



ST. JOSEPH'S CARE GROUP

St. Joseph's Care Group

# Integrated Accessibility Standards 2013-2018

Updated: August 2018

**Prepared by**

Accessibility Steering Committee

St. Joseph's Care Group

35 Algoma St. N.

Thunder Bay, ON P7B 5G7

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# Accessibility for Ontarians with Disabilities Act (AODA)

## INTEGRATED ACCESSIBILITY STANDARDS OVERVIEW

### Areas Pertinent to SJCG

PART I – General Integrated Standards					
<i>Regulation Section</i>	<i>Requirements</i>	<i>Compliance Date</i>	<i>Department / Committee Responsibility</i>	<i>Corporate Committee</i>	<i>Status/Update</i>
Establishment of Accessibility Policies (AODA, 2005, O. Reg.191/11, s. 3)	Develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through the Integrated Standards (AODA, 2005).	January 1, 2013	Accessibility Steering Committee	Leadership Team Quality Committee	(Accessibility Standards AD 1-160 and Accessible Customer Service policy AD 1-161) updated and approved Fall 2012; updated every three years.
	Include a statement of organizational commitment to meet the accessibility needs of persons with disabilities in a timely manner (AODA, 2005).				Developed the St. Joseph’s Care Group Accessibility Plan, 2013- 2018 which is available on iNtranet and website.
	Prepare at least one written document describing its policies; and (AODA, 2005)				Multi-year accessibility plan available on website.

**PART I – General Integrated Standards**

<b>Regulation Section</b>	<b>Requirements</b>	<b>Compliance Date</b>	<b>Department / Committee Responsibility</b>	<b>Corporate Committee</b>	<b>Status/Update</b>
	Make the documents publicly accessible and provide them in an accessible format upon request.	January 1, 2013	Accessibility Steering Committee	Leadership Team Quality Committee	All accessibility resources, plans and updates are posted on the external website. Information on requesting accessible formats is also available. External web-site updated to encourage people to give input on accessibility issues – <a href="mailto:accessible.sjcg@net">accessible.sjcg@net</a> e-mail address created. Accessibility plan approved by the Board December 2012. Community representative participates on accessibility committee. Annual updates are posted on website.
Accessibility Plans (AODA, 2005, O. Reg.191/11, s. 4)	Establish, implement, maintain, and document a multi-year accessibility plan (AODA, 2005).	January 1, 2013	Accessibility Steering Committee	Leadership Team Quality Committee	Developed the St. Joseph’s Care Group Accessibility Plan, 2013-2018.
	Post accessibility plan on website, if any, and provide the plan in an accessible format upon request (AODA, 2005).				Accessibility Plan posted on external website. Information on how to request accessible documents are also posted.
	Review and update the accessibility plans at least once every 5 years (AODA, 2005).	January 1, 2013	Accessibility Steering Committee	Leadership Team Quality Committee	Accessibility Plan to be revised in 2018.

**PART I – General Integrated Standards**

<i>Regulation Section</i>	<i>Requirements</i>	<i>Compliance Date</i>	<i>Department / Committee Responsibility</i>	<i>Corporate Committee</i>	<i>Status/Update</i>
	Establish, review and update accessibility plans in consultation with persons with disabilities and if have established an accessibility advisory committee, must consult with the committee (AODA, 2005).	January 1, 2013	Accessibility Steering Committee	Leadership Team Quality Committee	Developed the St. Joseph's Care Group Accessibility Plan, 2013- 2018 in consultation with persons with disabilities. Future review and updates to the St. Joseph's Care Group Accessibility Plan, 2013-2018 were made in consultation with persons with disabilities. Accessibility Steering Committee includes a community member.
	Prepare an annual status report on the progress of measure taken to implement the strategy referenced in the clause (1); and (AODA, 2005)	January 1, 2013	Accessibility Steering Committee	Leadership Team Quality Committee	The Accessibility Steering Committee will provide an annual status update on the actions taken to comply with the regulations.
	Post the status report on their website, if any, and provide the report in an accessible format upon request (AODA, 2005).	January 1, 2013	Accessibility Steering Committee Chair	Leadership Team Quality Committee	Information on the annual status update will be made available on the St. Joseph's Care Group website.

**PART I – General Integrated Standards**

<i>Regulation Section</i>	<i>Requirements</i>	<i>Compliance Date</i>	<i>Department / Committee Responsibility</i>	<i>Corporate Committee</i>	<i>Status/Update</i>
Procuring or Acquiring Goods, Services, or Facilities (AODA, 2005, O. Reg. 191/11, s.5)	Incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so.	January 1, 2013	Materials Management	Leadership Team Quality Committee	SJCG has incorporated accessibility criteria and features into its procurement processes, except where it is not practicable to do so. Where applicable, procurement documents specify the desired accessibility standards to be met, the related submission requirements, and provide guidelines for the evaluation of proposals in respect of those requirements. Training is provided as part of procurement orientation to staff.
Self-Service Kiosks (AODA, 2005, O. Reg.191/11, s. 6)	Incorporate accessibility features when designing, procuring or acquiring self-service kiosks (AODA, 2005).	January 1, 2013	Materials Management	Leadership Team Quality Committee	N/A
	Have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks (AODA, 2005).				

**PART I – General Integrated Standards**

<i>Regulation Section</i>	<i>Requirements</i>	<i>Compliance Date</i>	<i>Department / Committee Responsibility</i>	<i>Corporate Committee</i>	<i>Status/Update</i>
Training (AODA, 2005, O. Reg. 191/11, s. 7)	Provide training on the requirements of the accessibility standards referred to in this Regulation and on the Human Rights Code as it pertains to persons with disabilities to: all employees, volunteers, persons who participate in the development of the Organization's policies, persons who provide goods, services, facilities on behalf of the organization (AODA, 2005).	January 1, 2013	Corporate Learning	Human Resource Quality Committee	Staff members are assigned an online module that they need to complete. Supervisor/Manager training provided to management staff. Training delivered to Board of Directors. Presentation delivered to all new employees during Orientation.
	Training shall be appropriate to the duties of the employees, volunteers and other persons (AODA, 2005).				Education/Training: Addressed within the Integrated Standards training program.
	Every person shall be trained as soon as practicable (AODA, 2005).				Training is provided upon orientation for all new staff.
	Training shall be provided in respect of any changes to the policies on an ongoing basis (AODA, 2005).				Training is updated as required.

**PART I – General Integrated Standards**

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	Every designated public sector organization and every large organization shall keep a record of the training provided under this section, including the dates on which the training is provided and the number to whom it is provided.				A training record shall be kept by the Corporate Learning Department.
Prepare Annual Accessibility Compliance Report (AODA, 2005, O. Reg. 191/11, s.8)	Bi-annual report to be prepared	January 1, 2013	Accessibility Steering Committee Chair	Human Resource Quality Committee	Completed September 2015/2017.

**PART II – Information & Communication Standards**

<i>Regulation Section</i>	<i>Requirements</i>	<i>Compliance Date</i>	<i>Department / Committee Responsibility</i>	<i>Corporate Committee</i>	<i>Status/Update</i>
Feedback (AODA, 2005, O. Reg. 191/11, s. 11)	Processes for receiving and responding to feedback must be accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request (AODA, 2005).	January 1, 2014	Communications, Engagement & Client Relations (CECR)	Communication and Information Management Quality Committee	External website updated to encourage people to give input on accessibility issues – <a href="mailto:accessible.sjcg@tbh.net">accessible.sjcg@tbh.net</a> e-mail address created.
	Notify the public about the availability of accessible formats and communication supports.	January 1, 2014	Communications, Engagement & Client Relations	Communication and Information Management Quality Committee	In 2016, added Accessible Format information to corporate publications as well. They state: St. Joseph's Care Group is pleased to make its documents available formats to meet accessibility needs. Please contact us at: Email: <a href="mailto:accessible@tbh.net">accessible@tbh.net</a> Phone: 807-768-4455 Mail: SJCG Communications, Engagement & Client Relations 580 Algoma Street North Thunder Bay ON P7B 5G4

**PART II – Information & Communication Standards**

<i>Regulation Section</i>	<i>Requirements</i>	<i>Compliance Date</i>	<i>Department / Committee Responsibility</i>	<i>Corporate Committee</i>	<i>Status/Update</i>
Accessible Formats and Communication Supports (AODA, 2005, O. Reg. 191/11, s. 12)	Shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner and at no more cost than the cost charged to other persons (AODA, 2005).	January 1, 2015	Communications, Engagement & Client Relations	Communication and Information Management Quality Committee	Communications policy identifies the process to fulfill requests.
	Shall consult with the person making the request in determining suitability of an accessible format or communication support (AODA, 2005).				Communications policy states the need to consult with person making the request.
	Shall notify the public about the availability of accessible formats and communication supports (AODA, 2005).				Information located on corporate website.
Emergency Procedure, Plans or Public Safety Information (AODA, 2005, O. Reg. 191/11, s. 13)	Any emergency procedures, plans or public safety information and made available to the public must also be provided in an accessible format or with appropriate communication supports, as soon as practicable, upon request (AODA, 2005).	January 1, 2015	Building Services & Health, Safety & Risk	Communication and Information Management Quality Committee	Accessible formats will be provided upon request. Visitor safety signs posted at all sites Health & Safety booklet updated and this information added. Information is provided to staff at orientation. Managers to direct requests to Health, Safety & Risk Services.

**PART II – Information & Communication Standards**

<i>Regulation Section</i>	<i>Requirements</i>	<i>Compliance Date</i>	<i>Department / Committee Responsibility</i>	<i>Corporate Committee</i>	<i>Status/Update</i>
Accessible Websites and Web Content (AODA, 2005, O. Reg.191/11, s. 14)	Shall make internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA (AODA, 2005).	New websites – January 1, 2014 Existing websites – January 1, 2021	Communications, Information Technology	Communication and Information Management Quality Committee	Continuously enhancing the external website. Exploring WCAG 2.0 compliant Content Management Software for a future intranet.
Emergency Procedure, Plans or Public Safety Information (AODA, 2005, O.Reg.191/11, s.13)	In addition to Section 12, any procedure, plan, public safety information that is provided to the public must be available in accessible format upon request	January 1, 2012	Health, Safety and Risk Services	Infrastructure Quality Committee	Provided upon request.

**PART III – Employment Standards**

<i>Regulation Section</i>	<i>Requirements</i>	<i>Compliance Date</i>	<i>Department / Committee Responsibility</i>	<i>Corporate Committee</i>	<i>Status/Update</i>
Recruitment General (AODA, 2005, O. Reg.191/11, s. 22)	Shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process (AODA, 2005).	January 1, 2014	Human Resources	Human Resources Quality Committee	Applicants are informed of the availability of accommodation in the recruitment process through language that was added to our external and internal website, recruitment & documentation, job postings, as well as the automatic e-mail response to job applicants. Created Procedure AD 1-150: Accessibility in Employment.
Recruitment, Assessment or Selection Process (AODA, 2005, O. Reg.191/11, s. 23)	During recruitment shall notify job applicants that are selected to participate in an assessment or selection process that accommodations are available upon request in relation to the materials or processes being used (AODA, 2005).	January 1, 2014	Human Resources	Human Resources Quality Committee	Updated the applicant listing that is sent to managers when a posting closes. It includes a reminder to inform interviewees that accommodations due to a disability are available throughout the selection process. Created Procedure AD 1-150: Accessibility in Employment.
	If a selected participant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that take into account the applicant's accessibility needs.				Human Resources is available to assist managers with requested accommodations.

**PART III – Employment Standards**

<b>Regulation Section</b>	<b>Requirements</b>	<b>Compliance Date</b>	<b>Department / Committee Responsibility</b>	<b>Corporate Committee</b>	<b>Status/Update</b>
Notice to Successful Applicants (AODA,2005, O. Reg. 191/11,s.24)	Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities	January 1, 2014	Human Resources	Human Resources Quality Committee	This is included in offers of employment. See Procedure AD1-150: Accessibility in Employment
Informing Employees of Supports (AODA,2005, O. Reg. 191/11,s.25)	Shall inform employees of its policies used to support its employees with disabilities as soon as practicable after they begin their employment (AODA, 2005).	January 1, 2014	Human Resources	Human Resources Quality Committee	This is included in new employee orientation – any concerns to be addressed with the manager. Offer of employment includes information on how to request accommodations. Created Procedure AD 1-150: Accessibility in Employment.
	Information of policies shall be provided to new employees as soon as practicable after they begin their employment (AODA, 2005).				Information provided at orientation.
	Shall provide updated information to employees whenever there is a change to existing policies on the provisions of job accommodations that take into account an employee's accessibility needs due to disability (AODA, 2005).				Updated information provided when changes occur.

**PART III – Employment Standards**

<i>Regulation Section</i>	<i>Requirements</i>	<i>Compliance Date</i>	<i>Department / Committee Responsibility</i>	<i>Corporate Committee</i>	<i>Status/Update</i>
Accessible Formats and Communication Supports for Employees (AODA,2005, O. Reg. 191/11,s. 26)	Where an employee with disabilities requests it, the employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for: <ul style="list-style-type: none"> <li>• information that is needed in order to perform the employee's job; and</li> <li>• information that is generally available to employees in the workplace (AODA, 2005).</li> </ul>	January 1, 2014	Human Resources, Communications, Information Technology	Human Resources Quality Committee Communication and Information Management Quality Committee	Current documents are offered in a digital format that can be used in conjunction with accessibility applications. If further accessible formats are requested, the CNIB maintains a "list of other alternative format providers" which can work with us to provide those additional formats, on an as needed basis.
	Shall consult with employee making request in determining the suitability of an accessible format or communication support (AODA, 2005).	January 1, 2012	Occupational Health and Wellness	Infrastructure Quality Committee and Human Resources Quality Committee	This process is consultative.

**PART III – Employment Standards**

<i>Regulation Section</i>	<i>Requirements</i>	<i>Compliance Date</i>	<i>Department / Committee Responsibility</i>	<i>Corporate Committee</i>	<i>Status/Update</i>
Workplace Emergency Response Information (AODA,2005, O. Reg. 191/11,s. 27)	Must have a process for development of individualized plans	January 1, 2014	Occupational Health and Wellness	Human Resources Quality Committee	All new employees are asked by the Occupational Health Nurse related to any disabilities that would require individualized emergency response information. If yes, this is communicated to the manager. This is included in new employee orientation – any concerns to be addressed with the manager. Template has been developed for individuals who request an individualized plan. Communication went out to all staff and management in February 2012.
Documented Individual Accommodation Plans (AODA, 2005, O. Reg. 191/11, s. 28)	Shall develop and have in place a written process for the development of documented individualized accommodation plans for employees with disabilities (AODA, 2005). The process for development shall include the following elements: <ul style="list-style-type: none"> <li>the manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan;</li> </ul>	January 1, 2014	Occupational Health and Wellness	Human Resources Quality Committee	All new employees are asked by the Occupational Health Nurse related to any disabilities that would require individualized emergency response information. If yes, this is communicated to the manager. This is included in new employee orientation – any concerns to be addressed with the manager.

**PART III – Employment Standards**

<b>Regulation Section</b>	<b>Requirements</b>	<b>Compliance Date</b>	<b>Department / Committee Responsibility</b>	<b>Corporate Committee</b>	<b>Status/Update</b>
	<ul style="list-style-type: none"> <li>• the manner in which the</li> <li>• employee is assessed on an</li> <li>• individual basis;</li> <li>• the manner in which the employee can request the participation of a representative from their bargaining agent, if applicable, or other representative from the workplace, in the development of the accommodation plan;</li> <li>• the steps taken to protect the privacy of the employee's personal information;</li> <li>• the frequency with which the individual accommodation plan will be reviewed and update and the manner in which it will be done;</li> <li>• if an individual plan is denied, the manner in which the reasons for the denial will be provided to the employee; and</li> </ul>				

**PART III – Employment Standards**

<b>Regulation Section</b>	<b>Requirements</b>	<b>Compliance Date</b>	<b>Department / Committee Responsibility</b>	<b>Corporate Committee</b>	<b>Status/Update</b>
	<p>the means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability (AODA, 2005).</p> <p>Individual accommodation plans shall,</p> <ul style="list-style-type: none"> <li>• if requested, include any information regarding accessible formats and communication supports provided;</li> <li>• if required, include individualized ; and workplace emergency response information</li> <li>• identify any other accommodation that is to be provided (AODA, 2005)</li> </ul>				

**PART III – Employment Standards**

<i>Regulation Section</i>	<i>Requirements</i>	<i>Compliance Date</i>	<i>Department / Committee Responsibility</i>	<i>Corporate Committee</i>	<i>Status/Update</i>
Return to Work Process (AODA, 2005, O. Reg. 191/11, s. 29)	Shall develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and shall document the process (AODA, 2005).	January 1, 2014	Occupational Health and Wellness	Human Resources Quality Committee	Return to work team meets, develops and implements return to work plans in consultation with the individual when the need for an accommodation has been identified, either temporary or permanent. Return to work plans are reviewed and revised on a regular basis according to the needs of the individual. Permanent accommodation is considered when the individual can no longer perform the duties of their current position.
	The return to work process shall, outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and use documented individual accommodation plans as part of the process (AODA, 2005).	January 1, 2014	Occupational Health and Wellness	Human Resources Quality Committee	Regulation followed.

**PART III – Employment Standards**

<i>Regulation Section</i>	<i>Requirements</i>	<i>Compliance Date</i>	<i>Department / Committee Responsibility</i>	<i>Corporate Committee</i>	<i>Status/Update</i>
Performance Management (AODA, 2005, O. Reg. 191/11, s. 30)	Shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management in respect of employee with disabilities (AODA, 2005).	January 1, 2014	Occupational Health and Wellness	Human Resources Quality Committee	Individual accommodation plans are detailed when administering performance management activities and are addressed in the various collective agreements. Created Procedure AD 1-150: Accessibility in Employment.
Career Development and Advancement (AODA, 2005, O. Reg.191/11, s.31)	Shall take into account the accessibility needs of its employees with disabilities as well as individual accommodation plans, when redeploying employees with disabilities (AODA, 2005).	January 1, 2014	Occupational Health and Wellness	Human Resources Quality Committee	Accommodation requests are reviewed and if needed, are put into place when an individual has identified the need for any position they are working in or applying for. Permanent accommodations are reviewed and revised on a regular basis. Accommodation requests are filed and reviewed for job postings when a suitable job is posted that matches an individual's accommodation request. Created Procedure AD 1-150: Accessibility in Employment.

**PART IV.1 – Built Environment Standards (Designs of Public Spaces)**

<b>Regulation Section</b>	<b>Requirements</b>	<b>Compliance Date</b>	<b>Department / Committee Responsibility</b>	<b>Corporate Committee</b>	<b>Status/Update</b>
Outdoor Public Use Eating Areas, Application (AODA, 2005, O. Reg. 191/11, s. 80.16, O. Reg. 413/12 s. 6)	The requirements in section 80.17 apply to newly constructed and redeveloped outdoor public use eating areas that an obligated organization intends to maintain and that fall within the description set out in subsection (2). The outdoor public use eating areas to which subsection (1) applies consist of tables that are found in public areas, such as in public parks, on hospital grounds, and on university campuses and are specifically intended for use by the public as a place to consume food.	January 1, 2016	Building Services	Infrastructure Quality Committee	
Outdoor Public Use Eating Areas, General Requirements (AODA, 2005, O. Reg. 191/11, s. 80.17, O. Reg. 413/12 s. 6)	Obligated organization shall ensure that where they construct or redevelop outdoor public use eating areas that they intend to maintain, the outdoor public use eating areas must meet the following criteria: <ul style="list-style-type: none"> <li>• A minimum of 20% of the tables that are provided must be accessible to persons using mobility aids by having knee and toe clearance underneath the table and in no case shall there be fewer than one table in</li> </ul>	January 1, 2016	Building Services	Infrastructure Quality Committee	

**PART IV.1 – Built Environment Standards (Designs of Public Spaces)**

<i>Regulation Section</i>	<i>Requirements</i>	<i>Compliance Date</i>	<i>Department / Committee Responsibility</i>	<i>Corporate Committee</i>	<i>Status/Update</i>
	<p>an outdoor public use eating area that meets this requirement.</p> <ul style="list-style-type: none"> <li>• The ground surface leading to and under tables that are accessible to persons using mobility aids must be level, firm and stable.</li> <li>• Tables that are accessible to persons using mobility aids must have clear ground space around them that allows for a forward approach to the tables.</li> </ul>				
Exterior Paths of Travel, Application (AODA, 2005, O. Reg. 191/11, s. 80.21, O. Reg. 413/12 s.6)	This Part applies to newly constructed and redeveloped exterior paths of travel that are outdoor sidewalks or walkways designed and constructed for pedestrian travel and are intended to serve a functional purpose and not to provide a recreational experience.	January 1, 2016	Building Services	Infrastructure Quality Committee	

**PART IV.1 – Built Environment Standards (Designs of Public Spaces)**

<b>Regulation Section</b>	<b>Requirements</b>	<b>Compliance Date</b>	<b>Department / Committee Responsibility</b>	<b>Corporate Committee</b>	<b>Status/Update</b>
Exterior Paths of Travel, General (AODA, 2005, O. Reg. 191/11, s. 80.22, O. Reg. 413/12 s. 6)	Obligated organizations shall ensure that any exterior paths of travel that they construct or redevelop and intend to maintain meet the requirements set out in the part.	January 1, 2016	Building Services	Infrastructure Quality Committee	All sites compliant.
Exterior Paths of Travel, Technical (AODA, 2005, O. Reg. 191/11, s. 80.23, O. Reg. 413/12 s. 6)	<p>When constructing new or redeveloping existing exterior paths of travel that they intend to maintain, obligated organizations shall ensure that new and redeveloped exterior paths meet the following requirements:</p> <ul style="list-style-type: none"> <li>• The exterior path must have a minimum clear width of 1,500mm, but this clear width can be reduced to 1,200mm to serve as a turning space where the exterior path connects with a curb ramp.</li> <li>• Where the head room clearance is less than 2,100 mm over a portion of the exterior path, a rail or other barrier with a leading edge that is cane detectable must be provided around the</li> </ul>	January 1, 2016	Building Services	Infrastructure Quality Committee	<p>All sites not under construction are compliant.</p> <p>35 N Algoma St and 300 N Lillie St sites are still under construction. Outdoor public areas will be in compliance when construction is complete 2017/18. Design requirements follow the present relevant code requirements.</p> <p>In discussions with Matt Mills from the Architect's office involved with our project; the construction drawings were approved by the City of Thunder Bay Building Department in mid 2015. The ramp ratio changed for Accessibility Standards after Jan 1/2016. The</p>

**PART IV.1 – Built Environment Standards (Designs of Public Spaces)**

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	<p>object that is obstructing the head room clearance.</p> <ul style="list-style-type: none"> <li>• The surface must be firm and stable.</li> <li>• The surface must be slip resistant.</li> <li>• Where an exterior path has openings in its surface,                             <ul style="list-style-type: none"> <li>• The openings must not allow passage of an object that has a diameter of more than 20 mm and,</li> <li>• Any elongated openings must be oriented approximately perpendicular to the direction of travel.</li> </ul> </li> <li>• The maximum running slope of the exterior path must be no more than 1:20, but where the exterior path is a sidewalk, it can have a slope greater than 1:20, but it cannot be steeper than the slope of the adjacent roadway.</li> <li>• The maximum cross slope of the exterior path must be no more than 1:20, where the surface is asphalt, concrete or</li> </ul>				<p>ramps going in will be constructed to the old Standards.</p>

**PART IV.1 – Built Environment Standards (Designs of Public Spaces)**

<i>Regulation Section</i>	<i>Requirements</i>	<i>Compliance Date</i>	<i>Department / Committee Responsibility</i>	<i>Corporate Committee</i>	<i>Status/Update</i>
	<p>some other hard surface, or no more than 1:10 in all other cases.</p> <ul style="list-style-type: none"> <li>• The exterior path must meet the following requirements:                             <ul style="list-style-type: none"> <li>• It must have a 1:2 bevel at changed in level between 6mm and 13 mm.</li> <li>• It must have a maximum running slope of 1:8 or a curb ramp that meets the requirement of section 80.26 at changes in level of 75 mm or greater and 200 mm or less.</li> <li>• It must have maximum running slope of 1:10 or a curb ramp that meets the requirement of section 80.26 at changes in level of 75 mm or greater and 200 mm or less.</li> <li>• It must have a ramp that meets the requirements of section 80.24 at changes in level of greater than 200 mm.</li> </ul> </li> </ul>				

**PART IV.1 – Built Environment Standards (Designs of Public Spaces)**

<b>Regulation Section</b>	<b>Requirements</b>	<b>Compliance Date</b>	<b>Department / Committee Responsibility</b>	<b>Corporate Committee</b>	<b>Status/Update</b>
	<ul style="list-style-type: none"> <li>The entrance to the exterior path of travel must provide a minimum clear opening of 850 mm, whether the entrance includes a gate, bollard or other entrance design.</li> </ul>				
Exterior Paths of Travel, Ramps (AODA, 2005, O. Reg. 191/11, s. 80.24, O. Reg. 413/12 s. 6)	<p>Where an exterior path of travel is equipped with a ramp, the ramp must meet the following requirements:</p> <ul style="list-style-type: none"> <li>The ramp must have a minimum clear width of 900 mm.</li> <li>The surface of the ramp must be firm and stable.</li> <li>The surface of the ramp must be slip resistant.</li> <li>The surface of the ramp must have a maximum running slope of no more than 1:15.</li> </ul> <p>The ramp must be provided with landings that meet the following requirements:</p> <ul style="list-style-type: none"> <li>Landings must be provided,                             <ul style="list-style-type: none"> <li>At the top and bottom of the ramp,</li> <li>Where there is an abrupt change in direction of the ramp, and</li> </ul> </li> </ul>	January 1, 2016	Building Services	Infrastructure Quality Committee	Compliant as there are no designated ramps at SJCG Facilities.

**PART IV.1 – Built Environment Standards (Designs of Public Spaces)**

<i>Regulation Section</i>	<i>Requirements</i>	<i>Compliance Date</i>	<i>Department / Committee Responsibility</i>	<i>Corporate Committee</i>	<i>Status/Update</i>
	<ul style="list-style-type: none"> <li>• At horizontal intervals not greater than 9 m apart.</li> <li>• Landings must be a minimum of 1,670 mm by 1,670 mm at the top and bottom of the ramp and where there is an abrupt change in direction of the ramp.               <ul style="list-style-type: none"> <li>• Landings must be a minimum of 1,670 mm in length and at least the same width of the ramps for an in-line ramp.</li> <li>• Landings must have a cross slope that is not steeper than 1:50</li> </ul> </li> <li>• Where a ramp has openings in its surface,               <ul style="list-style-type: none"> <li>• The openings must not allow passage of an object that has a diameter of more than 20 mm, and</li> <li>• Any elongated openings must be oriented approximately perpendicular to the direction of travel.</li> </ul> </li> <li>• A ramp must be equipped with handrails on both sides of the ramp and the handrails must,</li> </ul>				

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	<ul style="list-style-type: none"> <li>• Be continuously graspable along their entire length and have circular cross-section with an outside diameter not less than 30 mm and not more than 40 mm, or any non-circular shape with a graspable portion that has a perimeter not less than 100 mm and not more than 155 mm and whose largest cross-section dimension is not more than 57 mm,</li> <li>• Be not less than 865 mm and not more than 965 mm high, measured vertically from the surface of the ramp, except that handrails not meeting these requirements are permitted provided they are installed in addition to the required handrail,</li> <li>• Terminate in a manner that will not obstruct pedestrian travel or create a hazard,</li> </ul>				

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	<ul style="list-style-type: none"> <li>• Extend horizontally not less than 300 mm beyond the top and bottom of the ramp,</li> <li>• Be provided with a clearance of not less than 50 mm between the handrail and any wall to which it is attached, and</li> <li>• Be designed and constructed such that handrails and their supports will withstand the loading values obtained from the non-concurrent application of a concentrated load not less than 0.9 kN applied at any point and in any direction for all handrails and a uniform load not less than 0.7 kN/metre applied in any direction to the handrail.</li> <li>• Where the ramp is more than 2,200 mm in width,             <ul style="list-style-type: none"> <li>• One or more intermediate handrails which are continuous between landings shall be provided and located so that there is</li> </ul> </li> </ul>				

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	<p>no more than 1,650 mm between handrails, and</p> <ul style="list-style-type: none"> <li>• The handrails must meet the requirements set out in paragraph 7.</li> <li>• The ramp must have a wall or guard on both sides and where a guard is provided, it must,               <ul style="list-style-type: none"> <li>• Be not less than 1,070 mm measured vertically to the top of the guard from the ramp surface, and</li> <li>• Be designed so that no member, attachment or opening located between 140 mm and 900 mm above the ramp surface being protected by the guard will facilitate climbing.</li> </ul> </li> <li>• The ramp must have edge protection that is provided,               <ul style="list-style-type: none"> <li>• With a curb at least 50 mm high on any side of the ramp where no solid enclosure or solid guard is provided, or</li> </ul> </li> </ul>				

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	<ul style="list-style-type: none"> <li>With railing or barriers that extend to within 50 mm of the finished ramp surface.</li> </ul>				
Exterior Paths of Travel, Stairs (AODA, 2005, O. Reg. 191/11, s. 80.25, O. Reg. 413/12 s. 6)	<p>Where the stairs connect to exterior paths of travel, the stairs must meet the following requirements:</p> <ul style="list-style-type: none"> <li>The surface of the treads must have a finish that is slip resistant.</li> <li>Stairs must have uniform risers and runs in any one flight</li> <li>The rise between successive treads must be between 125 mm and 180 mm</li> <li>The run between successive steps must be between 280 mm and 355 mm</li> <li>Stairs must have closed risers</li> </ul>	January 1, 2016	Building Services	Infrastructure Quality Committee	All sites compliant.

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	<ul style="list-style-type: none"> <li>• The maximum nosing projection on a tread must be no more than 38 mm, with no abrupt undersides.</li> <li>• Stairs must have high tonal contrast marking that extend the full tread width of the leading edge of each step</li> <li>• Stairs must be equipped with tactile walking surface</li> <li>• Indicators that are built in or applied to the walking surface, and the tactile walking surface indicators must,                             <ul style="list-style-type: none"> <li>• Have raised tactile profiles,</li> <li>• Have a high tonal contrast with the adjacent surface,</li> <li>• Be located at the top of all flights of stairs, and</li> <li>• Extend the full tread width to a minimum depth of 610 mm commencing one tread depth from the edge of the stair</li> </ul> </li> <li>• Handrails must be included on both sides of stairs and must satisfy the requirements set out</li> </ul>				

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	<p>in paragraph 7 of subsection 80.24.</p> <ul style="list-style-type: none"> <li>• A guard must be provided that is not less than 920 mm, measured vertically to the top of the guard from a line drawn through the outside edge of the stairway nosings and 1,070 mm around the landings and is required on each side of a stairway where the difference in elevation between ground level and the top of the stair is more than 600 mm but, where there is a wall, a guard is not required on that side.</li> <li>• Where stairs are more than 2,200 mm in width,</li> <li>• One or more intermediate handrails that are continuous between landings must be provided and located so there is no more than 1,650 mm between handrails, and</li> <li>• The handrails must satisfy the requirements set out in paragraph 7 of subsection 80.24.</li> </ul>				

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Exterior Paths of Travel, Curb Ramps (AODA, 2005, O. Reg. 191/11, s. 80.26, O. Reg. 413/12 s. 6)	<p>Where a curb ramp is provided on an exterior path of travel, the curb ramp must align with the direction of travel and meet the following requirements:</p> <ul style="list-style-type: none"> <li>• The curb ramp must have a minimum clear width of 1,200 mm, exclusive of any flared sides.</li> <li>• The running slope of the curb ramp must, <ul style="list-style-type: none"> <li>• Be a maximum of 1:8, where elevation is less than 75 mm, and</li> <li>• Be a maximum of 1:10, where elevation is 75 mm or greater and 200 mm or less</li> </ul> </li> <li>• The maximum cross slope of the curb ramp must be no more than 1:50</li> <li>• The maximum slope on the flared side of the curb ramp must be no more than 1:10</li> <li>• Where the curb ramp is provided at a pedestrian crossing, it must have tactile walking surface indicators that,</li> <li>• Have raised tactile profiles,</li> </ul>	January 1, 2016	Building Services	Infrastructure Quality Committee	Compliant as there are no designated curb ramps at SJCG Facilities.

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	<ul style="list-style-type: none"> <li>• Have a high tonal contrast with the adjacent surface,</li> <li>• Are located at the bottom of the curb ramp,</li> <li>• Are set back between 150 mm and 200 mm from the curb edge,</li> <li>• Extend the full width of the curb ramp, and</li> <li>• Are a minimum of 610 mm in depth.</li> </ul>				
Exterior Paths of Travel, Depressed Curbs (AODA, 2005, O. Reg. 191/11, s. 80.27, O. Reg. 413/12 s. 6)	<p>Where a depressed curb is provided on an exterior path of travel, the depressed curb must meet the following requirements:</p> <ul style="list-style-type: none"> <li>• The depressed curb must have a maximum running slope of 1:20</li> <li>• The depressed curb must be aligned with the direction of travel</li> <li>• Where the depressed curb is provided at a pedestrian crossing, it must have tactile walking surface indicators that,</li> </ul>	January 1, 2016	Building Services	Infrastructure Quality Committee	The hospital site at 35 N Algoma St. requires modified curb cuts at the main entrance off of Algoma St. and the Re-hab entrance off of Camelot St. These are scheduled for summer 2019.

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	<ul style="list-style-type: none"> <li>• Have raised tactile profiles</li> <li>• Have high tonal contrast with the adjacent surface,</li> <li>• Are located at the bottom portion of the depressed curb that is flush with the roadway,</li> <li>• Are set back between 150 mm and 200 mm from the curb edge, and</li> <li>• Are a minimum of 610 mm in depth.</li> </ul>				
Exterior Paths of Travel, Accessible Pedestrian Signals (AODA, 2005, O. Reg. 191/11, s. 80.28, O. Reg. 413/12 s. 6)	<p>Where new pedestrian signals are being installed or existing pedestrian signals are being replaced at a pedestrian crossover, they must be accessible pedestrian signals.</p> <ul style="list-style-type: none"> <li>• Accessible pedestrian signals must meet the following requirements: <ul style="list-style-type: none"> <li>• They must have a locator tone that is distinct from a walk indicator tone</li> <li>• They must be installed within 1,500 mm of the edge of the curb</li> </ul> </li> </ul>	January 1, 2016	Building Services	Infrastructure Quality Committee	Compliant as there are no signal crossings at any SJCG Facilities.

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	<ul style="list-style-type: none"> <li>• They must be mounted at a maximum of 1,100 mm above ground level</li> <li>• They must have tactile arrows that align with the direction of crossing</li> <li>• They must include both manual and automatic activation features</li> <li>• They must include both audible and vibro-tactile walk indicators</li> <li>• Where two accessible pedestrian signal assemblies are installed on the same corner, they must be a minimum of 3,000 mm apart</li> <li>• Where the requirements in subsection (3) cannot be met because of the site constraints or existing infrastructure, two accessible pedestrian signal assemblies can be installed on a single post, and when this occurs, a verbal announcement must clearly state which crossing is active.</li> </ul>				

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Exterior Pathways of Travel, Rest Areas (AODA, 2005, O. Reg. 191/11, s. 80.28, O. Reg. 413/12 s. 6)	When constructing new or redeveloping existing exterior paths of travel that they intend to maintain, obligated organizations shall consult on the design and placement of rest areas along the exterior path of travel and shall do so in the following manner: <ul style="list-style-type: none"> <li>• Shall consult with the public and persons with disabilities.</li> </ul>	January 1, 2016	Building Services	Infrastructure Quality Committee	All SJCG sites compliant. Design requirements follow the present relevant code requirements.
Application, Off-Street Parking (AODA, 2005, O. Reg. 191/11, s. 80.32, O. Reg. 413/12 s. 6)	Obligated organization shall ensure that when constructing new or redeveloping off- street parking facilities that they intend to maintain, the off-street parking facilities meet the requirements set out in this part 6)	January 1, 2016	Building Services	Infrastructure Quality Committee	All SJCG sites compliant.
Types of Accessible Parking Spaces (AODA, 2005, O. Reg. 191/11, s. 80.34, O. Reg. 413/12 s. 6)	Off-street parking facilities must provide the following two types of parking spaces for the use of persons with disabilities: <ul style="list-style-type: none"> <li>• Type A, a wider parking space which has a minimum width of 3,400 mm and signage that identifies the space as “van accessible”</li> </ul>	January 1, 2016	Building Services	Infrastructure Quality Committee	All SJCG sites compliant.

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	<ul style="list-style-type: none"> <li>Type B, a standard parking space which has a minimum width of 2,400 mm</li> </ul>				
Access Aisles (AODA, 2005, O. Reg. 191/11, s. 80.35, O. Reg. 413/12 s. 6)	<p>Access aisles, that is the space between parking spaces that allows persons with disabilities to get in and out of their vehicles, must be provided for all parking spaces for the use of persons with disabilities in off- street parking facilities</p> <p>Access aisles may be shared by two parking spaces for the use of persons with disabilities in an off- street parking facility and must meet the following requirement:</p> <ul style="list-style-type: none"> <li>They must have a minimum width of 1,500 mm</li> <li>They must extend the full length of the parking space</li> <li>They must be marked with high tonal contrast diagonal lines, which discourages parking in them, where the surface is asphalt, concrete or some other hard surface</li> </ul>	January 1, 2016	Building Services	Infrastructure Quality Committee	All SJCG sites compliant.

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Minimum Number and Type of Accessible Parking Spaces (AODA, 2005, O. Reg. 191/11, s. 80.36, O. Reg. 413/12 s. 6)	<p>Off-street parking facilities must have a minimum number of parking spaces for the use of persons with disabilities, in accordance with the following requirements:</p> <ul style="list-style-type: none"> <li>• One parking space for the use of persons with disabilities, which meets the requirements of a Type A parking space, where there are 12 parking spaces or fewer.</li> <li>• 4% of the total number of parking spaces for the use of persons with disabilities, where there are                             <ul style="list-style-type: none"> <li>• between 13 and 100 parking spaces in accordance with the following ratio, rounding up to the nearest whole number:                                     <ul style="list-style-type: none"> <li>• Where even number of parking spaces for the use of persons with disabilities are provided in accordance with the requirements of this paragraph, an equal number of parking spaces that meet the requirements of Type A parking space and Type B</li> </ul> </li> </ul> </li> </ul>	January 1, 2016	Building Services	Infrastructure Quality Committee	All SJCG sites compliant.

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	<p>parking space must be provided</p> <ul style="list-style-type: none"> <li>Where an odd number of parking spaces for the use of persons with disabilities are provided in accordance with this paragraph, the number of parking spaces must be divided equally between parking spaces that meet the requirements of a Type A parking space and a Type B parking space, but the additional parking space, the odd-numbered space, may be a Type B parking space.</li> <li>One parking space for the use of persons with disabilities and an additional 3% of parking spaces for the use of person with disabilities, where there are between 101 and 200 parking spaces for the use of persons with disabilities, calculated in accordance with ratios set out in subparagraphs 2i and 2ii,</li> </ul>				

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	<p>rounding up to the nearest whole number.</p> <ul style="list-style-type: none"> <li>Two parking spaces for the use of person with disabilities and an additional 2% of parking spaces for the use of persons with disabilities, where there are between 201 and 1,000 parking spaces must be parking spaces for the use of persons with disabilities in accordance with the ratios set out in subparagraphs 2i and 2ii, rounding up to the nearest whole number.</li> <li>Eleven parking spaces for the use of persons with disabilities and an additional 1% of parking spaces for the use of person with disabilities, where more than 1,000 parking spaces are provided must be parking spaces for persons with disabilities in accordance with the ratios</li> </ul>				

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	<p>set out in subparagraphs 2i and 2ii, rounding up to the nearest whole number.</p> <ul style="list-style-type: none"> <li>• If an obligated organization provides more than one off-street parking facility at a site, the organization shall calculate the number and type of parking spaces for the use of persons with disabilities according to the number and type of parking spaces required for each off-street parking facility.</li> <li>• In determining the location of parking spaces for the use of persons with disabilities that must be provided where there is more than one off-street parking facility at a site, the organization may distribute them among the off-street parking facilities in a manner that provides substantially equivalent or greater accessibility in terms of distance from an accessible entrance or user convenience.</li> <li>• For purposes of subsection (3), the following factors may be</li> </ul>				

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	considered in determining user convenience: <ul style="list-style-type: none"> <li>• Protection from the weather</li> <li>• security</li> <li>• lighting</li> <li>• comparative maintenance</li> </ul>				
Signage (AODA, 2005, O. Reg. 191/11, s. 80.37, O. Reg. 413/12 s. 6)	Obligated organizations shall ensure that parking spaces for the use of persons with disabilities are required under section 80.36 are distinctly indicated by erecting an accessible permit parking sign in accordance with section 11 of Regulation 581 of the Revised Regulations of Ontario, 1990	January 1, 2016	Building Services	Infrastructure Quality Committee	All SJCG sites compliant.
On-Street Parking Spaces (AODA, 2005, O. Reg. 191/11, s. 80.38, O. Reg. 413/12 s. 6)	When constructing or redeveloping existing on-street parking spaces, designated public sector organization shall consult on the need, location and design of accessible on-street parking spaces and shall do so in the following manner: <ul style="list-style-type: none"> <li>• Designated public sector organizations must consult with the public and persons with disabilities</li> </ul>	January 1, 2016	Building Services	Infrastructure Quality Committee	All SJCG sites compliant.

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Application (AODA, 2005, O. Reg. 191/11, s. 80.40, O. Reg. 413/12 s. 6)	<p>Obligated organizations shall meet the requirements set out in this Part in respect to the following:</p> <ul style="list-style-type: none"> <li>• All newly constructed service counters and fixed queuing guides</li> <li>• All newly constructed or redeveloped waiting areas</li> </ul>	January 1, 2016	Building Services	Infrastructure Quality Committee	All SJCG sites compliant.
Service Counters (AODA, 2005, O. Reg. 191/11, s. 80.41, O. Reg. 413/12 s. 6)	<p>When constructing new service counters, which includes replacing existing service counters, the following requirements must be met:</p> <ul style="list-style-type: none"> <li>• There must be at a minimum one service counter that accommodates a mobility aid for each type of service provided and the accessible service counter must be clearly identified with signage, where there are multiple queuing lines and service counters.</li> <li>• Each service counter must accommodate a mobility aid, where a single queuing line serves a single or multiple counters.</li> <li>• The service counter that accommodates mobility aids</li> </ul>	January 1, 2016	Building Services	Infrastructure Quality Committee	All SJCG sites compliant.

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	<p>must meet the following requirements:</p> <ul style="list-style-type: none"> <li>• The countertop height must be such that it is usable by a person seated in a mobility aid</li> <li>• There must be sufficient knee clearance for a person seated in a mobility aid, where forward approach to the counter is required.</li> <li>• The floor space in front of the counter must be sufficiently clear so as to accommodate a mobility aid</li> </ul>				
<p>Fixed Queuing Guides (AODA, 2005, O. Reg. 191/11, s. 80.42, O. Reg. 413/12 s. 6)</p>	<p>When constructing new fixed queuing guides, the following requirements must be met:</p> <ul style="list-style-type: none"> <li>• The fixed queuing guides must provide sufficient width to allow for the passage of mobility aids and mobility assistive devices</li> <li>• The fixed queuing guides must have sufficiently clear floor area to permit mobility aids to turn where queuing lines change direction</li> </ul>	<p>January 1, 2016</p>	<p>Building Services</p>	<p>Infrastructure Quality Committee</p>	<p>None at SJCG Facilities</p>

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	<ul style="list-style-type: none"> <li>The fixed queuing guides must be cane detectable</li> </ul>				
Waiting Areas (AODA, 2005, O. Reg. 191/11, s. 80.43, O. Reg. 413/12 s. 6)	<ul style="list-style-type: none"> <li>When constructing a new waiting area or redeveloping an existing waiting area, where seating is fixed to the floor and a minimum of 3% of the new seating must be accessible, but in no case shall there be less than one accessible seating space.</li> <li>For the purposes of this section, accessible seating is a space in the seating area where an individual using a mobility aid can wait</li> </ul>	January 1, 2016	Building Services	Infrastructure Quality Committee	All SJCG sites compliant.
Maintenance of Accessible Elements (AODA, 2005, O. Reg. 191/11, s. 80.44, O. Reg. 413/12 s. 6)	<ul style="list-style-type: none"> <li>In addition to the accessibility plan requirements set out in section 4, obligated organizations shall ensure that their multi- year accessibility plans include the following:</li> <li>Procedures for preventative and emergency maintenance of the accessible elements in public spaces as required under this Part,</li> </ul>	January 1, 2016	Building Services	Infrastructure Quality Committee	'Directline' Work Order system includes accessibility requests. Accessibility requests are reviewed on an ongoing basis with larger requests going through the capital budget process.

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	<ul style="list-style-type: none"><li>Procedures for dealing with temporary disruptions when accessible elements required under this Part are not in working order.</li></ul>				

**PART IV.2 – Customer Service Standards**

<b>Regulation Section</b>	<b>Requirements</b>	<b>Compliance Date</b>	<b>Department / Committee Responsibility</b>	<b>Corporate Committee</b>	<b>Status/Update</b>
Assistive Devices (AODA, 2005, O. Reg. 191/11, s. 80.46)	Persons with disabilities who require assistive devices are allowed to use such devices on the premises when accessing goods, services or facilities.	July 1, 2016	All Staff		Information communicated to staff. Policy created: Accessibility-Customer Service (AD1-161)
Communication (AODA, 2005, O. Reg. 191/11, s. 80.46)	When communicating with a person with a disability, the provider shall do so in a manner that takes into account the person's disability.	July 1, 2016	All Staff		Information communicated to staff. Policy created: Accessibility-Customer Service (AD1-161)
Use of Support Animals (AODA, 2005, O. Reg. 191/11, s. 80.47)	Service animals are permitted to enter the premises unless excluded by law requiring alternate arrangements to be made to support the customer.	July 1, 2016	All Staff		Information communicated to staff. (AODA, 2005, O. Reg. 191/11, s. 80.47)
Use of Support Persons (AODA, 2005, O. Reg. 191/11, s. 80.47)	Persons with a disability may be accompanied by a support person at all times, free of charge.	July 1, 2016	All Staff		Information communicated to staff. (AODA, 2005, O. Reg. 191/11, s. 80.47)
Notice of Temporary Disruptions (AODA, 2005, O. Reg. 191/11, s. 80.48)	Provide the public with notice in the event of a planned or unexpected disruption in the facilities or services, where it is know that the disruption limits an individual with a disability from accessing the facility or services.	July 1, 2016	Building Services	Infrastructure Quality Committee	Organization is compliant. (AODA, 2005, O. Reg. 191/11, s. 80.47)

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Training (AODA, 2005, O. Reg. 191/11, s. 80.49)	Train all members of your organization on accessible customer service and how to interact with people with various disabilities.	July 1, 2016	Corporate Learning	Human Resources Quality Committee	All staff, students, and volunteers receive customer service training for people with disabilities. (AODA, 2005, O. Reg. 191/11, s. 80.47)
Feedback (AODA, 2005, O. Reg. 191/11, s. 80.50)	Provide a way for customers who have disabilities to comment on how accessible customer service is provided.	July 1, 2016	Communications, Engagement, and Client Relations	CIMQ Committee	Feedback processes in place and generic accessibility email established. (AODA, 2005, O. Reg. 191/11, s. 80.47)
Format of Documents (AODA, 2005, O. Reg. 191/11, s. 80.51)	Ensure that the format of documents is accessible by providing and arranging for accessible formats and communication supports, upon request.	July 1, 2016	Communications, Engagement, and Client Relations	CIMQ Committee	Accessible formats and communications supports available upon request. (AODA, 2005, O. Reg. 191/11, s. 80.47)

**Legend**

	Compliance not met
	Compliance due < 6 months
	Compliance due between 6 - 12 months
	Compliance due > 12 months
	Compliance complete

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