

Online Information Required to Plan In-Person Visits

Below is the information customers need about facilities in order to plan how to access in-person programs and services, particularly by those with limited mobility (i.e., unable to walk more than 15 meters without being able to sit and rest).

Facility websites

All public facilities should have an “Accessibility” tab on their website home page that links to the information listed below.

Mobility aids available

All public facilities should make available mobility aids for use in the facility as well as information about how to access such aids. These aids may include manual wheelchairs, cane seats, or other mobility aids.

Seating to rest

- a) At the entrance to a facility.
- b) In front of elevators.
- c) At least every 15 metres along accessible routes and through offices.

Supports while waiting for service

- a) The ability to take a number and sit down until called.
- b) Railings or other supports while standing.

Service delivery options

At least one alternative to the traditional model of the customer going to the provider, such as a staffed number to text so that staff go to the customer, either in a car or at the facility entrance.

Diagrams of accessible parking and its relationship to elevators and services

- a) Location of accessible parking in relation to entrances/exits and elevators.
- b) Location of places to sit and rest.
- c) Location of mobility aids (manual wheelchairs, cane seats, etc.) in relation to accessible parking and entrances/exits.

Contact link

A phone or text link to a staff person who can be immediately helpful with accessibility.