



[Français](#)

**Accessibility for Ontarians with Disabilities Act, 2005**

**ONTARIO REGULATION 191/11**

**INTEGRATED ACCESSIBILITY STANDARDS**

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***This is the English version of a bilingual regulation.***

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**PART I**  
**GENERAL**

**Purpose and application**

1. (1) This Regulation establishes the accessibility standards for each of information and communications, employment, transportation, the design of public spaces and customer service. O. Reg. 165/16, s. 1.

(2) The requirements in the standards set out in this Regulation are not a replacement or a substitution for the requirements established under the *Human Rights Code* nor do the standards limit any obligations owed to persons with disabilities under any other legislation. O. Reg. 191/11, s. 1 (2).

(3) Except as otherwise provided in this Regulation, this Regulation applies to the Government of Ontario, the Legislative Assembly, every designated public sector organization and to every other person or organization that provides goods, services or facilities to the public or other third parties and that has at least one employee in Ontario. O. Reg. 191/11, s. 1 (3).

**Definitions**

2. In this Regulation,

“accessible formats” may include, but are not limited to, large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities; (“format accessible”)

“communication supports” may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications; (“aides à la communication”)

“designated public sector organization” means every municipality and every person or organization listed in Column 1 of Table 1 of Ontario Regulation 146/10 (Public Bodies and Commission Public Bodies — Definitions) made under the *Public Service of Ontario Act, 2006* or described in Schedule 1 to this Regulation; (“organisation désignée du secteur public”)

“Government of Ontario” includes the executive of the government and operational branches, including every ministry of the Government of Ontario and the Office of the Premier; (“gouvernement de l’Ontario”)

“large designated public sector organization” means a designated public sector organization with 50 or more employees; (“grande organisation désignée du secteur public”)

“large organization” means an organization with 50 or more employees in Ontario, other than the Government of Ontario, the Legislative Assembly or a designated public sector organization; (“grande organisation”)

“Legislative Assembly” includes the Office of the Assembly, the offices of members of the Assembly, including their constituency offices and the offices of persons appointed on the address of the Assembly; (“Assemblée législative”)

“mobility aid” means a device used to facilitate the transport, in a seated posture, of a person with a disability; (“aide à la mobilité”)

“mobility assistive device” means a cane, walker or similar aid; (“appareil ou accessoire fonctionnel de mobilité”)

“obligated organization” means the Government of Ontario, the Legislative Assembly, a designated public sector organization, a large organization and a small organization; (“organisation assujettie”)

“small designated public sector organization” means a designated public sector organization with at least one but fewer than 50 employees; (“petite organisation désignée du secteur public”)

“small organization” means an organization with at least one but fewer than 50 employees in Ontario, other than the Government of Ontario, the Legislative Assembly or a designated public sector organization. (“petite organisation”) O. Reg. 191/11, s. 2; O. Reg. 413/12, s. 2; O. Reg. 165/16, s. 2.

#### **Establishment of accessibility policies**

3. (1) Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements referred to in this Regulation. O. Reg. 191/11, s. 3 (1).

(2) Obligated organizations, other than small organizations, shall include a statement of organizational commitment to meet the accessibility needs of persons with disabilities in a timely manner in their policies. O. Reg. 191/11, s. 3 (2).

(3) Every obligated organization, other than a small organization, shall,

(a) prepare one or more documents describing the policies it developed under subsection (1); and

(b) make the documents publicly available and, on request, provide them in an accessible format. O. Reg. 165/16, s. 3 (1).

(4) Revoked: O. Reg. 165/16, s. 3 (2).

#### **Accessibility plans**

4. (1) The Government of Ontario, Legislative Assembly, designated public sector organizations and large organizations shall,

(a) establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization’s strategy to prevent and remove barriers and meet its requirements under this Regulation;

(b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and

(c) review and update the accessibility plan at least once every five years. O. Reg. 191/11, s. 4 (1).

(2) The Government of Ontario, Legislative Assembly and designated public sector organizations shall establish, review and update their accessibility plans in consultation with persons with disabilities and if they have established an accessibility advisory committee, they shall consult with the committee. O. Reg. 191/11, s. 4 (2).

(3) The Government of Ontario, Legislative Assembly and designated public sector organizations shall,

(a) prepare an annual status report on the progress of measures taken to implement the strategy referenced in clause (1) (a), including steps taken to comply with this Regulation; and

(b) post the status report on their website, if any, and provide the report in an accessible format upon request. O. Reg. 191/11, s. 4 (3); O. Reg. 413/12, s. 3 (1).

(3.1) An upper-tier municipality and any lower-tier municipalities that form part of it for municipal purposes may prepare a joint accessibility plan and a joint annual status report. O. Reg. 413/12, s. 3 (2).

(3.2) A joint accessibility plan and a joint annual status report prepared in accordance with subsection (3.1) are deemed to be the accessibility plan and annual status report of each municipality to which they apply and subsections (2) and (3) apply, with necessary modifications, where municipalities prepare a joint accessibility plan and a joint annual status report. O. Reg. 413/12, s. 3 (2).

(4) Revoked: O. Reg. 165/16, s. 4.

#### **Procuring or acquiring goods, services or facilities**

**5.** (1) The Government of Ontario, Legislative Assembly and designated public sector organizations shall incorporate accessibility design, criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so. O. Reg. 191/11, s. 5 (1); O. Reg. 413/12, s. 4 (1).

(2) If the Government of Ontario, Legislative Assembly or a designated public sector organization determines that it is not practicable to incorporate accessibility design, criteria and features when procuring or acquiring goods, services or facilities, it shall provide, upon request, an explanation. O. Reg. 191/11, s. 5 (2); O. Reg. 413/12, s. 4 (2).

(3) Revoked: O. Reg. 165/16, s. 4.

#### **Self-service kiosks**

**6.** (1) Without limiting the generality of section 5, the Government of Ontario, Legislative Assembly and designated public sector organizations shall incorporate accessibility features when designing, procuring or acquiring self-service kiosks. O. Reg. 191/11, s. 6 (1).

(2) Large organizations and small organizations shall have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks. O. Reg. 191/11, s. 6 (2).

(3), (4) Revoked: O. Reg. 165/16, s. 4.

(5) In this section,

“kiosk” means an interactive electronic terminal, including a point-of-sale device, intended for public use that allows users to access one or more services or products or both. O. Reg. 191/11, s. 6 (5).

#### **Training**

**7.** (1) Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the *Human Rights Code* as it pertains to persons with disabilities to,

- (a) all persons who are an employee of, or a volunteer with, the organization;
- (b) all persons who participate in developing the organization's policies; and
- (c) all other persons who provide goods, services or facilities on behalf of the organization. O. Reg. 191/11, s. 7 (1); O. Reg. 165/16, s. 5 (1).

(2) The training on the requirements of the accessibility standards and on the *Human Rights Code* referred to in subsection (1) shall be appropriate to the duties of the employees, volunteers and other persons. O. Reg. 191/11, s. 7 (2).

(3) Every person referred to in subsection (1) shall be trained as soon as practicable. O. Reg. 191/11, s. 7 (3).

(4) Every obligated organization shall provide training in respect of any changes to the policies described in section 3 on an ongoing basis. O. Reg. 191/11, s. 7 (4).

(5) The Government of Ontario, the Legislative Assembly, every designated public sector organization and every large organization shall keep a record of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided. O. Reg. 191/11, s. 7 (5).

(6) Revoked: O. Reg. 165/16, s. 5 (2).

8. Revoked: O. Reg. 165/16, s. 6.

## PART II INFORMATION AND COMMUNICATIONS STANDARDS

### Definitions and exceptions

9. (1) In this Part,

“communications” means the interaction between two or more persons or entities, or any combination of them, where information is provided, sent or received; (“communications”)

“conversion ready” means an electronic or digital format that facilitates conversion into an accessible format; (“prêt à être converti”)

“information” includes data, facts and knowledge that exists in any format, including text, audio, digital or images, and that conveys meaning. (“information”) O. Reg. 191/11, s. 9 (1).

(2) The information and communications standards do not apply to the following:

1. Products and product labels, except as specifically provided by this Part.
2. Unconvertible information or communications.
3. Information that the obligated organization does not control directly or indirectly through a contractual relationship, except as required under sections 15 and 18. O. Reg. 191/11, s. 9 (2).

(3) If an obligated organization determines that information or communications are unconvertible, the organization shall provide the person requesting the information or communication with,

- (a) an explanation as to why the information or communications are unconvertible; and
- (b) a summary of the unconvertible information or communications. O. Reg. 191/11, s. 9 (3).

(4) For the purposes of this Part, information or communications are unconvertible if,

- (a) it is not technically feasible to convert the information or communications; or
- (b) the technology to convert the information or communications is not readily available. O. Reg. 191/11, s. 9 (4).

### Application

10. Sections 9, 11, 12 and 13 apply to all obligated organizations. O. Reg. 191/11, s. 10.

### Feedback

11. (1) Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request. O. Reg. 191/11, s. 11 (1).

(2) The organization shall notify the public about the availability of accessible formats and communications supports with respect to the feedback process. O. Reg. 165/16, s. 7.

(3) Nothing in this section detracts from the obligations imposed by section 80.50. O. Reg. 165/16, s. 7.



(4) Revoked: O. Reg. 165/16, s. 7.

#### **Accessible formats and communication supports**

**12.** (1) Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities,

(a) in a timely manner that takes into account the person's accessibility needs due to disability; and

(b) at a cost that is no more than the regular cost charged to other persons. O. Reg. 191/11, s. 12 (1).

(2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support. O. Reg. 191/11, s. 12 (2).

(3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports. O. Reg. 191/11, s. 12 (3).

(4) Every obligated organization that is required to provide accessible formats or accessible formats and communication supports by section 3, 4, 11, 13, 19, 26, 28, 34, 37, 44 or 64 shall meet the requirements of subsections (1) and (2) but shall do so in accordance with the schedule set out in the referenced section and shall do so only to the extent that the requirements in subsections (1) and (2) are applicable to the requirements set out in the referenced section. O. Reg. 191/11, s. 12 (4).

(5) Obligated organizations shall meet the requirements under this section in accordance with the following schedule:

1. For the Government of Ontario and the Legislative Assembly, January 1, 2014.

2. For large designated public sector organizations, January 1, 2015.

3. For small designated public sector organizations, January 1, 2016.

4. For large organizations, January 1, 2016.

5. For small organizations, January 1, 2017. O. Reg. 191/11, s. 12 (5).

#### **Emergency procedure, plans or public safety information**

**13.** (1) In addition to its obligations under section 12, if an obligated organization prepares emergency procedures, plans or public safety information and makes the information available to the public, the obligated organization shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request. O. Reg. 191/11, s. 13 (1).

(2) Revoked: O. Reg. 165/16, s. 8.

#### **Accessible websites and web content**

**14.** (1) The Government of Ontario and the Legislative Assembly shall make their internet and intranet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA, and shall do so in accordance with the schedule set out in this section. O. Reg. 191/11, s. 14 (1).

(2) Designated public sector organizations and large organizations shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA, and shall do so in accordance with the schedule set out in this section. O. Reg. 191/11, s. 14 (2).

(3) The Government of Ontario and the Legislative Assembly, for both their internet and intranet sites, shall meet the requirements in this section in accordance with the following schedule:

1. By January 1, 2012, new internet and intranet websites and web content on those sites must conform with WCAG 2.0 Level AA, other than,

- i. success criteria 1.2.4 Captions (Live), and
- ii. success criteria 1.2.5 Audio Descriptions (Pre-recorded).

2. By January 1, 2016, all internet websites and web content must conform with WCAG 2.0 Level AA, other than,

- i. success criteria 1.2.4 Captions (Live), and
- ii. success criteria 1.2.5 Audio Descriptions (Pre-recorded).

3. By January 1, 2020, all internet and intranet websites and web content must conform with WCAG 2.0 Level AA. O. Reg. 191/11, s. 14 (3).

(4) Designated public sector organizations and large organizations for their internet websites shall meet the requirements of this section in accordance with the following schedule:

- 1. By January 1, 2014, new internet websites and web content on those sites must conform with WCAG 2.0 Level A.
- 2. By January 1, 2021, all internet websites and web content must conform with WCAG 2.0 Level AA, other than,
  - i. success criteria 1.2.4 Captions (Live), and
  - ii. success criteria 1.2.5 Audio Descriptions (Pre-recorded). O. Reg. 191/11, s. 14 (4).

(5) Except where meeting the requirement is not practicable, this section applies,

- (a) to websites and web content, including web-based applications, that an organization controls directly or through a contractual relationship that allows for modification of the product; and
- (b) to web content published on a website after January 1, 2012. O. Reg. 191/11, s. 14 (5).

(6) In determining whether meeting the requirements of this section is not practicable, organizations referenced in subsections (1) and (2) may consider, among other things,

- (a) the availability of commercial software or tools or both; and
- (b) significant impact on an implementation timeline that is planned or initiated before January 1, 2012. O. Reg. 191/11, s. 14 (6).

(7) In this section,

“extranet website” means a controlled extension of the intranet, or internal network of an organization to outside users over the Internet; (“site Web extranet”)

“internet website” means a collection of related web pages, images, videos or other digital assets that are addressed relative to a common Uniform Resource Identifier (URI) and is accessible to the public; (“site Web Internet”)

“intranet website” means an organization’s internal website that is used to privately and securely share any part of the organization’s information or operational systems within the organization and includes extranet websites; (“site Web intranet”)

“new internet website” means either a website with a new domain name or a website with an existing domain name undergoing a significant refresh; (“nouveau site Web Internet”)

“new intranet website” means either an intranet website with a new domain name or an intranet website with an existing domain name undergoing a significant refresh; (“nouveau site Web intranet”)

“Web Content Accessibility Guidelines” means the World Wide Web Consortium Recommendation, dated December 2008, entitled “Web Content Accessibility Guidelines (WCAG) 2.0”; (“Règles pour l’accessibilité des contenus Web”)

“web page” means a non-embedded resource obtained from a single Uniform Resource Identifier (URI) using Hypertext Transfer Protocol (HTTP) and any other resources that are used in the rendering or intended to be rendered together with it by a user agent. (“page Web”) O. Reg. 191/11, s. 14 (7).

**Educational and training resources and materials, etc.**

**15.** (1) Every obligated organization that is an educational or training institution shall do the following, if notification of need is given:

1. Provide educational or training resources or materials in an accessible format that takes into account the accessibility needs due to a disability of the person with a disability to whom the material is to be provided by,
  - i. procuring through purchase or obtaining by other means an accessible or conversion ready electronic format of educational or training resources or materials, where available, or
  - ii. arranging for the provision of a comparable resource in an accessible or conversion ready electronic format, if educational or training resources or materials cannot be procured, obtained by other means or converted into an accessible format.
2. Provide student records and information on program requirements, availability and descriptions in an accessible format to persons with disabilities. O. Reg. 191/11, s. 15 (1).

(2) For the purposes of this section and sections 16, 17 and 18, an obligated organization is an educational or training institution if it falls into one of the following categories:

1. It is governed by the *Education Act* or the *Private Career Colleges Act, 2005*.
2. It offers all or part of a post-secondary program leading to a degree pursuant to a consent granted under the *Post-secondary Education Choice and Excellence Act, 2000*.
3. It is a designated public sector organization described in paragraph 3 or 4 of Schedule 1.
4. It is a public or private organization that provides courses or programs or both that result in the acquisition by students of a diploma or certificate named by the Minister of Education under paragraph 1 of subsection 8 (1) of the *Education Act*.
5. It is a private school within the meaning of the *Education Act*. O. Reg. 191/11, s. 15 (2).

(3) Revoked: O. Reg. 165/16, s. 8.

**Training to educators**

**16.** (1) In addition to the requirements under section 7, obligated organizations that are school boards or educational or training institutions shall provide educators with accessibility awareness training related to accessible program or course delivery and instruction. O. Reg. 191/11, s. 16 (1).

(2) Obligated organizations that are school boards or educational or training institutions shall keep a record of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided. O. Reg. 191/11, s. 16 (2).

(3) Revoked: O. Reg. 165/16, s. 8.

(4) In this section,

“educators” means employees who are involved in program or course design, delivery and instruction, including staff of school boards; (“éducateurs”)

“school board” means a board as defined in subsection 1 (1) of the *Education Act*. (“conseil scolaire”) O. Reg. 191/11, s. 16 (4).

**Producers of educational or training material**

**17.** (1) Every obligated organization that is a producer of educational or training textbooks for educational or training institutions shall upon request make accessible or conversion ready versions of the textbooks available to the institutions. O. Reg. 191/11, s. 17 (1).

(2) Every obligated organization that is a producer of print-based educational or training supplementary learning resources for educational or training institutions shall upon request make accessible or conversion ready versions of the printed materials available to the institutions. O. Reg. 191/11, s. 17 (2).

(3) Obligated organizations to which this section applies shall meet the requirements of this section in accordance with the following schedule:

1. In respect of accessible or conversion ready versions of textbooks, January 1, 2015.
2. In respect of accessible or conversion ready versions of printed materials that are educational or training supplementary learning resources, January 1, 2020. O. Reg. 191/11, s. 17 (3).

#### **Libraries of educational and training institutions**

**18.** (1) Subject to subsection (2) and where available, the libraries of educational or training institutions that are obligated organizations shall provide, procure or acquire by other means an accessible or conversion ready format of print, digital or multimedia resources or materials for a person with a disability, upon request. O. Reg. 191/11, s. 18 (1).

(2) Special collections, archival materials, rare books and donations are exempt from the requirements of subsection (1). O. Reg. 191/11, s. 18 (2).

(3) Obligated organizations to which this section applies shall meet the requirements under this section in accordance with the following schedule:

1. In respect of print-based resources or materials, January 1, 2015.
2. In respect of digital or multimedia resources or materials, January 1, 2020. O. Reg. 191/11, s. 18 (3).

#### **Public libraries**

**19.** (1) Every obligated organization that is a library board shall provide access to or arrange for the provision of access to accessible materials where they exist. O. Reg. 191/11, s. 19 (1).

(2) Obligated organizations that are library boards shall make information about the availability of accessible materials publicly available and shall provide the information in accessible format or with appropriate communication supports, upon request. O. Reg. 191/11, s. 19 (2).

(3) Obligated organizations that are library boards may provide accessible formats for archival materials, special collections, rare books and donations. O. Reg. 191/11, s. 19 (3).

(4) Revoked: O. Reg. 165/16, s. 8.

(5) For the purposes of this section,

“library board” means a board as defined in the *Public Libraries Act*, a public library service established under the *Northern Services Boards Act* or a county library established under the *County of Lambton Act, 1994*, being chapter Pr31 of the Statutes of Ontario, 1994, the *County of Elgin Act, 1985*, being chapter Pr16 of the Statutes of Ontario, 1985, or *The County of Lennox and Addington Act, 1978*, being chapter 126 of the Statutes of Ontario, 1978. O. Reg. 191/11, s. 19 (5).

### **PART III EMPLOYMENT STANDARDS**

#### **Scope and interpretation**

**20.** (1) The standards set out in this Part apply to obligated organizations that are employers and,

(a) apply in respect of employees; and

(b) do not apply in respect of volunteers and other non-paid individuals. O. Reg. 191/11, s. 20 (1).

(2) In this Part, a reference to an employer is a reference to an obligated organization as an employer unless the context determines otherwise. O. Reg. 191/11, s. 20 (2).

#### **Schedule**

**21.** Unless otherwise specified in a section, obligated organizations, as employers, shall meet the requirements set out in this Part in accordance with the following schedule:

1. For the Government of Ontario and the Legislative Assembly, January 1, 2013.
2. For large designated public sector organizations, January 1, 2014.
3. For small designated public sector organizations, January 1, 2015.
4. For large organizations, January 1, 2016.
5. For small organizations, January 1, 2017. O. Reg. 191/11, s. 21.

#### **Recruitment, general**

**22.** Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes. O. Reg. 191/11, s. 22.

#### **Recruitment, assessment or selection process**

**23.** (1) During a recruitment process, an employer shall notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used. O. Reg. 191/11, s. 23 (1).

(2) If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability. O. Reg. 191/11, s. 23 (2).

#### **Notice to successful applicants**

**24.** Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities. O. Reg. 191/11, s. 24.

#### **Informing employees of supports**

**25.** (1) Every employer shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. O. Reg. 191/11, s. 25 (1).

(2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment. O. Reg. 191/11, s. 25 (2).

(3) Employers shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. O. Reg. 191/11, s. 25 (3).

#### **Accessible formats and communication supports for employees**

**26.** (1) In addition to its obligations under section 12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for,

(a) information that is needed in order to perform the employee's job; and

(b) information that is generally available to employees in the workplace. O. Reg. 191/11, s. 26 (1).

(2) The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support. O. Reg. 191/11, s. 26 (2).

**Workplace emergency response information**

**27.** (1) Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability. O. Reg. 191/11, s. 27 (1).

(2) If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee. O. Reg. 191/11, s. 27 (2).

(3) Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability. O. Reg. 191/11, s. 27 (3).

(4) Every employer shall review the individualized workplace emergency response information,

(a) when the employee moves to a different location in the organization;

(b) when the employee's overall accommodations needs or plans are reviewed; and

(c) when the employer reviews its general emergency response policies. O. Reg. 191/11, s. 27 (4).

(5) Revoked: O. Reg. 165/16, s. 8.

**Documented individual accommodation plans**

**28.** (1) Employers, other than employers that are small organizations, shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities. O. Reg. 191/11, s. 28 (1).

(2) The process for the development of documented individual accommodation plans shall include the following elements:

1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.

2. The means by which the employee is assessed on an individual basis.

3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist the employer in determining if accommodation can be achieved and, if so, how accommodation can be achieved.

4. The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan.

5. The steps taken to protect the privacy of the employee's personal information.

6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.

7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.

8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability. O. Reg. 191/11, s. 28 (2).

(3) Individual accommodation plans shall,

(a) if requested, include any information regarding accessible formats and communications supports provided, as described in section 26;

- (b) if required, include individualized workplace emergency response information, as described in section 27; and
- (c) identify any other accommodation that is to be provided. O. Reg. 191/11, s. 28 (3).

**Return to work process**

**29.** (1) Every employer, other than an employer that is a small organization,

- (a) shall develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and
- (b) shall document the process. O. Reg. 191/11, s. 29 (1).

(2) The return to work process shall,

- (a) outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and

(b) use documented individual accommodation plans, as described in section 28, as part of the process. O. Reg. 191/11, s. 29 (2).

(3) The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute. O. Reg. 191/11, s. 29 (3).

**Performance management**

**30.** (1) An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities. O. Reg. 191/11, s. 30 (1).

(2) In this section,

“performance management” means activities related to assessing and improving employee performance, productivity and effectiveness, with the goal of facilitating employee success. O. Reg. 191/11, s. 30 (2).

**Career development and advancement**

**31.** (1) An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities. O. Reg. 191/11, s. 31 (1).

(2) In this section,

“career development and advancement” includes providing additional responsibilities within an employee’s current position and the movement of an employee from one job to another in an organization that may be higher in pay, provide greater responsibility or be at a higher level in the organization or any combination of them and, for both additional responsibilities and employee movement, is usually based on merit or seniority, or a combination of them. O. Reg. 191/11, s. 31 (2).

**Redeployment**

**32.** (1) An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities. O. Reg. 191/11, s. 32 (1).

(2) In this section,

“redeployment” means the reassignment of employees to other departments or jobs within the organization as an alternative to layoff, when a particular job or department has been eliminated by the organization. O. Reg. 191/11, s. 32 (2).

**PART IV  
TRANSPORTATION STANDARDS**

## DEFINITIONS

## Definitions

## 33. In this Part,

- “bus” means a motor vehicle designed for carrying 10 or more passengers and used for the transportation of persons; (“autobus”)
- “commuter rail” means a class of rail-based transportation, which is multi-unit, used for public passenger transportation purposes, operated between an urban area and its suburbs and is provided on designated lines between stations; (“train de banlieue”)
- “conventional transportation service provider” means a designated public sector transportation organization described in paragraph 5 of Schedule 1 that provides conventional transportation services that operate solely within the Province of Ontario; (“fournisseur de services de transport classique”)
- “conventional transportation services” means public passenger transportation services on transit buses, motor coaches or rail-based transportation that operate solely within the Province of Ontario and that are provided by a designated public sector transportation organization described in paragraph 5 of Schedule 1, but does not include specialized transportation services; (“services de transport classique”)
- “inter-city rail” means a class of rail-based transportation, which is multi-unit, used for public passenger transportation purposes and is intended for express service covering long distances with routes connecting two or more distinct or major locations; (“train interurbain”)
- “light rail” means a class of rail-based transportation, which is multi-unit, used for public passenger transportation purposes, provided on designated lines between stations and is intended for light loads and fast movement; (“train léger sur rail”)
- “motor coach” means a class of bus of monocoque design, designed to provide intercity, suburban or commuter passenger transportation service and equipped with baggage storage that is separate from the passenger cabin; (“autocar”)
- “rail-based transportation” means any single or multi-unit passenger transportation vehicle operating exclusively on rail by a public transportation organization described in paragraph 5 of Schedule 1, and includes streetcars, light rail vehicles, subways, commuter rail and inter-city rail; (“moyen de transport ferroviaire”)
- “specialized transportation service provider” means a designated public sector transportation organization described in paragraph 5 of Schedule 1 that provides specialized transportation services that operate solely within the Province of Ontario; (“fournisseur de services de transport adapté”)
- “specialized transportation services” means public passenger transportation services that,
- (a) operate solely within the Province of Ontario,
  - (b) are provided by a designated public sector transportation organization as described in paragraph 5 of Schedule 1, and
  - (c) are designed to transport persons with disabilities; (“services de transport adapté”)
- “streetcar” means a class of rail-based transportation designed to operate on a highway, as defined in the *Highway Traffic Act*; (“tramway”)
- “subway” means a class of rail-based transportation, which is multi-unit, designed to operate on a grade separated from highways, as defined in the *Highway Traffic Act*, and provides service on designated lines between stations; (“métro”)
- “support person” means, in relation to a person with a disability, another person who accompanies the person with a disability in order to help with communication, mobility, personal care or medical needs or with access to goods, services or facilities; (“personne de soutien”)
- “taxicab” means a motor vehicle as defined in the *Highway Traffic Act*, other than a car pool vehicle, having a seating capacity of not more than six persons, exclusive of the driver, hired for one specific trip for the transportation exclusively of one person or group of persons, one fare or charge only being collected or made for the trip and that is licensed as a taxicab by a municipality; (“taxi”)
- “transit bus” means a class of bus which, while operated on a highway, as defined in the *Highway Traffic Act*, is designed and intended to be used for passenger transportation. (“autobus urbain”) O. Reg. 191/11, s. 33; O. Reg. 413/12, s. 5.

## CONVENTIONAL AND SPECIALIZED TRANSPORTATION SERVICE PROVIDERS, GENERAL



**Availability of information on accessibility equipment, etc.**

**34.** (1) All conventional transportation service providers and specialized transportation service providers shall make available to the public current information on accessibility equipment and features of their vehicles, routes and services. O. Reg. 191/11, s. 34 (1).

(2) Conventional transportation service providers and specialized transportation service providers shall, upon request, provide the information described in subsection (1) in an accessible format. O. Reg. 191/11, s. 34 (2).

(3) Revoked: O. Reg. 165/16, s. 8.

**Non-functioning accessibility equipment**

**35.** (1) If the accessibility equipment on a vehicle is not functioning and equivalent service cannot be provided, conventional transportation service providers and specialized transportation service providers shall take reasonable steps to accommodate persons with disabilities who would otherwise use the equipment and the transportation service provider shall repair the equipment as soon as is practicable. O. Reg. 191/11, s. 35 (1).

(2) Revoked: O. Reg. 165/16, s. 8.

**Accessibility training**

**36.** (1) In addition to the training requirements set out in section 7, conventional transportation service providers and specialized transportation service providers shall conduct employee and volunteer accessibility training. O. Reg. 191/11, s. 36 (1).

(2) The accessibility training shall include training on,

(a) the safe use of accessibility equipment and features;

(b) acceptable modifications to procedures in situations where temporary barriers exist or accessibility equipment on a vehicle fails;  
and

(c) emergency preparedness and response procedures that provide for the safety of persons with disabilities. O. Reg. 191/11, s. 36 (2).

(3) Conventional transportation service providers and specialized transportation service providers shall keep a record of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided. O. Reg. 191/11, s. 36 (3).

(4) Revoked: O. Reg. 165/16, s. 8.

**Emergency preparedness and response policies**

**37.** (1) In addition to any obligations that a conventional transportation service provider or a specialized transportation service provider has under section 13, conventional transportation service providers and specialized transportation service providers,

(a) shall establish, implement, maintain and document emergency preparedness and response policies that provide for the safety of persons with disabilities; and

(b) shall make those policies available to the public. O. Reg. 191/11, s. 37 (1).

(2) Conventional transportation service providers and specialized transportation service providers shall, upon request, provide the policies described in subsection (1) in an accessible format. O. Reg. 191/11, s. 37 (2).

(3) Revoked: O. Reg. 165/16, s. 8.

**Fares, support persons**

**38.** (1) No conventional transportation service provider and no specialized transportation service provider shall charge a fare to a support person who is accompanying a person with a disability where the person with a disability has a need for a support person. O. Reg. 191/11, s. 38 (1).

(2) It is the responsibility of a person with a disability to demonstrate to a transportation service provider described in subsection (1) their need for a support person to accompany them on the conventional or specialized transportation service and to ensure that the appropriate designation for a support person is in place. O. Reg. 191/11, s. 38 (2).

(3) Revoked: O. Reg. 165/16, s. 8.

#### **Transition, existing contracts**

**39.** Where a conventional transportation service provider has, on June 30, 2011, existing contractual obligations to purchase vehicles that do not meet the requirements of sections 53 to 62, the transportation service provider may honour the existing contract. O. Reg. 191/11, s. 39.

#### **Transition, existing vehicles**

**40.** (1) Conventional transportation service providers are not required to retrofit vehicles that are within their fleet as of July 1, 2011 in order to ensure that the vehicles meet the accessibility requirements of sections 53 to 62. O. Reg. 191/11, s. 40 (1).

(2) If a conventional transportation service provider modifies a portion of a vehicle to which subsection (1) applies in a way that affects or could affect accessibility on or after July 1, 2011, the transportation service provider shall ensure that the modified portion meets the requirements of sections 53 to 62. O. Reg. 191/11, s. 40 (2).

(3) Where subsection (2) applies and the modification is with respect to matters referred to in section 53, 55, 57 or 61 or subsection 62 (2), the conventional transportation service provider does not have to meet the requirements of those provisions if the modifications would impair the structural integrity of the vehicle or the mobility aid accessible rail car. O. Reg. 191/11, s. 40 (3).

## **CONVENTIONAL AND SPECIALIZED TRANSPORTATION SERVICE PROVIDERS, ACCESSIBILITY PLANS**

#### **Accessibility plans, conventional transportation services**

**41.** (1) In addition to the accessibility plan requirements set out in section 4, in their accessibility plan, conventional transportation service providers shall identify the process for managing, evaluating and taking action on customer feedback. O. Reg. 191/11, s. 41 (1).

(2) Every conventional transportation service provider shall annually hold at least one public meeting involving persons with disabilities to ensure that they have an opportunity to participate in a review of the accessibility plan and that they are given the opportunity to provide feedback on the accessibility plan. O. Reg. 191/11, s. 41 (2).

(3) If the provider of conventional transportation services also provides specialized transportation services, the transportation service provider shall address both types of transportation services in its accessibility plan. O. Reg. 191/11, s. 41 (3).

(4) Revoked: O. Reg. 165/16, s. 8.

#### **Accessibility plans, specialized transportation services**

**42.** (1) Specialized transportation service providers shall, in their accessibility plans,

(a) identify the process for estimating the demand for specialized transportation services; and

(b) develop steps to reduce wait times for specialized transportation services. O. Reg. 191/11, s. 42 (1).

(2) Revoked: O. Reg. 165/16, s. 8.

#### **Accessibility plans, conventional and specialized transportation services**

**43.** (1) Conventional transportation service providers and specialized transportation service providers shall, in their accessibility plans, describe their procedures for dealing with accessibility equipment failures on their respective types of vehicles. O. Reg. 191/11, s. 43 (1).

(2) Revoked: O. Reg. 165/16, s. 8.

## CONVENTIONAL TRANSPORTATION SERVICE PROVIDERS, GENERAL

### General responsibilities

**44.** (1) Conventional transportation service providers shall,

- (a) deploy lifting devices, ramps or portable bridge plates upon the request of a person with a disability;
- (b) ensure that adequate time is provided to persons with disabilities to safely board, be secured and disembark transportation vehicles and that assistance be provided, upon request, for these activities;
- (c) assist with safe and careful storage of mobility aids or mobility assistive devices used by persons with disabilities; and
- (d) allow a person with a disability to travel with a medical aid. O. Reg. 191/11, s. 44 (1).

(2) Conventional transportation service providers shall, upon request, make information on the matters referred to in subsection (1) available in an accessible format. O. Reg. 191/11, s. 44 (2).

(3) Revoked: O. Reg. 165/16, s. 8.

(4) In this section,

“medical aid” means an assistive device, including respirators and portable oxygen supplies. O. Reg. 191/11, s. 44 (4).

### Alternative accessible method of transportation

**45.** (1) Except where not practicable to do so, a conventional transportation service provider that does not provide specialized transportation services shall ensure that any person with a disability who, because of his or her disability, is unable to use conventional transportation services is provided with an alternative accessible method of transportation. O. Reg. 191/11, s. 45 (1).

(2) Subsection (1) does not apply where specialized transportation services are provided by a specialized transportation service provider in the same jurisdiction where the conventional transportation service provider provides transportation services. O. Reg. 191/11, s. 45 (2).

(3) Revoked: O. Reg. 165/16, s. 8.

### Fares

**46.** (1) No conventional transportation service provider shall charge a higher fare to a person with a disability than the fare that is charged to a person without a disability where the person with a disability uses conventional transportation services, but a conventional transportation service provider may charge a lesser fare for a person with a disability. O. Reg. 191/11, s. 46 (1).

(2) Conventional transportation service providers that do not provide specialized transportation services shall make available alternative fare payment options to persons with disabilities who cannot, because of their disability, use a fare payment option. O. Reg. 191/11, s. 46 (2).

(3) Revoked: O. Reg. 165/16, s. 8.

### Transit stops

**47.** (1) Conventional transportation service providers, in respect of transportation vehicles to which this section applies, shall ensure that persons with disabilities are able to board or disembark a transportation vehicle at the closest available safe location, as determined by the operator, that is not an official stop, if the official stop is not accessible and the safe location is along the same transit route. O. Reg. 191/11, s. 47 (1).

(2) In determining where a safe location may be situated for the purposes of subsection (1), the conventional transportation service provider shall give consideration to the preferences of the person with a disability. O. Reg. 191/11, s. 47 (2).

(3) Conventional transportation service providers shall ensure that operators of their transportation vehicles promptly report to an appropriate authority where a transit stop is temporarily inaccessible or where a temporary barrier exists. O. Reg. 191/11, s. 47 (3).

(4) This section applies in respect of the following:

1. Transit buses.
2. Motor coaches.
3. Streetcars. O. Reg. 191/11, s. 47 (4).

(5) Revoked: O. Reg. 165/16, s. 8.

**Storage of mobility aids, etc.**

**48.** (1) Every conventional transportation service provider shall, if safe storage is possible, ensure that mobility aids and mobility assistive devices are stored in the passenger compartments of its transportation vehicles within reach of the person with the disability who uses the aid or device. O. Reg. 191/11, s. 48 (1).

(2) If safe storage of mobility aids and mobility assistive devices is not possible within the passenger compartment and the vehicle is equipped with a baggage compartment, a conventional transportation service provider shall ensure that mobility aids and mobility assistive devices are stored in the baggage compartment of the vehicle on which the person with the disability is travelling. O. Reg. 191/11, s. 48 (2).

(3) Every conventional transportation service provider shall ensure that operators of its transportation vehicles secure and return mobility aids and mobility assistive devices in a manner that does not affect the safety of other passengers and does not cause damage to the aid or device, where the mobility aid or mobility assistive device is stored in the baggage compartment of the vehicle. O. Reg. 191/11, s. 48 (3).

(4) No conventional transportation service provider shall charge a fee for the storage of a mobility aid or a mobility assistive device. O. Reg. 191/11, s. 48 (4).

(5) This section applies in respect of the following:

1. Transit buses.
2. Motor coaches.
3. Streetcars.
4. Subways.
5. Light rail.
6. Commuter rail.
7. Inter-city rail. O. Reg. 191/11, s. 48 (5).

(6), (7) Revoked: O. Reg. 165/16, s. 8.

**Priority seating**

**49.** (1) Every conventional transportation service provider shall ensure that there is clearly marked priority seating for persons with disabilities on its transportation vehicles and that the priority seating meets the standards set out in this section. O. Reg. 191/11, s. 49 (1); O. Reg. 165/16, s. 9 (1).

(2) The priority seating for persons with disabilities shall be located as close as practicable to the entrance door of the vehicle. O. Reg. 191/11, s. 49 (2); O. Reg. 165/16, s. 9 (1).

(3) The priority seating for persons with disabilities shall be signed to indicate that passengers, other than persons with disabilities, must vacate the priority seating if its use is required by a person with a disability. O. Reg. 191/11, s. 49 (3); O. Reg. 165/16, s. 9 (1).

(4) Every conventional transportation service provider shall develop a communications strategy designed to inform the public about the purpose of priority seating. O. Reg. 165/16, s. 9 (2).

(5) This section applies in respect of the following:

1. Transit buses.
2. Motor coaches.
3. Streetcars.
4. Subways.
5. Light rail.
6. Commuter rail.
7. Inter-city rail. O. Reg. 191/11, s. 49 (5).

(6) Revoked: O. Reg. 165/16, s. 9 (3).

**Service disruptions**

**50.** (1) Where a route or scheduled service is temporarily changed and the change is known in advance of the commencement of the trip, conventional transportation service providers shall,

- (a) make available alternate accessible arrangements to transfer persons with disabilities to their route destination where alternate arrangements for persons without disabilities are inaccessible; and
- (b) ensure information on alternate arrangements is communicated in a manner that takes into account the person's disability.  
O. Reg. 191/11, s. 50 (1).

(2) This section applies in respect of the following:

1. Transit buses.
2. Motor coaches.
3. Streetcars.
4. Subways.
5. Light rail.
6. Commuter rail.
7. Inter-city rail. O. Reg. 191/11, s. 50 (2).

(3) Revoked: O. Reg. 165/16, s. 10.

**Pre-boarding announcements**

**51.** (1) Every conventional transportation service provider shall ensure that there are, on request, pre-boarding verbal announcements of the route, direction, destination or next major stop. O. Reg. 191/11, s. 51 (1).

(2) Every conventional transportation service provider shall ensure that there are electronic pre-boarding announcements of the route, direction, destination or next major stop on its transportation vehicles and that these announcements satisfy the requirements set out in section 58. O. Reg. 191/11, s. 51 (2).

(3) This section applies in respect of the following:

1. Transit buses.
2. Motor coaches.
3. Streetcars.
4. Subways.
5. Light rail.
6. Commuter rail.
7. Inter-city rail. O. Reg. 191/11, s. 51 (3).

(4) Conventional transportation service providers shall meet the requirements of subsection (1) by July 1, 2011 and the requirements of subsection (2) by January 1, 2017. O. Reg. 191/11, s. 51 (4).

#### **On-board announcements**

**52.** (1) Every conventional transportation service provider shall ensure that there are audible verbal announcements of all destination points or available route stops on its transportation vehicles while the vehicle is on route or while the vehicle is being operated. O. Reg. 191/11, s. 52 (1).

(2) Every conventional transportation service provider shall ensure that all destination points or available route stops,

- (a) are announced through electronic means; and
- (b) are legibly and visually displayed through electronic means. O. Reg. 191/11, s. 52 (2).

(3) For the purposes of clause (2) (b), visual displays of destination points or stop information shall satisfy the requirements set out in section 58. O. Reg. 191/11, s. 52 (3).

(4) This section applies in respect of the following:

1. Transit buses.
2. Motor coaches.
3. Streetcars.
4. Subways.
5. Light rail.
6. Commuter rail.
7. Inter-city rail. O. Reg. 191/11, s. 52 (4).

(5) Conventional transportation service providers shall meet the requirements of subsection (1) by July 1, 2011 and the requirements of subsections (2) and (3) by January 1, 2017. O. Reg. 191/11, s. 52 (5).

### **CONVENTIONAL TRANSPORTATION SERVICE PROVIDERS, TECHNICAL REQUIREMENTS** **Requirements re grab bars, etc.**

**53.** (1) Every conventional transportation service provider shall ensure that all of its transportation vehicles to which this section applies that are manufactured on or after January 1, 2013 are equipped with grab bars, handholds, handrails or stanchions that are provided where appropriate at,

- (a) locations where passengers are required to pay fares;
- (b) each mobility aid securement position;
- (c) each priority seating area intended for use by persons with disabilities; and
- (d) each side of any entrance or exit used by persons with disabilities. O. Reg. 191/11, s. 53 (1); O. Reg. 165/16, s. 11.

(2) With respect to all transportation vehicles to which this section applies, every conventional transportation service provider shall ensure that grab bars, handholds, handrails or stanchions located at an entrance or exit used by a person with a disability are accessible from ground level and are mounted so that they are inside the vehicle when the doors are closed. O. Reg. 191/11, s. 53 (2).

(3) Every conventional transportation service provider shall ensure that all vehicles to which this section applies meet the following standards:

1. The location of grab bars, handholds, handrails or stanchions must be distributed, as appropriate to the vehicle's design, throughout the vehicle to support independent and safe boarding, on-board circulation, seating and standing assistance and deboarding for persons with disabilities.
2. Grab bars, handholds, handrails or stanchions must not interfere with the turning and maneuvering space required for mobility aids to reach the allocated space from the entrance.
3. Grab bars, handholds, handrails or stanchions must be high colour-contrasted with their background to assist with visual recognition.
4. Every grab bar, handhold, handrail or stanchion must,
  - i. be sturdy, rounded and free of any sharp or abrasive element,
  - ii. have an exterior diameter that permits easy grasping by the full range of passengers and sufficient clearance from the surface to which it is attached,
  - iii. be designed to prevent catching or snagging of clothes or personal items, and
  - iv. have a slip resistant surface.
5. Where grab bars, handholds, handrails or stanchions return to a wall or floor, they must do so in a smooth curve.
6. Brackets, clamps, screw heads or other fasteners used on grab bars, handholds, handrails or stanchions must be rounded or flush with the surface and free from burrs or rough edges. O. Reg. 191/11, s. 53 (3).

(4) This section applies in respect of the following:

1. Transit buses.
2. Motor coaches.
3. Streetcars.
4. Subways.
5. Light rail.
6. Commuter rail.
7. Inter-city rail. O. Reg. 191/11, s. 53 (4).

(5) Despite subsection (4), this section does not apply to vehicles regulated under Regulation 629 of the Revised Regulations of Ontario, 1990 (Vehicles for the Transportation of Physically Disabled Passengers) made under the *Highway Traffic Act*. O. Reg. 191/11, s. 53 (5).

(6) Despite subsection (1), where a conventional transportation service provider enters into a contractual obligation to purchase new or used vehicles of a type referenced in subsection (4) on or after July 1, 2011, the transportation service provider shall ensure the vehicles meet the requirements of this section. O. Reg. 191/11, s. 53 (6).

(7) Subsection (6) does not apply if the installation of the grab bars, handholds, handrails or stanchions would impair the structural integrity of the vehicle. O. Reg. 191/11, s. 53 (7).

#### **Floors and carpeted surfaces**

**54.** (1) Every conventional transportation service provider shall ensure that all of its transportation vehicles manufactured on or after January 1, 2013 to which this section applies,

(a) have floors that produce a minimal glare and are slip resistant; and

(b) any carpeted surfaces have a low, firm and level pile or loop and are securely fastened. O. Reg. 191/11, s. 54 (1).

(2) This section applies in respect of the following:

1. Transit buses.
2. Motor coaches.
3. Streetcars.
4. Subways.
5. Light rail.
6. Commuter rail.
7. Inter-city rail. O. Reg. 191/11, s. 54 (2).

(3) Despite subsection (2), this section does not apply to vehicles regulated under Regulation 629 of the Revised Regulations of Ontario, 1990 (Vehicles for the Transportation of Physically Disabled Passengers) made under the *Highway Traffic Act*. O. Reg. 191/11, s. 54 (3).

(4) Despite subsection (1), where a conventional transportation service provider enters into a contractual obligation to purchase new or used vehicles of a type referenced in subsection (2) on or after July 1, 2011, the transportation service provider shall ensure the vehicles meet the requirements of this section. O. Reg. 191/11, s. 54 (4).

#### **Allocated mobility aid spaces**

**55.** (1) Every conventional transportation service provider shall ensure that all of its transportation vehicles manufactured on or after January 1, 2013 to which this section applies,

(a) have two or more allocated mobility aid spaces, with each space being a minimum of,

(i) 1,220 millimetres by 685 millimetres for vehicles designed to have a seating capacity of 24 passengers or less, and

(ii) 1,220 millimetres by 760 millimetres for vehicles designed to have a seating capacity of more than 24 passengers; and

(b) are equipped, as appropriate, with securement devices. O. Reg. 191/11, s. 55 (1).

(2) Spaces on transportation vehicles that are allocated as mobility aid spaces may be used for other passenger purposes, if not required for use by a person with a disability who uses a mobility aid. O. Reg. 191/11, s. 55 (2).

(3) This section applies in respect of the following:



1. Transit buses.
2. Motor coaches.
3. Streetcars.
4. Subways.
5. Light rail.
6. Commuter rail.
7. Inter-city rail. O. Reg. 191/11, s. 55 (3).

(4) Despite subsection (3), subsection (1) does not apply to vehicles that have two or more allocated mobility aid spaces and that are regulated under Regulation 629 of the Revised Regulations of Ontario, 1990 (Vehicles for the Transportation of Physically Disabled Passengers) made under the *Highway Traffic Act*. O. Reg. 191/11, s. 55 (4).

(5) Despite subsection (1), where a conventional transportation service provider enters into a contractual obligation to purchase new or used vehicles of a type referenced in subsection (3) on or after July 1, 2011, the transportation service provider shall ensure the vehicles meet the requirements of this section. O. Reg. 191/11, s. 55 (5).

(6) Subsection (5) does not apply if the installation of mobility aid spaces would impair the structural integrity of the vehicle. O. Reg. 191/11, s. 55 (6).

#### **Stop-requests and emergency response controls**

**56.** (1) Every conventional transportation service provider shall ensure that all of its transportation vehicles manufactured on or after January 1, 2013 to which this section applies are equipped with accessible stop-requests and emergency response controls that are located throughout the transportation vehicle, including places within reach of allocated mobility aid spaces and priority seating locations. O. Reg. 191/11, s. 56 (1); O. Reg. 165/16, s. 12.

(2) Accessible stop-requests and emergency response controls must meet the following standards:

1. They must provide auditory and visual indications that the request has been made.
2. They must be mounted no higher than 1,220 millimetres and no lower than 380 millimetres above the floor.
3. They must be operable with one hand and must not require tight grasping, pinching or twisting of the wrist.
4. They must be high colour-contrasted with the equipment to which the control is mounted.
5. They must provide tactile information on emergency response controls. O. Reg. 191/11, s. 56 (2).

(3) With respect to stop-requests, this section applies to the following:

1. Transit buses.
2. Motor coaches.
3. Street cars. O. Reg. 191/11, s. 56 (3).

(4) With respect to emergency response controls, this section applies to the following:

1. Subways.
2. Light rail.
3. Commuter rail.
4. Inter-city rail. O. Reg. 191/11, s. 56 (4).

(5) Despite subsection (1), where a conventional transportation service provider enters into a contractual obligation to purchase new or used vehicles of the type referenced in subsection (3) or (4) on or after July 1, 2011, the transportation service provider shall ensure the vehicles meet the requirements of this section. O. Reg. 191/11, s. 56 (5).

#### **Lighting features**

**57.** (1) Every conventional transportation service provider shall ensure that all of its transportation vehicles manufactured on or after January 1, 2013 to which this section applies are equipped with lights above or beside each passenger access door that are constantly lit when the door is open and that illuminate the lifting device, ramp, portable bridge plate or step nosings, as the case may be. O. Reg. 191/11, s. 57 (1).

(2) The light above or beside each passenger access door must,

(a) when the door is open, illuminate the ground surface for a distance of at least 0.9 metres perpendicular to the bottom step tread or lift outer edge; and

(b) be shielded to protect the eyes of entering and exiting passengers. O. Reg. 191/11, s. 57 (2).

(3) This section applies in respect of the following:

1. Transit buses.

2. Motor coaches.

3. Streetcars.

4. Subways.

5. Light rail.

6. Commuter rail.

7. Inter-city rail. O. Reg. 191/11, s. 57 (3).

(4) Despite subsection (3), this section does not apply to vehicles regulated under Regulation 629 of the Revised Regulations of Ontario, 1990 (Vehicles for the Transportation of Physically Disabled Passengers) made under the *Highway Traffic Act*. O. Reg. 191/11, s. 57 (4).

(5) Despite subsection (1), where a conventional transportation service provider enters into a contractual obligation to purchase new or used vehicles of the type referenced in subsection (3) on or after July 1, 2011, the transportation service provider shall ensure the vehicles meet the requirements of this section. O. Reg. 191/11, s. 57 (5).

(6) Subsection (5) does not apply if the installation of the lights would impair the structural integrity of the vehicle. O. Reg. 191/11, s. 57 (6).

#### **Signage**

**58.** (1) Every conventional transportation service provider shall ensure that all of its transportation vehicles manufactured on or after January 1, 2013 to which this section applies display the route or direction of the transportation vehicle or its destination or next major stop. O. Reg. 191/11, s. 58 (1).

(2) For the purposes of subsection (1), the signage displaying the route or direction or destination or next stop may include pictograms or symbols, but the signage must,

(a) be visible at the boarding point;

(b) be consistently located;

(c) have a glare-free surface; and

(d) be positioned to avoid shadow areas and glare. O. Reg. 191/11, s. 58 (2).

(3) Every conventional transportation service provider shall ensure that the signage displaying the route or direction or destination or next stop,

(a) is consistently shaped, coloured and positioned, when used in the same type of transportation vehicle to give the same type of information; and

(b) has text that,

(i) is high colour-contrasted with its background, in order to assist with visual recognition, and

(ii) has the appearance of solid characters. O. Reg. 191/11, s. 58 (3).

(4) This section applies in respect of the following:

1. Transit buses.
2. Motor coaches.
3. Streetcars.
4. Subways.
5. Light rail.
6. Commuter rail.
7. Inter-city rail. O. Reg. 191/11, s. 58 (4).

(5) Despite subsection (1), where a conventional transportation service provider enters into a contractual obligation to purchase new or used vehicles of the type referenced in subsection (4) on or after July 1, 2011, the transportation service provider shall ensure the vehicles meet the requirements of this section. O. Reg. 191/11, s. 58 (5).

**Lifting devices, etc.**

**59.** (1) Every conventional transportation service provider shall ensure that all of its transportation vehicles manufactured on or after January 1, 2013 to which this section applies are equipped with lifting devices, ramps or portable bridge plates and that each of them has,

(a) a colour strip that runs its full width marking the bottom edge and that is high colour-contrasted with its background to assist with visual recognition;

(b) a slip resistant platform surface; and

(c) raised edges of sufficient height to prevent a mobility aid from rolling off the edge of the ramp during the boarding or deboarding of passengers. O. Reg. 191/11, s. 59 (1).

(2) This section applies in respect of the following:

1. Transit buses.
2. Motor coaches.
3. Streetcars.
4. Subways.
5. Light rail.
6. Commuter rail.
7. Inter-city rail. O. Reg. 191/11, s. 59 (2).

(3) Despite subsection (2), this section does not apply to vehicles that are equipped with lifting devices, ramps or portable bridge plates and that are regulated under Regulation 629 of the Revised Regulations of Ontario, 1990 (Vehicles for the Transportation of Physically Disabled Passengers) made under the *Highway Traffic Act*. O. Reg. 191/11, s. 59 (3).

(4) Despite subsection (1), where a conventional transportation service provider enters into a contractual obligation to purchase new or used vehicles of the type referenced in subsection (2) on or after July 1, 2011, the transportation service provider shall ensure the vehicles meet the requirements of this section. O. Reg. 191/11, s. 59 (4).

#### **Steps**

**60.** (1) Every conventional transportation service provider shall ensure that where transportation vehicles are equipped with steps, the steps meet the following requirements:

1. The top outer edge of each step is marked by a colour strip that is high colour-contrasted with its background, to assist with visual recognition, that runs the full width of the leading edge of the step, excluding any side edge mouldings, and can be viewed from both directions of travel.
2. The steps have surfaces that are slip resistant and that produce minimal glare.
3. The steps have uniform, closed riser heights and tread depths, subject to the structural limitations of the vehicle. O. Reg. 191/11, s. 60 (1).

(2) This section applies in respect of the following:

1. Transit buses.
2. Motor coaches.
3. Streetcars.
4. Subways.
5. Light rail.
6. Commuter rail.
7. Inter-city rail. O. Reg. 191/11, s. 60 (2).

(3) Despite subsection (2), this section does not apply to vehicles regulated under Regulation 629 of the Revised Regulations of Ontario, 1990 (Vehicles for the Transportation of Physically Disabled Passengers) made under the *Highway Traffic Act*. O. Reg. 191/11, s. 60 (3).

(4) Conventional transportation service providers shall comply with the requirements of this section in respect of its vehicles to which this section applies that are manufactured on or after January 1, 2013. O. Reg. 191/11, s. 60 (4).

(5) Despite subsection (4), where a conventional transportation service provider enters into a contractual obligation to purchase new or used vehicles of the type referenced in subsection (2) on or after July 1, 2011, the transportation service provider shall ensure the vehicles meet the requirements of this section. O. Reg. 191/11, s. 60 (5).

#### **Indicators and alarms**

**61.** (1) Every conventional transportation service provider shall ensure that where its transportation vehicles have a ramp, lifting device or a kneeling function, each of them is equipped with a visual warning lamp indicator mounted on the exterior near the mobility aid accessible door and with an audible warning alarm. O. Reg. 191/11, s. 61 (1).

(2) The visual warning lamp indicator and the audible warning alarm must function when the kneeling function, ramp or lifting device is in motion. O. Reg. 191/11, s. 61 (2).

(3) If a ramp or lifting device is being manually operated, no warning lamp indicator or warning alarm is required. O. Reg. 191/11, s. 61

(3).

(4) This section applies in respect of the following:

1. Transit buses.
2. Motor coaches.
3. Streetcars.
4. Subways.
5. Light rail.
6. Commuter rail.
7. Inter-city rail. O. Reg. 191/11, s. 61 (4).

(5) Despite subsection (4), this section does not apply to vehicles regulated under Regulation 629 of the Revised Regulations of Ontario, 1990 (Vehicles for the Transportation of Physically Disabled Passengers) made under the *Highway Traffic Act*. O. Reg. 191/11, s. 61 (5).

(6) Conventional transportation service providers shall comply with the requirements of this section in respect of its vehicles to which the section applies that are manufactured on or after January 1, 2013. O. Reg. 191/11, s. 61 (6).

(7) Despite subsection (6), where a conventional transportation service provider enters into a contractual obligation to purchase new or used vehicles of the type referenced in subsection (4) on or after July 1, 2011, the transportation service provider shall ensure the vehicles meet the requirements of this section. O. Reg. 191/11, s. 61 (7).

(8) Subsection (7) does not apply if the installation of the warning lamp indicator or warning alarm would impair the structural integrity of the vehicle. O. Reg. 191/11, s. 61 (8).

#### **Accessibility, rail cars**

**62.** (1) Every conventional transportation service provider whose transportation services include light rail, commuter rail or inter-city rail shall ensure that at least one rail car per train is accessible to persons with disabilities who use mobility aids. O. Reg. 191/11, s. 62 (1).

(2) Every conventional transportation service provider whose transportation services include light rail, commuter rail or inter-city rail shall ensure that where washrooms are provided on the rail cars there is at least one mobility aid accessible washroom on the mobility aid accessible rail car. O. Reg. 191/11, s. 62 (2).

(3) Revoked: O. Reg. 165/16, s. 13.

(4) Conventional transportation service providers shall meet the requirements of subsection (2) by January 1, 2013 with respect to trains that are using rail cars manufactured on or after January 1, 2013. O. Reg. 191/11, s. 62 (4).

(5) Despite subsection (4), where a conventional transportation service provider enters into a contractual obligation to purchase new or used rail cars on or after July 1, 2011, it shall ensure that trains that are using such rail cars meet the requirements of subsection (2). O. Reg. 191/11, s. 62 (5).

(6) Subsection (5) does not apply if the installation of the mobility aid accessible washroom would impair the structural integrity of the mobility aid accessible rail car. O. Reg. 191/11, s. 62 (6).

## **SPECIALIZED TRANSPORTATION SERVICE PROVIDERS**

### **Categories of eligibility**

**63.** (1) Every specialized transportation service provider shall have three categories of eligibility to qualify for specialized transportation services,

- (a) unconditional eligibility;
- (b) temporary eligibility; and
- (c) conditional eligibility. O. Reg. 191/11, s. 63 (1).

(2) For purposes of eligibility for specialized transportation services, specialized transportation service providers shall categorize persons with disabilities as follows:

- 1. A person with a disability that prevents them from using conventional transportation services shall be categorized as having unconditional eligibility.
- 2. A person with a temporary disability that prevents them from using conventional transportation services shall be categorized as having temporary eligibility.
- 3. A person with a disability where environmental or physical barriers limit their ability to consistently use conventional transportation services shall be categorized as having conditional eligibility. O. Reg. 191/11, s. 63 (2).

(3) A specialized transportation service provider may deny requests for specialized transportation services to persons who are categorized as having temporary eligibility or conditional eligibility if the conventional transportation service is accessible to the person and the person has the ability to use it. O. Reg. 191/11, s. 63 (3).

(4) Specialized transportation service providers shall meet the requirements of this section by January 1, 2017. O. Reg. 191/11, s. 63 (4).

#### **Eligibility application process**

**64.** (1) If a person has completed an application for eligibility for specialized transportation services and the person's eligibility has not been determined within 14 calendar days after the completed application is received by the specialized transportation service provider, the person shall be considered to have temporary eligibility for specialized transportation services until a decision on his or her eligibility is made. O. Reg. 191/11, s. 64 (1).

(2) A specialized transportation service provider shall not charge a fee to persons with disabilities who apply or who are considered eligible for specialized transportation services. O. Reg. 191/11, s. 64 (2).

(3) A specialized transportation service provider may require a reassessment of the eligibility of temporarily eligible registrants at reasonable intervals. O. Reg. 191/11, s. 64 (3).

(4) A specialized transportation service provider shall, upon the request of the person requesting specialized transportation services, make available to the requester all of his or her specialized transportation services eligibility application and decision information in accessible formats. O. Reg. 191/11, s. 64 (4).

(5) A specialized transportation service provider shall establish an independent appeal process to review decisions respecting eligibility. O. Reg. 191/11, s. 64 (5).

(6) A specialized transportation service provider shall make a decision on an appeal with respect to eligibility within 30 calendar days after receiving the complete appeal application, but if a final decision is not made within the 30 days, the applicant shall be granted temporary eligibility until a final decision is made. O. Reg. 191/11, s. 64 (6).

(7) Revoked: O. Reg. 165/16, s. 13.

(8) A specialized transportation service provider shall have policies respecting the collection, use and disclosure of personal information collected for purposes of determining eligibility under this section. O. Reg. 191/11, s. 64 (8).

(9) In this section,

“personal information” means personal information within the meaning of the *Freedom of Information and Protection of Privacy Act*.

O. Reg. 191/11, s. 64 (9).

#### **Emergency or compassionate grounds**

**65.** (1) Specialized transportation service providers shall develop procedures respecting the provision of temporary specialized transportation services earlier than in the 14 calendar days referred to in subsection 64 (1),

(a) where the services are required because of an emergency or on compassionate grounds; and

(b) where there are no other accessible transportation services to meet the person’s needs. O. Reg. 191/11, s. 65 (1).

(2) A person shall apply for the services described in subsection (1) in the manner determined by the specialized transportation service provider. O. Reg. 191/11, s. 65 (2).

(3) Revoked: O. Reg. 165/16, s. 13.

#### **Fare parity**

**66.** (1) Where conventional transportation services and specialized transportation services are provided by separate transportation service providers in the same jurisdiction, the specialized transportation service provider shall not charge more than the highest fare charged for conventional transportation services in the same jurisdiction. O. Reg. 191/11, s. 66 (1).

(2) Specialized transportation service providers shall meet the requirements of subsection (1) by January 1, 2017. O. Reg. 191/11, s. 66 (2).

(3) Where a transportation service provider provides both conventional transportation services and specialized transportation services, the transportation service provider shall ensure that there is fare parity between conventional transportation services and specialized transportation services. O. Reg. 191/11, s. 66 (3).

(4) Revoked: O. Reg. 165/16, s. 13.

(5) Where a transportation service provider provides both conventional transportation services and specialized transportation services, the transportation service provider shall ensure that the same fare structure is applied to conventional transportation services and specialized transportation services. O. Reg. 191/11, s. 66 (5).

(6) Where a transportation service provider provides both conventional transportation services and specialized transportation services, the transportation service provider shall ensure that the same fare payment options are available for all transportation services, but alternative options shall be made available to persons with disabilities who cannot because of their disability use a fare payment option. O. Reg. 191/11, s. 66 (6).

(7) Revoked: O. Reg. 165/16, s. 13.

(8) In this section,

“fare structure” means the fare price determined by fare media, such as cash, tickets, passes and bulk quantity discounts and by fare category, such as adults, seniors and students, but does not include promotional fares that a transportation service provider may employ from time to time. O. Reg. 191/11, s. 66 (8).

**Visitors**

**67.** (1) Every specialized transportation service provider shall,

(a) make specialized transportation services available to visitors; and

(b) consider as eligible,

(i) visitors who provide confirmation that they are eligible for specialized transportation services in the jurisdiction in which they reside, or

(ii) visitors who meet the specialized transportation services eligibility requirements of the specialized transportation service provider. O. Reg. 191/11, s. 67 (1).

(2) Every specialized transportation service provider shall develop criteria to determine who falls into the category of visitor for the purposes of this section. O. Reg. 191/11, s. 67 (2).

(3) Revoked: O. Reg. 165/16, s. 13.

(4) A specialized transportation service provider shall have policies respecting the collection, use and disclosure of personal information collected for purposes of determining eligibility under this section. O. Reg. 191/11, s. 67 (4).

(5) In this section,

“personal information” means personal information within the meaning of the *Freedom of Information and Protection of Privacy Act*.

O. Reg. 191/11, s. 67 (5).

**Origin to destination services**

**68.** (1) Every specialized transportation service provider shall provide origin to destination services within its service area that takes into account the abilities of its passengers and that accommodates their abilities. O. Reg. 191/11, s. 68 (1).

(2) Origin to destination services may include services on any accessible conventional transportation services. O. Reg. 191/11, s. 68

(2).

(3) For the purposes of this section, origin to destination services refers to the overall package of transportation services that allows a specialized transportation service provider to provide, in a flexible way, transportation services in a manner that best meets the needs of persons with disabilities. O. Reg. 191/11, s. 68 (3).

(4) Revoked: O. Reg. 165/16, s. 13.

**Co-ordinated service**

**69.** (1) Where specialized transportation services are provided in adjacent municipalities within contiguous urban areas, the specialized transportation service providers shall facilitate connections between their respective services. O. Reg. 191/11, s. 69 (1).

(2) Specialized transportation service providers to which subsection (1) applies shall determine the accessible stops and drop off locations in the contiguous urban areas that have specialized transportation services. O. Reg. 191/11, s. 69 (2).

(3) Revoked: O. Reg. 165/16, s. 13.

**Hours of service**

**70.** (1) Where conventional transportation services and specialized transportation services are provided by separate transportation service providers in the same jurisdiction, the specialized transportation service provider shall ensure that it has, at a minimum, the same hours and days of service as any one of the conventional transportation service providers. O. Reg. 191/11, s. 70 (1).



(2) Where a transportation service provider provides both conventional transportation services and specialized transportation services, it shall ensure that the specialized transportation services have, at a minimum, the same hours and days of service as the conventional transportation services. O. Reg. 191/11, s. 70 (2).

(3) Specialized transportation service providers to which subsection (1) applies shall meet the requirements of subsection (1) by January 1, 2017 and transportation service providers to which subsection (2) applies shall meet the requirements of subsection (2) by January 1, 2013. O. Reg. 191/11, s. 70 (3).

#### **Booking**

**71.** (1) Every specialized transportation service provider shall, where the specialized transportation services require reservations,

(a) provide same day service to the extent that it is available; and

(b) where same day service is not available, accept booking requests up to three hours before the published end of the service period on the day before the intended day of travel. O. Reg. 191/11, s. 71 (1).

(2) A specialized transportation service provider to whom subsection (1) applies shall provide accessible means to accept reservations. O. Reg. 191/11, s. 71 (2).

(3) Revoked: O. Reg. 165/16, s. 13.

#### **Trip restrictions**

**72.** (1) No specialized transportation service provider shall limit the availability of specialized transportation services to persons with disabilities by,

(a) restricting the number of trips a person with a disability is able to request; or

(b) implementing any policy or operational practice that unreasonably limits the availability of specialized transportation services. O. Reg. 191/11, s. 72 (1).

(2) Revoked: O. Reg. 165/16, s. 13.

#### **Service delays**

**73.** (1) Every specialized transportation service provider, where the specialized transportation services require reservations, shall provide information on the duration of service delays to affected passengers by a method agreed to by the specialized transportation service provider and passenger. O. Reg. 191/11, s. 73 (1).

(2) For the purposes of this section, a service delay is a delay of 30 minutes or more after the scheduled pick-up time. O. Reg. 191/11, s. 73 (2).

(3) This section does not apply in respect of delays in service that arise during the trip. O. Reg. 191/11, s. 73 (3).

(4) Revoked: O. Reg. 165/16, s. 13.

#### **Companions and children**

**74.** (1) Every specialized transportation service provider shall allow companions to travel with persons with disabilities if space is available and will not result in the denial of service to other persons with disabilities. O. Reg. 191/11, s. 74 (1).

(2) Every specialized transportation service provider shall allow dependants to travel with a person with a disability who is the parent or guardian of the dependant if appropriate child restraint securement systems and equipment are, if required, available. O. Reg. 191/11, s. 74 (2).

(3) Revoked: O. Reg. 165/16, s. 13.

## OTHER TRANSPORTATION SERVICES

### School transportation

**75.** (1) This section applies to every school board that provides transportation services for its students. O. Reg. 191/11, s. 75 (1).

(2) School boards to which this section applies shall,

- (a) ensure that integrated accessible school transportation services are provided for their students; or
- (b) ensure that appropriate alternative accessible transportation services are provided for students with disabilities, where in the opinion of the board integrated accessible school transportation services are not possible or not the best option for a student with a disability because of the nature of the disability or safety concerns. O. Reg. 191/11, s. 75 (2).

(3) School boards to which this section applies shall, in consultation with parents or guardians of students with disabilities,

- (a) identify students with disabilities before the commencement of each school year or during the school year, based on the needs of the student with a disability;
- (b) develop individual school transportation plans for each student with a disability that,
  - (i) detail student assistance needs for each student with a disability, and
  - (ii) include plans for individual student boarding, securement and deboarding; and
- (c) identify and communicate to the appropriate parties the roles and responsibilities of the transportation provider, the parents or guardians of the student with the disability, the operator of the vehicle used to transport the student, appropriate school staff and the student with the disability. O. Reg. 191/11, s. 75 (3).

(4) Revoked: O. Reg. 165/16, s. 13.

(5) In this section,

“school board” means a board as defined in subsection 1 (1) of the *Education Act*; (“conseil scolaire”)

“transportation provider” includes an entity or person that has entered into an agreement with a board for the transportation of students under subsection 190 (6) of the *Education Act*; (“fournisseur de services de transport”)

“transportation services” means transportation that a board provides under section 190 of the *Education Act*. (“services de transport”)  
O. Reg. 191/11, s. 75 (5).

### Public sector organizations

**76.** (1) Designated public sector organizations described in paragraphs 2, 3 and 4 of Schedule 1 that are not primarily in the business of transportation, but that provide transportation services, shall provide accessible vehicles or equivalent services upon request. O. Reg. 191/11, s. 76 (1).

(2) For the purposes of subsection (1), transportation services do not include campus security services provided by a designated public sector organization described in paragraph 3 or 4 of Schedule 1. O. Reg. 191/11, s. 76 (2).

(3) Revoked: O. Reg. 165/16, s. 13.

### Ferries

**77.** (1) Designated public sector organizations that operate ferries that are under provincial jurisdiction shall do so in accordance with the Code of Practice entitled “Ferry Accessibility for Persons with Disabilities” (“the Code”). O. Reg. 191/11, s. 77 (1).

(2) Revoked: O. Reg. 165/16, s. 13.

(3) Designated public sector organizations that operate ferries to which this section applies shall ensure that its ferries that are manufactured on or after July 1, 2013 meet the requirements of sections 2.5, 2.6, 2.7, 2.8, 2.9, 2.10, 2.14, 2.15, 2.16, 2.17, 2.18 and 2.19 of the Code. O. Reg. 191/11, s. 77 (3).

(4) The following sections apply, as of the date set out in the sections, with necessary modifications, to ferries to which this section applies:

1. Section 34 (Availability of information on accessibility equipment, etc.).
2. Section 36 (Accessibility training).
3. Section 37 (Emergency preparedness and response policies).
4. Section 38 (Fares, support persons).
5. Section 44 (General responsibilities).
6. Section 46 (Fares).
7. Section 48 (Storage of mobility aids, etc.).
8. Section 50 (Service disruptions). O. Reg. 191/11, s. 77 (4).

(5) In this section,

“Code of Practice” and “Code” mean the document referred to as a Code of Practice entitled “Ferry Accessibility for Persons with Disabilities”, published by the Canadian Transportation Agency and dated 1999; (“Code de pratiques”, “Code”)

“ferry” means a vessel providing passenger transportation services solely within the province of Ontario, transporting passengers only or passengers and motor vehicles, that may be used by the general public and that weighs 1,000 gross tonnes or more. (“traversier”) O. Reg. 191/11, s. 77 (5).

## DUTIES OF MUNICIPALITIES AND TAXICABS

### **Duties of municipalities, general**

**78.** (1) Any municipality that provides conventional transportation services shall consult with its municipal accessibility advisory committee, where one has been established in accordance with subsection 29 (1) or (2) of the Act, the public and persons with disabilities in the development of accessible design criteria to be considered in the construction, renovation or replacement of bus stops and shelters. O. Reg. 191/11, s. 78 (1).

(2) Every municipality to which subsection (1) applies shall identify planning for accessible bus stops and shelters, including any steps that will be taken to meet the goal of accessible bus stops and shelters, in its accessibility plan required under Part I. O. Reg. 191/11, s. 78 (2).

(3) Where a municipality has entered into arrangements with a person respecting the construction of bus stops and shelters in its jurisdiction, the municipality shall ensure that the person participates in the consultation and planning as described in subsections (1) and (2). O. Reg. 191/11, s. 78 (3).

(4) Revoked: O. Reg. 165/16, s. 13.

### **Duties of municipalities, accessible taxicabs**

**79.** (1) Every municipality shall consult with its municipal accessibility advisory committee, where one has been established in accordance with subsection 29 (1) or (2) of the Act, the public and persons with disabilities to determine the proportion of on-demand accessible taxicabs required in the community. O. Reg. 191/11, s. 79 (1).

(2) Every municipality shall identify progress made toward meeting the need for on-demand accessible taxicabs, including any steps that will be taken to meet the need, in its accessibility plan required under Part I. O. Reg. 191/11, s. 79 (2).

(3) Revoked: O. Reg. 165/16, s. 13.

(4) In this section,

“accessible taxicab” means an accessible taxicab as defined in section 1 of Regulation 629 of the Revised Regulations of Ontario, 1990 (Vehicles for the Transportation of Physically Disabled Persons) made under the *Highway Traffic Act*. O. Reg. 191/11, s. 79 (4).

#### **Duties of municipalities, taxicabs**

**80.** (1) Any municipality that licenses taxicabs shall ensure that owners and operators of taxicabs are prohibited,

(a) from charging a higher fare or an additional fee for persons with disabilities than for persons without disabilities for the same trip; and

(b) from charging a fee for the storage of mobility aids or mobility assistive devices. O. Reg. 191/11, s. 80 (1).

(2) Any municipality that licenses taxicabs shall ensure that owners and operators of taxicabs place vehicle registration and identification information on the rear bumper of the taxicab. O. Reg. 191/11, s. 80 (2).

(3) Any municipality that licenses taxicabs shall ensure that owners and operators of taxicabs make available vehicle registration and identification information in an accessible format to persons with disabilities who are passengers. O. Reg. 191/11, s. 80 (3).

(4) The information in subsection (2) shall meet the requirements of subsection 58 (3). O. Reg. 191/11, s. 80 (4).

(5) Revoked: O. Reg. 165/16, s. 13.

### **PART IV.1**

#### **DESIGN OF PUBLIC SPACES STANDARDS (ACCESSIBILITY STANDARDS FOR THE BUILT ENVIRONMENT)**

#### **DEFINITIONS, APPLICATION AND SCHEDULE**

##### **Definitions**

**80.1** In this Part,

“amenities” means items that provide conveniences or services for use by the public, examples of which include drinking fountains, benches and garbage receptacles; (“installations”)

“beach access routes” means routes that are constructed and are intended for pedestrian use by the public and that provide access from off-street parking facilities, recreational trails, exterior paths of travel and amenities to an area of a beach that is intended for recreational use by the public; (“voie accessible menant à une plage”)

“bevel” means a small slope that helps an individual negotiate an elevation change; (“biseau”)

“cross slope” means the slope of a surface that is perpendicular to the direction of travel; (“pente transversale”)

“environmental mitigation” means activities that are intended to reduce, mitigate, prevent or compensate for adverse effects of human activities or items, including paths, play spaces, trails and parking, upon fish, wildlife, plants, invertebrates, species at risk, ecological integrity or natural heritage values; (“activités d’atténuation des conséquences environnementales”)

“environmental restoration” means activities that are intended to benefit fish, wildlife, plants, invertebrates, species at risk, ecological integrity or natural heritage values; (“activités de restauration de l’environnement”)

“in-line ramp” means a ramp that does not change directions; (“rampe en ligne droite”)

“maintenance” means activities that are intended to keep existing public spaces and elements in existing public spaces in good working order or to restore the spaces or elements to their original condition, examples of which include painting and minor repairs; (“entretien”)

“mm” means millimeters; (“mm”)

“off-street parking facilities” includes open area parking lots and structures intended for the temporary parking of vehicles by the public, whether or not the payment of a fee is charged and includes visitor parking spaces in parking facilities; (“installations de stationnement hors voirie”)

“on-street parking” includes parking spaces located on highways, as defined in subsection 1 (1) of the *Highway Traffic Act*, that provide direct access to shops, offices and other facilities whether or not the payment of a fee is charged; (“stationnement sur voirie”)

“recreational trails” means public pedestrian trails that are intended for recreational and leisure purposes; (“sentier récréatif”)

“redeveloped” means planned significant alterations to public spaces, but does not include maintenance activities, environmental mitigation or environmental restoration; (“réaménagement”)

“rest area” means, in respect of recreational trails and exterior paths of travel, a dedicated level area that is intended for public use to allow persons to stop or sit; (“aire de repos”)

“running slope” means the slope of a surface that is parallel to the direction of travel; (“pente longitudinale”)

“species at risk” means a species listed in Schedules 1, 2, 3 or 4 to Ontario Regulation 230/08 (Species at Risk in Ontario List) made under the *Endangered Species Act, 2007*; (“espèces en péril”)

“vibro-tactile walk indicators” means pedestrian crossing signal push button devices that vibrate and can be felt through the sense of touch to communicate pedestrian crossing timing in a non-visual way. (“signal de marche vibrotactile”) O. Reg. 413/12, s. 6.

#### **Application**

**80.2** (1) Except as otherwise specified, this Part applies to public spaces that are newly constructed or redeveloped on and after the dates set out in the schedule in section 80.5 and that are covered by this Part. O. Reg. 413/12, s. 6.

(2) Except as otherwise specified, this Part applies to obligated organizations. O. Reg. 413/12, s. 6.

(3) In this Part where in a standard or requirement there is a reference to an obligated organization, it is a reference to the obligated organization that constructs or redevelops any public space to which this Part applies and not to any other obligated organization that may have provided a permit, approval or other authorization or that may have an interest in the land where the thing to which the standard or requirement applies is located. O. Reg. 413/12, s. 6.

#### **Transition**

**80.3** Where an obligated organization has entered into a contract on or before December 31, 2012 to construct or redevelop any public space to which this Part applies and the contract does not meet the requirements of this Part, the obligated organization is not required to meet the requirements of this Part in honouring the existing contract. O. Reg. 413/12, s. 6.

#### **Slope ratios**

**80.4** In this Part, the ratios with respect to the slope of a surface mean that for every one unit of elevation expressed as the first number in the ratio, the user has the second number in the ratio in length with which to negotiate the one unit of elevation. O. Reg. 413/12, s. 6.

#### **Schedule**

**80.5** Obligated organizations shall meet the requirements set out in this Part in accordance with the following schedule:

1. For the Government of Ontario and the Legislative Assembly, January 1, 2015.
2. For designated public sector organizations, January 1, 2016.
3. For large organizations, January 1, 2017.
4. For small organizations, January 1, 2018. O. Reg. 413/12, s. 6.

## RECREATIONAL TRAILS AND BEACH ACCESS ROUTES, GENERAL

### **Trails**

**80.6** This Part applies to newly constructed and redeveloped recreational trails that an obligated organization intends to maintain, but does not apply to the following types of recreational trails:

1. Trails solely intended for cross-country skiing, mountain biking or the use of motorized snow vehicles or off-road vehicles.
2. Wilderness trails, backcountry trails and portage routes. O. Reg. 413/12, s. 6.

**Beach access routes**

**80.7** This Part applies to newly constructed and redeveloped beach access routes that an obligated organization intends to maintain, including permanent and temporary routes and temporary routes that are established through the use of manufactured goods, which can be removed for the winter months. O. Reg. 413/12, s. 6.

**Consultation, recreational trails**

**80.8** (1) Obligated organizations shall consult on the following before they construct new or redevelop existing recreational trails:

1. The slope of the trail.
2. The need for, and location of, ramps on the trail.
3. The need for, location and design of,
  - i. rest areas,
  - ii. passing areas,
  - iii. viewing areas,
  - iv. amenities on the trail, and
  - v. any other pertinent feature. O. Reg. 413/12, s. 6.

(2) Obligated organizations shall consult on the matters referred to in subsection (1) in the following manner:

1. Obligated organizations must consult with the public and persons with disabilities.
2. Municipalities must also consult with their municipal accessibility advisory committees, where one has been established in accordance with subsection 29 (1) or (2) of the Act. O. Reg. 413/12, s. 6.

## TECHNICAL REQUIREMENTS FOR RECREATIONAL TRAILS

**Technical requirements for trails, general**

**80.9** (1) Obligated organizations shall ensure that any recreational trails that they construct or redevelop, and that they intend to maintain, meet the following technical requirements:

1. A recreational trail must have a minimum clear width of 1,000 mm.
2. A recreational trail must have a clear height that provides a minimum head room clearance of 2,100 mm above the trail.
3. The surface of a recreational trail must be firm and stable.
4. Where a recreational trail has openings in its surface,
  - i. the openings must not allow passage of an object that has a diameter of more than 20 mm, and
  - ii. any elongated openings must be orientated approximately perpendicular to the direction of travel.
5. Where a recreational trail is constructed adjacent to water or a drop-off, the trail must have edge protection that meets the following requirements:

- i. The edge protection must constitute an elevated barrier that runs along the edge of the recreational trail in order to prevent users of the trail from slipping over the edge.
  - ii. The top of the edge protection must be at least 50 mm above the trail surface.
  - iii. The edge protection must be designed so as not to impede the drainage of the trail surface.
6. Despite paragraph 5, where there is a protective barrier that runs along the edge of a recreational trail that is adjacent to water or a drop-off, edge protection does not have to be provided.
7. The entrance to a recreational trail must provide a clear opening of between 850 mm and 1,000 mm, whether the entrance includes a gate, bollard or other entrance design.
8. A recreational trail must have at each trail head signage that provides the following information:
- i. The length of the trail.
  - ii. The type of surface of which the trail is constructed.
  - iii. The average and the minimum trail width.
  - iv. The average and maximum running slope and cross slope.
  - v. The location of amenities, where provided. O. Reg. 413/12, s. 6.
- (2) The signage referred to in paragraph 8 of subsection (1) must have text that,
- (a) has high tonal contrast with its background in order to assist with visual recognition; and
  - (b) includes characters that use a sans serif font. O. Reg. 413/12, s. 6.
- (3) Where other media, such as park websites or brochures, are used by the obligated organization to provide information about the recreational trail, beyond advertising, notice or promotion, the media must provide the same information as listed in paragraph 8 of subsection (1). O. Reg. 413/12, s. 6.

## TECHNICAL REQUIREMENTS FOR BEACH ACCESS ROUTES

### Technical requirements for beach access routes, general

**80.10** Obligated organizations shall ensure that beach access routes that they construct or redevelop, and that they intend to maintain, meet the following technical requirements:

1. A beach access route must have a minimum clear width of 1,000 mm.
2. A beach access route must have a clear height that provides a minimum head room clearance of 2,100 mm above the beach access route.
3. The surface of a beach access route must be firm and stable.
4. Where the surface area of a beach access route is constructed, that is where the surface area is not natural, the surface area must meet the following requirements:
  - i. The maximum cross slope of the beach access route must be no more than 1:50.
  - ii. The surface area must have a 1:2 bevel at changes in level between 6 mm and 13 mm.
  - iii. The surface area must have a maximum running slope of 1:10 at changes in level between 14 mm and 200 mm.

- iv. The surface area must have a ramp that meets the requirements of section 80.13 where there are changes in level greater than 200 mm.
  - v. Any openings in the surface of the beach access route must not allow passage of an object with a diameter of more than 20 mm.
  - vi. Any elongated openings in the beach access route must be oriented approximately perpendicular to the direction of travel.
5. The maximum cross slope of a beach access route where the surface is not constructed must be the minimum slope required for drainage.
  6. The maximum running slope of a beach access route is 1:10.
  7. The entrance to a beach access route must have a minimum clear opening of 1,000 mm, whether the entrance includes a gate, bollard or other entrance design. O. Reg. 413/12, s. 6.

## TECHNICAL REQUIREMENTS COMMON TO RECREATIONAL TRAILS AND BEACH ACCESS ROUTES

### Common technical requirements, general

**80.11** Obligated organizations shall ensure that where they construct or redevelop recreational trails and beach access routes that they intend to maintain, the recreational trails and beach access routes meet the technical requirements set out in this Part in respect of boardwalks and ramps. O. Reg. 413/12, s. 6.

### Boardwalks

**80.12** Where a recreational trail or beach access route is equipped with a boardwalk, the boardwalk must meet the following requirements:

1. The boardwalk must have a minimum clear width of 1,000 mm.
2. The boardwalk must have a clear height that provides a minimum headroom clearance of 2,100 mm above the boardwalk.
3. The surface of the boardwalk must be firm and stable.
4. The boardwalk must not have any openings in the surface that allow the passage of an object that has a diameter of more than 20 mm.
5. The boardwalk must have edge protection that is at least 50 mm in height.
6. If a boardwalk has running slopes that are steeper than 1:20, the running slopes must meet the requirements for ramps set out in section 80.13. O. Reg. 413/12, s. 6.

### Ramps

**80.13** Where a recreational trail or beach access route is equipped with a ramp, the ramp must meet the following requirements:

1. The ramp must have a minimum clear width of 900 mm.
2. The ramp must have a clear height that provides a minimum headroom clearance of 2,100 mm above the ramp.
3. The surface of the ramp must be firm and stable.
4. The ramp must have a maximum running slope of no more than 1:10.
5. The ramp must be provided with landings that meet the following requirements:
  - i. Landings must be provided,
    - A. at the top and bottom of the ramp,
    - B. where there is an abrupt change in the direction of the ramp, and



- C. at horizontal intervals not greater than nine metres apart.
  - ii. Landings must be a minimum of 1,670 mm by 1,670 mm at the top and bottom of the ramp and where there is an abrupt change in direction of the ramp.
  - iii. Landings must be a minimum of 1,670 mm in length and at least the same width of the ramp for an in-line ramp.
  - iv. Landings must have a cross slope that is not steeper than 1:50.
6. The ramp must not have any openings in the surface that allow the passage of an object that has a diameter of more than 20 mm.
7. The ramp must be equipped with handrails on both sides of the ramp and the handrails must,
- i. be continuously graspable along their entire length and have circular cross-section with an outside diameter not less than 30 mm and not more than 40 mm, or any non-circular shape with a graspable portion that has a perimeter not less than 100 mm and not more than 155 mm and whose largest cross-sectional dimension is not more than 57 mm,
  - ii. be not less than 865 mm and not more than 965 mm high, measured vertically from the surface of the ramp, except that handrails not meeting these requirements are permitted if they are installed in addition to the required handrail,
  - iii. terminate in a manner that will not obstruct pedestrian travel or create a hazard,
  - iv. extend horizontally not less than 300 mm beyond the top and bottom of the ramp, and
  - v. be provided with a clearance of not less than 50 mm between the handrail and any wall to which it is attached.
8. Where a ramp is more than 2,200 mm in width,
- i. one or more intermediate handrails which are continuous between landings must be provided and located so that there is no more than 1,650 mm between handrails, and
  - ii. the handrails must meet the requirements set out in paragraph 7.
9. The ramp must have a wall or guard on both sides and where a guard is provided, it must,
- i. be not less than 1,070 mm measured vertically to the top of the guard from the ramp surface, and
  - ii. 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.
10. The ramp must have edge protection that is provided,
- i. with a curb at least 50 mm high on any side of the ramp where no solid enclosure or solid *guard* is provided, or
  - ii. with railings or other barriers that extend to within 50 mm of the finished ramp surface. O. Reg. 413/12, s. 6.

## EXCEPTIONS TO THE REQUIREMENTS FOR RECREATIONAL TRAILS AND BEACH ACCESS ROUTES

### Exceptions, limitations

**80.14** Where an exception is permitted to a requirement that applies to a recreational trail or a beach access route, the exception applies solely,

- (a) to the particular requirement for which the exception is allowed and not to any other requirement that applies to the recreational trail or beach access route; and

(b) to the portion of the recreational trail or beach access route for which it is claimed and not to the recreational trail or beach access route in its entirety. O. Reg. 413/12, s. 6.

#### **Exceptions, general**

**80.15** Exceptions to the requirements that apply to recreational trails and beach access routes are permitted where obligated organizations can demonstrate one or more of the following:

1. The requirements, or some of them, would likely affect the cultural heritage value or interest of a property identified, designated or otherwise protected under the *Ontario Heritage Act* as being of cultural heritage value or interest.
2. The requirements, or some of them, would affect the preservation of places set apart as National Historic Sites of Canada by the Minister of the Environment for Canada under the *Canada National Parks Act* (Canada).
3. The requirements, or some of them, would affect the national historic interest or significance of historic places marked or commemorated under the *Historic Sites and Monuments Act* (Canada).
4. The requirements, or some of them, might damage, directly or indirectly, the cultural heritage or natural heritage on a property included in the United Nations Educational, Scientific and Cultural Organisation's World Heritage List of sites under the *Convention Concerning the Protection of the World Cultural and Natural Heritage*.
5. There is a significant risk that the requirements, or some of them, would adversely affect water, fish, wildlife, plants, invertebrates, species at risk, ecological integrity or natural heritage values, whether the adverse effects are direct or indirect.
6. It is not practicable to comply with the requirements, or some of them, because existing physical or site constraints prohibit modification or addition of elements, spaces or features, such as where surrounding rocks bordering the recreational trail or beach access route impede achieving the required clear width. O. Reg. 413/12, s. 6.

## **OUTDOOR PUBLIC USE EATING AREAS**

#### **Outdoor public use eating areas, application**

**80.16** (1) The requirements in section 80.17 apply to newly constructed and redeveloped outdoor public use eating areas that an obligated organization, other than a small organization, intends to maintain and that fall within the description set out in subsection (2). O. Reg. 413/12, s. 6.

(2) The outdoor public use eating areas to which subsection (1) applies consist of tables that are found in public areas, such as in public parks, on hospital grounds and on university campuses and are specifically intended for use by the public as a place to consume food. O. Reg. 413/12, s. 6.

#### **Outdoor public use eating areas, general requirements**

**80.17** Obligated organizations, other than small organizations, shall ensure that where they construct or redevelop outdoor public use eating areas that they intend to maintain, the outdoor public use eating areas meet the following requirements:

1. A minimum of 20 per cent of the tables that are provided must be accessible to persons using mobility aids by having knee and toe clearance underneath the table and in no case shall there be fewer than one table in an outdoor public use eating area that meets this requirement.
2. The ground surface leading to and under tables that are accessible to persons using mobility aids must be level, firm and stable.
3. Tables that are accessible to persons using mobility aids must have clear ground space around them that allows for a forward approach to the tables. O. Reg. 413/12, s. 6.

## **OUTDOOR PLAY SPACES**

#### **Outdoor play spaces, application**

**80.18** (1) This Part applies to newly constructed and redeveloped outdoor play spaces that an obligated organization, other than a small organization, intends to maintain and that fall within the description set out in subsection (2). O. Reg. 413/12, s. 6.

(2) The outdoor play spaces to which subsection (1) applies consist of an area that includes play equipment, such as swings, or features such as logs, rocks, sand or water, where the equipment or features are designed and placed to provide play opportunities and experiences for children and caregivers. O. Reg. 413/12, s. 6.

#### **Outdoor play spaces, consultation requirements**

**80.19** When constructing new or redeveloping existing outdoor play spaces, obligated organizations, other than small organizations, shall consult on the needs of children and caregivers with various disabilities and shall do so in the following manner:

1. The Government of Ontario, the Legislative Assembly, designated public sector organizations and large organizations must consult with the public and persons with disabilities.
2. Municipalities must also consult with their municipal accessibility advisory committees, where one has been established in accordance with subsection 29 (1) or (2) of the Act. O. Reg. 413/12, s. 6.

#### **Outdoor play spaces, accessibility in design**

**80.20** When constructing new or redeveloping existing play spaces that they intend to maintain, obligated organizations, other than small organizations, shall,

- (a) incorporate accessibility features, such as sensory and active play components, for children and caregivers with various disabilities into the design of outdoor play spaces; and
- (b) ensure that outdoor play spaces have a ground surface that is firm, stable and has impact attenuating properties for injury prevention and sufficient clearance to provide children and caregivers with various disabilities the ability to move through, in and around the outdoor play space. O. Reg. 413/12, s. 6.

## **EXTERIOR PATHS OF TRAVEL**

#### **Exterior paths of travel, application**

**80.21** (1) This Part applies to newly constructed and redeveloped exterior paths of travel that are outdoor sidewalks or walkways designed and constructed for pedestrian travel and are intended to serve a functional purpose and not to provide a recreational experience. O. Reg. 413/12, s. 6.

(2) This Part does not apply to paths of travel regulated under Ontario Regulation 350/06 (Building Code) made under the *Building Code Act, 1992*. O. Reg. 413/12, s. 6.

#### **Exterior paths of travel, general obligation**

**80.22** Obligated organizations, other than small organizations, shall ensure that any exterior paths of travel that they construct or redevelop and intend to maintain meet the requirements set out in this Part. O. Reg. 413/12, s. 6.

#### **Exterior paths of travel, technical requirements**

**80.23** When constructing new or redeveloping existing exterior paths of travel that they intend to maintain, obligated organizations, other than small organizations, shall ensure that new and redeveloped exterior paths of travel meet the following requirements:

1. The exterior path must have a minimum clear width of 1,500 mm, but this clear width can be reduced to 1,200 mm to serve as a turning space where the exterior path connects with a curb ramp.
2. Where the head room clearance is less than 2,100 mm over a portion of the exterior path, a rail or other barrier with a leading edge that is cane detectable must be provided around the object that is obstructing the head room clearance.
3. The surface must be firm and stable.
4. The surface must be slip resistant.
5. Where an exterior path has openings in its surface,
  - i. the openings must not allow passage of an object that has a diameter of more than 20 mm, and

- ii. any elongated openings must be oriented approximately perpendicular to the direction of travel.
6. The maximum running slope of the exterior path must be no more than 1:20, but where the exterior path is a sidewalk, it can have a slope of greater than 1:20, but it cannot be steeper than the slope of the adjacent roadway.
  7. The maximum cross slope of the exterior path must be no more than 1:20, where the surface is asphalt, concrete or some other hard surface, or no more than 1:10 in all other cases.
  8. The exterior path must meet the following requirements:
    - i. It must have a 1:2 bevel at changes in level between 6 mm and 13 mm.
    - ii. It must have a maximum running slope of 1:8 or a curb ramp that meets the requirement of section 80.26 at changes in level of greater than 13 mm and less than 75 mm.
    - iii. It must have a maximum running slope of 1:10 or a curb ramp that meets the requirement of section 80.26 at changes in level of 75 mm or greater and 200 mm or less.
    - iv. It must have a ramp that meets the requirements of section 80.24 at changes in level of greater than 200 mm.
  9. The entrance to the exterior path of travel must provide a minimum clear opening of 850 mm, whether the entrance includes a gate, bollard or other entrance design. O. Reg. 413/12, s. 6; O. Reg. 165/16, s. 14.

**Exterior paths of travel, ramps**

**80.24** (1) Where an exterior path of travel is equipped with a ramp, the ramp must meet the following requirements:

1. The ramp must have a minimum clear width of 900 mm.
2. The surface of the ramp must be firm and stable.
3. The surface of the ramp must be slip resistant.
4. The ramp must have a maximum running slope of no more than 1:15.
5. The ramp must be provided with landings that meet the following requirements:
  - i. Landings must be provided,
    - A. at the top and bottom of the ramp,
    - B. where there is an abrupt change in direction of the ramp, and
    - C. at horizontal intervals not greater than nine metres apart.
  - ii. Landings must be a minimum of 1,670 mm by 1,670 mm at the top and bottom of the ramp and where there is an abrupt change in direction of the ramp.
  - iii. Landings must be a minimum of 1,670 mm in length and at least the same width of the ramp for an in-line ramp.
  - iv. Landings must have a cross slope that is not steeper than 1:50.
6. Where a ramp has openings in its surface,
  - i. the openings must not allow passage of an object that has a diameter of more than 20 mm, and
  - ii. any elongated openings must be oriented approximately perpendicular to the direction of travel.

7. A ramp must be equipped with handrails on both sides of the ramp and the handrails must,
- i. be continuously graspable along their entire length and have circular cross-section with an outside diameter not less than 30 mm and not more than 40 mm, or any non-circular shape with a graspable portion that has a perimeter not less than 100 mm and not more than 155 mm and whose largest cross-sectional dimension is not more than 57 mm,
  - ii. be not less than 865 mm and not more than 965 mm high, measured vertically from the surface of the ramp, except that handrails not meeting these requirements are permitted provided they are installed in addition to the required handrail,
  - iii. terminate in a manner that will not obstruct pedestrian travel or create a hazard,
  - iv. extend horizontally not less than 300 mm beyond the top and bottom of the ramp,
  - v. be provided with a clearance of not less than 50 mm between the handrail and any wall to which it is attached, and
  - vi. be designed and constructed such that handrails and their supports will withstand the loading values obtained from the non-concurrent application of a concentrated load not less than 0.9 kN applied at any point and in any direction for all handrails and a uniform load not less than 0.7 kN/metre applied in any direction to the handrail.
8. Where the ramp is more than 2,200 mm in width,
- i. one or more intermediate handrails which are continuous between landings shall be provided and located so that there is no more than 1,650 mm between handrails, and
  - ii. the handrails must meet the requirements set out in paragraph 7.
9. The ramp must have a wall or guard on both sides and where a guard is provided, it must,
- i. be not less than 1,070 mm measured vertically to the top of the guard from the ramp surface, and
  - ii. 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.
10. The ramp must have edge protection that is provided,
- i. with a curb at least 50 mm high on any side of the ramp where no solid enclosure or solid guard is provided, or
  - ii. with railings or other barriers that extend to within 50 mm of the finished ramp surface. O. Reg. 413/12, s. 6.

(2) In this section,

“kN” means kilonewtons. O. Reg. 413/12, s. 6.

#### **Exterior paths of travel, stairs**

**80.25** Where stairs connect to exterior paths of travel, the stairs must meet the following requirements:

1. The surface of the treads must have a finish that is slip resistant.
2. Stairs must have uniform risers and runs in any one flight.
3. The rise between successive treads must be between 125 mm and 180 mm.
4. The run between successive steps must be between 280 mm and 355 mm.
5. Stairs must have closed risers.

6. The maximum nosing projection on a tread must be no more than 38 mm, with no abrupt undersides.
7. Stairs must have high tonal contrast markings that extend the full tread width of the leading edge of each step.
8. Stairs must be equipped with tactile walking surface indicators that are built in or applied to the walking surface, and the tactile walking surface indicators must,
  - i. have raised tactile profiles,
  - ii. have a high tonal contrast with the adjacent surface,
  - iii. be located at the top of all flights of stairs, and
  - iv. extend the full tread width to a minimum depth of 610 mm commencing one tread depth from the edge of the stair.
9. Handrails must be included on both sides of stairs and must satisfy the requirements set out in paragraph 7 of subsection 80.24 (1).
10. A guard must be provided that is not less than 920 mm, measured vertically to the top of the guard from a line drawn through the outside edges of the stair nosings and 1,070 mm around the landings and is required on each side of a stairway where the difference in elevation between ground level and the top of the stair is more than 600 mm but, where there is a wall, a guard is not required on that side.
11. Where stairs are more than 2,200 mm in width,
  - i. one or more intermediate handrails that are continuous between landings must be provided and located so there is no more than 1,650 mm between handrails, and
  - ii. the handrails must satisfy the requirements set out in paragraph 7 of subsection 80.24 (1). O. Reg. 413/12, s. 6.

**Exterior paths of travel, curb ramps**

**80.26** (1) Where a curb ramp is provided on an exterior path of travel, the curb ramp must align with the direction of travel and meet the following requirements:

1. The curb ramp must have a minimum clear width of 1,200 mm, exclusive of any flared sides.
2. The running slope of the curb ramp must,
  - i. be a maximum of 1:8, where elevation is less than 75 mm, and
  - ii. be a maximum of 1:10, where elevation is 75 mm or greater and 200 mm or less.
3. The maximum cross slope of the curb ramp must be no more than 1:50.
4. The maximum slope on the flared side of the curb ramp must be no more than 1:10.
5. Where the curb ramp is provided at a pedestrian crossing, it must have tactile walking surface indicators that,
  - i. have raised tactile profiles,
  - ii. have a high tonal contrast with the adjacent surface,
  - iii. are located at the bottom of the curb ramp,
  - iv. are set back between 150 mm and 200 mm from the curb edge,
  - v. extend the full width of the curb ramp, and

vi. are a minimum of 610 mm in depth. O. Reg. 413/12, s. 6.

(2) In this section,

“curb ramp” means a ramp that is cut through a curb or that is built up to a curb. O. Reg. 413/12, s. 6.

#### **Exterior paths of travel, depressed curbs**

**80.27** (1) Where a depressed curb is provided on an exterior path of travel, the depressed curb must meet the following requirements:

1. The depressed curb must have a maximum running slope of 1:20.
2. The depressed curb must be aligned with the direction of travel.
3. Where the depressed curb is provided at a pedestrian crossing, it must have tactile walking surface indicators that,
  - i. have raised tactile profiles,
  - ii. have high tonal contrast with the adjacent surface,
  - iii. are located at the bottom portion of the depressed curb that is flush with the roadway,
  - iv. are set back between 150 mm and 200 mm from the curb edge, and
  - v. are a minimum of 610 mm in depth. O. Reg. 413/12, s. 6.

(2) In this section,

“depressed curb” means a seamless gradual slope at transitions between sidewalks and walkways and highways, and is usually found at intersections. O. Reg. 413/12, s. 6.

#### **Exterior paths of travel, accessible pedestrian control signals**

**80.28** (1) Where new traffic control signal systems with pedestrian control signals are being installed or existing pedestrian control signals are being replaced, the pedestrian control signals must meet the requirements for accessible pedestrian control signals set out in subsection (2). O. Reg. 165/16, s. 15 (1).

(2) Accessible pedestrian control signals must meet the following requirements:

1. They must have a locator tone that is distinct from a walk indicator tone.
2. They must be installed within 1,500 mm of the edge of the curb.
3. They must be mounted at a maximum of 1,100 mm above ground level.
4. They must have tactile arrows that align with the direction of crossing.
5. They must include both manual and automatic activation features.
6. They must include both audible and vibro-tactile walk indicators. O. Reg. 413/12, s. 6; O. Reg. 165/16, s. 15 (2).

(3) Where two accessible pedestrian control signal assemblies are installed on the same corner, they must be a minimum of 3,000 mm apart. O. Reg. 413/12, s. 6; O. Reg. 165/16, s. 15 (3).

(4) Where the requirements in subsection (3) cannot be met because of site constraints or existing infrastructure, two accessible pedestrian control signal assemblies can be installed on a single post, and when this occurs, a verbal announcement must clearly state which crossing is active. O. Reg. 413/12, s. 6; O. Reg. 165/16, s. 15 (4).

(5) In this section,

“traffic control signal system” has the same meaning as in Part X of the *Highway Traffic Act*. O. Reg. 165/16, s. 15 (5).

#### **Exterior paths of travel, rest areas**

**80.29** When constructing new or redeveloping existing exterior paths of travel that they intend to maintain, obligated organizations, other than small organizations, shall consult on the design and placement of rest areas along the exterior path of travel and shall do so in the following manner:

1. The Government of Ontario, the Legislative Assembly, designated public sector organizations and large organizations must consult with the public and persons with disabilities.
2. Municipalities must also consult with their municipal accessibility advisory committees, where one has been established in accordance with subsection 29 (1) or (2) of the Act. O. Reg. 413/12, s. 6.

#### **Exceptions, limitations**

**80.30** Where an exception is permitted to a requirement for an exterior path of travel, the exception applies solely,

- (a) to the particular requirement for which the exception is allowed and not to any other requirement that applies to the exterior path; and
- (b) to the portion of the exterior path for which it is claimed and not to the exterior path in its entirety. O. Reg. 413/12, s. 6.

#### **Exceptions, general**

**80.31** Exceptions to the requirements that apply to exterior paths of travel are permitted where obligated organizations, other than small organizations, can demonstrate one or more of the following:

1. The requirements, or some of them, would likely affect the cultural heritage value or interest of a property identified, designated or otherwise protected under the *Ontario Heritage Act* as being of cultural heritage value or interest.
2. The requirements, or some of them, would affect the preservation of places set apart as National Historic Sites of Canada by the Minister of the Environment for Canada under the *Canada National Parks Act* (Canada).
3. The requirements, or some of them, would affect the national historic interest or significance of historic places marked or commemorated under the *Historic Sites and Monuments Act* (Canada).
4. The requirements, or some of them, might damage, directly or indirectly, the cultural heritage or natural heritage on a property included in the United Nations Educational, Scientific and Cultural Organisation’s World Heritage List of sites under the *Convention Concerning the Protection of the World Cultural and Natural Heritage*.
5. There is a significant risk that the requirements, or some of them, would adversely affect water, fish, wildlife, plants, invertebrates, species at risk, ecological integrity or natural heritage values, whether the adverse effects are direct or indirect.
6. It is not practicable to comply with the requirements, or some of them, because existing physical or site constraints prohibit modification or addition of elements, spaces or features, such as where increasing the width of the exterior path would narrow the width of the adjacent highway or locating an accessible pedestrian signal pole within 1,500 mm of the curb edge is not feasible because of existing underground utilities. O. Reg. 413/12, s. 6.

## **ACCESSIBLE PARKING**

#### **Application, off-street parking**

**80.32** Obligated organizations shall ensure that when constructing new or redeveloping off-street parking facilities that they intend to maintain, the off-street parking facilities meet the requirements set out in this Part. O. Reg. 413/12, s. 6.

#### **Exceptions**

**80.33** (1) The requirements in respect of off-street parking facilities do not apply to off-street parking facilities that are used exclusively for one of the following:

1. Parking for buses.
2. Parking for delivery vehicles.



3. Parking for law enforcement vehicles.
4. Parking for medical transportation vehicles, such as ambulances.
5. Parking used as a parking lot for impounded vehicles. O. Reg. 413/12, s. 6.

(2) The requirements in respect of off-street parking facilities do not apply to off-street parking facilities if,

- (a) the off-street parking facilities are not located on a barrier-free path of travel, regulated under Ontario Regulation 350/06 (Building Code) made under the *Building Code Act, 1992*; and
- (b) the obligated organization has multiple off-street parking facilities on a single site that serve a building or facility. O. Reg. 413/12, s. 6.

#### **Types of accessible parking spaces**

**80.34** Off-street parking facilities must provide the following two types of parking spaces for the use of persons with disabilities:

1. Type A, a wider parking space which has a minimum width of 3,400 mm and signage that identifies the space as “van accessible”.
2. Type B, a standard parking space which has a minimum width of 2,400 mm. O. Reg. 413/12, s. 6.

#### **Access aisles**

**80.35** (1) Access aisles, that is the space between parking spaces that allows persons with disabilities to get in and out of their vehicles, must be provided for all parking spaces for the use of persons with disabilities in off-street parking facilities. O. Reg. 413/12, s. 6.

(2) Access aisles may be shared by two parking spaces for the use of persons with disabilities in an off-street parking facility and must meet the following requirements:

1. They must have a minimum width of 1,500 mm.
2. They must extend the full length of the parking space.
3. They must be marked with high tonal contrast diagonal lines, which discourages parking in them, where the surface is asphalt, concrete or some other hard surface. O. Reg. 413/12, s. 6.

#### **Minimum number and type of accessible parking spaces**

**80.36** (1) Off-street parking facilities must have a minimum number of parking spaces for the use of persons with disabilities, in accordance with the following requirements:

1. One parking space for the use of persons with disabilities, which meets the requirements of a Type A parking space, where there are 12 parking spaces or fewer.
2. Four per cent of the total number of parking spaces for the use of persons with disabilities, where there are between 13 and 100 parking spaces in accordance with the following ratio, rounding up to the nearest whole number:
  - i. Where an even number of parking spaces for the use of persons with disabilities are provided in accordance with the requirements of this paragraph, an equal number of parking spaces that meet the requirements of a Type A parking space and a Type B parking space must be provided.
  - ii. Where an odd number of parking spaces for the use of persons with disabilities are provided in accordance with the requirements of this paragraph, the number of parking spaces must be divided equally between parking spaces that meet the requirements of a Type A parking space and a Type B parking space, but the additional parking space, the odd-numbered space, may be a Type B parking space.
3. One parking space for the use of persons with disabilities and an additional three per cent of parking spaces for the use of persons with disabilities, where there are between 101 and 200 parking spaces must be parking spaces for the use of persons with disabilities, calculated in accordance with ratios set out in subparagraphs 2 i and ii, rounding up to the nearest whole number.

4. Two parking spaces for the use of persons with disabilities and an additional two per cent of parking spaces for the use of persons with disabilities, where there are between 201 and 1,000 parking spaces must be parking spaces for the use of persons with disabilities in accordance with the ratio in subparagraphs 2 i and ii, rounding up to the nearest whole number.
5. Eleven parking spaces for the use of persons with disabilities and an additional one per cent of parking spaces for the use of persons with disabilities, where more than 1,000 parking spaces are provided must be parking spaces for the use of persons with disabilities in accordance with the ratio in subparagraphs 2 i and ii, rounding up to the nearest whole number. O. Reg. 413/12, s. 6.

(2) If an obligated organization provides more than one off-street parking facility at a site, the obligated organization shall calculate the number and type of parking spaces for the use of persons with disabilities according to the number and type of parking spaces required for each off-street parking facility. O. Reg. 413/12, s. 6.

(3) In determining the location of parking spaces for the use of persons with disabilities that must be provided where there is more than one off-street parking facility at a site, an obligated organization may distribute them among the off-street parking facilities in a manner that provides substantially equivalent or greater accessibility in terms of distance from an accessible entrance or user convenience. O. Reg. 413/12, s. 6.

(4) For the purposes of subsection (3), the following factors may be considered in determining user convenience:

1. Protection from the weather.
2. Security.
3. Lighting.
4. Comparative maintenance. O. Reg. 413/12, s. 6.

#### **Signage**

**80.37** Obligated organizations shall ensure that parking spaces for the use of persons with disabilities as required under section 80.36 are distinctly indicated by erecting an accessible permit parking sign in accordance with section 11 of Regulation 581 of the Revised Regulations of Ontario, 1990 (Accessible Parking for Persons with Disabilities) made under the *Highway Traffic Act*. O. Reg. 413/12, s. 6.

#### **Exception**

**80.38** (1) An exception to the required minimum number of parking spaces for the use of persons with disabilities is permitted where an obligated organization can demonstrate that it is not practicable to comply with the requirement because existing physical or site constraints prevent it from meeting the required ratio, such as where the minimum width for parking spaces for persons with disabilities or access aisles cannot be met because of existing pay and display parking meters, surrounding curb edges, walkways, landscaping or the need to maintain a minimum drive aisle width. O. Reg. 413/12, s. 6.

(2) Where an obligated organization claims an exception to the minimum number of parking spaces for the use of persons with disabilities, it shall provide as close to as many parking spaces for the use of persons with disabilities that meet the requirements of this Part, as would otherwise be required under subsection 80.36 (1) or (2), as the case may be, that can be accommodated by the existing site and,

- (a) where that number is an even number, the number of parking spaces must be divided equally between parking spaces that meet the requirements of a Type A parking space and a Type B parking space; and
- (b) where that number is an odd number, the number of parking spaces must be divided equally between parking spaces that meet the requirements of a Type A parking space and a Type B parking space, but the additional parking space, the odd-numbered space, may be a Type B parking space. O. Reg. 413/12, s. 6.

#### **On-street parking spaces**

**80.39** (1) When constructing or redeveloping existing on-street parking spaces, designated public sector organizations shall consult on the need, location and design of accessible on-street parking spaces and shall do so in the following manner:

1. Designated public sector organizations must consult with the public and persons with disabilities.
2. Municipalities must also consult with their municipal accessibility advisory committees, where one has been established in accordance with subsection 29 (1) or (2) of the Act. O. Reg. 413/12, s. 6.

(2) In this section and despite section 2,

“designated public sector organization” means every municipality and every person or organization described in Schedule 1 to this Regulation, but not persons or organizations listed in Column 1 of Table 1 to Ontario Regulation 146/10 (Public Bodies and Commission Public Bodies — Definitions) made under the *Public Service of Ontario Act, 2006*. O. Reg. 413/12, s. 6.

## OBTAINING SERVICES

### Application

**80.40** (1) Obligated organizations shall meet the requirements set out in this Part in respect of the following:

1. All newly constructed service counters and fixed queuing guides.
2. All newly constructed or redeveloped waiting areas. O. Reg. 413/12, s. 6.

(2) For the purposes of this Part, requirements for obtaining services in respect of service counters, fixed queuing guides and waiting areas apply whether the services are obtained in buildings or out-of-doors. O. Reg. 413/12, s. 6.

### Service counters

**80.41** (1) When constructing new service counters, which includes replacing existing service counters, the following requirements must be met:

1. There must be at a minimum one service counter that accommodates a mobility aid for each type of service provided and the accessible service counter must be clearly identified with signage, where there are multiple queuing lines and service counters.
2. Each service counter must accommodate a mobility aid, where a single queuing line serves a single or multiple counters. O. Reg. 413/12, s. 6.

(2) The service counter that accommodates mobility aids must meet the following requirements:

1. The countertop height must be such that it is usable by a person seated in a mobility aid.
2. There must be sufficient knee clearance for a person seated in a mobility aid, where a forward approach to the counter is required.
3. The floor space in front of the counter must be sufficiently clear so as to accommodate a mobility aid. O. Reg. 413/12, s. 6.

### Fixed queuing guides

**80.42** When constructing new fixed queuing guides, the following requirements must be met:

1. The fixed queuing guides must provide sufficient width to allow for the passage of mobility aids and mobility assistive devices.
2. The fixed queuing guides must have sufficiently clear floor area to permit mobility aids to turn where queuing lines change direction.
3. The fixed queuing guides must be cane detectable. O. Reg. 413/12, s. 6.

### Waiting areas

**80.43** (1) When constructing a new waiting area or redeveloping an existing waiting area, where the seating is fixed to the floor, a minimum of three per cent of the new seating must be accessible, but in no case shall there be fewer than one accessible seating space. O. Reg. 413/12, s. 6.

(2) For the purposes of this section, accessible seating is a space in the seating area where an individual using a mobility aid can wait.  
O. Reg. 413/12, s. 6.

## MAINTENANCE

### Maintenance of accessible elements

**80.44** In addition to the accessibility plan requirements set out in section 4, obligated organizations, other than small organizations, shall ensure that their multi-year accessibility plans include the following:

1. Procedures for preventative and emergency maintenance of the accessible elements in public spaces as required under this Part.
2. Procedures for dealing with temporary disruptions when accessible elements required under this Part are not in working order.  
O. Reg. 413/12, s. 6.

## PART IV.2 CUSTOMER SERVICE STANDARDS

### Scope and interpretation

**80.45** (1) The standards set out in this Part apply to obligated organizations that are providers of goods, services or facilities. O. Reg. 165/16, s. 16.

(2) In this Part, a reference to a provider is a reference to an obligated organization as a provider of goods, services or facilities, unless the context requires otherwise. O. Reg. 165/16, s. 16.

(3) In this Part,

“guide dog” means a guide dog as defined in section 1 of the *Blind Persons’ Rights Act*; (“chien-guide”)

“service animal” means an animal described in subsection (4); (“animal d’assistance”)

“support person” means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods, services or facilities. (“personne de soutien”). O. Reg. 165/16, s. 16.

(4) For the purposes of this Part, an animal is a service animal for a person with a disability if,

- (a) the animal can be readily identified as one that is being used by the person for reasons relating to the person’s disability, as a result of visual indicators such as the vest or harness worn by the animal; or
- (b) the person provides documentation from one of the following regulated health professionals confirming that the person requires the animal for reasons relating to the disability:
  - (i) A member of the College of Audiologists and Speech-Language Pathologists of Ontario.
  - (ii) A member of the College of Chiropractors of Ontario.
  - (iii) A member of the College of Nurses of Ontario.
  - (iv) A member of the College of Occupational Therapists of Ontario.
  - (v) A member of the College of Optometrists of Ontario.
  - (vi) A member of the College of Physicians and Surgeons of Ontario.
  - (vii) A member of the College of Physiotherapists of Ontario.
  - (viii) A member of the College of Psychologists of Ontario.
  - (ix) A member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario. O. Reg. 165/16, s. 16.

### Establishment of policies

**80.46** (1) In addition to the requirements in section 3, every provider shall develop, implement and maintain policies governing its provision of goods, services or facilities, as the case may be, to persons with disabilities. O. Reg. 165/16, s. 16.

(2) The provider shall use reasonable efforts to ensure that the policies are consistent with the following principles:

1. The goods, services or facilities must be provided in a manner that respects the dignity and independence of persons with disabilities.
2. The provision of goods, services or facilities to persons with disabilities must be integrated with the provision of goods, services or facilities to others, unless an alternative measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods, services or facilities.
3. Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods, services or facilities.
4. When communicating with a person with a disability, the provider shall do so in a manner that takes into account the person's disability. O. Reg. 165/16, s. 16.

(3) Without limiting subsections (1) and (2), the policies must deal with the use of assistive devices by persons with disabilities to obtain, use or benefit from the goods, services or facilities or with the availability of other measures, if any, which enable them to do so. O. Reg. 165/16, s. 16.

(4) Every provider, other than a small organization, shall prepare one or more documents describing the policies established under this section and, on request, shall give a copy of any such document to any person. O. Reg. 165/16, s. 16.

(5) Every provider, other than a small organization, shall notify persons to whom it provides goods, services or facilities that the documents required by subsection (4) are available on request. O. Reg. 165/16, s. 16.

(6) The notice required by subsection (5) may be given by posting the information at a conspicuous place on premises owned or operated by the provider, by posting it on the provider's website, if any, or by such other method as is reasonable in the circumstances. O. Reg. 165/16, s. 16.

#### **Use of service animals and support persons**

**80.47** (1) This section applies if goods, services or facilities are provided to members of the public or other third parties at premises owned or operated by the provider and if the public or third parties have access to the premises. O. Reg. 165/16, s. 16.

(2) If a person with a disability is accompanied by a guide dog or other service animal, the provider shall ensure that the person is permitted to enter the premises with the animal and to keep the animal with him or her, unless the animal is otherwise excluded by law from the premises. O. Reg. 165/16, s. 16.

(3) If a service animal is excluded by law from the premises, the provider shall ensure that other measures are available to enable a person with a disability to obtain, use or benefit from the provider's goods, services or facilities. O. Reg. 165/16, s. 16.

(4) If a person with a disability is accompanied by a support person, the provider shall ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises. O. Reg. 165/16, s. 16.

(5) The provider may require a person with a disability to be accompanied by a support person when on the premises, but only if, after consulting with the person with a disability and considering the available evidence, the provider determines that,

- (a) a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises; and

(b) there is no other reasonable way to protect the health or safety of the person with a disability and the health or safety of others on the premises. O. Reg. 165/16, s. 16.

(6) If an amount is payable for a person's admission to the premises or in connection with a person's presence on the premises, the provider shall ensure that notice is given in advance about the amount, if any, payable in respect of the support person. O. Reg. 165/16, s. 16.

(7) If, under subsection (5), the provider requires a person with a disability to be accompanied by a support person when on the premises, the provider shall waive payment of the amount, if any, payable in respect of the support person's admission to the premises or in connection with the support person's presence on the premises. O. Reg. 165/16, s. 16.

(8) Every provider, other than a small organization, shall prepare one or more documents describing its policies with respect to the matters governed by this section and, on request, shall give a copy of any such document to any person. O. Reg. 165/16, s. 16.

(9) Every provider, other than a small organization, shall notify persons to whom it provides goods, services or facilities that the documents required by subsection (8) are available on request. O. Reg. 165/16, s. 16.

(10) The notice required by subsection (9) may be given by posting the information at a conspicuous place on premises owned or operated by the provider, by posting it on the provider's website, if any, or by such other method as is reasonable in the circumstances. O. Reg. 165/16, s. 16.

#### **Notice of temporary disruptions**

**80.48** (1) If, in order to obtain, use or benefit from a provider's goods, services or facilities, persons with disabilities usually use other particular facilities or services of the provider and if there is a temporary disruption in those other facilities or services in whole or in part, the provider shall give notice of the disruption to the public. O. Reg. 165/16, s. 16.

(2) Notice of the disruption must include the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available. O. Reg. 165/16, s. 16.

(3) Every provider, other than a small organization, shall prepare a document setting out the steps that the provider will ensure are taken in connection with a temporary disruption and, on request, shall give a copy of the document to any person. O. Reg. 165/16, s. 16.

(4) Every provider, other than a small organization, shall notify persons to whom it provides goods, services or facilities that the document required by subsection (3) is available on request. O. Reg. 165/16, s. 16.

(5) The notices required by subsections (2) and (4) may be given by posting the information at a conspicuous place on premises owned or operated by the provider, by posting it on the provider's website, if any, or by such other method as is reasonable in the circumstances. O. Reg. 165/16, s. 16.

#### **Training for staff, etc.**

**80.49** (1) In addition to the requirements in section 7, every provider shall ensure that the following persons receive training about the provision of the provider's goods, services or facilities, as the case may be, to persons with disabilities:

1. Every person who is an employee of, or a volunteer with, the provider.
2. Every person who participates in developing the provider's policies.
3. Every other person who provides goods, services or facilities on behalf of the provider. O. Reg. 165/16, s. 16.

(2) The training must include a review of the purposes of the Act and the requirements of this Part and instruction about the following matters:

1. How to interact and communicate with persons with various types of disability.
  2. How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person.
  3. How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods, services or facilities to a person with a disability.
  4. What to do if a person with a particular type of disability is having difficulty accessing the provider's goods, services or facilities.  
O. Reg. 165/16, s. 16.
- (3) Every person referred to in subsection (1) shall be trained as soon as practicable. O. Reg. 165/16, s. 16.
- (4) Every provider shall also provide training on an ongoing basis in respect of any changes to the policies described in section 80.46.  
O. Reg. 165/16, s. 16.
- (5) Every provider, other than a small organization, shall keep records of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided. O. Reg. 165/16, s. 16.
- (6) Every provider, other than a small organization, shall,
- (a) prepare a document that describes its training policy, summarizes the content of the training and specifies when the training is to be provided; and
  - (b) on request, give a copy of the document to any person. O. Reg. 165/16, s. 16.
- (7) Every provider, other than a small organization, shall notify persons to whom it provides goods, services or facilities that the document required by subsection (6) is available on request. O. Reg. 165/16, s. 16.
- (8) The notice required by subsection (7) may be given by posting the information at a conspicuous place on premises owned or operated by the provider, by posting it on the provider's website, if any, or by such other method as is reasonable in the circumstances.  
O. Reg. 165/16, s. 16.

**Feedback process required**

- 80.50** (1) Every provider shall establish a process for receiving and responding to,
- (a) feedback about the manner in which it provides goods, services or facilities to persons with disabilities; and
  - (b) feedback about whether the feedback process established for purposes of clause (a) complies with subsection (3). O. Reg. 165/16, s. 16.
- (2) The feedback process must specify the actions that the provider will take if a complaint is received about the manner in which it provides goods, services or facilities to persons with disabilities. O. Reg. 165/16, s. 16.
- (3) Every provider shall ensure that the feedback process is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communication supports, on request. O. Reg. 165/16, s. 16.
- (4) Every provider shall make information about the feedback process readily available to the public. O. Reg. 165/16, s. 16.
- (5) Every provider, other than a small organization, shall prepare a document describing the feedback process and, on request, shall give a copy of the document to any person. O. Reg. 165/16, s. 16.
- (6) Every provider, other than a small organization, shall notify persons to whom it provides goods, services or facilities that the document required by subsection (5) is available on request. O. Reg. 165/16, s. 16.

(7) The notice required by subsection (6) may be given by posting the information at a conspicuous place on premises owned or operated by the provider, by posting it on the provider's website, if any, or by such other method as is reasonable in the circumstances.

O. Reg. 165/16, s. 16.

#### **Format of documents**

**80.51** (1) If a provider is required by this Part to give a copy of a document to a person with a disability, the provider shall, on request, provide or arrange for the provision of the document, or the information contained in the document, to the person in an accessible format or with communication support,

(a) in a timely manner that takes into account the person's accessibility needs due to disability; and

(b) at a cost that is no more than the regular cost charged to other persons. O. Reg. 165/16, s. 16.

(2) The provider shall consult with the person making the request in determining the suitability of an accessible format or communication support. O. Reg. 165/16, s. 16.

### **PART V COMPLIANCE**

**81.** Revoked: O. Reg. 165/16, s. 17.

#### **Definition**

**82.** In this Part,

"corporation" means any corporation with or without share capital wherever or however incorporated and includes a corporation with or without share capital that is incorporated or continued otherwise than by or under the authority of an Act of the Legislature.

O. Reg. 191/11, s. 82.

#### **Amount of administrative penalty**

**83.** (1) For the purposes of paragraph 3 of subsection 21 (3), paragraph 2 of subsection 21 (4), subsection 21 (5) and paragraph 2 of subsection 33 (8) of the Act, a director shall determine the amount of the administrative penalty according to the following rules:

1. The director shall determine whether, in his or her opinion, the severity of the impact of the contravention is of a minor, moderate or major nature.
2. The director shall determine the contravention history of the person or organization over the current two reporting cycles period.
3. The director shall determine whether the person or organization is a corporation or an individual or unincorporated organization.
4. Based on the determinations made in accordance with paragraphs 1, 2 and 3, and subject to paragraph 5, the director shall determine the amount of administrative penalty using Schedule 2, in the case of an individual or unincorporated organization, or Schedule 3, in the case of a corporation.
5. In cases where the impact of the contravention is determined to be major and the contravention history of the person or organization is determined to be major, the director may treat the penalty determined in accordance with Schedule 2 or 3 as a daily penalty to a maximum of,
  - i. \$100,000, in the case of a corporation, and
  - ii. \$50,000, in the case of an individual or unincorporated organization. O. Reg. 191/11, s. 83 (1).

(2) For the purposes of paragraph 1 of subsection (1), the severity of the impact of the contravention shall be determined by ranking the contravention as minor, moderate or major in the following manner:

1. A contravention is minor where it involves the contravention of an administrative requirement.
2. A contravention is moderate where it involves the contravention of a requirement for organizational preparedness.



3. A contravention is major where it involves the contravention of a priority requirement that includes, but is not limited to, a contravention that may pose a health or safety risk to persons with disabilities. O. Reg. 191/11, s. 83 (2).

(3) For the purposes of paragraph 2 of subsection (1), the contravention history of the person or organization shall be determined by ranking it as minor, moderate or major in the following manner:

1. A contravention history is minor where there has been no more than one previous contravention within the current two reporting cycles period.
2. A contravention history is moderate where there has been between two and five previous contraventions within the current two reporting cycles period.
3. A contravention history is major where there has been six or more previous contraventions within the current two reporting cycles period. O. Reg. 191/11, s. 83 (3).

(4) For purposes of this section and subject to subsection (7), the current two reporting cycles period is determined as follows:

1. A reporting cycle corresponds to the cycle within which a person or organization must file an accessibility report under subsection 14 (1) of the Act and begins on the first day the person or organization must file the report and ends on the last day before the next report must be filed.
2. Subject to paragraph 3, the current two reporting cycles period refers to the period that begins on the first day of a reporting cycle (“the first reporting cycle”) and ends on the last day of the next reporting cycle (“the second reporting cycle”).
3. The first reporting cycle in a current two reporting cycles period commences as an odd reporting cycle, as in the first reporting cycle, the third reporting cycle and the fifth reporting cycle, and the second reporting cycle in a current two reporting cycles period commences as an even reporting cycle. O. Reg. 191/11, s. 83 (4).

(5) For purposes of determining contravention history in the current two reporting cycles period, on the first day of the first reporting cycle the contravention history of the person or organization is deemed to be zero and on the first day of every odd reporting cycle after that the contravention history of the person or organization is deemed to be zero. O. Reg. 191/11, s. 83 (5).

(6) If a person or organization filed an accessibility report before July 1, 2011, the two reporting cycles period is calculated from the first day that the person or organization was required to file an accessibility report. O. Reg. 191/11, s. 83 (6).

(7) For persons or organizations that are exempted from the reporting requirements of subsection 14 (1) of the Act, the two reporting cycles period consists of the 12-month period that begins at the earliest of the following and ends at the end of each 12-month period:

1. The first day that a director requests reports or information from the person or organization under section 17 of the Act.
2. The first day that an inspector requires a person or organization to produce a document, record or thing under subsection 19 (5) of the Act.
3. The first day that the person or organization receives or is deemed to have received a notice of order under subsection 22 (1) of the Act. O. Reg. 191/11, s. 83 (7).

(8) For persons or organizations to which subsection (7) applies, their contravention history is deemed to be zero at the end of each 12-month period. O. Reg. 191/11, s. 83 (8).

#### **Review of order**

**84.** For purposes of the review of an order under section 25 of the Act, the following apply:

1. If a person or organization seeks a review, the person or organization must provide a written submission requesting the review, including an explanation as to why the review is sought, within 30 days after the order was made.
2. The director who reviews the order must be a director other than the director who made the order.

3. If the director reviewing the order decides to vary it, the director may reduce the amount of the administrative penalty but shall not increase the amount of the penalty.
4. If the director reviewing the order finds that the amount of the administrative penalty is excessive or punitive in the circumstances, the director shall reduce the amount of the penalty. O. Reg. 191/11, s. 84.

**Payment of penalty**

**85.** (1) The person or organization that has been ordered to pay an administrative penalty shall pay the penalty within 30 days after the order was made, unless a longer period is specified in the order. O. Reg. 191/11, s. 85 (1).

(2) Where a person or organization that has been ordered to pay an administrative penalty seeks a review of the order under section 25 of the Act or appeals the order under section 27 of the Act, the person or organization shall pay the penalty within 30 days after the order is dealt with in the review or appeal, unless a different period is specified in the order after the review or appeal. O. Reg. 191/11, s. 85 (2).

(3) For the purposes of subsection (2), where a person or organization both seeks a review of the order and appeals the order, the administrative penalty shall be paid within 30 days after the order of the Tribunal, unless the order of the Tribunal specifies a different period. O. Reg. 191/11, s. 85 (3).

**Designation of tribunal**

**86.** The Licence Appeal Tribunal is designated as the tribunal for the purposes of section 26 of the Act. O. Reg. 191/11, s. 86.

**Accessibility reports**

**86.1** (1) A small organization is exempt from the requirement to file accessibility reports under section 14 of the Act,

- (a) with respect to all the accessibility standards in this Regulation, if the organization has fewer than 20 employees;
- (b) with respect to all the accessibility standards in this Regulation, other than the accessibility standards for customer service in Part IV.2, if the organization has at least 20 but fewer than 50 employees. O. Reg. 165/16, s. 18.

(2) The following are the reasons for the exemption:

1. It is consistent with a phased approach to implementing the Act.
2. It allows the exempted organizations to focus their efforts and resources on complying with the accessibility standards. O. Reg. 165/16, s. 18.

(3) Subject to subsections 33 (3) and (5) of the Act, organizations shall file the accessibility report required under subsection 14 (1) of the Act with a director according to the following schedule:

1. In the case of the Government of Ontario and the Legislative Assembly, annually following the report that was due on December 31, 2013.
2. In the case of designated public sector organizations, every two years following the report that was due on December 31, 2013.
3. In the case of large organizations, every three years following the report that was due on December 31, 2014.
4. In the case of small organizations having at least 20 but fewer than 50 employees, which are required to file accessibility reports under section 14 of the Act only with respect to the accessibility standards for customer service in Part IV.2, every three years following the report that was due on December 31, 2014. O. Reg. 165/16, s. 18.

**87.** OMITTED (PROVIDES FOR COMING INTO FORCE OF PROVISIONS OF THIS REGULATION). O. Reg. 191/11, s. 87.

SCHEDULE 1  
BROADER PUBLIC SECTOR

1. Every district school board as defined in section 1 of the *Education Act*.

2. Every hospital as defined in section 1 of the *Public Hospitals Act*.
3. Every college of applied arts and technology established under the *Ontario Colleges of Applied Arts and Technology Act, 2002*.
4. Every university in Ontario, including its affiliated and federated colleges, that receives annual operating grants from the Government of Ontario.
5. Every public transportation organization in Ontario, including any municipally operated transportation services for persons with disabilities, that provides services for which a fare is charged for transporting the public by vehicles that are operated,
  - i. by, for or on behalf of the Government of Ontario, a municipality, a local board of a municipality or a transit or transportation commission or authority,
  - ii. under an agreement between the Government of Ontario and a person, firm, corporation, or transit or transportation commission or authority, or
  - iii. under an agreement between a municipality and a person, firm, corporation or transit or transportation commission or authority.

O. Reg. 191/11, Schedule 1.

SCHEDULE 2  
ADMINISTRATIVE PENALTIES FOR INDIVIDUALS OR UNINCORPORATED ORGANIZATIONS

Impact of Contravention:		Major	Moderate	Minor
Contravention History:	Major	\$2,000	\$1,000	\$500
	Moderate	\$1,000	\$500	\$250
	Minor	\$500	\$250	\$200

O. Reg. 191/11, Schedule 2.

SCHEDULE 3  
ADMINISTRATIVE PENALTIES FOR CORPORATIONS

Impact of Contravention:		Major	Moderate	Minor
Contravention History:	Major	\$15,000	\$10,000	\$5,000
	Moderate	\$10,000	\$5,000	\$2,500
	Minor	\$2,000	\$1,000	\$500

O. Reg. 191/11, Schedule 3.

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