



EVERGREEN



# THE BUSINESS CASE FOR AN ACCESSIBLE EVERGREEN

MOREHEAD-CAIN ACCESSIBILITY TEAM  
July 2019



"Where spaces become great places, and have a real and lasting impact, creating a better world **for all.**"

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## PREFACE

The numbers discussed in this business case focus on a segment of the population with a physical disability that impairs their mobility, vision, or hearing. Nearly 500 Canadians with physical disabilities were asked to identify factors that are creating barriers for them and to assess necessary changes that would improve their inclusion in the workforce and overall economy. Responses were screened by the Conference Board of Canada to only include individuals who indicated they found it "challenging to complete everyday activities because of a mobility-related condition (e.g., visual impairment, difficulty hearing, difficulty walking, chronic pain, or illness)."

However, as you consider this data, we urge you to remember that not all disabilities are visible, and you can't always tell who has a disability. Disabilities can include physical limitations and mental health, cognitive or intellectual development, learning, hearing, or vision disabilities. They also can include epilepsy, substance addictions, environmental sensitivities, and workplace injuries.

This research was used to examine the economic costs of inadequate accessibility in Canada, and paired to match Evergreen's mission and visitor demographics. Using data and models from Statistics Canada and a survey on Canadians with disabilities from the Conference Board of Canada, this study projects both population and economic growth up to 2030. By analyzing this model of the national economy, our business case projects that improving physical accessibility would dramatically improve the consumer spending and labour force participation of Canadians with physical disabilities.

Creating a space at Evergreen that could reduce social isolation through full accessibility enables the catalyzation of connections to a social network formerly unknown to those living in social isolation. Although there was a lack of quantitative data regarding the financial effects of social isolation in Canada, there are bountiful statistics regarding its effects on the United States elderly and handicapped population. This social isolation - which has been found to increase the likelihood of early mortality by up to 30% - could easily be fixed by removing simple physical barriers to spaces. The healthcare costs on this population is significantly higher, costing Medicare in the United States nearly an additional \$1600(US) more on average, totalling to over \$6.5 billion (US) per year. The social return on investment would significantly outweigh the costs of simple accessibility fixes.



## Executive Summary

# Why prioritize accessibility?

As the largest of all minority groups—affecting nearly one in every five Canadians—people with disabilities are a unique population. Unlike other minority groups, any of us can become a part of this group at any given time, whether temporarily or permanently. In fact, more than 75% of people with disabilities acquire their disability as adults.

Evergreen CA is an organization that has made its name through **taking bold action**. That opportunity presents itself again when discussing the topic of accessibility. Making the Brick Works a more accessible space for collaboration and user engagement will further connect its increasingly diverse audience.

Accessibility is more than just a legal standard or specification—it involves fostering a sense of inclusion so people with disabilities can flourish alongside the whole population. A focus on innovation through accessibility will enable Evergreen to once again be in a position **to bring the cities of the future to the spaces of today**.

"People with disabilities want to work for you and they want to buy your products. With skilled and loyal employees at a premium and traditional market growth slowing, **can you afford to ignore or stereotype them?**"

*- Fortune Magazine, 1998*

## IS SUSTAINABLE TO THE CORE

**Building for sustainability requires looking through an inclusive lens.** Much like how the use of renewable energy deliberately plans for ongoing changes in climate, accessibility plans for ongoing changes in Canada's demographics. Inclusivity promotes an equal opportunity **for all to be able to interact with the environment around them.**

While investments in universal design may appear daunting, only by fully embracing accessibility within one's culture will its cost be able to effectively pay for itself. By attracting a diverse new group, and their families, the potential benefits to the Brick Works, both tangible and intangible, are plenty.

## PROVIDES A COMPETITIVE EDGE

Evergreen is an organization that embraces the trailblazer mentality. People living with disabilities and their families are a growing source of consumer spending and labour that businesses can no longer afford to ignore.

**Why follow suit when Evergreen can lead the charge?**

## ... AND IT'S JUST THE RIGHT THING TO DO

Evergreen exists to connect and engage its diverse audience. Healthy urban environments embody inclusivity; hence, the Brick Works must live to be a model for such.



## Demographics

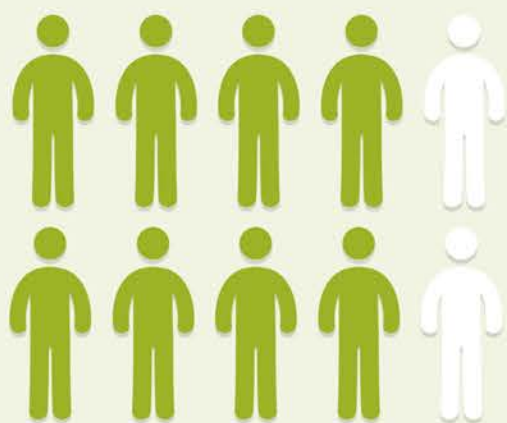
Since 1991, Evergreen has facilitated change. The demographic layout of Canada is shifting; the disabled community continues to grow at an unprecedented rate.

**The next opportunity to catalyze change is already here.**



# 2:1

The population of Canadians living with disabilities is growing at **twice the rate** of the general population.



# 8 in 10

**ARE OVER THE AGE OF 45**

Based on surveys conducted by Evergreen, the Brick Works is most frequented by visitors **above the age of 45.**

Source: The Conference Board of Canada.

## What is a disability?

"A [qualifying] disability is any severe and prolonged condition that inhibits a person from performing normal and routine daily activities."

Source: Canadian Government.

"A socially constructed category that derives meaning and social (in)significance from the historical, cultural, political, and economic structures that frame social life."

Source: Linton, Simi. *Claiming Disability: Knowledge and Identity*. New York: New York UP, 1998.

## What is accessibility?

"Accessibility refers to the design of products, devices, services, or environments for people who experience disabilities. It seeks to ensure that all Ontarians have fair and equitable access to programs, services, and opportunities."

Source: Accessibility Ontario.

## But there's more to accessibility than just ramps.

### Principles of Accessibility

**Dignity:** Provide service in a way that allows the person with a disability to maintain self-respect and the respect of other people.

**Independence:** Allow a person with a disability to do things on their own without unnecessary help or interference from others.

**Integration:** Provide service in a way that allows the person with a disability to access the same products and services in a similar manner, to the extent possible, as other customers.

**Equal Opportunity:** Ensure that customers with disabilities have the same access to your goods, services, or facilities as other customers.

Source: The Conference Board of Canada.



## Consumer Market

### DO RIGHT, IN THE EYES OF ALL

**Universal design is a contention backed by universal opinion.** Incorporating accessibility into the Brick Works mold will not only accommodate users who live with a disability, but it will also please those who don't.

### CONNECT AND COLLABORATE WITH A DIVERSE AUDIENCE

A common saying within the disabled community is, **"Nothing about us without us."** Responses indicate that basic physical improvements can aid in providing a happier and healthier user experience for all. Listening to the opinions of those in our community who are directly affected by improvements to accessibility will be the only way to develop customer loyalty and spark positive word-of-mouth marketing.

### MEET AN UNMET DEMAND

Members of this community will not visit, nor bring their families, to a space deemed inaccessible. Through universal design and accessible policy, the Brick Works can quickly grow into an inviting space for a group who is already spending the majority of their disposable income on products and services that are offered at the Brick Works. **The first step starts here.**

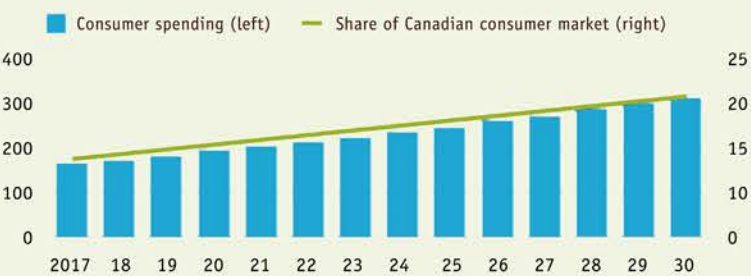
**"The best way to attract members of the disabled community is through word of mouth."**

**- Alicia Modeste,  
President, Hands of Fire**



# Consumer Market

Growing Clout of Canadians With a Physical Disability  
(spending, 2017 \$ billions; market share, per cent)



Source: The Conference Board of Canada.

21%

By 2030, spending by the disabled community will represent **21% of the total consumer market.**

## Total Spending Power of People Living With Disabilities

2017

\$165  
BILLION



2030\*

\$310  
BILLION

\*Projected

Basic physical upgrades towards accessibility will increase spending across **sectors within Ontario that pertain directly to the Brick Works.**

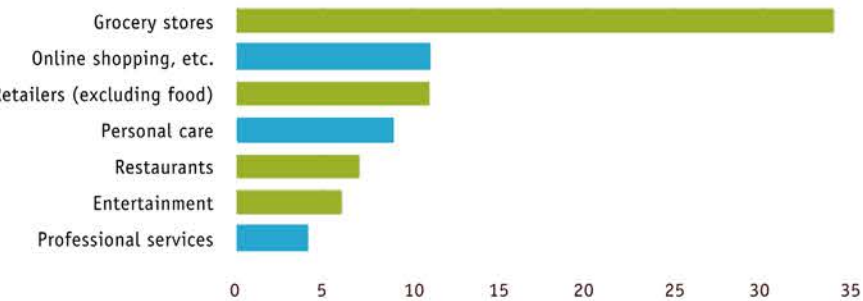
Source: Statistics Canada.



## Consumption Spending of Canadians with a Physical Disability

(share of disposable income by category, per cent)

Offered by EvergreenBrick Works



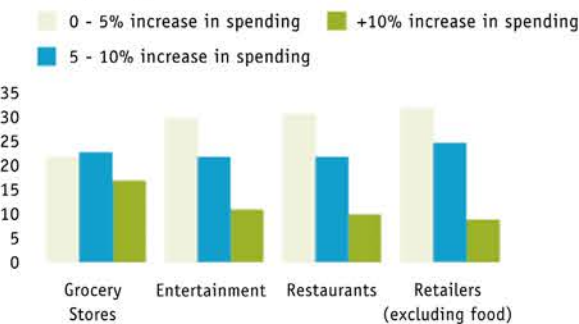
Source: The Conference Board of Canada.

**Over 60% of spending** by the physically disabled community currently goes towards products and services that are offered by Evergreen Brick Works. With **simple and affordable upgrades** to create a more accessible campus, Evergreen can meet an existing, and growing, demand.



## Improving Access Increases Spending Across Relevant Sectors

(percentage of Canadians with a physical disability who would increase spending)



Source: The Conference Board of Canada.

## Potential visitors of the Brick Works agree:

They are more willing to open up their wallets, when spending at an accesible space.



Accessibility is an issue for all.

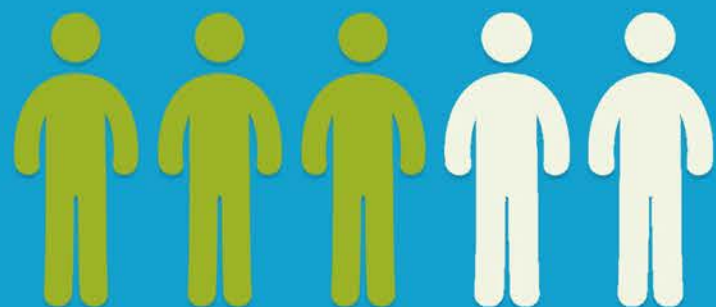


90% of all Canadians feel that individuals living with disabilities are **not fully included within society.**

*Source: Statistics Canada.*

Not only will having an accessible space help the Brick Works meet a growing market demand, but it will also aid in **appeasing Evergreen's existing visitor base.**

**3 in 5**  
TOURISTS



60% of Canadian tourists consider **accessibility a priority** when they travel.

*Source: Destination Canada (2017).*

## Growth Potential, By The Numbers

**+ \$553 K**

**TOTAL ADDITIONAL  
ANNUAL REVENUE**

◇ **\$312K**  
RETAIL SPENDING

◇ **\$109K**  
EVENT REVENUE

◇ **\$132K**  
PARKING REVENUE

Based on **Evergreen's 2018 Financial Review** and previously stated statistics, additional annual revenue from becoming a leader in accessibility projects to be **\$553,000.**



EVERGREEN

What'll it take?

**< \$30 K**

**INITIAL INVESTMENT**



## Labour Market

### BUILD TO ENDURE

Individuals within the disabled community are **qualified and ready to work**. By tapping into this often underutilized sector of labour, the Brick Works can attract **high-performing and loyal talent**.

### CREATE A CULTURE

Accessibility spans farther than just physical improvements. Inviting members of this community to be a part of the Evergreen team will aid the Brick Works in creating a **top to bottom culture that is predicated on inclusivity and equal opportunity**.

### ATTRACT NEW AND EXISTING VISITORS

As a byproduct of attracting new talent, employing members of the disabled community will not only welcome visitors who identify similarly, but will also positively **re-shape the perception** of the Brick Works in the eyes of existing users.

"A business that is accessible to employees with differing abilities is also more accessible and welcoming to **potential customers and clients with disabilities**."

*- Wendy Lisogar-Cochi, CEO,  
Century Plaza Hotel*



## Labour Market



### Misconception

"Employees with a disability are typically under-performers."



90% scored average or above average on performance reviews.



86% scored above average for attendance.



97% scored average or above average on job safety.

Source: Ontario Business Improvement Area Association (OBIAA).



### Misconception

"The disabled community is less qualified than the general population."

57%

HAVE A POST-SECONDARY DEGREE

Source: Statistics Canada.

National Percentage:

54%



### Misconception

"It is expensive to accommodate employees with disabilities"

60%

OF EMPLOYERS PAY NOTHING AT ALL

Source: 2016 Partnership Council Report on Employment and Disability.

Average Cost of Accommodations:

\$500



### Misconception

"Employees with disabilities will increase safety incidents and insurance premiums."

40%

LOWER SAFETY INCIDENT RATE

Source: Discover Ability Network.

78%

LOWER ACCIDENT-RELATED COSTS

## The Impact is Everywhere

87%

of Canadians are **more likely to a buy a product or service** from a business that hires people with disabilities.



of Canadians strongly agree that employing people with disabilities **showed customers that businesses care about all workers.**

83%



Source: Ontario Business Improvement Area Association (OBIAA).

Visitors of the Brick Works will agree: employing a visually diverse workforce is the right thing to do.

+\$16.8B

Increased accessibility can lift Canada's real GDP by upwards of **\$16.8 Billion.**



Source: The Conference Board of Canada.

In order for future cities to reach their potential, all must be given the opportunity to contribute.

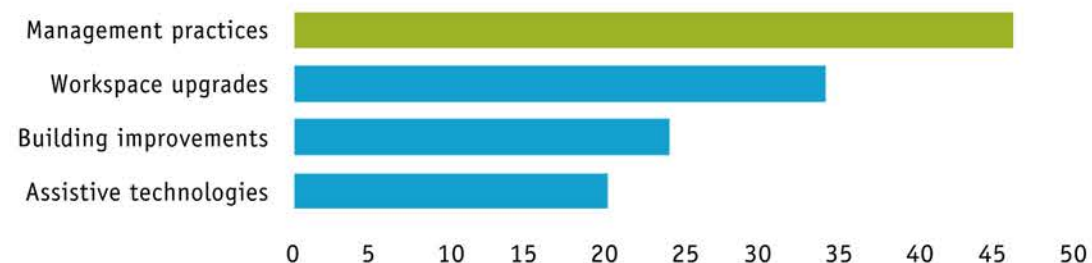


It doesn't take much.

Simple policy upgrades  
can go a long way.

#### Workplace Modifications That Would Improve Workforce Participation

(percentage of survey respondents)



24%

responded that workforce participation would improve from simply by **being compliant with AODA guidelines**.

Source: The Conference Board of Canada.

## Real Companies, Real Numbers

In six Tim Hortons stores employing  
staff with disabilities:

**35%**  
TURNOVER

Industry Average:

**75%**

*Tim Hortons*

Marriott reported a 6% turnover rate among  
persons with disabilities versus 52% overall.

**6%**  
TURNOVER

Overall Turnover:

**52%**

*Marriott*

A three-year study at Washington Mutual found a  
turnover rate of 8% among persons with developmental  
disabilities, compared to an overall rate of 45%.

**8%**  
TURNOVER

Overall Turnover:

**45%**

 Washington Mutual

In 10 of 13 Walgreens locations where a productivity  
difference was identified, employees with a disability  
were more productive than those without.

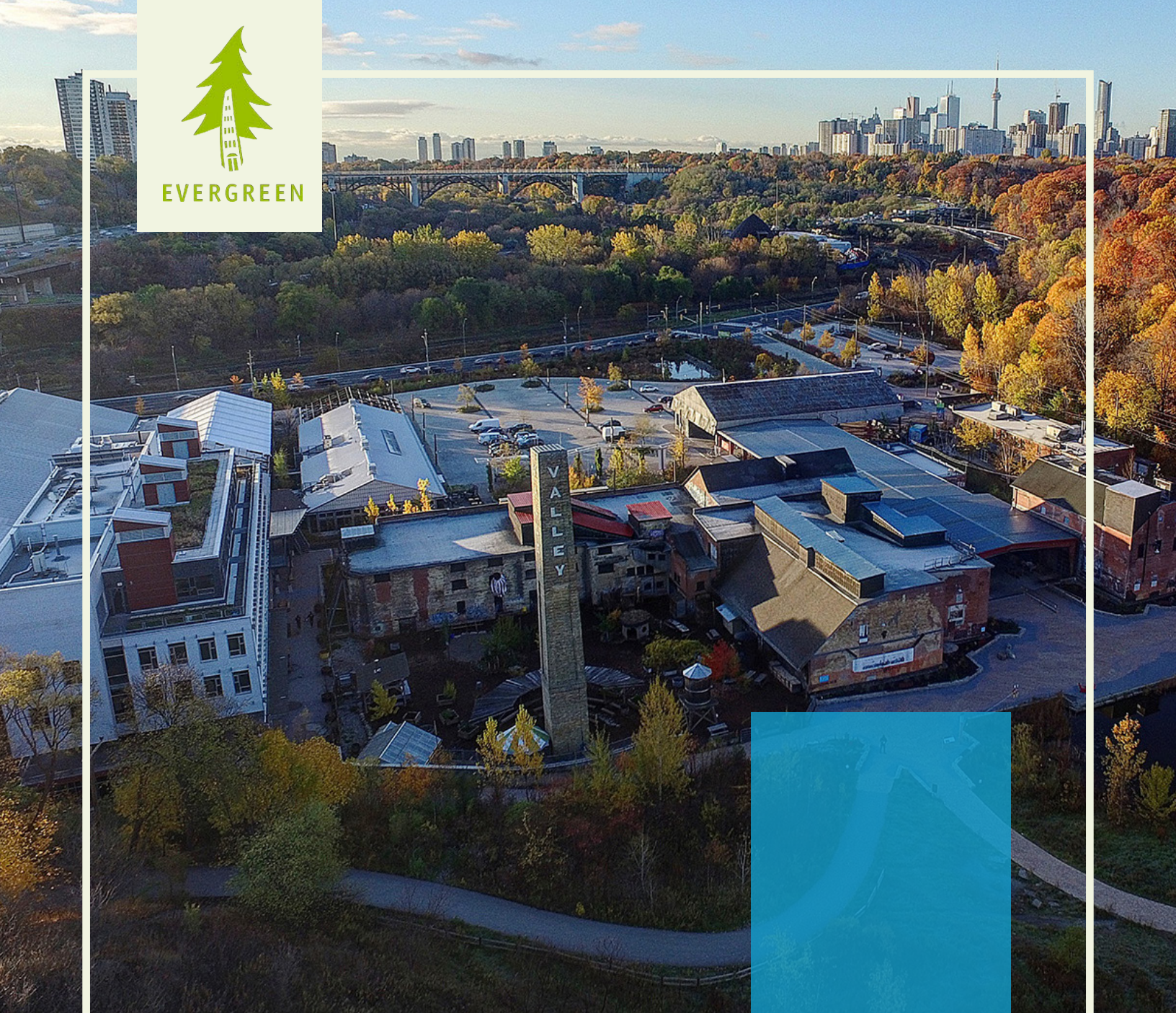
**10 of 13**  
MORE PRODUCTIVE

*Walgreens*





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MOREHEAD-CAIN ACCESSIBILITY TEAM  
July 2019



# EVERGREEN BRICKWORKS

## AODA & TORONTO ACCESSIBILITY DESIGN GUIDELINES

### COMPLIANCE REPORT



## Evergreen Brick Works' [AODA](#) Compliance

### Table of Contents:

#### Locations of Noncompliance

Page 2: 1.1.3 Curb Ramps/Curb Cuts on Public Right of Way  
Page 2: 1.1.7 Paths, Sidewalks and Walkways  
Page 2-3: 1.2.5 Parking  
Page 3: 1.3.1 Amphitheatres  
Page 3: 1.3.10 Play Spaces  
Page 3: 1.3.11 Picnic Areas  
Page 3: 1.3.3 Boardwalks  
Page 3: 1.3.7 Grandstands and Viewing Areas  
Page 4: 1.3.17 Wilderness and Conservation Areas  
Page 4: 1.4.1 Benches and Seats  
Page 4: 1.6.1 Colour and Texture  
Page 4: 1.6.2 Construction Site Protection  
Page 4-5: 2.1.2 Doors and Doorways  
Page 5: 2.2.1 Aisles and Passages  
Page 5: 2.2.5 Interior Ramps  
Page 5-6: 2.3.4 Equipment and Furniture  
Page 6: 2.3.5 Information and Service Counters:  
Page 6: 2.4.16 Signage and Way-finding  
Page 6: 2.5.3 Cafeterias, Restaurants, Dining Areas and Bars  
Page 6: 2.5.9 Display, Exhibition Areas, Galleries and Museums

#### City of Toronto Accessibility Design Guidelines

Page 7: 1.1.3 Curb Ramps/Curb Cuts on Public Right of Way:  
Page 7: 1.1.7 Paths, Sidewalks and Walkways  
Page 7-8 : 1.2.5 Parking:  
Page 8: 1.3.1 Amphitheatres  
Page 8: 1.3.7 Grandstands and Viewing Areas  
Page 8-9 : 1.3.10 Play Spaces  
Page 9: 1.3.11 Picnic Areas  
Page 9: 1.3.3 Boardwalks:  
Page 9-10: 1.3.17 Wilderness and Conservation Areas  
Page 10: 1.4.1 Benches and Seats:  
Page 10-11: 1.6.1 Colour and Texture:  
Page 11: 1.6.2 Construction Site Protection  
Page 11: 2.1.2 Doors and Doorways:  
Page 11: 2.2.1 Aisles and Passageways:  
Page 11: 2.2.5 Interior Ramps:  
Page 12: 2.3.4 Equipment and Furniture:  
Page 12: 2.3.5 Information and Service Counters:  
Page 12-13: 2.4.16 Signage and Way-finding:  
Page 13: 2.5.3 Cafeterias, Restaurants, Dining Areas and Bars  
Page 13: 2.5.9 Displays, Exhibition Areas, Galleries, and Museums



## Locations of Noncompliance

Guideline	Issue	Location & Picture
<b>1.1.3 Curb Ramps/Curb Cuts on Public Right of Way</b>	<ul style="list-style-type: none"> <li><a href="#">1.1.3.1</a> The curb (65mm) lacks a safe and level ramp. A ramp was present, but degradation of bricks in the area has rendered the space unusable.</li> </ul>	<a href="#">Weekend Bus Stop</a>
<b>1.1.7 Paths, Sidewalks and Walkways</b>	<ul style="list-style-type: none"> <li><a href="#">1.1.7.3</a> Cracked, broken, and uneven flooring throughout the Pavilion, especially towards the north end, with concentration on transition areas.</li> </ul>	<a href="#">The Pavilion</a>
<b>1.2.5 Parking</b>	<ul style="list-style-type: none"> <li><a href="#">1.2.5.3</a> There are only 2 accessible spaces in the central parking lot of 129 spaces. <a href="#">Under AODA guidelines</a>: 4 spaces are required for 100 spaces, and 1 accessible space for each additional 25 spaces</li> </ul>	Central Parking Lot
	<ul style="list-style-type: none"> <li><a href="#">1.2.5.4</a> The accessible parking spaces in the central parking lot are not wide enough (2500 mm each) <ul style="list-style-type: none"> <li>Need at least 1 space that is 3660 mm wide</li> </ul> </li> </ul>	<a href="#">Central Parking Lot</a>
	<ul style="list-style-type: none"> <li><a href="#">1.2.5.0</a> Existing spaces are greater than 30m away from the Garden Market and Belong Cafe entrances <ul style="list-style-type: none"> <li>Parking spaces should be a maximum of 30m from main building entrances</li> </ul> </li> </ul>	Central Parking Lot
	<ul style="list-style-type: none"> <li><a href="#">1.2.5.9</a> The accessible parking spaces are not clearly marked with the “International Spot of Accessibility,” (e.g., with a paving sign and a post mounted sign) <ul style="list-style-type: none"> <li>The symbol should be repainted as markings are faded</li> </ul> </li> </ul>	<a href="#">Central Parking Lot</a>
	<ul style="list-style-type: none"> <li><a href="#">1.2.5.9</a> The accessible parking spaces are not clearly marked with the “International Spot of Accessibility,” (e.g., with a paving sign and a post mounted sign) <ul style="list-style-type: none"> <li>Should be repainted as markings are faded and indistinguishable</li> <li>Of the 2 spots side-by-side, the left spot did not have a sign on the post</li> </ul> </li> </ul>	<a href="#">West Parking Lot (Signage)</a>  <a href="#">West Parking Lot (Faded Paint)</a>
	<ul style="list-style-type: none"> <li><a href="#">1.2.5.3</a> There are only 3 accessible spaces in the West Parking Lot (100 spaces). Under AODA guidelines: 4 spaces are required for 100 spaces, and</li> </ul>	West Parking Lot



	1 accessible space for each additional 25 spaces	
	<ul style="list-style-type: none"> <li>• <a href="#">1.2.5.3</a> There is only 1 accessible space in the East Parking Lot (131 spaces). Under AODA guidelines: 4 spaces are required for 100 spaces, and 1 accessible space for each additional 25 spaces</li> </ul>	East Parking Lot
	<ul style="list-style-type: none"> <li>• <a href="#">1.2.5.9</a> The accessible parking spaces are not clearly marked with the “International Spot of Accessibility,” (e.g., with a paving sign and a post mounted sign) <ul style="list-style-type: none"> <li>○ The symbol be repainted as markings are faded and indistinguishable</li> </ul> </li> </ul>	<a href="#">East Parking Lot</a>
	<ul style="list-style-type: none"> <li>• <a href="#">1.2.5.2</a> The parking meter is located approximately 50 metres from the accessible spot, a long walk from both the entrance</li> </ul>	East Parking Lot
<b>1.3.1 Amphitheatres</b>	<ul style="list-style-type: none"> <li>• <a href="#">1.3.1.1</a> Amphitheatre does not provide seating space for persons using mobility aids, or seating with back supports</li> </ul>	<a href="#">Children’s Play Area</a>
<b>1.3.7 Grandstands and Viewing Areas</b>	<ul style="list-style-type: none"> <li>• <a href="#">1.3.7.9</a> Weston Family Quarry Garden overlook has no accessible routes to accommodate those with limited mobility</li> </ul>	<a href="#">Weston Family Quarry Garden</a>
<b>1.3.10 Play Spaces</b>	<ul style="list-style-type: none"> <li>• <a href="#">1.3.10.1</a> Temporary play structures in this area (currently a teepee) should be made accessible to those with limited mobility by integrating a path</li> </ul>	<a href="#">Play Space near Ripple Farms</a>
	<ul style="list-style-type: none"> <li>• <a href="#">1.3.10.1</a> Play or meeting space should be made accessible to those with limited mobility by integrating a path or ramp</li> </ul>	<a href="#">Outward Bound “Outdoor Classroom”</a>
	<ul style="list-style-type: none"> <li>• <a href="#">1.3.10.3</a> The play area is not separated by age appropriate equipment, lacks age designation</li> </ul>	Children’s Play Area
	<ul style="list-style-type: none"> <li>• <a href="#">1.3.10.4</a> Not enough play components are accessible to those with disabilities</li> </ul>	Children’s Play Area
<b>1.3.11 Picnic Areas</b>	<ul style="list-style-type: none"> <li>• <a href="#">1.3.11.3</a> There are no picnic benches at EBW that are designed for wheelchair accessibility</li> </ul>	General Campus
<b>1.3.3 Boardwalks</b>	<ul style="list-style-type: none"> <li>• <a href="#">1.3.3.2</a> Planking on footbridges and boardwalks is not consistently perpendicular to direction of travel with gaps in between planks too wide</li> </ul>	Weston Family Quarry Garden and Don Valley Brick Works Park



<b>1.3.17 Wilderness and Conservation Areas</b>	<ul style="list-style-type: none"> <li>• <a href="#">1.3.17.0</a> The parking lots do not provide easy access to trails and wilderness areas</li> </ul>	Weston Family Quarry Garden and Don Valley Brick Works Park
	<ul style="list-style-type: none"> <li>• <a href="#">1.3.17.2</a> Trail signage should be present at each trail entrance</li> </ul>	Weston Family Quarry Garden and Don Valley Brick Works Park
	<ul style="list-style-type: none"> <li>• <a href="#">1.3.17.3</a> A tactile map of the trail system should be present at trail entrances</li> </ul>	Weston Family Quarry Garden and Don Valley Brick Works Park
<b>1.4.1 Benches and Seats</b>	<ul style="list-style-type: none"> <li>• <a href="#">1.4.1.2</a> Benches outside of the Gradale Academy building were 350 mm in height instead of the required 405 mm</li> </ul>	Gradale Academy/Outward Bound building
	<ul style="list-style-type: none"> <li>• <a href="#">1.4.1.2</a> Built-in benches on the Frances and Price Terrace were 500-510 mm in height exceeding the 460 mm maximum</li> </ul>	<a href="#">Frances and Price Terrace</a>
<b>1.6.1 Colour and Texture</b>	<ul style="list-style-type: none"> <li>• <a href="#">1.6.1. Figure 71</a> Grates are parallel to the direction of travel rather than perpendicular. The width of single grate is too wide (25.4 mm) compared to the required 13 mm</li> </ul>	Sidewalk outside of Evergreen Garden Market
<b>1.6.2 Construction Site Protection</b>	<ul style="list-style-type: none"> <li>• <a href="#">1.6.2.4</a> The boundaries between construction sites and pedestrian traffic are unclear and lack cane detectable temporary barriers. <ul style="list-style-type: none"> <li>◦ The site may be hazardous to those with visual limitations</li> </ul> </li> </ul>	Construction at the north end of The Pavilions
<b>2.1.2 Doors and Doorways</b>	<ul style="list-style-type: none"> <li>• <a href="#">2.1.2.4</a> The 2nd automatic doors in the men's and women's bathrooms (across from Cafe Belong) are broken</li> </ul>	Cafe Belong
	<ul style="list-style-type: none"> <li>• <a href="#">2.1.2.1</a> The door entrance is not wide enough (851 mm) <ul style="list-style-type: none"> <li>◦ Should be at least 915 mm wide</li> </ul> </li> </ul>	Centre for Green Cities-Meeting Room One
	<ul style="list-style-type: none"> <li>• <a href="#">2.1.2.1</a> The door entrance is not wide enough (851 mm) <ul style="list-style-type: none"> <li>◦ Should be at least 915 mm wide</li> </ul> </li> </ul>	Centre for Green Cities-Meeting Room Two
	<ul style="list-style-type: none"> <li>• <a href="#">2.1.2.1</a> The door entrance is not wide enough (857 mm) <ul style="list-style-type: none"> <li>◦ Should be at least 915 mm wide</li> </ul> </li> </ul>	Centre for Green Cities-The Boardroom



	<ul style="list-style-type: none"> <li>● <a href="#">2.1.2.1</a> The door entrance is not wide enough (825 mm) <ul style="list-style-type: none"> <li>○ Should be at least 915 mm wide</li> </ul> </li> </ul>	Centre for Green Cities-The Clubhouse Room
<b>2.2.1 Aisles and Passages</b>	<ul style="list-style-type: none"> <li>● <a href="#">2.2.1.2</a> Most passageways are less than the minimum width required by the AODA to accommodate users with mobility aids. Most aisles are between 900mm-1076mm wide when the required width is 1100mm <ul style="list-style-type: none"> <li>○ <a href="#">Suggestions for Exceeding Compliance</a></li> </ul> </li> </ul>	<a href="#">Evergreen Garden Market</a>
	<ul style="list-style-type: none"> <li>● <a href="#">2.2.1.2</a> The aisles in this room do not meet the minimum AODA requirement (1100 mm wide). The aisles are 762 mm (left) and 939 mm (right) wide</li> </ul>	<a href="#">Centre for Green Cities-The Clubhouse Room</a>
<b>2.2.5 Interior Ramps</b>	<ul style="list-style-type: none"> <li>● <a href="#">2.2.5.1</a> The sunken “office space” with large table is not accessible by persons with limited mobility <ul style="list-style-type: none"> <li>○ A small ramp or lift should be provided by one or both stairwells</li> </ul> </li> </ul>	<a href="#">Young Welcome Center</a>
	<ul style="list-style-type: none"> <li>● <a href="#">2.2.5.1</a> The transition between the Mud Creek Terrace and the Outward Bound building only features stairs with no available ramps</li> </ul>	<a href="#">Mud Creek Terrace - Outward Bound entrance</a>
<b>2.3.4 Equipment and Furniture</b>	<ul style="list-style-type: none"> <li>● <a href="#">2.3.4.6</a> Coffee tables located in waiting area should be at least 510 mm high <ul style="list-style-type: none"> <li>○ The coffee tables are only 360 mm high</li> </ul> </li> </ul>	<a href="#">Young Welcome Centre</a>
	<ul style="list-style-type: none"> <li>● <a href="#">2.3.4.4</a> Chairs located in waiting did not have armrests</li> </ul>	<a href="#">Young Welcome Centre</a>
	<ul style="list-style-type: none"> <li>● <a href="#">2.3.4.4</a> Chairs located in the sitting area did not have armrests <ul style="list-style-type: none"> <li>○ Very unstable seating and tables</li> </ul> </li> </ul>	<a href="#">Evergreen Garden arket</a>
	<ul style="list-style-type: none"> <li>● <a href="#">2.3.4.3</a> Wooden benches in Young Centre are too tall according to AODA guidelines <ul style="list-style-type: none"> <li>○ Table height was 469 mm</li> </ul> </li> </ul>	Young Welcome Centre
	<ul style="list-style-type: none"> <li>● <a href="#">2.3.4. Figure 110</a> The meeting tables in the Capital One Room feature a foot bar that gives only 229mm of foot clearance when the required minimum is 480mm</li> </ul>	<a href="#">Centre for Green Cities-Capital One Room</a>
	<ul style="list-style-type: none"> <li>● <a href="#">2.3.4. Figure 110</a> The wooden tables in this room all feature a foot bar that gives only 152 mm of foot clearance when the required minimum is 480mm</li> </ul>	Centre for Green Cities-Meeting Room Two



	<ul style="list-style-type: none"> <li>● <a href="#">2.3.4.5</a> Meeting tables lack adequate knee space. <ul style="list-style-type: none"> <li>○ The width of open knee space between table supports is just 635mm when the minimum required is 760mm</li> <li>○ Other tablespaces have depth of 304mm when the required minimum is 480mm</li> </ul> </li> </ul>	<a href="#">Centre For Green Cities-Meeting Room One</a>
	<ul style="list-style-type: none"> <li>● <a href="#">2.3.4.5</a> Meeting tables lack adequate knee space. <ul style="list-style-type: none"> <li>○ The width of open knee space between table supports is just 673 mm when the minimum required is 760mm</li> </ul> </li> </ul>	Centre for Green Cities-Meeting Room Two
	<ul style="list-style-type: none"> <li>● <a href="#">2.3.4.5</a> The meeting room table surface is too low <ul style="list-style-type: none"> <li>○ (650mm), the required minimum is 700mm</li> </ul> </li> </ul>	<a href="#">Centre for Green Cities-The Clubhouse Room</a>
	<ul style="list-style-type: none"> <li>● <a href="#">2.3.4.5</a> The meeting room table surface is too low <ul style="list-style-type: none"> <li>○ (688 mm), the required minimum is 700mm</li> </ul> </li> </ul>	Centre for Green Cities-The Lounge Room
	<ul style="list-style-type: none"> <li>● <a href="#">2.3.4.5</a> The meeting room table surface is too low <ul style="list-style-type: none"> <li>○ (688 mm), the required minimum is 700mm</li> </ul> </li> </ul>	Centre for Green Cities-The Clubhouse Room
<b>2.3.5 Information and Service Counter</b>	<ul style="list-style-type: none"> <li>● <a href="#">2.3.5.1</a> The welcome desk on the 3rd floor is too high, making the counter inaccessible (1041 mm high)</li> </ul>	<a href="#">Centre for Green Cities-3rd floor</a>
<b>2.4.16 Signage and Way-finding</b>	<ul style="list-style-type: none"> <li>● <a href="#">2.4.16.6</a> The main lobby should provide a tactile map of the campus, or a tactile version of the available campus maps</li> </ul>	Young Welcome Centre
	<ul style="list-style-type: none"> <li>● <a href="#">2.4.16.5</a> All signs and informational or educational displays should have available braille and/or audio alternatives <ul style="list-style-type: none"> <li>○ Only bathroom signs in the Young Welcome Centre followed guideline</li> </ul> </li> </ul>	<a href="#">EBW Campus Signage</a>
<b>2.5.3 Cafeterias, Restaurants, Dining Areas and Bars</b>	<ul style="list-style-type: none"> <li>● <a href="#">2.5.3.4</a> The counter height of Cafe Belong is too tall (924 mm) when the maximum is 915 mm</li> </ul>	Cafe Belong
<b>2.5.9 Display, Exhibition Areas, Galleries and Museums</b>	<ul style="list-style-type: none"> <li>● <a href="#">2.5.9.1</a> The informational panels lack a way for visitors with impairments to learn about the history of the Brick Works</li> </ul>	<a href="#">Young Welcome Center Informational Panels</a>



## City of Toronto Accessibility Design Guidelines

### **1.1.3 Curb Ramps/Curb Cuts on Public Right of Way:**

1. Curb ramps should be provided wherever there is a level difference between the sidewalk, or pedestrian pathway, and the road surface at all street corners, or wherever pedestrian crosswalks are provided.
  - a. (AODA Guidelines, Page 4)

### **1.1.7 Paths, Sidewalks and Walkways**

1. Unit paving materials used in sidewalks, paths and walkways should be firm and level, with joints no greater than 6 mm wide.
  - a. (AODA Guidelines, Page 8)

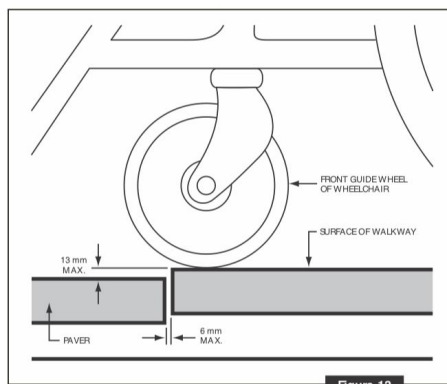


Figure 12

### **1.2.5 Parking:**

1. Parking meters to be accessible for persons with disabilities.
  - a. (AODA Guidelines, Page 14)
2. All accessible parking spaces should be marked with the "International Symbol of Accessibility", (e.g., with a paving sign and a post mounted sign). (See Figures 26 and 27)
  - a. (AODA Guidelines, Page 15)
3. In no case should the number of accessible parking spaces be less than 4 for the first 100 spaces (i.e. 1:25 parking spaces) plus 2 spaces for each additional 100 parking spaces (i.e. 1:50). No less than 1 accessible parking space should be provided where the number of parking spaces provided is less than 25.
  - a. (AODA Guidelines, Page 14)
4. Designated accessible parking space(s), whether external or internal, should be provided within 30m of the main accessible entrance and/or any other accessible entrances.
  - a. (AODA Guidelines, Page 14)
5. At least one accessible parking space for wheelchair vans, a minimum of 3660 mm wide and 5385 mm long, should be provided for each 100 spaces. (See Figure 24)
  - a. (AODA Guidelines, Page 14)



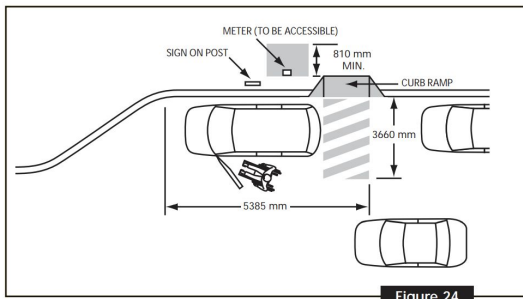


Figure 24

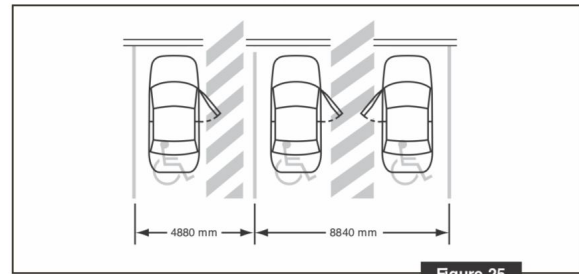


Figure 25



Figure 26

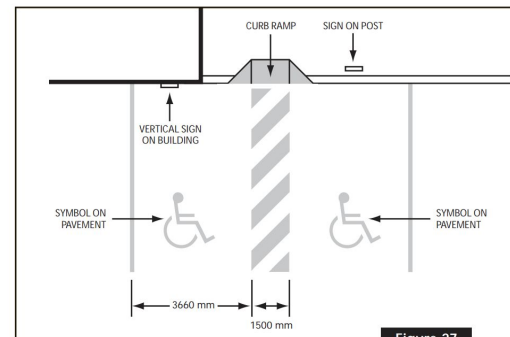


Figure 27

### 1.3.1 Amphitheatres

1. Exterior amphitheatres or performance areas should include seating areas that are accessible to persons using mobility aids. At least two spaces should be provided side by side. A minimum of 2% of all spaces is recommended for persons using mobility aids. Fixed or portable seating should include some seats with back support and arm rests to accommodate seniors or others with limited stability.
  - a. (AODA Guidelines, Page 17)

### 1.3.7 Grandstands and Viewing Areas

1. Viewing areas at scenic lookouts etc., should be accessible to persons using various mobility aids such as wheelchairs or scooters.
  - a. (AODA Guidelines, Page 21)

### 1.3.10 Play Spaces

1. An accessible route to the play space from accessible parking spaces. An accessible route is defined as a pathway specifically designed to provide access for individuals with disabilities, including those who use wheelchairs or mobility devices, with a minimum clear width distance of 1500 mm (1675 mm preferred) and a maximum slope of 1:20. Ramps are needed wherever the slope exceeds 1:20. The maximum slope for a ramp is 1:12 (1:15 preferred), and the recommended minimum width of 1015 mm (between handrails), for a maximum sloped distance of 9 m. Landings are to have a minimum 2% cross-slope to allow adequate drainage and would accommodate changes of direction or rest sites as needed on accessible routes, (See also Section 1.1.9 Ramps).
  - a. (AODA Guidelines, Page 25)
2. Play areas separated by age appropriate equipment, including a junior area for use generally for children



under 5 years of age and a senior area for use generally for children/youth 5-12 years of age. This separation of age groups makes supervision easier for the parent(s) or care-givers. It is the parent(s)/caregiver(s) who are most familiar with a child's capabilities and it is their judgements which will ensure safe use of equipment by children, regardless of their age.

a. (AODA Guidelines, Page 25)

3. A diversity of play components chosen carefully to engage multiple senses, develop skills and encourage social interaction (examples of this are talking tubes, Personal Communication Systems, and interactive, musical, or educational panels). Play components are to be linked to an accessible route through the playground. One of each type of play component is to be accessible and a minimum of 50% of all play components should be accessible for small playgrounds (10 or less play components), or 75% for larger playgrounds.

a. (AODA Guidelines, Page 25)

### 1.3.11 Picnic Areas

1. The design of picnic tables should allow persons using mobility aids to approach them from one or both ends and provide adequate knee and armrest clearance. (See Figures 47, 48 and 49)

a. (AODA Guidelines, Page 25-26)

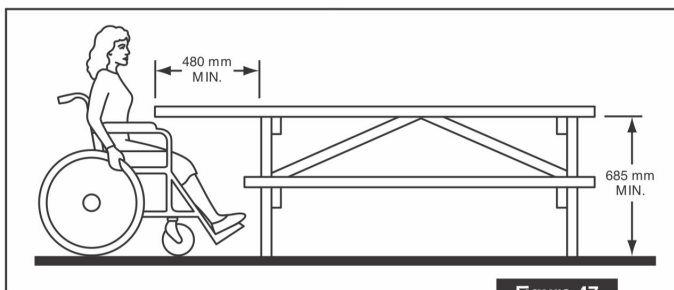


Figure 47

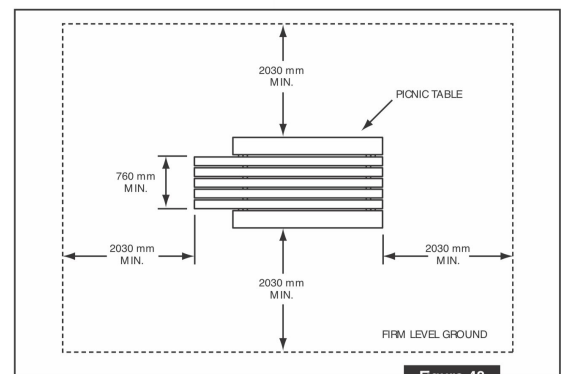


Figure 48

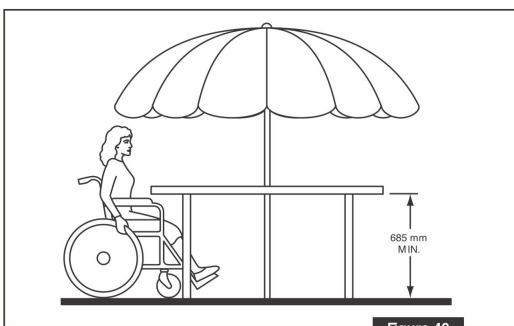


Figure 49

### 1.3.3 Boardwalks:

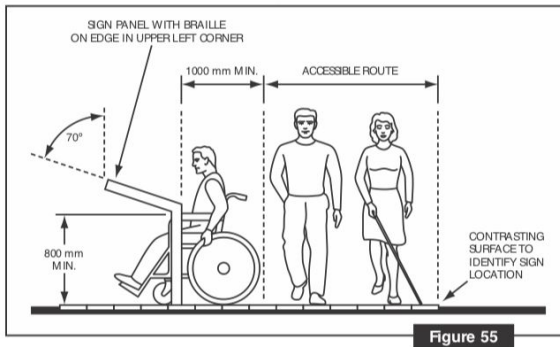
1. Boardwalk surfaces should be of firm, non-slip materials. Where wooden boardwalks are provided, planks should be laid perpendicular to the normal path of travel with joint widths no greater than 6 mm.
- a. (AODA Guidelines, Page 18)

### 1.3.17 Wilderness and Conservation Areas:

1. Wilderness areas open for public enjoyment should include accessible parking areas, entrances, paths, trails, or footbridges that will accommodate persons using various mobility aids.

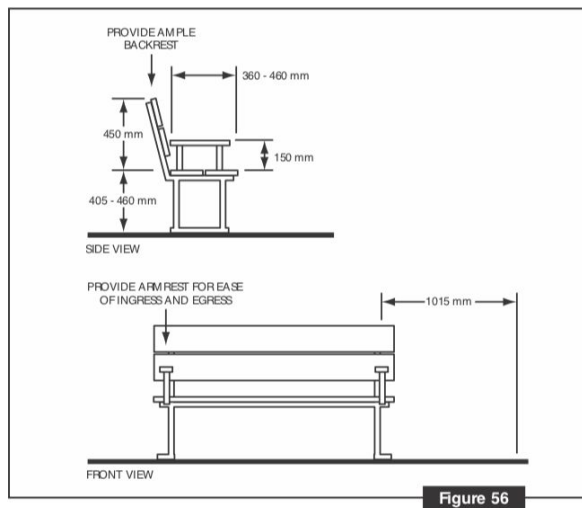


- a. (AODA Guidelines, Page 29)
2. Where special lookout locations or wildlife viewing areas are included, ensure that clear signage is provided nearby (e.g.: on the trail or path).
  - a. (AODA Guidelines, Page 29)
3. Where possible, provide a tactile map (e.g., map with a raised outline) of all trails and features at the start of the trail and periodically along the trail to benefit persons who have visual limitations. (See Figure 55)
  - a. (AODA Guidelines, Page 29)



#### 1.4.1 Benches and Seats:

1. Fixed benches should include suitable back supports and arms to allow for easy transfers, with a seat height between 405 mm and 460 mm. (See Figure 56)
  - a. (AODA Guidelines, Page 30)



#### 1.6.1 Colour and Texture:

1. Figure 71: Avoid grilles in floor wherever possible; where used, maximum opening is 13mm in any direction. One direction grates should have bars perpendicular to direction of travel.
  - a. (AODA Guidelines, Page 40)



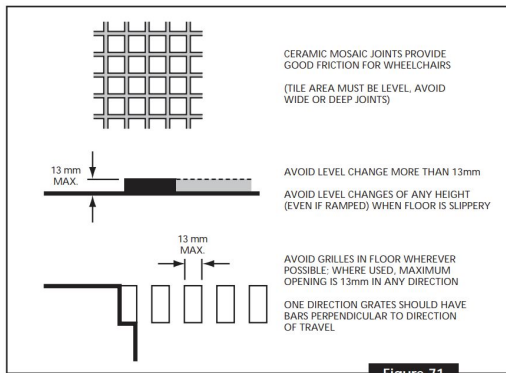


Figure 71

### 1.6.2 Construction Site Protection

1. Cane detectable temporary barriers should be provided around all short-term repair sites (e.g. sidewalk repairs, manhole access covers etc.), as an aid to persons who have visual limitations. (See Figure 73)
  - a. (AODA Guidelines, Page 41)

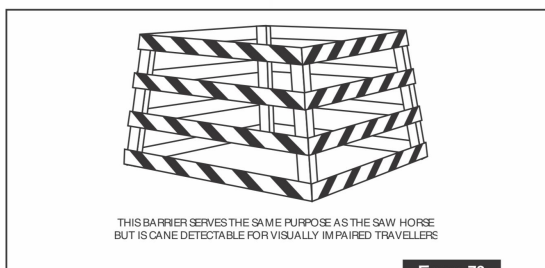


Figure 73

### 2.1.2 Doors and Doorways:

1. Accessible entrance doors and related vestibule doors should be automatic or have power-assisted door openers.
  - a. (AODA Guidelines, Page 52)
2. Main entrance doors and other accessible entrance and exit doors should be a minimum of 915 mm wide to allow safe passage of persons who use mobility aids.
  - a. (AODA Guidelines, Page 52)

### 2.2.1 Aisles and Passageways:

1. In low use areas and offices etc., clear aisle space and passageways between walls, glazed screens, furniture and/or other major obstacles should be a minimum of 1100 mm to accommodate users of mobility aids.
  - a. (AODA Guidelines, Page 59)

### 2.2.5 Interior Ramps:

1. The provision of ramps is strongly preferred over platform lifts.
  - a. (AODA Guidelines, Page 60)



### 2.3.4 Equipment and Furniture:

1. Coffee and telephone tables, located in waiting areas and lounges, should be no lower than 510 mm high and they should have an open base to ensure persons using mobility aids approach
  - a. (AODA Guidelines, Page 66)
2. Some seats should be provided with both armrests and backrests to provide adequate support for frail individuals, seniors or persons with stability and/or transferring difficulties.
  - a. (AODA Guidelines, Page 66)
3. Loose seating, chairs or benches should have seat heights between 405 mm and 460 mm, so that seniors or others can get in and out of them without difficulty.
  - a. (AODA Guidelines, Page 66)
4. Tables and desks should generally be selected with a working surface no higher than 785 mm and clear knee space of 700 mm high, by at least 760 mm wide between supports, to allow easy wheelchair access and use. (See Figure 110)
  - a. (AODA Guidelines, Page 66)

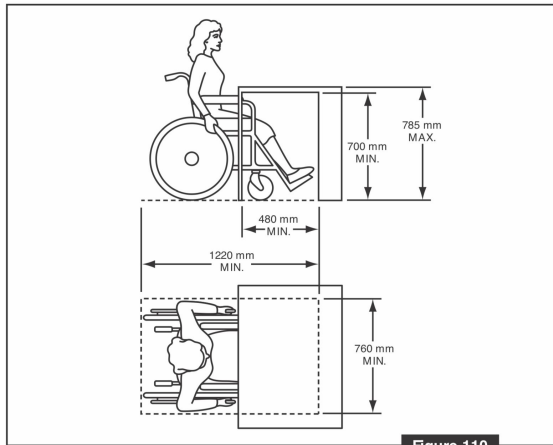


Figure 110

### 2.3.5 Information and Service Counters:

1. Counters used for information or service purposes should have at least one section usable by persons in wheelchairs/scooters at a maximum height of 865 mm. The counter should have no obstructions that adversely affect the ability of the public or staff to pass through information or have eye contact. Accessible sections of counters should be a minimum of 760 mm wide, with knee space below of at least 250 mm deep by 700 mm high, to allow easy wheelchair/scooter approach and use.
  - a. (AODA Guidelines, Page 67)

### 2.4.16 Signage and Way-finding:

1. For Braille users, braille information should be located immediately below all room numbers and names, as well as below any major directional signs. (See Figures 137 and 142)



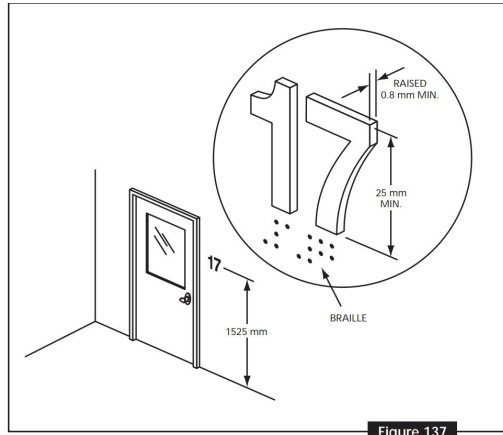


Figure 137

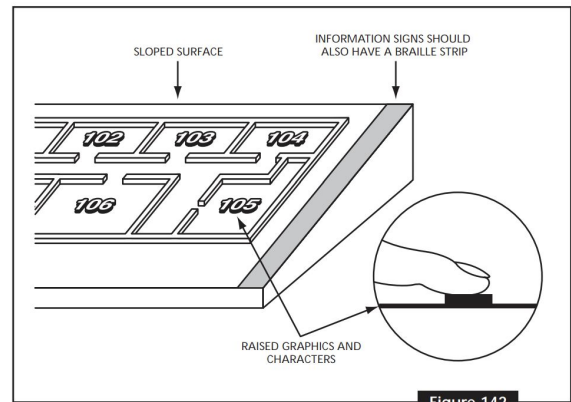


Figure 142

(AODA Guidelines, Page 85)

2. In larger public facilities, a tactile map of the facility showing the distribution and location of key areas/spaces should be provided in the main entrance lobby. In large complex buildings such as hospitals, tactile maps may be required on each floor and should be located close to the major point of arrival to the floor (e.g., elevator lobby).
  - a. (AODA Guidelines, Page 85)

### 2.5.3 Cafeterias, Restaurants, Dining Areas and Bars

1. Where counter service is provided, at least one section of the counter should be no higher than 915 mm by 760 mm wide, to allow a person using a wheelchair or scooter to approach. (See Figure 148)
  - a. (AODA Guidelines, Page 90)

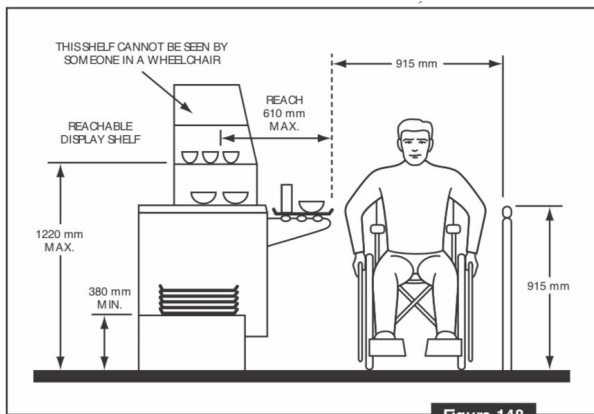


Figure 148

### 2.5.9 Displays, Exhibition Areas, Galleries, and Museums

1. All displays or exhibits whether in permanent or temporary locations, should be capable of being accessed, enjoyed and understood by persons with varying disabilities.
  - a. (AODA Guidelines, Page 93)