



Universal Accessibility

City of St. Albert Universal Access Plan



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Executive Summary

This report summarizes the activities and outcomes from a Universal Access and Barrier Free Prioritization Plan Consulting project for the City of St. Albert. The primary objectives of the project are to provide:

- Council, Administration, and the Public with a detailed resource to identify universal and barrier free priorities that will guide future municipal actions, and
- A detailed report summarizing the vision expressed by guiding documents, the findings from public engagement efforts, and the recommendations on priority actions for implementation of barrier free and universally accessible spaces.

The work incorporated three pieces of research, culminating in summary reports as follows:

1. A Vision and Intent Report (Appendix A) summarizes findings and observations from a review of relevant St. Albert policy instruments. The report recommended that the existing City Strategic Plan, Master Plans, Development Plans and Policies and be reviewed and updated to incorporate language and content that reflects concepts of universal access. Of significance is the lack of consideration of universal access within the Municipal Development Plan (MDP).

2. A Best Practices Review Report (Appendix B) summarizes findings and observations from a review of accessibility-related policies, procedures and practices from four municipalities. Two were in Alberta (Calgary and Grand Prairie), one in Manitoba (Winnipeg) and one in Ontario (Burlington). The report identified a wide array of accessibility-related policies, procedures and practices but identified many consistencies within them. Some of the key commonalities identified are:
 - a cross-disability perspective,
 - the use of access advisory committees,
 - the development of technical standards for accessibility, and
 - dedicated staff to support the development and implementation of universal access policies and initiatives.
3. A Consultation Summary Report (Appendix C) summarizes findings and observations from a series of consultations with St. Albertans. Input was collected through a public meeting, focus group roundtable, and an on-line survey. Responses and opinions were comprehensive and varied, and substantially informed the development of the St. Albert Universal Access Plan.

Universal Accessibility Guiding Principles

Guiding principles were derived from the research for the development and implementation of a St. Albert Universal Access Plan, as follows:

- **Balanced equity:** achieving and retaining a balanced equity between disability populations
- **Recognizing differences:** people with disabilities should not be conceived as, or treated as, a homogenous population
- **Dignity of risk and of choice:** allow persons with disabilities to assume a level of their choosing
- **Dignity of access:** solutions and accommodations should be equitable and respect the dignity of everyone, including persons with disabilities and persons who are gender non-conforming
- **Transdisciplinarity:** involve multiple disciplines when deriving solutions and accommodations
- **User involvement:** capitalize on the knowledge and experience of persons with disabilities within the St. Albert community
- **Safety and security in universal access:** safety and security protocols should not compromise the needs of persons with disabilities
- **Embracing a universal access basic way of conducting business:** recognizing that the human rights basis of universal access is also a good way of doing business



A St. Albert Universal Access Plan must align and be implemented within the context of national, provincial and existing municipal legislation. Key legislation includes the Alberta Human Rights Citizenship and Multiculturalism Act, the Alberta Building Code and municipal bylaws, as well as potential future federal and provincial accessibility acts.

The proposed St. Albert Universal Access Plan has been developed and derived directly from information gathered through the consultation and outreach process, as well as through best practices research. The Plan is structured around key areas identified through the research and further organized by Immediate (PHASE 1), Near Term (PHASE 2) and Long Term (PHASE 3) priorities.

- A key component of the Universal Access Plan is the adoption and adaptations of existing universal accessibility standards from the City of Burlington, Ontario. Like St. Albert's relationship with Edmonton, Burlington is a smaller Ontario municipality on the periphery of Toronto. Many Burlington residents commute to Toronto to work. The Burlington Standards were developed based on the principles of universal design, providing very comprehensive source of application and technical requirements for exterior and interior environments.
- Preliminary discussions with the City of Burlington, indicate that the City would be pleased to provide permission for St. Albert to adopt and adapt its Accessibility Standards.
- The technical content of the report concludes with a summary of recommendations from the best practices research. In many cases these recommendations are included in the proposed St. Albert Universal Access Plan. In other instances, the best practice recommendations are beyond the scope of the Universal Accessibility Plan Project.
- The report concludes by identifying the next steps which includes validation of the report by the project steering committee and commencing the process of implementing the recommendations.





1.0 Introduction

The research upon which this Plan is based, involved the review of St. Albert's existing Vision, Pillars of Sustainability and related policies, best practices research from other jurisdictions, and consultations with the citizen of St. Albert and city staff.

The outcomes from the research can be broadly categorized into two areas:

- Measures to inform the development of a specific Universal Access Plan; and
- Measures that provide guidance on policy/organizational/structural elements on how St. Albert might better-integrate universal accessibility into its operating practices.

This report is structured to reflect these outcomes. Section 2 of the report defines a practical Universal Access Plan. Section 3 of the report identifies strategies that St. Albert might consider adopting over time, to support the implementation and maintenance of the Plan.

The original title for this project, "Universal Access and Barrier-Free Prioritization Plan", was unnecessarily complex and used language (barrier-free) which is becoming outdated. The term

'barrier-free' is generally associated with designing specifically for persons with disabilities and is not encompassing of the needs of others, or the benefits that derive from taking a more inclusive design approach. As such, it is proposed that St. Albert develops and adopts a 'Universal Access Plan'; such terminology is used throughout this report.

Outcomes from the Prior Phases of the Project

Prior phases of the project consisted of research into St. Albert's current policies and processes and best practices in accessibility from other jurisdictions, as well as consultation with the St. Albert community. The outcomes from these activities are documented in separate research reports, summarized as follows and attached as appendices to this report.

2.1 Overview of findings from the vision and intent research

The Vision and Intent Report (Deliverable 1A) summarized findings and observations from a review of relevant St. Albert policy instruments. The research identified that St. Albert's Vision and Pillars of Sustainability incorporate concepts of diversity and inclusion, providing an excellent foundation for the implementation of universal access concepts across City services and facilities.

The report recommended that the existing City Strategic Plan, Master Plans, Development Plans and Policies be reviewed and updated to incorporate language and content that reflects concepts of universal access. Of significance is the lack of consideration of universal access within the Municipal Development Plan (MDP). Implementing a universal access plan will have a profound impact on the MDP.

The Vision and Intent Report is attached to this report as Appendix A.



2.2 Overview of findings from the best practices research

The Best Practices Review Report (Deliverable 1B) summarized findings and observations from a review of accessibility-related policies, procedures and practices from four municipalities. Two were located in Alberta (Calgary and Grand Prairie), one in Manitoba (Winnipeg) and one in Ontario (Burlington).

The report identified a wide array of accessibility-related policies, procedures and practices but identified many consistencies within them. Some of the key commonalities were:

- a cross-disability perspective,
- the use of access advisory committees,
- the development of technical standards for accessibility, and
- dedicated staff to support the development and implementation of universal access policies and initiatives.

The Best Practices Review Report is attached to this report as Appendix B.

2.3 Overview of findings from the consultation and outreach research

The Consultation Summary Report (Deliverable 1C) summarizes findings and observations from a series of consultations with St. Albertans. Input was collected through a public meeting, focus group roundtable and an on-line survey.

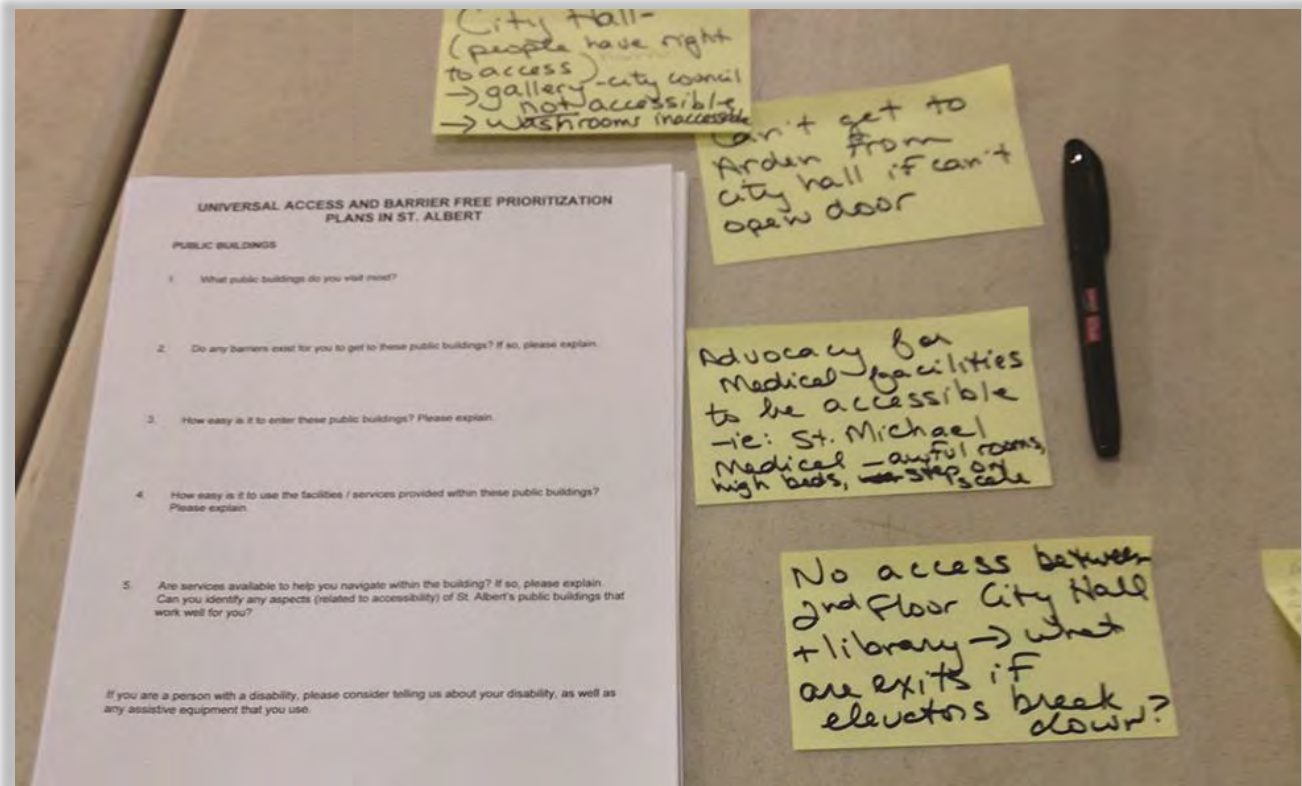
The report documents and analyses responses under four key categories:

- Exterior Pedestrian Routes,
- Facilities,
- Transportation, and
- Other Comments.



Responses and opinions were comprehensive and varied, and substantially informed the development of the St. Albert Universal Access Plan.

The Consultation Summary Report is attached to this report as Appendix C.



3.0 St. Albert Universal Access Plan

3.1 Guiding Principles

These guiding principles are presented to inform the evolution of the processes, standards and other tools that are necessary to develop and maintain a practical and relevant Universal Access Plan. In and of themselves, the principles are not a part of the Plan, but their intent should be reflected in all components of the Plan.

Balanced Equity - achieving and retaining a balanced equity between disability populations: In the case of St. Albert, the ITT specifically

lists physical, perceptual and cognitive disability populations: adhering to the overall premise that one disability group should never be considered at the expense, neglect or inequity of any other disability population. One should recognize or identify any potential paradoxes of access design standards and related implementation as well (e.g. curb ramp designs should accommodate both physical (gradient and surfacing) and visual access (texture for cane detectability)).

...one disability group should never be considered at the expense, neglect or inequity of any other disability population.

Recognizing differences - people with disabilities not to be conceived as, or treated as, a homogenous population: While there are some important foundational societal similarities with how people having varied disabilities live and interact in Canada (e.g. dealing with stigma, or ensuring some form of income security, or even having to be creative to overcome daily barriers of transportation or to access built environments), people with disabilities often identify themselves with their family’s culture, with their individual capacities and interests, and with their friends and relatives, far more than they identify with their specific disability population. Even the access requirements of one disability population can differ to a large extent from another disability population. The old homogeneous-oriented adage of ‘looking at the world through a disability lens’ is a fallacy, for a more accurate heterogeneous metaphor would be ‘looking at the world through a disability kaleidoscope.’



Dignity of risk and of choice: Dignity of risk and dignity of choice are valued by all people, and such basic rights, obligations and simultaneous responsibilities of both community and the person from any diverse background hold true. It is vital how a municipality must recognize such basic dignities, while often patiently educating people with disabilities and seniors about undue hardships or realities of liabilities in providing accommodations.

Dignity of access: Respecting and applying dignity of access refers to how a person from a diverse population functions with an accessible support or design is as vital as implementing such designs; dignity and equity go hand in hand, and there is true universality and dignity when one has choices and potentials for various levels of independent mobility, communications and overall functionality in one’s community.

Transdisciplinarity: Applying transdisciplinarity: planning for and involving as many disciplines in the dialogue and application as possible and focusing on the interplay and resulting conclusions of ‘the included middle’ between such disciplines – e.g. plan approval specialists; Safety Codes Officers; urban planners; architects; interior designers; non-profit organization disability specialists; city councillors and city staff people.

User involvement: Soliciting a cross-disability and seniors perspective using local representatives who are knowledgeable about the spectrum of their specific population realm.

Safety and security in universal access: Ensuring safety and security of diverse populations: applying the principles of Crime Prevention Through Environmental Design (CPTED); these are generally very consistent with the principles of universal design, but careful coordination between all of these two sets of principles must be maintained.

Embracing a universal access basic way of conducting business: Venturing beyond a human rights foundation for universal access – while it is important to understand the necessities of being able to equitably access facilities by seniors and people with disabilities is entrenched in human rights, such a philosophy for access is now becoming a basic way of doing business, and it is indeed beneficial for businesses generally to orient themselves to a more diverse clientele.

3.2 Legislative Context

The implementation of a St. Albert Universal Access Plan must be considered within the context of mandatory legislative requirements. Key legislation includes:

The Alberta Human Rights Citizenship and Multiculturalism Act: This Act dictates that St. Albert's Universal Access Plan consider all people equal in dignity, rights and responsibility without regard to: race, religious beliefs, colour, gender, physical disability, mental disability, age, ancestry, place of origin, marital status, source of income or family status. This Act has primacy over all other Alberta-enacted legislation.

Potential Future Alberta Accessibility Legislation: To date, three Canadian Provinces have enacted accessibility legislation requiring public and private sector organizations to provide appropriate access for persons with disabilities to goods, services and facilities. The foundation of such similar legislation has been laid in Alberta and it seems likely to proceed in the not-too-distant future.

Potential Future Federal Accessibility Legislation: The Government of Canada is currently developing federal accessibility legislation, likely similar in scope to accessibility legislation enacted by Ontario, Manitoba, and Nova Scotia. Such legislation will apply to areas under federal jurisdiction and will likely be introduced later in 2018. While this federal legislation will likely not directly impact a St. Albert Universal Access Plan, it could have indirect implications tied to federal funding programs.

Alberta Building Code: The Alberta Building Code mandates minimum standards for accessibility for new construction and retrofit projects. It is critical that technical requirements of a St. Albert Universal Access Plan align with Building Code requirements.

Alberta Barrier-Free Design Guide: In 2017 the Alberta Safety Codes Council updated the Barrier-Free Design Guide to reflect the new requirements of the Alberta Building Code. These elements should be incorporated along with the recommended accessibility design standards.

St Albert Bylaws: A St. Albert Universal Access Plan will be implemented within the context of existing City bylaws. It will be important to review and harmonize bylaws with the application and technical requirements of a Universal Access Plan.



The context of accessibility legislation, codes, standards and guidelines is discussed in more detail in the Best Practices Review Report, attached as Appendix B.

3.3 Universal Access Plan

The proposed Universal Access Plan (UAP) for St. Albert has been derived directly from information gathered through the consultation and outreach process, as well as through best practices research. The UAP has been developed to address each of the key categories (exterior pedestrian routes, facilities, transportation, and other issues).

3.3.1 Prioritization Categories

The following criteria have been used to prioritize the elements of the UAP:

PHASE 1: Elements/systems that should be adjusted in the immediate future because:

- the element/system presents high safety risk
or
- the element/system is unusable by all persons with disabilities within a recognized disability group, and an alternate accessible element/system is not available
or
- the element system can easily be made accessible at a low-cost or no-cost

PHASE 2: Elements/systems that should be adjusted in the near future because:

- the element/system presents a medium safety risk
or
- the element/system presents a barrier to most people within a recognized disability group, and an alternate accessible element/system is not available
or
- it is practicable to make the element/system accessible without incurring prohibitively high costs

PHASE 3: Elements/systems that should be adjusted in the foreseeable future because:

- the element/system presents a barrier to most people within a recognized disability group but where an alternate accessible element/system has been provided to address their needs
or
- the element/system presents a barrier to some people within a recognized disability group, and an alternate accessible elements/system is not available
or
- it is impracticable to make the element/system accessible without incurring high costs

3.3.2 Adopting Accessibility Design Standards (A)

A key element in the successful implementation of the St. Albert Universal Access Plan will be to define universal accessibility standards for interior and exterior environments, as a benchmark for accessibility for St. Albert’s future initiatives and projects. Such standards are necessary to achieve consistency when evaluating the accessibility of existing environments, as well as for the implementation of appropriate design solutions.

It is recommended that St. Albert adopt an existing accessibility standard, rather than ‘reinventing-the-wheel’ by developing its own standard.

Design standards are necessary to achieve consistency when evaluating the accessibility of existing environments, as well as for the implementation of appropriate design solutions.

The Best Practices research undertaken as part of this project reviewed a number of accessibility standards from Alberta, as well as standards from Manitoba and Ontario. St. Albert’s commitment to universal accessibility as an alternate to basic code compliance was an important consideration in identifying an existing standard that could be adopted to support the City’s vision of accessibility.

It is recommended that the City of St. Albert adopt the City of Burlington Accessibility Design Standards. (Disclosure: DesignABLE Environments authored the City of Burlington Accessibility Design Standards)

Similar to St. Albert's relationship with Edmonton, Burlington is a smaller Ontario municipality on the periphery of Toronto. Many Burlington residents commute to Toronto to work. The Burlington Standards were developed based on the principles of universal design, providing very comprehensive source of application and technical requirements for exterior and interior environments. Some of the areas which differentiate the Burlington standards from most other accessibility standards are:



- Generally, requires all elements to be accessible (rather than one or a percentage)
- Larger spaces are required for mobility devices: recognizing that people use a variety of types of mobility devices including; manual wheelchairs, walkers, powered wheelchairs and scooters, and that most require more manoeuvring space than provided by basic building code requirements.
- More comprehensive requirements are provided to enhance the usability of environments for persons with vision loss.
- More comprehensive requirements are provided for hidden disabilities such as hearing loss and strength/dexterity limitations.
- More comprehensive requirements for fire and life safety elements for persons with disabilities
- Recognizes that achieving optimal accessibility in renovation projects can be difficult; reduced requirements are provided for some elements to provide flexibility where its technically infeasible to meet the requirement for new construction.

It is further recommended that the application and technical requirements within the Burlington Accessibility Standards be reviewed to verify that there are no conflicts with the Alberta Building Code and the recommendations within the Alberta Barrier Free Design Guide. Also, to include direct reference to St. Albert and the departments that will be responsible for implementation.

Where appropriate, the requirements of the Burlington Accessibility Standards should be supplemented with the recommendations contained within the 2017 Alberta Barrier-Free Design Guide.

Preliminary discussions with Ms. Judi Lytle, Accessibility Coordinator with the City of Burlington, indicate that the City would be pleased to provide permission for St. Albert to adopt and adapt its Accessibility Standards.

The Burlington Accessibility Standards incorporate a facility assessment checklist. It is recommended that St. Albert use this checklist as the basis of the audits of the exterior

pedestrian routes, facilities and transportation elements identified in the Universal Access Plans. The Burlington facility assessment checklist is included in this report as Appendix D.

The Burlington Accessibility Standards incorporate rationale statements throughout, describing the content of the accessibility requirements, why they are important and, how the requirements contribute to accessibility and usability. The rationale statements have been consolidated into a single resource, attached as Appendix E.

Priority	Recommendation
PHASE 1	<p>A1 Develop policies and procedures to ensure that universal accessibility is a primary consideration for all new facilities or planned upgrades/renovations to properties owned and leased by the City.</p>
	<p>A2 Adopt the Burlington Accessibility Design Standards as the City’s primary accessibility reference document, supplemented where appropriate with the recommendations contained within the 2017 Alberta Barrier-Free Design Guide.</p>
	<p>A3 Adopt the Burlington Accessibility Design Standard Checklist (Appendix A) as the City’s primary accessibility audit resource.</p>



3.3.3 Universal Access Plan for Exterior Pedestrian Routes (E)

Priority	Recommendation
PHASE 1	E1 Implement the Burlington Accessibility Design Standards (refer to 3.3.2) as the primary reference document for exterior pedestrian routes, including but not limited to sidewalks, crossings and trails, picnic areas, playgrounds, rest areas, signage, and benches.
	E2 Review and update existing engineering design standards for sidewalks, crossings and trails, to comply with the adopted/adapted Burlington Accessibility Design Standards.
	E3 Implement the amended design standards for all new and retrofit sidewalks, crossings and trails projects.
	E4 Undertake an accessibility audit* of frequently used sidewalks, pedestrian crossings, playgrounds, and trails. Identify gaps and deficiencies. Priority #1: sidewalks and trails leading to municipal services. Refer to the comments within Appendix C for specific areas of concern related to exterior pedestrian routes, identified by citizens and staff through the consultation and outreach process.
	E5 Develop a prioritization list of trails, sidewalks, pedestrian crossings, and identify accessible playground locations serving arterial routes based on level of service standards.

Priority	Recommendation
E6	Commence upgrades to sidewalks, pedestrian crossings, playgrounds and trails, on a priority basis, based on the results of the accessibility audit and level of service standards.
E7	Investigate opportunities to enhance level of service standards for regular maintenance operations to ensure high priority sidewalks and trails remain safe, accessible and usable.
E8	Investigate options to enhance snow-clearing level of service standards to improve accessibility to high priority streets, crossings, trails, bus stops, and shelters.
E9	Investigate opportunities for enhancing usability and safety for pedestrian and bicycles within shared pathways on high traffic trails.
PHASE 2	E10 Undertake an accessibility audit* of sidewalks, pedestrian crossings and trails not addressed under recommendation E5.
	E11 Continue upgrades to sidewalks, pedestrian crossings and trails, on a priority and incremental basis.
PHASE 3	E12 Review currency of the adopted/adapted Burlington Accessibility Design Standards and adjust as necessary to reflect the evolution of accessibility norms and practices.
	E13 Continue upgrades to sidewalks, pedestrian crossings and trails, on a priority basis.

** It is recommended that the City of Burlington’s facility assessment checklist (attached as Appendix D) be used as the basis of the exterior pedestrian route audits. Refer also to 3.3.2.*



3.3.4 Universal Access Plan for Facilities (F)

Priority	Recommendation
PHASE 1	<p>F1 Implement the Burlington Accessibility Design Standards (refer to 3.3.1) as the primary reference document for St. Albert accessibility standards to be utilized for the design, construction, and retrofit of City facilities.</p> <hr/> <p>F2 Develop processes to ensure that the adopted/adapted Burlington Accessibility Design Standards are implemented in all new construction and retrofit projects.</p> <hr/> <p>F3 Undertake an accessibility audit* of high-use facilities including city hall and recreation centres, as well as associated parking facilities. Identify gaps and deficiencies. Note: Refer to the comments included in Appendix C for specific areas of concern identified by citizens and staff through the consultation and outreach process.</p> <hr/> <p>F4 Utilize the results of the accessibility audit, to commence upgrades to key systems and elements including:</p> <ul style="list-style-type: none"> - exterior access to the facility and associated parking lots - primary and secondary entrances - primary horizontal and vertical circulation routes - public washrooms - public change rooms - safety and emergency exit systems <hr/> <p>F5 Ensure usability of key accessible elements at all times through regular maintenance operations.</p>

PHASE 2	F6	Undertake an accessibility audit* of City facilities not addressed under F3. Identify gaps and deficiencies. Note: Refer to the comments included in Appendix C for specific areas of concern identified by citizens and staff through the consultation and outreach process.
	F7	Continue upgrades to systems and elements in the high-use facilities not addressed in F4 including: <ul style="list-style-type: none">- secondary horizontal and vertical circulation routes- staff washrooms and change rooms- access to elements within rooms and spaces- service counters- wayfinding and signage.
	F8	Continue upgrades to parking lots associated with F7 facilities on a priority and incremental basis.
	F9	Commence upgrades to key systems and elements for the other facilities audited under F8 including: <ul style="list-style-type: none">- access to the facility from the site- entry- primary horizontal and vertical circulation routes- public washrooms- public change rooms
PHASE 3	F10	Review currency of the adopted/adapted Burlington Accessibility Design Standards and adjust as necessary to reflect the evolution of accessibility norms and practices.
	F11	Continue and complete upgrades to systems and elements for the other facilities audited under F8 including: <ul style="list-style-type: none">- secondary horizontal and vertical circulation routes- staff washrooms and change rooms- access to elements within rooms and spaces- service counters- wayfinding and signage
	F12	Continue upgrades to parking facilities on a priority and incremental basis.

* It is recommended that the City of Burlington's facility assessment checklist (attached as Appendix D) be used as the basis of the facility audits. Refer also to 3.3.2.



3.3.5 Universal Access Plan for Transportation (T)

Recommendations within this section are organized in two categories as follows:

1. Transit Service (TS)
2. Transit Infrastructure (T)

Transit Service (TS):

<i>Priority</i>	<i>Recommendation</i>
<i>PHASE 1</i>	TS1 Investigate options Introduce Sunday Handibus service
	TS2 Investigate opportunities to integrate the St. Albert Handibus and the Edmonton DATS system to provide a wider range of destination options
<i>PHASE 2</i>	TS3 Continue to explore and implement opportunities to expand Handibus operations to more closely reflect the service offered by conventional transit – including additional destinations, periods of operation, and connectivity with other regional specialized transit operations.
	TS4 Continue to investigate opportunities to improve level of service standards to reduce wait times.
	TS5 Investigate opportunities to provide enhanced options for travel to Edmonton.

Transit Infrastructure (T):

Priority	Recommendation
PHASE 1	
T1	Undertake an accessibility audit* of transit shelters, bus stops and other transportation facilities serving arterial routes. Identify gaps and deficiencies. Note: Refer to the comments included in Appendix C for specific areas of concern identified by citizens and staff through the consultation and outreach process.
T2	Develop a prioritization list of transit shelters, bus stops and other transportation facilities serving arterial routes
T3	Consider improvements to level of service standards for snow-clearing operations for access to Priority 1 bus stops and shelters
T4	Investigate opportunities to enhance disability accommodation-training for transit employees working with the public.
T5	Adopt/adapt and implement the Burlington Accessibility Design Standards (refer to 3.3.2) as the primary reference document to align the St. Albert standards for the design and construction of City’s transit shelters, bus stops and other transportation facilities.
T6	Review and update existing engineering design standards for transit shelters and bus stops, to comply with the adopted/adapted Burlington Accessibility Design Standards.
T7	Develop processes to ensure that the adopted/adapted Burlington Accessibility Design Standards are used for all new and retrofit transit shelters, bus stops and other transportation facilities.
T8	Undertake an accessibility audit* of transit shelters, bus stops and other transportation facilities serving arterial routes. Identify gaps and deficiencies. Should this recommendation be moved forward? Note: Refer to the comments included in Appendix C for specific areas of concern identified by citizens and staff through the consultation and outreach process.
T9	Based on the results of the arterial route accessibility audit, commence a stop/shelter improvement program.

PHASE 2

T10 Review bus stop signage standards to align with universal accessibility requirements for lettering size, signage heights, and sign locations.

T11 Implement amended bus stop signage standards on all new bus stops and planned upgrades.

T12 Continue to implement the stop/shelter improvement program, started under T19 to priority stops, and planned upgrades.

T13 Undertake an accessibility audit* of transit shelters, bus stops and other transportation facilities serving collector roads. Identify gaps and deficiencies. Identify priority stops for planned improvements. Note: Refer to the comments included in Appendix C for specific areas of concern identified by citizens and staff through the consultation and outreach process.

T14 Based on the results of the collector road accessibility audit, commence a stop/shelter improvement program to targeted priorities

PHASE 3

T15 Review currency of the adopted/adapted Burlington Accessibility Design Standards and adjust as necessary to reflect the evolution of accessibility norms and practices.

T16 Continue to implement the stop/shelter improvement program, started under T16.

* It is recommended that the City of Burlington's facility assessment checklist (attached as Appendix D) be used as the basis of the transportation facility audits. Refer also to 3.3.2.



3.3.6 Policy and Process Improvements (R)

<i>Priority</i>	<i>Recommendation</i>
PHASE 1	<p>R1 Develop a Universal Design Policy, addressing all areas where St. Albert provides goods, services and facilities. This policy should address but not be limited to, customer service practices, information and communication supports, employment practices, transportation and facilities.</p> <hr/> <p>R2 Continue to use local persons with disabilities, and individuals risking exclusion as user-experts to provide input on accessibility-related initiatives and projects.</p> <hr/> <p>R3 Create a Municipal Accessibility and Inclusionary Advisory Committee to provide input on accessibility-related initiatives and projects. The committee should consist of user-experts with representation from a range of disability and seniors’ groups. Coordinate the mandate of a new Municipal Accessibility and Inclusionary Advisory Committee with the current Transit and Handibus Accessibility Advisory Committee.</p> <hr/> <p>R4 Investigate options for providing more inclusive and multi-generational recreation programs for St. Albertans.</p>
PHASE 2	<p>R5 Investigate marketing opportunities to enhance awareness among St. Albertans’ on the need for and benefits of adopting universal access.</p> <hr/> <p>R6 Develop sensitivity/awareness training opportunities for City staff.</p> <hr/> <p>R7 Develop processes encouraging compliance with and monitoring the implementation of universal access policies and procedures.</p>



4.0 Alignment of Best Practices Research with the Universal Access Plan

This section summarizes the recommendations arising from the best practices research from other jurisdictions, as well as a review of St. Albert’s existing vision, pillars of sustainability and related policies. Refer to Appendices A and B.

In many cases the recommendations from the best practices research have already been incorporated into the proposed St. Albert Universal Access Plan. In other instances, the best practices recommendations are beyond the scope of the Universal Accessibility Plan Project.

The recommendations are generally organized by the same categories used in the best practices research. Further detailed information for each recommendation is available in Best Practices Report, attached as Appendix B.

The following tables identify the best practices identified through the research, as well as recommendations on if/how the best practice might inform the ongoing development and maintenance of the St. Albert Universal Access Plan.

4.1 Policy:

ID	Best practice	Recommendations
BP1	<p>Implement a corporate accessibility policy to outline the importance of supporting the accessibility needs of people with physical, sensory and/or cognitive disabilities, including seniors.</p> <p>Consider the needs of immigrants and persons who are gender non-conforming within UA policy</p>	<p>Develop and implement a Corporate Universal Accessibility Policy addressing all areas where St. Albert provides goods, services and facilities. Areas include, but are not limited to, customer service practices, information and communication supports, employment practices, transportation and facilities.</p> <p>Review and update existing City policies and development plans to verify language and intent reflect concept of universal access.</p> <p>Update St. Albert's Municipal Development Plan to address issues of universal access and senior friendly-design. Coordinate content with the adopted existing accessibility design standards.</p>



4.2 Foundational strategies and municipal accessibility planning:

ID	Best practice	Recommendation
BP2	Undertake annual planning to develop and maintain accessibility strategies to guide municipal departments on accessibility-related issues.	Develop an accessibility planning processes. Accessibility planning processes are recommended to include representation from key City departments, as well as St. Albertans with lived experience of disability.
BP3	Formalize the Municipal Accessibility Plan	The foundation work for a Plan is presented in this report. The Plan should be finalized and formally adopted
BP4	Implement a process to track, and assess accessibility strategies on an annual basis	Implement procedures to monitor and annually re-visit the Universal Access Plan.
BP5	Review every municipal initiative/project through an accessibility lens.	Implement procedures to evaluate the universal accessibility requirements and impacts for every City initiative/project.

4.3 Budgets dedicated to access and universal design:

ID	Best practice	Recommendation
BP6	Integrate accessibility into regular budgeting practices within all municipal departments. (i.e. accessibility-related budget items are within individual departmental budgets, rather than a City-wide ‘accessibility’ budget)	Normalize the process of planning for accessibility through integrating universal access planning into the regular budget processes within all departments. Accessibility planning should be mandatory for all departments in both capital and operational budget planning. Access needs and priorities should be determined by each department, within the context of a City accessibility policy.
BP7	Provide dedicated budget for providing information and communication supports in alternate formats, such as braille, large print, ASL interpretation, captioning, etc.	Provide dedicated funding for information and communication supports.
BP8	Provide funding for older facilities to bring them to current standards in buildings where renovations are deemed necessary.	Provide dedicated funding to upgrade accessibility within older facilities, where deemed necessary. Align with recommended level of service.

4.4 Access Advisory Committees:

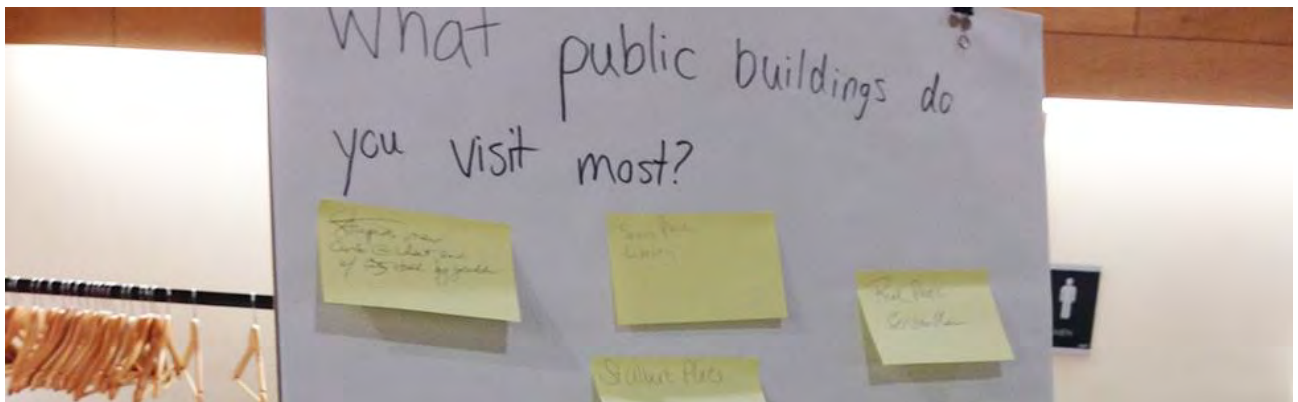
ID	Best Practice	Recommendation
BP9	Establish an Accessibility Advisory Committee consisting of cross-disability community representation that work alongside city’s departmental representatives	Establish and maintain a Municipal Accessibility Advisory Committee.

4.5 Champions, keynoters and advocates:

ID	Best practice	Recommendation
BP10	Work with community advocates and organizations to improve accessibility throughout the community.	Incorporate outreach to community advocates and organizations as a component of the Universal Access Plan.
BP11	Make information and communication supports available in alternate accessible formats at public meetings and other consultation initiatives, to encourage input from as wide a range of St. Albertan's as possible.	Develop information and communication supports policy and procedures with dedicated funding towards implementation.

4.6 Universal design specialists and access coordinators:

ID	Best practice	Recommendation
BP12	Establish an accessibility coordinator staff position to provide support to city departments and citizens on accessibility-related issues.	Investigate opportunities to establish an accessibility coordinator staff position. Responsibilities might include: coordinating the development of policy, establishing an advisory committee, providing accessibility support to City staff, oversight of the accessibility audit processes, and implementation of accessibility upgrade programs.



4.7 Access design standards policy:

ID	Best practice	Recommendation
BP13	Develop or adopt accessibility design standards to ensure that new development and redevelopment projects incorporate appropriate accessibility.	Adopt existing universal accessibility design standards for projects constructed by or funded by the City. The adoption of the Burlington Accessibility Standards, identified through the best practice research, is recommended.
BP14	Harmonize existing municipal by-laws with accessibility design standards.	Review content of existing by-laws and adjust as required, to harmonize with the adopted existing accessibility design standards.



4.8 Transportation:

ID	Best practice	Recommendation
BP15	Provide low-floor kneeling bus service with GPS audio announcements	Review level of service - maintain low-floor kneeling buses. Equip buses with GPS audio announcement system (If not already equipped).
BP16	Provide paratransit services in parallel to general bus service	Review level of Handivan services – provide Sunday service
BP17	Upgrade bus stops, shelters, platforms, and terminals to be accessible and coordinate with city’s accessibility design standards	Review stops and shelters upgrade program

4.9 Human Resources:

ID	Best practice	Recommendation
BP18	Provide equitable hiring practices.	Review and continue to implement Inclusive Hiring Policy.
BP19	Ensure accessibility design standards include accessible designs for workplace settings (interview rooms, offices, boardrooms, meeting rooms, work areas etc.)	Adopt existing accessibility design standards for workplace construction or renovation projects constructed by or funded by the City.
BP20	Provide staff training to develop a better understanding of customer service and disability work issues and accommodations.	Instigate a staff training program related to customer service, as well as disability work issues and accommodations.
BP21	Make information and communication supports available in alternate accessible formats at interviews, to encourage job applications from as wide a range of St. Albertan's as possible.	Develop information and communication supports policy and procedures with dedicated funding towards implementation.



4.10 Recreation

ID	Best practice	Recommendations
BP22	Consider people with disabilities as potential users and spectators at recreation facilities	Develop adapted, inclusive, and integrated recreational programming. Adopt existing accessibility design standards for spectator facility projects constructed by or funded by the City.
BP23	Ensure Accessible Design Standards include both organized and un-organized recreation facilities/areas	Adopt existing accessibility design standards for recreation projects constructed by or funded by the City.

4.11 Personal safety and security:

ID	Best practice	Recommendation
BP24	Address safety and security issues, as appropriate, through accessibility design standards.	Adopt existing accessibility design standards for projects with safety and/or security elements constructed by or funded by the City.
BP25	Plan for fire evacuation and safety systems that include users with varied disabilities (eg. Safe areas of rescue within a building)	Address the needs of persons with disabilities within all facility fire evacuation and safety plans. Develop individualized emergency management plans for employees with a disability who need emergency alert or evacuation support
BP26	Establish a cross-disability persons with disabilities police advisory committee	Establish a cross-disability persons with disabilities police advisory committee – or perhaps establish a sub-committee of an Accessibility Advisory Committee to liaise with the police service.
BP27	Use Crime Prevention through Environmental Design principles in conjunction with access design and fire safety	Apply CPTED guidelines to all municipal development projects.



4.12 Streetscapes, roads and parking:

ID	Best practice	Recommendations
BP28	Access Design Standards should include streetscape design considerations (eg. Barrier-free path of travel, access to parking areas, signage, exterior walks and ramps, curb ramps, street furniture, animal relief areas etc.)	Adopt existing accessibility design standards for projects with streetscape, roads or parking elements constructed by or funded by the City.
BP29	Harmonize existing municipal by-laws with accessibility design standards.	Review content of existing by-laws and adjust as required, to harmonize with the adopted existing accessibility design standards.



4.13 Winter Cities considerations:

ID	Best practice	Recommendations
BP30	Address both plowing of streets and the removal of ploughed material to provide clear access from bus shelters to buses and increasing safety while crossing intersections.	Review snow plowing and snow clearing practices to maintain the accessibility and usability of trails, bus stops, bus shelters and pedestrian crossings at intersections.

4.14 Housing:

ID	Best practice	Recommendations
BP31	Encourage and promote the development housing options for persons with disabilities, including visitable housing.	Liaise with community organizations and housing developers to encourage the creation of more accessible and visitable housing.

4.15 Civic Awards Programs:

ID	Best practice	Consideration
BP32	Create an Access Awards program that recognizes excellent examples of accessibility and universal design, as well as personal achievements of individuals who have supported or advocated for change regarding residents and visitors with disabilities.	Establish an Access Awards program.



**Universal Access
and
Barrier Free Prioritization Plan**

for the

City of St Albert

Deliverable 1A: Vision and Intent Report



Prepared for

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March 15, 2017

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Universal Access and Barrier Free Prioritization Plan

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1.0 Background

This report has been prepared by DesignABLE Environments (DE) as the first deliverable of the project to assist the City of St. Albert with the development of a Universal Access and Barrier Free Prioritization Plan. It summarized an analysis of various municipal documents related to universal access, and establishes a context for the project. More specifically, the report addresses the following project requirements:

Consideration of public and internal users within municipally owned or operated infrastructure with consideration of users with varying types of abilities including challenges to cognitive, auditory, visual, ambulatory abilities including age. . . . including, but not be limited to:

- i) the Municipal Development Plan, Strategic Plan, Social Master Plan, Social Development Policy, and Inclusive Hiring Policy;*
- ii) review municipal design standards and principles; and*
- iii) reflection of the City of St. Albert's values and goals regarding inclusivity and universal access.*

2.0 Human Rights Context

All outcomes of the project must comply with the intent of the [Alberta Human Rights Act](#). More specifically;

Clause 4: No person shall

- (a) deny to any person or class of persons any goods, services, accommodation or facilities that are customarily available to the public, or*
- (b) discriminate against any person or class of persons with respect to any goods, services, accommodation or facilities that are customarily available to the public, because of the race, religious beliefs, colour, gender, gender identity, gender expression, physical disability, mental disability, ancestry, place of origin, marital status, source of income, family status or sexual orientation of that person or class of persons or of any other person or class of persons.*

As such St. Albert's Universal Access and Barrier Free Prioritization Plan must be developed to foster inclusion in a manner that is fair, equitable and dignified.

3.0 Key Municipal Plans and Policies

This section identifies relevant plans and policies which would, or could, potentially impact universal access within the City.

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Document	Relevant content	Comments
Community Vision	<p>Vision</p> <ul style="list-style-type: none"> We are a friendly and inclusive community of passionate equals, where everyone feels a sense of belonging <p>Pillars of Sustainability</p> <p>Social</p> <ul style="list-style-type: none"> We are inclusive; we embrace, respect and support people of all ages, cultures and backgrounds. <p>Built Environment</p> <ul style="list-style-type: none"> We are connected to one another by a safe, effective and accessible transportation network that supports public and active modes of movement. We believe community is about people and we design our neighbourhoods to make it easy for people to connect to one another through parks, trails, public transportation and community spaces. <p>Natural Environment</p> <ul style="list-style-type: none"> We grow our community from the natural world surrounding it, connecting with nature from Big Lake to River Lot 56, using our extensive Red Willow Park trail system, allowing people of all ages to experience nature. <p>Culture</p> <ul style="list-style-type: none"> We are known for our progressive architecture, art and community design, which expresses our distinct identity and strong sense of place and home. We live complete, full and active lives that are supported by our exceptional recreation amenities, extensive parks and winding, world-class trails. 	<p>The City's Vision and Pillars of Sustainability incorporate concepts of diversity and inclusion, providing an excellent foundation for the development of a Universal Access and Barrier Free Prioritization plan.</p> <p>Consideration should be given to including a statement affirming the City's commitment to inclusive design of buildings and other public facilities.</p> <p>Consideration should be given to broadening the statement of access to the natural environment . . . allowing people of all ages <u>and abilities</u> to experience nature.</p>

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Document	Relevant content	Comments
2016 Strategic Plan	<ul style="list-style-type: none"> Advocate for people with disabilities and ensure City services and facilities are fully accessible to the community Embrace a safe and healthy community that promotes diversity through inclusive community design, universal accessibility, programming, and cultural celebration Create opportunities for seniors to become actively engaged and supported through necessary programming, supports, accessible housing and continuing care options Advocate for people with disabilities and ensure City services and facilities are fully accessible to the community 	<p>The Strategic Plan incorporates strategies to implement the pillars of sustainability. There are numerous references to strategies that have a relationship to the built environment, which benefit by the City adopting a universal design approach. Examples include:</p> <ul style="list-style-type: none"> community emergencies and unanticipated safety issues (shelters) transit networks diversity of housing options enhancement of tourist attractions and infrastructure Downtown Area Redevelopment Plan civic facilities, parks and open spaces St. Albert trail new and existing cultural . . . amenities recreation facilities, parks & open spaces
2017 Strategic Plan	<ul style="list-style-type: none"> Promote diversity and inclusion through community design, universal accessibility community programming and cultural celebrations. 	<p>Similar comments to above</p>
Municipal Development Plan	<ul style="list-style-type: none"> Vision Statement: St. Albert is an <u>inclusive</u> family-oriented community that values its natural, cultural, historical and recreational amenities. Outlines the need to provide activities and facilitates that meet the diverse, multi-generation needs of the community 	<p>The size and complexity of the document did not allow DE to undertake a comprehensive review. However, there were few references to the words accessibility (4 instances) or inclusive (3 instances), suggesting that the</p>

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Document	Relevant content	Comments
	<p><u>Definition:</u> <u>Inclusive Communities:</u> means communities that have a variety of housing, commerce, recreational, institutional, social and public amenities within their boundary. Inclusive communities provide a physical and social environment where residents can live, learn, work and play without having to travel beyond the community boundary.</p>	<p>philosophy of universal access has not been integrated (which is not surprising as the document was developed in 2007).</p> <p>The document does, however, include a definition for inclusive communities.</p> <p>The adoption of a Universal Access and Barrier Free Prioritization Plan, will have a profound impact on the MDP</p>
<p>Transit Long-Term Development Plan</p>	<ul style="list-style-type: none"> • 2010 – StAT’s entire fleet is fully accessible with low-floor, ramp-equipped buses. • 2011 – St. Albert Transit retains the services of consultant IBI Group to conduct a review of the current Handibus operation and to assess future demand and system requirements. Report was presented to City Council in March of 2012. • A 2012 comprehensive review of St. Albert Transit’s Handibus service has provided insight and direction on how to move this function forward to meet the challenges of an aging population. • Aging population will place demands on the system for additional services specifically tailored for the seniors’ community. <p><u>Recommendations</u></p> <p>Accessible Future Bus Stops</p> <ul style="list-style-type: none"> • Ensure that future bus stops are not only fully accessible by persons with mobility challenges, but are 	<p>100% accessible bus fleet is an excellent situation.</p> <p>The outcomes of the 2012 Handibus assessment are unknown.</p> <p>Of note is that</p> <ul style="list-style-type: none"> • the Capital Region Growth Plan cited in the document, identified 11 operating values that are seen as the benchmark of a regional network: accessibility is not one of the operating values • The City’s Transit Service Policy’s Overarching Principle and Service Principles have no reference to accessibility of inclusive principles <p>Some excellent recommendation included in the plan. Status of</p>

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Document	Relevant content	Comments
	<p>built and maintained to a standard that ensures safe access and approach (including curb cuts where necessary), as well as proper lighting, easy-to read signage, and safe distance from vehicle traffic movements.</p> <p>Upgrade Existing Stops to Ensure Accessibility</p> <ul style="list-style-type: none"> • Undertake a program of reconstructing or renovating existing bus stops to ensure that proper standards for access to the stop, as well as a suitable bus stop pad, bench, and shelter (if necessary), are effectively maintained. <p>Automated Stop Announcements</p> <ul style="list-style-type: none"> • Progress to automated stop announcements as next step in real-time information dissemination. This function is an advancement toward accommodation of visually impaired passengers. 	<p>implementation of these recommendations is unknown.</p>
<p>Social Master Plan</p>	<ul style="list-style-type: none"> • diversity is embraced • accessibility for all is ensured <p>Value: Diversity and Inclusion Goal #4 - "St. Albert is a community where accessibility for all is ensured"</p> <ul style="list-style-type: none"> • Outcomes: <ol style="list-style-type: none"> 1. All residents feel welcome in the community and are able to access required services. 2. People with disabilities are able to find meaningful and appropriate employment 3. People with disabilities have their transportation needs met • Indicators: Development guidelines require accessibility 	<p>The goals of this plan clearly support the concept of a developing a Universal Access and Barrier Free Prioritization Plan. The language is particularly strong "ensuring" accessibility for citizens of St. Albert.</p> <p>This plan identifies that development guidelines should incorporate accessibility.</p>
<p>Social Development Policy</p>	<ul style="list-style-type: none"> • Diversity and Inclusion: Communities are strongest when they bring together a diverse set of 	<p>Similar comments to above</p>

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Document	Relevant content	Comments
	<p>voices, perspectives and backgrounds.</p> <ul style="list-style-type: none"> • Healthy Lifestyle and Well-Being: It is important that a strong system of supports is in place to ensure all residents remain active and are able to engage in the community. • St. Albert is a community where diversity is embraced, where residents are able to live free from bullying, where all residents have a place to live, where accessibility for all is ensured. 	
<p>Cultural Master Plan</p>	<ul style="list-style-type: none"> • Priority: Ensure Infrastructural Strength <ul style="list-style-type: none"> ○ Recommendation #15: Build on Existing Assets' Strengths ○ Potential strategies – Universal barrier-free accessibility for public facilities. Timeline: 2 – 15 years • To increase the impact of existing cultural assets through increased accessibility, effective delivery of services 	<p>The goals of this plan clearly support the concept of a developing a Universal Access and Barrier Free Prioritization Plan. It also provides an overall timeline but implementation details are not addressed.</p>
<p>Recreational Master Plan</p>	<ul style="list-style-type: none"> • adopt a consistent infrastructure development process • Facilities accessible by the entire community are within the City's "base" level of service and should be a municipal responsibility. • More specialized infrastructure should be funded from a combination of public taxes, user fees and private/non-profit investment. • Provide equal access to all residents as a public service 	<p>The goals of this plan clearly support the concept of a developing a Universal Access and Barrier Free Prioritization Plan.</p> <p>Although the plan affirms the need to have a consistent infrastructure development process, it doesn't address the connections to universal access.</p> <p>The section titles Key Infrastructure and Planning Priorities could be enhanced to better-address access issues.</p>

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Document	Relevant content	Comments
		<p>Many priority areas are identified that have a relationship to the built environment, which benefit by the City adopting a universal design approach. Examples include:</p> <ul style="list-style-type: none"> • community meeting rooms • social/banquet facilities • gymnasium type spaces • program rooms • indoor field facilities • picnic areas • open spaces • playgrounds • trail system
<p>Housing Diversity Master Plan</p>	<ul style="list-style-type: none"> • Council direction to encourage housing diversity • the City's demographic mix is expected to result in substantially increased demands for seniors housing and services over the next 30 years. • Recommended the development of Universal Access and Barrier Free guidelines in neighbourhood development and buildings to increase independence and inclusion of persons with mobility challenges in everyday activities. 	<p>The goals of this plan clearly support the concept of a developing a Universal Access and Barrier Free Prioritization Plan.</p> <p>There is some question as to whether housing is part of this study. DE seeks further guidance from the City.</p>
<p>Inclusive Hiring Policy</p>	<ul style="list-style-type: none"> • The City shall work toward the reduction and elimination of barriers to the physical access of civic facilities, either as part of planned renovations or new construction to meet Universal Accessibility Guidelines 	<p>While hiring policies are beyond the scope of this project, the impact of enacting inclusive hiring policies is significant. Accessible work spaces are a necessary requirement for having an inclusive workspace.</p>

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Document	Relevant content	Comments
		<p>Universal accessibility is clearly identified as a mechanism to support the policy.</p> <p>'Base' accessibility provisions rather than job accommodations are within the scope of this project.</p>
<p>Inclusive Hiring Strategy</p>	<ul style="list-style-type: none"> • Goal 1: Being an inclusive employer creates a team environment that is accepting and willing to accommodate differences of many types. • Goal 2: We are an employer where accessibility for all is ensured through the reduction and elimination of barriers. This includes the removal of physical, technical and attitudinal barriers. • Goal 3: We strive to provide a respectful and inclusive workplace, free from discrimination and harassment. • Objective 2.2 Reduce and eliminate barriers to physical access of civic facilities either as part of planned renovations or new construction to meet Universal Accessibility Guidelines • Conduct an accessibility assessment of civic facilities, identify priorities and develop capital project charters are required. • Ensure all future facility designs promote the use of Universal Design. • Objective 3.3 - Examine all corporate learning offerings to ensure they are accessible for Persons with Disabilities. 	<p>The goals of this strategy clearly support the concept of a developing a Universal Access and Barrier Free Prioritization Plan.</p> <p>Similar comments to above.</p> <p>The strategy specifically addresses reducing and eliminating barriers, conducting assessment of civic facilities, and referencing/developing Universal Accessibility Guidelines.</p>

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Document	Relevant content	Comments
Inclusive Hiring Policy Update 2017	<ul style="list-style-type: none"> The City shall work toward the reduction and elimination of Barriers to the physical access of civic facilities either as part of planned renovations or new construction to meet Universal Accessibility Guidelines. 	Similar comments to above.
	Additional input welcomed from the Project Steering Committee	

4.0 Other City Initiatives

Initiative	Relevant content	Comments
Hearing Loop Program	<ul style="list-style-type: none"> Initiative to install the hearing Loop at the Service Desk at St. Albert Place, the Arden Theatre and Fountain Park Pool 	Status of initiative unknown. If installation was completed, lessons learned would provide good input to a Universal Access and Barrier Free Prioritization Plan.
	Additional input welcomed from the Project Steering Committee	

5.0 Other Policy-Related Documents

Document	Relevant content	Comments
Age Friendly Communities	<ul style="list-style-type: none"> Requirements include access to public buildings and amenities, and participation in community events and initiatives 	This resource will be referenced within the best practices research report.
Mandate Letter from Ministry of Children and Social Development	<ul style="list-style-type: none"> Work with the Minister of Sport and Persons with Disabilities, as well as with provinces, territories and stakeholders, to develop a National Disabilities Act to eliminate systemic barriers and deliver equality of opportunity to all Canadians living with disabilities 	At this time, the initiative to develop a National Disabilities Act is underway but the details of the act are not yet known. If details become available within the timeframe of this project, DE will review possible implications for a Universal Access and Barrier Free Prioritization Plan.

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Document	Relevant content	Comments
	Additional input welcomed from the Project Steering Committee	

6.0 Reflections on the City's Values and Goals regarding Inclusivity and Universal Design

St. Albert's Vision, Pillars of Sustainability, Values, Goals, Policies, Master Plans and Strategies all clearly support development of a universal access and barrier free prioritization plan. Concepts of inclusion and equity are integrated into almost all of the documents, affirming a strong commitment to universal access across all City departments.

The most significant gap within the documents reviewed, is the apparent lack of consideration of universal access within the Municipal Development Plan (MDP). This is perhaps not a surprise, as the MDP appears to have been developed in 2007 when universal access was likely less of a priority within the City. It should be noted that the adoption of a Universal Access and Barrier Free Prioritization Plan will have a profound impact on the MDP.

**Universal Access
and
Barrier Free Prioritization Plan**

for the

City of St Albert

Deliverable 1B: Best Practices Review Report



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1.0 Context of Accessibility and Universal Design

Since the mid-20th century, people with disabilities and seniors have strived toward independent living to become much more functionally involved in society (Kleinfield, 1979). Such initial goals of those having, primarily, physical or some perceptual disabilities commenced in the 1950s/60s with what was originally entitled 'Handicapped Access' (Iantkow, 2012). The essence of 'handicapped access designing' was to overcome physical barriers that inhibited rudimentary access to basic essentials in built environments; hence, very prescriptive/specific but also limited design criteria were compiled and presented within a supplement of Canada's National Building Code (Associate Committee on the National Building Code of Canada, 1965), (e.g. preferred configuration and dimensions for parking stalls; doors and doorways; sidewalk approaches to building entrances; and basics for access to public washrooms). The resulting built environments led to some improvements for access to ancillary facilities but not necessarily to the primary functional aspects of a structure.

The very prescriptive access designing concept continued with the next evolutionary progression with the introduction to 'Barrier Free Design,' which began to connect access for a much wider range of building-design elements (such as a barrier-free path of travel from one accessible functional area to another). The barrier free design approach was incorporated into an actual section of the National Building Code and the various provincial codes as a legitimate section (initially Section 3.7), rather than simply as a supplement. Yet, the Barrier Free approach still focused on overcoming the built-environment barriers of the day, rather than reinforcing a foundational understanding of how a person from a diverse population with different abilities actually functioned in the built environment. During the 1970s and into the 1980s the Barrier Free Design approach also widened its target population base to people with physical disabilities;; those with visual disabilities and people who were hard of hearing or deaf; those with cognitive disabilities; and all of these related populations in conjunction with seniors.

In 1985 a design professional by the name of Ron Mace compiled a seminal article that took a quantum leap from concentrating on overcoming architectural barriers in a very prescriptive manner to literally building upon seven broad but imperative principles of design. These principles were introduced as: 1) equitable use of the built environment; 2) flexibility in use; 3) simple and intuitive use; 4) perceptible information (designing for those with perceptual limitations); 5) tolerance for error; 6) low physical effort (to use facilities and controls); and 7) size and space for approach and use (North Carolina State University, Center for Universal Design, n.d.; Nussbaumer, 2012).

Mace's contentions were two-fold: firstly, by focusing on basic principles of design, professionals would be diverted away from concentrating on only prescriptively dealing with barriers to understanding more foundational functional access designs. Mace also stressed how, if designers conceived of greater accessibility based on those seven principles for the four diverse populations that the Barrier Free and

Handicapped Access approaches had concentrated on, then there would be a range of other populations/human functions that would automatically benefit as well (e.g. parents using strollers; cyclists; skate boarders; business people and travellers with rolling cases; even movers for furniture and for large pieces of equipment etc.). The birth of 'Universal Design,' then, meant the various disciplines within environmental design would be required to learn more about the human factors involved with various diverse populations so as to apply the seven principles in a meaningful and human-performative way.

Moving on with the foregoing background in mind, the City of St. Albert has conceived of and adopted a very appropriate title for the project 'Universal Access and Barrier Free Prioritization Plan' as it fulfills the purposes for this study in a number of ways, with implying some vital and basic interrelationships between two design paradigms that have evolved over the past half century. For the purposes of the encompassing review, then, this very apt title is being interpreted and applied with the following underlying multi-faceted meaning in mind:

- **Relevance of Seven Universal Design Principles:** To attain true universal access, the seven principles of universal design are to be understood and applied.
- **Simultaneous relevance of Barrier Free Design Prescriptive measures:** Even though the ultimate aim of the current research and eventual planning for actual '*Universal Access*' is being conceived of in St. Albert, the very prescriptive '*Barrier Free Design – and related Prioritization*' solutions continue to be outlined in codes, standards and guidelines; hence, these basic measures can also be used as stepping stones toward achieving eventual universal access to community.
- **Importance of prescriptive, performative and participatory approaches functioning in unison:** Understanding and working with the prescriptive measures of designing (the anthropometric reaching abilities, widths, depths and height required for the widest range of people with disabilities to basically and safely ambulate in a built environment) are imperative; but such prescriptive measures are to function in unison with the foundational principles of how a person with a disability performs/functions in an environment (the seven principles of Universal Design), along with how societies can be socially inclusive of diverse populations. The prescriptive, the performative and the participatory frameworks and mechanisms, then, all have their roles and all genuinely constitute what becomes actual universal access.
- **Generalizability to wider populations:** While the encompassing review, and much of the overall project for that matter, focuses on four primary diverse populations (those with physical or perceptual or cognitive disabilities and all in relation to seniors populations), a good degree of

generalizability can also be applied to even wider diverse populations (note a small description of these associations under 'Research Methodological Approach' in Section 1).

- **Reaching toward universality, with recognition of limitations:** Even though the concept of 'universality' may be interpreted as a panacea and as being totally relevant in a utopian way to absolutely every population, it can still have its limits. There may well be some marginalized populations that have not been part of a universal design solution to this point (e.g. those dealing with bariatric issues, or those with extremely complex multiple disabilities such as people who are deafblind). The resulting overarching question may remain: "How truly universal is universal?" The reality is, then, universal design and related universal access can only ultimately serve as many people as practicably possible but not necessarily for some people with extremely complex/multiple bio-medical conditions.

2.0 Organization of the Review and Research Methodological Approach

Organization of the Review

The structure of the encompassing Best Practices Review Report has been based on a standard format for a research or thesis study (Charmaz, 2006; Creswell, 2003; Denzin & Lincoln, 1999; Merriam & Simpson, 1995), which generally involves:

- An introduction to frame and give some background for the review; then describe the research methodology (as in Section 1: Organization and Methodological Approach for this study);
- Literature review and data collection (as in Sections 2 & 3: Comparative Descriptions and Case Examples respectively for this review);
- Conducting the synthesis and analysis in relation to observations and conclusions (as in Section 4: Observations and Conclusions from the Comparative Literature Review);
- Examining how the conclusions or findings may be practicably applied in the future (as in Section 5: Consistencies with, and Building Upon St. Alberts' Vision);
- Presenting final recommendations from the review (as in Section 6: Recommended Guiding Principles and Practices that have been reserved to be verified and to help inform the remaining phases of the project).

Research Methodological Approach

Phase Two for the Universal Access and Barrier Free Prioritization Plan has been based on the following research approach. Data has been collected from two municipalities in Alberta (Calgary and Grande Prairie), one from Manitoba (Winnipeg) and one from Ontario (Burlington). All of this qualitative data has comprised key universal design and regulatory documents within the three related provinces, nationally and some internationally.

The comparative review descriptions have been organized through 17 comparative item headings, with descriptions from each of the four municipalities under all of the headings. Since submitting the initial draft report, an additional item category has been added (Legislation, Codes, Standards, and Guidelines), which is an overarching item with no specific comparisons between the four municipalities. While the universal and barrier free data have been drawn and cited from a wide range of resources, the three key documents to initiate the comparison were the Access Design Standards from Burlington, Calgary, and Winnipeg. Where specific vital information or data could not be garnered from these key documents, specific contacts were made with Access Design Specialists from each of these three municipalities (all being very competent and knowledgeable about their disciplines within their own respective municipal contexts).

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While no Access Design Standard currently exists in Grande Prairie, topical comparative items for that municipality were obtained from three staff people in the City of Grande Prairie, in conjunction with two disability-serving non-profit organizations (the Spinal Cord Injury Association and the Canadian National Institute for the Blind, both having satellite offices in Grande Prairie). All of the respondents in the City of Grande Prairie were highly knowledgeable about the city's involvement with disability supports and services, along with future planning processes for people with disabilities and for seniors.

One case example of universal access from each municipality studied (facilities that have recently received an access award from their respective region) have also been displayed. Thus forming some further verification of the recorded and synthesized data, and to better illustrate the outcomes of planning and design that venture beyond building codes, into more universal design concepts.

The recorded data was then synthesized and analyzed to draw observations and conclusions through observing commonalities, differences, dialectics, and complexities/relationships relevant to universal access best practices.

It should be stressed how the examination of the four populations as alluded to throughout the raw qualitative data (again, being those with physical, perceptual and cognitive disabilities and in relation to seniors), there is always a good level of generalizability between these diverse populations and other diverse groups at large. A few examples of such generalized associations are:

- When pathways or walkways are designed with minimal gradients and safely-textured/contrasting surfacing in mind for people with physical disabilities, such designs simultaneously benefit cyclists or parents with strollers.
- When well-distributed overhead lighting for streetscapes or store front and recessed entrances is implemented for people with visual disabilities, such design intricacies benefit all with crime prevention.
- When the acoustics for a new structure with public access is planned to prevent extensive echoes or sound reverberations for built environment users who may be hard of hearing, such accommodations allow all individuals to hear public address systems more readily and/or allow for people to communicate easily (this can be vital in emergency situations for everyone).
- If policy makers and designers install park benches and rest areas along a recreational pathway for seniors, such designs can also benefit all age groups with sometimes unanticipated needs for the safe ambulation for everyone.

With comparing the four chosen municipalities, and examining the commonalities, differences, dialectics and complexities from all of the comparative components, along with drawing upon vital associated experiences of the consultants, and various vital publications, plus related international research in universal design, then, one could verify the best practices from the four cities (determining trends

and patterns and even unique design approaches. These have all provided forms of verification and a good level of rigor for the review.

Prior to venturing into citing the various aspects of access to the four municipalities assessed for this review, it should be mentioned how this study focuses on access to built environments, and is not intended to be a major social or sociological review of said municipalities. Simultaneously, it is important to note how there are many social and sociological factors that influence universal and inclusive designing.

3.0 Best Practices Review Comparative Descriptions

Note 1: for ease in reviewing the following comparative descriptions, specific referencing notes have not been included – please refer to Appendix 1, References and Selected Bibliography, of the overall summary for websites, articles, books and various forms of important resources.

Note 2: As the following two sections relate the raw qualitative data, there are instances where specific citations of the municipalities' various situations and perspectives are emphasized, hence, some pronouns such as "We" are cited from certain documents and specific information relayed from representatives of each municipality. Where appropriate however, the consultants have paraphrased and/or edited for a condensed review of massive materials.

Comparative Item 1: Municipal Government Structure Overview

Burlington

- Population of over 183,000
- 6 City Council members plus Mayor
- 12 departments
- 1,400 full time and 600 part time employees

Calgary

- Population of 1.4 million
- 14 City Council members plus Mayor
- 4 Standing Policy Committees under City Council; 6 departments with an overall total of 29 business units
- 15,024 total employees (12,171 full time, and 2,853 part time employees)

Grande Prairie

- Population of over 65,000
- 8 City Council members plus Mayor
- 4 Standing Policy Committees structured under City Council; 36 departments
- 625 full time employees, with additional seasonal staff

Winnipeg

- Population of 727,000
- 15 City Council members plus Mayor
- 19 departments
- Approximately 10,059 employees

Comparative Item 2: Legislative Bases

All four municipalities are aiming to be consistent with international agreements such as: World Health Organization; United Nations Convention on the Rights of Persons with Disabilities; and International Standards Organization standards; plus consistency with future federal accessibility legislation in Canada

Burlington

- Ontario adheres to the Accessibility for Ontarians with Disabilities Act (AODA), which requires any municipality over 10,000 residents to organize and operate a cross-disability Accessibility Advisory Committee comprised of a majority of community members having varied disabilities to advise on and review site plans and to assist in planning for future access for the municipality, which includes access plans updated on a regular basis.

Calgary

- Adheres to Alberta's Safety Codes Act with the associated Alberta Building Code, being the primary statute to outline planning and building basic requirements for interiors up to the building envelope. There is also a requirement for provincially sponsored social housing to retain adaptable dwelling units for current or future residents with disabilities. The only other salient provincial guiding document is the Alberta Disability Strategy of 2002, which listed a series of recommendations for future planning, including the establishment of the Barrier Free Council under Safety Codes Council.

Grande Prairie

- Adheres to Alberta's Safety Codes Act and the associated Alberta Building Code, dealing with interiors up to the building envelope of a structure. Plus adheres to the Alberta Disability Strategy of 2002, and the Adaptable Dwelling unit social housing requirements.

Winnipeg

- Winnipeg has several legislative foundations for ensuring access for the municipality, venturing beyond the building codes, and human rights legislation. The recent Accessibility for Manitobans Act has also ensured equitable access to, and planning for, barrier free access to facilities and services.

Comparative Item 3: Foundational Strategies and Municipal Plans

Access design strategies, municipal development and redevelopment plans

Burlington

- Conducts annual accessibility strategies, fully involving their Accessibility Advisory Committee, which translates into access plans that are tracked, implemented and assessed annually.

Calgary

- Calgary conducts annual strategies for access planning and design, all entrenched in the Advisory Committee for Accessibility's work. These strategies function as the guiding document for various civic departments to plan for accessibility.

Grande Prairie

- Grande Prairie has included aspects of accessibility for diverse populations in their Municipal Development Plan (the MDP, under a City By-law Section C-1237) which outlines access to both social housing; and in the Community Mobility section (By-law C-1237B, June 11, 2012) indicates how there is assurance for all people with disabilities have free access to City services and facilities.

Winnipeg

- Winnipeg is committed to developing access strategies and access plans, through the City's planning process which involves conceptualizing an Accessibility Access Plan (that is continually monitored, and assessed every two years, and with related reports to the community), with relevant City employees and members of the community with disabilities. The City uses an internal departmental scan for accessibility and an online survey of community members who are dedicated to or interested in, accessibility and universal design. Winnipeg applies an access policy, ensuring an Access Advisory Committee is in place and that access strategies and plans are developed and updated as required.

Comparative Item 4: Budgets Dedicated to Access and Universal Design

Burlington

- The City of Burlington does not have any specific budget for accessibility, as this is part of the regular business practices in designing new or redeveloping corporate properties and related infrastructure.
- There is never any discussion about accessible designs being too cost prohibitive.
- There are operating budgets for alternate formats, such as for Braille or large print, and allowances for American Sign Language (ASL), interpretation and real-time captioning that are occasionally necessary at the corporate level. An example might be with regard to a swimming lesson for a person who is hard

of hearing, the specific department would financially sponsor the interpretive supports.

- Calgary
- The City of Calgary does not retain an overall budget for accessibility. Individual departments include accessibility topics and projects through their specific departmental service provision.
- The only dedicated fund is \$87,000 for captioning of Council meetings and for public hearings.

Grande Prairie

- The City of Grande Prairie does not have a budget for accessibility specifically, with each department being responsible for their individual budgets.
- There could be future budgetary allotments for access to relevant departments, but this would then pose the question as to how such allotments would be handled and monitored.

Winnipeg

- The City of Winnipeg does not commit one overall budget to accessibility, with such a requirement being dedicated to each department (much like commitments to safety or aesthetics, each department also budgets and plans for accessibility).
- The only individual budget that might relate holistically to access is \$425,000 available for older facilities to bring them to current standards, where renovations are deemed necessary.

Comparative Item 5: Access Advisory Committees

Cross disability community representation

Burlington

- Retains a cross disability advisory committee, within the City's structure, consisting of community members having disabilities.

Calgary

- Calgary retains a cross disability advisory committee, with community members having lived experience, working alongside City departmental representatives.

Grande Prairie

- Grande Prairie has a cross disability advisory committee based in community, not formally structured under the City's auspices, and involves strong advocates from the social services sector for people with disabilities.

Winnipeg

- Winnipeg has had an accessibility advisory committee for decades, with cross disability involvement, and functions to advise all departments with the City.

Comparative Item 6: Champions, Keynoters and Advocates

Internal to City

Burlington

- The Accessibility Coordinator with the City and community members from a cross disability perspective (those with physical, intellectual and perceptual disabilities) function as the primary advocates and keynoters for access policies and considerations for the City.
- Such organizations and movements as the including the Community Living movement and Special Olympics, and support and consultation with the March of Dimes, have all contributed to improved universal access for the City.

Calgary

- The municipality has relied upon various civic employees and community contacts who have served people with varied disabilities over the years. City staff people from Parks and Recreation, Calgary Transit, Community and Neighbourhood Services, and a selection of City Councillors have worked as strong advocates. Other advocate systems have included the Multiple Sclerosis Society, the Spinal Cord Injury Association (in the past entitled the Canadian Paraplegic Association). The Canadian National Institute for the Blind, the Cerebral Palsy Association in Alberta, the Independent Living Resource Centre of Calgary, and Persons with Developmental Disabilities.

Grande Prairie

- Organizations in community to promote universal access, such as the Spinal Cord Injury Association and the Canadian National Institute for the Blind have functioned as strong keynoters.
- There are some City of Grande Prairie staff people who function as excellent liaisons and work with community to ensure future planning for improved universal design (this has included a specific City Council member and the Coordinator for Environmental Stewardship).

Winnipeg

- Two primary advocates within the City of Winnipeg continue to support universal design within the system: these are the Access Advisor and the Universal Design Specialist.
- Winnipeg has always had a strong disability movement, not only locally but also nationally. With a post-secondary educational program in universal design, and with the nationally renowned Canadian Centre for Disability Studies; along with much of the historical foundation for the Independent Living movement. All of the foregoing has functioned as a strong advocacy base to highly influence universal access in community.

Comparative Item 7: Universal Design Specialists & Access Coordinators

Burlington

- Burlington has an Accessibility Coordinator within their Capital Works department; the Coordinator liaises with all City departments on access design and accessibility topics and plans.

Calgary

- Calgary has an Issue Strategist, under Community Priorities, who liaises between community and the City, and coordinates the functions of the City's Advisory Committee on Accessibility.
- A Universal Design Specialist also functions under, Planning and Building, to advise and coordinate implementation of access plans for City-owned-and-operated facilities.

Grande Prairie

- Grande Prairie does not retain a specific staff person to coordinate and advise on access, but the City's Coordinator for Environmental Stewardship liaises with community and advises internally on an informal but active basis.

Winnipeg

- Winnipeg has an Access Advisory Coordinator who liaises with community and coordinates the cross-disability advisory committee.
- The City also has a Universal Design Specialist who coordinates and advises on access to built environments for City-owned-and-operated facilities.

Comparative Item 8: Access Design Standards

Burlington

Accessibility Design Standards, revised 2016

- Glossary & Definitions
- Scope (application & enforcement)
- Design Standards
 - Access & circulation (space & reach requirements; ground & floor surfaces; protruding & overhead objects; accessible routes, paths & corridors; entrances; doors; gates, turnstiles; windows, glazed screens & sidelights; ramps; curb ramps; stairs; handrails; escalators; elevators; platform lifts)
 - Washroom facilities (toilet facilities; toilet stalls; toilets; lavatories; urinals; washroom accessories; universal washrooms; shower stalls; grab bars)
 - Other amenities (drinking fountains; viewing positions; elevated platforms; change/dressing rooms; offices, work areas & meeting rooms; waiting & queuing areas; tables, counters & work surfaces; information, reception & service counters; storage shelving & display units; lockers & baggage storage; balconies, porches, terraces & patios; parking; passenger loading zones; landscape materials & plantings; benches; public use eating areas & picnic tables; street furniture; kitchens & kitchenettes)
 - Systems & controls (emergency exits, fire evacuation & areas of rescue assistance; controls & operating mechanisms; vending & ticketing machines;

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visual alarms; public telephones; assistive listening systems; signage; detectable warning surfaces; public address systems; information systems; card access, safety & security systems; glare & light sources; lighting; materials & finishes; textures & colour; acoustics; pedestrian signals)

- Facility-specific requirements (arenas; halls & other indoor recreation facilities; swimming pools, therapeutic pools & public spas; cafeterias; libraries; business, mercantile & civic; transportation facilities; heritage facilities; fire stations; training & teaching spaces)
- Outdoor public spaces (general; recreational trails; outdoor play spaces)
- Maintenance & operations
- Appendices (City of Burlington Accessible Design Standards checklist; change order form; wayfinding; slip-resistant materials; acoustic materials)

Calgary

Access Design Standards, revised 2016

- Overview
- Vehicular Access
 - Parking areas
 - Passenger loading zones
 - Signage
- Exterior Paths of Travel
 - Paths of travel
 - Obstructions
 - Benches
 - Curb ramps
 - Ramps
 - Patio/balconies
 - Parks
 - Crime prevention through environmental design
 - Accessible pedestrian signals at signalized crossings)
- Building Entrances
 - Entrances
 - Service dog relieving areas
 - Plus-15 skywalks
- Interior Paths of Travel
 - Doors & doorways
 - Stairs
 - Handrails
 - Ramps
 - Elevators
 - Area of refuge
- Washrooms
 - General
 - Washroom entrances
 - Washroom fixtures
 - Universal washrooms
 - Accessible portable toilets
- Special Interior Features
 - Controls

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- Faucets
- Counters
- Furniture
- Drinking fountains
- Public communications & alarms
- Transactions
- Assistive listening devices
- Signage
- Building directional maps
- Pay telephones
- Exhibits
- Illumination & acoustics
- Building & Special Requirements
 - Places of assembly
 - Recreation facilities
 - Universal dwelling units
 - Calgary Transit
 - Construction sites

Grande Prairie

Grande Prairie has not adopted their own access design standards; hence, relies upon the Alberta Building Code, in conjunction with the Barrier Free Design Guide for general direction for access design elements.

The general content of the Barrier Free Design Guide, 2008, are as follows:

- Scope
- Reference publications
- Definitions
- General requirements
- Interior circulation
- Interior facilities
- Residential – permanent and short term scope
- Exterior circulation, spaces & amenities
- Vehicular access
- Annexes: environmental considerations; anthropometrics for mobility aid users; potential for slip of floor and treads; references for residential accommodation; elevator

Winnipeg**Accessibility Design Standards, revised, 2016**

- General Design Standards
 - General access & circulation (space & reach requirements; protruding & overhead objects; accessible routes, paths & corridors; private development requirements for pedestrian routes; gates, turnstiles & openings; ramps; stairs; handrails & guards; accessible routes: maintenance)

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- General information & communication systems (texture, finishes & colour; acoustics; public address systems; signage; information systems; detectable warning systems)
- General amenities (drinking fountains & bottle fillers; vending & ticketing machines; elevated areas & platforms; waiting & queuing areas; seating)
- General context specific requirements (water features; public historic places; fixed seating assembly facilities)
- Exterior Design Standards
 - Exterior Access & Circulation (exterior ground surfaces; exterior lighting; streetscape; traffic signal poles; curb ramps & truncated dome detectable warning surfaces)
 - Exterior amenities (balconies, plazas & patios; plantings; picnic tables; dog relief areas)
 - Exterior context specific requirements (parking; passenger loading zones; outdoor recreational facilities; transit facilities; play areas)
- Interior Design Standards
 - Interior access & circulation (interior floor surfaces; entrances; doors; windows, glazed screens & sidelights; elevators; platform lifts; escalators; emergency exits, fire evacuation & areas of rescue & assistance)
 - Interior amenities (information, reception & service counters; tables, counters & work surfaces; offices, work areas & meeting rooms; kitchen & kitchenettes; storage, shelving & display units; universal change rooms; lockers & storage u
 - Washroom Facilities (toilet facilities; toilets; lavatories; urinals; washroom accessories; universal toilet rooms; grab bars; shower stalls)
 - Interior information & communication systems (visual alarms; assistive listening systems)
 - Controls & operating mechanisms (card access, safety & security systems; interior lighting; interior glare & light sources)
 - Interior context specific requirements (arenas; gymnasiums, halls & other indoor recreational facilities; cafeterias; libraries; cashiers & workplace accommodations; emergency services; public housing; training facilities)
- Appendices (universal design principles; change order form)

Comparative Item 9: Transportation

Mass transit and parallel transit systems

Burlington

- Burlington retains low floor buses with Global Positioning Systems audio announcements (still being upgraded to the latest technologies).
- Plans and designs for accessible bus zones/stops, bus shelters and transit terminals in conjunction with adjacent approaches and areas, are generally included.
- Burlington Transit has a subdivision that provides accessible van service as a parallel trip option for people with physical disabilities (Handy-van Services).
- As a standard, safe/barrier free paths of travel to and from the various accessible vehicles are included in the overall inclusive design planning.

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Calgary

- Calgary has designed barrier free access to the mass transit system (LRT cars, platforms and various stations, in conjunction with low-floor buses with Global Positioning System and audible announcement capacities).
- The mass transit system is updated or upgraded to current access design standards, as new technologies are developed, with current budgetary boundaries in mind.
- A parallel system for people with disabilities is available, and functions in unison with the mass transit system (i.e. people with disabilities can apply for the parallel system to a limited or full degree, and still access the regular system as appropriate or as convenient).

Grande Prairie

- Grande Prairie retains low-floor kneeling buses with Global Positioning System audio announcement capacities.
- The bus shelters and approaches are upgraded for improved access as specific infrastructure is refurbished.
- A Disabled Transit Society also provides parallel transportation supports, with lifts and vans, separate from the mass transit system.
- Grande Prairie has also adopted a community mobility strategy which embraces the overall concept of integrated accessible trails and pedestrian walkways.

Winnipeg

- Winnipeg has low-floor kneeling bus technologies with Global Positioning System audio announcement capacities.
- Bus stops, shelters, platforms and terminals are planned for accessibility, and are upgraded to the City's Accessibility Design Standards, as such standards are updated.
- The Handy-Transit Service provides a parallel support with accessible vans on a daily basis.

Comparative Item 10: Human Resources**Burlington**

- Burlington exceeds the equitable employment goals of the Accessibility for Ontarians with Disabilities Act, and complies with employment equity/human rights from both the provincial and national perspectives. This includes accommodations for new employees with disabilities, such as workplace modifications as required.
- The City's Accessibility Design Standards require accessibility to offices, meeting rooms and work areas, so as to consider the equitable and functional employment of personnel with disabilities.

Calgary

- Calgary complies with Alberta Human Rights, Citizenship and Multiculturalism Act, which includes the equitable hiring and job retention commitments for

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employees with disabilities (and related non-discriminatory behaviours in the workplace).

- The City aims at providing application and interview practices that are sensitive to the hiring of potential employees with varied disabilities.
- The City's Access Design Standards relate access to meeting rooms and work areas, with standards on access to ancillary facilities within City-owner-or-operated buildings such as access to washrooms, barrier free paths of travel within corridors, and other accessible means of vertical and horizontal circulation.

Grande Prairie

- Grande Prairie's Community Living department has a strategy and plan in place, in partnership with Inclusion Alberta (an organization supporting persons with developmental disabilities) to review what positions and hiring practices may be established to create a more diversified workforce for the City.
- Equitable/inclusive hiring practices also involves training of departmental staff people to better understand disability work issues.

Winnipeg

- Winnipeg is consistent with the Accessibility for Manitobans Act Part Four, dealing with equitable recruitment, hiring and job retention practices.
- The City is compliant with provincial human rights, and with Canadian Human Rights legislation and related practices for employment equity.
- The City's Accessibility Design Standards also include accessible designs for workplace settings (offices, boardrooms, meeting rooms, and work areas).

Comparative Item 11: Recreation**Burlington**

- Burlington has developed the following standards for interior recreation facilities. The access design features for such facilities consider: washrooms; change rooms; performance areas; ice rinks; swimming pools; hot pools; therapeutic pools; public spas; recreation offices and meeting rooms.
- Burlington has also developed access design standards for exterior facilities such as: recreational trails; outdoor play spaces; waterfront areas (beach access routes and docks); lookout points; accessible seating along the walkways/trails and lookout points; accessible parking in close proximity to trailheads and lookouts.
- Barrier free paths of travel are all integral in accessing and linking such facilities (this would include pathways, foot bridges, and boardwalks). Planting and trees are consistently maintained to avoid overhead hazards and obstructions.
- Access to sports fields and associated spectator areas, along with picnic areas are also considered for people using wheelchairs.
- The recreational offers consider a wide range of disability types and levels of accommodation.

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Calgary

- Calgary includes the following access considerations for recreational facilities (indoor and outdoor): accessible parking, with a barrier free path of travel to entrances of facilities and to prime functional recreational areas; accessible spectator seating, and seating in places of assembly; swimming pools, showers and change rooms. Access to pathways, walkways and linkages between recreational functional areas are all integral to recreational programs as well.

Grande Prairie

- Grande Prairie has several recreation offers for people with disabilities, often included alongside able-bodied counterparts. An example is an outdoor fitness park (Perky McCullough Park) which is linked to an overall accessible trail system. The park provides outdoor fitness equipment stations that are accessible for people using wheelchairs (working out alongside able-bodied community members using standard equipment). Such recreational programs and equipment have been developed within community, as a result of some 10 organizations supporting a community neighbourhood for such a development. The City of Grande Prairie has taken over all responsibility for ongoing maintenance).
- Grande Prairie offers indoor recreational programs as well. The indoor facilities provide for spectator and some sport-participation activities. These current recreation supports have come about through community liaison with the city, and not as a result of overall strategic planning.

Winnipeg

- Winnipeg has included standards for the following recreational supports: outdoor play spaces; arenas; halls and other indoor recreational facilities; swimming pools; therapeutic pools; public spas; recreation trails and outdoor public spaces (waterfront areas, beach access, routes and docks, boardwalks, stairs and ramps). Pathways and foot bridges are designed in an accessible manner where appropriate and practicably possible. Equitable access to parks and greenways, along with all ancillary facilities such as benches and waste receptacles are fully considered (this has meant ensuring accessible industrial design for such furniture and equipment). Lighting and associated light standards for outdoor facilities are also fully considered. General obstacles and obstructions that could pose a hazard are eliminated or traversed in an accessible manner as well.

Comparative Item 12: Personal Safety & Security

Burlington

- Burlington covers safety and security systems; planning and design of safe pedestrian environments; and interactions between multi-modal means of safe transportation in the Accessibility Design Standards.
- Fire evacuation and safety systems are also well planned for with, for example, safe areas of rescue for building users having varied disabilities.

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Calgary

- Calgary plans for safety in the Access Design Standards (based on the Safety Codes system in Alberta).
- Calgary has established a cross-disability Persons with Disabilities Police Advisory Committee as of 1997, now one of the Chief of Police's Advisory Boards from community.
- Crime Prevention through Environmental Design, in conjunction with access design and fire safety have all been combined to venture beyond strictly the Alberta Building Code safety requirements.

Grande Prairie

- Grande Prairie has added safety and security in the City's various policies, programs and procedures; however, safety and security for residents with varied disabilities, specifically, is still evolving and is added as research and development continues and expands.
- One specific policy that has considered the safe ambulation of people with disabilities is the City's Mobility Plan (ensuring adequate pathway widths, gradients and surfacing and lighting for example).

Winnipeg

- Winnipeg considers both aspects of barrier free safety (obstructions for people with physical perceptual disabilities) and with regard to fire evacuation, general fire safety, and specifics about visual alarms).

Comparative Item 13: Streetscapes, Roads & Parking**Burlington**

- Burlington, through their Accessibility Design Standards, addresses intricacies of general street designs for pedestrians through the following categories: curb ramps; street lighting; street furniture; fountains; gates and turnstiles; passenger loading zones; benches; outdoor public eating areas; picnic tables.
- Roads and parking designs for Burlington's Accessibility Design include: pedestrian signals (including audible and vibro-tactile walk indicators); controls and consistently operating pedestrian signal mechanisms; accessible pedestrian signal controls; street access and circulation; landscape materials and plantings.
- Parking: Burlington requires provision of permit parking (wider stalls, with adequate signage as outlined in the Canadian Standards Association B651-12 and Building Codes) for people with disabilities. This includes both street parking and parking offers associated with private property having public access.

Calgary

- Calgary Access Design Standards address streetscape designs through the following categories: exterior paths of travel (barrier-free path of travel, access to parking areas, accessibility signs, exterior walks and ramps – including curb ramps); building entrances; and service dog relieving areas.

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- Calgary Parking and Roads has cited the Alberta Building Code requirements for: parking areas, passenger loading zones and signage (proximity to entrances, configuration of wider stalls, upright and parking stall surface signage, associated cross-hatch loading zone area markings, and curb ramp design to associated barrier free path of travel to building entrances).
- Intersection designs relate off-set curb ramps at marked pedestrian crossings; accessible pedestrian signals (push button activator locations, with tactile directional locators).

Grande Prairie

- Grande Prairie does not have its own Access Design Standards, but has addressed some barriers to accessing their outdoor pedestrian environments through recommendations from their informal community-based Access Advisory Committee (these include avoiding barriers such as sandwich board signs, refuse container placement in pedestrian rights of way, and sufficient barrier free paths of travel, linked with public sidewalk curb ramps).
- Roads and parking considerations involve future planning and strategies for installation of pedestrian signals at major intersections, and strategies for curb ramp installations linked with barrier free paths of travel on public sidewalks. A parking control City By-law outlines regulations on permit parking (fines and requirements for a parking placard for people with disabilities).

Winnipeg

- Winnipeg has addressed streetscapes through the Accessibility Design Standards within the following categories: arterial and collector sidewalks; downtown core area streetscapes; accessible routes with adequate width (1900 mm) clearances with pedestrian rights of way; colour contrast for street elements; waste receptacles and recycling bin locations; types of surfacing for pedestrian walkways; signage poles; detectable warning surfaces; street furniture designs; elevated platform areas; vending and ticketing machines; balconies, patios and plazas; boardwalks and foot bridges; picnic tables; dog relief areas; and passenger loading zones.
- Roads and parking standards include: exterior lighting; traffic signal poles; cycling pathways; curb ramps and truncated dome warning surfaces. Parking includes permit parking signage; accessible routes to and from parking; accessible entrances associated with parking; off-street parking.

Comparative Item 14: Winter Cities Considerations

Burlington

- Burlington does not have a specific strategy oriented to winter cities, but addresses winter conditions as required and as the severity of winter conditions impact the community.

Calgary

- Calgary had researched and developed a winter city strategy, but has not concentrated on fully adapting city policies to effectively compensate for winter conditions (e.g. full snow removal for ploughing of streets in winter).

Grande Prairie

- Grande Prairie does not address winter city conditions, with full recognition of regular snow ploughing on city streets and By-laws to ensure residents and business owners clear public sidewalks adjacent to their properties.

Winnipeg

- Winnipeg addresses not only the plowing of streets during winter season, but also the removal of the ploughed material (hence, providing clear access from bus shelters to low floor buses arriving at such stops; and improving safe ambulation from curb ramps across intersections).

Comparative Item 15: Housing

Accessible housing, affordable housing, visitability and continuing care or home care considerations from a community perspective

Burlington

- Burlington is not directly responsible for housing, with this topic being addressed through regional authority.

Calgary

- Calgary supports both affordable and accessible housing, in conjunction with Calgary Housing Company, the Calgary Homeless Foundation, and the Accessible Housing Society (all working in a coordinated manner through a coalition entitled 'Resolve').
- There is also a secondary suites program to help control and encourage the development of formal secondary suites in homes located within specific Calgary districts, and some of these could include accessible forms of housing (e.g. walkout basement suites with access to lanes).
- Some research into the concept of visitability has also been conducted with the University of Calgary, ensuring some level of access to neighbours' homes for people with physical disabilities.
- Homecare and supportive living environments are under the jurisdiction of Alberta Health Services (with some current research into more creative practices for both homecare and supportive or long term care).

Grande Prairie

- The city of Grande Prairie has two major social housing developments that include barrier free units (based on the Adaptable Dwelling Unit STANDATA from Alberta Municipal Affairs, often offering actual barrier free living units): these are the Grande Spirit Foundation and the Grande Prairie Residential Society). These are social/affordable and accessible housing developments)

Winnipeg

- Winnipeg housing is under the purview of the province of Manitoba, but Winnipeg does offer an affordable housing grant program where accessibility is encouraged but not mandated.
- Experiments with, and development of, visitable housing has also been conducted in Winnipeg, with some leadership in the concept of neighbours with disabilities being able to access neighbouring homes.

Comparative Item 16: Civic Awards Programs

Burlington

- The City's 'Burlington's Best Awards' will be including an Access Award within their categories in the near future, and there have been award programs for accessibility organized through the City's Access Advisory Committee in the past.
- There have also been awards programs within community that encourage access design (e.g. the March of Dimes Award Program).

Calgary

- Calgary Access Awards: the City of Calgary has several categories of access awards, which includes applications for newly built environments that have ventured beyond the Alberta Building Code and even beyond the City's Access Design Standards; and considers personal achievement for individuals who have supported or advocated for change regarding residents and visitors with disabilities.

Grande Prairie

- Grande Prairie Awards: the City of Grande Prairie has awards programs, but these have not included access awards to this point (hence, relying upon various provincial awards programs such as the 'Premier's Council on the Status of Persons with Disabilities Awards,' and the Percy Wickman Award).

Winnipeg

- The City of Winnipeg Access Advisory Committee has organized an awards program where community members can apply for designs of facilities that exhibit designs going above and beyond the province's building code.

Comparative Item 17: Policy

The primary internal policies functioning as anchors for access planning and design within the municipalities of Burlington, Calgary and Winnipeg are listed below. Grande Prairie does not retain a specific Corporate Accessibility Policy at this time

Burlington

- Burlington's Corporate Accessibility Policy was adopted in 2013, and, as a municipality of Ontario, is cited as being in full compliance with, and under the accessibility legislative authority of, the Accessibility for Ontarians with Disabilities Act (AODA), the latter being proclaimed in the Ontario Legislature in 2005.

Universal Access and Barrier Free Prioritization Plan

Deliverable 1B: Best Practices Review Report

June 20, 2017

- The Policy Statement for ensuring accessibility in Burlington is cited as follows: “The City of Burlington is committed to ensuring that people of all ages and abilities experience the same opportunities as they live, work, play and invest in our city; we promote a caring, inclusive and respectful community where City programs and services and facilities are available to everyone, including people with disabilities.” (City of Burlington, 2013, p. 1)
- The policy sets out the foundational authority for: the City of Burlington Access Advisory Committee; an Accessibility Report (a multi-year plan for the implementation of Burlington’s Accessibility Standards); and the City’s Access Design Standards.
- The policy outlines required access features and procedures as follows: accessibility considerations for procurement of goods, services or facilities; access to self-serve kiosks; training regarding accessibility and disabilities in accordance with the Accessibility for Ontarians with Disabilities Act (to be provided for City staff people and volunteers, but also expected of City-contracted staff people); physical and perceptual access to facilities and access to communications such as the production and availability of alternate formats are also required under the policy. (City of Burlington, 2013)

Calgary

- Calgary retains a ‘Corporate Accessibility Policy’ (updated from 1995 to 2005), which is founded on international, national and provincial human rights statutes and agreements, as outlined with 1) Canada’s representation and involvement with the United Nations; 2) the Canadian Charter of Rights and Freedoms (Section 15 in particular); 3) the Canadian Human Rights Act; and 4) under the Alberta Human Rights, Citizenship and Multiculturalism Act – all relating to articles and clauses emphasizing equal access to goods, services and facilities, without discrimination based on any race, national or ethnic origin, colour, religion, sex, age, or mental or physical disability (Canadian Charter of Rights and Freedoms, 1982). The City of Calgary, embracing the foregoing human rights legislation and overall bases for such legislation, adopted the latest Corporate Accessibility Policy “. . . In order to enrich and enhance our society, and in order to promote an environment where all persons can participate in, and contribute to, the cultural, social, economic and political life of Calgary.” (City of Calgary, 2005)
- The policy outlines the importance of: accommodating the access requirements of people with physical, sensory and/or cognitive disabilities: to maintain and support the City’s Advisory Committee on Accessibility (with community members advising on access issues with City of Calgary representatives); to adhere to the City of Calgary’s Access Design Guidelines (updated and entitled ‘Access Design Standards as of 2010’); to ensure physical access to facilities and services, including both to structures and to transportation; and to provide alternate formats and accommodate communication needs of people with varied disabilities. (City of Calgary, 2005)

Universal Access and Barrier Free Prioritization Plan

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Grande Prairie

- Grande Prairie does not retain a Corporate Accessibility Policy or a universal design policy, but relies upon ongoing dialogue between social service organizations in the community to advise on access issues and solutions to the city. An ad hoc cross disability advisory committee has been established to communicate regarding ongoing policy topics.

Winnipeg

- Winnipeg retains a “Universal Design Policy”, organized under the auspices of the City’s Access Advisory Committee, and partially as a response to a community cross-disability access group entitled ‘The Inter-organizational Access Committee’, from a proposal presented in December of 2001. (City of Winnipeg, 2001)
- The Universal Design Policy intent, purposes and general content are as follows:
 - That the City of Winnipeg will ensure all new construction and/or major renovations to buildings, exterior environments, as well as purchases and new developments in services, products, or systems that are funded in whole or part by the City will follow universal design criteria.
 - That the Chief Administrative Officer will establish an Inter-departmental implementation team to steer this policy: This team would consist of representatives from the Access Advisory Committee and the following civic departments: Public Works, Planning, Property & Development, Winnipeg Transit, Corporate-Finance, Materials Management, Corporate Services-Human Resources-Information Technology, the Equity & Diversity Coordinator, and any others deemed necessary.
 - That the Corporate Education works with the Interdepartmental Implementation Team to assist in the development of education programs to meet the diverse needs of each department.
 - That all new construction or major renovations of civic buildings and/or exterior environments, as well as transportation systems, will be reviewed to identify compatibility with universal design criteria.
 - That Corporate Finance, Materials Management Division review and work with the Universal Design Implementation Team to provide recommendations for an Implementation Plan.
 - That all new services and programs financed by any department in the City of Winnipeg will be reviewed for compliance with universal criteria.
 - That Information, such as written documents and announcements, website design, interactive communication processes, and oral and visual presentations, prepared by any department in the City of Winnipeg will take into consideration compliance with universal design criteria.
 - That the City of Winnipeg will institute a universal design review process as part of budget planning.
 - That the City of Winnipeg will include universal design criteria when developing the program of requirements for its contracting and tender processes.
 - That all public meetings and community consultations will take place in accordance with universal design principles. (City of Winnipeg, Access Advisory Committee, 2001)

Comparative Item 18: Context of Legislation, Codes, Standards & Guidelines

The following descriptions are general in nature, and are not a true comparison between the four municipalities specifically, but apply to the item subject matter from international, national and/or Alberta perspectives.

Legislation, codes, standards and guidelines often have intricate and complex interrelationships, and when it comes to the topic of universal or barrier free access designing, there is even more of a 'complex kaleidoscope' with which to comprehend. An example of these complex interrelationships in Alberta and Canada may relate to how the National Building Code is reliant upon national legislation to provide authority to the National Research Council of Canada. Somewhat correspondingly, in Alberta the Safety Codes Act has legislated not only the authority of the Safety Codes Council, but also the establishment and maintenance of the Barrier Free Council (one of 10 subcouncils of the overall Safety Codes Council structure in Alberta). Then there are the National Building Codes and – in Alberta – the Alberta Building Code in and of themselves, with their varied foundations for, and influences upon, design and construction in Alberta. Then there are the Canadian Standards Association's various well-researched elements that are continually adopted for portions of both the National Building Code and the Alberta Building Code (including the CSA B-651 *Accessible Design for the Built Environment*). Lastly for this subsection, there are also important guidelines such as the Barrier Free Design Guide to function as a 'mediating document' between codes, standards and guidelines to address various access issues in built environments. The following subsection, then, will list the four headings of Legislation, Codes, Standards and Guidelines that are directly relevant to access design in our country and in the Province of Alberta.

NB: it is also vital to note there continues to be a multitude of standards and guidelines oriented to access to built environments for people with varied disabilities. One could provide an outline of dozens of such standards and guidelines in this section. As this is a 'Best Practices Review' however, if St. Albert concentrates on the CSA B651-12 standard, the three civic Access Design Standards compared in this study, and on the guidelines as presented under the Guidelines subsection herein, such publications applied holistically will more than amply serve for an excellent basis for universal access.

Legislation**UN Convention on the Rights of Persons with Disabilities (CORD)**

To best describe the impact and importance of the United Nations international treaty for people with disabilities, known as 'CORD,' a citation from the most recent Universal Design Handbook (2nd Edition) reads as follows:

[Describing the unprecedented support for the rights of people with disabilities in our world] On March 30, 2007 the United Nations gathered 82 signatories on the opening day of the first comprehensive human rights treaty [regarding people with disabilities] of the twenty-first century. This was the highest number of opening day signing

countries in the history of United Nation conventions. In addition, it was the fastest negotiated human rights treaty in United Nations history. . . . By the end of 2009, three-quarters of the world's countries had signed.
(Ostroff, 2012, p. 1.3)

The purpose of the treaty is to “. . . protect the rights and the dignity of people with disabilities. Parties to the Convention [the signatories] are required to promote, protect and ensure the full enjoyment of human rights by persons with disabilities, and ensure they enjoy full equality under the law.”(Wikipedia, N. d.)

Canada is one of the many signatories of COR, functioning in full unison with Canada's *Charter of Rights and Freedoms*, along with all human rights legislation provincially within the country. Such human rights include vital aspects of having access to facilities and services in an equitable and respectful/dignified manner.

Canadian Charter of Rights and Freedoms

The Charter sets out the overarching framework for the rule of law within Canada. The document proclaimed in 1982 is truly our Constitution of Canada. All laws in our country are to be consistent with, and are to comply with, the Charter. A primary Section of the Charter deals with equality, and this section is often referenced when people with disabilities and seniors are being treated in an inequitable or unequal manner. Section 15 is cited as follows:

Section 15

- (1) Every individual is equal before and under the law and has the right to the equal protection and equal benefit of the law without discrimination and, national or ethnic origin, colour, religion, sex, age or mental or physical disability.
- (2) Subsection (1) does not preclude any law, program or activity that has as its object the amelioration of conditions of disadvantaged individuals or group including those that are disadvantaged because of race, national or ethnic origin, colour, religion, sex, age or mental or physical disability.

(Government of Canada, Public Works & Government Services Canada, 2002, p. 14)

Essentially, then, equal access and full consideration of people who may be a member of the listed population sectors will be fulfilled. Some additional populations are covered under this section, such as people with varied sexual orientations. It should be acknowledged, as well, how people having perceptual disabilities are classified within 'physical disabilities' under the Charter. Also, subsection (2) of Section 15 is intended to emphasize how such – often disenfranchised or disadvantaged - populations as listed may require some extra accommodation that ventures well beyond those who are not generally disadvantaged, which would not constitute 'reverse discrimination' in being assisted in some special manner in order to acquire a good level of equitable access or treatment.

Canadian Human Rights Act and Canadian Human Rights Commission

The Canadian Human Rights has jurisdiction over any federal government department or any federally-regulated organization or agency. The Canadian Human Rights Commission is focused on receiving human rights complaints dealing with inequitable access to federally-regulated services or facilities, and/or dealing with discrimination against people based on one's: Race, religious beliefs, colour, gender, physical disability, and mental disability, and age, and ancestry, place of origin, marital status, and source of income or family status. One other ground of sexual orientation can apply as well. The Canadian Human Rights Act has primacy over any other federal Act in Canada (having separate jurisdiction than provincial legislation of course).

Pending federal accessibility legislation

Since the Americans with Disabilities Act was proclaimed in the United States of America in the early 1990s, Canadians with varied disabilities have explored how some form of similar comprehensive federal legislation could be proclaimed in Canada. Certainly, Canada fully recognizes our agreements with the United Nations, and the Charter of Rights and Freedoms carefully sets out equal access to facilities and services in dignified and respectful ways; plus all federal and provincial human rights exist to support such rule of law for our nation. Yet, Canadians with disabilities emphasize such wide-ranging social issues truly require much more coordination and integration of the global concepts in order to be genuinely reified in Canadian society...

One should note, however, the geopolitical situations across our country are much different than the United States of America. Many of the federal authorities in the USA can be much more centralized in their country than what exists in Canada. Many of the structures and authorities for vital aspects of life, such as employment, education, health, and even citizenship to a large extent have been devolved to each province and territory in Canada (hence, the consistent requirements to reach national accords for social and political or economic issues that reach beyond provincial borders in our country). The result is how any form of a federal piece of comprehensive disability-related legislation in Canada must be approached and implemented in a different manner than how the Americans with Disabilities Act has unfolded in the United States.

Regardless, the Ministry of Sport and Persons with Disabilities, under the direction of Honourable Minister Carla Qualtrough has been conducting consultations across our nation from June 2016 to February of this year. Even such proposed 'accessibility legislation' is currently aimed at having direct jurisdiction over strictly federal auspices (e.g. equitably accessing federal departments or federally-regulated agencies such as banking institutions, transportation systems, telecommunications etc.), such a national piece of comprehensive legislation would form a model framework for all provinces and territories to follow. This potential federal statute structure, functioning in unison with comparable provincial and

territory legislation (such as the Accessibility for Ontarians with Disabilities Act, the Accessibility for Manitobans Act, and the very recently conceived accessibility legislation in Nova Scotia) would all reify improved access to, and social inclusion within Canada for citizens with disabilities.

The Council of Canadians with Disabilities (CCD – which is a cross disability consumer-oriented advocacy group, with provincial affiliates across Canada – the Voice of Albertans with Disabilities – VAD – being one of these affiliates) has emphasized the importance of a federal accessibility piece of legislation, outlining the rationale as follows:

“More than 3,000,000 people with disabilities live in Canada. Significant barriers still currently exist nationally. It is clear that despite progress: exclusion, poverty and isolation for people with disabilities continue. Increased investments are needed to improve disability supports to eliminate poverty and encourage/entrench social inclusion. Such core issues affecting disability and income supports are complex, multi-jurisdictional and would require substantial analysis and review of the programs and delivery mechanisms used to date”. (Gordon, 2006, p. 2)

Alberta Human Rights, Citizenship and Multiculturalism Act and Alberta Human Rights and Citizenship Commission

Alberta Human Rights, Citizenship and Multiculturalism Act covers the following grounds and areas for human rights complaints in Alberta: All persons are equal in dignity, rights and responsibilities without regard to: race, religious beliefs, colour, gender, physical disability, mental disability, age, ancestry, place of origin, marital status, source of income or family status. No one can discriminate in the areas of: tenancy; employment; publications; access to goods and services; accommodations; and with regard to facilities. One other ground that can apply relates to sexual orientation. Alberta Human Rights has primacy over any other Act or related regulation in Alberta.

Potential Future Comprehensive Alberta Provincial Legislation

Three provinces within Canada will now retain some form of comprehensive cross-disability and diverse population legislation, fully encouraging and reifying genuine access to services and facilities, along with alternative forms of communications for those with communication difficulties. Ontario, Manitoba and Nova Scotia have led this movement within Canada. Such provincial movements, in conjunction with the currently planned federal accessibility legislation will promote all provinces to take very similar forms of action.

The foundation of such similar legislation has been laid in Alberta for a number of decades. The following is a listing of elements that will result in some form of comprehensive accessibility legislation:

- A number of cross-disability organizational entities have existed in Alberta for many years, this has included the Premier's Council on the Status of Persons with Disabilities; the Voice of Albertans with Disabilities (previously entitled the Alberta Committee of Citizens with Disabilities); Alberta Disabilities Forum (ADF); two cross-disability civic access advisory committees (Calgary and Edmonton), along with informal similar civic advisory committees in other centres. These are signs of the voice of cross-disability populations evolving in Alberta.
- Barrier Free Access planning and design has existed in Alberta since the late 1970s, and has been fully entrenched within safety legislation as of 2004.
- While the following have not been adopted in many Alberta municipalities, they are all being considered to a large degree (as illustrated by St. Albert's current study): the creation of local access standards for a municipality; the assignment of a liaison for a municipality between seniors and persons with disabilities for access planning and design within said municipality; the establishment of an ongoing cross-disability and senior advisory group with civic government; an anchoring civic corporate accessibility policy with associated means of enforcing such a policy within the municipality; and a means to monitor and adapt policies and procedures to equitable access for diverse populations as time progresses.

Associated provincial legislation outlining such basic parameters for all municipalities in Alberta is likely to be in place over the next few years, as the foregoing paragraph provides good evidence of an impending paradigm shift (Bridges, 2009, 2004; Burke, 2002; Gladwell, 2002; Kuhn, 1996; Lepofsky, 2004; Watkins & Mohr, 2001).

Safety Codes Act and Safety Codes Council (Alberta)

The Safety Codes Act sets out the parameters for the Safety Codes Council (SCC). The Council is at an arm's length from the Alberta Provincial Government (liaising strongly with Alberta Municipal Affairs in particular), and functions as a regulatory body for Safety Codes Officers (Building Inspectors) in all areas of both construction and fire safety. SCC retains 10 subcouncils organized under the overall Council, with the 10th one being formally established with a 2004 amendment to the Act, creating the Barrier Free Subcouncil to represent people with disabilities and seniors. The Barrier Free Council (BFC), then, advises on any aspects under the auspices of SCC, and recommends updates in barrier free topics to both the SCC and Alberta Municipal Affairs for each new Alberta Building Code cycle. The Barrier Free Council also liaises very closely with the Building Technical Subcouncil (BTC) under Safety Codes Council, in order to work in unison for barrier free code issues and approvals for each new Alberta Building Code.

Codes

National Building Code

Model code for Canada: The National Building Code (NBC) functions as Canada's model code for building design and construction. Some five provinces retain their own building codes, but through a national agreement (emphasizing the concept of 'code harmonization'), follow the same structure for their code and the same basic requirements; yet each province may compile additional more regionally-based code requirements that proceed above and beyond the ones set out by the National Research Council of Canada's National Building Code. The point is, there can be regional nuances that are required for various parts of Canada. Parts of northern Canada deal with permafrost construction issues, differing from more southerly construction, just as one prime example.

Code cycles: The code review cycle for the National Building Code is five years, with each code being published on the turn of each decade and then again mid-decade. Such a cycle is not always consistent with Alberta Building Code's publication time frame however, as Alberta's code is in response to what is happening nationally; hence, there is a lag between the national code being published and Alberta's response with the provincial additions and latest provincial version.

Objective Based and Performative Based Codes: A more human-performative based code structure for the National Building Code has been instituted with the 2005 National Building Code publication. Every National Building Code requirement must address at least one of the code's five stated objectives of: safety; health; accessibility for persons with disabilities; fire and structural protection of buildings; and environment. This organizational base has begun to work toward a more functional/performative foundation for code applications, as compared to the strictly prescriptive bases in past code publications. Such a practice is now also being applied in provincial codes, consistent with code harmonization.

Barrier free access, from a Supplement to a formal section: Since the mid-20th century the NBC has retained a supplement on access requirements for people with some form of disability (initially, those with physical and those with visual disabilities). Such a 'Supplement No. 5' of the national code evolved into a formal section during the 1970s – Section 3.7, now Section 3.8. This section addresses barrier free access to structures and facilities available to the public. Such building areas and features as parking; entrances; foyers; corridors; public washrooms; and details such as access to service counters, seating areas in arenas and theatres are covered.

(National Research Council of Canada, 2015)

Alberta Building Code

Since 1974: The Alberta Building Code (ABC) has been in existence since 1974. Prior to the establishment of the provincial code, Alberta adopted the National Building Code for general construction requirements, and adopted various Central Mortgage and Housing Corporation (now Canada Mortgage and Housing Corporation), (CMHC) for housing construction guidelines.

During the late 1970s, Alberta Labour, Building Standards Branch, organized what was then entitled 'the Committee for Review of Building Standards for the Physically Disabled,' later entitled 'the Barrier Free Design Advisory Committee, which eventually has evolved (through a Private Member's Bill in 2004), into the current Barrier Free Council, under Safety Codes Council. This sub-council of Safety Codes Council, and its predecessor advisory groups, has maintained membership from knowledgeable representatives of social service agencies representing built environment users having physical, perceptual and cognitive disabilities, in conjunction with senior populations in the province. The Barrier Free Council consistently advises on design and construction topics for people with disabilities, and liaises with the other Safety Codes Council sub-councils (such as the Building Technical Council) to help develop updated provincial barrier free requirements during each building code cycle. One consistent major project of the Barrier Free Council has been to work closely with both the Safety Codes Council structure and with Alberta Municipal Affairs to produce an updated 'Barrier Free Design Guide' – the latter complementing each new Alberta Building Code publication.

Since each Alberta Building Code cycle lags behind the National Building Code cycle, there are interim forms of bulletins, used to update Safety Codes Officers and other officials on interim steps toward upcoming code adjustments or changes for the next publication. Such bulletins are termed as 'STANDATA' and come in three formats: Building Code Variances; Building Code Interpretations; and Building Code Bulletins. Building Code Interpretations can be most important to take note of for interim shifts in barrier free access considerations for each new code cycle process planning.

Section 3.8: Similar to the National Building Code, the Alberta Code is organized into Divisions, with Parts and Sections under these Divisions. Also similar to the National Building Code, Section 3.8 is the primary section addressing barrier free access construction requirements, with some peripheral impacts on access relating to other parts or sections (Part 7, for example, deals with doors and doorways, which can be an important building element in access for people with disabilities).

Standards

Canadian Standards Association B-651 Accessible Design for the Built Environment

The Canadian Standards Association is part of an international entity known as the 'International Standards Organization' (ISO), with consistent communications between the various developed world member countries. The Canadian Standards Association, in the context of conceptualizing some effective bases for the safe general ambulation of people having varied disabilities published the CSA B651 Barrier Free Access standards during the 1980s, and this vital publication has evolved into the current 'CSA B651-12 Accessible Design for the Built Environment' (Canadian Standards Association, 2015).

The CSA B651, while they are well-researched and vital standards, being conceived of in coordination with associated international research, are not applied consistently across Canada. Yet, they are drawn upon for various forms of legislation and codes that heavily influence the planning, design and construction of built environments across Canada. The National Building Code and each associated provincial code adopt various sections or subsections of CSA B-651 as appropriate. A couple of examples are the measurements and configurations for permit parking for people with disabilities (designated accessible parking stalls), and then there are elevating lifts standards that are applied for adaptive lifts for people with physical disabilities. Some aspects of CSA B-651 cannot always be practicably applied to building codes, however, for various reasons; hence, the National Research Council and provincial authorities adopt the access standards as appropriate and as may be involved in Barrier Free Access articles within the relevant building codes.

The general contents of the latest CSA B651-12 are as follows:

- Scope
- Reference publications
- Definitions
- General requirements
- Interior circulation
- Interior facilities
- Residential – permanent and short term scope
- Exterior circulation, spaces & amenities
- Vehicular access
- Annexes: environmental considerations; anthropometrics for mobility aid users; potential for slip of floor and treads; references for residential accommodation; elevator requirements for persons with physical disabilities; references for accessible outdoor recreational environments.

(Canadian Standards Association, 2015)

Civic Access Design Standards

Over the past approximate decade, 'Access Design Standards' have evolved in various municipalities across Canada. Such actions have been taken, in part, due to the proclamation of the Accessibility for Ontarians with Disabilities Act (AODA, which has jurisdiction only in Ontario, but has influenced the creation of comparable provincial Acts now being proclaimed in other provinces), but also partly due to a logical evolution/progression toward more effective access for diverse populations in local municipalities. Even though barrier free access articles exist in national and provincial building codes, such prescriptive requirements are not always contextually appropriate or applicable. There can be subtle facility nuances that require a standard access approach in specific municipality situations. Some municipalities may involve beach fronts or large wooded areas, while others may retain more undulating topography, hence affecting building planning and related access issues. Municipalities, on their own, then have continued to adopt their provincial building code requirements, but have ventured further with planning and implementing their own access standards with community coordination and relevant input.

Guidelines

Accessible Pedestrian Signals Guidelines (Transportation Association of Canada, 2007)

The Accessible Pedestrian Signals Guidelines produced through the Transportation Association of Canada are the culmination of several decades of work and experimentation on – what used to be termed as – 'audible pedestrian signals' or 'APSs.' The safe ambulation of people with visual disabilities at intersections retaining traffic signals has been an issue since the existence of automobiles and related traffic intersections in any urban environment. The original APS technologies were developed in the late 1970s, and various countries adopt different versions of the technology. Even within Canada, in fact, different provinces and varied municipalities within each province continue to experiment with APSs as the technology progresses.

The most common design of APS installed across Canada retain either an electronic 'beeping' audio signal or imitation bird chirping audio signals (with a different bird imitation for the two alternate directions for the intersection crossing).

It is important how transportation planners and designers become aware of some basics of orientation and mobility practices by most pedestrians with visual disabilities. Such pedestrians rely, heavily, upon ambient sounds from traffic in their immediate environment (being dependent upon both vehicular and pedestrian traffic noise). Even with no APS installed at a specific traffic intersection, the pedestrian with a visual disability awaits to hear the traffic pattern and movement of vehicles (firstly) at the intersection (awaiting the vehicular movement to proceed in a parallel manner to the persons' intended direction to cross the intersection).

Then, the pedestrian awaits the sound of other sighted pedestrians to proceed in the same parallel direction (thus, confirming that a 'walk signal' has been activated for the actual pedestrian traffic to proceed).

The issues for safe crossing of intersections for pedestrians with visual disabilities arise in several circumstances: 1) if there is little or no traffic noise, partly due to time of day or if an intersection involves automobile traffic in one direction, crossing something like LRT tracks in the other direction (hence, little traffic ambient noise in the LRT direction); 2) if the intersection is complex in some manner (say, with more than two road systems crossing at one intersection, or extremely varied turning traffic patterns with varied turning delay signals in existence, or traffic direction reversals with different times of day; and 3) safe crossings can also depend upon the classification of an intersection to be crossed (a 'T Intersection,' for example, can be complex simply due to its layout). All such circumstances would clearly warrant the installation of APSs.

As a result of many years of APS technologies and experimentation through the Canadian National Institute for the Blind, in conjunction with international related research, the Transportation Association of Canada (TAC) worked toward the establishment of compiling some pertinent guidelines for APSs in Canada. The following outlines the salient design feature the final results, from a symposium held in 2007, and involves the following design features for the proposed standard APS signal:

- The APS audio signal may be push-button actuated or may be automatic in coordination with the visual walk signals (the latter is preferred, but if the APS signals increase the ambient noise in the immediate vicinity to a large extent, then a push-button actuation may be necessary).
- An initial direction of travel may also be determined with a vibrating directional signal located on the signal standard at such intersections; however, to locate both such directional signals and any APS actuation button, there is also a low-tone audio device to allow pedestrians to audibly locate the push-button and directional vibration arrow in the first place.
- An audio signal that can adjust automatically to ambient noise can also be an option for such APS designs, resulting in lower volume of signal when the traffic ambient noise is lower, and a higher volume when the traffic noise is higher.
- A different audio signal for one crossing direction must be in place in comparison with another alternative sound for the other crossing direction.

(Transportation Association of Canada, 2007)

Barrier Free Design Guide (Safety Codes Council, 2008)

The *Barrier Free Design Guide* (complementing each current Alberta Building Code) was conceptualized during the mid-1980s. The Committee for Review of Building Standards for the Physically Disabled (a predecessor in advising on barrier free access standards and practices for the Alberta Building Code, and the

predecessor to the Barrier Free Council) observed how the Building Inspectors, designers and the various trades involved with construction of the day needed some further background in access design. Ever since the initial creation of the guide, the three primary purposes of the publication have been: 1) to explain the rationale behind each article that applies to the current Alberta Building Code in support of built environment users with varied disabilities and seniors; 2) to list salient best practices in design and construction for these diverse populations (particularly with regard to residential settings); and 3) to describe basic principles in how access designs for each diverse population addressed by the code could be applied.

A wide range of disciplines and professionals, along with the general public interested or committed to barrier free access have continually obtained a copy of each edition of the guide as the years have progressed. One primary discipline, in fact, has found the publication very useful (Safety Codes Officers, for the guide condenses all parts of the Alberta Building Code that addresses any aspect of barrier free access for people with varied disabilities into one document. Hence, Safety Codes Officers do not have to continually search throughout the various parts and sections of the code in order to locate such barrier free requirements. The latest (fourth) edition of the guide complements the 2006 Alberta Building Code, but a fifth edition to complement the current 2014 code is due to be published at some point this year.

The general content for the Barrier Free Design Guide is listed as follows:

- General application of barrier-free design
- Site development
- Circulation
- Public facilities
- Residential requirements
- Fire safety
- Communications
- Information and design basics for persons with disabilities and seniors
- Definitions
- Appendices: principles of universal design; adaptable dwelling units; elevator requirements for persons with disabilities; occupancy types; metric conversion charts.

4.0 Case Examples of Best Practices

Case Example 1

The City of Burlington Performing Arts Centre Burlington, Ontario

Accessibility Award Received

The City of Burlington was awarded the 2012 Award of Merit for Barrier-Free Design from March of Dimes Canada for the [Burlington Performing Arts Centre](#).

About the Award

The award, created in 1993, promotes public awareness of the importance of barrier-free design and recognizes excellence in accessibility design. It is presented annually to the owner of a building or facility that had been designed or renovated with special regard to accessibility for persons with a disability.

Accessibility Features for Cross-Disability Access

The Burlington Performing Arts Centre project is the result of a collaborative process that involved several groups of experts, including people with disabilities; coming together to create a facility that is inclusive and respectful to all, combining accessibility with imaginative design and creativity. This community gathering space features a 730 seat main stage theatre, a 225-seat studio theatre, atrium space and an event patio. It was built to accommodate a large number of events - from symphony orchestra and large-scale musical productions to community productions, corporate functions and social events.

"The Performing Arts Centre accomplished accessibility beyond what has been traditionally included--they considered all aspects of the facility including the backstage, on stage, house office, and guest/participant experience. People with disabilities may enjoy the theatre, and Burlington recognized they may also perform and provide support service roles throughout the centre," said Andria Spindel, president and CEO of March of Dimes Canada.

Features that benefit patrons, employees and volunteers with disabilities include:

- The elevation of the entrance to the building was raised to provide a gently sloping entry ramp that is the main access point into the building.
- The outside walkway consists of pavers with no bevelled edges and no joints to ensure the safety of people using walkers and wheelchairs.
- Grooves were cut into the tiles on stair nosings to serve as a tactile warning and colour contrast was used to assist patrons with vision loss.
- Contrasting colour inserts were installed at the base of each architectural column to provide a safety cue for people with low vision.
- The use of colour, contrast and texture throughout the entire facility was used to enhance the safety and wayfinding experience for everyone, including people

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with vision loss. The buildings lighting was carefully designed to provide appropriate lighting levels and avoid sudden transitions between light and dark.

- Assisted hearing devices are provided so that those with hearing loss can enjoy the wonderful performances at the Performing Arts Centre.
- Accessible seating is provided in several locations in the Main Theatre offering a selection of seating at different price points.
- The orchestra pit is accessible by elevator for musicians with mobility issues.
- Washrooms were configured so that the accessible stalls are located on the closest path of travel rather than at the far end of the bank of stalls.
- Lowered service counters at the box office and the bar,
- Automatic door opening sensors throughout the facility



Case Example 2**Taylor Centre for the Performing Arts****Mount Royal University Conservatory and Concert Hall****Calgary, Alberta****Accessibility Award Received**

City of Calgary Accessibility Award 2016

Accessibility Features for Cross-Disability Access

The Mount Royal University Conservatory has ventured well beyond the Alberta Building Code with recent renovations.

Exterior

- Ramp to lobby entrance is designed with a 1:13 slope, which is shallower than allowable to make it easier to use.
- Secondary building entrances (Link entrance and Conservatory entrance) were carefully planned to be at grade.
- A ramp was included at the loading dock for performer entrance. As such, all primary building entrances are barrier-free, which greatly exceeds the minimum requirements.
- Careful consideration was made for the protection of the barrier-free path from obstructions, such as grating, manhole covers, and other sub-surface connections.

Interior

- All interior corridors greatly exceed the requirements of the Alberta Building Code 3.3.1.9.
- The Conservatory and Concert Hall have a barrier-free path of travel
- All interior doors include the required latch side clear space of 300mm push and 600mm pull.
- Access doors to all public washrooms meet all latch side clearances and also include powered operators
- The lighting designers paid special attention to lighting the concert hall steps and seats to help movement in the reduced light environment
- Consideration was given to contrasting colour between wall/floor, furniture/carpeting to allow differentiation of elements by people with reduced vision.
- On the plaza surface, changes in grade are signalled by tactile surfaces that are cane detectable
- Signage with lettering in relief
- People with physical disabilities can access seating areas designed for wheelchairs and there is ample space alongside for service dogs to rest.
- FM listening system transceivers are available for loan for people who are hard of hearing.

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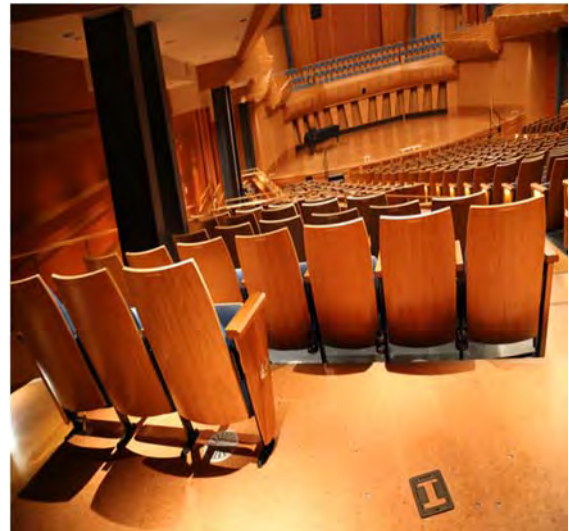
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- All elevators form part of a barrier-free path of travel (this excludes service and freight elevators) are sized to allow adequate access by persons in wheelchairs.
- Careful design, in terms of multiple levels and sloping floor plates allow wheelchair access to all areas of the Concert Hall including:
 - front and rear orchestra
 - front and rear parterre
 - side and rear balcony
 - choir



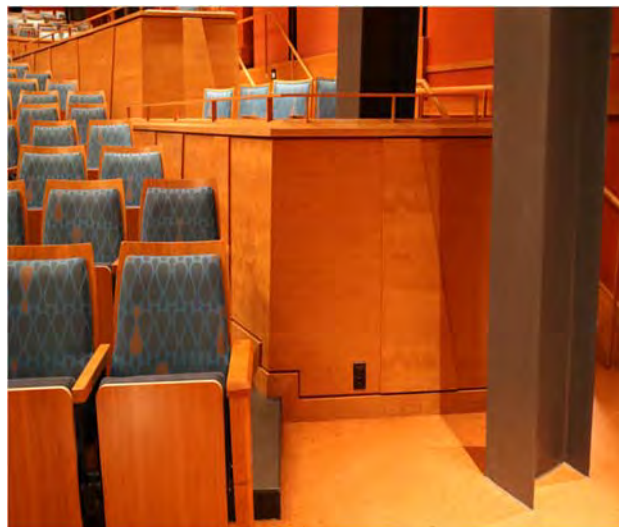
Wide stage access



Accessible seating



Lift to studios



Front row seating available in two locations

Case Example 3**Perky McCullough Wheelchair Accessible Outdoor Fitness Park****Grande Prairie, Alberta****Accessibility Award Received**

Percy Wickman Accessibility Award presented by Spinal Cord Injury Alberta

Award Criteria

Awarded to: the owner of a new or newly renovated facility in Alberta who has recently completed a specific building project

Awarded for: a new building (or major renovation) project in Alberta that has exceeded building codes in wheelchair accessibility features

The recipient

- Must own the facility, which is being recognized
- Must build in the Alberta region
- Must have opened or re-opened its facility since the time the award was last given out (usually one year)

Information on the Case Example

Through collaboration with several community based organizations the Montview Neighborhood Association of Grande Prairie successfully created an open-air wheelchair accessible fitness park. There is no user fee, and it has easy access via paved streets and paved trails. The park was opened in May 2016 with the intention of being user and family friendly.

Accessibility Features for Cross-Disability Access

- The park is linked to an overall accessible trail system in Grande Prairie.
- There are 12 exercise stations in the park linked with accessible asphalt pathways. Eight of the twelve stations are totally accessible for people using wheelchairs (with the equipment itself being designed for usage by people with physical disabilities)
- The signage in the park includes Braille.
- Picnic tables are wheelchair accessible.

**Case Example 4****The Canadian Museum for Human Rights, Winnipeg, Manitoba**

Accessibility Awards Received**Access Award 2015- City of Winnipeg**

- Leadership Award for the Advancement of Accessible Environmental Design presented by the City of Winnipeg
- Award of Excellence in Accessible Architectural Design

The Access Awards raise awareness regarding the importance of accessibility and universal design in the City of Winnipeg. These awards honour projects that incorporate physical access, communication access and/or wayfinding into built spaces in our city.

Gold Award for Public Space Design 2016 (presented by the International Association for Universal Design (IAUD))

The award is presented annually for outstanding contributions towards building an inclusive world where everyone can live together comfortably and without barriers to participation in daily life, regardless of ability, age, gender, ethnicity or other factors.

IAUD Award 2016 had 59 entries from all over the world. The Selection Committee judged the entries rigorously and impartially and selected 2 Grand Awards, 7 Gold Awards, 12 Silver Awards and 34 IAUD Awards.

Spirit of Winnipeg Awards 2017, Design and Building category

Presented by the Winnipeg Chamber of Commerce

This category recognizes efforts to create unique, beautiful and healthy built environments that improve how we experience and interact with our city.

Information on the Case Example

The Canadian Museum for Human Rights decided to adopt an inclusive design methodology from the start, rather than designing something first and adapting it later to be accessible. Inclusion became a mandate across the organization and a key characteristic of the corporate culture.

An Inclusive Design Advisory Council (IDAC) was established consisting of a dozen members with a various disabilities from across Canada. This council helps the Museum make informed decisions and connects it to disability communities for further prototyping, testing and criticism. A National Test Group was established, made up of 30 people from across the country who uses various adaptive technologies.

Accessibility Features for Cross-Disability Access

- The Museum has met or exceeded Smithsonian guidelines for accessible design, as well as stringent criteria under the National Building Code and Web-based accessibility standards.

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- All digital media in the Museum (over 100 hours of video and film) include descriptive audio, sign-language interpretation, open captions and individual volume control.
- The Museum developed a unique Universal Keypad (UKP) with help from the Inclusive Design Research Centre at the Ontario College of Art and Design University. The UKP allows blind and low-vision people to navigate digital touchscreens via tactile buttons and text-to-speech functions. These visitors can have content read aloud, control volume, zoom screens and access all digital media. The keypad also includes a wrist-rest for those with upper-body mobility challenges.
- Over 150 iBeacons have been installed throughout the Museum to deliver content to visitors' mobile devices through a unique app, enabling text-to-speech readers to describe text panels and visual attributes for visitors who are blind or low-vision. Universal Access Points with raised numbers, Braille, and tactile floor markers indicate the location of iBeacon points where new information can be found using the app's "Near Me" mode. The app includes supplemental content in sign language and augmented reality, and a self-guided tour for visitors of all abilities.
- The Museum has created its own unique system of over 120 Universal Access Points (UAP). A UAP is a small metal square, which features a number and a braille version of that same number. There are "cane stop" strips on the floor, to alert those who are visually impaired that they are near a UAP. The UAP number connects visitors to all kinds of information about an exhibit or a gallery. The visitor can punch the number into the Museum's mobile app on their wireless device and begin hearing about the physical exhibit that is in front of them. In some instances, American Sign Language (ASL) and Langue de signes québécoise (LSQ) are available from the UAP as well. If the visitor can't punch in the numbers, the UAP also gives off a Bluetooth signal, so the visitor can simply accept that signal to access content that is close to them, using a function in the app called "Near me." If you don't have a mobile device, no problem – the Museum loans mobile devices for free, available at the Ticketing and Information desk. The mobile app also contains a fully accessible self-guided tour and an interactive map. The self-guided tours are also available in ASL, LSQ and both French and English with audio description.
- An accessible interactive map of the Museum tells visitors where they are, shows the floor plans and guides the visitor to their destination with text-based directions.
- The museum employs tactile maps and a miniature 3D model of the building to help visually impaired visitors get a feel for how atriums and galleries are laid out.
- A Braille Gallery Guide is available upon request at the Ticketing and Information desk. This guide contains tactile maps of the galleries and English and French Braille

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- Colour contrast and Light Reflectance Value contrasts are designed to ensure sufficient contrast between the text and background to make text easier to read with different lighting conditions or visual impairments.
- All videos with spoken words (excluding music lyrics) will have CC in both English and French.
- A visitor can travel through all 10 of our core galleries without ever having to take any stairs. They have double railings for different height levels and there are also rest stops located at intervals along the way, so visitors can take a moment to relax. The ramps are a very important part of making the Museum accessible.
- There are a number of accessible elevators in the building, allowing visitors to access any level they want, including the Israel Asper Tower of Hope.
- The height of the exhibit displays and digital touchscreens were selected for optimal reach distances whether the user is sitting or standing



Cellphone based app provides Location-specific information



5.0 Observations and conclusions from Comparative Literature Review

Four categories of comparison have been outlined in these observations and conclusions through synthesizing and analyzing the data: drawing out commonalities, differences, dialectics (opposing perspectives), and complexities/relationships of the best practices studied.

Examining salient commonalities

- **Cross disability related perspectives:** all four municipalities emphasized access and support for, primarily, people with physical, perceptual and intellectual disabilities, in conjunction with seniors; yet the vast majority of materials were oriented to physical disabilities, with perceptual, cognitive and seniors being secondary in nature. All of that being observed, however, the four listed diverse populations are vital parts of our cultural milieu in Canada, and when one accommodates the requirements of such diverse groups, then many other diverse needs are met by many other populations.
- **Standards and products have been consistently adopted across Canada:** adaptive equipment, universal design approaches and techniques, products and systems for universal access within communities have become standard across Canada and within North America (e.g. low floor buses; building products for access to build environments; and applying universal design principles in planning and design for varied aspects of urban settings).
- **Most diverse populations of diverse populations:** the cross disability populations and seniors are some of the most diverse populations of diverse populations that exist in metropolitan areas, for these populations are always very evident in all social strata, in relation to all income levels, and within all races and ethnicities.
- **Winter cities:** all four municipalities compared in this review are winter cities, and this means considerations for safe ambulation in snow-filled or icy conditions; it means longer evening and dark hours where artificial lighting is consistently required to effectively illuminate pathways, roadways, assembly areas and intersections; it also means extra commitment by Maintenance & Operations departments to respond to winter conditions on an as-immediately-required basis for such diverse population needs.
- **Integrated and specialized access and supports planned in a synchronous manner:** with true universal or even more socially-inclusive designing, comes the requirement to plan for both access to regular systems, while acknowledging and accommodating specialized supports. A couple of examples would be how there will always be some integrated recreational programs for a wide range of people with disabilities, while there could be, simultaneously, specialized recreational programs (such as wheelchair basketball; sledge hockey; or even goal ball). Similarly, while regular mass transit systems are becoming increasingly accessible for diverse populations, there will always be a

demand for parallel transportation systems (with some riders even using both systems different times of the day or varied times of the year).

- **Civic governments functioning in unison with community:** every civic government works hard to respond to community issues, with appropriate planning and advice from active community members or organizations; at the same time, there can be movements where community functions on the periphery of civic government auspices. In these situations some extra care must be committed to responding to community-based movements that may or may not fully complement agreed-upon strategies.
- **Commonalities between Corporate Accessibility Policies/Universal Design Policy:** With reference to the comparative listing of the Corporate Accessibility Policies and Universal Design Policy of the Cities of Burlington, Calgary and Winnipeg respectively, such a key civic-government policy may seem to differ initially between these three municipalities, but there are some vital foundational commonalities that should be listed as follows:
 - All three municipalities acknowledge access requirements of the baseline populations of those with physical and/or perceptual and/or cognitive disabilities.
 - All three policies underline the involvement of an access-advisory element from communities of people with varied disabilities (direct ongoing community input formally entrenched in the civic government system).
 - All three policies emphasize physical and perceptual access to built environments and transportation; access to various forms of communication systems (including on site communications and online or Internet communications); and access to input within the various civic-government systems (such as the Access Advisory Committees).
 - All three policies describe an overall framework for the implementation of the accessibility intent for each respective policy.
 - All three policies outline a staffing component where at least an Access Coordinator/Advisor serve as a locus between community and serve as a permanent resource to the respective civic-government departments (in fact, an additional Universal Design Specialist now exists in addition to the three overall access-coordinating staff people in each of the three municipalities).
 - The respective policies also reference, and underline the importance of, the 'Access Design Standard' related to each municipal context (such standards are vital due to considering the implementation of standard ways to address access issues in the local context of each municipality).
 - All three policies have legislative underpinnings, whether such underpinnings refer to provincial, national or even international agreements or statutes.

Examining salient differences

The following critical reflections relay a sampling of varied perspectives on the topic of universal access, and do not necessarily illustrate opposition, but simply differing ways to view, and differing ways to act upon, universal design.

- **Scale of community:** the varied sizes of municipalities studied with the comparative analysis was evident with the capacity for three of the four municipalities to hire a coordinator for access planning and design, or to conduct strategic plans with all departments within the corporate civic structure. Yet, a comparatively smaller community such as Grande Prairie has shown great capacity to adapt and to work hard with community members in order to accommodate a number of basics for citizens with disabilities and for seniors.
- **Capacities to respond to individual accommodations as compared to collectives:** while recognizing and responding to the very diverse accommodation requirements of disability populations can be achieved through universal design, limitations still exist. One example could be those who are deafblind, where accommodating such a complex bio-medical condition is limited even with current technologies.
- **Differences in power relations between the City and persons with disabilities, and within disability communities themselves:** when one considers the employment rates, health care topics, educational opportunities, living supports and general income levels of people with disabilities (and even seniors when one might age into disability), a wide gap with power relations can develop between civic government auspices and such populations. Even within the greatly varied disability groups within community, the more vocal or socially active groups have more potential to acquire accommodations than the less vocal groups.
- **Provincial and national legislation:** two of the provinces in relation to a couple of the municipalities studied (Manitoba and Ontario) retain provincial accessibility legislation; whereas Alberta retains strictly a Barrier Free Council under Safety Codes Council and a provincial Disability Strategy from 2002. The newly proposed national accessibility legislation, being researched and conceptualized through the Government of Canada's Sport and Persons with Disabilities Ministry may encourage some Canadian bases for all provincial governments to adopt consistent frameworks for provincial omnibus bills supporting better inclusive policies within each provincial jurisdiction.
- **Responses by – and between - departments within the City that may accommodate the universal and barrier free access of people with disabilities:** various civic departments, themselves, may have differing capacities to ensure more accessible designs and supports for people with disabilities and for seniors. There are many variables within any civic corporate structure that can influence what departments receive **what resources, and how** each individual department, or its subset of business units operate.

Examining dialectics

The following reflective points are derived, strictly, from the consultants' tacit knowledge and experiences from a number of projects and public or planning/design involvement, and in no way imply that St. Albert is dealing with such dialectical responses in their community. Nonetheless, it is important to acknowledge oppositional points of view that can emerge from time to time. Dialectics are important to examine for a number of reasons: firstly, it is vital how perspectives that are polar opposites become exposed so as to avoid the potential evolution of polarized camps in thinking and related activity; secondly, if one examines polar opposites, then a whole range of other diverse perspectives in between can be appreciated and addressed; and thirdly, in opening dialogue and critical reflections for polar opposites, various plans for realistic compromises and related design solutions for as many populations as possible can occur.

- **Operations and maintenance:** there has been some push back from maintenance staff people regarding not only the implementation of accessible designs but the constant monitoring of such adaptive designs and related equipment. A few examples are the maintenance of (and various means of access to) stair lifts; the yearly upkeep of permit parking stalls (painting of surface signage and maintaining upright signage); maintaining universal toilet rooms (with the occasional custodial staff person using such washrooms for storage); even the placement of 'slippery when wet' sandwich board signs in the path of pedestrian travel. Such examples underline the ongoing need to educate Operations and Maintenance staff people in universal access and barrier free design.
- **Professional agreements and protocols:** Not all professional associations and unions will understand the universal access intricacies, and there could be push back from such associations when it comes to protocols to accommodate access requirements. There may well be educational needs regarding universal access for professional associations and unions. Professional agreements with management must all work in synchronicity with the vision for a more universally accessible civic environment.
- **Opposing or conflicting interests in planning and design work:** There are occasions where planners and designers oppose universal or barrier free requirements. One example can be historical planners objecting about the potential disruption of the historical integrity of a designated historic site with a proposed addition of a new accessible design or the placement of an adaptive piece of equipment. Another example could be the space required for a universal toilet room in a renovated facility. There are always creative means and ways of dealing with such access designing disagreements however.
- **Potential opposition from varied community populations for priorities regarding universal access:** there can also be disagreement in community, in relation to universal access. One disability population may believe their interests and barriers to be dealt with have precedence over other groups, or there can even be disagreements between able bodied populations and people with

disabilities (the number of permit parking stalls and the relationship with parent/stroller parking stalls for example).

Examining complexities and salient interrelationships

- **Planning and designing/accommodating the individual in conjunction with the group population:** one example of these interrelationships is mass transit integration for riders with varied disabilities, while a parallel system exists for those not able to utilize the public system – this means a coordinated offer for mobility accommodations between the public mass transit and the parallel system with flexibility and accommodation in mind and having one system fully complement or augment the other
- **Budgeting for overall systems in government:** budgets for overall systems must be considered in close conjunction with specific departmental commitments to universal access (a coordinated effort from the macro to the micro).
- **Paradoxes of design:** it should be recognized how concentrating on an access design solution for one specific disability population does not necessarily ensure an ideal design feature for another disability group, and the more one might attempt a specific solution for one group, the more inaccessible the situation could become for the other group. A prime example is, the more gradual a gradient for a curb ramp might be designed and practicable for a person using a wheelchair, the corresponding risk for a blind person using a white cane is the increasing lack of cane detectability with the decrease in gradient. Such potential paradoxes of design can be dealt with at the planning stages when all voices of disability people are heard at the advisory committee level.
- **Cross disability, aging and general population interrelationships:** most of the standards, guidelines, policies and legislation studied for the comparative analysis have been centered on – primarily - people with physical and/or perceptual disabilities. Seniors have often been considered under separate, yet connected, policies (e.g. Certified Aging in Place Specialists and Age-friendly Communities). That being stated, however, if one plans for improved accessibility for people with physical and/or perceptual disabilities, such planning also incidentally benefits most seniors. Furthermore, when policy makers, planners and designers conceive of, and implement, plans for, often, the extreme range of accessibility (say for a person using a power wheelchair, or for a person who is totally blind or who may be deaf), then such conceptual designs open the door for many other diverse populations. A good degree of generalizability can definitely be noted from designing for people with disabilities and for seniors, with vastly more applicability for parents with strollers, or for cyclists or roller-bladers or skate boarders or even for people moving furniture etc.
- **Snow ball effect of access and related accommodations:** it should be recognized how, if even one form of accommodation in a person with a disability's life is impacted in a negative way, then a series of other living accommodations may be impacted. If a person cannot venture out of their home due to some transportation anomaly, for example, they may not be able to shop

for groceries or to deal with adequate health care needs; and if they cannot easily shop for groceries and their health care is impacted, then their ability to be employed may be impacted. There are a wide range of permutations and combinations of living accommodations where life situations can be exacerbated within a person with a disability's life.

- **Integrated and dynamic relationships within Universal and inclusive design paradigms - very complex in and of themselves:** the seven principles of universal design are: equitable use of the built environment; flexibility in use; simple and intuitive use; perceptible information (designing for those with perceptual limitations); tolerance for error; low physical effort (to use facilities and controls); size and space for approach and use (North Carolina State University, Center for Universal Design, n.d.; Nussbaumer, 2012, p. 28). The five principles for inclusive design are: people (consistently at the heart of the design process); diversity (a wide range of people with varied abilities and capacities can equitably use the built environment); choice (there are a range of choices that one can have in accessing and using an environment); flexibility (accommodating diverse populations in varied and dynamic ways); convenience (the means of using a facility is logical and access considerations are easy to use and located/designed in a functional manner). (Nussbaumer, 2012, p. 35). The beauty of such design paradigms are how a designer can be very creative in applying these important but abstract foundational principles to their various projects, yet one has to be very adept in fully understanding how such principles impact each and every disability population.
- **Complexities in, and complex** interrelationships between legislation, codes, standards and guidelines: Such foundational parameters for various jurisdictions that are encompassed within legislation, codes, standards and guidelines, in relation to access design in Canada are very complex and often have a strong mutual affect upon one another. There has to be federal, provincial and even local forms of legislation to structure both overall policy and ways to enforce such policy when it comes to universal access. Then, as well, codes and standards must be in place to ensure what exactly must be planned for and implemented/continually monitored for such access planning and design. Then, perhaps most importantly, various guidelines evolve as community comes together to note anomalies or gaps in access planning and design (hence, what may be guidelines today, become standards and even common practice or articles entrenched in codes of the future). The foregoing is precisely why Canada and various provinces are gradually instituting more comprehensive accessibility legislation, such as the Accessibility for Manitobans Act, the Accessibility for Ontarians with Disabilities Act, and the most recent provincial accessibility legislation in Nova Scotia (this is all part of an evolutionary process).

6.0 Consistencies with and building upon St. Albert's Vision

Drawing from St. Albert's Strategic Plans of 2015, 2016 & 2017, in conjunction with the current project's Vision & Intent Summary Report and submission of same, the following associations are proposed as a result of the best practices review.

- **Vision:** *We are a friendly and inclusive community of passionate equals, where everyone feels a sense of belonging.* Such a vision, associated with striving to be a *Safe, Healthy and Inclusive Community* is totally consistent with all of the best practices research, and underlines the importance of studying the universal access and social inclusion requirements of persons with disabilities and seniors with varied abilities.
- **Pillars of Sustainability:** the social, built & natural environments and cultural goals and action plans for all pillars build naturally upon the best practices reviewed from the four municipalities and supporting data collected. The social consistencies are not only related to inclusivity, but the willingness to learn and grow from a cross-disability and an age-friendly perspective; with the complex multiplicity and pluralism with diversity in community in mind. The built environment consistencies include: accessing indoor and outdoor facilities (including both environments for citizens and employees with disabilities); venturing beyond strictly the Alberta Building Code, but ensuring the latest standards and best practices for universal design are in the reach for future development. The natural environment consistencies with the best practices research relate to equitable access to trails and pathways in the natural settings, and the importance of accessible supports such as access to outdoor washrooms, drinking fountains, parking, access to benches and picnic tables etc. The cultural aspects relates not only to the overall cultural nuances of the St. Albert population (ethnicities, demographics, socio-cultural backgrounds of those residing in St. Albert and those who are recent residents or plan to relocate to St. Albert), but also the involvement in cultural activities such as the performing arts – refer to two of the four Case Examples that cite such physical cultural inclusion. St. Albert has well considered these intricacies, but now can build upon the best practices that reinforce such social and environmental inclusions.
- **Planning and Development Processes:** St. Albert has consistently included aspects of disability and seniors in the Strategic Plans of 2015, 2016 and 2017. Such significant planning can be developed further through the Municipal Development Plan, and through any future Redevelopment Plans that may come to fruition. The best practices studied underline the importance of involving community throughout the planning processes, from the plan approval stages to final inspections, a consistent understanding of universal access is vital.
- **Access Advisory Committees and Consistent Citizen Involvement:** St. Albert has fully considered the community involvement with current universal access and barrier free prioritization. The related best practices review for all municipalities has emphasized the importance of such ongoing consultations as

well. Municipalities in Manitoba and in Ontario, in fact, require standing access advisory committees retaining members with a wide scope of expertise (and in fact lived experience) in disability life issues. Such advisory committees and connections with community often link with advocacy and access planning consultations on an ongoing basis as well.

- **Transportation:** St. Albert has also considered transportation and mobility for diverse populations in a very careful manner. Where other best practices may be of assistance is to examine the linkages with pedestrian environments, as they link with mass transit and/or with parallel transit. Winter cities snow removal; forms of lighting for personal safety with the pedestrian networks to link with mass transit, and a future fully accessible streetscape and related intersections are some examples of such best practices that may be built upon.
- **Streetscapes, Intersections, Roads and Parking:** St. Albert has shown evidence of being sensitive to access design for public spaces and interfaces of public pedestrian environments with safety concerns. Yet, there can never be enough planning and design committed to the safe ambulation for all residents or visitors to the municipality. The best practices review has underlined the importance to not only ensure properly designed curb ramps are in place for public sidewalks, but that a true barrier free path of travel must be maintained to connect such curb ramp offers. Furthermore, the intersection designs and accessibility for all disability groups and seniors is a consistent concern for all municipalities, and this involves Accessible Pedestrian Signals (APSSs) as well. Parking both as ancillary facilities for commercial situations and for public parking must also be fully considered as part of the pedestrian network to access any built environment.
- **Recreation:** St. Albert has also demonstrated the importance of accessibility and inclusion in recreation programs and facilities. The best practices have illustrated the importance of planning for integration of people with disabilities in the usual recreation offers (e.g. recreational trails; access to arenas or various outdoor and indoor sporting or arts facilities) but to serve the specialized forms of recreational activities such as wheelchair basketball or goal ball etc. The review has also underlined how people with disabilities must be considered as both spectators of recreational events and as potential participants in such recreational events.
- **Human Resource Management:** beyond the equitable hiring practices to accommodate the hiring of people from diverse populations (including people with disabilities), which St. Albert has clearly demonstrated with employment equity practices, physical access to work environments are required to be adjusted with each specific employee that may be employed in various settings. The Access Design Standards examined all include access to public areas but also include access considerations for office spaces and work areas. Furthermore, each specific department and business unit must be cognizant of the working accommodation needs from a cross-disability perspective.
- **Operations and Maintenance:** various Operations and Maintenance staff people need to become sensitive to, and knowledgeable about, universal access for cross disability populations. The need for snow removal, along with

monitoring and maintaining universal access designs and related adaptive equipment is essential (e.g. clearing and maintaining ramp surfaces, and repairing stair lifts or automatic door openers when required).

7.0 Next Steps

Observations, findings and conclusions from the best practices research will be used, along with the outcomes of the vision and intent report and the engagement, consultation and outreach activities, to inform the development of foundational principles and processes, as well as the Universal Access and Barrier-Free Prioritization Plan.

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Appendix 2 - Key Definitions

Anthropometrics

The overall/general dimensioning, for a human being to realistically function within an environment. This includes reaching abilities, overhead clearances, in conjunction with minimal widths, depths, and height formobility or to function in a stationery manner. NB: anthropometrics in relation to those who are able bodied can differ greatly from those individuals who retain a disability and who use adaptive equipment (e.g. use of walkers, use of manual or power wheelchairs, use of long canes or support canes, space for service dogs or guide dogs etc.). (Alberta Labour, Building Standards Branch, 1987; Alberta Municipal Affairs, 1992; Canadian Standards Association, 2015; Kick lighter, 1973; Safety Codes Council, 1999, 2008; Welsh, 1995)

Bariatrics

A mode of treatment addressing people who have obesity issues, to the point where mobility and daily functional living are greatly affected. (Barber, 2004; Safety Codes Council, 2008)

Barrier Free Design

A paradigm of design that addresses architectural barriers for safe and functional usage of built environments for building users who have physical, perceptual or cognitive disabilities and for seniors. Barrier Free Design is based on the application of *prescriptive* measurements and standard elements that focus on overcoming barriers in built environments; and can include retrofitting of adaptive building elements for building users with disabilities. Barrier Free Design evolved from 'Handicapped Access' to connect building elements and functional areas with one another in an accessible manner. (Center for Universal Design, n.d.; Goldsmith, 1997; Nussbaumer, 2012; Public Works Canada, 1987; Safety Codes Council, 2008)

Biomedical conditions

A biological living situation as it is applied to clinical medicine. (Barber. 2004; Federal, Provincial & Territorial Ministers for Social Services, 1998; World Health Organization, 1980, 2001, 2002)

Code harmonization

The national practice bringing building and safety codes into a consistent/coordinated overall structured frame. (National Research Council of Canada, 2015)

Design paradigm

An accepted overarching theoretical framework in planning for the construction of an environment. Design paradigms can shift as various social contexts or conditions change and evolve, as schools of design adjust to different modes of instruction and curricula content, and as technologies progress. (Barber, 2004; Boys, 2014; Lifchez, 1987; Mace, 1985; Ostroff, 2012; Preiser & Smith, 2012)

Dialectical perspectives

Points of view where logical disputations or arguments occur, fully acknowledging the existence or action of opposing forces or tenancies in society. (Barber, 2004)

Duty to accommodate

Requirements of various jurisdictions in our society to respond to equitable access to or considerations for services and supports that are generally available to the public at large. Such a duty is entrenched in Canada's Charter of Rights and Freedoms, in the Canadian Human Rights legislation, and under each provincial Human Rights Citizenship and Multicultural legislation. The duty to accommodate various minority or diverse populations, however, have their limits in that any human rights complaint filed cannot venture into a severe hardship on the part of any potential respondent (at the same time, the larger the organizational entity that may involve any respondent, the more resources are considered to be available, hence the level of hardship may shift relatedly), (Alberta Human Rights, Citizenship & Multiculturalism; Canadian Human Rights Commission; Canadian Charter of Rights and Freedoms;

Generalizability

Propositions derived from inductive reasoning of a particular subject that can be applied to a wider range of similar subject matter. (Barber, 2004)

Handicapped Access

A paradigm of design that initiated concepts of overcoming architectural barriers to people who had physical and perceptual disabilities. Handicapped Access concentrated on specific *prescriptive* measures and specific building elements that were not always consistently interrelated or connected, but dealt with the major architectural barriers of the day. (Associate Committee on the National Building Code, 1965)

Inclusive Design

A paradigm of design that focuses on five broad foundational principles of: 1) People (consistently at the heart of the design process); 2) Diversity (a wide range of people with varied abilities and capacities can equitably use the built environment); 3) Choice (there are a range of choices one can have in equitably accessing and using an environment); 4) Flexibility (accommodating diverse populations in varied and dynamic ways); and 5) Convenience (the means of using an environment is logical and access considerations are easy to use and located/designed in a functional manner). Inclusive Design is generally aimed at non-obtrusive design solutions to accommodate the widest range of diverse population of building users as practicably possible. Inclusive Design evolved in a parallel manner to Universal Design from the prescriptive design realm into a more socially-*participatory* principle base. (Nussbaumer, 2012)

Objective based codes

A movement toward linking and orienting all parts, sections and contents of building codes across Canada into five objectives, these being: building protection; health; accessibility; environmental considerations; and safety. (National Research Council of Canada, 2015)

Power relations

Power relations involves recognizing personal or group influence differentials in society, where struggles between dominant individuals or groups as they relate to subordinate individuals or groups can occur. “When one considers varied ethnicities, races, age groups, religions, social-economic status, sexual orientation, geographic location, abilities/disabilities and genders – these factors combine in different ways and in different contexts to determine who makes decisions and who has access to resources.”(VeneKlasen & Miller, 2008, p. 337)

Reasonable accommodation

A legal obligation of those who own, operate or manage any facility where the public has access to appropriately support people from diverse populations to equitably approach and use the facility with dignity. Reasonable accommodation is expected up to the level of, but not venturing into, undue hardship on the part of the facility operator and/or owner.

(Alberta Human Rights, Citizenship & Multiculturalism; Canadian Human Rights Commission)

Social inclusion

A consistent welcoming of all diverse populations and groups for equitable and respectful full participation in the related society. Actual inclusion does not rely upon written policy or legislation or even the rule of law, but is a social phenomenon that becomes implicit within one’s community and the related overall society. (VeneKlasen & Miller, 2008)

Social sustainability

“Social sustainability is a life enhancing condition within communities, and a process within communities, that can achieve that condition.” (Wolbring & Rybchinski, citing McKenzie, 2013, p. 4890). A number of the indicators for such a category of sustainability are:

“equity of access to key services (including health, education, housing and recreation);

Equity between generations, where future generations will not be at a disadvantage from the actions of current generations; and a system of cultural relations in which the positive aspects of disparate cultures are valued. (Wolbring & Rybchinski, citing McKenzie, 2013, p. 4890)

Social sustainability has been derived from the Sustainable Development (SD) movement, and has evolved along side the other two categories of SD being Fiscal and Environmental Sustainabilities.

Transdisciplinarity

“Transdisciplinarity concerns that which is at once between disciplines, across the different disciplines, and beyond all disciplines . . . the three ‘pillars of transdisciplinarity’ being levels of reality; the included middle; and complexity. . . . Interdisciplinarity concerns the transfer of methods from one discipline to another. . . . Multidisciplinarity concerns studying a topic not in just one discipline but in several disciplines at one time.” (Nicolescue, 2002, p. 149)

“In comparison with interdisciplinarity and multidisciplinarity, transdisciplinarity is multireferential and multidimensional. . . . The transdisciplinary vision is resolutely open insofar as it goes beyond the field of the exact sciences and demands their dialogue and their reconciliation . . . The keystone of transdisciplinarity is the semantic and practical unification of the meanings that traverse and lie beyond different disciplines. It presupposes an open-minded rationality by re-examining the concepts of ‘definition’ and ‘objectivity.’” (Nicolescue2002, p. 149)

Undue hardship

An expectation of human rights complainants where an organization, facility owner or operator who has become a respondent in a human rights issue, is asked to venture into massive organizational shifts or to the point of unrealistic investments that will hamper the overall operation of the related organization. Human rights complainants can expect reasonable accommodation, but not to the point where the responding organization is forced into an unrealistic financial or organizational incumbrance.

(Alberta Human Rights, Citizenship & Multiculturalism; Canadian Human Rights Commission; Canadian Charter of Rights and Freedoms;

Universal Design

A paradigm of design that focuses on seven broad foundational principles of: 1) equitable use of environment; 2) flexibility in use; 3) simple and intuitive use; 4) perceptible information (designing for those with perceptual limitations); 5) tolerance for error; 6) low physical effort (to use facilities and controls); and 7) size and space for approach and use. Universal Design is generally aimed at non-obtrusive design solutions to accommodate the widest range of diverse population of building users as practicably possible. Universal Design evolved from the prescriptive design realm into a more human-factor-*performative*, principle-based design paradigm. (Center for Universal Design, n. d.; Mace, 1985; Nussbaumer, 2012)

Appendix 3 - Selection of Salient Provincially-based Organizations Supporting People with Disabilities and Seniors

Alberta Disability Forum (ADF)

Mission: ADF speaks with a unified voice on issues that are important to our member organizations

Address: 106-10423 178 NW Edmonton, Alberta T5S 1R5

Telephone: 780-488-9088

Website: <http://adforum.ca>

Alberta Council on Aging.

Mission: Improve the quality of life for seniors and encourage their participation in all aspects of community by educating seniors and the public and by advising government

Address: Box 62099 Edmonton Alberta. T5M 4B5

Telephone: 780.423.7781

Website: <http://www.acaging.ca>

Alberta Northern Lights Wheelchair Basketball Society

Mission: Provides a truly integrated sporting community offering programs for all athletes regardless of gender, age and skill level and regardless of whether they experience disability or not.

Address: 2 - 209 - 11610 - 65 Avenue, Edmonton, Alberta T6G 2E1

Telephone/email - info@albertanorthernlights.com

Website: <http://www.albertanorthernlights.com>

Alberta Sports and Recreation Association for the Blind (ASRAB)

Mission: The Alberta Sports and Recreation Association for the Blind (ASRAB) supports Albertans who are blind or visually impaired to live physically active lives and participate in competitive sports programs.

Address: Suite 007, 10 11 A St. N.E. Calgary, AB T2E 4Z3

Telephone: 403 262 5332

Website: <http://www.asrab.ab.ca/home.html>

Association for the Rehabilitation of the Brain Injured (ARBI)

Mission: ARBI provides intensive community based rehabilitation and family support in a nurturing environment

Address: 3412 Spruce Drive SW Calgary, Alberta

Telephone: 403-242-7116

Website: <http://www.arbi.ca/>

Autism Society Alberta

Mission: With understanding, acceptance and support everybody can contribute

Address: 3639 - 26 Street NE Calgary, Alberta. T1Y 5E1

Telephone: 1-877-777-7192

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Website: <http://www.autismalberta.ca>

Alberta Association of the Deaf

Mission: To promote equal rights for deaf Albertans while endeavouring to improve the quality of life for deaf people in general.

Address: Mailing Address - 204 - 11404 - 142 Street, Edmonton, Alberta T5M 1V1

Telephone: 780-455-1007

Website: <http://aadnews.ca>

Canadian Council of the Blind (CCB), Alberta Chapter

Mission: To work together as a community of peers that acts to improve the individual and community quality of life of people who are blind, deafblind or living with low vision.

Address: Suite 003, 10 11A St. N.E. Calgary, AB T2E 4Z3

Telephone: 403 248 6075

Website: <http://ccbnational.net/fresco/about-the-canadian-council-of-the-blind/>

Canadian Hard of Hearing Association, Edmonton

Mission: We increase awareness and remove barriers for persons who are hard of hearing

Address: 52 - 9912 - 109 Street

Telephone: 780.428.6622

Website: <http://www.chha-ed.com>

Canadian Mental Health Association, Alberta

Mission: A voluntary organization that promotes the mental health of all people experiencing mental illness

Address: 320 Ledgeview Business Centre, 9707 - 110 Street NW, Edmonton, Alberta T5K 2L9

Telephone: (780) 482-6576

Website: <https://alberta.cmha.ca/>

Canadian National Institute for the Blind (CNIB), Alberta/Northwest Territories Division

Mission: CNIB is a non-profit voluntary agency dedicated to the support of visually impaired Canadians

Address: 12010 Jasper Ave. N.W. Edmonton, AB

Telephone: 780 488 4871

Website: [https://cnib.donorportal.ca/Donation/Donation.aspx?F=1737&T=GENER&L=en-CA&G=319&cscid=2017-H2_WebBanner&NFP=1&CURL=guidedogs&_utma=100096449.274500158.1496613691.1496613691.1496620744.2&_utmb=100096449.3.9.1496621982045&_utmc=100096449&_utmx=-&_utmz=100096449.1496620744.2.2.utmcsr=bing|utmccn=\(organic\)|utmcmd=organic|utmctr=\(not%20provided\)&_utmv=-&_utmh=45559716](https://cnib.donorportal.ca/Donation/Donation.aspx?F=1737&T=GENER&L=en-CA&G=319&cscid=2017-H2_WebBanner&NFP=1&CURL=guidedogs&_utma=100096449.274500158.1496613691.1496613691.1496620744.2&_utmb=100096449.3.9.1496621982045&_utmc=100096449&_utmx=-&_utmz=100096449.1496620744.2.2.utmcsr=bing|utmccn=(organic)|utmcmd=organic|utmctr=(not%20provided)&_utmv=-&_utmh=45559716)

Cerebral Palsy Association in Alberta

Mission: We enrich and support the lives of children and adults with cerebral palsy and other disabilities through programs and services. We also collaborate with other

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organizations to promote awareness, acceptance and understanding for persons with disabilities to live, learn and work in the community.

Address: 12001 - 44 Street SE, Calgary, Alberta

Telephone: 1-800-363-2807

Website: <http://www.cpalberta.com/>

Disabled Skiing Association

Mission: missing. Their stated goal: To encourage people with disabilities to try adaptive skiing or snowboarding as participants, and to create opportunities for involvement as participants or volunteers.

Address: 11759 Groat Road., Edmonton, Ab., T5M 3K6

Calgary: 88 Canada Olympic Road, T3B 5RS

Telephone: Edmonton: 1 780-669-3856

Calgary: 403-286- 8050(messages only)

Inclusion Alberta(formerly AACL)

Mission: missing but stated their goal is to be advocates on behalf of children and adults with developmental disabilities

Address: 11724 Kingsway Avenue, Edmonton, Ab., T5G 0X5

Telephone: 1-800-252-7556

Multiple Sclerosis Society

Mission: To be a leader in finding a cure for multiple sclerosis and enabling people affected by MS to enhance their quality of life.

Address: 110 Quarry Park Blvd. #150. SE, Calgary, Ab., T2C 3G3

Telephone: 1-800-344-4867

Website: www.mssociety.ca

Muscular Dystrophy Association

Mission: To foster and promote the alleviation of and conditions of persons with muscular dystrophy and related neuromuscular disorders through support of basic and applied research seeking the causes and effective treatments for these diseases.

Address: Edmonton: #100, 16812-114 Ave., Edmonton, Ab. T5M 3S2

Calgary: 5211-4 St. N.E, Calgary, Ab., T2K 6J5

Telephone: 1-800-661-9312

Website: www.muscle.ca

Premier's Council on the Status of Persons with Disabilities

Mission: To advise on, report to, and make recommendations to the government of Alberta on matters relating to the opportunity for full and equal participation of persons with disabilities in the life of the Province. It does this by listening to the opinions of the disability community, communicating these ideas and concerns to the Government of Alberta and the broader community and working with governments, community organizations and other stakeholders towards solutions.

Address: Ste 1110, 10055 - 106 St., Edmonton, Ab., T5J 1G3

Telephone: 1-866-644-5135 or Edmonton phone: 1-780-644-5135

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Website: www.humanservices.alberta.ca

Special Olympics, Alberta

Mission: Provide year-round sports training and athletic competition in a variety of Olympic-type sports for children and adults with intellectual disabilities

Address: Percy Page Centre 11759 Groat Road, Edmonton, Alberta. T5M 3K6

Telephone: 780-415-0719

Website: <http://www.specialolympics.ca>

Spinal Cord Injury Association, Alberta

Mission: To empower persons with spinal cord injuries and other physical disabilities to achieve independence and full community participation

Address: 305 - 11010 -101 Street Edmonton Alberta T5H 4B9

Telephone: 1-888-654-5444

Website: <http://sci-ab.ca>

Spina Bifida and Hydrocephalus Association of Northern Alberta

Mission: Strives to improve the quality of life for people affected by spina bifida and hydrocephalus through advocacy, education, research and support.

Address: Hys Medical Centre 305 - 11010 101 Street NW, Edmonton, Alberta

Telephone: 780-451-6921

Website: <http://www.sbhana.org>

Voice of Albertans with Disabilities (VAD), formerly Alberta Committee of Citizens with Disabilities (ACCD)

Mission: Actively promote full participation in society and provides a voice for Albertans with disabilities.

Address: 106 - 10423 - 178 Street NW, Edmonton, Alberta

Telephone: 780-488-9088

Website: vad@vadsociety.ca

**Universal Access
and
Barrier Free Prioritization Plan**

for the

City of St Albert

Deliverable 1C: Consultation Summary Report



Prepared for

City of St. Albert
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This document can be made available in alternate formats, on request.
Please contact **DESIGNABLE ENVIRONMENTS** with your requirements.

1.0 Introduction

This report has been prepared by Design**ABLE** Environments (DE) as the third deliverable of the project to assist the City of St. Albert with the development of a Universal Access and Barrier Free Prioritization Plan. This report has compiled the results of an open house public forum, a smaller focus group roundtable and an on-line survey.

2.0 Strategies used for Consultation and Outreach

Inclusive consultation and outreach strategies were developed to solicit meaningful local input, with the overarching goal of creating a Universal Access and Barrier Free Prioritization Plan that is unique to St. Albert.

A variety of strategies were employed to reach as many St. Albertans as possible, especially persons with disabilities. Three events were organized to inform the community about the project and gather input for the development of a Universal Access and Barrier Free Prioritization Plan:

- A public meeting
- A targeted focus group roundtable discussion
- An on-line survey

Additionally, ad hoc input from City departments was provided through meetings with the project Steering Committee.

3.0 Public Meeting

A public meeting was organized to listen to and learn from the experiences of St. Albertans related to the accessibility of their City. Such input was critical in providing the project team with an understanding of the key issues concerns of residents, and formed the basis of many of the project recommendations for making St. Albert's facilities and public spaces more accessible for all.

All resident were encouraged to attend the public meeting to share their stories and ideas on how to create a City that is safer, more comfortable, and usable for all ages and abilities. The City widely promoted the public meeting through a poster campaign, social media, and through the City's web site.

The open house was held on April 26th, 2017, from 4:30 to 7:30 at Cornerstone Hall, 6 Tache Street. Brief presentations were made at 5:00 and 6:00. Bob Topping introduced the Universal Access and Barrier Free Prioritization Plan project and Ron Wickman followed with a short presentation on the five focus areas identified for gathering input. The 6:00 presentations were broadcast live through Facebook. The remaining time allocated to listening to St. Albertans about their experiences of accessibility within the City.

Approximately 30 people attended the event, providing valuable information in response to a series of questions posed for five focus areas. Subsequent to the meeting some additional comments were received via email, from participants who viewed the Facebook broadcast.

The five focus areas were:

- Public Transportation
- Pedestrian Pathways
- Public Buildings
- Recreation Buildings
- Outdoor Spaces

The questions and the resulting responses are attached to this report as Appendix A.

4.0 Focus Group Roundtable

A Focus Group Roundtable Discussion was organized to bring together a small group of persons representing organizations that help and advocate for persons with disabilities. A primary goal was to involve organizations working in St. Albert, however representation from some Edmonton-based organizations (who also serve clients in St. Albert) also attended the meeting. The meeting was held in City Hall on May 25, 2017. In attendance were:

- Edgar Jackson, Spinal Cord Injury-Alberta
- Philip Ney, Inclusion Alberta
- Carmen Wyton, former member of the Board of the Premier's Council on the Status of Persons with Disabilities
- Merico Tesolin, Canadian National Institute for the Blind
- Ed Huget, Voice of Albertans with Disabilities
- Heather Richards and Marina, Transitions
- Richard Van Grinsven, St. Albert resident
- Lory Scott and Jessie Fry, City of St. Albert
- Ron Wickman, Ron Wickman Architect (project consultant)

The focus group meeting was structured as an informal open discussion, with participants free to raise any issues and participate as necessary. A record of the discussions is attached to this report as Appendix B.

5.0 On-line Survey

An on-line survey was developed and promoted by the City using the Survey Monkey App, based on the same focus areas and questions used for the public meeting. The survey was available to St. Albertans for approximately 2 weeks at the beginning of June and was completed by 109 participants.

The following description was used to introduce the survey to participants:

How to make St. Albert's City's facilities accessible for all ages and abilities? Buildings that are simple and safe to use whether you are young or old, use mobility aids like wheelchairs or walker, are visually or hearing impaired, or are pregnant or have your leg in a cast?

The City is embarking on the Universal Accessibility Prioritization Planning project which will help prioritize the actions needed to provide universal and barrier free access in municipally-owned buildings and public spaces. It's about creating a world that's comfortable for all.

Universal access refers to creating environments, programs and services that respond to the needs of the widest population range as possible, enabling persons with varying abilities and ages, access to the physical environment on an equal basis with others.

Many civic buildings were built in previous decades and do not reflect current standards for universal and barrier free access.

Feedback from the survey will be considered along with comments from the April 26 public open house to inform the Universal Accessibility Prioritization Plan for City facilities.

The survey should take 5-10 minutes to complete.

The full results of the survey are attached to this report as Appendix C.

6.0 Analysis of Consultation and Outreach Outcomes

Results from the consultation and outreach activities were amalgamated and categorized as follows:

- Transportation
- Pedestrian Routes
- Facilities
- Other Comments

6.1 Transportation

A summary of key statistics and findings from the participants of the consultation and outreach process is provided at the beginning of this sub-section, followed by a table listing all comments related to transportation.

Frequency of Use of Public Transportation

Approximately 30% of participants used public transportation (70% did not)

Barrier to Transportation

36% of respondents indicated that barrier exist which limit their access to St. Albert's public transportation system. (55% noted no barriers, 9% responded NA)

Most Important Destination Category (based on categories provided)

- 84% of respondents identified sidewalks and parking areas as important destinations
- 65% of respondents identified indoor recreation facilities as important destinations
- 52% of respondents identified outdoor recreation facilities as important destinations
- 51% of respondents identified education and creative spaces as important destinations
- 46% of respondents identified community gathering and meeting spaces as important destinations
- 33% of respondents identified cultural and art facilities as important destinations
- 30% of respondents identified transit stations and stops as important destinations
- 23% of respondents identified St. Albert staff offices as important destinations

Most Important Destinations

- Trail System (7 mentions)
- Shopping (3 mentions)
- The main bus transit centre at St. Albert Mall
- Restaurants, fast food places
- Transportation
- St. Albert Public Library
- Hospital
- Doctor
- Swimming
- Edmonton

Comments from Participants

81 comments related to transportation were received from participants of the consultation and outreach process. The comments have been generally categorized into six areas:

Handibus

14 comments related to the City's Handibus service. 4 of the comments provided positive feedback. The other 9 comments addressed a variety of concerns including: limited destination choices, lack of Service on Sunday's, integration of Handibus and Dats systems, and limited service to Edmonton.

Maintenance

6 comments addressed a variety of concerns about the City's maintenance practices, particularly related to snow/ice clearing at bus stops, sidewalks and curbs.

Level of Service

31 comments related to the level of service. 14 of the comments provided positive feedback. The other 19 comments addressed a variety of concerns including: frequency of service, cost, limited routes in some locations, cost and lack of choice for St. Albert to Edmonton route.

Stops/Routes/Terminus

12 comments related to stops, routes and the terminus. 2 of the comments provided positive feedback. The other 10 comments addressed a variety of concerns including: general lack of accessibility at main bus transit centre, lack of sidewalk access to bus stops in some locations, distance to bus stops in some locations, safety of bus stops at locations where children may be present.

Vehicles

6 comments related to the level of service. 5 of the comments provided positive feedback. The other comment raised concerns about understanding route information, particularly the size of the route identification signage on the bus.

Other Comments

10 comments addressing a variety of concerns including: need for a policy, training of drivers, poorly times traffic lights, and affordability.

A chart showing all comments related to transportation follows. Note the following abbreviations and colour conventions used on the chart.

PC – Comment from the public meeting consultation

FG – Comment from the focus group consultation

OS – Comment from the on-line survey

Comments highlighted in green are generally positive

Comments highlighted in yellow generally identify issues of concern

Comments highlighted in pink generally provide contextual or supplementary information

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ID	Comment	Source		
		PC	FG	OS
HANDBUS				
T1	Works well - The handi bus for shopping			X
T2	Works well - St.albert Handi bus			X
T3	Works well - being able to access both Dats and St. Albert Handy Bus - Universal			X
T4	Works well - The Handibus service is amazing			X
T5	Excellent system both convetional and Handibus			X
T6	Need HandiBus on Sundays – getting around for social + religious = reducing isolation + building community connections	X		
T7	Handy bus system was supposed to integrate with the Dats system for destination to destination travel. Still waiting for more than 3 years.			X
T8	Handi bus only goes to defined areas in Edmonton. Limits oppportunities to obtain employment			X
T9	Handibus for Sundays. People with mobility issues cannot attend church. It is dangerous, congregants are picking up people but have no appropriate vehicles or training in lifting			X
T10	Handy bus travel does not have enough choices of destination travel into edmonton			X
T11	Poor-Edmonton Dats and St. Albert Handy Bus - Restricted			X
T12	No Sunday handibus service			X
T13	the Handibus service is quite good. Public transportation is harder because it is often hard to get to the bus stops		X	
T14	Handibus is a vital service and works well, but have to provide 24-48 hours for scheduling		X	
MAINTENANCE				
T15	Bus stop snow, sidewalk left too deep. If you drop down into it, you can't get out	X		
T16	The bus service for handicapped persons is excellent. Poor access to bus shelters in the winter. Again snow removal	X		
T17	icy sidewalks and curbs in winter			X
T18	have waited for a bus in bad weather and bus was cancelled. I have had difficulty maneuvering around snow accumulations to get on the bus.			X
T19	Trying to access a bus when the roads/sidewalks have not been cleared of snow is challenging			X
T20	Bus stops along St. Albert Trail are sometimes difficult to access in winter (snow removal in the immediate area).			X
LEVEL OF SERVICE				
T21	Bus services for disabilities are great	X		
T22	Getting to Edmonton conveniently and efficiently	X		
T23	Works well - happy with the service in my neighborhood			X
T24	Works well - Access to the bus			X
T25	Works well - The routes - hard to get around in St. Albert			X
T26	Works well - Commuter routes, local bus stops work great			X
T27	Works well - The commuter service. The buses are frequent, clean and accessible. LRT would be much better.			X
T28	Works well - I used St. Albert transit when I traveled to university. It was very important to me back then			X
T29	Works well - The bus app that tells you when the bus is going to arrive. Having the bus driver remind me when to get off			X
T30	Works well - for a smaller city, it seems to be very accessible			X
T31	Works well - All of it.			X
T32	Works well - Bus stop hogan roadside			X

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ID	Comment	Source		
		PC	FG	OS
T33	Works well - There exists route between Edmonton and St Albert			X
T34	it's a good commuter service			X
T35	Infrequent timing/ changing of routes during day makes it difficult to use transit.			X
T36	Timing of routes			X
T37	Terrible wait times			X
T38	I'm too busy to wait for St Albert transit			X
T39	Inconsistent travel timing/access			X
T40	Expensive. Not many direct routes			X
T41	If I cannot get a ride then I cannot get there.			X
T42	No connections to the hubs			X
T43	The routes do not work well for me			X
T44	Would have to take two busses to access the services available in the city			X
T45	Inadequate local service (priority is commuting to/from Edmonton). Bus stops with no sidewalks to/from. Gaps/lacking sidewalk networks			X
T46	Let's have smaller buses but more of them so that there is better coverage in St. ALbert. At least three of my daughter's (aged 20+) friends have moved into Edmonton because busing in St. Albert is so inconvenient			X
T47	Live in Edmonton. Limited options/timelines for utilizing public transit			X
T48	between St. Albert and Edmonton			X
T49	The commute between Edmonton and St Albert is expensive			X
T50	Either work in partnership and collaboratively with the city of Edmonton so that individuals who take handi bus are not limited to the identified stops in Edmonton. Especially as there is very scarce employment for individuals with disabilities in St. Albert for individuals with cognitive disabilities			X
T51	It is challenging. We just do not have a great public transportation system in St. Albert. We need an efficient rail link to Edmonton			X
T52	Focus on transit instead of personal vehicles. Don't wait for the usership to be there. Create the usership by making transit easier than personal vehicles. More frequent scheduling, focus on fringe populations (seniors, school aged children). Add bus shelters.			X
T53	My husband works at UofA, and rides transit all throughout the year. Given he can be researching past 7pm most days, there is no 203 bus to get him home. It would be great if there were at least two more buses on weekday evenings.			X
ROUTES/STOPS/TERMINUS				
T54	Works well - Bus stops are well positioned in relation to major facilities, eg. Servus Place, St. Albert Place			X
T55	Works well - Location of bus stop (across the street from my house)			X
T56	The main bus transit centre at St. Albert Mall is anything but accessible	X		
T57	I feel that the transit stations and the parking are not very accessible. It seems unsafe to cross through to the stations if you have a mobility impairment. Parking is also not well marked and connector paths are not clear.	X		
T58	I live 2 LONG blocks from a bus stop...			X
T59	ability to park			X
T60	Poor bus stop hogan road			X
T61	there are not always sidewalks in place to access the bus stop/depart the bus stop			X
T62	It is difficult to get from neighbourhoods to the north transit station. I would prefer not to drive to the stations but, I understand why people do.			X
T63	Distance to walk to great to use public transit system			X

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		PC	FG	OS
T64	We live about three blocks from where young Thomas was run over by a bus a few years ago and my son and many other kids have to go across woodlands road to get to their bus stop which is just down the road from the bus accident. People drive very fast going down the hill and we called the city to ask if we could get some crossing signs posted by the kids bus stop. We received an email response that there was no money in the budget and it was not a priority this year. Really!! Since when is the safety of our kids not a priority. I will personally pay for the signs if a city worker will help me put them up as I am more concerned about kids safety. Please call me if a city worker can help at 780-419-3507 cheers Ruben Jeffery			X
T65	Don't understand why there are some transit stops not connected to sidewalks			X
VEHICLES				
T66	I love that all of our buses are accessible and more stops become accessible every year!			X
T67	Works well - ramps for getting on to the transit			X
T68	Works well - the buses that are able to lower the stairs to allow for easier acces for wheelchairs/walkers/strollers			X
T69	Works well - Love that all buses are wheelchair accessible			X
T70	Works well - Kneeling buses			X
T71	Confusing to read and understand which bus to take. I always need to bring someone to help me. The signs with the bus numbers are too small. I need to know where the bus is going. Luke "this bus goes to Village Landing" would really help on a dign			X
OTHER COMMENTS				
T75	Works well - Primarily access transit for St. Albert Public Schools bussing for children, with pick up and drop off at a public transit stop that does not require crossing Erin Ridge Drive. Other uses of public transit generally are for special events/parkc and ride			X
T72	Better training for city workers on how to deal with situations where St. Albert residents run into accidents or emergencies (i.e. Bus drivers)	X		
T73	Need a policy	X		
T74	Overabundance of poorly-timed traffic lights makes for frustrating travel to these destinations.			X
T76	We are a satellite community that provides transportation for people working in Edmonton, people need to remember this			X
T77	Sometimes just getting to municipal facilities poses a barrier – how to get there (transportation) and getting into the building		X	
T78	Income accessibility for municipalities is as important as physical access – subsidized passes are great and remove a barrier to use		X	
T79	Recreation facility support to transit		X	
T80	Universal transit system that allows folks to use main points from St. Albert to Edmonton and than have access to utilizing Edmonton Dats when in Edmonton			X
T81	Transit is a problem			X

6.2 Exterior Pedestrian Routes

A summary of key statistics and findings from the participants of the consultation and outreach process is provided at the beginning of this sub-section, followed by a table listing all comments related to exterior pedestrian routes.

Frequency of Use of Exterior Pedestrian Routes

Respondents use pedestrian routes from 7 - 30 times per week

Primary Walking Destinations identified by Respondents

- Trails
- Sidewalks
- All
- River Valley
- Farmers' Market
- Essmy and Bellerose
- Sobey's
- Walmart

Comments from Participants

85 comments related to exterior pedestrian routes were received from participants of the consultation and outreach process. The comments have been generally categorized into five areas:

Maintenance

24 comments addressed a variety of concerns about the City's maintenance practices, mostly related to snow/ice clearing at sidewalks and curbs. Other concerns included crumbling and uneven surfaces, fallen tree branches, and location of utility poles and signs.

Routes/Crossings

43 comments related to routes and crossings. 15 of the comments provided positive feedback. The other 28 comments addressed a variety of concerns including: multiple locations where crossings and/or curbs are problematic, width of sidewalks, slope of sidewalks, lack of sidewalks in some locations, lack of washroom facilities along trails.

Design Elements

9 comments addressed a variety of concerns about design of sidewalk elements. Identified issues include: location and configuration of pedestrian controls at intersections, inappropriate curb ramps, need for wider trails.

Bicycles

5 comments addressed a variety of concerns about the speed of bicycles on trails, as well as lack of safe separation between cyclist and other trail users.

Other Comments

4 comments addressing a variety of concerns including: need for a policy, difficulty in accessing Breaside off leash park, and the number of dogs using exterior pedestrian routes.

A chart showing all comments related to exterior pedestrian routes follows. Note the following abbreviations and colour conventions used on the chart.

PC – Comment from the public meeting consultation

FG – Comment from the focus group consultation

OS – Comment from the on-line survey

Comments highlighted in green are generally positive

Comments highlighted in yellow generally identify issues of concern

Comments highlighted in pink generally provide contextual or supplementary information

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ID	Comment	Source		
		PC	FG	OS
MAINTENANCE				
P1	Need better snow removal on paths and especially sidewalks	X		
P2	Ice and snow does not allow for getting close to the button	X		
P3	Need smart solutions for a Winter City	X		
P4	Snow removal poor in areas	X		
P5	Windrows left in the way	X		
P6	Snow left too deep (i.e. Grandin)	X		
P7	Sidewalks downtown – cobblestones are uneven and broken	X		
P8	In the winter when the snowploughs go up and down the trail it sometimes takes days for the area around the crosswalk buttons are clear. Can't cross the trail unless walk button pushed			X
P9	some sidewalks are crumbling which is not only a safety issue but the ruts make it challenging to anyone using a stroller/wheelchair/walker			X
P10	Winter access can be challenging due to snow/ice buildup			X
P11	icy sidewalks and curbs in winter			X
P12	These need to be better maintained, actually exist where people need them, and have a proper decline onto roads when needed.			X
P13	Lots of rough surfaces and difficult for wheelchairs, scooters etc.			X
P14	Winter Maintenance is Terrible, Icy and Dangerous			X
P15	Last weekend, secondary trails in Braeside and Forest Lawn and Akinsdale were still blocked by fallen branches - it was extremely unsafe			X
P16	Need to better ensure that snow is being removed after snow events (public & private responsibility). Provide more/better maps on-site for navigational assistance.			X
P17	One observation, the downtown area has many uneven surfaces/ sidewalks that make both pedestrian and wheelchair travel difficult and dangerous. Does the city do any kind of assessment on these high pedestrian traffic areas to fix the problematic spots.			X
P18	Sidewalks and ramps pose a lot of issues – grade needs to feel safe – both the design and maintenance need attention – in many places sign posts or poles are located in the middle of sidewalks and people run into them, should be moved – tree branches and foliage can impede movement or force people out of safe path of travel if not maintained – snow removal is a big deal as well		X	
P19	If maintenance of infrastructure is not kept up, this can cause anxiety re incidents and injuries		X	
P20	Private residents fail to clear snow; some destinations too far away			X
P21	trails need to be tended regularly .For use during the short months of usable wather			X
P22	More attention needs to be paid to keep the pathways and sidewalks in better condition. Husband uses a mobility scooter and has encountered some very rough areas.			X
P23	Pathways need to be maintained so my daughter can navigate them independently without tripping over uneven surfaces.			X
P24	Maintenance is key especially with snow removal. Snow must be removed and stored so that travel is safe and accessible for everyone especially those persons in wheelchairs and who have low vision.		X	
ROUTES/CROSSINGS				
P25	Pedestrian pathways are very well connected throughout the City	X		
P26	my favorite aspect of living in St. Albert			X
P27	Trails are good			X
P28	The paths and trails are excellent			X
P29	Great - use them for cycling, walking			X

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ID	Comment	Source		
		PC	FG	OS
P30	Beautiful. I use them most every day			X
P31	We have an excellent trail system. We use it all of the time as do many other families. Let's make sure we expand it and maintain it.			X
P32	Very happy to see the sidewalk getting put in on the east side of the 2			X
P33	there are many trails and well marked pedestrian areas			X
P34	The new roundabout is fantastic for walkability. Feeling much safer now walking along the area with the wide sidewalks.			X
P35	Thank you for adding more sidewalks along the trail!! Much appreciated!			X
P36	love our trails			X
P37	Beautiful pathways and trail system. Wish I didn't have to wear a helmet.			X
P38	Easy and enjoyable it is getting from her home to the park with son. Pathways are safe and accessible.		X	
P39	I use a cane and can access all facilities that I frequent			X
P40	No pathway of safe access from River Valley to Inglewood / Bellerose (near Canadian Tire) – dangerous	X		
P41	Crossing street – curb cuts are far from crossing button (St. Albert Trail and Erin Ridge Road)	X		
P42	Problem - sidewalks	X		
P43	Problem - crossing street	X		
P44	Traffic lights in areas have awkward access and short cycle times (i.e. Sir Winston and Gainsborough)	X		
P45	Pedestrian pathways are very well connected however the slopes in some areas and the uneven pavement can be a challenge	X		
P46	Public sidewalks just as vital for residents as commercial areas	X		
P47	The sidewalks to the businesses are very narrow and you can't get onto the sidewalks because there are no curb cuts or they are obstructed (Giroux Crossing for example). The city needs to implement some building regulations so that future developments have accessibility requirements and all of St. Alberts residents can access the services available in this city.			X
P48	On an adult trike when I cross an intersection (e.g. South on Boudreaux on east side going to the south side of the street where Shops of Boudreau are- the curb cuts do not line up. I have to go into the road to line up properly.			X
P49	I prefer to walk whenever possible but I have small children and the sidewalks are sometimes non existent, poorly kept or so difficult to use with a stroller (because of no slope to the road) there's no point trying.			X
P50	There is an inexplicable absence of trail connecting Boudreau to Otter Crescent. Leaves Red Willow trail system totally incomplete			X
P51	Area around canadian tire has no walk way			X
P52	Lack of sidewalks			X
P53	More continuous sidewalks throughout St. Albert would encourage walking			X
P54	St. Albert trails are great, but do not lead to important destinations, like grocery stores. All developments should be required to accommodate bikes/ pedestrians right to the door.			X
P55	There is a lack of sidewalks so if I do not have access to a car, I can't get around			X
P56	Use the trails but can't access second cup near canadian tire			X
P57	Lois Hole park is currently hard to access, unless you have a car. (At least the main entrance)			X
P58	Some downtown sidewalks could be leveled out			X

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ID	Comment	Source		
		PC	FG	OS
P59	I have concerns about the lack of connection of new neighbourhoods to the trail systems. It is generally left to the developer to add sidewalks and trails and this does not happen until a certain size of neighbourhood is reached. This leaves the early residents without safe access - crossing busy roads without cross walks or lights, walking on uneven ground or even crossing the railway tracks in unmarked locations. This is an accident waiting to happen.			X
P60	The city needs to install sidewalks on Reil Drive as it is very dangerous walking on the road			X
P61	Very few bathrooms on the trails, especially in the winter and they are difficult to get into. The doors on the Kindsway park building are heavy to open			X
P62	I think the City should make walking and trail access a priority. It should not be left to developer or addressed when an accident happens			X
P63	MORE SIDEWALKS! Why are we spending money on anything else but ensuring that we have a walkable city? If I can't access a vehicle and transit isn't operating (often, especially in the summer) then I can't get around. I can't get to my job in Edmonton easily at all. Sidewalks, and sidewalks with low curbs, mean that I have a chance of getting around, especially in the winter			X
P64	Outdoor Spaces - Access to visit gravesites during winter months can be near impossible			X
P65	Outdoor Spaces - Sometimes I can't go on trails that my friends go on because they're not paved. Also my bike is wider than other peoples and I don't have good judgement of space and depth so I usually need more room to get around			X
P66	Consider both the physical journey to access facilities and the experience of how it makes the person feel. All citizens of St. Albert want to enjoy the city that they live in		X	
P67	Revitalization of a building or an area should trigger an access review of the surrounding areas – we might get a new building with accessible design but it's no good if the surrounding area has no sidewalks or curb cuts for people to get there		X	
DESIGN OF ELEMENTS				
P68	The crossing signal button are out of date. They are too small of a circle and are often not capable of visually indicating that they have been triggered			X
P69	Problem - changes in material (i.e. Concrete to asphalt)	X		
P70	Problem - some curbs	X		
P71	Problem - anywhere with a graduated curb system	X		
P72	Controls at intersections – need to be easily reachable – vibrating buttons for visually impaired		X	
P73	Some buttons are difficult to access if you are pushing a stroller or a wheelchair, as it requires the wheelchair or the stroller to be in the line of traffic in order to push the button		X	
P74	Just work with improving existing infrastructure... lower counters. Wider trails. Bigger signs.			X
P75	My limited mobility means that sidewalks with high curbs sometimes mean that I cannot cross a street in the allotted time			X
P76	I am completing this for my adult son who had Doen Syndrome. I also have experience pushing an elderly parent on walks on sidewalks in a wheelchair. The curb cuts in many instances are not smooth (don't go right down to the road so you can't push the wheelchair up onto the sidewalk when crossing a road without difficulty) and often do t line up properly. The sidewalk corners are often very sharp -- e.g. . LENNOX and LANGHOLM-- hard to turn a trike without tipping over.			X

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ID	Comment	Source		
		PC	FG	OS
BICYCLES				
P77	Cycling pathways have to be co-ordinated with safe passage for all disability groups	X		
P78	Bicycles difficult to detect for a person with a visual disability	X		
P79	Bicycles traveling at full speed on the trails. I cannot move out of the way fast enough. It is not fun being scared out of your shorts and being yelled at	X		
P80	I can't hear well so the bell that people ring doesn't always help me.			X
P81	People racing their bikes on busy trails. Off Leash dogs. Dog feces on the trail. Not enough garbage cans!			X
OTHER COMMENTS				
P82	No policy yet	X		
P83	When I hurt my leg accessing Breaside off leash park was very difficult due to the hill on both sides.			X
P84	I (currently) am fully mobile with no injuries. (knock on wood). But as soon as you have an injury/disability, everything gets so much harder!			X
P85	Too many dogs			X

6.3 Facilities

A summary of key statistics and findings from the participants of the consultation and outreach process is provided at the beginning of this sub-section, followed by a table listing all comments related to facilities.

Accessing and Using Public Buildings

33% of respondents indicated that barrier exist which limit their access to St. Albert's public buildings. (67% noted no barriers)

Comments from Participants

100 comments related to public buildings and other facilities were received from participants of the consultation and outreach process. The comments have been generally categorized into five areas:

Parking

22 comments addressed a variety of concerns about the City's accessible parking, mostly related to the lack of appropriate parking facilities. Other concerns included distance from parking lots to building entrances and the need for different types of accessible spaces (distance-limited for seniors).

Specific Facilities

28 comments related to accessibility provisions within specific facilities. 8 of the comments provided positive feedback. The other 20 comments addressed a variety of concerns related to features at St. Albert Place, the Library, the Art Gallery, the

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Museum, Fountain Park Pool, Servus Place, Performance Arena and SAP. Concerns were raised about doors and doorways, service counters, washrooms, height of library shelving, lack of adult change table, change rooms, and access into swimming pool.

Non-Specific Facilities

28 comments related to accessibility provisions within specific facilities. 6 of the comments provided positive feedback. The other 22 comments addressed a variety of elements of accessibility including: doors and doorways, hallways, change rooms, stair-only access, lack of power door operators, lack of hearing loops, and lack of accessible recreation facilities.

Maintenance

5 comments addressed a variety of concerns about the City's maintenance practices, including out-of-service elevator, prevalence of weeds and lack of snow/ice removal.

Other Comments

17 comments addressing a variety of concerns including: need for a policy, need for accessibility standards, consideration of a "universal accessibility assessment" prior to purchasing or leasing property, mandatory unencumbered access to all new developments, and the involvement of users in testing design solutions.

A chart showing all comments related to facilities follows. Note the following abbreviations and colour conventions used on the chart.

PC – Comment from the public meeting consultation
FG – Comment from the focus group consultation
OS – Comment from the on-line survey

Comments highlighted in green are generally positive

Comments highlighted in yellow generally identify issues of concern

Comments highlighted in pink generally provide contextual or supplementary information

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ID	Comment	Source		
		PC	FG	OS
PARKING				
F1	Parking availability is a problem			X
F2	Not enough accessible parking			X
F3	Lack of accessible parking			X
F4	Handicapped parking is lacking			X
F5	Limited disability parking			X
F6	Usually parking and snow clearing seem to be the biggest issues			X
F7	Limited parking at the SAPL			X
F8	Public Buildings - I understand city employees also park on the road to nowhere. Why wasn't that area turned into a parking lot? I see they are now spraying grass to the north of the road. OH RIGHT - this is the BOTANICAL city. No parking available often @ Red Willow Place and St. Albert Place while spaces available for city staff sit empty. I understand employees have free bus passes - why don't they use them?			X
F9	Public Buildings -Parking too limited for public buildings			X
F10	Public Buildings -Too much parking reserved for city employees			X
F11	Public Buildings -It's a long walk to the offices from the parking lot. There seems to be few public spaces, lots taken up all day long			X
F12	Public Buildings - Horrid lack of parking at St. Albert Place, downtown area in general			X
F13	Recreation Buildings - Red Willow place has limited parking			X
F14	Outdoor Spaces - Limited parking if you drive			X
F15	parking at Red Willow Place and Curling Rink is often full while spaces set aside for city staff sit empty			X
F16	I have noticed when trying to park downtown (for the library, shopping, community centre etc.) that there seem to be an excessive number of spaces that are reserved for City employees. Often the signs do not state hours so presumably they are not even for the general public to use in the evenings. It seems like City employees are first class citizens, with all their special parking, and us lowly taxpayers are third class nobodies. This limited parking situation encourages me to shop in Edmonton and use Edmonton libraries instead of St. Albert. It's worth a short drive not to worry about parking tickets. Why don't City employees use public transportation, like they encourage the rest of us to?			X
F17	Handicapped parking is minimal. The farmers market is especially poor in this regard. Often the spaces have booths or vendors are parked in the few available spots which means we go home as we can't park in a regular stall. I often go to the edmonton markets instead			X
F18	St.Albert Place handicapped parking is actually very far away from the building (other side of the street) and some people have difficulty walking that far just to get TO the building.			X
F19	There is designated parking for expectant Mothers, Mothers with children, handicap parking + parking for employees only , the list goes on and on...where does a Sr. without a handicap sign on his or her car park their car....??			X

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ID	Comment	Source		
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F20	Moved to St. Albert two years ago and am very impressed by its beauty, cleanliness and friendliness. Still learning my way around the city, which continues to be a pleasant experience. EXCEPT for the parking areas which seem to have no practical planning as spaces are disorganized and Stop signs are placed in Willy Nilly fashion and travel routes are vague. This creates dangers but yet these dangers are probably a benefit as they probably slow traffic			X
F21	Parking at the library has become challenging when other events are on (market, Arden Theater)			X
F22	Increased handicap parking at the Arden			X
SPECIFIC FACILITIES				
F23	Library is a great place - I visit there frequently.			X
F24	I love City Hall			X
F25	I visit Fountain Park Pool at least twice per week. Also like the walking deck at Servus+B4411			X
F26	Servus Place is accessible and a gift. We use it most every day.			X
F27	Woodlands (Red Willow) waterpark is a good example – accessible – staff make kids feel like kids – good practice model.		X	
F28	St. Albert is a lovely city. The Botanical Gardens are great			X
F29	The rehab of lacombe lake is amazing			X
F30	Performance arena is great for wheelchair accessibility			X
F31	St. Albert place needs to have an easily accessible and opened door to the rear on the river side. It is extremely difficult to open the heavy door and maneuver a double stroller and toddlers through the door while holding it open myself. Especially in the winter. I should be able to walk through the door easily and not have to walk around the building to the automatic doors at the front, especially with a young family			X
F32	The counter at St Albert tax office is too high. My family member complained and was told disabled people don't care e treated different			X
F33	Some of the doorways in St. Albert Place are too narrow for wheelchair accessibility			X
F34	Many of the doors in St. Albert Place aren't accessible. Can't get a wheelchair through some of them with hands on the wheels. Bathroom doors and public office doors (tax office/utilities etc) need buttons on them. Panic button near the floor of the accessible bathrooms incase someone has a fall and needs assistance, even the accessible bathrooms in St. Albert place are too narrow to get an electric chair in and turned around. Gender neutral bathrooms will make the buildings more accessible for trans customers and also for families with young children who want to use gender appropriate bathrooms with their parents (Dads feel uncomfortable taking daughters into washrooms with urinals and don't want to go into women's washrooms). Need lower shelves in the library and wider rows between shelves, most of the collection is too high up for someone in a chair to see and who wants to ask for assistance all the time. How about an adult change table in public buildings. More sliding doors instead of doors that open towards/away from you.			X
F35	The bollards outside St. Albert Place are like an obstacle course, why are they there?		X	
F36	The bathroom stalls in St. Albert Place are quite small			X
F37	Add more seating, add some in the foyer of city hall for elderly and disabled to rest.			X
F38	Larger bathroom stalls on main floor of Library			X

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ID	Comment	Source		
		PC	FG	OS
F39	Albert Public Library - the elevator being out of use for 6 weeks is a huge inconvenience. There should be an alternative method to get upstairs for wheelchair users, even a service elevator? The overcrowding of shelves due to lack of space means the shelving gets higher and higher. Wheelchair users cannot access the higher items from their wheelchair. Solution: BUILD A BRANCH LIBRARY to alleviate overcrowding.			X
F40	My grandmother is in a wheelchair and we don't bring her to St. Albert place/library because of the accessibility issues. Sometime we can't even get parking close by. Many of the car parks in St. Albert don't have accessible parking, The city needs to implement some building regulations so that future developments have accessibility requirements and all of St. Alberts residents can access the services available in this city. I live in the north end of town and there are no services for families there. If you have to take two busses to get somewhere with kids or as a caregiver - you aren't going to go!			X
F41	The art gallery is not easy to access for people with limited mobility			X
F42	I am a senior and use a walker. Accessibility as it is now is fine for me. The Art Gallery is not very accessible for me to go to.			X
F43	The stairs outside the museum to get out side to the parking lot			X
F44	I use a cane and can get around most places in St. Albert without much trouble. I had to use a walker for a short time and had a lot of trouble maneuvering at Fountain Park Pool change rooms and had to park far from the entrance at the front of the building because there is only one door that allows for walker or wheelchair access. The other one has stairs so it is impossible for me to access the foyer from this entrance (on Sir Winston Churchill Avenue side).			X
F45	Change rooms in Servus Place (for the pool) and at Fountain Park are too small if you have a wheelchair. Sometimes have to change with the door open			X
F46	Servus Place swimming pool change room is very difficult for wheelchair accessibility. It hampers our family from enjoying the swimming facility			X
F47	There is no ramp to get into the pool at Servus Place		X	
F48	The Servus Place family change room is a very difficult place to access for those in wheelchairs. Not only are there so many right angle turns that are difficult to maneuver with the pool wheelchair, but there is only one wheelchair accessible washroom that is always occupied by other people enjoying the private shower or the baby change table. This is very inconvenient for a disabled person who requires that one specific toilet because they cannot access any other normal toilet, and their caregiver is of the opposite sex so they can't go in to the Men's or Ladies washrooms. The large bench in the one changing stall is too large, you can't fit a wheelchair in the room to transfer the disabled person on to the bench. St.			X
F49	We have an adult son in a wheelchair. At times, he has attended our other son's hockey games. In performance arena, there is a great space to allow accessibility for him above the seating area but in some of the older arenas my husband had to carry him up the stairs and leave his chair at the bottom. (Kinex, Akinsdale) We have some work to do there to allow those with disabilities the same access because even if we wheel him up to the boards (in Kinex for example), they are too high for him to see over.			X
F50	SAP has issues throughout that would limit mobility (many narrow corridors, doorways,, etc).			X
NON-SPECIFIC FACILITIES				
F51	Public Buildings -Again, very attractive and well cared for.			X
F52	Public Buildings -Mostly very easy to access.			X

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ID	Comment	Source		
		PC	FG	OS
F53	Recreation Buildings - there needs to be more! they're great			X
F54	Outdoor Spaces - love the city's outdoor spaces			X
F55	Outdoor Spaces - I love this city's parks.			X
F56	Outdoor Spaces - beautiful community			X
F57	Doorways, hallways, washrooms are bad / inaccessible in instances	X		
F58	Doorways, steps, overcrowding within stores/facilities			X
F59	Non automatic doors are difficult while pushing a stroller ahead of you			X
F60	Inaccessible doors, inaccessible bathrooms			X
F61	some facilities only have stairs - osteoarthritis causes challenge			X
F62	Accessible ramps should be a priority for all outdoor and indoor facilities. It is useful for everybody not just persons with disabilities.			X
F63	Accessing change rooms - while my 8 year old autistic son tries his best to be independent in the change room, there are occasions where I deem it safer for him to be in the ladies change room with me (i.e. if/when family change rooms are overcrowded). This can bring discomfort to other facility users who may not understand his invisible disability. Absence of adapted programming - as a family with a child with special needs, our choices for community programming is essentially limited to mainstream programming or special needs programming/Special Olympics.			X
F64	We've noticed a limited amount of disabled/caregiver washrooms/change rooms, as well as a limited number with change tables in the washroom. Our young daughter has unique bathroom needs and often we cannot accommodate in public spaces without a private change table.			X
F65	Gender neutral washrooms benefit many people. In the last few years before my dad went into care he had severe mobility issues. Mom could not take him out for coffee or to a store because he needed constant assistance including washroom duties. It is rare to find a gender neutral washroom that is big enough to have one a wheelchair and two people. Care aids can be different gender than the person they are caring for. Inclusion is important. If a person can't use a washroom they are severely limited in their locations to visit. So gender neutral bathrooms aren't just for individuals who are transgender. https://ccla.org/hamilton-approves-cutting-edge-trans-rights-protocol			X
F66	Push bottom at business and big accessible washrooms			X
F67	Hearing LOOPS should be installed in all major hubs for the hearing impaired. Please contact the Canadian Hard of Hearing Association - Edmonton Branch			X
F68	Just work with improving existing infrastructure... lower counters. Wider trails. Bigger signs.			X
F69	Just a lack of adequate indoor recreation facilities. We often have to travel to the garrison, legal, calahoo or river qui barre for indoor hockey			X
F70	Recreation Buildings - We need more indoor hockey rinks. We travel to rinks in calahoo, legal, river qui barre, bonnacord at least twice a week as does every hockey family in St. Albert. It worries me that one day a family and kids will not make it home.			X
F71	Outdoor Spaces - We could us more baseball diamonds. Baseball has become a very big summer sport and some of the diamonds that the kids play on are disgraceful given we live in St. Albert			X
F72	Outdoor Spaces - Fields are very important to the children in our community			X
F73	Outdoor Spaces - Again, rough, bumpy surfaces on sidewalks and trails			X

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ID	Comment	Source		
		PC	FG	OS
F74	Outdoor Spaces - Accessible play equipment in all the playgrounds and list which ones are accessible on the website. More playground with a rubberized surface instead of sand. All children should be able to play with their peers			X
F75	Outdoor Spaces - Would be nice to have some more small amenity buildings distributed throughout parks (small public washroom /pavillion buildings)			X
F76	Outdoor Spaces - We have heavily treed areas that at times make movement difficult and/or present lighting safety issues			X
F77	I would like to see more off leash areas in St. Albert			X
F78	On Sundays, several members of my church pick up others who cannot drive, who have wheelchairs and walkers because there is no other way for them to get to church. This is not safe for those with mobility struggles. This is not good for those experiencing isolation			X
MAINTENANCE				
F79	No elevator Library for six weeks			X
F80	If maintenance of infrastructure is not kept up, this can cause anxiety re incidents and injuries		X	
F81	• Maintenance is key especially with snow removal. Snow must be removed and stored so that travel is safe and accessible for everyone especially those persons in wheelchairs and who have low vision.		X	
F82	Public Buildings - they seem well maintained			X
F83	Outdoor Spaces - Mow often to reduce weeds			X
OTHER COMMENTS				
F84	Public Buildings -great hours accessibility			X
F85	Recreation Buildings - great hours very accessible			X
F86	Should be policy / recommendations for businesses	X		
F87	Colder buildings (i.e. downtown, Cajun House bathroom)	X		
F88	Accessible tourism – pass on the idea to our Chamber of Commerce (i.e. Hotels)	X		
F89	I (currently) am fully mobile with no injuries. (knock on wood). But as soon as you have an injury/disability, everything gets so much harder!			X
F90	Public Buildings -We need to build accessibility standards for future planning			X
F91	Public Buildings -In my opinion the City should do a "universal assessibility assessment" prior to purchasing or leasing property for public use, to avoid added expenses to the tax payers to upgrade after the purchase			X
F92	Recreation Buildings - We pay high taxes already, why do I need additional memberships to access these services? Like the Library			X
F93	Accessible features benefit everyone regardless of ability ie. automatic doors, large washrooms, seating areas, ramps		X	
F94	One easy solution for people hard of hearing or deaf is to have a notebook available – people are not offended and will make use of it if it helps to communicate but staff must be confident and comfortable helping		X	
F95	Revitalization of a building or an area should trigger an access review of the surrounding areas – we might get a new building with accessible design but it's no good if the surrounding area has no sidewalks or curb cuts for people to get there		X	
F96	I would suggest a focus on mandatory, unencumbered access to all new developments and buildings. This would include egress into and out of a site, as well as access to specific buildings. Existing infrastructure would be difficult, but filling the gaps in paths of travel would be a good start. (Ie sidewalks between developments, designated pedestrian access from parking lot to door of building). Thank you, St. Albert for being committed to this!			X

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ID	Comment	Source		
		PC	FG	OS
F97	RE SIGNAGE: words are very important and can be inclusive or exclusive. E.g. There is a big difference between 'ACCESSIBLE PARKING' and 'Handicapped Parking'. Better to talk about strengths and abilities and challenges. Anyone can be challenged by mobility at some time without being 'handicapped'. Prompt are NOT handicapped. It is the environment that is handicapped. When designed to be accessible to all, nobody is handicapped. Also Simone pictures accompanying Simone words and phrases support people with cognitive challenges (young or old).			X
F98	My daughter uses a walker and a wheelchair. I'd like to feel that all of St. Albert's facilities are accessible to her when she is visiting me.			X
F99	We need to build standards for our work spaces and they should be designed for the job that needs to be done as well as with accessibility requirements			X
F100	St. Albert needs to test municipal spaces with the actual users, not people who are planning on behalf of users with disabilities – for example there are 3 different braille systems – people who will use them need to provide input		X	

6.4 Other Comments

This section of the report identifies “Other Comments” from the consultation process which did not ‘fit’ into the categories of Transportation, Exterior Pedestrian Routes or Facilities. The other comments address a wide range of issues including:

- Adopting an inclusive approach to design – focusing only on disability is too narrow a view
- Use of local persons with disabilities as user-experts
- Need for better marketing to enhance awareness of inclusion
- Need for sensitivity/awareness training
- Need to go above and beyond basic building code compliance
- All city policies need to be viewed through an accessibility lens
- An Accessibility Advisory Committee should be created
- Need for inclusive recreation programs
- Need for multi-generational programs
- Need for funding for ASL interpreting services
- Need for accessible housing (commenter recognized that this is beyond the scope of this project)
- Build profile of accessibility through social media and 211/311 services
- Importance of maintenance and enforcement

A chart showing all comments related to facilities follows. Note the following abbreviations and colour conventions used on the chart.

PC – Comment from the public meeting consultation

FG – Comment from the focus group consultation

OS – Comment from the on-line survey

Comments highlighted in green are generally positive

Comments highlighted in yellow generally identify issues of concern

Comments highlighted in pink generally provide contextual or supplementary information

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ID	Comment	Source		
		PC	FG	OS
O1	All individuals can be full and meaningful participants in their community when public spaces are universally accessible. If we had added up the number of people who require more accessible spaces, we realize how big that number is. Let's consider, that roughly (1 in 7) or 14% of Albertans lives with a disability, Statistics Canada, Population Projections for Canada, Provinces and Territories 2010-2036, a number of our community have young children and use strollers or other equipment to access services with their with young children, and our population over age 65, is already about 14% of the community. Having an age friendly community enables more residents to participate more fully in the community.			X
O2	This promotes healthy and active aging. When residents are able and encouraged to actively participate in the community, they can work, recreate, socialize and volunteer. We get more value from our public facilities and infrastructure when they are more accessible to residents. And age friendly businesses are also more attractive places to work for mature workers and persons with disabilities offering another source of labour for employers facing a tight labour market. One way to get a clearer picture of how accessible our community is would be to conduct an age-friendly assessment of public spaces, organizations and businesses, by working with a diverse group who represent young families, persons with disabilities and older adults. This opportunity for public consultation is another great way to get feedback from the community about how we go about making our spaces more accessible and barrier-free.			X
O3	The focus on design for disability is a narrow view. It tends to focus only those with exact physical impairments and in execution is often considered extra. For example, a curb ramp is often counted separately from a concrete quote in construction. When it is considered extra, it is not seen as necessary and can be easily removed from a budget. "Inclusive" design encompasses the creation of spaces that are accommodating to all demographics and users. Age, gender, economic status, physical capabilities, mental capabilities and culture all must be considered to create truly "accessible" spaces. If you design for those with "disabilities" you forget that a wheelchair ramp can also be used by someone making a delivery or someone pushing a stroller. For determining priorities,			X
O4	I have a progressive neuromuscular disorder. At this time my mobility is very good and I can manage. I would prefer to stay in St. Albert for as long as I can. Should I ever be unable to drive and the public transportation system remains as it is, I expect I will move to the University area of Edmonton with good access to the LRT.			X
O5	When you are building or refurbishing a new building, have somebody with the wheelchair (manual and powered) come in and look at the designs. Just because engineering standards say the space is wide enough doesn't always mean it actually works			X
O6	Please stop these surveys. We are not experts in civil engineering or planning; I'm sure the city employs people who can give far more educated responses to these questions. If not, I'd suggest contacting the U of A - they have great researchers who specialize in these topics.			X
O7	Too many dogs running around parks			X
O8	I would like to see more off leash areas in St. Albert			X
O9	They need better marketing to feel included and so they want to go to these			X
O10	Road network is absolutely important since it determines accessibility to other facilities as well			X

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ID	Comment	Source		
		PC	FG	OS
O11	Cultural sensitivity around disabilities is important. We need to consider persons with vision loss and hearing loss as well as our Baby Boomer population – need to have increased awareness for municipal employees – for example a St. Albert employee was trying to point out a location to someone who was blind -some staff are great with this already – Handibus drivers are knowledgeable		X	
O12	Municipal facilities should set an example for private developments – the Building Code sets minimums, but we need to go above and beyond with regard to accessibility – find local champions and learn from international best practices for facilities		X	
O13	Overall inclusion is important – need to address the barriers not the people – avoid separating people with disabilities from other users		X	
O14	Age can affect access – kids tend to have family support – adults more independent		X	
O15	Welcome and support are as important as physical access		X	
O16	Inclusion and diversity is a central theme with this project		X	
O17	City should ensure that support workers don't incur an extra cost –		X	
O18	Need to also think about episodic disabilities – things like MS or broken leg that can pose a barrier to access. There is a learning curve for persons who find themselves with disability issues for the first time		X	
O19	Policies – there needs to be a formal process for all new City policies to be vetted through an accessibility lens – for accessibility to be considered every time a system and structure have to be in place – separate body to review – purchasing and procurement policy should give a higher rating to those who address social goals – all public engagement budgets should include money for accessible engagement – RMWB has this in place		X	
O20	A city of St. Albert Accessibility Advisory Committee could be created		X	
O21	When the City of St. Albert provides Grants to stakeholder groups there should be a scheduled budget for interpreters. This should not be up for debate		X	
O22	Accessible housing should be considered even though it is not really part of this project. Financial issues such as being on AISH can create conditions that are not accessible. Grants for secondary suites could possibly be tied to provision of accessible units – there is a huge need for affordable, accessible housing. The City of St. Albert could have an impact here.		X	
O23	The physical accessibility of recreation facilities won't make a difference for individuals with disabilities unless the programs themselves are inclusive of people with physical disabilities or intellectual disabilities. Policies need to be developed and staff need to be trained to ensure that programming is made accessible through the availability of accommodations and the provision of support		X	
O24	Support groups are philosophically moving away from grouping people with disabilities together, integrating with everyone – ie. all rec programs should be accessible to all people rather than creating specialized programs – kids should be with peers.		X	
O25	The City of St. Albert should support Multi-generational programs		X	
O26	Information centres or phone numbers can be very useful – one place where you can call for access information re facilities – 211 and 311 service are in place – need to increase awareness of what they do – technology function and human service function – St. Albert can build accessibility into its social media presence – the spruce it up app could help to maintain accessible spaces – might also require all organizations that get municipal funding to register with 211		X	

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ID	Comment	Source		
		PC	FG	OS
O27	There can be gaps between City responsibility and private responsibility – for example City might require handicap parking at a grocery store, but if people without placards park in these spaces it's difficult to enforce		X	
O28	Enforcement and maintenance are key issues		X	
O29	<p>I applaud the City of St. Albert for undertaking the Universal Accessibility initiative and appreciated the opportunity to attend the open house on April 26 and provide input into City facilities and services. I would like to offer my input from a couple of perspectives: 1. As a City resident who is the parent of an 8 year old child with Autism, which is considered an invisible disability requiring additional considerations and accommodations when it comes to accessing community services and facilities, primarily relating to safety; and 2. As a founding director of the St. Albert-based charity Plugged In Community Centre Organization, whose mission is to establish a facility, preferably in St. Albert, that would offer affordable lease space to organizations and individuals that provide inclusive programming to the community. Since we first discovered that our child has needs differing from his typically-developing peers, we've experienced first-hand on a number of levels the areas in community facilities and programming that have made it more difficult for our son and family as a whole to participate meaningfully in our community.</p> <p>I'll describe some of these experiences to illustrate these difficulties. 1. St. Albert Family Resource Centre - this is a partially City-funded agency. I served on the Board and advocated for the Centre to receive provincial Parent Link designation and the associated funding. While the staff are generally well-intentioned, they don't have the training or experience to offer programming for children or families who are anything but typically-developing, nor do they refer to more suitable resources. Our family sought referrals and resources through the public health centre and/or a Parent Link Centre in Edmonton.</p> <p>2. Community recreational programming (philosophy and training) - Two years ago, before we had a definitive diagnosis to explain our son's challenges and needs for support, I contacted a community recreation coordinator to inquire about placing our son in a City of St. Albert 3/4 day summer camp in preparation for his entrance into grade one. I felt it was important to discuss our son's challenges and potential accommodations and support requirements before enrolling. I was met with questions including "is he going to try to run away?" and comments like "as long as you don't have a problem with how we deal with him." I did choose to enroll him in the camp, but did arrive one day to pick him up and found a volunteer leader in training standing and staring at him as he rolled around in the front entrance. In fairness, the same recreation coordinator approved an override for my son to participate in a Learn to Skate program that fall as he exceeded the age range. Unfortunately the City does not offer Learn to Skate programs for children beyond age 6.</p>			X

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ID	Comment	Source		
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	<p>I recently forwarded a Global News story about a tool called Tornado's Edge to St. Albert Minor Hockey Association administrator Holly Tanner. The Tornado's Edge was developed by a parent of a child with Autism that creatively serves as both a tool to assist individuals with motor planning challenges, but also assists in refining more advanced skating skills. Holly arranged for the creator of Tornado's Edge to provide a demonstration on April 22, 2017. Representatives from the City of St. Albert were invited. Collaboratively, this tool could easily be incorporated as an optional alternative in City Learn to Skate programs as well as participants of varying abilities in figure skating programs and St. Albert Minor Hockey Association. Swimming lessons - our children are in the age range where demand exceeds capacity of City facilities. As a parent of a child who requires direct instruction for this life skill, our choices are to register for "mainstream" swimming lessons or one-on-one Special Needs swimming lessons.</p> <p>Not only is the demand for for Special Needs lessons greater than the capacity, but the available times for these lessons appear to be filling gaps in scheduling, are not necessarily desirable times, and registration itself is not available online like it is for mainstream lessons. In fact, the advice I once received from a Fountain Park staff person was to register for Special Needs lessons "come and line up at 7:00 am on registration day." Typically registration happens in the middle of the week. This is not practical for a family with school-aged children, particularly when a child has special needs. This adds a barrier to accessing programming.</p> <p>There really is nothing "in between" which, in the long term, could improve the outcomes for affected individuals to participate in their community. The City of Red Deer has some great examples of adapted programming, employs a Diversity & Inclusion Specialist, and in 2016 hosted a Fostering Diverse Communities conference, which included Wisdom Circle sessions on topics including persons with disabilities, seniors, gender identity and sexual orientation, breaking stigmas, etc. Safety/Understanding/Awareness - last summer, members of the Plugged In Community Centre Organization (myself included) met with RCMP Commander/Inspector Ken Foster (just prior to his promotion to Superintendent in Red Deer) to explore the possibility of facilitating an information session for first responders/emergency services personnel to learn more about identification and response to community members with invisible disabilities and mental health concerns. Inspector Foster reached out to Fire Chief Ray Richards before his retirement to consider this as a joint initiative. Similarly, training or information sessions about challenges faced by individuals with disabilities (visible and invisible) in sport/recreation settings and in community settings would be beneficial. Improved accessibility within the City of St. Albert would mean that our family could meaningfully participate in community activities knowing that residents and City staff are aware and compassionate towards the challenges, concerns and barriers that families with a member with special needs, regardless of age, face in their community.</p>			

7.0 Next Steps

Along with findings from the Vision and Intent Report and the Best Practices Report, the aforementioned comments and recommendations from participants in the consultation and outreach process will inform the development of a first draft of a Universal Access and Barrier Free Prioritization Plan for the City of St. Albert.

Appendix A- Detailed results of Public Meeting Consultation

This Appendix presents the questions posed at the public meeting and the answers received from participants. The questions and answers are organized within five focus areas:

- Public Transportation
- Pedestrian Pathways
- Public Buildings
- Recreation Buildings
- Outdoor Spaces

PUBLIC TRANSPORTATION

1. What types of transportation do you use to get around the city?
 - HandiBus, car rides, Miss Daisy
 - Mostly drive or walk
2. Do you use the public transportation system? If so, how often?
 - None
 - Not often, mostly to Edmonton when I do
3. What destinations are most important to you?
 - Trail System
 - Need HandiBus on Sundays - getting around for social + religious = reducing isolation + building community connections
 - The main bus transit centre at St. Albert Mall is anything but accessible
 - Hospital, shopping, doctor, swimming, all walking trails
 - Better training for city workers on how to deal with situations where St. Albert residents run into accidents or emergencies (i.e. Bus drivers)
 - Bus stop snow, sidewalk left too deep. If you drop down into it, you can't get out
 - Bus services for disabilities are great
 - Getting to Edmonton conveniently and efficiently
4. Do barriers exist for you to get to these destinations? Can you identify any aspects (related to accessibility) of St. Albert's public transportation system that work well for you?
 - Trails, para-ramps
 - HandiBus
 - HandiBus to Edmonton
5. Any other comments
 - Need a policy
 - Cycling pathways have to be co-ordinated with safe passage for all disability groups
 - Public sidewalks just as vital for residents as commercial areas
 - Bicycles difficult to detect for a person with a visual disability

Universal Access and Barrier Free Prioritization Plan**Deliverable 1C: Consultation Summary Report**July 5, 2017

- The bus service for handicapped persons is excellent. Poor access to bus shelters in the winter. Again snow removal
- Bicycles traveling at full speed on the trails. I cannot move out of the way fast enough. It is not fun being scared out of your shorts and being yelled at.
- I feel that the transit stations and the parking are not very accessible. It seems unsafe to cross through to the stations if you have a mobility impairment. Parking is also not well marked and connector paths are not clear.

If you are a person with a disability, please consider telling us about your disability, as well as any assistive equipment that you use.

- None

PEDESTRIAN PATHWAYS

1. How often in a week do you use pedestrian pathways (sidewalks, trails, etc.)?

- 7
- 30
- 7 day per week - often!!!
- Businesses need to keep accessible parking clear - amazing amount of snow (i.e. Enjoy Centre in the winter)
- Snow removal blades need to go to the street or sidewalk level otherwise that create a ridge that a wheelchair cannot get over. (i.e. Prohibits getting out of a bus shelter)
- Where is policy or recommendations on walkable shopping areas (i.e. no sidewalks in Walmart / Save on Foods)
- How safe are people with strollers or walkers
- Provide maps on pathways to identify slopes and barrier free paths before taking them
- We need more than one pedway over St Albert Trail. The trail is too busy and wide for many to cross safely
- The crossing signal button are out of date. They are too small of a circle and are often not capable

of visually indicating that they have been triggered

- Older city areas have sharp curbs - that causes irregular swings in and out of traffic as well as a harsh drop that hurts your back
- My family as a whole uses them daily

2. Do you have any trouble navigating pedestrian pathways? If so, please explain.

- Some curbs
- Changes in material (i.e. Concrete to asphalt)
- Policy / recommendations for businesses
- Doorways, hallways, washrooms are bad / inaccessible in instances
- Colder buildings (i.e. downtown, Cajun House bathroom)
- Need better snow removal on paths and especially sidewalks
- No pathway of safe access from River Valley to Inglewood / Bellerose (near Canadian Tire) - dangerous
- Crossing street - curb cuts are far from crossing button (St. Albert Trail and Erin Ridge Road)
- Ice and snow does not allow for getting close to the button
- Need smart solutions for a Winter City
- Sidewalks
- Crossing street
- Snow removal poor in areas
- Windrows left in the way
- Snow left too deep (i.e. Grandin)
- Accessible tourism - pass on the idea to our Chamber of Commerce (i.e. Hotels)
- Sidewalks downtown - cobblestones are uneven and broken
- Traffic lights in areas have awkward access and short cycle times (i.e. Sir Winston and Gainsborough)
- They are very well connected however the slopes in some areas and the uneven pavement can be a challenge.

3. What walking destinations in St. Albert are most important to you?
 - River Valley
 - Sidewalks
 - All
 - Farmers Market, Essmy and Bellerose, Sobey's, Walmart

4. Do barriers exist for you to get to these destinations? If so, please explain. Can you identify any aspects (related to accessibility) of St. Albert's pedestrian pathway system that work well for you?
 - No policy yet
 - Anywhere with a graduated curb system
 - it is very well connected throughout the City

If you are a person with a disability, please consider telling us about your disability, as well as any assistive equipment that you use.

- None

PUBLIC BUILDINGS

1. What public buildings do you visit most?
 - Servus Place
 - Library
 - Gord Edgar
 - Riel Park
 - St. Albert Place
 - Stupid new curb at west end of City Hall by guards
 - Stores
 - Rec centres
 - Health Care Providers
 - Recreation centres, Arden Theatre, arenas, pools

2. Do any barriers exist for you to get to these public buildings? If so, please explain.
 - No policy = poor planning
 - Cobblestone pathways / sidewalks
 - No plain language signage
 - Require audio frequency indirect of the loop system so that the hard of hearing can understand the spoken word in all public areas including the gallery at City Hall

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- City Hall does not have handicapped controls near the handicapped parking – side door by the library
- Grab bars at the back of the toilets and urinals are important
- Can't hear in stores, movie theatre
- Washroom grab bars at back of toilets and urinals are important
- To get to, there is not a problem – to communicate and hear the spoken word is very difficult

3. How easy is it to enter these public buildings? Please explain.

- City Maze – handicapped parking is on the side of the building. Parking permits are issued to people who cannot achieve 100 yards easily. Why no controls on side doors?
- No issues
- I am able bodied so easy for me, but I do see some elements such as directional signage, wayfinding, crosswalks and proper crossings are sometimes an issue.

4. How easy is it to use the facilities / services provided within these public buildings? Please explain.

- No gender neutral washrooms
- I have moderate hearing loss and wear hearing aids. I am one of about 4.6 million Canadians with a reported hearing loss. Hearing aids are very effective up to a distance of 1.5 metres. As the distance increases, it becomes impossible to understand the spoken word. As a result, I am isolated. Helen Keller is famous for her statement about being blind and deaf. "Blindness separates people from things, deafness separates people from people". As hearing aids amplify all sounds, hearing aids effectively render the hard of hearing deaf in public areas. The hard of hearing tend to stay home and the more profound the hearing loss is, the more we stay at home.
- Buildings have lots of space and are easy to navigate. There are issues of barrier free design that make it a challenge to access areas in some of the public buildings. Service desks have lowered counters in most facilities so this is good to see.

From what I know there is no barrier free equipment in the work out areas, I also wonder about staff sensitivity training as well. I am not sure if there is access to lifts for the pools, as well as transfer chairs for people to use to access pools

5. Are services available to help you navigate within the building? If so, please explain. Can you identify any aspects (related to accessibility) of St. Albert's public buildings that work well for you?
- Advocacy for medical facilities to be accessible (i.e. St. Michael Medical - awful rooms, high beds, step on scales)
 - Fountain Park, Servus Place, City Hall - not accessible washrooms
 - Call buttons should be included in the public building and accessible washrooms
 - Cannot get into Arden from City Hall if I can't open door
 - No access between 2nd floor City Hall and library
 - Where are exits if elevators break down
 - Every time a building permit is issued for a public area (store, health care, rec centre, and etc.) an audio frequency induction loop should be mandatory
 - City Hall narrow (people have right to access)
 - Gallery at city council not accessible
 - Washrooms not accessible
 - Could we not justify a commissioner who would be able to assist with accessibility issues in major public buildings such as City Hall
 - Servus Place could even be volunteer run
 - The public Gallery at City Hall should be looped
 - One in two seniors has hearing loss - why are we ignored?
 - We need to be enforcing the use of accessible space in even private buildings (i.e. They often have the well done accessible bathroom but then they use them as the storage room for the floor mop and cleaning supplies)
 - Assisted listening devices improves the signal to noise ratio and when an audio frequency induction loop system (AFILS) is provided, people with T-coil hearing aids allow us to hear.

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- St. Albert has counter loop at Servus Place service desks, one at the library, service counter at the Fountain Park Pool, City Hall and the Arden Theatre Box Office. These really help
- Lop System should be required in all public areas where audio information is required
- All points of transactions such as checkout tills at stores should be required to have such a system
- Hospital areas -certainly the admitting station
- Pharmacies
- Doctors' offices
- Ticket outlets
- Community Halls
- Seniors groups / homes / centre
- Walking clubs
- Disability organizations
- Family centre
- Bam
- Schools
- Parks
- Women's groups
- Good color contrast for the most part. Would like to see more braille on the room signs

If you are a person with a disability, please consider telling us about your disability, as well as any assistive equipment that you use.

- Cannot hear in public areas as my hearing aid pick-up background noise. Hearing loop should be mandatory in all public areas
- I am a disabled veteran with an above knee amputation. My hip is also broken. I use all mobility aids. It is extremely difficult to get around. I have fallen in roadways, sidewalks, parking lot, everywhere. In St. Albert curbs in areas are very sharp and require extreme care to prevent tip overs. I am often forced into traffic. Snow removal is remarkable in areas and poor in others. All traffic lights need updating for safe passage (i.e. Grandin). Many buildings, businesses and city are not accessible. Most handicapped are not setup for handicapped. A wide room is not

enough. I put a lot of miles in winter and summer. I feel trapped - Free me. Thank you to the St. Albert employees who have picked me up on several occasions

RECREATION BUILDINGS

1. What recreation centers do you visit most?
 - None
 - Servus Place, Fountain Park, Kinex/Aikinsdale
2. Do barriers exist for you to get to these recreation centers? If so, please explain.
 - Online registration for swimming lessons for special needs is not available, like it is for other "mainstream" lessons
 - Programing for individuals requiring additional support and guidance to be successful (i.e. Nothing between mainstream and special needs)
 - Need push button entrances to enter rink (i.e. Go Auto)
 - Cannot understand the spoken word in workout areas
3. How easy is it to enter the recreation center? Please explain.
 - Design from parking to entrances has barriers
 - Some sidewalk barriers
 - Servus Place pool, wet change and ramp with barriers
 - Equipment such as transfer chairs for pools
 - Physical access is fine, however there are some barriers (curb ramps, marked crossings, signage, sidewalk maintenance) that can pose barriers
4. How easy is it to use the facilities / services provided within the recreation center? If so, please explain.
 - I cannot join in exercise classes as I cannot understand the person leading the classes
 - We could look at increasing the recreation facilities for those with disabilities (i.e. Lawn bowling club)
 - Need space for dance program options (i.e. Public ball)

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- Add at least a couple of drop-in classes to the Servus program that are geared not only to seniors but to those living with disabilities
 - I feel it is quite good for able bodied individuals, however I don't think all of the necessary elements exist for people with visual, auditory, cognitive and physical impairments are there.
5. Are services available to help you navigate within the recreation center? If so, please explain. Can you identify any aspects (related to accessibility) of St. Albert's recreational buildings that work well for you?
- Main entrances
 - New signage is helpful
 - Need a public policy period
 - Loop systems are at the service counters. Need to have loop system in workout areas. Loop system for hearing aid
 - Servus Place - can't access main floor area to observe at ice level
 - Washrooms at Servus Place main floor have great accessible stalls but can't navigate to walkway through
 - Need to look at fonts, color contrast, and use of images to identify spaces
 - Fountain path downstairs
 - There should be better directional and tactile signage available

If you are a person with a disability, please consider telling us about your disability, as well as any assistive equipment that you use.

- None

OUTODOOR SPACES

1. What outdoor spaces do you visit most?
 - All walking trails, dog parks, most sidewalks
 - The stands at Rodeo Place could be equipped with a hearing loop
 - Community/neighbourhood parks, pathways, sidewalks
2. Do barriers exist for you to get to these outdoor spaces? If so, please explain.
 - In Grandin (Gainsborough Areas) sidewalk and trail snow removal is poor. Someone needs to inspect what you are paying for. Windrows stop movement. Alter direction. Put me in traffic, etc.
 - Your operator lifts his blade 2 to 3 inches and hits sidewalks and trails at full speed throughout his route. Hire someone who cares.
 - Access is pretty good, however there are some areas where the sidewalk/path is too steep, some curb ramps don't align with crossings, not all crosswalks are clearly marked, lighting could be better at crossings,, some areas do not have hard surface connecting them, wayfinding signage is inconsistent.
3. How do you get to these outdoor spaces? Please explain.
 - Wheelchair, mobility scooter, walking aids
 - Walk, bike or drive
4. Are there barriers for you to use these outdoor spaces? If so, please explain.
 - None
 - Accessible equipment may not be there, use of sand is also not accessible (but I do not experience any barriers personally)
5. Are services available to help you better experience these outdoor spaces? If so, please explain.Can you identify any aspects (related to accessibility) of St. Albert's outdoor spaces that work well for you?
 - None

If you are a person with a disability, please consider telling us about your disability, as well as any assistive equipment that you use.

- None

The following comments were received by email from Leanne MacMillan, St. Albert Community Development Coordinator, after the public meeting.

All individuals can be full and meaningful participants in their community when public spaces are universally accessible. If we had added up the number of people who require more accessible spaces, we realize how big that number is. Let's consider, that roughly (1 in 7) or 14% of Albertans lives with a disability, Statistics Canada, *Population Projections for Canada, Provinces and Territories 2010-2036*, a number of our community have young children and use strollers or other equipment to access services with their with young children, and our population over age 65, is already about 14% of the community.

Having an age friendly community enables more residents to participate more fully in the community. This promotes healthy and active aging. When residents are able and encouraged to actively participate in the community, they can work, recreate, socialize and volunteer. We get more value from our public facilities and infrastructure when they are more accessible to residents. And age friendly businesses are also more attractive places to work for mature workers and persons with disabilities offering another source of labour for employers facing a tight labour market.

One way to get a clearer picture of how accessible our community is would be to conduct an age-friendly assessment of public spaces, organizations and businesses, by working with a diverse group who represent young families, persons with disabilities and older adults. This opportunity for public consultation is another great way to get feedback from the community about how we go about making our spaces more accessible and barrier-free.

Hi, I forgot one thing at the universal accessibility stakeholder meeting. Here is more of my feedback:

Gender neutral washrooms benefit many people. In the last few years before my dad went into care he had severe mobility issues. Mom could not take him out for coffee or to a store because he needed constant assistance including washroom duties. It is rare to find a gender neutral washroom that is big enough to have one a wheelchair and two people. Care aids can be different gender than the person they are caring for. Inclusion is important. If a person can't use a

washroom they are severely limited in their locations to visit.

So gender neutral bathrooms aren't just for individuals who are transgender. <https://ccla.org/hamilton-approves-cutting-edge-trans-rights-protocol/>

Appendix B - Detailed results of Focus Group Consultation

This Appendix summarized the discussions from the focus group consultation.

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Meeting Notes from May 25/17 Focus Group Discussion for
Universal Access and Barrier Free Prioritization Plans for St. Albert

In attendance:

Edgar Jackson, Spinal Cord Injury-Alberta

Philip Ney, Inclusion Alberta

Carmen Wyton, past member of the Board of the Premier's Council on the
Status of Persons with Disabilities

Merico Tesolin, Canadian National Institute for the Blind

Ed Huget, Voice of Albertans with Disabilities

Heather Richards and Marina, Transitions

Richard Van Grinsven, St. Albert resident

Lory Scott and Jessie Fry, City of St. Albert

Ron Wickman, Ron Wickman Architect (project consultant)

After introductions the table was open to discussion. The comments listed below generally captures the rhythm of the conversation as it took place.

- Richard pointed out the Handibus service is quite good. Public transportation is harder because it is often hard to get to the bus stops
- Cultural sensitivity around disabilities is important. We need to consider persons with vision loss and hearing loss as well as our Baby Boomer population – need to have increased awareness for municipal employees – for example a St. Albert employee was trying to point out a location to someone who was blind -some staff are great with this already – Handibus drivers are knowledgeable
- Woodlands (Red Willow) waterpark is a good example – accessible – staff make kids feel like kids – good practice model. Carmen pointed out how easy and enjoyable it is getting from her home to the park with son. Pathways are safe and accessible.
- Sidewalks and ramps pose a lot of issues – grade needs to feel safe – both the design and maintenance need attention – in many places sign posts or poles are located in the middle of sidewalks and people run into them, should be moved – tree branches and foliage can impede movement or force people out of safe path of travel if not maintained – snow removal is a big deal as well
- If maintenance of infrastructure is not kept up, this can cause anxiety re incidents and injuries
- Maintenance is key especially with snow removal. Snow must be removed and stored so that travel is safe and accessible for everyone especially those persons in wheelchairs and who have low vision.

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- St. Albert needs to test municipal spaces with the actual users, not people who are planning on behalf of users with disabilities – for example there are 3 different braille systems – people who will use them need to provide input
- Municipal facilities should set an example for private developments – the Building Code sets minimums, but we need to go above and beyond with regard to accessibility – find local champions and learn from international best practices for facilities
- Overall inclusion is important – need to address the barriers not the people – avoid separating people with disabilities from other users
- Accessible features benefit everyone regardless of ability ie. automatic doors, large washrooms, seating areas, ramps
- Heather and Marina pointed out that sometimes just getting to municipal facilities poses a barrier – how to get there (transportation) and getting into the building
- They also pointed out that the Handibus is a vital service and works well, but have to provide 24-48 hours for scheduling
- Cost can be a barrier to access ie. having to take cabs if transit isn't an option
- Income accessibility for municipalities is as important as physical access – subsidized passes are great and remove a barrier to use
- The bollards outside St. Albert Place are like an obstacle course, why are they there?
- There is no ramp to get into the pool at Servus Place
- Controls at intersections – need to be easily reachable – vibrating buttons for visually impaired
- Some buttons are difficult to access if you are pushing a stroller or a wheelchair, as it requires the wheelchair or the stroller to be in the line of traffic in order to push the button
- One easy solution for people hard of hearing or deaf is to have a notebook available – people are not offended and will make use of it if it helps to communicate but staff must be confident and comfortable helping
- Age can affect access – kids tend to have family support – adults more independent
- Welcome and support are as important as physical access.
- Inclusion and diversity is a central theme with this project.
- City should ensure that support workers don't incur an extra cost – recreation facility support to transit

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- Need to also think about episodic disabilities – things like MS or broken leg that can pose a barrier to access. There is a learning curve for persons who find themselves with disability issues for the first time
- Policies – there needs to be a formal process for all new City policies to be vetted through an accessibility lens – for accessibility to be considered every time a system and structure have to be in place – separate body to review – purchasing and procurement policy should give a higher rating to those who address social goals – all public engagement budgets should include money for accessible engagement – RMWB has this in place.
- A city of St. Albert Accessibility Advisory Committee could be created.
- When the City of St. Albert provides Grants to stakeholder groups there should be a scheduled budget for interpreters. This should not be up for debate.
- Philip pointed out that accessible housing should be considered even though it is not really part of this project. Financial issues such as being on AIHS can create conditions that are not accessible. Grants for secondary suites could possibly be tied to provision of accessible units – there is a huge need for affordable, accessible housing. The City of St. Albert could have an impact here.
- Revitalization of a building or an area should trigger an access review of the surrounding areas – we might get a new building with accessible design but it's no good if the surrounding area has no sidewalks or curb cuts for people to get there.
- The physical accessibility of recreation facilities won't make a difference for individuals with disabilities unless the programs themselves are inclusive of people with physical disabilities or intellectual disabilities. Policies need to be developed and staff need to be trained to ensure that programming is made accessible through the availability of accommodations and the provision of support.
- Support groups are philosophically moving away from grouping people with disabilities together, integrating with everyone – ie. all rec programs should be accessible to all people rather than creating specialized programs – kids should be with peers.
- The City of St. Albert should support Multi-generational programs.
- Information centres or phone numbers can be very useful – one place where you can call for access information re facilities – 211 and 311 service are in place – need to increase awareness of what they do – technology function and human service function – St. Albert can build accessibility into its social media presence – the spruce it up app could help to maintain accessible spaces – might also require all organizations that get municipal funding to register with 211

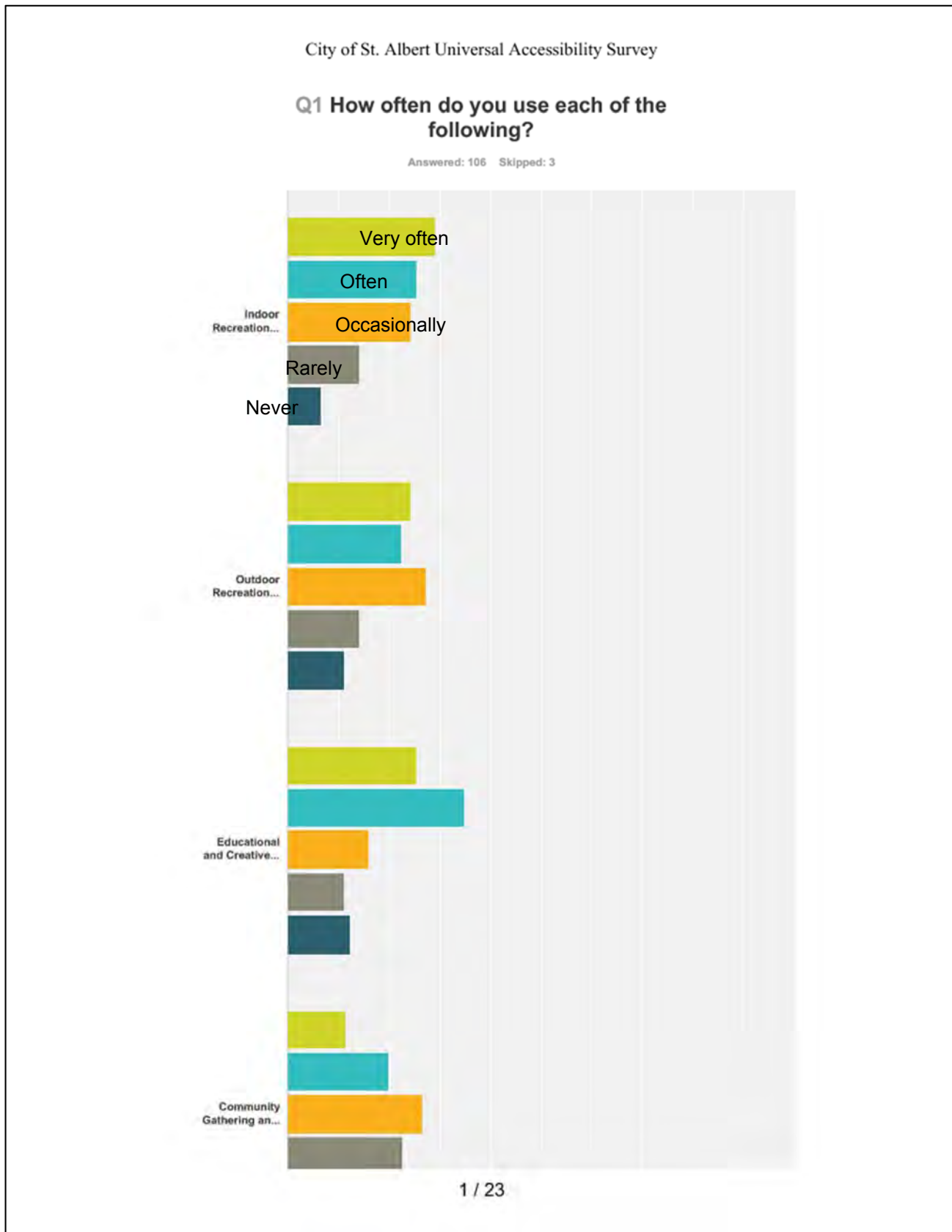
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- Consider both the physical journey to access facilities and the experience of how it makes the person feel. All citizens of St. Albert want to enjoy the city that they live in.
- There can be gaps between City responsibility and private responsibility – for example City might require handicap parking at a grocery store, but if people without placards park in these spaces it's difficult to enforce.
- Enforcement and maintenance are key issues.

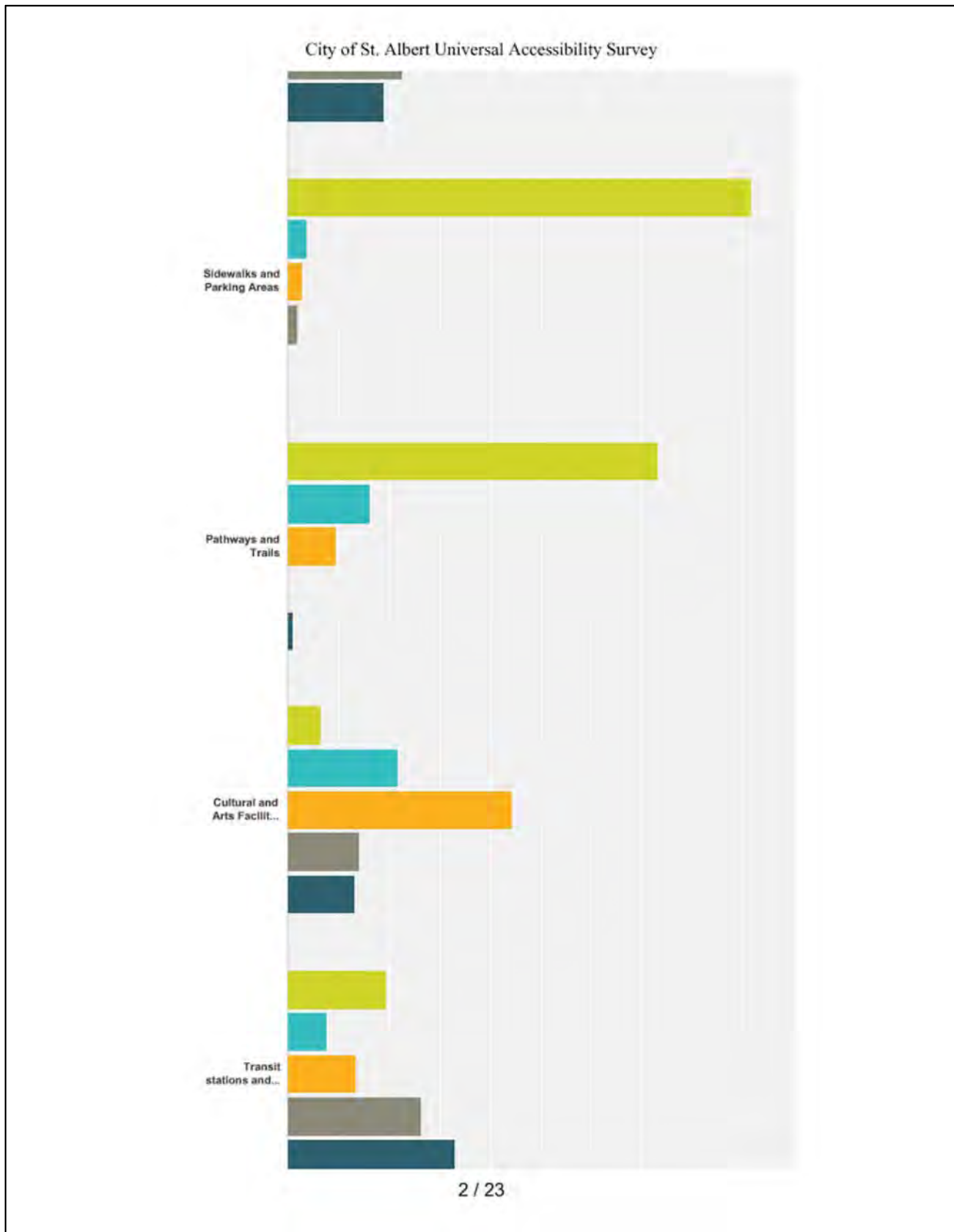
Appendix C - Detailed results of the On-line Survey



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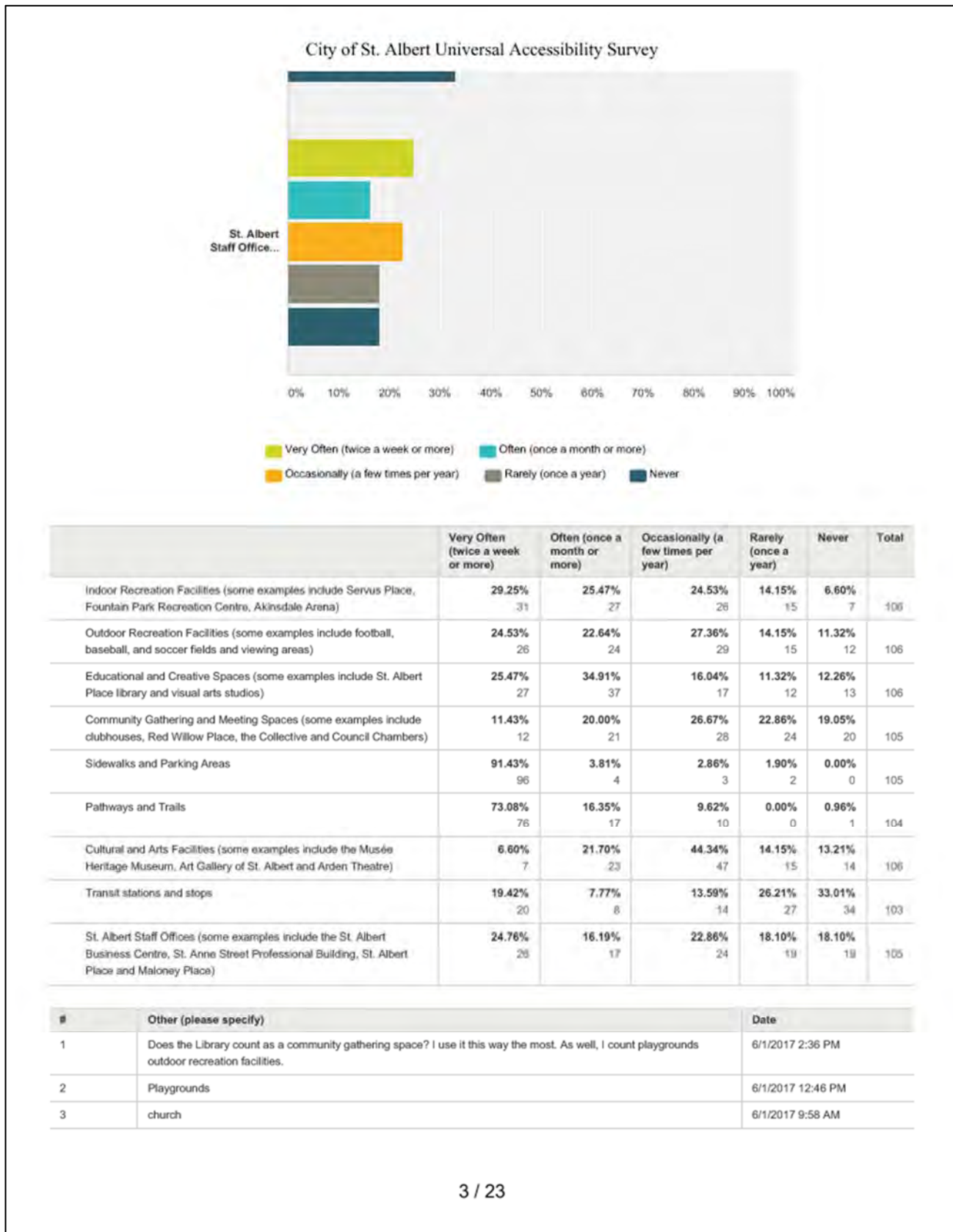
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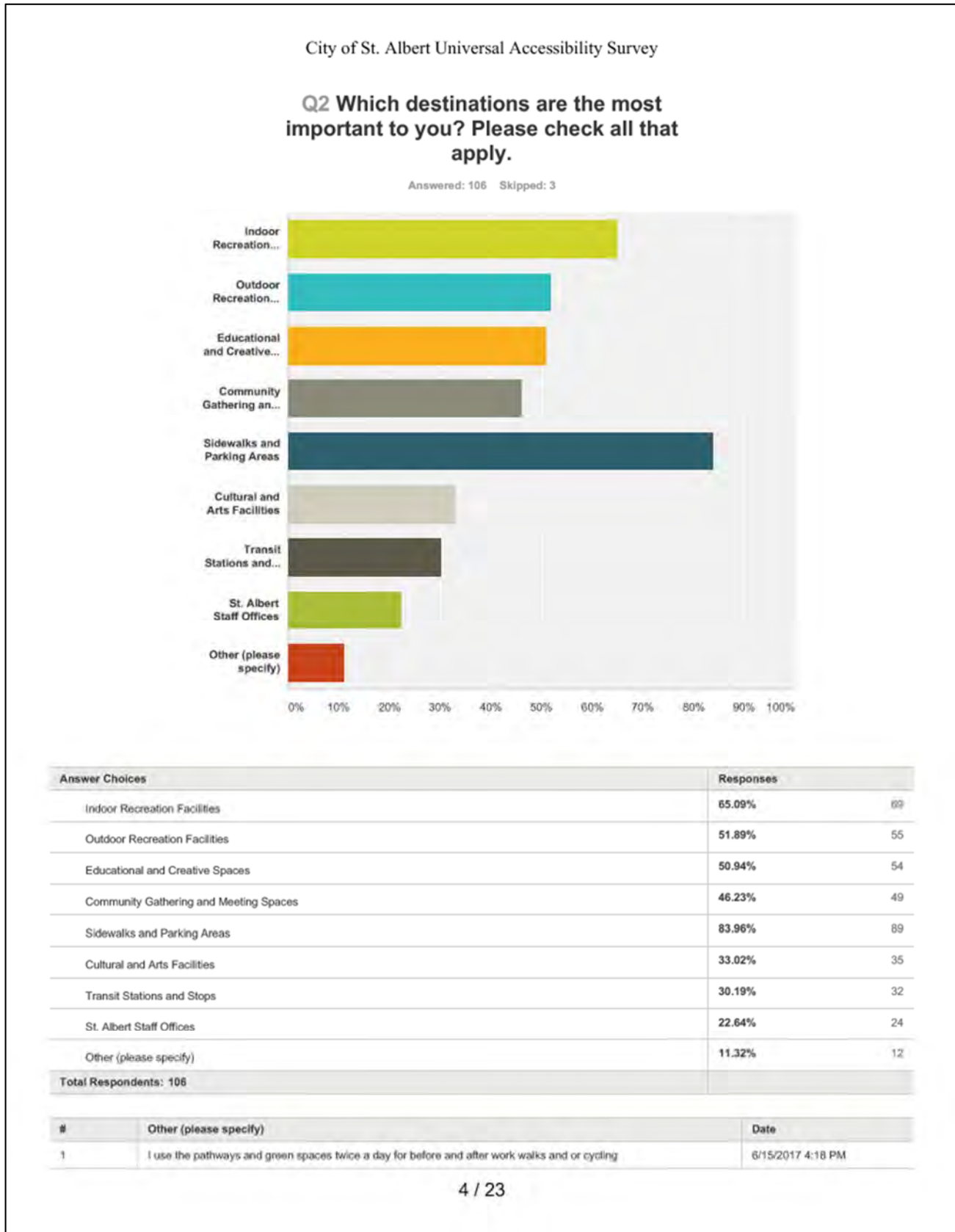
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City of St. Albert Universal Accessibility Survey

2	none	6/15/2017 11:20 AM
3	shops on Perron Street	6/14/2017 7:13 AM
4	Transportation	6/13/2017 5:13 PM
5	trails	6/13/2017 4:18 PM
6	Walking around St. Albert, in and out of restaurants, fast food places, stores. Using an adult trike on sidewalks. Walking dog on sidewalks	6/11/2017 3:58 PM
7	Red Willow Park Trails	6/8/2017 10:58 PM
8	St. Albert Library Parking in the downtown area is entirely terrible. Is it worth driving forever to find a parking spot.	6/7/2017 3:59 PM
9	U	6/5/2017 7:28 AM
10	Pathways and Trails	6/5/2017 7:15 AM
11	pathways and trails accessing natural areas	6/2/2017 4:52 PM
12	St. Albert Public Library	6/1/2017 11:41 AM

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City of St. Albert Universal Accessibility Survey

Q3 Do any barriers exist for you to get to these destinations or to navigate within public buildings?

Answered: 83 Skipped: 26

#	Responses	Date
1	Overabundance of poorly-timed traffic lights makes for frustrating travel to these destinations.	6/15/2017 11:31 PM
2	no	6/15/2017 4:18 PM
3	No.	6/15/2017 11:54 AM
4	I am a senior and use a walker	6/15/2017 11:20 AM
5	When I hurt my leg accessing Breaside off leash park was very difficult due to the hill on both sides.	6/14/2017 10:27 PM
6	no	6/14/2017 7:13 AM
7	Hearing Loss in family	6/13/2017 7:27 PM
8	Yes, if I cannot get a ride then I cannot get there.	6/13/2017 6:38 PM
9	Yes	6/13/2017 5:13 PM
10	No	6/13/2017 4:53 PM
11	no	6/13/2017 4:18 PM
12	Parking	6/13/2017 4:14 PM
13	No	6/13/2017 4:00 PM
14	Yes	6/13/2017 2:17 PM
15	No	6/13/2017 2:10 PM
16	no	6/13/2017 2:03 PM
17	No.	6/13/2017 1:48 PM
18	No	6/13/2017 1:45 PM
19	parking sometimes	6/13/2017 1:11 PM
20	Transit	6/13/2017 12:46 PM
21	No	6/12/2017 5:30 PM
22	Private residents fail to clear snow; some destinations too far away	6/12/2017 12:17 PM
23	Yes, my limited mobility means that sidewalks with high curbs sometimes mean that I cannot cross a street in the allotted time.	6/12/2017 10:02 AM
24	I use a cane and can access all facilities that I frequent.	6/11/2017 10:27 PM
25	No	6/11/2017 7:36 PM
26	Not at this time	6/11/2017 7:27 PM
27	Just a lack of adequate indoor recreation facilities. We often have to travel to the garrison, legal, calahoo or river qui barre for indoor hockey.	6/11/2017 5:07 PM
28	no	6/11/2017 3:59 PM
29	Yes. On an adult trike when I cross an intersection (e.g. South on Boudreaux on east side going to the south side of the street where Shops of Boudreau are- the curb cuts do not line up. I have to go into the road to line up properly.	6/11/2017 3:58 PM
30	Parking availability	6/10/2017 6:39 PM
31	parking at Red Willow Place and Curling Rink is often full while spaces set aside for city staff sit empty.	6/10/2017 10:27 AM
32	Handicapped parking is lacking	6/9/2017 10:41 PM

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City of St. Albert Universal Accessibility Survey

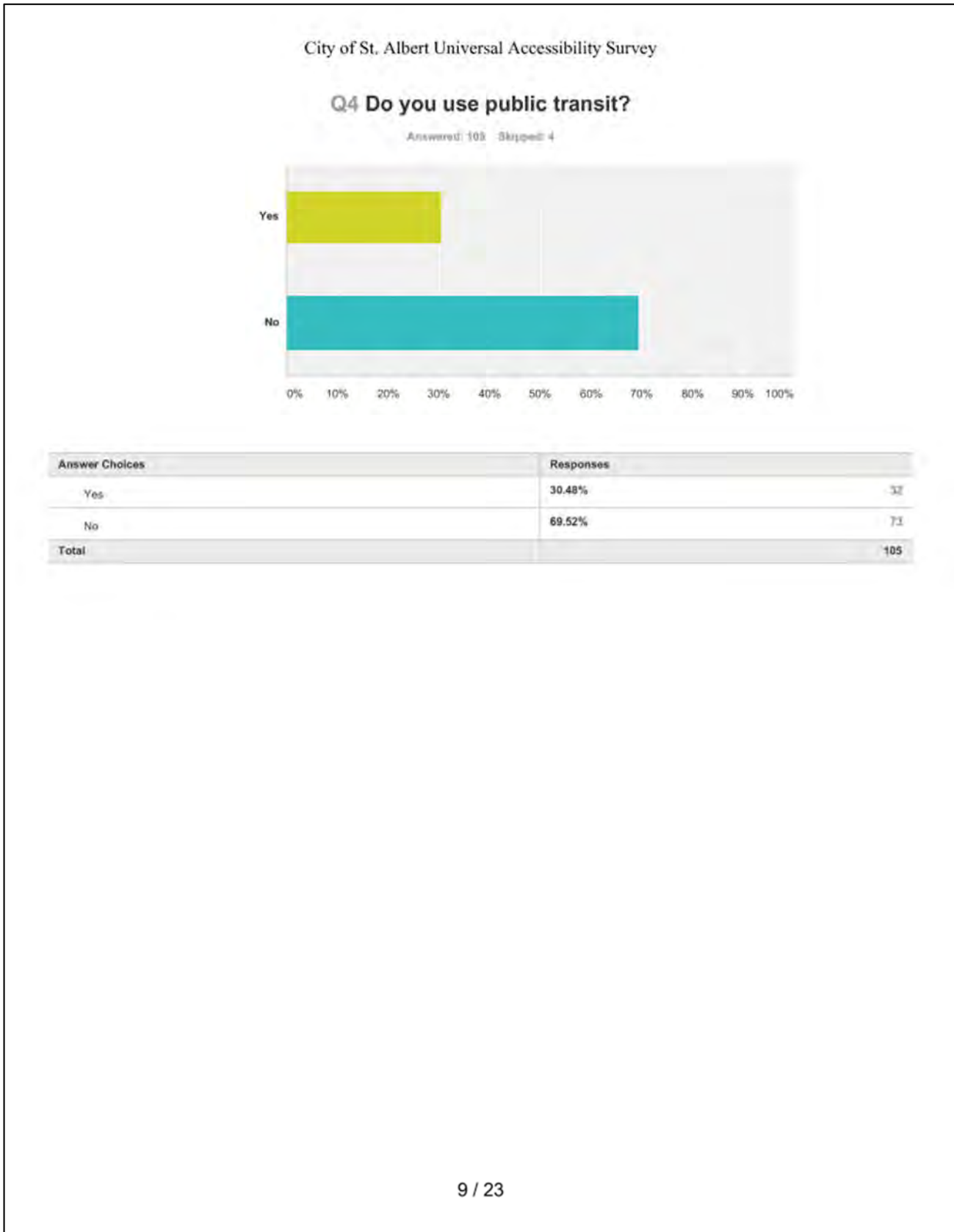
33	Change rooms in Servus Place (for the pool) and at Fountain Park are too small if you have a wheelchair. Sometimes have to change with the door open	6/9/2017 1:13 PM
34	No	6/9/2017 8:14 AM
35	Yes. I prefer to walk whenever possible but I have small children and the sidewalks are sometimes non existent, poorly kept or so difficult to use with a stroller (because of no slope to the road) there's no point trying.	6/8/2017 11:36 PM
36	Yes. There is an inexplicable absence of trail connecting Boudreau to Otter Crescent. Leaves Red Willow trail system totally incomplete.	6/8/2017 10:58 PM
37	In the winter when the snowploughs go up and down the trail it sometimes takes days for the area around the crosswalk buttons are clear. Can't cross the trail unless walk button pushed.	6/8/2017 7:42 PM
38	No	6/8/2017 7:15 PM
39	St. Albert place needs to have an easily accessible and opened door to the rear on the river side. It is extremely difficult to open the heavy door and maneuver a double stroller and toddlers through the door while holding it open myself. Especially in the winter. I should be able to walk through the door easily and not have to walk around the building to the automatic doors at the front, especially with a young family	6/8/2017 4:01 PM
40	area around canadian tire has no walk way	6/7/2017 2:17 PM
41	yes, the art gallery is not easy to access for people with limited mobility.	6/6/2017 10:15 PM
42	No	6/6/2017 1:49 PM
43	no	6/6/2017 1:15 PM
44	No, but I (currently) am fully mobile with no injuries. (knock on wood). But as soon as you have an injury/disability, everything gets so much harder!	6/6/2017 9:40 AM
45	None	6/5/2017 8:41 PM
46	No	6/5/2017 7:50 PM
47	No	6/5/2017 7:28 AM
48	not at this time	6/5/2017 7:21 AM
49	no	6/5/2017 7:15 AM
50	no	6/5/2017 7:07 AM
51	No	6/3/2017 4:31 PM
52	Yes. Doorways, steps, overcrowding within stores/facilities	6/3/2017 11:16 AM
53	Limited disability parking	6/3/2017 8:13 AM
54	no	6/2/2017 4:52 PM
55	No	6/2/2017 8:45 AM
56	No	6/1/2017 4:45 PM
57	Non automatic doors are difficult while pushing a stroller ahead of you.	6/1/2017 2:36 PM
58	Inaccessible doors, inaccessible bathrooms	6/1/2017 12:46 PM
59	Not anymore	6/1/2017 12:01 PM
60	Usually parking and snow clearing seem to be the biggest issues	6/1/2017 11:42 AM
61	No not me	6/1/2017 11:41 AM
62	no	6/1/2017 11:32 AM
63	No	6/1/2017 11:26 AM
64	some sidewalks are crumbling which is not only a safety issue but the ruts make it challenging to anyone using a stroller/wheelchair/walker-	6/1/2017 11:23 AM
65	no	6/1/2017 11:23 AM
66	no	6/1/2017 9:58 AM
67	no	5/31/2017 9:09 PM

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68	No, not for myself	5/31/2017 3:44 PM
69	No	5/31/2017 2:36 PM
70	No	5/31/2017 9:29 AM
71	No	5/30/2017 9:04 PM
72	No	5/30/2017 5:02 PM
73	Limited parking at the SAPL	5/30/2017 5:02 PM
74	no	5/30/2017 3:27 PM
75	The stairs outside the museum to get out side to the parking lot.	5/30/2017 3:03 PM
76	Winter access can be challenging due to snow/ice buildup	5/30/2017 2:03 PM
77	No	5/30/2017 12:40 PM
78	No	5/30/2017 10:46 AM
79	Yes some only have stairs - osteoarthritis causes challenge	5/30/2017 10:33 AM
80	Yes - lack of sidewalks	5/30/2017 10:28 AM
81	no	5/30/2017 9:30 AM
82	No	5/30/2017 9:00 AM
83	no	5/30/2017 8:56 AM



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**Q5 Do any barriers exist for you to
 access St. Albert's public transportation
 system?**

Answered: 74 Skipped: 35

#	Responses	Date
1	No	6/15/2017 11:31 PM
2	no	6/15/2017 4:18 PM
3	Yes. No connections to the hubs.	6/15/2017 11:54 AM
4	It has to be the handi bus	6/15/2017 11:20 AM
5	The routes do not work well for me. The routes	6/14/2017 10:27 PM
6	Handy bus system was supposed to integrate with the Dats system for destination to destination travel. Still waiting for more than 3 years.	6/13/2017 7:45 PM
7	No	6/13/2017 7:27 PM
8	Yes, I live 2 LONG blocks from a bus stop...	6/13/2017 6:38 PM
9	Yes	6/13/2017 5:13 PM
10	No	6/13/2017 4:53 PM
11	no	6/13/2017 4:18 PM
12	no	6/13/2017 4:14 PM
13	Nost	6/13/2017 4:00 PM
14	Yes	6/13/2017 2:17 PM
15	No	6/13/2017 2:10 PM
16	NA	6/13/2017 1:48 PM
17	No	6/13/2017 1:45 PM
18	Yes, between St. Albert and Edmonton	6/13/2017 12:46 PM
19	Handi bus only goes to defined areas in Edmonton. Limits opportunities to obtain employment.	6/13/2017 12:34 PM
20	I love that all of our buses are accessible and more stops become accessible every year!	6/12/2017 5:30 PM
21	Infrequent timing/ changing of routes during day makes it difficult to use transit.	6/12/2017 12:17 PM
22	Not at this time.	6/11/2017 10:27 PM
23	icy sidewalks and curbs in winter.	6/11/2017 8:32 PM
24	No	6/11/2017 7:36 PM
25	It is difficult to get from neighbourhoods to the north transit station. I would prefer not to drive to the stations but, I understand why people do.	6/11/2017 7:27 PM
26	None	6/11/2017 5:07 PM
27	no	6/11/2017 3:59 PM
28	I have waited for a bus in bad weather and bus was cancelled. I have had difficulty maneuvering around snow accumulations to get on the bus.	6/11/2017 3:58 PM
29	No	6/10/2017 6:39 PM
30	N/A	6/10/2017 10:27 AM
31	No	6/9/2017 8:14 AM
32	No	6/8/2017 11:36 PM

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33	No	6/8/2017 10:58 PM
34	Expensive. Not many direct routes	6/8/2017 7:42 PM
35	No	6/8/2017 7:15 PM
36	no	6/7/2017 2:17 PM
37	No	6/6/2017 1:49 PM
38	no	6/6/2017 1:15 PM
39	No	6/6/2017 9:40 AM
40	None	6/5/2017 8:41 PM
41	Timing of routes	6/5/2017 7:50 PM
42	I'm too busy to wait for St Albert transit.	6/5/2017 7:28 AM
43	not at this time	6/5/2017 7:21 AM
44	na	6/5/2017 7:15 AM
45	ability to park	6/5/2017 7:07 AM
46	No	6/3/2017 4:31 PM
47	No	6/3/2017 4:23 PM
48	do not use	6/3/2017 11:16 AM
49	no	6/2/2017 4:52 PM
50	Poor bus stop hogan roa	6/2/2017 8:45 AM
51	No	6/1/2017 4:45 PM
52	Inconsistent travel timing/access	6/1/2017 2:36 PM
53	Would have to take two busses to access the services available in the city.	6/1/2017 12:46 PM
54	Nope	6/1/2017 12:01 PM
55	N/A	6/1/2017 11:42 AM
56	no	6/1/2017 11:41 AM
57	no	6/1/2017 11:32 AM
58	No	6/1/2017 11:26 AM
59	not for me personally but trying to access a bus when the roads/sidewalks have not been cleared of snow is challenging	6/1/2017 11:23 AM
60	n/a	6/1/2017 11:23 AM
61	no	5/31/2017 9:09 PM
62	No, not for myself	5/31/2017 3:44 PM
63	No	5/31/2017 2:36 PM
64	No	5/31/2017 9:29 AM
65	No, though there are not always sidewalks in place to access the bus stop/depart the bus stop.	5/30/2017 9:04 PM
66	No	5/30/2017 5:02 PM
67	No	5/30/2017 5:02 PM
68	no	5/30/2017 3:27 PM
69	Inadequate local service (priority is commuting to/from Edmonton). Bus stops with no sidewalks to/from. Gaps/lacking sidewalk networks.	5/30/2017 2:03 PM
70	Yes, handibus for Sundays. People with mobility issues cannot attend church. It is dangerous, congregants are picking up people but have no appropriate vehicles or training in lifting.	5/30/2017 11:12 AM
71	Live in Edmonton. Limited options/timelines for utilizing public transit	5/30/2017 10:46 AM

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72	no	5/30/2017 9:30 AM
73	The commute between Edmonton and St Albert is expensive	5/30/2017 9:00 AM
74	no	5/30/2017 8:56 AM

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Q6 Can you identify any aspects of St. Albert's public transportation system (related to accessibility) that work well for you?

Answered: 48 Skipped: 61

#	Responses	Date
1	Primarily access transit for St. Albert Public Schools bussing for children, with pick up and drop off at a public transit stop that does not require crossing Erin Ridge Drive. Other uses of public transit generally are for special events/park and ride.	6/15/2017 11:31 PM
2	happy with the service in my neighborhood.	6/15/2017 4:18 PM
3	Access to the bus.	6/15/2017 11:54 AM
4	The handi bus for shopping	6/15/2017 11:20 AM
5	The routes - hard to get around in St. Albert	6/14/2017 10:27 PM
6	ramps for getting on to the transit	6/13/2017 7:45 PM
7	None	6/13/2017 6:38 PM
8	Yes	6/13/2017 5:13 PM
9	St.albert Handi bus	6/13/2017 4:00 PM
10	No	6/13/2017 2:17 PM
11	NA	6/13/2017 1:48 PM
12	being able to access both Dats and St. Albert Handy Bus - Universal	6/13/2017 12:46 PM
13	The Handibus service is amazing	6/12/2017 5:30 PM
14	Commuter routes, local bus stops work great	6/12/2017 12:17 PM
15	I don't use it	6/11/2017 7:36 PM
16	The commuter service. The buses are frequent, clean and accessible. LRT would be much better.	6/11/2017 7:27 PM
17	I used St. Albert transit when I traveled to university. It was very important to me back then.	6/11/2017 5:07 PM
18	no	6/11/2017 3:59 PM
19	The bus app that tells you when the bus is going to arrive. Having the bus driver remind me when to get off	6/11/2017 3:58 PM
20	No	6/10/2017 6:39 PM
21	N/A	6/10/2017 10:27 AM
22	No	6/8/2017 11:36 PM
23	No	6/8/2017 10:58 PM
24	No	6/6/2017 1:49 PM
25	not at this time	6/6/2017 1:15 PM
26	All of it.	6/6/2017 9:40 AM
27	N/a	6/5/2017 8:41 PM
28	No.	6/5/2017 7:28 AM
29	for a smaller city, it seems to be very accessible	6/5/2017 7:21 AM
30	na	6/5/2017 7:15 AM
31	N/a	6/3/2017 4:31 PM

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32	No	6/3/2017 4:23 PM
33	Bus stop hogan roadside	6/2/2017 8:45 AM
34	Nope	6/1/2017 12:01 PM
35	N/A	6/1/2017 11:42 AM
36	no	6/1/2017 11:32 AM
37	the buses that are able to lower the stairs to allow for easier acces for wheelchairs/walkers/strollers	6/1/2017 11:23 AM
38	N/a	6/1/2017 11:23 AM
39	N/A	6/1/2017 9:58 AM
40	Love that all buses are wheelchair accessible.	5/31/2017 3:44 PM
41	No	5/31/2017 2:36 PM
42	No	5/31/2017 9:29 AM
43	Bus stops are well positioned in relation to major facilities, eg. Servus Place, St. Albert Place.	5/30/2017 9:04 PM
44	Kneeling buses	5/30/2017 5:02 PM
45	Location of bus stop (across the street from my house)	5/30/2017 5:02 PM
46	no	5/30/2017 3:27 PM
47	There exists route between Edmonton and St Albert	5/30/2017 9:00 AM
48	na	5/30/2017 8:56 AM

City of St. Albert Universal Accessibility Survey

Q7 Please feel free to share any other comments about your experiences accessing the following:

Answered: 44 Skipped: 65

Answer Choices	Responses
Public Transportation	43.18% 19
Pedestrian Pathways and Trails	72.73% 32
Public Buildings	50.00% 22
Recreation Buildings	25.00% 11
Outdoor Spaces	38.64% 17

#	Public Transportation	Date
1	Handy bus travel does not have enough choices of destination travel into edmonton	6/13/2017 7:45 PM
2	Distance to walk to great to use public transit system	6/13/2017 6:38 PM
3	Yes	6/13/2017 4:00 PM
4	Confusing to read and understand which bus to take. I always need to bring someone to help me. The signs with the bus numbers are too small. I need to know where the bus is going. Luke "this bus goes to Village Landing" would really help on a dign	6/13/2017 2:17 PM
5	Poor-Edmonton Dats and St. Albert Handy Bus - Restricted	6/13/2017 12:46 PM
6	Excellent system both convetional and Handibus	6/12/2017 5:30 PM
7	Focus on transit instead of personal vehicles. Don't wait for the usership to be there. Create the usership by making transit easier than personal vehicles. More frequent scheduling, focus on fringe populations (seniors, school aged children). Add bus shelters.	6/12/2017 12:17 PM
8	I don't understand why there are some transit stops not connected to sidewalks.	6/12/2017 10:02 AM
9	Let's have smaller buses but more of them so that there is better coverage in St. ALbert. At least three of my daughter's (aged 20+) friends have moved into Edmonton because busing in St. Albert is so inconvenient.	6/11/2017 10:27 PM
10	It is challenging. We just do not have a great public transportation system in St. Albert. We need an efficient rail link to Edmonton.	6/11/2017 7:27 PM
11	We live about three blocks from where young Thomas was run over by a bus a few years ago and my son and many other kids have to go across woodlands road to get to their bus stop which is just down the road from the bus accident. People drive very fast going down the hill and we called the city to ask if we could get some crossing signs posted by the kids bus stop. We received an email response that there was no money in the budget and it was not a priority this year. Really!! Since when is the safety of our kids not a priority. I will personally pay for the signs if a city worker will help me put them up as I am more concerned about kids safety. Please call me if a city worker can help at 780-419-3507 cheers Ruben Jeffery	6/11/2017 5:07 PM
12	Terrible wait times.	6/5/2017 7:28 AM
13	it's a good commuter service	6/5/2017 7:21 AM
14	NA	6/3/2017 4:23 PM
15	Bus stops along St. Albert Trail are sometimes difficult to access in winter (snow removal in the immediate area).	5/30/2017 9:04 PM
16	My husband works at UofA, and rides transit all throughout the year. Given he can be researching past 7pm most days, there is no 203 bus to get him home. It would be great if there were at least two more buses on weekday evenings.	5/30/2017 5:02 PM
17	We are a satellite community that provides transportation for people working in Edmonton, people need to remember this	5/30/2017 12:40 PM

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18	No Sunday handibus service	5/30/2017 11:12 AM
19	Not applicable	5/30/2017 10:46 AM
#	Pedestrian Pathways and Trails	Date
1	More continuous sidewalks throughout St. Albert would encourage walking.	6/16/2017 7:29 AM
2	my favorite aspect of living in St. Albert	6/15/2017 4:18 PM
3	trails need to be tended regularly .For use during the short months of usable wather.	6/13/2017 7:45 PM
4	Trails are good	6/13/2017 6:38 PM
5	Yes	6/13/2017 4:00 PM
6	I can't hear well so the bell that people ring doesn't always help me.	6/13/2017 2:17 PM
7	The paths and trails are excellent	6/12/2017 5:30 PM
8	St. Albert trails are great, but do not lead to important destinations, like grocery stores. All developments should be required to accommodate bikes/ pedestrians right to the door.	6/12/2017 12:17 PM
9	There is a lack of sidewalks so if I do not have access to a car, I can't get around.	6/12/2017 10:02 AM
10	Great - use them for cycling, walking!	6/11/2017 10:27 PM
11	Beautiful. I use them most every day	6/11/2017 7:27 PM
12	We have an excellent trail system. We use it all of the time as do many other families. Let's make sure we expand it and maintain it.	6/11/2017 5:07 PM
13	Very few bathrooms on the trails, especially in the winter and they are difficult to get into. The doors on the Kindway park building are heavy to open	6/9/2017 1:13 PM
14	These need to be better maintained, actually exist where people need them, and have a proper decline onto roads when needed.	6/8/2017 11:36 PM
15	use the trails but can't aces second cup near canadian tire	6/7/2017 2:17 PM
16	Lots of rough surfaces and difficult for wheelchairs, scooters etc.	6/6/2017 10:15 PM
17	Winter Maintenance is Terrible, Icy and Dangerous	6/6/2017 1:49 PM
18	Lois Hole park is currently hard to access, unless you have a car. (At least the main entrance)	6/6/2017 9:40 AM
19	Last weekend, secondary trails in Braeside and Forest Lawn and Akinsdale were still blocked by fallen branches - it was extremely unsafe.	6/5/2017 7:28 AM
20	there are many trails and well marked pedestrian areas	6/5/2017 7:21 AM
21	Some downtown sidewalks could be leveled out	6/3/2017 4:23 PM
22	Too many dogs	6/2/2017 8:45 AM
23	People racing their bikes on busy trails. Off Leash dogs. Dog feces on the trail. Not enough garbage cans!	6/1/2017 2:36 PM
24	Very happy to see the sidewalk getting put in on the east side of the 2.	6/1/2017 12:46 PM
25	The new roundabout is fantastic for walkability. Feeling much safer now walking along the area with the wide sidewalks.	5/31/2017 3:44 PM
26	I have concerns about the lack of connection of new neighbourhoods to the trail systems. It is generally left to the developer to add sidewalks and trails and this does not happen until a certain size of neighbourhood is reached. This leaves the early residents without safe access - crossing busy roads without cross walks or lights, walking on uneven ground or even crossing the railway tracks in unmarked locations. This is an accident waiting to happen.	5/31/2017 2:36 PM
27	Thank you for adding more sidewalks along the trail!! Much appreciated!	5/30/2017 5:02 PM
28	Need to better ensure that snow is being removed after snow events (public & private responsibility). Provide more/better maps on-site for navigational assistance.	5/30/2017 2:03 PM
29	love our trails	5/30/2017 12:40 PM
30	Beautiful pathways and trail system. Wish I didn't have to wear a helmet.	5/30/2017 10:46 AM
31	The city needs to linstall sidewalks on Reil Drive as it is very dangerous walking on the road	5/30/2017 10:28 AM

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32	One observation, the downtown area has many uneven surfaces/ sidewalks that make both pedestrian and wheelchair travel difficult and dangerous. Does the city do any kind of assessment on these high pedestrian traffic areas to fix the problematic spots.	5/30/2017 8:56 AM
#	Public Buildings	Date
1	I use the handi bus	8/15/2017 11:20 AM
2	I understand city employees also park on the road to nowhere. Why wasn't that area turned into a parking lot? I see they are now spraying grass to the north of the road. OH RIGHT - this is the BOTANICAL city. No parking available often @ Red Willow Place and St. Albert Place while spaces available for city staff sit empty. I understand employees have free bus passes - why don't they use them?	6/15/2017 10:59 AM
3	Parking too limited for public buildings	6/13/2017 6:38 PM
4	The counter at St Albert tax office is too high. My family member complained and was told disabled people don't care and they can come around to give service. This makes me feel different and uncomfortable to be treated different	6/13/2017 2:17 PM
5	Too much parking reserved for city employees	6/13/2017 2:10 PM
6	No issues accessing these	6/12/2017 5:30 PM
7	Library is a great place - I visit there frequently.	6/11/2017 10:27 PM
8	Again, very attractive and well cared for. Parking at the library has become challenging when other events are on (market, Arden Theater)	6/11/2017 7:27 PM
9	It's a long walk to the offices from the parking lot. There seems to be few public spaces, lots taken up all day long.	6/10/2017 6:39 PM
10	Horrid lack of parking at St. Albert Place, downtown area in general	6/7/2017 3:59 PM
11	Mostly very easy to access.	6/6/2017 10:15 PM
12	they seem well maintained	6/5/2017 7:21 AM
13	larger bathroom stalls on main floor of Library	6/3/2017 4:23 PM
14	some of the doorways in St. Albert Place are too narrow for wheelchair accessibility	6/3/2017 11:16 AM
15	No elevator Library for six weeks	6/1/2017 4:45 PM
16	Many of the doors in St. Albert Place aren't accessible. Can't get a wheelchair through some of them with hands on the wheels. Bathroom doors and public office doors (tax office/utilities etc) need buttons on them. Panic button near the floor of the accessible bathrooms incase someone has a fall and needs assistance, even the accessible bathrooms in St. Albert place are too narrow to get an electric chair in and turned around. Gender neutral bathrooms will make the buildings more accessible for trans customers and also for families with young children who want to use gender appropriate bathrooms with their parents (Dads feel uncomfortable taking daughters into washrooms with urinals and don't want to go into women's washrooms). Need lower shelves in the library and wider rows between shelves, most of the collection is too high up for someone in a chair to see and who wants to ask for assistance all the time. How about an adult change table in public buildings. More sliding doors instead of doors that open towards/away from you.	6/1/2017 12:46 PM
17	the bathroom stalls in St. Albert Place are quite small	6/1/2017 11:32 AM
18	SAP has issues throughout that would limit mobility (many narrow corridors, doorways,, etc).	5/30/2017 2:03 PM
19	great hours accessibility	5/30/2017 12:40 PM
20	I love City Hall	5/30/2017 10:46 AM
21	We need to build accessibility standards for future planning	5/30/2017 10:33 AM
22	In my opinion the City should do a "universal assessibility assessment" prior to purchasing or leasing property for public use, to avoid added expenses to the tax payers to upgrade after the purchase.	5/30/2017 8:56 AM
#	Recreation Buildings	Date
1	Red Willow place has limited parking	6/13/2017 6:38 PM
2	No issues accessing these	6/12/2017 5:30 PM
3	I visit Fountain Park Pool at least twice per week. Also like the walking deck at Servus.	6/11/2017 10:27 PM
4	Servus Place is accessible and a gift. We use it most every day.	6/11/2017 7:27 PM
5	We need more indoor hockey rinks. We travel to rinks in calahoo, legal, river qui barre, bonnacord at least twice a week as does every hockey family in St. Albert. It worries me that one day a family and kids will not make it home.	6/11/2017 5:07 PM

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6	there needs to be more! they're great	6/5/2017 7:21 AM
7	Servus Place swimming pool change room is very difficult for wheelchair accessibility. It hampers our family from enjoying the swimming facility.	6/3/2017 11:16 AM
8	We pay high taxes already, why do I need additional memberships to access these services? Like the Library!	6/1/2017 2:36 PM
9	Performance arena is great for wheelchair accessibility.	5/31/2017 3:44 PM
10	great hours very accessible	5/30/2017 12:40 PM
11	Do not really utilize much	5/30/2017 10:46 AM
#	Outdoor Spaces	Date
1	the rehab of lacombe lake is amazing	6/15/2017 4:18 PM
2	I use the handi bus	6/15/2017 11:20 AM
3	Access to visit gravesites during winter months can be near impossible.	6/15/2017 10:59 AM
4	Limited parking if you drive	6/13/2017 6:38 PM
5	Sometimes I can't go on trails that my friends go on because they're not paved. Also my bike is wider than other peoples and I don't have good judgement of space and depth so I usually need more room to get around	6/13/2017 2:17 PM
6	No issues accessing these	6/12/2017 5:30 PM
7	Fields are very important to the children in our community.	6/11/2017 10:27 PM
8	St. Albert is a lovely city. The Botanical Gardens are great.	6/11/2017 7:27 PM
9	We could us more baseball diamonds. Baseball has become a very big summer sport and some of the diamonds that the kids play on are disgraceful given we live in St. Albert.	6/11/2017 5:07 PM
10	Again, rough, bumpy surfaces on sidewalks and trails.	6/6/2017 10:15 PM
11	love the city's outdoor spaces	6/5/2017 7:21 AM
12	Mow often to reduce weeds	6/3/2017 4:23 PM
13	I love this city's parks.	6/1/2017 2:36 PM
14	Accessible play equipment in all the playgrounds and list which ones are accessible on the website. More playground with a rubberized surface instead of sand. All children should be able to play with their peers.	6/1/2017 12:46 PM
15	beautiful community	5/30/2017 12:40 PM
16	Would be nice to have some more small amenity buildings distributed throughout parks (small public washroom / pavillion buildings)	5/30/2017 10:46 AM
17	We have heavily treed areas that at times make movement difficult and/or present lighting safety issues	5/30/2017 10:33 AM

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Q8 If you are a person with a disability, a caregiver, or a family member please provide us with any information that you feel will help the City determine priorities for implementing accessible design in outdoor and indoor municipal facilities.

Answered: 41 Skipped: 08

#	Responses	Date
1	increased handicap parking at the Arden.	8/16/2017 7:29 AM

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2	<p>I applaud the City of St. Albert for undertaking the Universal Accessibility initiative and appreciated the opportunity to attend the open house on April 26 and provide input into City facilities and services. I would like to offer my input from a couple of perspectives: 1. As a City resident who is the parent of an 8 year old child with Autism, which is considered an invisible disability requiring additional considerations and accommodations when it comes to accessing community services and facilities, primarily relating to safety; and 2. As a founding director of the St. Albert-based charity Plugged In Community Centre Organization, whose mission is to establish a facility, preferably in St. Albert, that would offer affordable lease space to organizations and individuals that provide inclusive programming to the community. Since we first discovered that our child has needs differing from his typically-developing peers, we've experienced first-hand on a number of levels the areas in community facilities and programming that have made it more difficult for our son and family as a whole to participate meaningfully in our community. I'll describe some of these experiences to illustrate these difficulties. 1. St. Albert Family Resource Centre - this is a partially City-funded agency. I served on the Board and advocated for the Centre to receive provincial Parent Link designation and the associated funding. While the staff are generally well-intentioned, they don't have the training or experience to offer programming for children or families who are anything but typically-developing, nor do they refer to more suitable resources. Our family sought referrals and resources through the public health centre and/or a Parent Link Centre in Edmonton. 2. Community recreational programming (philosophy and training) - Two years ago, before we had a definitive diagnosis to explain our son's challenges and needs for support, I contacted a community recreation coordinator to inquire about placing our son in a City of St. Albert 3/4 day summer camp in preparation for his entrance into grade one. I felt it was important to discuss our son's challenges and potential accommodations and support requirements before enrolling. I was met with questions including "is he going to try to run away?" and comments like "as long as you don't have a problem with how we deal with him." I did choose to enroll him in the camp, but did arrive one day to pick him up and found a volunteer leader in training standing and staring at him as he rolled around in the front entrance. In fairness, the same recreation coordinator approved an override for my son to participate in a Learn to Skate program that fall as he exceeded the age range. Unfortunately the City does not offer Learn to Skate programs for children beyond age 6. I recently forwarded a Global News story about a tool called Tornado's Edge to St. Albert Minor Hockey Association administrator Holly Tanner. The Tornado's Edge was developed by a parent of a child with Autism that creatively serves as both a tool to assist individuals with motor planning challenges, but also assists in refining more advanced skating skills. Holly arranged for the creator of Tornado's Edge to provide a demonstration on April 22, 2017. Representatives from the City of St. Albert were invited. Collaboratively, this tool could easily be incorporated as an optional alternative in City Learn to Skate programs as well as participants of varying abilities in figure skating programs and St. Albert Minor Hockey Association. Swimming lessons - our children are in the age range where demand exceeds capacity of City facilities. As a parent of a child who requires direct instruction for this life skill, our choices are to register for "mainstream" swimming lessons or one-on-one Special Needs swimming lessons. Not only is the demand for Special Needs lessons greater than the capacity, but the available times for these lessons appear to be filling gaps in scheduling, are not necessarily desirable times, and registration itself is not available online like it is for mainstream lessons. In fact, the advice I once received from a Fountain Park staff person was to register for Special Needs lessons "come and line up at 7:00 am on registration day." Typically registration happens in the middle of the week. This is not practical for a family with school-aged children, particularly when a child has special needs. This adds a barrier to accessing programming. Accessing change rooms - while my 8 year old autistic son tries his best to be independent in the change room, there are occasions where I deem it safer for him to be in the ladies change room with me (i.e. if/when family change rooms are overcrowded). This can bring discomfort to other facility users who may not understand his invisible disability. Absence of adapted programming - as a family with a child with special needs, our choices for community programming is essentially limited to mainstream programming or special needs programming/Special Olympics. There really is nothing "in between" which, in the long term, could improve the outcomes for affected individuals to participate in their community. The City of Red Deer has some great examples of adapted programming, employs a Diversity & Inclusion Specialist, and in 2016 hosted a Fostering Diverse Communities conference, which included Wisdom Circle sessions on topics including persons with disabilities, seniors, gender identity and sexual orientation, breaking stigmas, etc. Safety/Understanding/Awareness - last summer, members of the Plugged In Community Centre Organization (myself included) met with RCMP Commander/Inspector Ken Foster (just prior to his promotion to Superintendent in Red Deer) to explore the possibility of facilitating an information session for first responders/emergency services personnel to learn more about identification and response to community members with invisible disabilities and mental health concerns. Inspector Foster reached out to Fire Chief Ray Richards before his retirement to consider this as a joint initiative. Similarly, training or information sessions about challenges faced by individuals with disabilities (visible and invisible) in sport/recreation settings and in community settings would be beneficial. Improved accessibility within the City of St. Albert would mean that our family could meaningfully participate in community activities knowing that residents and City staff are aware and compassionate towards the challenges, concerns and barriers that families with a member with special needs, regardless of age, face in their community.</p>	6/15/2017 11:31 PM
3	I would like to see more off leash areas in St. Albert	6/15/2017 4:18 PM
4	NA	6/15/2017 11:54 AM

Universal Access and Barrier Free Prioritization Plan

Deliverable 1C: Consultation Summary Report

July 5, 2017

City of St. Albert Universal Accessibility Survey

5	All individuals can be full and meaningful participants in their community when public spaces are universally accessible. If we had added up the number of people who require more accessible spaces, we realize how big that number is. Let's consider, that roughly (1 in 7) or 14% of Albertans lives with a disability. Statistics Canada, Population Projections for Canada, Provinces and Territories 2010-2036, a number of our community have young children and use strollers or other equipment to access services with their with young children, and our population over age 65, is already about 14% of the community. Having an age friendly community enables more residents to participate more fully in the community. This promotes healthy and active aging. When residents are able and encouraged to actively participate in the community, they can work, recreate, socialize and volunteer. We get more value from our public facilities and infrastructure when they are more accessible to residents. And age friendly businesses are also more attractive places to work for mature workers and persons with disabilities offering another source of labour for employers facing a tight labour market. One way to get a clearer picture of how accessible our community is would be to conduct an age-friendly assessment of public spaces, organizations and businesses, by working with a diverse group who represent young families, persons with disabilities and older adults. This opportunity for public consultation is another great way to get feedback from the community about how we go about making our spaces more accessible and barrier-free.	6/15/2017 11:52 AM
6	Gender neutral washrooms benefit many people. In the last few years before my dad went into care he had severe mobility issues. Mom could not take him out for coffee or to a store because he needed constant assistance including washroom duties. It is rare to find a gender neutral washroom that is big enough to have one a wheelchair and two people. Care aids can be different gender than the person they are caring for. Inclusion is important. If a person can't use a washroom they are severely limited in their locations to visit. So gender neutral bathrooms aren't just for individuals who are transgender. https://ccla.org/hamilton-approves-cutting-edge-trans-rights-protocol/	6/15/2017 11:48 AM
7	I am a senior and use a walker. Accessibility as it is now is fine for me. The Art Gallery is not very accessible for me to go to.	6/15/2017 11:20 AM
8	Moved to St. Albert two years ago and am very impressed by its beauty, cleanliness and friendliness. Still learning my way around the city, which continues to be a pleasant experience. EXCEPT for the parking areas which seem to have no practical planning as spaces are disorganized and Stop signs are placed in Willy Nilly fashion and travel routes are vague. This creates dangers but yet these dangers are probably a benefit as they probably slow traffic.	6/14/2017 10:03 PM
9	Accessible ramps should be a priority for all outdoor and indoor facilities. It is useful for everybody not just persons with disabilities.	6/13/2017 7:45 PM
10	Hearing LOOPS should be installed in all major hubs for the hearing impaired. Please contact the Canadian Hard of Hearing Association - Edmonton Branch.	6/13/2017 7:27 PM
11	There is designated parking for expectant Mothers, Mothers with children, handicap parking + parking for employees only , the list goes on and on...where does a Sr. without a handicap sign on his or her car park their car....??	6/13/2017 6:38 PM
12	I use a cane or a walker when necessary.	6/13/2017 6:00 PM
13	Push bottom at business and big accessible washrooms	6/13/2017 4:00 PM
14	Just work with improving existing infrastructure... lower counters. Wider trails. Bigger signs.	6/13/2017 2:17 PM
15	I have noticed when trying to park downtown (for the library, shopping, community centre etc.) that there seem to be an excessive number of spaces that are reserved for City employees. Often the signs do not state hours so presumably they are not even for the general public to use in the evenings. It seems like City employees are first class citizens, with all their special parking, and us lowly taxpayers are third class nobodies. This limited parking situation encourages me to shop in Edmonton and use Edmonton libraries instead of St. Albert. It's worth a short drive not to worry about parking tickets. Why don't City employees use public transportation, like they encourage the rest of us to?	6/13/2017 2:10 PM
16	Universal transit system that allows folks to use main points from St. Albert to Edmonton and than have access to utilizing Edmonton Dats when in Edmonton	6/13/2017 12:46 PM
17	Either work in partnership and collaboratively with the city of Edmonton so that individuals who take handi bus are not limited to the identified stops in Edmonton. Especially as there is very scarce employment for individuals with disabilities in St. Albert for individuals with cognitive disabilities.	6/13/2017 12:34 PM

Universal Access and Barrier Free Prioritization Plan

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18	The focus on design for disability is a narrow view. It tends to focus only those with exact physical impairments and in execution is often considered extra. For example, a curb ramp is often counted separately from a concrete quote in construction. When it is considered extra, it is not seen as necessary and can be easily removed from a budget. "Inclusive" design encompasses the creation of spaces that are accommodating to all demographics and users. Age, gender, economic status, physical capabilities, mental capabilities and culture all must be considered to create truly "accessible" spaces. If you design for those with "disabilities" you forget that a wheelchair ramp can also be used by someone making a delivery or someone pushing a stroller. For determining priorities, I would suggest a focus on mandatory, unencumbered access to all new developments and buildings. This would include egress into and out of a site, as well as access to specific buildings. Existing infrastructure would be difficult, but filling the gaps in paths of travel would be a good start. (ie sidewalks between developments, designated pedestrian access from parking lot to door of building). Thank you, St. Albert for being committed to this!	6/12/2017 12:17 PM
19	MORE SIDEWALKS! Why are we spending money on anything else but ensuring that we have a walk-able city? If I can't access a vehicle and transit isn't operating (often, especially in the summer) then I can't get around. I can't get to my job in Edmonton easily at all. Sidewalks, and sidewalks with low curbs, mean that I have a chance of getting around, especially in the winter.	6/12/2017 10:02 AM
20	I use a cane and can get around most places in St. Albert without much trouble. I had to use a walker for a short time and had a lot of trouble maneuvering at Fountain Park Pool change rooms and had to park far from the entrance at the front of the building because there is only one door that allows for walker or wheelchair access. The other one has stairs so it is impossible for me to access the foyer from this entrance (on Sir Winston Churchill Avenue side).	6/11/2017 10:27 PM
21	I have a progressive neuromuscular disorder. At this time my mobility is very good and I can manage. I would prefer to stay in St. Albert for as long as I can. Should I ever be unable to drive and the public transportation system remains as it is, I expect I will move to the University area of Edmonton with good access to the LRT.	6/11/2017 7:27 PM
22	N/a	6/11/2017 5:07 PM
23	I am completing this for my adult son who had Doen Syndrome. I also have experience pushing an elderly parent on walks on sidewalks in s wheelchair. The curb cuts in many instances are not smooth (don't go right down to the road so you can't push the wheelchair up onto the sidewalk when crossing a road without difficulty) and often do t line up properly. The sidewalk corners are often very sharp – e.g. . LENNOX and LANGHOLM-- hard to turn a trike without tipping over. RE SIGNAGE: words are very important and can be inclusive or exclusive. E.g. There is a big difference between 'ACCESSIBLE PARKING' and 'Handicapped Parking'. Better to talk about strengths and abilities and challenges. Anyone can be challenged by mobility at some time without being 'handicapped'. Prompt are NOT handicapped. It is the environment that is handicapped. When designed to be accessible to all, nobody is handicapped. Also Simone pictures accompanying Simone words and phrases support people with cognitive challenges (young or old).	6/11/2017 3:58 PM
24	Add more seating, add some in the foyer of city hall for elderly and disabled to rest.	6/10/2017 6:39 PM
25	Handicapped parking is minimal. The farmers market is especially poor in this regard. Often the spaces have booths or vendors are parked in the few available spots which means we go home as we can't park in a regular stall. I often go to the edmonton markets instead	6/9/2017 10:41 PM
26	When you are building or refurbishing a new building, have somebody with the wheelchair (manual and powered) come in and look at the designs. Just because engineering standards say the space is wide enough doesn't always mean it actually works	6/9/2017 1:13 PM
27	More attention needs to be paid to keep the pathways and sidewalks in better condition. Husband uses a mobility scooter and has encountered some very rough areas.	6/6/2017 10:15 PM
28	Please stop these surveys. We are not experts in civil engineering or planning; I'm sure the city employs people who can give far more educated responses to these questions. If not, I'd suggest contacting the U of A - they have great researchers who specialize in these topics.	6/5/2017 7:28 AM
29	The Servus Place family change room is a very difficult place to access for those in wheelchairs. Not only are there so many right angle turns that are difficult to maneuver with the pool wheelchair, but there is only one wheelchair accessible washroom that is always occupied by other people enjoying the private shower or the baby change table. This is very inconvenient for a disabled person who requires that one specific toilet because they cannot access any other normal toilet, and their caregiver is of the opposite sex so they can't go in to the Men's or Ladies washrooms. The large bench in the one changing stall is too large, you can't fit a wheelchair in the room to transfer the disabled person on to the bench. St. Albert Public Library - the elevator being out of use for 6 weeks is a huge inconvenience. There should be an alternative method to get upstairs for wheelchair users, even a service elevator? The overcrowding of shelves due to lack of space means the shelving gets higher and higher. Wheelchair users cannot access the higher items from their wheelchair. Solution: BUILD A BRANCH LIBRARY to alleviate overcrowding.	6/3/2017 11:16 AM


Universal Access and Barrier Free Prioritization Plan

Deliverable 1C: Consultation Summary Report

July 5, 2017

City of St. Albert Universal Accessibility Survey

30	We've noticed a limited amount of disabled/caregiver washrooms/change rooms, as well as a limited number with change tables in the washroom. Our young daughter has unique bathroom needs and often we cannot accommodate in public spaces without a private change table.	6/3/2017 8:13 AM
31	My daughter uses a walker and a wheelchair. I'd like to feel that all of St. Albert's facilities are accessible to her when she is visiting me.	6/2/2017 4:52 PM
32	Too many dogs running around parks	6/2/2017 8:45 AM
33	My grandmother is in a wheelchair and we don't bring her to St. Albert place/library because of the accessibility issues. Sometime we can't even get parking close by. Many of the car parks in St. Albert don't have accessible parking, the sidewalks to the businesses are very narrow and you can't get onto the sidewalks because there are no curb cuts or they are obstructed (Giroux Crossing for example). The city needs to implement some building regulations so that future developments have accessibility requirements and all of St. Alberts residents can access the services available in this city. I live in the north end of town and there are no services for families there. If you have to take two busses to get somewhere with kids or as a caregiver - you aren't going to go!	6/1/2017 12:46 PM
34	They need better marketing to feel included and so they want to go to these	6/1/2017 12:01 PM
35	St.Albert Place handicapped parking is actually very far away from the building (other side of the street) and some people have difficulty walking that far just to get TO the building.	6/1/2017 11:32 AM
36	We have an adult son in a wheelchair. At times, he has attended our other son's hockey games. In performance arena, there is a great space to allow accessibility for him above the seating area but in some of the older arenas my husband had to carry him up the stairs and leave his chair at the bottom. (Kinex, Akinsdale) We have some work to do there to allow those with disabilities the same access because even if we wheel him up to the boards (in Kinex for example), they are too high for him to see over.	5/31/2017 3:44 PM
37	I think the City should make walking and trail access a priority. It should not be left to developer or addressed when an accident happens.	5/31/2017 2:36 PM
38	pathways need to be maintained so my daughter can navigate them independently without tripping over uneven surfaces.	5/30/2017 5:02 PM
39	On Sundays, several members of my church pick up others who cannot drive, who have wheelchairs and walkers because there is no other way for them to get to church. This is not safe for those with mobility struggles. This is not good for those experiencing isolation.	5/30/2017 11:12 AM
40	We need to build standards for our work spaces and they should be designed for the job that needs to be done as well as with accessibility requirements.	5/30/2017 10:33 AM
41	Road network is absolutely important since it determines accessibility to other facilities as well.	5/30/2017 9:00 AM

City of Burlington Design Development and Assessment Checklist		
Date: _____ Facility Name: _____ Facility Address: _____ _____ CW Client Group: _____ Client Contact: _____ Project Description: _____ _____	✓ Check One for Each Category Below	
	Design Development <input type="checkbox"/> Facility Assessment <input type="checkbox"/>	Comments
	New Construction <input type="checkbox"/> Renovation <input type="checkbox"/>	Comments
<p>The Accessibility Design Standards (ADS) document is a mandatory design aid applicable to the design and construction of new facilities, as well as the retrofit, alteration or addition to existing facilities owned, leased or operated by the City of Burlington. The Design Development and Assessment Checklist has been created to assist staff, designers and contracted consultants with the application of ADS and ensure each element has been applied to each project and to document elements of a project which may have been technically infeasible to implement. In a retrofit situation where a design element has little likelihood of being accomplished due to structural conditions or other existing physical or site constraints prohibit modification, the Technically Infeasible Element form shall be completed and signed by the Project Manager and maintained in the project file. This Checklist is a reference tool only and must be used in conjunction with the ADS document. It does not include all requirements or exceptions applicable to each design element. Staff, and the prime consultant where applicable, shall complete this checklist during the design phase of each project. Checklists are to be signed by the appropriate manager and maintained in the project file.</p>		

Section	Element	Design Requirement Description	Y	N	Comments or N/A
General Characteristics					
4.1.1	Space and Reach Requirements	2440 (96) turning space for wheelchairs/scooters; 1370 x 760 (54 x 30) footprint for wheelchairs and scooters; 230-1370 (9 - 54) reach range from seated position.	<input type="checkbox"/>	<input type="checkbox"/>	
4.1.2	Ground and Floor Surfaces	Surfaces stable, firm, slip-resistant, and glare-free; level changes: Up to 6 (1/4) may be vertical; 6.1-13 (9/32 - 1/2) to be bevelled; over 13 (1/2) to be sloped floor, ramp or curb ramp. Gratings max 13 (1/2) openings, perpendicular to direction of travel.	<input type="checkbox"/>	<input type="checkbox"/>	
4.1.3	Protruding and Overhead Objects	Objects projecting more than 100 (4) to be cane-detectable - lowest edge no higher than 680 (26-3/4). Min 2100 (82-3/4) headroom.	<input type="checkbox"/>	<input type="checkbox"/>	
4.1.4	Accessible Routes, Paths, and Corridors	Wherever possible, all routes to be accessible; 1500 (59) min width for exterior routes; 1100 (43-1/4) min width for interior routes; routes less than 1830 (72) wide to have passing places no more than 30 metres (98 feet 5 inches) apart; routes less than 2000 (78-3/4) wide to have turn space at dead ends; rest areas required every 30 metres (98 feet 5 inches); edge protection may be required; slope no steeper than 1:25 (4%), or design as ramp. Max 1:50 cross-slope.	<input type="checkbox"/>	<input type="checkbox"/>	
4.1.9	Ramps	Slope must be between 1:25 (4%) and 1:20 (5%); max cross slope 1:50 (2%) max 9 metres (29 ft. 6 in.) between landings; min 2440 x 2440 (96 x 96) landings at top and bottom, and at landings served by a door; min 1670 x 2440 (65-3/4 x 96) landings at switchbacks; min 1670 (65-3/4) long landings in straight ramps; handrails required both sides, with appropriate extensions where rise is greater than 150 (6); intermediate handrails required on stairs wider than 2200 (86-5/8) wide; 40 - 60 (1-5/8 - 2-3/8) colour/tonal contrast strip across full width of ramp at slope transitions.	<input type="checkbox"/>	<input type="checkbox"/>	
4.1.11	Stairs	Open risers must not be used; tread length 280 - 355 (11 - 14); uniform riser height 125 - 180 (5 - 7); must have detectable warning surface at top of flights; handrails required both sides, with appropriate extensions. Intermediate handrails required on stairs wider than 2200 (86-5/8) wide.	<input type="checkbox"/>	<input type="checkbox"/>	
4.1.12	Handrails	865 - 920 (34 - 36) high; colour/tonal contrast with surrounding environment; continuous graspable surface.	<input type="checkbox"/>	<input type="checkbox"/>	
4.3.3	Elevated Platforms	On an accessible route; Detectable warning surface min. 610 - 920 (24 - 36) deep flush to edge or drop-off.	<input type="checkbox"/>	<input type="checkbox"/>	
4.3.11	Balconies, Porches, Terraces and Patios	On an accessible route; Min. 2440 (96) deep; Thresholds shall be accessible; Surfaces shall be accessible; Railings/Guards colour contrasted to surroundings; Doors open against a side wall or rail.	<input type="checkbox"/>	<input type="checkbox"/>	

Section	Element	Design Requirement Description	Y	N	Comments or N/A
4.3.15	Benches	On an accessible route; Provide clear, level floor space 920 x 1400 (26 - 55-1/8) adjacent to bench for wheelchair; Bench seat 450-500 (17-3/4 - 19-5/8) above the ground; arm and back rests; colour contrasted to surroundings.	<input type="checkbox"/>	<input type="checkbox"/>	
4.3.16	Public Use Eating Areas and Picnic Tables	Min. 20% accessible; Variety of locations in each area; On an accessible route; Knee space at the table; Surface 710-865 (28-43) high; Clearance of 2000 (78-3/4) at accessible spaces and 1220 (48) on all other sides around each table; Lighting along paths of travel and at surfaces.	<input type="checkbox"/>	<input type="checkbox"/>	
4.4.7	Signage	All signage shall be accessible with san serif fonts, Arabic numbers; Character height by viewing distance as per Table 4.4.7.2; Character width to height ratio between 3:5 and 1:1; Stroke width to height ratio of 1:5 to 1:10; Mix of uppercase and lower case; Characters, symbols and background have eggshell, matte, or other non-glare finish; Characters and symbols contrast to background; Permanent rooms/space use wall-mounted signage with tactile characters and numbers; Accessibility facilities signage shall include the International Symbol of Accessibility; Tactile signage shall be on an accessible route and mounted from 1200 - 1500 (47-1/4 - 59) to the centreline; Lighting levels measured at sign surface min. 200 lux.	<input type="checkbox"/>	<input type="checkbox"/>	
4.4.8	Detectable Warning Surfaces	Colour contrasted to surroundings; Slip resistant; Provided at top and entry points to all stairs (circulation and exit); Min. 920 (36) deep and full width of stair; Flat-topped domes or cones.	<input type="checkbox"/>	<input type="checkbox"/>	
4.4.13	Lighting	Exterior: Meets Illuminating Engineering Society of North America Standards; Lighting levels measured at the ground; Evenly distributed with good colour spectrum; Pedestrian entrance min. 100 lux; Parking and passenger drop-off areas min. 30 lux.; Lighting fixtures placed high enough to clear normal snow accumulation. Interior: Full spectrum lighting; Evenly distributed at floor level to minimize pools of light and not create areas of shadow; elevator lobbies, washrooms and at signage min. 200 lux.; Office areas min. 300 lux.; Emergency lighting min. 100 lux.	<input type="checkbox"/>	<input type="checkbox"/>	
4.4.14	Materials and Finishes	Exterior: Non-slip and firm; Walkways to use accessible finishes; Where wood planks used, wood laid perpendicular to path of travel; Max. joints 6 (1/4) wide and lifts 3 (1/8); Gratings/Grills place to side of pedestrian routes or so narrow openings perpendicular to path of travel and max. 13 (1/2) Interior: Any carpeting low-level loop; Hard surfaces non-slip, non-glare and accessible; Joins max. 6 (1/4) and flush; Walls non-abrasive to 2000 (78-3/4) high.	<input type="checkbox"/>	<input type="checkbox"/>	

Section	Element	Design Requirement Description	Y	N	Comments or N/A
4.4.15	Texture and Colour	Exterior: Pronounced colour contrast to differentiate boundaries of objects, objects from backgrounds and enhance spatial orientation. Interior: Colour contrast to define edges (e.g. stair nosings, doors, handrails); Colour/tone define boundaries (e.g. wall to floor); Baseboard contrasted to walls and floor where monochromatic colour scheme selected; Enhance wayfinding.	<input type="checkbox"/>	<input type="checkbox"/>	
4.5.2	Swimming Pools, Therapeutic Pools and Public Spas	Swimming pools, Wading pools, Hot pools, Splash pads, Spray pads, Therapeutic pools and Spas shall be accessible; Pool has direct accessible route from lobby/entrance to change rooms through to pool deck; Ramp access to water; Mechanical pool lifts; Public Spas transfer walls; Therapeutic pools water temperature, controls, depth and submerged benches.	<input type="checkbox"/>	<input type="checkbox"/>	
Site Characteristics					
4.1.10	Curb Ramps	Min 1500 (59) wide; running slope 1:50 to 1:20 (2% to 5%); 900 (35-1/2) wide flared sides; must have detectable warning surface 610 (24) deep starting 150 - 200 (6 - 7-7/8) from curb edge; Aligned with pedestrian crossing route; Depressed curb slope max 1:20 (5%).	<input type="checkbox"/>	<input type="checkbox"/>	
4.3.12	Parking	All parking structures, underground parking and surface lots; Number of spaces as per Table 4.3.12 and By-Law 2020; Parking spaces should be joined to the building by an accessible route that does not travel behind parked vehicles or along driveways; Signage at parking spaces and directional signage to location of parking shall be accessible and not mounted on fences or building faces; Directional signage shall be provided where the accessible entrance is not obvious or distant; Public consultation required.	<input type="checkbox"/>	<input type="checkbox"/>	
4.3.13	Passenger Loading Zones	At least 1 shall be accessible; Identified with accessible signage; Includes space for the driveway, a layby and an access aisle; Connected to an accessible route; Curb ramp or drop curb with detectable warning surface; Min. 3600 (11 ft. 10 in.) vertical clearance; Access aisle min 2440 x 7400 (96 x 24 ft. 3 in.) adjacent and parallel to pull up space.	<input type="checkbox"/>	<input type="checkbox"/>	
4.3.14	Landscaping Materials and Plantings	Planting bed edges and variations in grading adjacent to pedestrian walks have cane-detectable curbs; No permanent guide wires; Min 2100 (83) headroom clearance; No toxic plants or plants that drop large seed pods near or overhanging path of travel.	<input type="checkbox"/>	<input type="checkbox"/>	
4.3.17	Street Furniture	On an accessible route; Including waste receptacles, light standards, signs, planters, mail boxes, vending machines, benches, traffic signals and utility boxes; Shall not reduce the width of an access route; Cane detectable; Located consistently to one side of path; Any operating mechanisms shall be accessible and provide a clear floor area for wheelchairs and scooters in front of usable parts; colour contrast to surroundings.	<input type="checkbox"/>	<input type="checkbox"/>	

Section	Element	Design Requirement Description	Y	N	Comments or N/A
4.4.17	Pedestrian Signals	Provided with a locator tone distinct from walk indicator; Max. 1500 (59) from curb edge and 1100 (43-1/4) above ground; Tactile arrows aligned with direction of travel; Manual and automatic activation features; Audible and vibro-tactile walk indicators; 3000 (118) distance between two accessible pedestrian signals on the same corner, or installed on single post with verbal announcement for active crossing.	<input type="checkbox"/>	<input type="checkbox"/>	
4.6.1	Outdoor Public Spaces - General	Accessible routes, auxiliary services, plantings; Waterfront areas, beach access routes and docks, natural areas, sports fields, public-use eating areas; leash free dog parks, swimming pools, illumination as per details provided; Consultation requirements are necessary.	<input type="checkbox"/>	<input type="checkbox"/>	
4.6.2	Recreational Trails	Entrance 950 - 1000 (37-1/2 - 39-3/8); min width 1000 (39-3/8); curb required where protective barrier is not provided adjacent to water or drop-off greater than 200 (7-7/8); signage; boardwalk min width 2000 (78-3/4); Consultation requirements are necessary.	<input type="checkbox"/>	<input type="checkbox"/>	
4.6.3	Outdoor Play Spaces	On accessible route; firm, stable, slip-resistant surfaces; exit transition curb required where engineered wood fibres are used; Consultation requirements are necessary.	<input type="checkbox"/>	<input type="checkbox"/>	
Building Characteristics					
Access and Circulation					
4.1.5	Entrances	All entrances used by staff and/or the public to be accessible.	<input type="checkbox"/>	<input type="checkbox"/>	
4.1.6	Doors	Power operators required at entrances, washrooms with an accessible stall, universal washrooms, change/dressing rooms with accessible toilet/shower, and intermediate doors across primary routes. Revolving doors are not accessible. Clear ground/floor space on each side (See Table 4.1.6); min 950 (37-1/2) clear opening; doors in series to be min 1525 (60) plus width of any in-swinging door, apart; power door operator controls no closer than 600 (23-5/8) from inside corner and not less than 600 (23-5/8) and not more than 1525 (60) beyond the door swing; clear space at power door operator controls; hardware to be accessible; colour/tonal contrast with wall.	<input type="checkbox"/>	<input type="checkbox"/>	
4.1.7	Gates, Turnstiles and Openings	950 (37-1/2) min. clear width; pronounced colour/tonal contrast from surrounding environment.	<input type="checkbox"/>	<input type="checkbox"/>	
4.1.8	Windows, Glazed Screens and Sidelights	Frameless glass doors and/or sidelights must not be used. 760 (30) max height for lowest edge of viewing windows and vision panels. Operating hardware to be accessible. Opaque strips or decals to be used at fully glazed doors, sidelights and large expanses of glass to enhance visibility; exposed edges of frameless glass vision panels identified with vertical safety stripe.	<input type="checkbox"/>	<input type="checkbox"/>	

Section	Element	Design Requirement Description	Y	N	Comments or N/A
4.1.13	Escalators	Where provided, an alternate accessible route is required in the same vicinity as the escalator. Detectable warning surfaces required at top and bottom.	<input type="checkbox"/>	<input type="checkbox"/>	
4.1.14	Elevators	Min 1725 x 1525 (68 x 60) cab size (2030 x 1525 (80 x 60) in high use facilities); min 950 (37-1/2) clear opening at door; handrails on all non-access walls; 1370 x 810 (54 x 32) clear floor space at hall call buttons; emergency call system with two-way communication ability which does not solely rely on voice input; car control buttons accessible; colour/tonal contrast from buttons to panel, and panel to background; tactile and braille floor indicators on both jambs at hoistway entrances.	<input type="checkbox"/>	<input type="checkbox"/>	
4.1.15	Platform Lifts	On an accessible route; Platform lifts can only be used to access a performing area, comply with wheelchair viewing position dispersion requirements, an incidental space not accessible to the public with no more than 5 occupants, or raised judges benches and other raised areas in a courtroom; Linked by emergency call system to monitored location within facility with two-way communication.	<input type="checkbox"/>	<input type="checkbox"/>	
Washroom Facilities					
4.2.1	Toilet Facilities	Requirements for each public or common use toilet facility; Other toilet rooms provided for the use of occupants of specific spaces (i.e. a private toilet room for the occupant of a private office) shall be adaptable; Min 1 universal washroom in addition to any accessible public or common use toilets, provided in all public buildings and on every floor level in assembly areas where the floor incorporates common or public use washroom facilities containing four or more toilet and/or urinal fixtures; Min 5% accessible portable toilets where used.	<input type="checkbox"/>	<input type="checkbox"/>	
4.2.2	Toilet Stalls	Where toilet stalls used the number of accessible toilet stalls see Table 4.2.2; Min 1 ambulatory toilet within each non-accessible washroom; door opening min. 900 (35-1/2); accessible stall door hardware; accessible stall min 1830 x 1830 (72 x 72); min 1500 (59) clear turn circle within stall.	<input type="checkbox"/>	<input type="checkbox"/>	
4.2.3	Toilets	Height of seat 430 - 485 (17 - 19-1/8); Back support; Clear transfer space; Toilet flush controls are accessible and on transfer side of the toilet; L-shaped grab bar; Rear grab bar; Drop-down grab bar; Toilet-paper dispenser.	<input type="checkbox"/>	<input type="checkbox"/>	
4.2.4	Lavatories	On an accessible route; Top 820 - 840 (32-1/4 - 33); Knee space; clear floor space 760 (30) wide x 1370 (54) deep with up to 480 (18-7/8 in.) under the lavatory; hot water and drain pipes insulated or temperature limited; Soap and Towel dispensers accessible; Accessible faucets and other controls; Shelves/other projections do not present hazard to persons with vision loss.	<input type="checkbox"/>	<input type="checkbox"/>	

Section	Element	Design Requirement Description	Y	N	Comments or N/A
4.2.5	Urinals	On an accessible route; No step in front of the fixture; Wall-mounted with elongated rim max 430 (17); Min. 345 (13-1/2) deep; Forward approach clear floor space 810 x 1370 (32 x 54) in front; Privacy screens; Grab bars both sides; Accessible flush controls; Min. one accessible urinal per toilet/ bathing facility.	<input type="checkbox"/>	<input type="checkbox"/>	
4.2.6	Washroom Accessories	Hand-operated dispensers, hand dryers, built-in garbage receptacles, mirrors, etc. accessible; 900 - 1200 (35-1/2 - 47); clear space in front of operable portions; Colour/tonal contrast; Min. mirror height 1000 (39-3/8) mounted with bottom edge min. 1000 (39-3/8) above floor; full length mirror mounted min. 178 (7) above floor; Tilt mirrors shall not be used.	<input type="checkbox"/>	<input type="checkbox"/>	
4.2.7	Universal Washrooms	Min 1 universal washroom in addition to any accessible public use or common use toilets for all public buildings and every floor of assembly buildings otherwise see Table 4.2.1; Emergency call system; Clear turn circle min. 2440 (96) diameter; Adult change table size, surface height, adjacent clear floor space, weight capacity, on an accessible route, and accessible controls.	<input type="checkbox"/>	<input type="checkbox"/>	
4.2.8	Shower Stalls	On an accessible route; min. 1 accessible shower; min. 2 accessible showers if more than 7 showers provided, plus 1 for each additional increment of 7 showers; size min. 1525 x 920 (60 x 36); entrance clear space 920 (36) deep along full length of shower; slip-resistant floor; no or bevelled threshold; Trench-style drain; Wall-mounted folding seat; L-shaped grab bar; Vertical grab bar on each end wall; Pressure equalizing or thermostatic mixing valve; Fully recessed soap holder; Accessible shower head.	<input type="checkbox"/>	<input type="checkbox"/>	
4.2.9	Grab Bars	Resist a load of at least 1.3 kN (300 lb.), applied vertically or horizontally; Diameter 35 – 40 (1-3/8 - 1-9/16); free of any sharp or abrasive Elements; Colour-contrasted with surrounding environment; slip-resistant surface.	<input type="checkbox"/>	<input type="checkbox"/>	
Other Amenities					
4.3.1	Drinking Fountains	On an accessible route; Cane detectable at or below 680 mm (26-3/4 in.); If cantilevered: Min 810 x 1380 (32 x 54) clear floor space with knee and toe space; If freestanding: Clear floor space for parallel approach; Bottle fill stations accessible control on front max height 1200 (47-1/4) high.	<input type="checkbox"/>	<input type="checkbox"/>	
4.3.2	Viewing Positions	On an accessible route without blocked egress; See Table 4.3.2 for number of required spaces; Include adaptable seating; Provide storage for wheelchairs and other mobility assistive devices; Integrate accessible locations in a distributed in a variety of admission prices; Clear level and minimum 920 (36) wide x 1525 (60) deep with min. 1 companion seat beside each space.	<input type="checkbox"/>	<input type="checkbox"/>	

Section	Element	Design Requirement Description	Y	N	Comments or N/A
4.3.4	Change/Dressing Rooms	On an accessible route; Private accessible dressing rooms include 180 degree turn space; Accessible dressing rooms have 810 x 1830 (32 x 72) bench with 760 (30) wide clear floor space parallel to bench; Collapsible coat hooks; Slip resistant for wet conditions for flooring and bench surfaces; Accessible mirror.	<input type="checkbox"/>	<input type="checkbox"/>	
4.3.5	Offices, Work Areas and Meeting Rooms	On an accessible route; Clear floor space for 180-degree turn, 360-degree turn, or circuit around room; Min 5% but not less than 1 have height adjustable work surface where multiple workstations/meeting rooms; Assistive listening system provided where required.	<input type="checkbox"/>	<input type="checkbox"/>	
4.3.6	Waiting and Queuing Areas	On an accessible route; Waiting rooms with fixed seating include min. 3% and not less than 1; clear floor spaces for assistive equipment; Queuing barriers arranged in parallel lines; Permanent queuing incorporate defined floor patterns/colours/textures as wayfinding; Colour contrast provided for barriers from surrounding environment; Clear floor space where lines change direction; Guides must be cane detectable.	<input type="checkbox"/>	<input type="checkbox"/>	
4.3.7	Tables, Counters and Work Surfaces	Min 10% but not less than one to be accessible; Should be recessed; On an accessible route; Min 810 (32) wide x 1370 (54) deep clear floor space place with max. 480 under the surface; Clear knee and toe space; Surface height 710-865 (28-34) where not adjustable; Speaking podium controls and height accessible.	<input type="checkbox"/>	<input type="checkbox"/>	
4.3.8	Information, Reception, and Service Counters	Min 1 accessible for each type of service provided; Clearly identified by signage; Where a single queue line is provided all counters will be accessible; On an accessible route; Min 810 (32) wide x 1370 (54) deep clear floor space place with max. 480 under the surface; Clear knee and toe space; Surface height 710-865 (28-34) where not adjustable; Knee space provided for both staff and public sides; Speaking port controls and height accessible.	<input type="checkbox"/>	<input type="checkbox"/>	
4.3.9	Storage Shelving and Display Units	At least 1 of each type shall be accessible; Self-service unit shall be on an accessible route; Forward/parallel approach clear floor space min. 810 x 1370 (32 x 54); Cloths rods/shelves max. 1370 (54); Collapsible coat hooks max. 1200 (47-1/4); Hardware touch latch or U-shaped pulls.	<input type="checkbox"/>	<input type="checkbox"/>	
4.3.10	Lockers and Baggage Storage	At least 10% accessible; On an accessible route; Bottom shelf min. 400 (15-3/4); Top shelf max. 1200 (47-1/4); Locker IDs should be accessible; Baggage racks/carousels surface max. 460 (18-1/8) with continuous colour-contrasting strip at edge; Aisle spaces in front of accessible lockers to be min. 1500 (59) wide.	<input type="checkbox"/>	<input type="checkbox"/>	
4.3.18	Kitchens and Kitchenettes	For use by staff and public; Min 50% of shelf space accessible; Pass-through kitchens; U-shaped kitchens; L-shaped kitchens; Storage elements; Kitchen sinks; Appliances; Colour contrast.	<input type="checkbox"/>	<input type="checkbox"/>	

Section	Element	Design Requirement Description	Y	N	Comments or N/A
Systems and Controls					
4.4.1	Emergency Exits, Fire Evacuation and Areas of Rescue Assistance	Accessible emergency exits shall be connected to an accessible route; Areas of rescue assistance on an accessible route; Each space 850 x 1370 (33-1/2 x 54) per non-ambulatory occupant; Total areas of rescue space see Table 4.4.1; Accessible identification signage; 2-way voice communication system.	<input type="checkbox"/>	<input type="checkbox"/>	
4.4.2	Controls and Operating Mechanisms	Mounted between 900 - 1100 (35-1/2 - 43-1/4); Thermostat and Pull stations at 1200 (47-1/4); Electrical outlets no lower than 400 (15-3/4); Controls operable with a closed fist; clear space 810 x 1370 (32 x 54) at controls and operating mechanisms; Lighting at min. 100 lux; Colour contrasted from surroundings.	<input type="checkbox"/>	<input type="checkbox"/>	
4.4.3	Vending and Ticketing Machines	On an accessible route; Clear floor space to access controls; Controls mounted at accessible heights; Signage on machines accessible.	<input type="checkbox"/>	<input type="checkbox"/>	
4.4.4	Visual Alarms	Provided at least at restrooms, general usage areas (e.g. meeting rooms), hallways, lobbies and other common use areas; Spacing max. 15 m (50 ft.) apart; Mounted 2100 (82-3/4); Meet NFPA 72 Section 18.5.3.	<input type="checkbox"/>	<input type="checkbox"/>	
4.4.5	Public Telephones	Number of public telephones to be accessible see Table 4.4.5; All accessible telephones and 25% of remaining require volume controls; Controls shall be accessible and meet CSA T515; Lighting minimum 200 lux.; Clear floor space for front or side approach; ID signage includes symbol of accessibility.	<input type="checkbox"/>	<input type="checkbox"/>	
4.4.6	Assistive Listening Systems	To be provided in assembly areas; Accessible signage identifying listening system present; May include induction loop, infrared and FM radio frequency systems.	<input type="checkbox"/>	<input type="checkbox"/>	
4.4.9	Public Address Systems	Zoned to provide information to key locations only; Minimize background noise; No continuous broadcast music; point calls for emergency only.	<input type="checkbox"/>	<input type="checkbox"/>	
4.4.10	Information Systems	On accessible route; Including kiosks, video displays, maps, and information panels; Mounted to be usable for a person using a wheelchair or scooter; Controls shall be accessible; Clear floor space of 1500 x 1500 (59 x 59) for front or side use shall be provided; Also see CSA B651.1 and B651.2 standards.	<input type="checkbox"/>	<input type="checkbox"/>	
4.4.11	Card access, Safety and Security Systems	Signals are provided in both audible and visual signals; Card-entry systems and Encoded-entry/exit systems (e.g. keypads) will be accessible; On an accessible route; Clear floor space to access controls; Controls mounted at accessible heights; Colour/tonal contrast from mounting surface.	<input type="checkbox"/>	<input type="checkbox"/>	

Section	Element	Design Requirement Description	Y	N	Comments or N/A
4.4.12	Glare and Light Sources	Low/no-gloss, matte, satin or honed finishes; Sun-screening systems provided where direct sunlight adversely affect lighting or create reflective glare; Light fixtures will protect users from a direct view of the bulb; Special features/key orientation elements enhanced with supplementary lighting.	<input type="checkbox"/>	<input type="checkbox"/>	
4.4.16	Acoustics	Finishes do not unduly amplify occasional noises; Accessible routes in large facilities aurally differentiate major and secondary paths of travel; Public address and call systems; Meeting rooms and assembly areas.	<input type="checkbox"/>	<input type="checkbox"/>	
Facility Specific Requirements					
4.5.1	Arenas, Halls and Other Indoor Recreation Facilities	Provide accessible seating options; Use detectable warning surfaces on stairs to access seating; Accessible route to arena/facility floor min. 950 (37-1/2) wide; Min. 10% coat hooks accessible; Staff areas to be accessible.	<input type="checkbox"/>	<input type="checkbox"/>	
4.5.3	Cafeterias	Min. 10% accessible where fixed tables or counters provided; Accessible tables and counters distributed throughout design; Min. 1 cashier to be accessible; Food/drink placed and Tray slides max. 865 (34) high; Min. 1100 (43-1/4) access aisles to and around accessible tables; Dining areas to be accessible; access aisles.	<input type="checkbox"/>	<input type="checkbox"/>	
4.5.4	Libraries	User elements on an accessible route; Min 10% of fixed seating, tables or study carrels accessible; Min 1 of each checkout area accessible; Min 50% of computer catalogues or workstations accessible; Shelving at fixed seating, tables and study carrels max. 1120 (44); Security gates and card catalogues accessible.	<input type="checkbox"/>	<input type="checkbox"/>	
4.5.5	Business, Mercantile and Civic	Minimum number of accessible transaction counters/cash registers as per Table 4.5.6; On an accessible route; Where counters/teller windows separate public from staff the communication device shall be accessible; Checkout lines identified with International Symbol of Access signage and provide an accessible route.	<input type="checkbox"/>	<input type="checkbox"/>	
4.5.6	Transportation Facilities	Bus Shelter: clearance around at least 2 sides of shelter, including landing pad side; provides clear view of oncoming traffic; at least one seat with armrests and seat height between 450 - 500 (17-3/4 - 19-5/8); sufficient clear space for person in mobility device. Bus Stops: paved, firm, level surface; not impeded by street furniture. Transit Facilities: detectable warning surface along edge of platform; lighting level 100 lux; manoeuvring space at any required lifting device locations; accessible seating;	<input type="checkbox"/>	<input type="checkbox"/>	
4.5.7	Heritage Facilities	find solutions to meet accessibility requirements minimizing impact; consult with accessibility and conservation specialists and affected users;	<input type="checkbox"/>	<input type="checkbox"/>	

Section	Element	Design Requirement Description	Y	N	Comments or N/A
4.5.8	Fire Stations	Municipal fire stations accommodate accessibility needs of all potential facility users, including - Staff returning to light duty work; Injured staff attending a Captain's office or other meeting space within the facility; Administration staff, Council Members, Consultants, etc attending site visits; Tours of non-work staff (School groups, etc.); Occasional uses of the facility; Meeting spaces open to the public and used for municipal functions; and Use by members of the general public in an emergency situation.	<input type="checkbox"/>	<input type="checkbox"/>	
4.5.9	Training and Teaching Spaces	Students, teachers and staff with disabilities accommodated in all training and teaching spaces throughout the facility. Basic accommodation includes ability to enter and move freely throughout the space, as well as use the various built-in elements within (i.e. integrated technology, whiteboards, switches, computer stations, sinks, etc.); Additional electrical outlets throughout; Min 1 of each type of element should be accessible; Fixtures, fittings, furniture and equipment is accessible for students, teachers and staff; Adjustable height tables and chairs, removable armrests and rolling/locking casters on furniture.	<input type="checkbox"/>	<input type="checkbox"/>	

I have utilized this Checklist as a design aid in conjunction with the FADS document throughout the design phase of this project, or during a *Facility Assessment* of an existing *building*.

Project _____ Consultant/Firm: _____ Date: _____

I have utilized this Checklist as a design aid in conjunction with the FADS document throughout the design phase of this project OR I have reviewed the design submissions of the Consultant and acknowledge FADS compliance throughout the project Scope of Work.

Project _____ Consultant/Firm: _____ Date: _____

Manager: _____ Date: _____

Appendix E: City of Burlington - Consolidated Rationale Statements

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4.1 Access and Circulation

4.1.1 Space and Reach Requirements

Rationale

The dimensions and manoeuvring characteristics of wheelchairs, scooters and other mobility assistive devices are as varied as the people who use them. Traditionally, accessibility standards have taken a conservative approach to wheelchair manoeuvrability, reflecting the needs of a physically strong individual using a manual wheelchair. Such an approach excludes the many users without such a degree of strength or those using a larger mobility assistive device. This standard more accurately reflects the vast array of assistive devices that are used by persons to access and use facilities, as well as the diverse range of user ability. This standard incorporates more generous space requirements, particularly related to the dynamic movement of people using wheelchairs, scooters or other assistive devices.

4.1.2 Ground and Floor Surfaces

Rationale

The type of ground and floor surfaces used will influence every person who enters the building. Irregular surfaces, such as cobblestones or exposed aggregate finished concrete, are difficult for both walking and pushing a wheelchair. Slippery surfaces are hazardous to all individuals and especially hazardous for seniors and others who may not be sure-footed.

Glare from polished floor surfaces can be uncomfortable for all users and can be a particular obstacle to persons with vision loss by obscuring important orientation and safety features. Pronounced colour/tonal contrast between walls and floor finishes should be incorporated to facilitate orientation for persons with vision loss. Changes in colour/ texture is recommended where a change in level or function occurs.

Patterned floors and ground surfaces should be avoided, as they can create visual confusion. Thick pile carpeting makes pushing a wheelchair very difficult. Small and uneven changes in floor level represent a further barrier to using a wheelchair but also present a tripping hazard to ambulatory persons.

Openings in any ground or floor surface such as grates or grilles can catch canes or wheelchair wheels.

4.1.3 Protruding and Overhead Objects

Rationale

The creation of pathways free from protruding objects or freestanding obstacles is important to all facility users. An object protruding from a wall above the detection range of a cane is dangerous for individuals with vision loss or a pedestrian distracted by a conversation. The underside of stairways is a common overhead hazard. Temporary construction barriers can also be hazardous if their lower edge is too high to be detected by a person using a long white cane for mobility. Detectable warning surfaces around freestanding obstacles, such as light standards, are advantageous to anyone using a pathway.

Consider recessing protruding objects into an alcove to avoid creating a hazard.

4.1.4 Accessible Routes, Paths, and Corridors

Rationale

Routes of travel through a facility should address the full range of individuals that may use them. They must provide the clear width necessary for persons using wheelchairs or scooters, those pushing strollers or those travelling in pairs. Consideration should be given not just to the width of items, such as wheelchairs and scooters, but also to their manoeuvrability. While a corridor may be wide enough for a person to drive a scooter in a straight line, it may not be possible to make a turn around a corner. The preferred minimum width for accessible routes is 1830 mm (72 in.).

Strong colour/tonal contrasts and/or tactile pathways set into floor or ground surfaces may be used as a wayfinding tool to assist individuals with vision loss.

4.1.5 Entrances

Rationale

Design decisions concerning entrances will have an immediate impact on the independence and dignity of everyone entering a facility. Entrances that address the full range of individuals using the facility promote a spirit of inclusion that separate accessible entrances do not. Features such as canopies can limit the influence of weather conditions on this already busy area and also make an entrance more obvious to a person with an intellectual disability or someone unfamiliar with the facility.

4.1.6 Doors

Rationale

Sufficiently wide doorways are advantageous to individuals using wheelchairs or scooters, pushing strollers, or making a delivery. However, a raised threshold at the base of the door could impede any one of these same individuals. This same group, with the addition of children, seniors or even someone carrying packages, would have difficulty opening a heavy door and would benefit from some form of automatic door opener. Where permitted and where feasible, entrances without doors are preferred.

Independent use of doors is desirable. Reliance on assistance from others to open doors is not an accessible or dignified solution.

Careful thought to the direction of the door swing can enhance the usability and limit the hazard to other pedestrians. Sliding doors can be easier for some individuals to operate, and can also require less wheelchair manoeuvring space.

Doors that require two hands to operate are not considered to be *accessible*.

Revolving doors are not accessible for persons using wheelchairs and strollers. Also, the coordination required to use such doors may be difficult for children or a person with an intellectual disability.

Glazed doors can present a hazard to all individuals and especially those with vision loss. The inclusion of colour/tonal contrast strips across the glass, mounted at eye level, as well as colour/tonal contrasting door frames and door hardware, will increase the safety and visibility of a glazed door for a person with vision loss.

4.1.7 Gates, Turnstiles, and Openings

Rationale

Gates and turnstiles should address the full range of users that may pass through them. Single-bar gates designed to be at a convenient waist height for ambulatory persons are at neck and face height for children and chest height for persons who use wheelchairs or scooters.

Revolving turnstiles are a physical impossibility for a person in a wheelchair to negotiate. They are also difficult for persons using canes or crutches, or persons with poor balance. An adjacent opening of an accessible width is essential for wheelchair access, as well as access for those using other mobility devices, strollers, walkers or delivery carts.

4.1.8 Windows, Glazed Screens, and Sidelights

Rationale

Broad expanses of glazing in screens, sidelights and doors can be difficult to detect. While this may be a particular concern to persons with vision loss, it is possible for anyone to walk into a clear sheet of glazing especially if they are distracted or in a hurry.

Persons who use wheelchairs or scooters experience the facility from a seated position thereby lowering their eye level and reach range. This necessitates the need for lower sill heights and easily reached operating mechanisms. Window controls and operating devices, including window coverings, should also respect the limitations of hand strength or dexterity encountered with different types of disabilities, including arthritis.

4.1.9 Ramps

Rationale

Traditionally, ramps have been associated with wheelchair accessibility. However, ramps can be problematic in providing accessibility. Ramps can be difficult and dangerous to negotiate. Also, the physical space required for ramps makes them cumbersome to integrate into a facility. However, where a change in level already exists or cannot be avoided, a properly designed ramp can provide access for those using wheelchairs or scooters, pushing strollers or moving packages on a trolley.

The design of the ramp is critical to its usefulness and safety. A steeply inclined ramp is difficult to ascend when using a wheelchair, and can increase the risk of the wheelchair tipping backwards. Descending a steep ramp can also be hazardous. Any cross slope will further increase the effort required to negotiate the ramp. Manoeuvring space at the top and bottom are also important factors in a ramp's usability. Landing areas at points along a long ramp enable an individual to rest.

Textured surfaces, edge protection and handrails all provide important safety features. Heated surfaces are recommended to address the safety concerns associated with snow and ice.

4.1.10 Curb Ramps

Rationale

In the interest of moving people safely and efficiently off a roadway, the design of curb ramps is very important. The same issues related to the slopes of ramps apply equally to slopes of curb ramps. A well designed curb ramp can be spoiled by an uneven or gapped transition between the road surface and curb ramp. Flared sides on the curb ramp eliminate the hazard of pedestrians stepping off of an edge. While a smooth transition and minimal slope are ideal for someone in a wheelchair, they are a potential hazard to an individual with vision loss who may not notice the transition from sidewalk to street. Textured surfaces become an important safety feature in this scenario.

Detectable warning surfaces should include colour/tonal contrast to alert travelers with vision loss to the presence of a curb ramp, and proximity to a crossing opportunity.

Snow accumulation at curb ramps should be removed completely after each snow fall.

4.1.11 Stairs

Rationale

Stairs that are comfortable for many adults may be challenging for children, seniors or persons of short stature. Poorly designed nosings can present tripping hazards, particularly to persons with prosthetic devices or those using canes. Cues to warn a person with vision loss of an upcoming set of stairs are vitally important.

The appropriate application of handrails will aid all users navigating stairways.

4.1.13 Escalators

Rationale

Boarding and stepping off of an escalator can be challenging for many persons who could have difficulty with the timing or agility. In addition, any lack of contrast on the edge of steps makes it difficult to determine the position of the steps or judge their speed. Detectable warning surfaces extending in front of the escalator provide warning to any pedestrian, especially someone with vision loss. Contrasting colour strips on stair edges are also necessary.

4.1.14 Elevators

Rationale

The buttons used on elevators need to address a range of functional issues, including reach, dexterity and vision loss, as discussed in Sections 4.4.2 and 4.4.15. More specific to elevators is the need to provide audible cues for individuals with vision loss to identify different floor levels, as well as the direction of travel. These features benefit anyone who uses an elevator. Adequate door-closing delays provide individuals using mobility devices additional time to reach, enter or exit the elevator car. The installation of an angled mirror can assist individuals using mobility devices to back out of an elevator where there is not sufficient space to turn around.

4.1.15 Platform Lifts

Rationale

The use of platform lifts is not recommended.

Platform lifts are typical in retrofit applications. Elevators that are used by all facility users are preferred to platform lifts which segregate persons with disabilities and limit space at entrance and stair locations. Furthermore, independent access is often compromised, as platform lifts are often controlled by key operation. Whenever possible, grading or integrated elevator access should be incorporated to avoid the use of lifts.

If there are no suitable alternatives, lifts must be selected to permit the spatial requirement of larger mobility devices such as scooters

4.2 Washroom Facilities

4.2.1 Toilet Facilities

Rationale

As an integral feature of a facility, washroom facilities should accommodate the range of people that will use the space. Although many persons with disabilities use toilet facilities independently, some may require assistance. Where the individual providing assistance is of the opposite gender then typical gender specific washrooms are inappropriate and a universal washroom is preferred.

Parents and caregivers with small children and strollers may also benefit from a large, universal washroom with toilet and change facilities contained within the same space.

Circumstances such as wet surfaces and the act of transferring between toilet and wheelchair or scooter can make toilet facilities accident-prone areas. An individual falling in a washroom with a door that swings inward could prevent his or her own rescuers from opening the door. Due to the risk of accidents, design decisions such as door swings and material finishes have safety implications and therefore make toilet facilities a prime location for emergency call switches. The appropriate design of all features will increase the usability and safety of all toilet facilities.

The identification of washrooms involves design issues that must be considered. For children or someone who cannot read text, a symbol or pictogram is preferred. A person with vision loss would also benefit from accessible signage. Features such as colour/ tonal contrasting door frames and door hardware will also increase accessibility.

4.2.2 Toilet Stalls

Rationale

Manoeuvrability of a wheelchair or scooter is the principal consideration in the design of an accessible stall. The increased size of the stall is required to ensure there is sufficient space to facilitate proper placement of a wheelchair or scooter to accommodate transfer onto the toilet fixture. Not only is space required for mobility equipment, there may also be instances where an individual requires assistance and the stall will have to accommodate a second person.

Door swings are normally outward for safety reasons and space considerations, but this makes it difficult to close the door once inside. A handle mounted part way along the door makes it easier for someone to close the door behind them.

Minimum requirements for non-accessible toilet stalls are included to ensure that persons who do not use wheelchairs or scooter can be adequately accommodated within any toilet stall. Universal features include accessible hardware and a minimum stall width to accommodate persons of large stature or parents with small children.

Where possible toilet stalls should be designed such that the open door of the accessible stall does not obstruct the path of travel.

4.2.3 Toilets

Rationale

Automatic flush controls are preferred. If flushing mechanisms are not automated, then consideration must be given to the ability to reach a switch and the hand strength or dexterity required to operate it. Lever style handles on the transfer side of the toilet facilitate these considerations.

Appropriate placement of grab bars makes sitting and standing or transfers between the toilet and a mobility device safer.

4.2.4 Lavatories

Rationale

The accessibility of lavatories will be greatly influenced by their operating mechanisms. While faucets with remote-eye technology may initially confuse some individuals, their ease of use is notable. Individuals with hand strength or dexterity difficulties can use lever-style handles. For an individual in a wheelchair, a lower counter height and clearance for knees under the counter would be required. This lower counter may also serve children. The insulating of hot water pipes protects the legs of an individual using a wheelchair. This is particularly important when a disability impairs sensation such that the individual would not sense that their legs were being burned. The combination of shallow sinks and higher water pressures can cause unacceptable splashing at lavatories.

Hand drying facilities must be usable by persons with disabilities.

Powered hand dryers that require users to move their hands vertically into and out of the unit are not accessible.

4.2.5 Urinals

Rationale

A clear floor space is required in front of urinals to manoeuvre a mobility device. The provision of grab bars may assist an individual in rising from a seated position and to steady themselves. Floor-mounted urinals accommodate children and persons of short stature as well as enable easier access to drain personal care devices. Flush controls should be lever-style or automatic (preferred).

Strong colour/tonal contrasts between the urinal, the wall and the floor will assist persons with vision loss.

4.2.6 Washroom Accessories

Rationale

Design issues related to washroom accessories include the hand strength and dexterity required to operate mechanisms. Reaching the accessories is another concern. Accessories that require the use of two hands to operate can present difficulties for a range of persons with disabilities when the ability to reach or balance is impaired. Section 4.4.2 addresses operating mechanisms in greater detail.

4.2.7 Universal Washrooms

Rationale

The provision of a separate universal washroom is advantageous in a number of instances. For a person using a wheelchair, the extra space provided with a separate washroom is preferred to an accessible stall. Should a person require an attendant to assist them in the washroom then the complication of a woman entering a men's washroom or vice versa is avoided. This same scenario would apply to a parent with a young child of a different gender.

In the event of an accident or fall by a person in this type of washroom, an emergency call switch and a means of unlocking the door from the outside are required safety features.

4.2.8 Shower Stalls

Rationale

Roll-in or curbless shower stalls eliminate the hazard of stepping over a threshold and are essential for persons with disabilities who use wheelchairs or other mobility devices in the shower. Grab bars and nonslip materials are safety measures which will support any individual. Additional equipment such as a hand-held shower head or a folding bench, may be an asset to someone with a disability but also convenient for others. Equipment that contrasts in colour from the shower stall itself will assist individuals with vision loss.

4.2.9 Grab Bars

Rationale

Grab bars are an important feature to those who require assistance in standing up, sitting down or stability while standing. Transferring between toilet and wheelchair or scooter may be another scenario where grab bars are utilized.

4.3 Other Amenities

4.3.1 Drinking Fountains

Rationale

When planning the design of drinking fountains, one should consider the limited height of children and that of a person using a wheelchair or scooter. In the same respect, there may be individuals who have difficulty bending who would require a higher fountain. The operating system should account for limited hand strength or dexterity. The placement of the fountain is also important. Fountains should be recessed, to avoid protruding into the path of travel, especially if they are wall mounted above the detectable height of a person using a cane. Angled recessed alcove designs allow more flexibility and less precision required by a person using a wheelchair or scooter.

4.3.2 Viewing Positions

Rationale

Designated viewing areas are required for individuals unable to use typical seating. Viewing areas need to provide adequate space to manoeuvre a mobility device as large as a scooter and should not be limited to one location. Designated companion seating should also be provided. Guards placed around a viewing area should not interfere with the line of sight of someone sitting in a wheelchair or scooter. Consider also the lower eye-level of children when configuring seating and accessible wheelchair locations to provide unobstructed sightlines. A choice of locations and ticket price range should be available.

4.3.3 Elevated Platforms

Rationale

Elevated platforms, such as stage areas, speaker podiums, etc., should be accessible to all. A marked accessible route should be provided, along with safety features to assist persons with vision loss.

4.3.4 Change/Dressing Rooms

Rationale

In addition to accessible common use change/dressing rooms, a separate unisex change/dressing room is useful. This is valuable in a scenario where an attendant of the opposite sex or a parent is assisting a child. Sufficient space should be allowed for two people and a wheelchair, along with benches and accessories.

The provision of handrails along circulation routes from change/dressing rooms to pool, gymnasium and other activity areas, will be of benefit to many facility users.

4.3.5 Offices, Work Areas, and Meeting Rooms

Rationale

Offices providing services or programs to the public should be accessible to all, regardless of mobility or functional profile. Furthermore, office and related support areas should be accessible to staff and visitors with varying levels of ability.

All persons, but particularly those with a hearing loss, would benefit from having a quiet acoustic environment - background noise from mechanical equipment such as fans, should be minimal.

Telephone equipment for individuals with hearing loss may also be required.

The provision of assistive speaking devices is important for the range of individuals who may have difficulty with low vocal volume thus affecting production of normal audible levels of sound.

Tables and workstations should address the knee space requirements of an individual in a wheelchair. Circulation areas also need to consider the spatial needs of mobility equipment as large as scooters.

Natural coloured task lighting is a design feature that will facilitate use by all, especially persons with vision loss. In locations where reflective glare may be problematic, such as large expanses of glass with reflective flooring, consideration should be given to providing blinds that can be louvered upwards.

When designing spaces, consideration should be given to layouts that promote and assist hearing for those that may not require assistive hearing devices, but who may still miss information during meetings. Layouts that allow for round or oval tables position participants so they are better able to see each other, and so their voices are directed more consistently to others.

4.3.6 Waiting and Queuing Areas

Rationale

Queuing areas for information, tickets or services should permit persons who use wheelchairs, scooters and other mobility devices as well as persons with a varying range of user ability to move through the line safely and conveniently.

Waiting and queuing areas need to provide space for mobility devices, such as wheelchairs and scooters. Queuing lines that turn corners or double back on themselves will need to provide adequate space to manoeuvre mobility devices. Providing handrails in queuing lines may be useful support for individuals and guidance for those with vision loss. The provision of seating in waiting areas is important for individuals who may have difficulty with standing for extended periods.

This section has been developed to meet the legislated requirements of the AODA, Design of Public Spaces Standard.

4.3.7 Tables, Counters, and Work Surfaces

Rationale

Tables, counters and work surfaces should accommodate the needs of a range of users. Consideration should be given to standing use as well as seated use. For individuals using wheelchairs, tables need to be high enough to provide knee space and provide enough clear space for the wheelchair to pull into. The furniture placement at tables and manoeuvring space at counters should provide sufficient turning space for a person using a wheelchair, scooter or other mobility assistive device.

Tables that have the support leg(s) in the centre of the table provide a higher level of accessibility.

Ensure that chairs with armrests are provided for banquet halls, restaurants and cafeterias.

4.3.8 Information, Reception, and Service Counters

Rationale

Information, reception and service counters should be accessible to the full range of users, including the public and staff. A choice of counter heights is recommended to provide a range of options for a variety of persons. Lowered sections will serve children, persons of short stature and persons using mobility devices such as a wheelchair or scooter. The choice of heights should also extend to speaking ports and writing surfaces.

The provision of assistive speaking devices is important for the range of individuals who may have difficulty with low vocal volume thus affecting production of normal audible levels of sound.

The provision of knee space under the counter facilitates use by a person using a wheelchair or a scooter.

The use of colour/tonal contrast, tactile difference or audio landmarks (e.g., receptionist voice or music source) can assist individuals with vision loss to more precisely locate service counters or speaking ports.

4.3.9 Storage Shelving and Display Units

Rationale

The heights of storage, shelving and display units should address a full range of vantage points including the lower sight-lines of children or a person using a wheelchair or scooter. The lower heights also serve the lower reach of these individuals. Displays that are too low can be problematic for individuals that have difficulty bending down. Appropriate lighting and colour/ tonal contrast is particularly important for persons with vision loss.

4.3.10 Lockers and Baggage Storage

Rationale

In schools, recreational facilities, transit facilities, etc., or wherever public or private storage lockers are provided, at least some of the storage units should be accessible by persons using mobility assistive devices.

It is preferred to provide an accessible bench in close proximity to accessible lockers.

The provision of lockers at lower heights serves the reach restrictions of children or a person using a mobility assistive device. The operating mechanisms should also be at an appropriate height and operable by individuals with restrictions in hand dexterity.

4.3.11 Balconies, Porches, Terraces, and Patios

Rationale

Where a number of balconies, porches, patios or terraces are provided, it is desirable to consider options for different levels of sun and wind protection. This is of benefit to individuals with varying tolerances for sun or heat. Doors to these spaces typically incorporate large expanses of glazing. These should be appropriately marked to increase their visibility. Thresholds at balcony doors should be avoided.

4.3.12 Parking

Rationale

The provision of parking spaces near the entrance to a facility is important to accommodate persons with a varying range of abilities as well as persons with limited mobility and those caring for small children. Medical conditions, such as arthritis or heart conditions, using crutches, pregnancy or the physical act of pushing a wheelchair, all make it difficult to travel long distances. Minimizing travel distances is particularly important outdoors, where weather conditions and ground surfaces can make travel both difficult and hazardous. The accessible route of travel connecting the parking area to the entrance of a facility should be well marked and free of steps and curbs.

In addition to the proximity to entrances, the spatial requirements of accessible parking spaces is important. A person using a mobility assistive device such as a wheelchair requires a wider parking stall to accommodate the manoeuvring of the wheelchair beside the car or van. A van may also require additional space to deploy a lift or ramp through the side or back door. An individual would then require space for the deployment of the lift itself as well as additional space to manoeuvre on/off the lift.

Heights along the routes to accessible parking is a factor. Accessible vans may have a raised roof resulting in the need for additional overhead clearance. Alternatively, the floor of the van may be lowered, resulting in lower tolerances for speed bumps and pavement slope transitions. The number of accessible parking spaces required by this section may not be sufficient in some facilities (such as seniors' centres and medical facilities) where increased numbers of persons with disabilities may be expected. In this situation, the number of accessible parking spaces may be increased from the requirements in this standard.

The number of accessible parking spaces shall take into account the following for the determination of an acceptable number of spaces

- the number of employees with disabilities employed in the facility; • the nature of the usage of the facility; and
- the anticipated estimated number of members of the public who will be visiting the facility who will require accessible parking.

Wherever possible locate parking signs away from pedestrian routes, as they may constitute an overhead and/or protruding hazard. It is preferable that the sign be placed at the curb line to denote the end of the parking space.

4.3.13 Passenger Loading Zones

Rationale

Passenger-loading zones are important features for individuals who may have difficulty in walking distances or those who use parallel transit systems. Accessible transit vehicles typically require space for the deployment of lifts or ramps and overhead clearances. Protection from the elements will be beneficial to all users and particularly those that may have difficulty with mobility.

Bollards between the access aisle and the lay-by can be used to prevent vehicles from pulling into the access aisle.

4.3.14 Landscape Materials and Plantings

Rationale

Landscape materials, trees, shrubs and plants should be selected and located with a wide variety of users in mind. For instance, plants and shrubs with a variety of fragrances can provide an interesting orientation cue for persons with vision loss. Using contrasting flowers near walkways can also be helpful as a guide. Plants with thorns may constitute a walking hazard. Plants that drop large seed pods can present slipping hazards, as well as difficulties for pushing a wheelchair. Plantings and tree limbs that overhang pathways can impede all users and be a particular hazard to an individual with vision loss.

Raised planting beds can better accommodate persons who use a mobility device or those that have difficulty in bending to enjoy or tend to plantings.

The use of unit pavers as a walking/ wheeling surface is not recommended, unless they are laid in a location that is not subject to the effects of settlement and frost heave, such as over a structural slab or indoors.

4.3.15 Benches

Rationale

Benches provide convenient resting places for all individuals and are especially important for those who may have difficulty with standing or walking for extended periods. Benches should be placed adjacent to pedestrian walkways to provide convenient rest places without becoming potential obstructions. Appropriate seat heights and armrests can facilitate sitting and rising for individuals such as senior citizens. A person with vision loss may find it easier to locate benches if they are located adjacent to a landmark, such as a large tree, a bend in a pathway, or a sound source.

4.3.16 Public Use Eating Areas and Picnic Tables

Rationale

This section applies to indoor and outdoor public use eating areas.

Tables with an extension of the table surface make them accessible to a person using a wheelchair.

A firm, level surface around the table, with an accessible path leading to the table, is required for wheelchair and scooter accessibility. A change in texture from a pathway to the table area is an important cue for a person with vision loss/no vision.

Tables that have the support leg(s) in the centre of the table provide a higher level of accessibility and are preferred.

Ensure that chairs with armrests are provided for banquet halls, restaurants and cafeterias.

Fixed accessible tables that cannot be moved to inaccessible locations are recommended.

4.3.17 Street Furniture

Rationale

Street furniture can provide a resting place for any individual with difficulty walking distances. Such furniture should incorporate strong colour/tonal contrasts and be located off pathways, to minimize its potential as an obstruction to pedestrians.

4.3.18 Kitchens and Kitchenettes

Rationale

Kitchens, kitchenettes and coffee stations require an appropriate level of access to be useable by persons with disabilities. Adequate manoeuvring space is required for users of mobility equipment to approach and use work surfaces, storage elements and appliances. A frontal approach to work surfaces and appliances is generally preferred, except at refrigerators where a side approach is preferred. Where a frontal approach is used, knee space and toe space are required.

The use of colour/tonal contrast between kitchen elements will assist persons with low vision locate surfaces, appliances and controls. Darker coloured work surfaces are preferable as they make it easier to identify objects located on them.

4.4 Systems and Controls

4.4.1 Emergency Exits, Fire Evacuation, and Areas of Rescue Assistance

Rationale

To be accessible to all individuals, emergency exits must include the same accessibility features as other doors specified in 4.1.6. The doors and routes must also be marked in a way that is accessible to all individuals, including those who may have difficulty with literacy, such as children or persons speaking a different language. Persons with vision loss will need a means of quickly locating exits – audio or talking signs could assist. In the event of fire when elevators cannot be used, areas of rescue assistance are an asset to anyone who would have difficulty traversing sets of stairs.

4.4.2 Controls and Operating Mechanisms

Rationale

Operating mechanisms that require a high degree of dexterity or strength will be difficult for many people to use. They can also be obstacles for children, individuals with arthritis or even someone wearing gloves. Controls that require two hands to operate can also be difficult for some people, particularly those with reach or balance limitations, or those who must use their hands to hold canes or crutches.

The placement of controls is integral to their accessibility. For the individual using a wheelchair, the height of the controls and the space to position the wheelchair in front of the controls are important. Controls placed high on a wall are also difficult for children or persons of short stature.

Individuals with vision loss may have difficulty with flush-mounted buttons, touch screens or controls without tactile markings. Controls that contrast in colour from their background, including colour/ tonal contrasted raised letters, may be easier to find by an individual with vision loss. Actuated buttons paired with audible information allows people with vision loss to access automated mechanisms independently. Persons with intellectual disabilities may find counter intuitive controls or graphics difficult.

4.4.3 Vending and Ticketing Machines

Rationale

Space in front of vending machines allows for manoeuvrability of mobility aids. Seating areas and tables adjacent to vending machines offer convenience and should accommodate the spatial requirements of a wheelchair or scooter. The selection of the machines should include a number of factors. Operating mechanisms should be within reach of children and individuals in wheelchairs. The mechanisms should be operable with one hand and minimal strength, to accommodate a host of disabilities including arthritis, or the need to stabilize oneself with a cane or a handful of bags. Lighting levels and colour/tonal contrasts make the machine more accessible to those with vision loss.

4.4.4 Visual Alarms

Rationale

Visual alarms are essential safety features for individuals who are Deaf, deafened or hard of hearing such that they would not hear an audible alarm.

4.4.5 Public Telephones

Rationale

The placement of telephones should address the limited reach of children or persons in a seated position. Longer cords facilitate the use of the phone for someone unable to get close to the phone due to a mobility device. Adjustable volume controls are important for persons who are hard of hearing, as are shelves that could support a TDD device. A fold-down seat is an asset to someone having difficulty standing for extended periods. Telephones projecting from a wall may present a hazard, particularly to persons with vision loss, if the sides are not configured to be cane detectable.

4.4.6 Assistive Listening Systems

Rationale

The provision of assistive listening devices is important for individuals who may have hearing loss.

Adequate and controllable lighting is required for persons who lip-read, or those who require increased task lighting, due to vision loss.

Assistive Listening Systems connected to the Public-Address System will direct people in an emergency situation.

4.4.7 Signage

Rationale

The visual components of accessible signage systems will help everyone identify routes, spaces and elements in exterior environments and within buildings. Wherever information is provided visually through a signage system, the same information should be available in an alternate format for persons with vision loss. Methods for supplementing visual information include raised (tactile) lettering, Braille, and audio messages. Technologies are also evolving where signs incorporate information beacons that send text information to an application on a nearby mobile phone – the application converts the text to an audio message which provides the signage information audibly to the app user.

Signage should be simple, uncluttered and incorporate plain language. The use of graphic symbols is helpful for individuals such as children, those with a limited literacy level or those who speak a different language.

Distinct contrasts in colour make signage easier for anyone to read, particularly someone with vision loss. The intent of the symbol must be evident, culturally universal and not counter-intuitive. To enhance readability, raised tactile lettering should incorporate edges that are slightly smoothed.

The most visible colours for signs are white or yellow on a black, charcoal or other dark background, such as brown, dark blue, dark green or purple. Black lettering on white is also acceptable, although less readable than the reverse. Unacceptable background colours are light grey and pastel colours. Red lettering on a black background is also unacceptable.

Using a combination of lower case and uppercase lettering is easier to read than using all upper case lettering. The “shape of the text or message is more legible and creates its own image for familiarity”.

In larger and complex buildings, such as recreation centres, consider providing tactile maps on each floor, close to the major point of arrival to the floor (e.g., elevator lobby) to assist with wayfinding for users with vision loss.

Audible signs (infrared and digital) that are readable by persons with vision loss using a receiving device may be the sole orientation aid across open spaces. Consideration should be given to including wire drops for future installation.

4.4.8 Detectable Warning Surfaces

Rationale

Detectable warning surfaces provide important navigational cues for persons with vision loss. These surfaces alert all pedestrians to potential hazards, such as crosswalks or stairs. Suitable surfaces include a change in texture and high colour/ tonal contrast but should not present a tripping hazard.

Detectable warning surfaces shall be used consistently throughout a facility.

The preferred colour for tactile surfaces is safety yellow except where background contrast is inadequate.

4.4.9 Public Address Systems

Rationale

Public address systems should be designed to best accommodate all users, especially those who are hard of hearing. They should be easy to hear above the ambient background noise of the environment and there should be no distortion or feedback. Background noise should be minimized.

Visual equivalents should be made available for individuals with a hearing loss who may not hear an audible public address system.

4.4.10 Information Systems

Rationale

Information should be accessible to all facility users. Where universally accessible formats are not possible, alternate formats should be available. Video display terminals may present difficulties for persons with vision loss. Alternate technology or audio interfaces are required.

To ensure that a person using a wheelchair or scooter can access an information terminal, consideration should be given to the lower vantage point and reach ranges of all information systems provided.

4.4.11 Card Access, Safety, and Security Systems

Rationale

In many cases, persons such as seniors and persons with disabilities may be considered to have a higher degree of vulnerability and therefore seek more reassurance and inherent security. Items such as adequate lighting and accessible signalling devices promote this security.

Emergency signalling devices are important in universal washrooms where the potential for a fall is increased and an individual may be alone.

Where card-access systems are selected as a means of entry for safety and security to particular facilities or spaces, all systems and components selected and installed should be useable by people with disabilities, including people with reduced manual dexterity, difficulty with reaching, low or no vision. The use of heat-sensing activation buttons should be avoided, as they are indiscernible to persons with vision loss.

Touch screens are not appropriate as they are inaccessible to persons with vision loss, unless accompanied by another means of interaction/activation.

4.4.12 Glare and Light Sources

Rationale

Direct or reflected glare from floors, walls or work surfaces is uncomfortable for all users and a barrier to persons with low or no vision. Non-reflective materials and finishes, as well as mechanisms to control natural daylight should be integrated throughout a facility.

The strategic use of lighting is valuable to all individuals, and especially important for individuals with some form of vision loss. In addition, offering a variety of task lighting at work areas is beneficial to all.

4.4.13 Lighting

Rationale

Artificial lighting and natural light sources should provide comfortable, evenly distributed light at all working areas, in all circulation routes and in all areas of potential hazard. Also, outdoor lighting should be provided at entrances, along frequently used access routes and at frequently used outdoor amenities.

Lighting located within or adjacent to pedestrian routes should be configured to illuminate the surface of routes. Such lighting should not be directed upwards, or configured in a way that would orient direct light into the eyes of pedestrians – including people with lower eye-levels, such as children and persons who use wheelchairs.

Ideally, ground/floor-mounted light fixtures should be located out of pedestrian paths of travel. Where they are located within pedestrian paths of travel, fixtures must be cane-detectable and not become a tripping hazard.

4.4.14 Materials and Finishes

Rationale

Materials and finishes used throughout a site or facility are critical to the safety and ease of movement for persons with disabilities, especially individuals using wheelchairs or scooters and those with low or no vision. Materials or finishes may also contribute to noise and echo, which impacts individuals with hearing loss.

Floor finishes, such as carpet, should be selected and installed so that persons using wheelchairs and walkers or other mobility aids can easily travel over them without using undue energy or tripping.

Finishes that are slip-resistant and nonreflective promote safe travel.

4.4.15 Textures and Colour

Rationale

The ability of an individual with low or no vision to navigate an environment can be enhanced through the strategic use of colour and texture.

Caution is recommended in the selection of heavy or distinct patterns on walls, floors, carpet and exterior walkways, since these can add visual confusion to settings for persons with low vision. Simple, repetitive, non-directional patterns that feature monochromatic or low colour/tonal contrast are preferred. Changes in material or texture should not necessitate a threshold.

Consider the opportunity for communicating pedestrian route information through the strategic use of colour and textural contrast. Note that colour/tonal contrast on walking surfaces can indicate the presence of a potential obstacle or hazard along a pedestrian route. Where a continuous accessible route exists, omit contrasting colour within the path of travel to indicate a clear accessible route. Colour/tonal contrast should be applied along curb and building faces where doors may be opening into the path of travel or where signage and outdoor furnishings exist. Colour can be applied in areas where it is desirable to bring visual attention to a feature or design detail.

The preferred colour for tactile surfaces is safety yellow, except when background contrast is inadequate.

4.4.16 Acoustics

Rationale

The acoustic environment of public buildings and spaces should accommodate the unique needs of persons who are hard of hearing and who need to differentiate essential sounds from general background noise. The sound transmissions of different areas can be used as an orientation cue and help to navigate a space. A well designed acoustical environment is to everyone's advantage.

4.4.17 Pedestrian Signals

Rationale

Pedestrian crossovers should be designed to accommodate all users equally. The physical location of the controls can help identify specific directional paths, and auditory signals will enable a user with low vision to locate the controls quickly.

This section has been developed to meet the legislated requirements of the AODA, Design of Public Spaces Standard.

4.5 Facility-Specific Requirements

4.5.1 Arenas, Halls, and Other Indoor Recreation Facilities

Rationale

Opportunities for recreation, leisure and active sport participation should be available to all members of the community. Access should be provided to halls, arenas, and other sports facilities, including access to the site, all activity spaces, gymnasiums, fitness facilities, lockers, change rooms and showers. Persons with a disability may be active participants, as well as spectators, coaches, volunteers and members of staff.

4.5.2 Swimming Pools, Therapeutic Pools, and Public Spas

Rationale

Swimming is an important recreational and therapeutic activity for many persons with disabilities. The buoyancy and freedom offered by an immersive water environment can be enabling in themselves. Primary considerations for accommodating persons who have mobility impairments include accessible change facilities and a means of access into the water. Ramped access into the water is preferred over lift access, as it promotes integration (everyone will use the ramp) and independence. Many persons with vision loss will benefit from colour and textural cues along primary routes of travel and at potentially dangerous locations, such as the edge of the pool, at steps into the pool and at railings.

Therapeutic pools are generally smaller, shallower pools that include a ramp access and provide submerged bench seating in addition to open exercise space.

4.5.3 Cafeterias

Rationale

Cafeteria serving lines and seating area designs need to reflect the lower sight lines, reduced reach, knee space and manoeuvring requirements of a person using a wheelchair or scooter. Patrons using mobility devices may not be able to hold a tray or food items while supporting themselves on canes or while manoeuvring a wheelchair.

Tray slides should be designed to move trays with minimal effort. Features such as colour/tonal contrasts and large print menus may assist persons with vision loss.

Tables that have the support leg(s) in the centre of the table provide a higher level of accessibility.

4.5.4 Libraries

Rationale

Traditional and automated systems should be available to all patrons and staff. Both the design of the facility and the provision of services should be considered. Service counters and study carrels should accommodate the knee space and armrest requirements of a person using a wheelchair. Computer catalogues, carrels and workstations should be provided at a range of heights, to accommodate persons who are standing or sitting, as well as children of many ages and sizes. It is preferred to provide height-adjustable furnishings.

The provision of workstations equipped with assistive technology, such as large displays, screen readers, etc., will increase the accessibility of a library.

The provision of book drop-off slots at different heights for standing and seated use will enhance usability.

Where possible, shelves and displays should be fixed/stable and detectable by a long white cane. A-frame displays should be avoided as they create tripping hazards for persons with vision loss. Shelves should be placed at 90 degrees to create a grid pattern for ease of navigation for all persons.

4.5.5 Business, Mercantile, and Civic

Rationale

The role of persons with disabilities should not be restricted or limited to that of the customer or consumer. Workspaces should be designed with a view to future adaptation or accommodation of individual equipment or assistive devices for employees with disabilities.

4.5.6 Transportation Facilities

Rationale

Links to usable transportation should be accessible to all members of a community. Accessibility within terminals and use of systems should be addressed. This includes public and private bus, taxi, train, and airplane arrival and departure points. A variety of lift devices may need to be accommodated, and alternatives to audio and/or visual-only scheduling should be available.

It is important to provide appropriate wayfinding guidance in open areas, including tactile direction indicators.

4.5.7 Heritage Facilities

Rationale

Providing people of all ages, interests and capacities with broad, general access to public heritage facilities places is a highly desirable social goal. It is important to ensure that such access is accompanied by adequate psychological comfort and dignity. Many users of public heritage facilities are the same demographic market that is growing older, becoming less mobile, and often has compromised hearing and vision.

4.5.8 Fire Stations

Rationale

Municipal fire stations should accommodate the accessibility needs of all potential facility users, including but not limited to

- staff returning to light duty work;
- injured staff attending a Captain's office or other meeting space within the facility;
- administration staff, Council Members, Consultants, etc. attending site visits;
- tours of non-work staff (School groups, etc.);
- occasional uses of the facility such as meeting spaces that are open to the public and/or used for municipal functions; and
- use by members of the general public in an emergency situation
 - pedestrian walk-up &/or vehicular drop-in requests for assistance/ emergency services; and
 - Emergency Reception Centre.

Areas of fire stations likely to be used by the public, including the apparatus bay and washroom, should be accessible for persons with disabilities.

4.5.9 Training and Teaching Spaces

Rationale

Students, teachers and staff with disabilities should be accommodated in all training and teaching spaces throughout the facility. Basic accommodation includes the ability to enter and move freely throughout the space, gain access to an accessible washroom, as well as use the various built-in elements within (e.g. integrated technology, whiteboards, switches, computer stations, sinks, etc.)

Persons with disabilities frequently use learning aids and other assistive devices that require a power supply. The provision of additional electrical outlets throughout training and teaching spaces will better accommodate the use of such equipment.

Where built-in elements are duplicated within individual training/teaching spaces, such as laboratory benches or pinboards, at least one of each type of element should be accessible.

Fixtures, fittings, furniture and equipment specified for training/teaching spaces, shall be flexible for use by students, teachers and staff with a wide range of abilities. Adjustable height tables and chairs, removable armrests and including rolling/ locking casters on furniture allows an individual to make any adjustments needed to adapt the environment to meet their individual needs.

4.6 Outdoor Public Spaces

4.6.1 General

Rationale

Opportunities for recreation, leisure and active sport participation should be available to all members of the community. Access should be provided to playing fields and other sports facilities, including access to the site, to all activity areas, recreational trails, docks, swimming areas, play spaces, lockers, change rooms, and showers. Persons with a disability may be active participants, as well as spectators, volunteers and members of staff.

Picnic areas, play areas and rest areas should provide both sunny and shaded areas wherever possible.

Where docks are provided, consider the addition of a continuous curb edge or a guard/handrail as edge protection for all users, where it would not conflict with access for activities such as boating, fishing, or swimming.

4.6.2 Recreational Trails

Rationale

Opportunities for recreation participation should be available to all members of the community. Access should be provided to recreational trails.

Signage is a particularly important for recreational trails, as it provides the opportunity for everyone, including persons with disabilities, to evaluate the challenge of the trail and decide whether it matches their goals and abilities.

4.6.3 Outdoor Play Spaces

Rationale

Play is a natural and important part of a child's daily life and healthy development. All children, regardless of ability, should have the same opportunities to play. Accessible outdoor play spaces will allow all children to play together, increasing understanding and integration.

4.7 Maintenance and Operations

Rationale

Property maintenance is important to ensure an accessible environment that is safe and usable by everyone. Such maintenance involves the proper care, cleaning and repair of a facility, maintaining it in good order and safe condition. Snow and ice removal are particularly important components of property maintenance.