

Multi-year Accessibility Plan

2025–2030 For public consultation

For consultation

Human Rights Office
Bureau des droits de la personne



uOttawa

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Foreword

Background

The Government of Ontario, together with persons living with different kinds of disabilities, has drawn up a list of minimum mandatory actions that institutions must incorporate into their processes in order to make living, learning and work spaces in the province more accessible. The requirements are set out in the [Accessibility for Ontarians with Disabilities Act, 2005 \(AODA\) \(external link\)](#). The University of Ottawa, in consultation with persons with disabilities, has to develop, implement, maintain and post a multi-year accessibility plan at least once every five years, outlining its strategies for, among other things, meeting those standards. As we pointed out in our last annual status report, although the [Accessibility Plan for 2019–2024 \(pdf, 373 KB\)](#) was but partially successful, stakeholders were able to implement some of the plan's priority items before the conclusion of its timeframe.

In 2022, the Ontario Ministry for Seniors and Accessibility released a report with [recommendations for the creation of postsecondary education standards \(external link\)](#) under the AODA. The report proposes 179 measures, including 88 regulatory actions, to help identify, eliminate and prevent accessibility gaps and barriers to postsecondary education. Other recommendations for the development of accessibility standards addressing the transition between secondary and university education, and health care, and for the review of existing standards are also in the final stages of approval. Once approved, those measures could have a considerable impact on our institution and the commitments laid down in our Accessibility Plan 2025–2030.

Approach: 2025–2030

The University of Ottawa has to draw on its operating fund to implement the objectives set out in the plan. In this era of economic volatility, and in the absence of a timeline and resources from government to implement existing requirements and prospective regulatory measures, the University must focus its efforts on maintaining compliance with current requirements. The Multi-year Accessibility Plan 2025–2030 will therefore focus on fulfilling core commitments, especially those affecting the University's compliance with the AODA. The plan will be updated in accordance with any amendments to the legislation.

In this beginning stretch, we call on the University to demonstrate its willingness to honour each of its commitments and to take deliberate steps aimed at enhancing employment, learning, research and personal opportunities for members of our community with disabilities.

Many thanks to senior management for their support, and to the contributors to this report for their interest in this significant exercise.

The Human Rights Office Team

Background

Legislation

The [Accessibility for Ontarians with Disabilities Act, 2005](#) (AODA) provides for a process to assist public-sector organizations, including the University of Ottawa, in becoming fully accessible by 2025. Pursuant to the requirements set out in the [Integrated Accessibility Standards Regulation](#) (IASR), in force since 2011, the University must take steps to become accessible in five areas: customer service, information and communications, transportation, employment and design of public spaces (built environment). Those areas are addressed by general requirements related to the establishment of accessibility policies; accessibility plans; procuring or acquiring goods, services or facilities; training; and accessibility reports.

Multi-year Accessibility Plan

Pursuant to section 4 (1) of [Ontario Regulation 191/11: Integrated Accessibility Standards](#) under the AODA, the University of Ottawa shall, in consultation with persons with disabilities, establish, implement, maintain and document, at least once every five years, a multi-year accessibility plan that outlines its strategy to prevent and remove barriers, and meet its [requirements under the Ontario accessibility rules for public universities](#).

About this report

Objectives

This document constitutes the University of Ottawa's accessibility plan (the "plan") for 2025–2030. It is a roadmap that describes how the University will improve the accessibility of its facilities, goods and services over the next five years. The aim of this compulsory activity is to enhance opportunities for persons with disabilities on campus. It is also a way of enabling members of the University community with disabilities to participate in identifying, eliminating and preventing barriers to accessibility in their living and work environments.

Annual status reports will allow us to monitor progress in meeting the commitments set out in this plan.

Scope

This plan is concerned solely with the requirements of the [Accessibility for Ontarians with Disabilities Act, 2005](#). For more information about commitments related to other legislation, see the [Human Rights Office's plans and reports](#).

Roles and responsibilities

The Human Rights Office, working with the faculties and services, is responsible for compiling and assessing the accessibility plans filed by the units under [Policy 119 – Accessibility](#), in order to develop, draft and publish a University-wide accessibility plan.

Services designated under Policy 119 are required to file accessibility plans with the Human Rights Office, according to the process and timelines that we have established under the [Ontario accessibility rules for public universities \(external link\)](#).

Designated services

- Procurement
- Human Resources
- Office of Communications and Public Affairs
- Facilities
- Emergency Management
- Library

Other services consulted

The following services were also involved in developing strategies for their roles and responsibilities:

- Information Technology

- Academic Accommodations
- Teaching and Learning Support Service

Methodology

Collection of accessibility plans from designated services

On December 17, 2024, the Human Rights Office received multi-year accessibility plans from the services designated under Policy 119 – Accessibility. The Human Rights Office drew on this information in drafting this plan, which was submitted to the Administration Committee for approval prior to publication.

Consultation with members of the University community with disabilities

The Accessibility Plan was submitted to the [uOaccessible Advisory Committee](#). This body consists of two staff members with disabilities, two students with disabilities, and one representative of the Centre for Students with Disabilities.

In accordance with the [requirements for public consultations \(external link\)](#) under the Integrated Accessibility Standards Regulation, the Human Rights Office used the feedback, requests and complaints from the following consultations and reports in identifying AODA implementation issues on campus prior to developing this plan:

- [Human Rights Office annual reports](#)
- [Human Rights Office status reports on accessibility](#)
- [Thirteenth Annual Report of the Office of the Ombudsman](#) (PDF, 667 MB)
- [Ontario Summit for Students with Disabilities Summary Report 2024](#) (PDF, 1.47 MB)
- [Strategic Framework for the Mental Health and Wellness of All](#) (PDF, 938 MB)
- [The reports of the Equity, Diversity and Inclusion Committee \(EDIC\) \(external link\)](#);
- [Accessibility Services at Ontario Colleges and Universities: Trends, Challenges and Recommendations for Government Funding Strategies \(external link\)](#)

Following a review by the Administration Committee, this plan was posted on the Office of Human Rights website. Members of the University community with disabilities were invited to share their opinions during a 30-day online public consultation. The aim of this strategy is to reach a large number of students and employees with disabilities, and to understand the diverse needs of the University community. Comments and recommendations were reviewed and, when necessary, the Multi-Year Accessibility Plan 2025–2030 was updated before its final approval.

Establishment of accessibility policies and regulations

Requirements

To maintain and document policies, practices and procedures governing how the University provides its goods and services to persons with disabilities, and how it has achieved or will achieve the accessibility objectives under the AODA. [O. Reg. 191/11, s. 3.](#)

Status

[Policy 119 — Accessibility](#) sets out the guidelines that the University of Ottawa has put in place to achieve the objectives of Ontario's accessibility legislation.

Commitment 2025–2030	Responsibility	Timeline
Enhance Policy 119 — Accessibility	Human Rights Office	As required
Work with the services, departments and faculties that are reviewing and establishing policies, administrative procedures, guidelines and practices under this plan.	Human Rights Office	As required

Accessibility plans and monitoring

Requirements

- 1) Publish an accessibility plan at least once every five years. [O. Reg. 191/11, s. 4.](#)
- 2) Publish an annual status report on the progress of measures in the accessibility plan. [O. Reg. 191/11, s. 4.](#)
- 3) File an accessibility report with the Ministry for Seniors and Accessibility. 2005, c. 11, s. 14 (1).

Status

The 2025–2030 plan, annual status and compliance reports are published on the Human Rights Office [“Plans and reports” webpage](#).

Commitments 2025–2030	Responsibility	Timeline
Compile and assess accessibility status reports filed by the services designated under Policy 119 – Accessibility and draft a University-wide status report.	Human Rights Office	Annually
Compile and assess the responses from the services designated under Policy 119 — Accessibility for the accessibility report to be filed with the Ministry for Seniors and Accessibility.	Human Rights Office	December 31, 2025 December 31, 2027 December 31, 2029
Advise the services subject to this plan with a view to measuring progress and taking any necessary action.	Human Rights Office	As required
Compile and assess the accessibility plans filed by the services designated under Policy 119 — Accessibility and draft a University-wide plan.	Human Rights Office	2029

Procuring accessible goods and services

Requirements

Incorporate accessibility design, criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so, and when not, provide an explanation on request. [O. Reg. 191/11, s. 5 \(1\)](#).

Status

The University has a decentralized procurement process for amounts under \$100,000 and a centralized (public) process for amounts above \$100,000. Through Procurement Services, the University includes accessibility criteria and options in its process for acquiring goods and services. Staff involved in the procurement of goods and services, including construction services, are required to meet accessibility requirements, as set out in [Policy 36 – Procurement](#).

If accessible goods cannot be sourced, Procurement Service staff can document this in one of two ways so that, if requested, they can go back and provide the required information:

- a) Include the information in procurement process documentation
- b) Include the information in internal comments in the purchase requisition or purchase orders in the enterprise resource planning system

Commitments 2025–2030	Responsibility	Timeline
Maintain the Accessibility webpage , as it contains information designed to help buyers understand their legal obligations.	Procurement Services	Ongoing
Provide training on including accessibility considerations in procurement.	Procurement Services	Annually
Provide University staff involved in the procurement of goods and services, including construction services, with an up-to-date list of accessibility consultants on campus.	Procurement Services	At training sessions
Insert proposed wording, e.g., 3.2 of the “Laws, Licenses and Permits” section in Standard Purchase Order Terms and Conditions in documents available to staff involved in the acquisition of goods and services, including construction services.	Procurement Services	Ongoing

Accessible information and communications

Requirements for public websites and web content

Public websites and content controlled by the University of Ottawa shall conform with the [Web Content Accessibility Guidelines 2.0](#) at levels A and AA, other than success criteria 1.2.4 Captions (Live) and 1.2.5 Audio Descriptions (Prerecorded). O. Reg. 191/11, s. 14 (2). See [Appendix A](#) for a summary of the requirements.

Status

As of the date of submission of this plan, the accessibility score for content and websites controlled by the University of Ottawa stands at around 80% (assessed by Siteimprove). Responsibility for the accessibility of sites outside the University's control, including sites built by professors and/or third-party sites that do not use the University's official content management system, rests with the individuals designated as responsible for those sites.

Commitments 2025–2030	Responsibility	Timeline
Ensure that public websites and content controlled by the University of Ottawa comply with WCAG 2.0 levels A and AA, and maintain a minimum accessibility score of 80%.	Office of Communications and Public Affairs, in co-operation with its partner services	Ongoing
File web accessibility status reports with the Human Rights Office.	Office of Communications and Public Affairs, in co-operation with its partner services	Annually
Document roles and responsibilities — website accessibility on their webpages.	Office of Communications and Public Affairs, in co-operation with its partner services	Ongoing
Provide content creators with training and access to the Siteimprove accessibility evaluation tool.	Office of Communications and Public Affairs, in co-operation with its partner services	Annually
Maintain a procedure for validating learning outcomes of online accessibility training prior to granting site access.	Office of Communications and Public Affairs, in co-operation with its partner services	Ongoing
Provide mechanisms to help users report problems, and follow up on reports with IT web services.	Office of Communications and Public Affairs, in co-operation with its partner services	Ongoing

Requirements for educational and training resources and materials

- 1) Provide educational or training resources or materials in an accessible format that takes into account the accessibility needs due to the disability of a person with a disability to whom the material is to be provided by,
 - a) 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
 - b) 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).

Status

[Academic Regulation A-6 – Academic Accommodations](#) explains how the University of Ottawa fulfils its legal obligation to provide academic accommodations for current and future members of its student community with disabilities, within the meaning of the Ontario *Human Rights Code*.

Commitments 2025–2030	Responsibility	Timeline
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.	In accordance with the procedure set out in Academic Regulation A-6 – Academic Accommodations	At the request of a person with a disability, in accordance with the procedure described in Academic Regulation A-6 – Academic Accommodations
Provide accessible versions of textbooks from publishers.	University of Ottawa Library	On request, in accordance with the procedure set out in Academic Regulation A-6 – Academic Accommodations
Provide student records and information on program requirements, availability and descriptions in an accessible format to persons with disabilities.	As directed by the Office of the Registrar	At the request of a person with a disability, according to the procedure set out in Academic Regulation A-6 – Academic Accommodations

Requirements for producers of educational or training material

- 1) Producers 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) Producers of print-based supplementary 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).

Status

Working with the National Network for Equitable Library Service, and with financial support from the Government of Canada, [University of Ottawa Press](#) has received Benetech's Global Certified Accessible accreditation. Publications have been accessible at the time of publication since 2022. The University of Ottawa Press [Accessibility webpage](#) provides a list of resources for assistance in locating its publications in accessible format, and its contact information for the purpose of making an accessible format request.

Commitments 2025–2030	Responsibility	Timeline
Make accessible or conversion-ready versions of its textbooks available to the above clientele.	University of Ottawa Press	At the time of publication or on request
Make accessible or conversion-ready versions of its supplementary learning resources in printed form available to the above clientele.	University of Ottawa Press	At the time of publication or on request

Requirements for libraries of educational and training institutions

If possible, the libraries 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 (does not apply to materials in special collections, archival materials or rare books and donations). O. Reg. 191/11, s. 18 (1).

If the University of Ottawa Library determines that information or communications are unconvertible, it shall provide the person requesting the information or communication with,

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

Status

Many of the University of Ottawa Library's books and journals are available in electronic format and can be consulted in the [Library catalogue](#). The University of Ottawa Library can also facilitate access to restricted book collections for students with print disabilities, using a number of available resources. These are available in various formats (for example: PDF, DAISY, ePub and Word).

The University of Ottawa Library has access to a range of digitized accessible collections, including books, periodicals, newspapers and magazines, through the [Accessible Content E-Portal](#). Students with disabilities who require resources in accessible formats and who are registered with the Academic Accommodations Service can access this portal.

Textbooks sometimes have to be purchased personally in order to obtain accessible versions from publishers. If the book is available at the Library, students may not have to buy it.

The Centre for Equitable Library Access (CELA) is an accessible reading service, providing books and other materials to Canadians with print disabilities. Registering with CELA also provides access to Bookshare, a U.S.-based online library. CELA has over 700,000 titles, accessible to persons with print disabilities. The Library can acquire titles needed by students.

Commitments 2025–2030	Responsibility	Timeline
Acquire or otherwise obtain an accessible or conversion-ready format of any print, digital or multimedia resource or material.	University of Ottawa Library	On request and for persons with a disability

Emergency procedure, plans or public safety information

Provide, in an accessible format or with appropriate communication supports, as soon as practicable, upon request, information on emergency procedures, plans or public safety information that the University makes available to the public. [O. Reg. 191/11, s. 13 \(1\)](#).

Status

The website [Are you ready?](#) managed by the section Emergency Management includes emergency and safety measures to be followed according to the type of emergency (fire, bomb threat, earthquake, lockdown, etc.). These measures are published on a Level AA accessible webpage in accordance with the World Wide Web Consortium's (W3C) Web Content Accessibility Guidelines (WCAG) 2.0.

Commitments 2025–2030	Responsibility	Timeline
Make it known that emergency procedure, plans or public safety information that the University makes available to the public will be available on request in accessible format or with appropriate communication supports, as soon as practicable.	Emergency Management	Ongoing
Provide, in an accessible format or with appropriate communication supports, emergency procedure, plans or public safety information that the University makes available to the public.	Emergency Management, in co-operation with the person making the request or according to the procedure in place applicable to persons with a disability making the request	Upon request, as soon as practicable

Requirements for other types of communication and interaction

- 1) Notify the public about the availability of accessible formats and communication supports.
- 2) 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) Provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, in a timely manner that takes into account the person's accessibility needs due to disability; and at a cost that is no more than the regular cost charged to other persons. O. Reg. 191/11, s. 12 (1).

Status

Centralized communication solutions that are not subject to accessibility requirements on public websites generally include a notice informing users of the availability of accessible formats and communication supports on request.

Policy 119 — Accessibility also notes that the University, through those who provide services to members of the University community, will make reasonable efforts to ensure that persons with disabilities have an equal opportunity to obtain, use and benefit from the University's goods and services (including educational services) in a manner that allows them to maintain their dignity.

Commitments 2025–2030	Responsibility	Timeline
Inform the public about the availability of accessible formats and communication supports in centralized communications.	Office of Communications and Public Affairs, in co-operation with its partners	Ongoing
Inform the public about the availability of accessible formats and communication supports in decentralized and face-to-face communications and interactions.	The person, service, department or faculty providing the service to members of the University community	Ongoing
Provide documents or information requested by a person with a disability in a timely manner, in an accessible format or in a manner that takes the person’s needs into account.	Where a request is not covered by other requirements, it is up to the person, service, department or faculty supplying the service to members of the University community to provide the accommodation.	On request by persons with a disability

Requirements for unconvertible information or communications

Where information or communications cannot be converted for the following reasons,

- 1) The content is unconvertible due to technical or technological limitations
- 2) The University of Ottawa has no control over the website, or
- 3) No commercial software is available to make the information accessible,

The University must provide the person making the request with an explanation as to why the information is unconvertible, and with a summary of the unconvertible information or communications.

Commitments 2025–2030	Responsibility	Timeline
Provide the person making the request with an explanation as to why a resource cannot be converted, and with a summary of the unconvertible information or communications.	Where a request is not covered by other requirements, it is up to the person, service, department or faculty supplying the service to members of the University community to provide the accommodation.	Ongoing

Mandatory training

Mandatory training requirements for all employees

- 1) Provide mandatory training on the requirements of the accessibility standards and on the Ontario *Human Rights Code* as it pertains to persons with disabilities, and mandatory training on the provision of University of Ottawa goods, services or facilities to persons with disabilities and to University staff and volunteers.
- 2) Keep a record of the training provided, including dates and the number of participants. O. Reg. 191/11, s. 7 (1) and O. Reg. 165/16, s. 5 (1).

Status

The list of [mandatory training \(VirtuO\)](#) provided by Human Resources contains the following two online training courses:

Working together: The Code and the AODA

This training explains rights and responsibilities under the Human Rights Code and AODA standards, and how they work together. It also highlights the requirements of Ontario's Integrated Accessibility Standards Regulation (IASR) with respect to employment standards, and the importance of inclusive design linked to the ISAR.

Accessibility Standards for Customer Service

This training includes a review of the purposes of the act and accessibility requirements, as well as instruction on the following:

- a) How to interact and communicate with people with various types of disabilities
- b) How to interact with people with disabilities who use an assistive device*, or who require a guide dog or other service animal, or a support person
- c) What to do if a person with a particular type of disability has difficulty accessing goods, services or facilities

*Resources and tools on how to use University equipment and devices that could facilitate the provision of services to a person with a disability, and on alternative solutions, are offered as needed.

These training sessions are available at all times to staff and individuals who provide goods and services or take part in initiatives on behalf of the University. The onboarding plan given to staff and volunteers (centralized initiatives) includes a link to these sessions. A link to the training required for external service providers recruited by the University is provided in the centralized service contracts.

Commitments 2025–2030	Responsibility	Timeline
Keep the content of mandatory training up to date.	Human Rights Office	Ongoing
Inform services about the refresher training required under the AODA.	Human Rights Office	Ongoing

Make mandatory training available to University staff, volunteers and others involved in policy development or providing goods, services or facilities on behalf of the University.	Human Resources, in co-operation with IT services	Ongoing
Keep a record of training dates and the number of participants.	Human Resources, in co-operation with IT services	Ongoing
Provide a way to target problem areas and to follow up concerning uncompleted mandatory training.	Human Resources, in co-operation with IT services	Ongoing
Inform new staff of their obligation to complete mandatory training courses, and provide a way to access them.	Human Resources, in co-operation with IT services	As soon as circumstances allow

Requirements for mandatory training for educators

- 1) Provide educators with accessibility awareness training related to accessible program or course delivery and instruction.
- 2) Keep a record of the training provided, including dates and the number of participants. O. Reg. 191/11, s. 16 (1).

Status

The Teaching and Learning Support Service provides educators with accessibility awareness training related to accessible program or course delivery and instruction, and keeps a record of the dates and number of participating individuals.

Commitments 2025–2030	Responsibility	Timeline
Provide APUO and APTPUO accessibility awareness training related to accessible program or course delivery and instruction, and keep a record of the dates and number of participants.	Teaching and Learning Support Service	Twice a year

Requirements for additional training

Refresher training is provided to staff members who need additional knowledge to carry out their duties. Refer to the other sections of this plan to find out more about these training courses.

Employment accessibility

Requirements for accessible recruitment and selection processes

- 1) Notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment, assessment and hiring processes.
- 2) Inform successful applicants about policies for accommodating employees with disabilities and about support measures.
[O. Reg. 191/11, s. 22, 23, 24, 25 and 26.](#)

Status

- Accessible hiring processes: Centralized [job postings](#) include a statement on the availability of accommodations. That statement is also posted on the Human Resources [Accessibility and Accommodations webpage](#). The decentralized hires (APTPUO and CUPE positions) are also displayed in the centralized system.
- Accessible assessment process: The acknowledgement of receipt for the centralized hiring process includes a sentence indicating the availability of accommodations.
- Accessible hiring process: Job offers sent to new employees refer to the policies in place. Collective agreements also contain information on the duty to accommodate in the workplace.

Commitments 2025–2030	Responsibility	Timeline
Provide notice to employees and the public about the availability of accommodations for applicants with disabilities during recruitment, assessment and hiring processes.	<p>Centralized hires: Human Resources, Co-operative Education Programs, Work-Study Program.</p> <p>Decentralized hires: According to the procedure established between Faculty Affairs, the Faculties and Human Resources, in collaboration with its partners.</p>	During recruitment processes
Notify applicants about the availability of accommodations in the centralized acknowledgement of receipt of applications.	<p>Centralized hires: Human Resources, Co-operative Education Programs, Work-Study Program</p> <p>Decentralized hires: According to the procedure in effect between Faculty</p>	During assessment processes

	Relations, the faculties and Human Resources, in co-operation with its partners.	
Include, in job offers sent to new hires, policies on accommodations for persons with disabilities and on the supports and policies in place.	<p>Centralized hires: Human Resources, Co-operative Education Programs, Work-Study Program</p> <p>Decentralized hires: According to the procedure in effect between Faculty Relations, the faculties and Human Resources, in co-operation with its partners.</p>	During hiring processes

Requirements for workplace accommodations for employees with disabilities

- 1) Provide a written process for the development of individual accommodation plans and return to work for employees with disabilities. [O. Reg. 191/11, s. 28 and 29.](#)
- 2) Provide individualized workplace emergency response information to employees who have a disability, and implement a plan if the employee consents. [O. Reg. 191/11, s. 27.](#)
- 3) Consult with the employee with a disability in determining the kind and suitability of an accessible format or communication support that is needed in order to perform the employee's job and use information that is generally available to employees in the workplace. [O. Reg. 191/11, s. 26.](#)

Status

Written process

The [Accommodation for workplace disability \(VirtuO\) webpage](#) in the employee portal includes a process on the following requirements:

Developing individualized accommodation and return-to-work plans for employees with a disability; and providing individualized workplace emergency response information to persons with a disability.

These processes detail how employees with a disability are consulted in the development of their accommodation plan.

Consultations with employees with a disability

- Individualized accommodation and return-to-work plans stem from consultations between employees, managers and, if the employee so wishes, their union representative. These consultations help determine how accommodation needs are to be met. New hires take part in this process during onboarding.
- Regular employees are consulted following disability leave or when their manager or they submit a request for accommodation. If necessary, these accommodations are added and documented in the return-to-work plan.

Commitments 2025–2030	Responsibility	Timeline
Publish a written process on the development of individualized accommodation plans (including emergency plans) and return to work for employees with a disability.	Centralized hires: Human Resources Decentralized hires: According to the procedure in effect between Faculty Relations, the faculties and Human Resources, in co-operation with its partners.	Ongoing
Consult with the employees with a disability to determine the type of accommodation required.	Centralized hires: Human Resources Decentralized hires: According to the procedure in effect between Faculty Relations, the faculties and Human Resources, in co-operation with its partners and management.	On request for an accommodation plan
Provide expertise for developing an individualized workplace emergency response plan for employees with a disability.	Office of Emergency Management, in co-operation with managers and Human Resources	On request for an accommodation plan that includes an emergency plan, and with the employee's consent

Requirements for retention of employees with disabilities

Take into account the needs of employees with disabilities in performance management, redeployment, and career development and advancement. [O. Reg. 191/11, s. 30, 31 and 32.](#)

Status

- Staff members can make accommodation requests to their manager during their performance appraisal meetings, but nothing specific is currently in place.

- On redeployment, if necessary and at the employee’s request, accommodations are communicated to the new supervisor, and the accommodation plan is modified.
- Career development and advancement opportunities posted by Human Resources are accompanied by the following message: “If you have accessibility needs, please contact the service offering the workshop as soon as possible so we can ensure your accessibility needs are met (see your invitation for contact details).”

Commitments 2025–2030	Responsibility	Timeline
Provide managers with a procedure and guidelines on how to consider the needs of employees with disabilities for performance management, redeployment, and career development and advancement opportunities.	Human Resources, business partners/HR managers, in collaboration with Organizational Development, and according to the process in place that applies to the person with a disability who makes the request.	Ongoing
	Include consideration of the needs of employees with disabilities in the new process for setting goals, the annual performance and the development plans.	2025-2026
Take into account the needs of employees with disabilities in performance management, redeployment, and career development and advancement.	The manager, in co-operation with Organizational Development, business partners/HR managers, as required, and according to the process in place that applies to the person with a disability who makes the request.	On request
	Ensure the Human Resources website provides information and resources for managers on management and need assessment.	2025-2026
Include a notice about the option to request an accommodation for career development and advancement opportunities.	Human Resources, for centralized opportunities.	Ongoing
	Opportunity creator, for decentralized opportunities.	

Procuring accessible services

Requirements for maintenance of accessible elements

Ensure that the multi-year accessibility plan includes instructions for preventive and emergency maintenance of the accessible elements in the University's public spaces, and procedures for dealing with temporary disruptions when accessible elements are not in working order. [O. Reg. 191/11, s. 80.44.](#)

Status: University of Ottawa preventive and emergency maintenance procedures

Procedures for preventive and emergency maintenance of accessible elements in the University's public spaces and procedures for dealing with temporary disruptions when accessible elements are not in working order are detailed below:

Procedures for preventive and emergency maintenance for accessible elements

See the section in this document on the [requirements for notices of temporary disruption and maintenance.](#)

Procedure for dealing with temporary disruptions

- Reporting a temporary disruption.
- Urgent: Disturbances to accessible property, facilities and services that require immediate attention can be reported to 613 562-5000. Disruptions that affect the security of members of our University community can be reported to Protection Services at 613-562-5411.
- Non-urgent: Non-urgent requests can be emailed to mesImmeubles-myfacilities@uOttawa.ca.
- In residence: Non-emergency disruptions to accessible property, facilities and services in residence can be reported 24 hours a day, seven days a week using the form available on the [Housing and Residence Life Service Request](#) webpage. The form can also be used to track the status of requests.

Response time following a report

The [Facilities service Customer support webpage](#) includes a grid of response times based on the level of urgency. Initial response time refers to the time required for the Facilities to take action.

For example:

- Priority level 1 includes any incident or work request that, if not dealt with immediately, may represent a significant threat to the health and safety of persons, or may have a high cost to the University.
- Priority level 2 includes all incidents or work requests that do not pose an immediate threat to the health and safety of individuals, but that generally affect day-to-day operations, teaching continuity, research activities or the University's image or reputation, or that may pose a major threat to the security of University property.

Commitments 2025–2030	Responsibility	Timeline
Include in the Multi-year Accessibility Plan procedures for preventive and emergency maintenance of accessible elements in the University’s public spaces, and procedures for dealing with temporary disruptions when accessible elements are not in working order.	Human Rights Office, in co-operation with the Facilities service and Protection Services.	Done for the 2025–2030 plan. To be repeated for the 2030–2035 plan.
Notify the Human Rights Office about the change in maintenance procedures in this plan.	Facilities service and Protection Services.	As required
Notify the public about any changes to the maintenance procedures in this plan.	Human Rights Office	As required

Requirements for notices of temporary disruption and maintenance

- 1) Notify the public of any temporary disruption to specific University facilities or services normally used by persons with a disability. Notice 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.
- 2) Prepare a document setting out the steps that the provider will ensure are taken in connection with a temporary disruption and, on request, give a copy of the document to any person. O. Reg. 165/16, s. 16.

Status

Notices of temporary disruption, as well as information on available alternatives and the duration of disruptions, are made public on the [Interruption Notices webpage](#) (shared on campus virtual maps), the @uOfacilities X account (which feeds the SecurUO security app) and in email notices sent to staff and professors through central communications. The [Interruption Notices webpage](#) is updated two or three times a week, or more frequently as needed.

The measures that the University takes in the event of temporary disruptions are set out in [Policy 113 — Maintenance, Refurbishment, Alteration, Renovation, New Construction, Leasing, Purchase and Sale of Buildings](#).

Commitments 2025–2030	Responsibility	Timeline
Notify the public about any temporary disruption of specific University facilities or services normally used by persons with a disability, and include the above elements.	Administrative Services, Facilities service	In the event of disruption to facilities or services used by persons with a disability to access University goods and services
Describe and publish the measures that the University will take in the event of temporary disruption.	Facilities service	Ongoing

Requirements for establishing a feedback process on the provision of services to persons with disabilities

Provide a process for receiving feedback on how the University provides its services to persons with disabilities, specifying the actions the University will take if it receives a complaint under the regulation in force. [O. Reg. 191/11, s. 80.50](#).

Status

An accessible procedure for receiving feedback is available on the Human Rights Office [Feedback, comments and suggestions](#) webpage, which also links to the complaints process.

Commitments 2025–2030	Responsibility	Timeline
Receive comments from interested parties and respond to individuals who want to know more about how the University provides its goods, services or facilities to persons with disabilities.	Human Rights Office, in co-operation with the sectors responsible for the service or good in question	Ongoing

Requirements for transportation services

Provide accessible vehicles or transportation services equivalent to those provided by the University to other members of the University community, upon request. [O. Reg. 191/11, s. 76](#).

Status

The campus shuttle bus is not accessible. University of Ottawa employees and students with disabilities are informed via the accessibility section of the [shuttle bus webpage](#) that taxi vouchers are available for people with disabilities who travel to the same locations as the shuttle bus.

Commitments 2025–2030	Responsibility	Timeline
Make it known that the University provides, on request, transportation services equivalent to the campus shuttle bus to employees and students with disabilities.	Parking Office	Ongoing
Receive requests from employees and students with disabilities and issue taxi vouchers as required.	Roles and responsibilities are detailed in the University’s accommodation procedures for employees and students	As required
Make vouchers available to officials responsible for accommodating employees and students with disabilities	Parking Office	Ongoing

Spaces

Requirements for parking spaces

Ensure that parking facilities constructed, redeveloped or maintained by the University of Ottawa meet the requirements summarized in [Appendix B: Summary of requirements for accessible parking](#).

Status

- Type A parking spaces, with a minimum width of 3,400 mm, are not equipped with signs indicating that they are accessible van parking spaces.
- Accessible aisle requirements are not always met.
- When constructing or redeveloping on-street parking spaces, the University consults with the public and persons with disabilities on the need for, and location and design of, accessible on-street parking spaces.

Commitments 2025–2030	Responsibility	Timeline
Mark Type A parking spaces with a sign indicating that these parking spaces are accessible to vans.	Protection service, in collaboration with Facilities service	December 2025 for applicable current spaces and when the University constructs or redevelops its parking spaces
Ensure the above requirements are met.	Facilities service	When the University constructs or redevelops its parking spaces

Consult with the public and persons with disabilities.	Facilities service	When the University constructs or redevelops its on-street parking spaces
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Requirements for outdoor, public-use eating areas

Tables in outdoor public-use areas of the campus that are specifically intended for the consumption of food and that the University is constructing or redeveloping and intends to maintain must meet the requirements for outdoor, public-use eating areas, as summarized in [Appendix C: Summary of requirements for outdoor eating areas](#).

Status

At least 20% of the tables that fit the above criteria meet the requirements set out in O. Reg. 413/12, s. 6. Under no circumstances will there be less than one table in an outdoor, public-use eating area that meets this requirement.

Commitments 2025–2030	Responsibility	Timeline
Ensure that at least 20% of tables that fit the above criteria meet the requirements set out in O. Reg. 413/12, s. 6.	Facilities service	When the University constructs or redevelops its outdoor, public-use eating areas
Ensure that, under no circumstances, there is less than one accessible table in each outdoor, public-use eating area.	Facilities service	Ongoing

Requirements for exterior public paths of travel

- 1) Barring an exception under the AODA, outdoor sidewalks or walkways constructed or redeveloped by the University for pedestrian travel and intended to serve a functional purpose shall meet the technical requirements of O. Reg. 413/12, s. 6 (listed below and detailed in Appendix B).
- 2) Where the University constructs or redevelops an outdoor travel path that it intends to maintain, the University shall consult with the public and persons with disabilities on the design of rest areas and their location along the paths of travel.

Status

Barring an exception under the AODA, outdoor sidewalks or walkways constructed or redeveloped by the University for pedestrian travel and intended to serve a functional purpose shall meet the technical requirements of O. Reg. 413/12, s. 6.

When the University constructs or redevelops rest areas on an external path of travel, it does not always consult with the public or persons with disabilities.

Commitments 2025–2030	Responsibility	Timeline
Ensure that the public exterior paths of travel described above meet the technical requirements of O. Reg. 413/12, s. 6.	Facilities service	When the University constructs or redevelops its exterior public paths of travel
Consult with the public and persons with disabilities	Facilities service	When the University constructs or redevelops its rest areas

Requirements for service counters and fixed queuing guides

The University shall meet the following requirements when constructing or redeveloping indoor or outdoor service counters:

- 1) There must be at least one service counter that accommodates a mobility aid for each type of service provided.
- 2) The accessible service counter must be clearly identified with signage, where there are multiple queuing lines and service counters.
- 3) 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.
- 4) The service counter that accommodates mobility aids shall meet the following requirements:
 - a. The countertop height must be such that it is usable by a person seated in a mobility aid.
 - b. There must be sufficient knee clearance for a person seated in a mobility aid, where a forward approach to the counter is required.
 - c. 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.

Status

The University meets the requirements for service counters and queuing guides.

Commitments 2025–2030	Responsibility	Timeline
Ensure that the service counters and queuing guides described above meet the technical requirements of O. Reg. 413/12, s. 6.	Facilities service	When the University constructs or redevelops its service counters and queuing guides

Requirements for fixed queuing guides

The University shall meet the following requirements when constructing indoor or outdoor fixed queuing guides:

- 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.

Status

The University meets the requirements for fixed queuing guides.

Commitments 2025–2030	Responsibility	Timeline
Ensure that the fixed queuing guides described above meet the technical requirements of O. Reg. 413/12, s. 6.	Facilities service	When the University constructs or redevelops its fixed queuing guides

Requirements for waiting areas

The University shall meet the following requirements when constructing or redeveloping a waiting area (indoor or outdoor) where the seating is fixed to the floor:

- 1) A minimum of three per cent of the new seating must be accessible.
An accessible seating is a space in the seating area where an individual using a mobility aid can wait. O. Reg. 413/12, s. 6).
- 2) In no case shall there be fewer than one accessible seating space. O. Reg. 413/12, s. 6.

Status

The University meets the requirements for waiting areas.

Commitments 2025–2030	Responsibility	Timeline
Ensure that the waiting areas described above meet the technical requirements of O. Reg. 413/12, s. 6.	Facilities service	When the University constructs or redevelops its waiting areas with fixed seating

Self-service kiosk requirements

Incorporate accessibility options when designing, procuring or acquiring self-service kiosks.* O. Reg. 191/11, s. 6 (1). A kiosk is 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).

Status

The University meets the requirements for self-service kiosks.

Commitments 2025–2030	Responsibility	Timeline
Ensure that the self-service kiosks described above meet the technical requirements of O. Reg. 413/12, s. 6.	Facilities service	When the University constructs or redevelops its self-service kiosks

Partners

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Appendix A: Summary of Web Content Accessibility Guidelines (WCAG) 2.0.

Visit the [Web Content Accessibility Guidelines \(WCAG\) 2.0](#) website for the full version.

Principle 1: Perceivable

- 1) Provide text alternatives for any non-text content so that it can be changed into other forms people need, such as large print, braille, speech, symbols or simpler language.
- 2) Provide alternatives for time-based media.
- 3) Create content that can be presented in different ways (for example, simpler layout) without losing information or structure.
- 4) Make it easier for users to see and hear content, including separating foreground from background.

Principle 2: Operable

- 1) Make all functionality available from a keyboard.
- 2) Provide users enough time to read and use content.
- 3) Do not design content in a way that is known to cause seizures.
- 4) Provide ways to help users navigate, find content and determine where they are.

Principle 3: Readable

- 1) Make text content readable and understandable.
- 2) Make web pages appear and operate in predictable ways.
- 3) Help users avoid and correct mistakes.

Principle 4: Robust

- 1) Maximize compatibility with current and future user agents, including assistive technologies.

Appendix B: Summary of requirements for accessible parking

See the [Accessible Parking requirements](#) in the Integrated Accessibility Standards for more details.

Off-street parking

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

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 ambulance.
- 5) Parking used as a parking lot for impounded vehicles O. Reg. 413/12, s. 6.

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

- 1) 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
- 2) 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

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

- 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:
 - a. They must have a minimum width of 1,500 mm.
 - b. They must extend the full length of the parking space.

- c. 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

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:
 - a. 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.
 - b. 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.
- 6) 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.
- 7) 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.
- 8) The following factors may be considered in determining user convenience:
 - a. Protection from the weather.
 - b. Security.
 - c. Lighting.

d. Comparative maintenance. O. Reg. 413/12, s. 6.

Signage

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

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.

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,

- 1) 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
- 2) 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

When constructing or redeveloping existing on-street parking spaces, designated public sector organizations shall consult with the public and persons with disabilities on the need, location and design of accessible on-street parking spaces.

Appendix C: Summary of requirements for outdoor eating areas

See the [Outdoor public-use eating areas](#) requirements in the Integrated Accessibility Standards for more details.

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.

Appendix D: Summary of requirements for exterior paths of travel

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 of the ramp must be firm and stable.
- 4) The surface of the ramp must be slip resistant.
- 5) Where a ramp has openings in its surface,
 - a. the openings must not allow passage of an object that has a diameter of more than 20 mm, and,
 - b. any elongated openings must be oriented approximately perpendicular to the direction of travel.
- 6) The depressed curb must have a maximum running slope of 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 that 1:20, where the surface is asphalt, concrete or some other hard surface, or no more that 1:10 in all other cases.
- 8) The exterior path must meet the following requirements:
 - a. It must have a 1:2 bevel at changes in level between 6 mm and 13 mm.
 - b. 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.

- c. It has a longitudinal slope with a maximum inclination of 1:10 or a curb ramp that meets the requirement of section 80.26 at changes in level equal to or greater than 75 mm and equal to or less than 200 mm.
 - d. 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

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:
 - a. Landings must be provided,
 - i. at the top and bottom of the ramp,
 - ii. where there is an abrupt change of direction in the ramp,
 - iii. at horizontal intervals not greater than nine metres apart.
 - b. 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.
 - c. 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.
 - d. Landings must have a cross slope that is not steeper than 1:50.
- 6) Where a ramp has openings in its surface,
 - a. the openings must not allow passage of an object that has a diameter of more than 20 mm, and,
 - b. 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,
 - a. 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,
 - b. 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,
 - c. terminate in a manner that will not obstruct pedestrian travel or create a hazard,
 - d. extend horizontally not less than 300 mm beyond the top and bottom of the ramp,
 - e. be provided with a clearance of not less than 50 mm between the handrail and any wall to which it is attached, and

- f. 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 stairs are more than 2,200 mm in width
 - a. 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
 - b. 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,
 - a. be not less than 1,070 mm measured vertically to the top of the guard from the ramp surface, and
 - b. 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,
 - a. with a curb at least 50 mm high on any side of the ramp where no solid enclosure or solid guard is provided, or
 - b. with railings or other barriers that extend to within 50 mm of the finished ramp surface. O. Reg. 413/12, s. 6.

Exterior paths of travel, stairs

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,
 - a. have raised tactile profiles,
 - b. have a high tonal contrast with the adjacent surface,
 - c. be located at the top of all flights of stairs, and
 - d. 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

- a. 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
- b. 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

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,
 - a. be a maximum of 1:8, where elevation is less than 75 mm, and
 - b. 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 depressed curb is provided at a pedestrian crossing, it must have tactile walking surface indicators that,
 - a. have raised tactile profiles,
 - b. have a high tonal contrast with the adjacent surface,
 - c. are located at the bottom of the curb ramp,
 - d. are set back between 150 mm and 200 mm from the curb edge,
 - e. extend the full width of the curb ramp, and
 - f. are a minimum of 610 mm in depth. O. Reg. 413/12, s. 6.

Exterior paths of travel, depressed curbs

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,
 - a. have raised tactile profiles,
 - b. have a high tonal contrast with the adjacent surface,
 - c. are located at the bottom portion of the depressed curb that is flush with the roadway,
 - d. are set back between 150 mm and 200 mm from the curb edge,
 - e. are a minimum of 610 mm in depth. O. Reg. 413/12, s. 6.

Exterior paths of travel, accessible pedestrian signals

Where new pedestrian signals are being installed or existing pedestrian signals are being replaced at a pedestrian crossover, the pedestrian control signals must meet the requirements for accessible pedestrian control signals set out in subsection (2). [O. Reg. 165/16, s. 15 \(1\)](#).

- 1) Accessible pedestrian signals must meet the following requirements:
 - a. They must have a locator tone that is distinct from a walk indicator tone.
 - b. They must be installed within 1,500 mm of the edge of the curb.
 - c. They must be mounted at a maximum of 1,100 mm above ground level.
 - d. They must have tactile arrows that align with the direction of crossing.
 - e. They must include both manual and automatic activation features.
 - f. They must include both audible and vibro-tactile walk indicators. O. Reg. 413/12, s. 6; O. Reg. 165/16, s. 15 (2).
- 2) Where two accessible pedestrian 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).
- 3) Where the requirements in subsection (3) cannot be met because of site constraints or existing infrastructure, two accessible pedestrian 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).

Exterior paths of travel, rest areas

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.