



ONPHA Conference  
Ottawa, November 14-16

## Accessibility Planning for Concrete Changes

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Bob Topping, DesignABLE Environments



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*Is your building as accessible as you think it is? As tenants age, housing providers must anticipate and plan for their changing accessibility needs. Learn how to see your building through the eyes of a person with a disability, practical tools for conducting an accessibility audit and where to find products and services.*

### Agenda

- Introduction
- The Accessibility Continuum
- Accessibility Standards/Resources
- Accessibility Audits
- Accessibility Planning
- TCHC Case Study
- Q and A



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## Who we are

- Largest social housing landlord in Canada
- 2<sup>nd</sup> largest social housing provider in North America
- Home to 58,500 low and moderate income households
- 2,200 buildings: high, mid and low rise apartments, townhouses and houses



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## Who we are



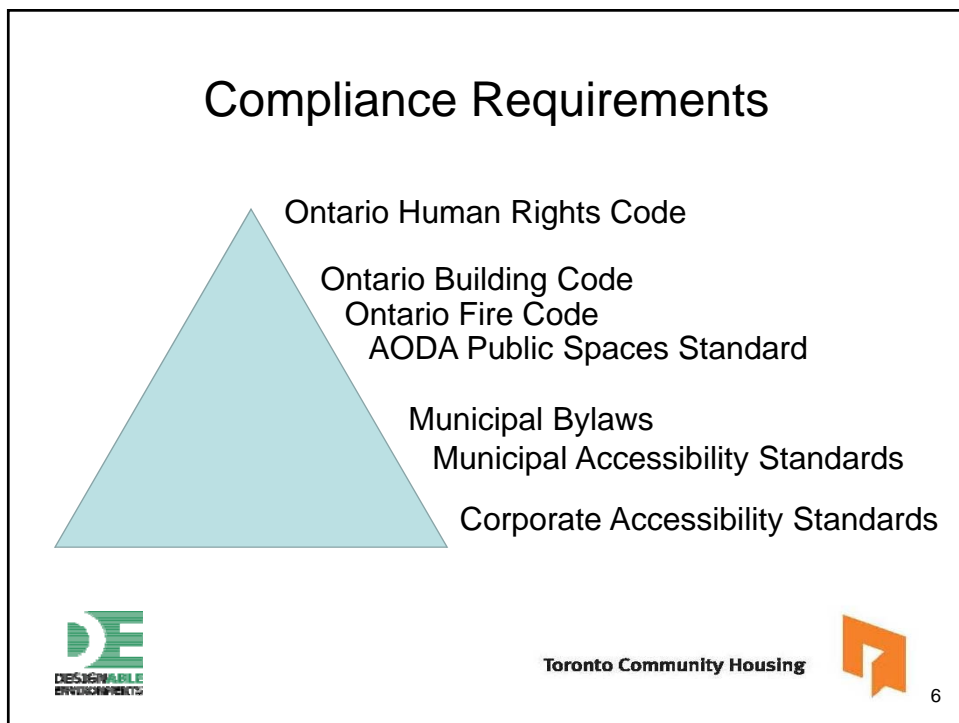
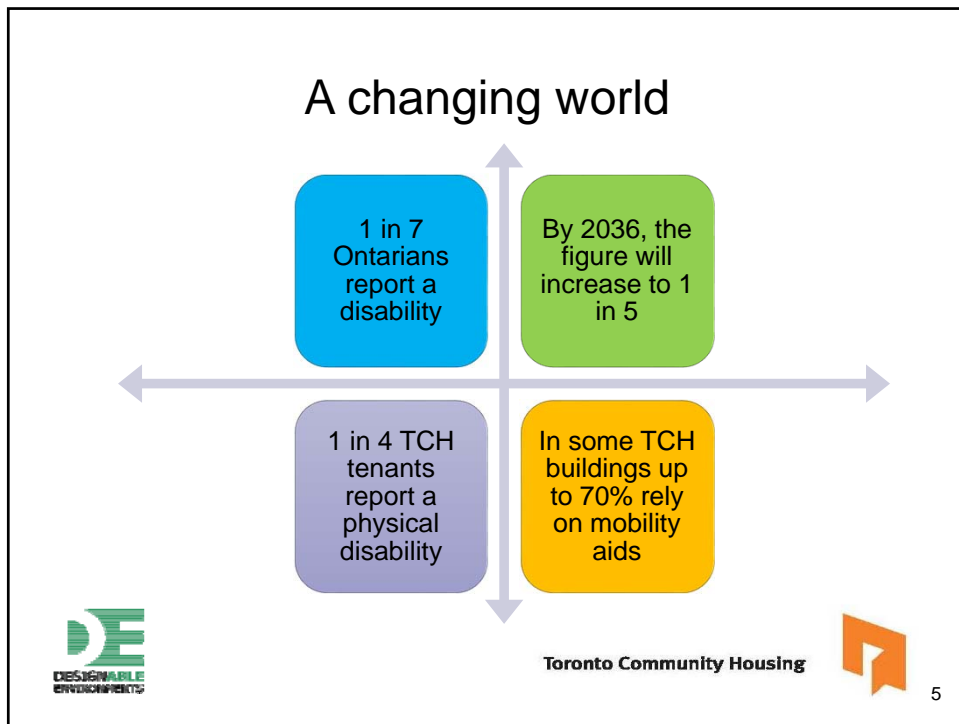
- Design Review
- Facility Audits
- Codes/Standards
- Accessibility Planning
- Education



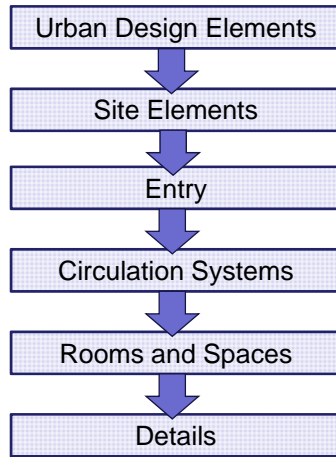
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## The accessibility continuum



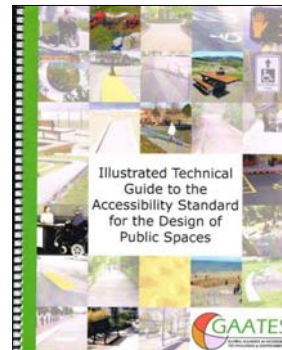
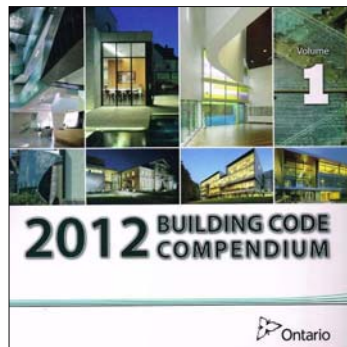
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## Accessibility Standards/Resources

Building Codes and AODA Regulation

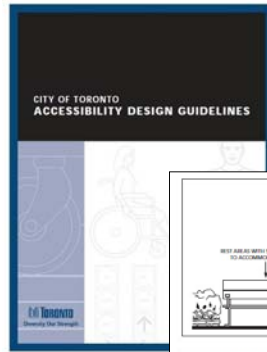


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# Accessibility Standards/Resources



## Municipal Accessibility Design Guidelines

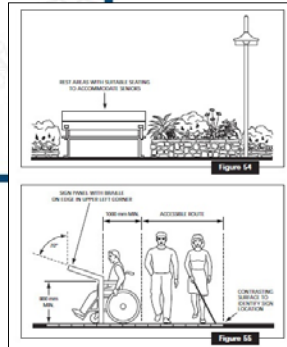


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5.8.5	Public Phones
5.8.6	Public Displays
5.8.7	Public Washrooms
5.8.8	Street Furniture and Wayfinding Markers
5.8.9	Waste Recipients and Recycling Bins
5.9	Outdoor Support Systems
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5.9.2	Lighting for Pedestrian Areas not including roads
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5.9.4	Signage and Wayfinding
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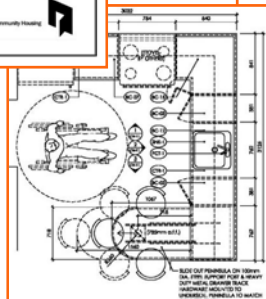
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# Accessibility Standards/Resources

## Housing-Specific Accessibility Standards



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## Accessibility Audits

- A. Accessing the Building
- B. Accessible and Using Exterior Amenities
- C. Entering the Building
- D. Using Hallways
- E. Using the Elevators
- F. Using the Stairs
- G. Accessible and Using Interior Amenities
- H. Evacuating the Building in an Emergency



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## Accessibility Planning - Principles

- Working within a ***shared framework***
- Using an ***integration approach***
- Using ***common standards*** and procedures
- Using ***reliable information***
- Recognizing the ***big picture***
- Remaining ***tenant focused***



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## Accessibility Planning - Details

### Accessibility Plan Worksheet

TCH Business Unit Accessibility Plan	
Business Unit:	
Accessibility Contact Person:	

Year 1 Priorities				
Item	Commitment	Action	Timeline	Staff Responsible
1	Review and adopt consistent policy and procedures around accessibility modifications of individual units	<ul style="list-style-type: none"> <li>Review accessibility modification procedure</li> <li>Verify compliance with Accessibility Policy for Tenants</li> <li>Define staff roles and responsibilities</li> <li>Develop and deliver staff and tenant information programs on the policy and procedures</li> <li>Develop clear response times for</li> </ul>	Sept 2012	J Chow



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## Case Study- TCHC



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## Early Planning & Investments

- Consultations & plan developed in 2007, included:
  - Tenants
  - Service providers
  - Staff
- Plan guided by tenant / staff steering committee
- Plan approved by TCH board, with resource commitment:
  - \$1.5M
  - 1 FTE
- Social Housing Renovation and Retrofit Program (SHRRP) investments, \$3.7M



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## Where we started

<b>Buildings with Elevator/s Accessibility Levels: 260+</b>	<b>2007</b>
<b>Not Visit able (Level 0):</b> <ul style="list-style-type: none"> <li>• buildings is not accessible (visit able) due to significant barriers such as front entrance steps or steps leading to elevators to access upper floors.</li> </ul>	<b>31%</b>
<b>Basic Accessibility (Level 1)</b> <ul style="list-style-type: none"> <li>• Tenants and their visitors can be dropped-off from a vehicle, park a vehicle, approach, enter and move through a building, with level access to all units.</li> </ul>	<b>42%</b>
<b>Enhanced Accessibility (Level 2)</b> <ul style="list-style-type: none"> <li>• Tenants and their visitors can be dropped-off from a vehicle, park a vehicle, approach, enter and move through a building independently, with level access to all units. Key common-use areas of the building are accessible to enter and use by persons with disabilities.</li> </ul>	<b>27%</b>



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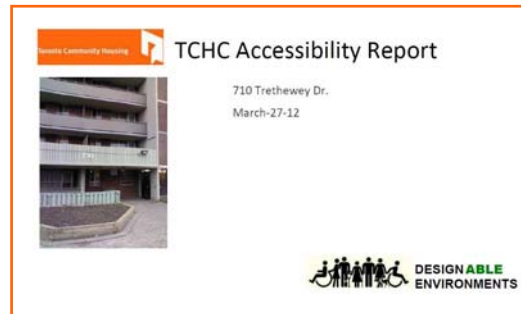


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# Accessibility Audits

- Cover Page
- Table of Contents
- Introduction
- Deficiency Cost Allocation Summary
- Detailed Audit Findings



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# Accessibility Audits


<p><b>TCHC Accessibility Report</b> 710 Trethewey Dr.</p> <p><b>Table of Contents</b></p> <ul style="list-style-type: none"> <li>1.0 Introduction</li> <li>2.0 Deficiency Cost Allocation Summary</li> <li>3.0 Detailed Audit Findings</li> <li>4.0 Recommendations</li> <li>5.0 Appendix</li> <li>6.0 Glossary</li> <li>7.0 References</li> <li>8.0 Index</li> </ul>	<p><b>Deficiency Cost Allocation Summary</b></p> <table> <tr> <td>A Accessing the Building</td><td>\$3,150.00</td></tr> <tr> <td>B Accessing and Using Exterior Amenity Areas</td><td></td></tr> <tr> <td>C Entering the Building</td><td>\$7,700.00</td></tr> <tr> <td>D Using Hallways</td><td>\$18,450.00</td></tr> <tr> <td>E Using Amenities</td><td>\$5,200.00</td></tr> <tr> <td>F Using Exterior Amenities</td><td>\$115,600.00</td></tr> <tr> <td>G Using Emergency Services</td><td>\$153,500.00</td></tr> <tr> <td>H Using Emergency Services</td><td>\$2,500.00</td></tr> <tr> <td><b>Total</b></td><td><b>\$305,600.00</b></td></tr> </table>	A Accessing the Building	\$3,150.00	B Accessing and Using Exterior Amenity Areas		C Entering the Building	\$7,700.00	D Using Hallways	\$18,450.00	E Using Amenities	\$5,200.00	F Using Exterior Amenities	\$115,600.00	G Using Emergency Services	\$153,500.00	H Using Emergency Services	\$2,500.00	<b>Total</b>	<b>\$305,600.00</b>
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TCHC Accessibility Report

710 Trethewey Dr.

## D Using Hallways

### D.1 Accessible Route - Basement

D.1.4 Floor finish is stable, firm, slip-resistant non-glare; any carpet is securely fixed?

Cost Factor: **Med**

Site Notes/Comments: Glare

Quantity/Size

1

Cost

\$1,250.00

Total Cost

\$1,250.00

D.1.7.1 Controls, operating mechanisms are appropriately located? (400 - 1200 high, with appropriate space for wheelchair user to access)

Cost Factor: **Med**

Site Notes/Comments: Fire pulls too high

3

\$1,000.00

\$3,000.00

**Total Costs for (D.1) Accessible Route - Basement**

**\$4,250.00**

### D.1 Accessible Route - Ground floor

D.1.7.1 Controls, operating mechanisms are appropriately located? (400 - 1200 high, with appropriate space for wheelchair user to access)

Cost Factor: **Med**

Site Notes/Comments: Fire pull

Quantity/Size

2

\$1,000.00

\$2,000.00

**Total Costs for (D.1) Accessible Route - Ground floor**

**\$2,000.00**

### D.1 Accessible Route - Typical floor

D.1.7.1 Controls, operating mechanisms are appropriately located? (400 - 1200 high, with appropriate space for wheelchair user to access)

Cost Factor: **Med**

Site Notes/Comments: Fire pull too high

Quantity/Size

8

\$1,000.00

\$8,000.00

**Total Costs for (D.1) Accessible Route - Typical floor**

**\$8,000.00**

### D.2 Intermediate Doors - Ground floor

Quantity/Size

Cost

Total Cost

March-27-12

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March-27-12

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## TCH Accessibility Toolkit

- Accessing the Building
- Accessible and Using Exterior Amenities
- Entering the Building
- Using Hallways
- Using the Elevators
- Using the Stairs
- Accessible and Using Interior Amenities
- Evacuating the Building in an Emergency



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# TCH Accessibility Toolkit

## C. Entering the building

### C.1. From a Primary Entrance

#### TCH Accessibility Standards

**Functional Goal:** Tenants and their visitors can be dropped-off from a vehicle; park a vehicle, approach, enter and move through a building independently, with level access to all units. Common-use areas of the building are also accessible to persons with disabilities. While independent use is the goal of Level 2 accessibility, it is recognized that some persons with disabilities may still require assistance to access some facilities.

#### Elements of Accessibility:

- Accessible horizontal circulation systems that are level, or incorporate appropriate ramps
- A least one accessible entrance, equipped with a power door operator
- Accessible visitor-entry system
- Controls requiring activation by user, for use of space, are reachable.
- Use of consistent signage & pictograms along interior & exterior access routes
- Provision of tactile signage elements at key locations & entrances [along access routes]

#### Typical Barriers & Solutions

Typical Barriers	Typical Solutions
Level access not provided at exterior of entrance doors. Typical issues include: <ul style="list-style-type: none"> <li>• Sloped ground surfaces immediately in front of the door</li> <li>• Uneven ground surfaces</li> </ul>	<ul style="list-style-type: none"> <li>• Adjust ground surfaces to be 'level' for a distance of at least 2100 mm from the door ('level' means sloped no steeper than 2% (1:50))</li> <li>• Lift and re-lay ground surfaces to</li> </ul>



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# TCH Accessibility Toolkit

Typical Barriers	Typical Solutions
Controls such as power door operators, light switches, and fob-scanners, are not located to be accessible to persons with disabilities. Typical issues include: <ul style="list-style-type: none"> <li>• Controls that are too high (more than 1200 mm)</li> <li>• Controls and outlets that are too low (less than 400 mm)</li> <li>• Controls that do not have sufficient clear and level floor space in front of them</li> <li>• Controls that are too close to an inner corner, making them difficult to reach</li> <li>• Controls that are too small or awkward to manipulate</li> </ul>	<ul style="list-style-type: none"> <li>• Lower controls to no higher than 1200 mm</li> <li>• Raise outlets and controls no lower than 400 mm</li> <li>• Relocate controls to provide clear and level floor space in front of at least 750 x 1200 mm – but preferably 1200 mm x 1200 mm to allow front or side access to the control</li> <li>• Relocate controls to be at least 400 mm away from an inside corner</li> <li>• Replace controls with type that can be operated using one hand in a closed-fist position</li> </ul>
Power door operators are not provided or are not appropriately configured. (see also comments above re operating controls)	<ul style="list-style-type: none"> <li>• Ensure that automatic door operators are functioning properly</li> <li>• Install power door operator at primary entrance – including inner vestibule doors (if provided)</li> </ul>
Doors in series are not 1200 mm apart	<ul style="list-style-type: none"> <li>• Reconfigure vestibule to provide at least 1200 mm beyond any door swinging into the vestibule.</li> </ul>

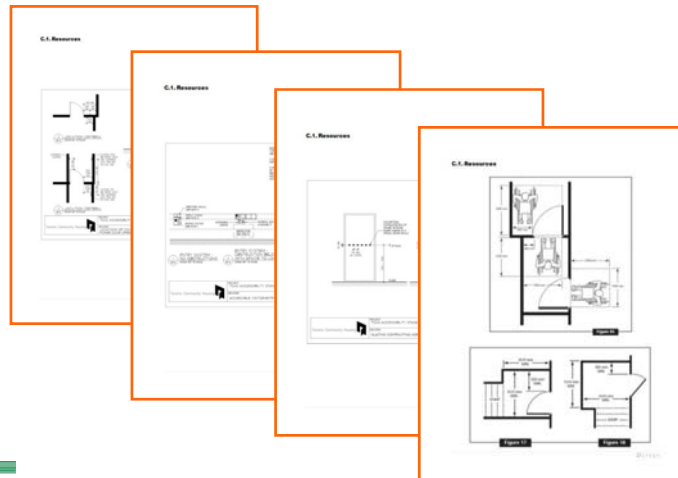


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# TCH Accessibility Toolkit

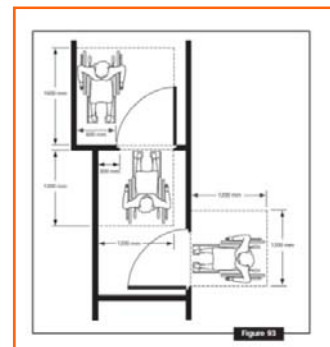
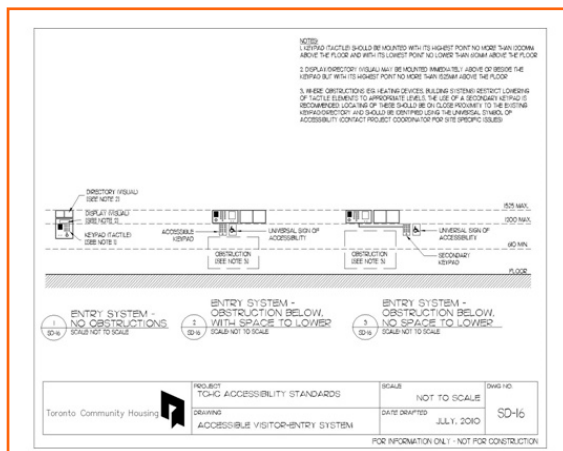


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# TCH Accessibility Toolkit



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## Hallway Barrier: New Ramp



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## Accessible Parking & Patio



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## Concrete Planning

### 260+ buildings with elevator/s:

- 79% households in buildings with elevator/s
- Improvements focused on buildings with elevator/s where the majority of tenants live

128 buildings audited, \$37M estimate - 2012

- 5 year capital plan – targeted improvements
- Focus on buildings with 200+ units
- Barrier removal in 4 key areas
- Staff and tenant Consultations



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## 5-Year Capital Plan

2014 Accessibility Budget is \$2.5M:

- Audited building/s - \$1.6M
- Tenant accommodation

Accessing the building from sidewalks, parking lots and vehicle drop-off areas

Entering the building using the main entrance & key secondary entrances

Hallways leading to key shared rooms/ amenities, offices, laundry rooms

Amenity rooms such as key community rooms

New priority: Scooter access, parking, storage



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## Our Progress

### Completed or in Progress:

1. Cedarbrae Manor
2. West Don Apartments
3. May Robinson Apartments
4. Danforth Midland (3 buildings)
5. Sheppard / Victoria Park (2 buildings)
6. Blair Court
7. East York Acres
8. Beecroft Manor
9. Lawrence Galloway (2 buildings)



### Tender / Design Stage:

1. The Kempford
2. Morningside Apartments
3. Brimley Acres
4. Village Apartments
5. Teesdale Place (2 buildings)
6. Montgomery Place.
7. Robert J. Smith Apartments
8. Tandridge Crescent
9. Humber Boulevard
10. Griggs Manor 1 & 2
11. Augusta Avenue - Alexandra Park

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## Work Continues

- 16 jobs at consultation stage for 2015
- Accessibility Interdivisional Working Group
- Several new developments underway with above OBC accessibility requirements
- Responsible Personal Accessibility in Toronto Housing (R-PATH) Committee - ongoing tenant engagement



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## Results of Investments

Buildings with Elevator/s Accessibility Levels – 260+	2007	2013
<b>Not Visit able (Level 0):</b> <ul style="list-style-type: none"> <li>buildings is not accessible (visit able) due to significant barriers such as front entrance steps or steps leading to elevators to access upper floors</li> </ul>	31%	12%
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## Resources

- Accessibility Consultants Association of Ontario
- Ontario Education Collaborative Marketplace
- Global Alliance on Accessible Technologies and Environments (GAATES)



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# Questions?



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# Thank you

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