

**POLICY & PROCEDURE MANUAL**

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| <b>SECTION</b>     | ADMINISTRATION   | <b>POLICY NUMBER</b>  | 2-7-08     |
| <b>SUB-SECTION</b> | Accessibility  | <b>EFFECTIVE DATE</b> | 2017-12-15 |
| <b>SUBJECT</b>     | Integrated Accessibility Standards – Design of Public Spaces |                       |            |
| <b>AUTHORITY</b>   | Council  |                       |            |

**PURPOSE:**

The County of Dufferin is obligated to develop Accessibility Policies under the Accessibility for Ontarians with Disabilities Act (AODA) and Ontario Regulation 191/11. This regulation establishes general requirements for accessibility compliance as well as accessibility standards for customer service, information and communications, employment, transportation and the design of public spaces.

**STATEMENT:**

The County of Dufferin is committed to the principles of independence, dignity, integration and equality of opportunity described in the AODA and to meeting the needs of people with disabilities, in a timely manner, through the implementation of this policy.

The County of Dufferin is committed to establishing, implementing and maintaining policies, practices and procedures that meet the requirements of the customer service standard and all reasonable efforts will be made to ensure that People with disabilities are provided equal opportunity to obtain, use and benefit from the goods and services of the County of Dufferin;

The purpose of this policy is to express the County of Dufferin’s commitment to providing a framework within which the County of Dufferin will ensure improved accessibility with regard to the design of public spaces standard of the Integrated Regulation.

**POLICY:**

The County of Dufferin will incorporate accessibility into its public spaces that are newly constructed or redeveloped on and after January 1<sup>st</sup>, 2017.

The County of Dufferin will consult with the Accessibility Advisory Committee, public and people with disabilities when constructing and re-developing public spaces.

The County of Dufferin will provide, within its contractual obligations and capabilities, restoration and maintenance of its public spaces by ensuring our multi-year plan includes procedures for

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preventative and emergency maintenance of accessible elements in its public spaces and procedures for dealing with temporary disruptions when accessible elements required under this section are not in working order.

The County of Dufferin will meet the design of public spaces standard when building or making significant alternations to public spaces. Public spaces include:

- a) Accessible off-street parking
- b) Accessible on-street parking
- c) Service related elements like service counters, fixed queuing lines and waiting areas
- d) Exterior paths of travel
- e) Outdoor play spaces
- f) Recreational trails/beach access routes

The County of Dufferin will ensure that it follows the existing requirements stated under the design of public spaces standard for public use areas such as recreational and beach access routes, eating areas, outdoor play spaces, exterior paths of travel and accessible parking.

The County of Dufferin will implement procedures for preventative and emergency maintenance of the accessible elements in public spaces and procedures for dealing with disruptions when accessible elements are not in working order.

The County of Dufferin will establish, implement, maintain and document a multi-year accessibility plan outlining our strategy to prevent and remove barriers and meet the requirements under design of public spaces standard.

The County of Dufferin will ensure that procedures are in place to prevent service disruptions to accessible parts of its public spaces. In the event of a service disruption, it will notify the public of the service disruption and available alternatives.

### **Accessible Service Related Elements**

The purpose of this procedure is to ensure that the County of Dufferin meets the legislated requirements for accessible service related elements under the design of public spaces standard.

#### ***Procedure:***

- The County of Dufferin will ensure that when constructing new or making significant alterations to existing service counters that one service counter will be able to accommodate a mobility aid and be identified with proper signage
- The countertop height will be usable by a person seated in a mobility aid, have sufficient knee clearance to accommodate a forward approach and floor space in front of the counter will be sufficiently clear to accommodate a mobility aid
- If there is one queuing line for service counters each service counter will be made accessible
- If there are different types of service counters, each with its own queuing line (payments, information, etc.) the County of Dufferin will ensure that each type has at least one accessible service counter

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- When building new or making major changes to existing fixed queuing guides, the County of Dufferin will ensure that the queuing area is wide enough for people using mobility aids and mobility assistive devices (such as canes, crutches and walkers), to move through the line. When the line changes direction the fixed queuing guides will be detectable
- When building new or making major changes to our existing waiting areas that have seating fixed to the floor, the County of Dufferin will ensure that at least three percent (3%) of the new seating is accessible, and no fewer than one (1) seating space is accessible.

## **Public Use Eating and Outdoor Play Spaces**

The purpose of this procedure is to ensure that the County of Dufferin meets or exceeds the legislated requirements for accessible outdoor public-use eating and outdoor play spaces under the design of public spaces standard.

### ***Procedures:***

#### ***Accessible outdoor public use eating spaces***

- The County of Dufferin is committed to complying with the minimum technical requirements when constructing new or redeveloped outdoor eating areas.
- A minimum of 20% of the tables provided must be accessible to people using mobility aids by having knee and toe clearance underneath the table.
- In no circumstance will there be less than one table in an outdoor public-use eating area that meets the above requirement.
- The ground surface leading to and under tables that are accessible to people using mobility aids must be level, firm and stable.
- Tables that are accessible to people using mobility aids must have clear ground space around them that allows for a forward approach to the tables.

#### ***Accessible outdoor play spaces***

- The accessibility requirements to outdoor play spaces apply to areas that may contain play equipment such as swings, or features such as logs, rocks, sand or water where the equipment or features are designed to provide play opportunities and experiences for children and caregivers.
- The County of Dufferin will incorporate accessibility features for children and caregivers with various physical and developmental disabilities into the design of outdoor play spaces when developing new or redeveloping existing play spaces.
- The County of Dufferin will ensure that outdoor play spaces have a firm and stable ground surface to absorb the shock of a fall.
- The County of Dufferin will ensure that outdoor play spaces have sufficient clearance to allow children and caregivers with various physical and developmental disabilities to move through, in and around the outdoor play space.
- The County of Dufferin must consult with the public and people with physical and developmental disabilities to help to incorporate accessibility for children and caregivers with various physical and developmental disabilities into play spaces.
- The County of Dufferin must also consult with their accessibility advisory committee to help to incorporate accessibility for children and caregivers with various physical and developmental disabilities into play spaces.

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## Exterior Paths of Travel

The purpose of this policy is to ensure that the County of Dufferin meets the legislated requirements for exterior paths of travel under the design of public spaces standard.

### *Procedures:*

#### *Sidewalks and walkways*

- Requirement for sidewalks and walkways include the following:
  - Firm, stable and slip resistant surfaces.
  - Clear width will be a minimum of 1500 mm but can be reduced to 1200 mm at the top of a curb ramp.
  - Where head room clearance is less than 2100, a cane detectable guard or other barrier will be provided to define where the clear height has been reduced.
  - Surface openings, including horizontal openings, in a ramp or its landings must not allow passage of an object more than 20 mm in diameter and any elongated openings must be oriented perpendicular to the direction of travel.
  - Running slopes can be no steeper than 1:20 (5 percent). However, sidewalks beside roadways can be steeper than 1:20 but must not be steeper than the slope of the adjacent roadway.
  - Cross slopes can be no steeper than 1:20 (5 percent) for hard surfaces or 1:10 (10 percent) in all other cases.
  - Criteria for changes in level (slope requirements) along sidewalks and walkways include:
    - For a height of 1-5 mm, no bevel is required
    - For a height of 6-13 mm, the slope must be beveled with a maximum ratio of 1:2 (50 percent)
    - For a height of 14-74 mm, the slope must be a running slope not steeper than 1:8 (12.5 percent) or a curb ramp must be provided
    - For a height of 75-200 mm, the slope must be a running slope not steeper than 1:10 (10 percent) or a curb ramp must be provided
    - For a height over 200 mm, a ramp will be provided

#### *Ramps*

Where steps cannot be avoided or slopes cannot be made less steep, ramps will be added to improve access for people using mobility aids or pushing delivery carts or strollers. Elements such as the steepness of the ramp, space for turning at landings, and handrail design are important features in a ramp's safety and function.

Requirements for ramps include the following:

- Ramps must have a minimum clear width of 900 mm.
- Ramps must have a minimum headroom clearance of 2100 mm.
- Ramps must be made of a firm and stable surface material.
- Ramps must have a maximum running slope of no more than 1:15.
- Ramps must not have any openings in the surface that allow the passage of an object with a diameter of more than 20 mm.

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- Ramps must be equipped with handrails on both sides of the ramp and the handrails must:
  - Be continuously graspable along their entire length and have circular cross-section with an outside diameter not less than 30 mm and not more than 40 mm.
  - Be not less than 865 mm and not more than 965 mm high, measured vertically for the surface of the ramp.
  - Terminate in a manner that will not obstruct pedestrian travel or create a hazard
  - Extend horizontally not less than 300 mm beyond the top and bottom of the ramp
  - Be provided with a clearance of not less than 50 mm between the handrail and any wall to which it is attached.
- Where ramps are more than 2200 mm in width, one or more intermediate handrails which are continuous in length between landings shall be provided and located so that there is no more than 1650 mm between handrails.
- Ramps must also have a wall or guard on both sides and where a guard is provided it must:
  - Be not less than 1070 mm measured vertically to the top of the guard from the ramp surface
  - Be designed so that no member, attachment or opening located between 140 mm and 900 mm above the ramp surface being protected by the guard will facilitate climbing
- Ramps must have edge protection that is provided, with a curb at least 50 mm high on any side of the ramp where no solid enclosure or solid guard is provided, or with railings or other barriers that extend to within 50 mm of the finished ramp surface
- Ramps must be provided with landings that meet the following requirements:
  - Landings must be provided at the top and bottom of the ramp, where there is an abrupt change in the direction of the ramp, and at horizontal intervals not greater than 9 metres apart
  - Landings must be a minimum of 1670 mm by 1670 mm at the top and bottom of the ramp and where there is an abrupt change in direction of the ramp
  - Landings must be a minimum of 1670 mm in length and at least the same width of the ramp for an in-line ramp
  - Landings must have a cross slope that is not steeper than 1:50

### ***Stairs***

Requirement for the design of stairs are as follows:

- Surface of treads must be slip resistant
- Rise and run must be uniform in any one flight
- Rise dimensions (between successive treads) must be between 125-180 mm
- Riser configuration must have closed risers
- Run dimensions (between successive steps) must be between 280-355 mm.
- Nosing projection must:
  - Be a maximum 38 mm, with no abrupt undersides
  - Have high tonal contrast markings that extend the full tread-width of each step
- Handrails will be provided on both sides of the stairs and must
  - Be continuously graspable along the entire length

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- Be not less than 865 mm and not more than 965 mm high, measured vertically for the surface of the ramp.
- Terminate in a manner that will not obstruct pedestrian travel or create a hazard
- Extend horizontally not less than 300 mm beyond the top and bottom of the ramp
- Be provided with a clearance of not less than 50 mm between the handrail and any wall to which it is attached.
- Withstand the loading values obtained from the non-concurrent application of a concentrated load not less than 0.9 kN applied at any point and in any direction and a uniform load not less than 0.7 kN/metre applied in any direction to the handrail
- Have intermediate handrails provided where stairs are more than 2,200 mm wide. These handrails must be continuous between landings, located so that there is no more than 1650 mm between handrails and meet the requirements for handrails listed above.
- Tactile walking surface indicators (TWSIs) must be provided at the top of all flights of stairs, as follows:
  - Size: TWSIs must be at least 610 mm in depth and extend the full width of the stair, starting one tread depth from the leading edge of the top step
  - Profile: TWSIs must have their tactile elements raised above the adjacent ground surface
  - Tonal contrast: High tonal contrast must be used to differentiate the TWSIs from the adjacent ground surface
- Guards must be provided on each side of a stairway where the difference in elevation between ground level and the top of the stair is more than 600 mm. Guards are not required where there is an adjacent wall or other barrier on that side.
  - Height: Maximum 920 mm, measured vertically to the top of the guard from a line drawn through the outside edges of the stair nosings. Guards should be minimum 1,070 mm around landings.

### ***Rest areas***

The County of Dufferin will consult with the public, people with disabilities and the accessibility advisory committee on the need for and design of rest areas. These consultations must address not only where rest areas are to be provided along paths of travel, but also how the rest areas will be designed.

### ***Curb ramps***

Requirements for the design of curb ramps are as follows:

- Clear width: Minimum 1200 mm (exclusive of any flared sides)
- Running Slope:
  - Elevation change less than 75 mm, no steeper than 1:8
  - Elevation change 75 mm-200 mm, no steeper than 1:10
- Direction: Curb ramps along an exterior path of travel must align with the direction of travel
- Cross slope: Not steeper than 1:50
- Flared side slope: not steeper than 1:10

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- Tactile walking surface indicators (TWSIs) must be provided as follows:
  - Location: Provide TWSIs at the bottom end of curb ramps used for pedestrian crossings
  - Size: TWSIs must be at least 610 mm in depth
  - Extend the full width of the curb ramp, set back 150 mm – 200 mm from the curb edge
  - Profile: TWSIs must have their tactile elements raised above the adjacent ground surface
  - Tonal contrast: High tonal contrast must be used to differentiate the TWSIs from the adjacent ground surface

### ***Depressed curbs***

Requirements for depressed curbs are as follows:

- Running slope: No steeper than 1:20
- Alignment: Align with the direction of travel
- Tactile walking surface indicators (TWSIs):
  - Location: Provide TWSIs at the bottom end of depressed curbs that are flush with the roadway at pedestrian crossings
  - Size: TWSIs must be at least 610 mm in depth
  - Set back: 150 mm – 200 mm from the curb edge
  - Profile: TWSIs must have their tactile elements raised above the adjacent ground surface
  - Tonal contrast: High tonal contrast must be used to differentiate the TWSIs from the adjacent ground surface

### ***Pedestrian signals***

Requirements for the design of pedestrian signals are as follows:

- Audible tones: The locator tones must be distinct for the walk indicator tone.
- Location: Must be installed with 1500 mm of the edge of the curb.
- Distance between pedestrian signal controls: Where two pedestrian signal controls are installed on the same corner, they must be located a minimum of 3000 mm apart.
- Exception: Where a 3000 mm separation cannot be met due to site constraints or existing infrastructure, the two accessible pedestrian signal assemblies can be installed on a single post. Where this occurs, a verbal announcement must clearly state which crossing is active.
- Mounting height: The activation button of the accessible pedestrian signal control must be a maximum 1100 above the ground.
- Tactile arrows: Accessible pedestrian signal control must include tactile arrow symbols aligned with the direction of crossing.
- Both manual and automatic activation features must be included.
- Walk indicators must be provided both audibly and through vibro-tactile indicators.

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### ***Heritage***

Where the COUNTY OF DUFFERIN can demonstrate that cultural heritage, natural heritage, national historic interest or ecological integrity would be negatively impacted by applying requirements of the standard, exceptions may be granted. Exceptions may also be permitted where existing physical or site constraints do not allow for modifications or additions.

### **Maintenance of Public Spaces**

The purpose of this policy is to ensure that the County of Dufferin meets the legislated requirements for maintenance of public spaces under the design of public spaces standard.

#### ***Procedure:***

- The County of Dufferin will ensure that its multi-year accessibility plan includes procedures for preventative and emergency maintenance of accessible elements in public spaces, as well as procedures for dealing with temporary disruptions when accessible elements required under the design of public spaces standard are not in working order.
- The County of Dufferin will put procedures in place to prevent service disruptions to the accessible parts of its public spaces.
- To the greatest extent possible, any disruption of accessible parts of its public spaces for maintenance or service will be confined to non-business hours.
- In the event of a service disruption during business hours, the County of Dufferin will notify the public as soon as reasonably possible of the service disruption and available alternatives.
- In the case of a planned disruption, the County of Dufferin will post signage on-site at least two (2) days prior to the disruption. It will also post a notice on the accessibility section of its website. The County of Dufferin will also provide notification by other means deemed appropriate to the disruption (print or radio ads, social media, press release, etc.).
- Persons who have appointments at any location operated by the County of Dufferin will be notified by telephone of a cancellation or alternatives available prior to the disruption and the estimated time of restoration.



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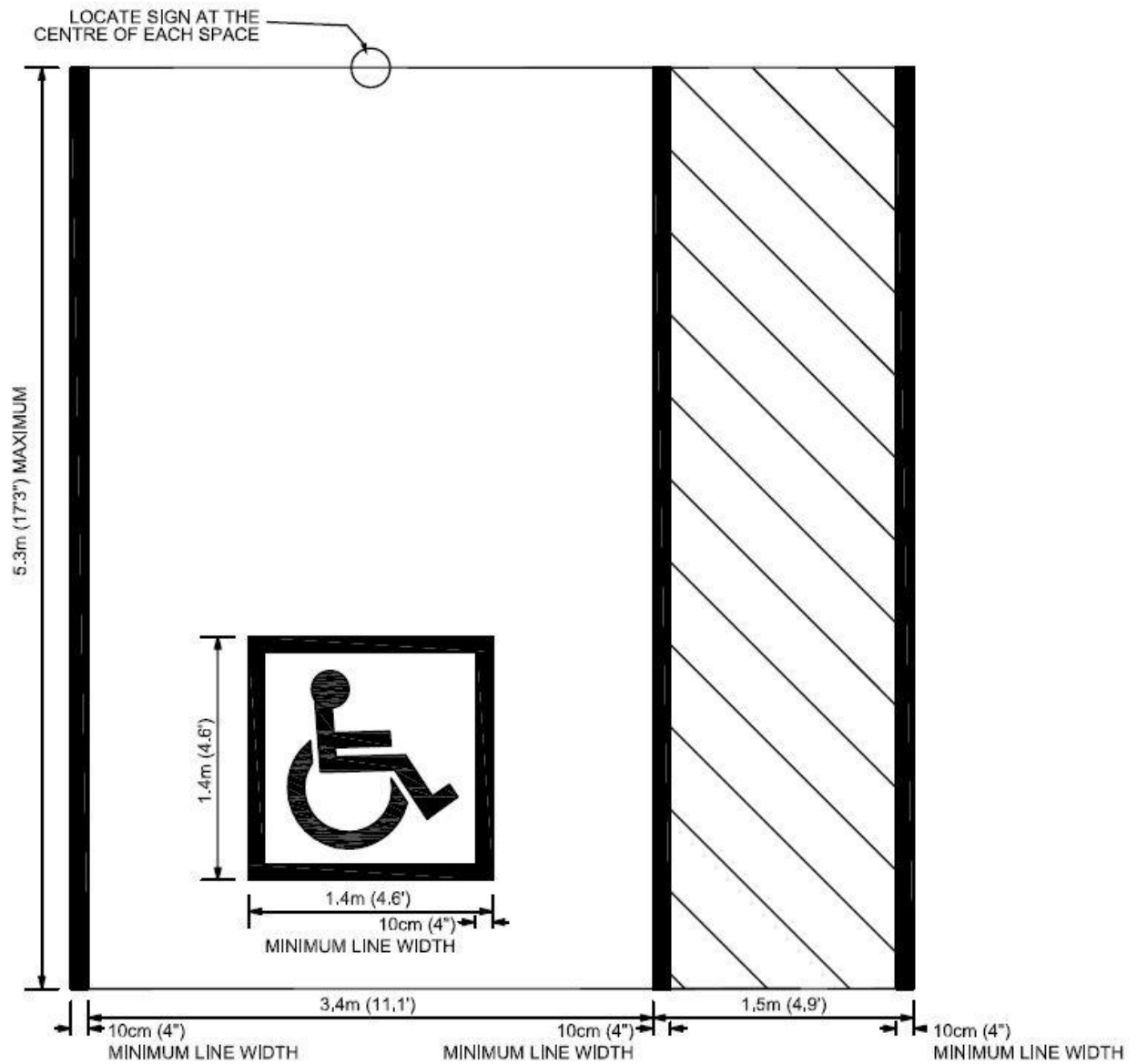
## **Accessible On and Off Street Parking**

The purpose of this procedure is to ensure that the County of Dufferin meets the legislated requirements for accessible on- and off-street parking under the design of public spaces standard.

### ***Procedure:***

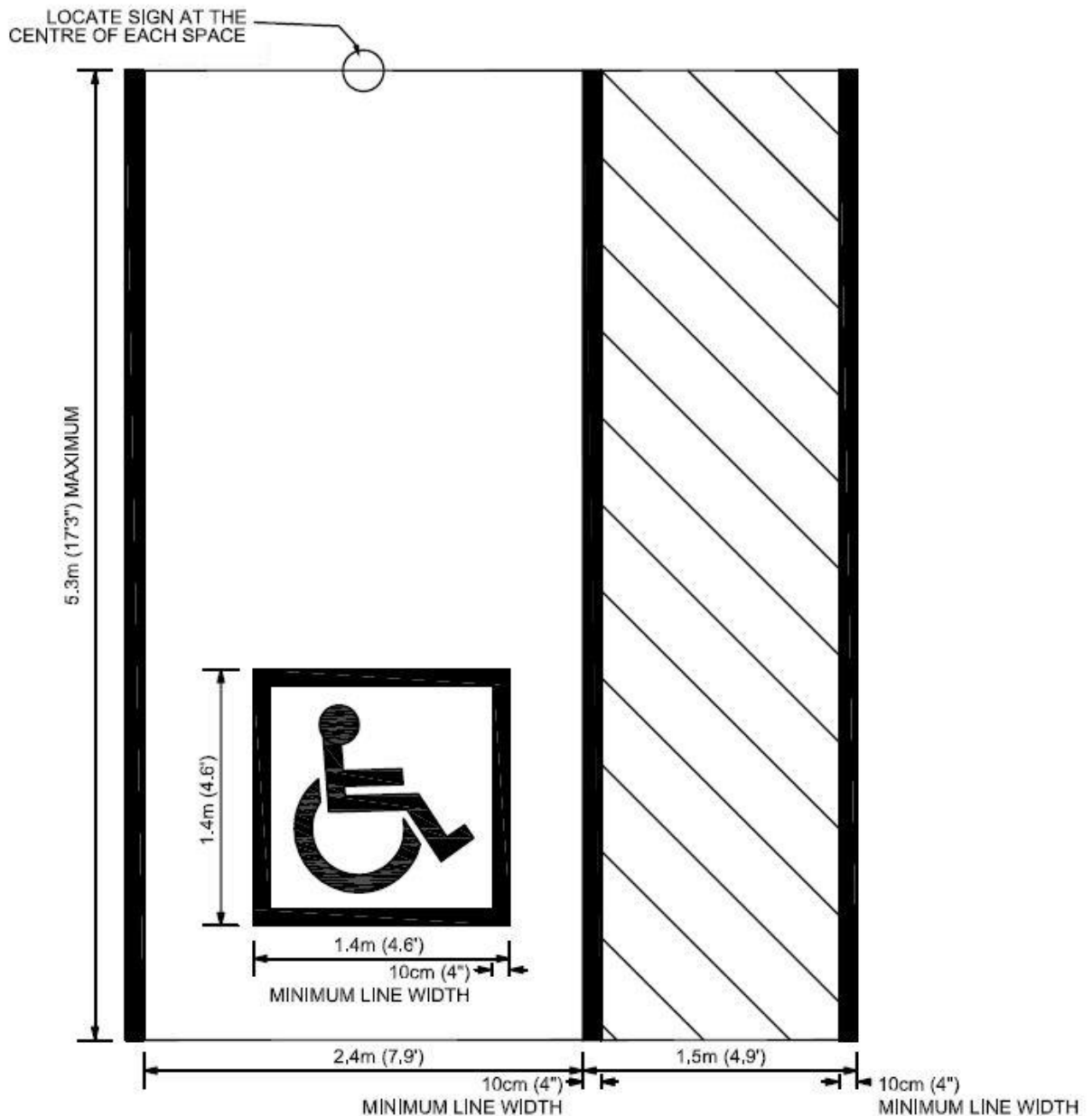
- The County of Dufferin will ensure that one parking space meets the requirements of a Type A parking space, in new or redeveloped lots with 12 parking spaces or fewer
- The County of Dufferin will ensure that one (1) parking space meets the requirements of a Type A parking space and three (3) parking space meets the requirements of a Type B parking space, in new or redeveloped lots with 1-100 parking spaces
- The County of Dufferin will ensure that three percent (3%) plus one (1) parking spaces meet the requirements of an accessible parking space with no fewer than half meeting the requirements of a Type A accessible parking space and the remainder a Type B accessible parking space, in new or redeveloped lots with 101-200 parking spaces. In situations where an odd number of accessible parking spaces exists the one remaining space may be a Type B parking space.
- The County of Dufferin will ensure that two percent (2%) plus two (2) parking spaces meet the requirements of an accessible parking space with no fewer than half meeting the requirements of a Type A accessible parking space and the remainder a Type B accessible parking space, in new or redeveloped lots with 201-1000 parking spaces. In situations where an odd number of accessible parking spaces exists the one remaining space may be a Type B parking space.
- The County of Dufferin will ensure that one percent (1%) plus eleven (11) parking spaces meet the requirements of an accessible parking space with no fewer than half meeting the requirements of a Type A accessible parking space and the remainder a Type B accessible parking space, in new or redeveloped lots with more than 1000 parking spaces. In situations where an odd number of accessible parking spaces exists the one remaining space may be a Type B parking space.

- The County of Dufferin will ensure that Type A parking spaces are a minimum of 3400 mm wide and that signage identifies the space as “van accessible” (see Figure 1)



**Figure 1- Type A Accessible Parking Space**

- The County of Dufferin will ensure that Type B parking spaces are a minimum of 2400 mm wide and that signage identifies the space as “accessible” (see Figure 2)



**Figure 2 – Type B Accessible Parking Space**

- Access aisles will have a minimum width of 1500 mm and extend the full length of the parking space. They will also be marked with high tonal contrast diagonal lines, which discourage parking in them, where the surface is asphalt, concrete or some other hard surface
- Accessible parking will be identified with the proper signage under section 11 of Regulation 581 (Accessible Parking for Persons with Disabilities) under the HIGHWAY TRAFFIC ACT and the design of public spaces standard

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## **Trails and Beach Access Routes**

The purpose of this Policy is to ensure that the County of Dufferin meets the technical requirements for recreational trails/beach access routes under the design of public spaces standard.

### ***Procedures:***

#### ***Recreational Trails***

The County of Dufferin will ensure that new and redeveloped recreational trails meet the following technical requirements:

- A recreational trail must have a minimum clear width of 1000 mm
- A recreational trail must have a clear height that provides a minimum head room clearance of 2100 mm above the trail
- The surface of the recreational trail must be firm and stable
- Where a recreational trail has openings in its surface
  - The openings must not allow passage of an object that has a diameter of more than 20 mm
  - Any elongated openings must be oriented approximately perpendicular to the direction of travel
- Where the trail is constructed adjacent to water or a drop-off, a recreational trail must be provided with edge protection that meets the following requirements:
  - The edge protection must constitute an elevated barrier that runs along the edge of the recreational trail and must prevent users of the trail from slipping over the edge.
  - The top of the edge protection must be at least 50 mm above the trail surface
  - The edge protection must be designed so as not to impede the drainage of the trail surface
- However, where there is a protective barrier that runs along the edge of the recreational trail that is adjacent to water or drop-off, edge protection does not have to be provided
- The entrance to the trail must provide a clear opening of between 850 mm and 1000 mm, whether the entrance is a gate, bollard or other entrance design

A recreational trail must have at the start of the trail signage that provides the following information:

- The length of the trail
- The type of surface of which the trail is constructed
- The average and minimum trail width
- The average running slope and maximum cross slope
- The location of amenities, where provided
- The signage must have text that:
  - Is high colour-contrasted with its background in order to assist with visual recognition
  - Is written in solid, legible characters
  - Include characters that use a sans serif font

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- Where other media is used to provide information about a recreational trail, such as websites or brochures, the media must provide the same information found in the signs as listed above
- The County of Dufferin will consult with the public, persons with disabilities and its Accessibility Advisory Committee, where one has been established before they develop new or redevelop existing trails on the following:
  - Accessible on-street parking
  - The slope of the trail
  - The need for and location of ramps on a trail
  - The need for, location and design of:
    - Rest areas
    - Passing areas
    - Amenities on the trail
      - Other pertinent features
- The County of Dufferin will ensure that the following requirements for beach access routes are adhered to:
  - It must have a minimum clearance of 1000 mm
  - It must have a clear height that provides a minimum head room clearance of 2100 mm above the beach access route
  - The surface of the beach access route must be firm and stable
  - Where the surface area of the beach access route is constructed, that is, where the surface is not natural; the surface area must meet the following requirements:
    - It must have a 1:2 bevel at changes in level between 6 mm and 13 mm
    - The maximum cross slope of the beach access route must be no more than 1:50
    - It must have a minimum running slope of between 1:10 and 1:12 at changes in level between 14 mm and 200 mm
    - It must have a ramp that meets the requirements for ramps where there are changes in level greater than 200 mm.
    - Any openings in the surface of the beach access route must not allow passage of an object that has a diameter of more than 20 mm
    - Any elongated openings must be oriented approximately perpendicular to the direction of travel
  - The maximum cross slope of the beach access route where the surface is not constructed must be the minimum slope required for drainage
  - The maximum running slope of the beach access route is 1:10
  - The entrance to the beach access route must have a minimum clear opening of 1000 mm
  - The County of Dufferin will ensure that new and redeveloped recreational trails and beach access routes meet the following technical requirements in respect of boardwalks and ramps.

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### ***Boardwalks***

- The boardwalk must have a minimum clear width of 1000 mm
- The boardwalk must have a minimum headroom clearance of 2100 mm
- The boardwalk must be made of firm and stable surface material
- The boardwalk must not have any openings in the surface that allow the passage of an object with a diameter of more than 20 mm
- The boardwalk must include edge protection that is at least 50 mm in height.
- If the boardwalk has a running slope that is steeper than 1:20, the running slope must meet the requirements for ramps

### ***Ramps***

- Ramps must have a minimum clear width of 900 mm
- Ramps must have a minimum headroom clearance of 2100 mm
- Ramps must be made of a firm and stable surface material
- Ramps must have a maximum running slope of no more than 1:10
- Ramps must not have any openings in the surface that allow the passage of an object with a diameter of more than 20 mm
- Ramps must be equipped with handrails on both sides of the ramp and the handrails must:
  - Be continuously graspable along their entire length and have circular cross-section with an outside diameter not less than 300 mm and not more than 40 mm.
  - Be not less than 865 mm and not more than 965 mm high, measured vertically for the surface of the ramp.
  - Terminate in a manner that will not obstruct pedestrian travel or create a hazard
  - Extend horizontally not less than 300 mm beyond the top and bottom of the ramp
  - Be provided with a clearance of not less than 50 mm between the handrail and any wall to which it is attached.
- Where ramps are more than 2200 mm in width, one or more intermediate handrails which are continuous in length between landings shall be provided and located so that there is no more than 1650 mm between handrails.
- Ramps must also have a wall or guard on both sides and where a guard is provided it must:
  - Be not less than 1070 mm measured vertically to the top of the guard from the ramp surface
  - Be designed so that no member, attachment or opening located between 140 mm and 900 mm above the ramp surface being protected by the guard will facilitate climbing
- Ramps must have edge protection that is provided, with a curb at least 50 mm high on any side of the ramp where no solid enclosure or solid guard is provided, or with railings or other barriers that extend to within 50 mm of the finished ramp surface
- Ramps must be provided with landings that meet the following requirements:
  - Landings must be provided at the top and bottom of the ramp, where there is an abrupt change in the direction of the ramp, and at horizontal intervals not greater than 9 metres apart

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- Landings must be a minimum of 1670 mm by 1670 mm at the top and bottom of the ramp and where there is an abrupt change in direction of the ramp
- Landings must be a minimum of 1670 mm in length and at least the same width of the ramp for an in-line ramp
- Landings must have a cross slope that is not steeper than 1:50

***Heritage***

Where the County of Dufferin can demonstrate that cultural heritage, natural heritage, national historic interest or ecological integrity would be negatively impacted by applying requirements of the standard to a recreational trail or beach access route, exceptions may be granted. Exceptions may also be permitted where existing physical or site constraints do not allow for modifications or additions.