify essential features for people with vision loss and those who are deaf-blind, such as a locator tone for a signal box that is distinct from a walk indicator tone, tactile arrows that align with direction of crossing, and both audible and vibro-tactile walk indicators
- We will consult with the public and people with disabilities on the placement and design of rest areas when building new or making planned significant alterations to an existing sidewalk or walkway.

4.4 Accessible off-street parking

- When building new parking spaces or redeveloping existing parking spaces, we will include accessible parking spaces that meet required guidelines in the standard.
- We will ensure off-street parking facilities include the required number of each type of accessible parking space, depending on the total number of parking spaces.

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- Off-street parking facilities will include two types of accessible parking spaces when two or more accessible spaces are required:
 - A standard parking space that has a minimum width of 2.4 metres.
 - A wider parking space that has a minimum width of 3.4 metres and signage that identifies the space as “van accessible.” There must be at least one wider parking space where there are 12 parking spaces or fewer.
- Accessible parking spaces will be provided with access aisles which meet minimum width requirements that provide people with disabilities the space to enter and exit their vehicle.
- Each accessible parking space will be identified with signage as required by Regulation 581 (Accessible Parking for Persons with Disabilities) under the Highway Traffic Act.

4.5 Accessible service counters, queues and waiting areas.

- When building new or replacing existing service counters, we will ensure at least one service counter is useable by someone sitting in a mobility aid, with enough clear space in front for a person using a mobility aid to approach the counter.
 - Where there is one queue for several service counters, we will ensure each service counter is accessible.
 - Where there are different types of service counters, each with its own queue, we will ensure at least one of each type of service counter is accessible.
 - Where there are multiple queuing lines and multiple service counters we will clearly identify all accessible service counters with signage.
- When building new or making planned significant alterations to existing waiting areas that have seating fixed to the floor, we will ensure at least 3% of the new seating space is accessible, with at least one accessible seating space where someone using a mobility aid, such as a wheelchair, can wait to receive service in the same area as other customers.

4.6 Maintenance

- Canada Care Medical, as part of it’s Accessibility Plan, will establish procedures for preventative and emergency maintenance of the accessible parts of our public spaces, such as frequency of inspecting sidewalks for cracks.

4.7 Exclusions

- Canada Care Medical does not currently provide trails, beach routes, outdoor play spaces or off-street parking but is aware of the requirement for compliance.
- Organizations are not required to retrofit public spaces to meet the standard if they have no plans to do so.
- Accessibility for elements related to buildings, such as building entrances, washrooms and barrier-free paths of travel, are addressed through Ontario’s Building Code.

4.8 Training

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- Canada Care Medical will provide accessible design of public spaces training to all management staff in Ontario, and any staff responsible for the design or redevelopment of facilities and public spaces.
 - Managers will complete the accessible design of public spaces training module at: <https://accessforward.ca/newado/dpssmmodule/>
 - Managers shall complete the quiz, download the Certificate, and e-mail a copy to: accessibility@canadacaremedical.com to enable compliance reporting.
- Training resources, including accessible design of public spaces, are available to staff on the fileshare in the AODA Accessibility folder.
- Records will be kept of training.

5.0 DEFINITIONS

- n/a

6.0 REFERENCES AND ASSOCIATED DOCUMENTS AND FORMS

- G 2.17.ON Accessible Customer Service
- Accessibility for Ontarians with Disabilities Act, 2005 (AODA)
- Accessibility Standards for Customer Service, Ontario Regulation 429/07
- Integrated Accessibility Standards (IASR), Ontario Regulation 191/11
- Highway Traffic Act
- Ontario Building Code

7.0 REVISION HISTORY

- 2017-01-01 Initial release.
- 2019-10-28 Moved to new accessible structured electronic document format template.