



2024

Accessibility Plan and Feedback Process

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# 1. Introduction

An accessibility plan is a plan that sets out a comprehensive roadmap that transportation service providers (TSPs) use to improve accessibility and describes the actions a TSP will take to prevent and remove barriers.

The Saint John Airport Inc., in adopting this accessibility plan, commits to adhere to the standards of the Accessible Transportation for Persons with Disabilities Regulations (ATPDR).

## DEFINITIONS

Accessible Canada Act (ACA)

Accessible Transportation for Persons with Disabilities Regulations (ATPDR)

Accessible Transportation Planning and Reporting Regulations (ATPRR)

Accessibility: Refers to the needs of persons with disabilities being intentionally and thoughtfully considered when products, services and facilities are built or modified so they can be used and enjoyed by persons of all abilities.

Barrier: The Accessible Canada Act defines a barrier as “anything—including anything physical, architectural, technological or attitudinal, anything that is based on information or communications or anything that is the result of a policy or a practice—that hinders the full and equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation.”

Disability: The Accessible Canada Act defines a disability as “any impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment— or a functional limitation— whether permanent, temporary or episodic in nature, or evident or not, that, interaction with a barrier, hinders a person’s full and equal participation in society.”

## Principles of Accessibility

Section 6 of the ACA sets out a series of principles that must be recognized and followed when the requirements of the ACA are carried out.

TSPs should therefore act in accordance with the following principles when preparing their accessibility plans, feedback processes, and progress reports:

all persons must be treated with dignity regardless of their disabilities;

all persons must have the same opportunity to make for themselves the lives that they are able and wish to have regardless of their disabilities;

all persons must have barrier-free access to full and equal participation in society, regardless of their disabilities;

all persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities;

laws, policies, programs, services and structures must take into account the disabilities of persons, the different ways that persons interact with their environments and the multiple and intersecting forms of marginalization and discrimination faced by persons; and,

persons with disabilities must be involved in the development and design of laws, policies, programs, services and structures.

For employment, YSJ commits to continue to **identify, remove barriers, and prevent new barriers from being installed.**

## 2. General Information

### Responsibility

The Director of Operations for YSJ is the designate to receive feedback related to accessibility.

### Providing feedback

The public can provide feedback through 3 different means, on both the feedback process and the accessibility plan, and can request an alternate format of the feedback process or accessibility plan be made available to them through large print, braille, electronic format, audio, or adaptable technology. Feedback on the feedback process or accessibility plan (other than anonymous feedback), will be acknowledged in the same manner in which it was received.

By sending a letter to the mailing address:

Director of Operations - Saint John Airport Inc.  
4180 Loch Lomond Road  
Saint John, NB E2N 1L7, Canada

By calling:

(506) 638-5555

By emailing:

[info@ysjsaintjohn.ca](mailto:info@ysjsaintjohn.ca)

If you want to provide anonymous feedback:

do not state your name or provide any other identifying information (for example, your email address or phone number).

do not include your return address on the envelope if you send feedback by mail.

### 3. Information and Communication Technologies

In order to identify and eliminate barriers, and to avoid creating new ones, YSJ has set up technological tools and procedures related to information and communication technologies.

- Audio and visual formats for public announcements in the terminal
- Accessible parking payment kiosks
- Accessible website (WCAG 2.1 Compliant)
- Information requests available through email

Airlines and staff who must make announcements are provided with the procedure for using the public address system, which includes steps in development to ensure that audio announcements are displayed bilingually on screens in the terminal.

### 4. Other Communication Methods

In addition to the technological means listed in the previous section, YSJ has other strategies to ensure respectful, accessible communications with persons with disabilities, as listed below.

Verbal communications which take the following into account:

Nature of the disability

Use of assistive devices

Information about the person's preferred form of physical assistance

Description of the services that YSJ can provide

Public announcements made inside the terminal:

Most of the announcements are pre-recorded and played several times

Messages that are not recorded must be clearly enunciated

Employees receive training based on their role and responsibilities, which includes guidance on interacting respectfully with persons with disabilities.

## 5. Procurement of Goods, Services, and Facilities

When procuring goods and implementing new services or opening new facilities, YSJ ensures that the process remains respectful of and accessible to persons with disabilities.

When procuring goods they must be checked to ensure compliance with accessibility standards.

When implementing new services, the impact on every step of the passenger journey must be checked, the staff on duty must be trained and everything must be accessible.

When procuring new facilities the impact on the passenger journey must be checked and it must meet accessibility standards.

Staff in charge of procuring goods, implementing new services, or procuring new facilities must ensure that all elements comply with accessibility standards.

## 6. Design and Delivery of Programs and Services

When designing and delivering new programs and services, YSJ ensures that the process remains respectful and accessible to persons with disabilities.

Staff are trained to provide physical assistance to persons with disabilities and support for efficient transportation of aides or service dogs. You can call in advance or book through the accessibility section of our website.

Check-in, boarding, and deplaning assistance is provided by trained airline personnel,

## 7. Transportation

The Saint John Airport (YSJ) is committed to providing a pleasant and accommodating travel experience to persons with disabilities. The terminal building is a one-level unit with curbside drop-off and pick-up along the front of the building. Clients can get to YSJ by private car, taxi, and public transportation and a curbside zone to drop off and pick up persons with disabilities is available near the terminal's main entrance.

Curbside Assistance can be provided by YSJ Security staff and can be arranged through the

Accessibility section of our website: <https://ysjsaintjohn.ca/accessibility/>

Public transit: For airport access to public transit, Saint John Transit meets accessibility standards: <https://saintjohn.ca/en/transit/accessibility>

## 8. Built Environment

The YSJ terminal was built to the National Building Code standards at the time. All new projects are built to the most current standards, which meet universal design requirements. The following elements in the terminal meet accessibility requirements:

- Signage in and around the terminal:
  - o Signage within reach in and around the terminal is being revised to contain embossed text.
- Washrooms:
  - o There are accessible stalls in all washrooms.
- Pet relief area:
  - o There are two pet relief areas in development at YSJ—one outside the terminal building near domestic departures and one in development in the secure area, near gate 1 (pending completion of current building renovation at this location).
- Parking lots:
  - o Reserved parking spaces for persons with disabilities are available in all YSJ parking lots and there are adapted walkways to reach them easily.

YSJ is planning additional consultations with CNIB and will publish updates in Appendix “A” of this document.

## 9. Accessibility Provisions in Canadian Transportation Agency Regulations

YSJ must comply with the standards of the *Accessible Transportation for Persons with Disabilities Regulations* (ATPDR), namely the following: Parts 1 & 4; Divisions 1 & 2; Schedule 1 - Section 23

## 10. Consultations

Before drafting its accessibility plan, YSJ consulted AbilityNB, a support and service organization for persons with disabilities. Further to this, AbilityNB completed a full site

audit for accessibility which YSJ is currently assigning timelines to each tagged deficiency or suggestion which will form part of the next plan revision as an appendix thereto.

- Site Accessibility - Online Survey completed on May 7, 2024
- Full on-site facility and parking accessibility audit completed by Dominique Boudreau (Consultant-AccessibleNB) and Ryan Chappelle (Consultant-AccessibleNB) on May 17, 2024
- Accessibility Plan Draft reviewed by management of AccessibleNB and reported back by Dominique Boudreau on May 27, 2024

Accessible NB

Ability New Brunswick Inc./Capacité Nouveau-Brunswick Inc.

440 rue Wilsey Road, Suite 102

Fredericton NB E3B 7G5

Tel./tél: 506.462.9555/1.866.462.9555

Fax/télé: 506.458.9134

[www.abilitynb.ca](http://www.abilitynb.ca)

Our website: <https://ysjsaintjohn.ca/> is also regularly audited by AccessiBE to ensure WCAG 2.1 compliance for all features.

## 11. Employment

YSJ is following the guideless of the ACA to identify, remove, and to prevent introducing barriers in employment.

YSJ is working to provide accessible employment opportunities and job postings. Requests to modify workspaces and job duties are reviewed by each case.



# Appendix A: Built Environment Action Plan – YSJ

## Accessibility Report Review and Action Plan

### 1.0 Entrances (Arrivals)

3- Use the International Symbol of Access to identify the location of the accessible entrances.

4d- Identify the entrance with tactile indicators, such as cane detectors or surface changes.

5c (iv)- Install the opaque strip on the entrance door to be located between 135cm to 150cm from the ground/floor.

19a- Provide secure, slip-resistant mats or runners at the entrance.

20- Provide a visible directory for the building that complies with Section 8.0 of the Accessibility Tool.

### 1.0 Entrances (Departures)

3- Use the International Symbol of Access to identify the location of the accessible entrances.

4d- Identify the entrance with tactile indicators, such as cane detectors or surface changes.

5c (iv)- Install the opaque strip on the entrance door to be located between 135cm to 150cm from the ground/floor.

6- Adjust the threshold so it is no more than 1.3 cm high.

19a- Provide secure, slip-resistant mats or runners at the entrance.

20- Provide a visible directory for the building that complies with Section 8.0 of the Accessibility Tool.

## 4.0 Interior Features

1 - Replace turn knobs to provide interior doors that opens with low pressure using one of the following: a functioning power door, an automatic sliding door, lever handles at height of 90cm to 110cm from the floor, push plates or pull handles at a height of 90cm to 110cm from the floor or have no door at all.

3a - Ensure interior doors are at least 86cm wide, excluding any hardware, when in open position.

3c - Install tactile indicators, such as cane detectors or surface changes, to identify interior doors.

4c (i) - Mark glazed panels with a continuous opaque strip that is visually contrasting to the background of the door.

4c (iv) - Install the opaque strip on glazed panel doors to be located between 135cm to 150cm from the floor.

15 - Provide a minimum of 180cm of unobstructed pathway to all areas of the facility, including in aisles.

16 - Install a mirror in the upper corner of intersecting hallways to see if someone is around the corner.

17 - Install wayfinding signage, that complies with Section 8.0 of the Accessibility Tool, from the main area leading to areas of high importance (e.g. accessible washrooms).

18 - Identify all rooms with room names and numbers where there is access to the public.

20c - Ensure the vending machine, ATM, or ticket payment machines have controls located at a height between 40cm to 120cm.

21a - Add a lowered section to service counters no higher than 86.5cm from the floor and at least 76cm long.

21c - Provide service counters with tactile signage to identify their locations.

21d - Provide service counters with tactile direction surface indicators.

21e - Ensure the service counter is colour contrasted from the floor.

23a - Provide accessibility equipment and store in an identified location that is easy to find.

23c - Provide readily available information online and at the site for the accessibility equipment.

24 - Provide a safe, locked space to store personal equipment (e.g. wheelchairs, walkers) while using the facility's equipment.

28 - Ensure the seating area complies with Section 4.1 of the Accessibility Tool.

29a - Provide a relief area for service animals that is adjacent to an unobstructed path of travel.

29d - Provide an artificial grassy area of at least 150cm by 150cm in the relief area for service animals.

29e - Equip the relief area for service animals with a garbage can that complies with Section 19.0(3) of the Accessibility Tool.

30 - Install ceiling or floor materials that will buffer sound so it is not unduly amplified.

31b - Provide sensory-friendly ear protection where noise levels are high.

31c - Ensure all rooms and paths of travel are well-illuminated, without exceeding 500 lux, except where there is natural light.

31d - Provide sensory-friendly sunglasses for areas lit with fluorescent lighting.

31e - Provide comfortable seating in a quiet area that complies with Section 4.1 of the Accessibility Tool.

32c - Provide knee clearance under the water fountain/bottle filling station that is at least 82cm wide, 20cm deep, and 68.5cm in height.

#### 4.0 Interior Features Continued

32d - Ensure the water fountain/bottle filling station has a spout that is between 75cm and 90cm from the floor with a flow of water that is parallel to the front of the fountain.

32f - Colour contrast the water fountain/bottle filling station from the wall.

33 - If water fountains/bottle filling stations are cantilevered, ensure it is cane-detectable or recessed with a toe space of at least 82cm wide, 23cm deep and 23cm high.

#### 4.1 Seating Areas (Cafeteria seating)

3 - Add a minimum of 2 designated wheelchair spaces in each seating area to comply with Table 3.8.2.3 in the Barrier-Free Design Building Code NB Reg 2021-3.

5 - Install tactile direction surface indicators to identify the path of travel.

7 - Provide a safe, locked space to store personal equipment (e.g. wheelchairs, walkers) for individuals who must transfer from their wheelchair.

10 - Provide two or more designated accessible seating spaces that are located side-by-side.

11a - Provide stronger colour contrast between the floor and the walls in the seating area.

11c - Provide stronger colour contrast between the tables and the chairs in the seating area.

12 - Provide wayfinding signage to the seating area from the accessible entrance that complies with Section 8.0 of the Accessibility Tool.

13a - Ensure spaces designated for wheelchair use are not less than 90cm wide to 152.5cm wide to permit a wheelchair to enter from a side approach.

13b - Ensure spaces designated for wheelchair use are not less than 122cm long where the wheelchair enters from the front or rear of the space.

15 - Provide knee clearance underneath tables that is at least 68.5cm high by 82cm wide by 48cm deep.

16 - Provide a lowered section of the bar that is no more than 86.5cm from the floor.

18 - Provide power outlets between 45.5cm and 55cm from the floor to allow recharging of batteries for electric mobility aids.

#### 4.1 Seating Areas (Gate seating)

4 - Provide an unobstructed accessible path of travel of at least 92cm wide in the seating area.

5 - Install tactile direction surface indicators to identify the path of travel.

7 - Provide a safe, locked space to store personal equipment (e.g. wheelchairs, walkers) for individuals who must transfer from their wheelchair.

12 - Provide wayfinding signage to the seating area from the accessible entrance that complies with Section 8.0 of the Accessibility Tool.

13a - Ensure spaces designated for wheelchair use are not less than 90cm wide to 152.5cm wide to permit a wheelchair to enter from a side approach.

13b - Ensure spaces designated for wheelchair use are not less than 122cm long where the wheelchair enters from the front or rear of the space.

18 - Provide power outlets between 45.5cm and 55cm from the floor to allow recharging of batteries for electric mobility aids.

#### 5.0 Washrooms with Stalls (Inside gate)

2 - Provide signage for the accessible washroom that complies with Section 8.0 of the Accessibility Tool.

5b - Ensure washroom doors have a colour contrast from the surrounding walls or surfaces.

5c - Install tactile indicators, such as cane detectors or surface changes, to identify washroom doors.

7 - Provide at least 150cm by 120cm of clear, level floor area from the push side of the washroom doors.

13 - Provide stronger colour contrast between the walls and floor.

15 - Raise controls for supply dispensers in the washrooms to be located no higher than 120cm from the floor.

16a - Install tactile walking surface indicators in the washrooms.

16b - Install tactile signage with braille to indicate the accessible stalls.

18a - Mount the baby change table with its top no higher than 86cm from the floor.

18c - Ensure the baby change table is no deeper than 60cm from the front of the table to the wall.

18e - Mount the baby change table without impeding paths of travel or transfer space when in use.

18f - Colour contrast baby change tables from the wall.

## 5.0 Washrooms with Stalls (Women's (outside gate))

2 - Provide signage for the accessible washroom that complies with Section 8.0 of the Accessibility Tool.

5a - Ensure washroom doors are at least 86cm wide, excluding any hardware, when in open position.

13 - Provide stronger colour contrast between the walls and floor.

15 - Raise controls for supply dispensers in the washrooms to be located no higher than 120cm from the floor.

16a - Install tactile walking surface indicators in the washrooms.

16b - Install tactile signage with braille to indicate the accessible stalls.

18a - Mount the baby change table with its top no higher than 86cm from the floor.

18f - Colour contrast baby change tables from the wall.

## 5.0 Washrooms with Stalls (Men (outside gate))

2 - Provide signage for the accessible washroom that complies with Section 8.0 of the Accessibility Tool.

5b - Ensure washroom doors have a colour contrast from the surrounding walls or surfaces.

5c - Install tactile indicators, such as cane detectors or surface changes, to identify washroom doors.

13 - Provide stronger colour contrast between the walls and floor.

16a - Install tactile walking surface indicators in the washrooms.

16b - Install tactile signage with braille to indicate the accessible stalls.

17 - Provide a scent-free environment.

18a - Mount the baby change table with its top no higher than 86cm from the floor.

18f - Colour contrast baby change tables from the wall.

## 5.1 Sink Areas (Inside gate)

1c - Mount a sink at least 68.5cm high from the floor at a point 20.5cm back from the front edge.

1d - Provide a knee clearance of not less than 23cm high from the floor at a point 28cm to 43cm back from the front edge.

## 5.1 Sink Areas (Women (outside gate))

1c - Mount a sink at least 68.5cm high from the floor at a point 20.5cm back from the front edge.

2 - Insulate the pipes under the washroom sinks to prevent a burn hazard.

3b - Mount the washroom mirrors in a fixed, inclined position.

## 5.1 Sink Areas (Men (outside gate))

- 1c - Mount a sink at least 68.5cm high from the floor at a point 20.5cm back from the front edge.
- 2 - Insulate the pipes under the washroom sinks to prevent a burn hazard.
- 3a - Lower the washroom mirrors to not more than 100cm from the floor.
- 3b - Mount the washroom mirrors in a fixed, inclined position.
- 6 - Lower the soap dispensers to be no higher than 110cm above the floor.

## 5.2 Accessible Stalls (Inside gate)

- 5 - Install signage on the accessible stall door that complies with Section 8.0 of the Accessibility Tool.
- 6a - Provide a stall door that has a clear opening of at least 86cm when in the open wide position.
- 6b - Install the stall door so it opens outward.
- 6c - Ensure the stall door self-closes when at rest so it is not open more than 5cm.
- 8d - Mount exterior pull handles 80cm to 100cm from the floor.
- 9d - Mount interior pull handles 80cm to 100cm from the floor.
- 10 - Lower the stall door locking mechanisms so they are not more than 100cm above the floor.
- 12 - Ensure there is a 46cm to 48cm distance between the centerline of the toilet and the wall on one side.
- 14 - Ensure the tank lid is secure for to provide a safe transfer surface.
- 15 - Provide a toilet that flushes automatically or has operating controls located between 50cm to 90cm from the floor and no further than 35cm from the transfer space.
- 17b - Provide side grab bars that have both horizontal and vertical bars.
- 17c - Lower the side grab bars so they are mounted between 75cm and 85cm above the floor.
- 18b - Ensure the rear grab bar is centered on the toilet bowl and extends no less than 30cm in both directions.
- 18c - Mount the rear grab bars 75cm to 85cm above the floor.
- 18f - Provide stronger colour contrast for rear grab bars from the wall.
- 19c - Raise the toilet paper dispensers so they are located 60cm to 80cm from the floor.
- 19d - Provide toilet paper dispensers made of an open design that does not impede access by encasing the toilet paper.
- 20a - Mount coat hooks on the side wall of the stall.
- 20c - Lower coat hooks so they are mounted not more than 120cm from the floor.
- 20d - Provide coat hooks that project not more than 4cm from the wall.
- 21a - Provide shelves that are no higher than 120cm.
- 21b - Provide shelves that are at least 20cm wide by 40cm long.
- 22 - Install emergency call buttons in the accessible stalls.

## 5.2 Accessible Stalls (Women (outside gate))

- 4 - Provide a minimum of 210cm by 210cm of maneuvering/turning space in front of the stall.
- 5 - Install signage on the accessible stall door that complies with Section 8.0 of the Accessibility Tool.
- 6a - Provide a stall door that has a clear opening of at least 86cm when in the open wide position.
- 6c - Ensure the stall door self-closes when at rest so it is not open more than 5cm.
- 10 - Lower the stall door locking mechanisms so they are not more than 100cm above the floor.
- 11 - Ensure the interior space of the stall is 160cm by 150cm or greater.
- 12 - Ensure there is a 46cm to 48cm distance between the centerline of the toilet and the wall on one side.
- 13c - Equip toilets with back support where there is no water tank.
- 16 - Equip toilets with back support to reduce the chance of imbalance or injury.
- 17b - Provide side grab bars that have both horizontal and vertical bars.
- 17f - Provide stronger colour contrast from the wall for side grab bars.
- 18a - Mount the rear grab bar horizontally on the rear wall behind the toilet.
- 18b - Ensure the rear grab bar is centered on the toilet bowl and extends no less than 30cm in both directions.
- 18c - Mount the rear grab bars 75cm to 85cm above the floor.
- 18f - Provide stronger colour contrast for rear grab bars from the wall.
- 19c - Raise the toilet paper dispensers so they are located 60cm to 80cm from the floor.
- 19d - Provide toilet paper dispensers made of an open design that does not impede access by encasing the toilet paper.
- 20a - Mount coat hooks on the side wall of the stall.
- 20c - Lower coat hooks so they are mounted not more than 120cm from the floor.
- 20d - Provide coat hooks that project not more than 4cm from the wall.
- 21a - Provide shelves that are no higher than 120cm.
- 21b - Provide shelves that are at least 20cm wide by 40cm long.
- 22 - Install emergency call buttons in the accessible stalls.

## 5.2 Accessible Stalls (Men (outside gate))

- 4 - Provide a minimum of 210cm by 210cm of maneuvering/turning space in front of the stall.
- 5 - Install signage on the accessible stall door that complies with Section 8.0 of the Accessibility Tool.
- 6a - Provide a stall door that has a clear opening of at least 86cm when in the open wide position.
- 6c - Ensure the stall door self-closes when at rest so it is not open more than 5cm.
- 8c - Mount exterior pull handles horizontally with their centerline located 12cm to 22cm from the latch side.
- 9c - Mount interior pull handles horizontally with their centerline located 20cm to 30cm from the hinge edge.
- 10 - Lower the stall door locking mechanisms so they are not more than 100cm above the floor.
- 11 - Ensure the interior space of the stall is 160cm by 150cm or greater.
- 12 - Ensure there is a 46cm to 48cm distance between the centerline of the toilet and the wall on one side.
- 13c - Equip toilets with back support where there is no water tank.
- 16 - Equip toilets with back support to reduce the chance of imbalance or injury.
- 17b - Provide side grab bars that have both horizontal and vertical bars.
- 17f - Provide stronger colour contrast from the wall for side grab bars.
- 18b - Ensure the rear grab bar is centered on the toilet bowl and extends no less than 30cm in both directions.
- 18c - Mount the rear grab bars 75cm to 85cm above the floor.
- 18f - Provide stronger colour contrast for rear grab bars from the wall.
- 19b - Ensure toilet paper dispensers are in line or not more than 30cm in front of the toilet and not behind.
- 19c - Raise the toilet paper dispensers so they are located 60cm to 80cm from the floor.
- 19d - Provide toilet paper dispensers made of an open design that does not impede access by encasing the toilet paper.
- 20a - Mount coat hooks on the side wall of the stall.
- 20c - Lower coat hooks so they are mounted not more than 120cm from the floor.
- 20d - Provide coat hooks that project not more than 4cm from the wall.
- 21a - Provide shelves that are no higher than 120cm.
- 21b - Provide shelves that are at least 20cm wide by 40cm long.
- 22 - Install emergency call buttons in the accessible stalls.



### 5.3 Urinals (Men (outside gate))

- 1 - Mount urinals with the opening of the basin no higher than 43cm from the floor.
- 2 - Provide a clear floor area of at least 82cm wide and 139cm deep, unobstructed by privacy screens, centered and in front of urinals.
- 5a - Install grab bars vertically on both sides of the urinal.
- 5b - Ensure urinal grab bars are at least 60cm in length.
- 5c - Mount grab bars with the center of the bar 100cm from the floor.
- 5d - Mount grab bars no more than 38cm to the side from the center of the urinal.
- 5e - Colour contrast grab bars from the wall.
- 6a - Install a centerline indicator that is centered on the urinal.
- 6b - Mount the centerline indicator of the urinal not less than 15cm above the upper rim and extended to a height of at least 130cm from the floor.
- 6c - Provide a centerline indicator that is at least 5cm wide.
- 6d - Provide a centerline indicator that is raised at least 3mm from the wall surface.
- 6e - Colour contrast the centerline indicator from the back wall.

#### 5.4 Universal Washrooms (In the gate (right))

- 2a - Identify the universal washroom with a sign that complies with Section 8.0 of the Accessibility Tool.
- 2b - Provide signage with a male, female or gender-neutral graphic and the International Symbol of Access.
- 5a - Provide universal washroom doors that are at least 86cm wide, excluding any hardware, when in open position.
- 5b - Provide a stronger colour contrast between the washroom doors and the surrounding walls or surfaces.
- 5c - Identify universal washroom doors with tactile indicators, such as cane detectors or surface changes.
- 6 - Provide at least 150cm by 170cm of clear, level floor area from the pull side of the door.
- 8a - Provide at least 30cm of clear space from the latch on the push side of the door.
- 8b - Provide at least 60cm of clear space from the latch on the pull side of the universal washroom door.
- 12a - Ensure the pushing or pulling force of the washroom doors does not exceed 22N.
- 13 - Provide a stronger colour contrast between the walls, floor, sink area and surfaces of universal washrooms.
- 16a - Install tactile walking surface indicators.
- 16b - Install tactile signage with braille indicating the universal washrooms.
- 17 - Provide at least 90cm clear space on one side of the toilet.
- 18c - Equip the toilet with back support where there is no water tank or seat lid.
- 21a - Mount a side grab bar on the side wall of the universal washroom closest to the toilet.
- 21b - Mount horizontal and vertical side grab bars that are at least 76cm long./Replace horizontal side grab bars with a L-shaped bar that has both horizontal and vertical bars.
- 21c - Ensure the side grab bar has a horizontal bar mounted between 75cm and 85cm from the floor.
- 21d - Ensure the side grab bar is 3cm to 4cm in diameter.
- 21e - Ensure the side grab bar has a clearance of 3.5cm to 4.5cm from the wall of the universal washroom.
- 21f - Provide a stronger colour contrast between the side grab bars and the wall.
- 22a - Install a rear grab bar that is mounted horizontally on the rear wall.
- 22b - Ensure the rear grab bar is centered on the toilet bowl that extends no less than 30cm in both directions.
- 22c - Mount rear grab bars either 75cm to 85cm above the floor or 10cm above the water tank.
- 22d - Ensure the rear grab bar is 3cm to 4cm in diameter.
- 22e - Ensure the rear grab bar has a clearance of 3.5cm to 4.5cm from the wall.
- 22f - Provide a stronger colour contrast between the rear grab bars and the wall.
- 23c - Mount the toilet paper dispenser 60cm to 80cm above the floor.
- 23d - Install a toilet paper dispenser made of an open design that does not impede access by encasing the toilet paper.
- 25 - Move coat hook on the side wall and at a height not more than 120cm from the floor and projects not more than 4cm from the wall.

26a - Provide a shelf or counter for medical supplies, purses, etc. that is no higher than 120cm.

#### 5.4 Universal Washrooms (In the gate (right)) Continued

26b - Provide a shelf or counter at least 20cm wide by 40cm long.

27a - Install an adult change table that is at least 76cm by 183cm long.

27b - Ensure the adult change table has a surface height above the floor that can be adjusted between 45cm and 50cm at low range and between 85cm and 90cm at the high range.

27c - The adult change table should have surfaces free of sharp edges, corners, or abrasive materials.

27d - The adult change table should be easy to clean.

27e - Provide an adult change table that is designed to support a weight of at least 250kg (551lb).

27f - Ensure the adult change table has controls no higher than 120cm.

28a - Provide a transfer space for the adult change table that is 90cm wide by 150cm long.

28b - Provide a transfer space adjacent to the adult change table.

28c - Ensure the adult change table has a transfer space that does not impede the clear transfer space when in position for use.

29a - Provide a grab bar for the adult change table that is centered on the long dimension of the bench.

29b - Provide a grab bar for the adult change table that is at least 120cm long.

29c - Mount the grab bar for the adult change table so it can be used regardless of the bench height adjustment.

29d - Ensure the grab bar for the adult change table is slip-resistant.

29e - Provide a grab bar for the adult change table with a diameter between 3cm and 4cm.

29f - Mount the grab bar for the adult change table with a space between 3.5cm and 4.5cm between the wall and the bar.

30a - Mount the baby change table with its top no higher than 86cm from the floor.

30b - Mount baby change tables so they have a knee clearance of at least 68.5cm high.

30c - Ensure the baby change table is no deeper than 60cm from the front of the table to the wall.

30d - Mount the baby change table within reach of no more than 50cm from a seated position.

30e - Mount the baby change table without impeding paths of travel or transfer space when in use.

30f - Provide a stronger colour contrast between the baby change table and the wall.

31a - Install an emergency call system that can be activated by a control inside the washroom which will activate audible and visual signal devices inside and outside the washroom.

31b - Install signage with lettering at least 2.5cm and posted above the emergency button to indicate that signal devices will be activated when the button is pushed.

31c - Install signage outside the washroom with instructions to passerby on how to retrieve the washroom key, open the door, and render assistance in the event of an emergency.

- 32a - Install a universal washroom sink with a clearance not less than 76cm wide.
- 32c - Provide a sink knee clearance of at least 68.5cm high from the floor at a point 20.5cm back from the front edge.
- 33 - Insulate sink pipes to prevent a burn hazard.

#### 5.4 Universal Washrooms (In the gate (right)) Continued

- 34b - Mount the mirror in a fixed, inclined position.
- 40 - Lower the hand dryer or towel dispenser to be no higher than 120cm from the floor.

### 8.0 Wayfinding and Signage

- 1 - Install tactile signs with raised print, raised symbols or braille within the facility.
- 2c - Supplement tactile signage with braille near the bottom edge of the sign.
- 3b - Pictograms, symbols and graphics must be at least 15cm in height.
- 3c - Pictograms, graphics or symbols must be supplemented with braille near the bottom edge of the sign.
- 7 - Illuminate electronic signs to at least 200 lux.
- 9 - Install the International Symbol of Access to indicate accessible features.
- 13a - Mount tactile signs on the wall beside the latch edge of the door, if being used to identify doors.
- 13b - Mount signs 140cm to 160cm from door jambs.
- 15 - Provide audio signs that are automatic or can be manually activated when needed.

### 9.0 Emergency and Evacuation

- 2a - Mount the evacuation plan with the horizontal centerline 150cm from the floor.
- 2b - Provide the evacuation plan in alternative formats (e.g. print, digital).
- 2c - Ensure the signage complies with Section 8.0 of the Accessibility Tool.
- 3 - Practice fire drills regularly.
- 6 - Install signage on emergency exit doors that complies with Section 8.0 of the Accessibility Tool.
- 7a - Provide at least 180cm width for emergency hallways or corridors.
- 7b - Clearly identify emergency hallways or corridors as accessible evacuation routes on the evacuation plan.
- 7c - Equip emergency hallways with wayfinding signage to identify them.
- 11 - Add an emergency call system to universal washrooms.

## 10.0 Parking (Short term)

- 5 - Provide designated parking spaces that are at least 260cm wide and 750cm long.
- 6 - Provide access aisles that are not less than 200cm wide and 750cm long, adjacent and parallel to the vehicle pull up space.
- 9 - Install tactile walking surface indicators around the perimeter of the designated parking spaces.
- 20a - Install ticket or payment machines with the centerline of operating controls located between 40cm and 120cm from the ground surface.
- 21b - Provide a minimum of 1.5cm wide keys on a ticket/payment machine equipped with a keypad.
- 21c - Ensure that the ticket/payment machines has a matte surface to minimize glare on the keypad.
- 21d - Ensure that ticket/payment machines are placed at an angle between 10 and 45 degrees.
- 21f - Provide tactile graphics on the keys of ticket or payment machines equipped with a keypad.

## 10.0 Parking (Long term)

- 5 - Provide designated parking spaces that are at least 260cm wide and 750cm long.
- 6 - Provide access aisles that are not less than 200cm wide and 750cm long, adjacent and parallel to the vehicle pull up space.
- 8 - Provide vertically mounted signs with the International Symbol of Access with the center between 150cm and 200cm from the ground.
- 9 - Install tactile walking surface indicators around the perimeter of the designated parking spaces.
- 10 - Install wayfinding signage from parking to entrance that complies with Section 8.0 of the Accessibility Tool.
- 11 - Ensure the designated parking spaces are located close to a crosswalk.
- 13 - Ensure designated parking spaces located within 5000cm of the accessible entrance and are easy to locate from the main route.
- 20a - Install ticket or payment machines with the centerline of operating controls located between 40cm and 120cm from the ground surface.
- 21b - Provide a minimum of 1.5cm wide keys on a ticket/payment machine equipped with a keypad.
- 21c - Ensure that the ticket/payment machines has a matte surface to minimize glare on the keypad.
- 21d - Ensure that ticket/payment machines are placed at an angle between 10 and 45 degrees.
- 21f - Provide tactile graphics on the keys of ticket or payment machines equipped with a keypad.

## 11.0 Routes from Parking to Entrance (Short term)

2 - Install tactile walking surface indicators to identify the path of travel to the accessible entrance.

5b - Provide tactile walking surface indicators for the crosswalk.

5c - Where possible, provide acoustic locator signals for the crosswalk.

5d - Where possible, provide vibro-tactile signal buttons for the crosswalk.

12a - Partner with municipal transit to provide transit shelters that have clear, level access to an accessible route.

12b - Partner with municipal transit to provide transit shelters with a clear ground area of at least 210cm by 210cm inside the entry.

12c - Partner with municipal transit to provide transit shelters with a clear opening of at least 100cm where there is no door.

## 11.0 Routes from Parking to Entrance (Long term)

2 - Install tactile walking surface indicators to identify the path of travel to the accessible entrance.

3 - Provide a designated crosswalk for safe pedestrian crossing.

4 - Ensure the crosswalk is connected to an unobstructed, accessible path of travel either at grade level or with a raised crossing.

5a - Ensure the crosswalk has contrasting colours.

5b - Provide tactile walking surface indicators for the crosswalk.

5c - Where possible, provide acoustic locator signals for the crosswalk.

5d - Where possible, provide vibro-tactile signal buttons for the crosswalk.

6 - Cut curbs along the route where the sidewalk is not ground level.

12a - Partner with municipal transit to provide transit shelters that have clear, level access to an accessible route.

12b - Partner with municipal transit to provide transit shelters with a clear ground area of at least 210cm by 210cm inside the entry.

12c - Partner with municipal transit to provide transit shelters with a clear opening of at least 100cm where there is no door.

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## Employment Assistance Services

Ability NB

<https://www.abilitynb.ca/>

Inclusion NB

<https://nbacl.nb.ca/>

Neil Squire Society Assistive Technology Helpdesk

<https://athelpdesk.org/>

New Brunswick Deaf and Hard of Hearing Services Inc.

<http://www.nbdhhs.com/>

Vision Loss Rehabilitation - Saint John

<https://nb.visionlossrehab.ca/en>

Hire Potential

<http://www.sjacl.ca/>

Key Industries

<http://keyindustries.ca/>

Options Employment Outreach Inc.

<https://www.optionsoutreach.com/>