SOAR COMMUNITY SERVICES

Function: **Regulations**
Policy: **3-62 Accessibility Standards: Design of Public Spaces**
Approved: **October 26, 2017 / Reviewed September 30, 2025**

POLICY

The Agency will meet the requirements of the *Integrated Accessibility Standards, Ontario Regulation 191/11* ("IASR") for the Design of Public Spaces Standard set forth under the *Accessibility for Ontarians with Disabilities Act, 2005* ("AODA"). This policy applies to removing barriers in buildings and public spaces.

PROCEDURE

Definitions

Accessible Formats – Include but are not limited to large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.

Environmental Mitigation – Activities that are intended to address any negative effects on the environment caused by the standard.

Environmental Restoration – Activities that will benefit the environment.

Exterior Paths of Travel – Refers to sidewalks and walkways designed and constructed for pedestrian travel and intended to provide a functional route from Point A to Point B, rather than a recreational experience.

Kiosk – An interactive electronic terminal, including a point-of-sale device, for public use that allows users to access one or more services or products.

Redeveloped – A planned significant alteration to a public space. It does not include maintenance activities, environmental mitigation or environmental restoration.

Establishment of Accessibility Policies and Plans

The Agency will establish, implement, maintain and document a multi-year accessibility plan outlining its strategy to prevent and remove barriers and meet its requirements under the IASR. Accessibility plans will be made available in an accessible format, upon request, and will be posted on our website.

The Agency will review and update its accessibility plan once every five years and will establish, review and update its accessibility plans in consultation with persons with disabilities or an advisory committee (Joint Health & Safety Committee and IT Manager). Annual status reports will be prepared that will report on the progress of the steps taken to implement the Agency's accessibility plan. This status report will be posted on our website. If requested, the report shall be created in an accessible format.

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Procuring or Acquiring Goods and Services, or Facilities

The Agency will incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities. The only exception is in cases where it is impracticable to do so.

Self-Serve Kiosks

The Agency will incorporate accessibility features when designing, procuring or acquiring self-service kiosks. The Agency will always be aware of the accessibility features of self-service kiosks for persons with disabilities.

Exterior Paths of Travel

To ensure the health and safety of all pedestrians, any newly constructed or redeveloped exterior paths of travel will meet, and where possible exceed, the technical requirements of the *Integrated Accessibility Standards,* section 80.23, and where applicable, sections 80.24 – 80.28.

Off-Street Accessible Public Parking

Types of Spaces and Access Aisle

The Agency will ensure that any newly constructed or redeveloped off-street parking facilities provide the following two types of parking spaces available for persons with disabilities:

- Type A – Parking space with a minimum width of 3.4 m; and
- Type B – Standard parking space with a minimum width of 2.4 m.

Access aisles will be provided for all accessible parking spaces and will meet the requirements of the *Integrated Accessibility Standards,* section 80.35.

Minimums

The Agency will ensure that any newly constructed or redeveloped off-street parking facility meets, and where possible exceeds, the required number of accessible parking spaces based on the size of the lot. The number of accessible spaces will be aligned with the requirements specified in the *Integrated Accessibility Standards,* section 80.36.

Signage

SOAR Community Services will ensure that the proper signage is provided for each accessible parking space. Type A parking spaces will have signage indicating van accessibility.

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Obtaining Services

Service Counters

When constructing or replacing any service counters, SOAR Community Services will ensure that at least one counter is made accessible in accordance with the *Integrated Accessibility Standards,* section 80.41.

Waiting Areas

When constructing or redeveloping an existing waiting area, the Agency will ensure that a minimum of 3% of the seating is made accessible. The Agency will ensure that there will be at least one accessible seat.

Maintenance

The Agency will ensure that its multi-year accessibility plan addresses:

- Preventive and emergency maintenance procedures for the accessible elements in public spaces; and
- Procedures for temporary disruptions to accessible elements.

Exceptions

There may be times where it is not possible for the Agency to meet all technical requirements as outlined within legislation. In these instances, the Agency will strive to meet the requirements to the fullest extent to allow for accessible use with particular constraints as addressed in legislation.

Review

This policy will be reviewed regularly to ensure that it is reflective of the Agency's current practices as well as legislative requirements.