



Park Washrooms Accessibility Audit Report

City of Victoria
Parks, Recreation and Facilities

November 2022

Table of contents

Executive summary	3
1.0 Introduction	4
Project description	
Consultant team	
Purpose of the report	
2.0 Accessibility criteria	6
Criteria development	
Accessibility ratings	
3.0 Accessibility audits	8
Audit methods	
Study washrooms	
4.0 Audit summaries	9
Washroom types	
Overall audit notes	
Appendix A: Detailed Accessibility Criteria	16
Appendix B: Detailed Audit Tables (available upon request)	21

Executive summary

In April 2022 the City of Victoria engaged architectural consultants **hcma** to undertake an accessibility-focused audit of 18 existing park washroom facilities located throughout the City. This work is in support of the City's vision and washroom improvement plan to enhance accessibility and inclusivity in park washrooms.

This report shares the methodology and results of the audit. It is intended to provide the City of Victoria with information on the current state of accessibility of park washrooms to assist with future project scope, budgeting and planning.

Accessibility criteria for the park washrooms audit were developed to meet current accessibility best practice, informed by Rick Hansen Foundation Accessibility Certification (RHFAC) V3.0 and Canadian Standards Association (CSA) B651-18 Accessible Design for the Built Environment. Appendix A provided at the end of this report contains detailed descriptions of the criteria and applicable references to guide future work.

On-site audits of the 18 park washrooms were conducted in April of 2022. The washrooms were built between 1960 and 2021, with over half built before 1970. Many of the washrooms are stand-alone buildings, while others share space with other programs. The washrooms include:

Address	Location
156 Nursery Road	miqən Beacon Hill Park
210 Bridge Way	miqən Beacon Hill Park
2 Cook Street	miqən Beacon Hill Park
430 Cecelia Road	Cecelia Ravine Park
1301 Dallas Road	Clover Point Park
1790 Ross Street	Gonzales Park
545 Dallas Road	Holland Point Park
1700 Fairfield Road	Hollywood Park
240 Menzies Street	Irving Park
211 Simcoe Street	MacDonald Park
1550 Kings Road	Oaklands Park
1850 Richardson Street	Pemberton Park
80 Regatta Landing	Regatta Point Park
121 Memorial Crescent	Ross Bay Cemetery
1490 Pandora Avenue	Stadacona Park
2950 Blanshard Street	Topaz Park
3000 Glasgow Avenue	Topaz Park
155 Wilson Street	Victoria West Park

Accessibility rating levels (1,2,3) were developed to assign to each washroom, with 1 being the lowest rating, and 3 the highest.

15 out of the 18 park washrooms assessed were rated level 1 or 2 and require extensive to moderate upgrades to meet accessibility criteria. Three washrooms were rated level 3 and require minor upgrades to meet accessibility criteria.

Audit notes are included in this report, sharing observations and guidance for features with significant impact on accessibility and inclusivity that are inconsistent or missing across the park washrooms, from signage and wayfinding to accessory mounting heights and locations.

1.0 Introduction

1.1 Project description

The City of Victoria engaged **hcma**, a BC-based architecture and design firm, to audit the current state of accessibility of public washrooms in City of Victoria parks.

hcma was tasked with the following scope of work:

- Establish accessibility criteria based on best practice standards that go above and beyond BC Building Code 2018.
- Conduct accessibility audits of the 18 identified park washrooms using the established accessibility criteria.

1.2 Consultant team

hcma has decades of experience designing inclusive washrooms and change rooms in public facilities to meet evolving community needs. In 2018 **hcma** published the white paper “Designing for Inclusivity: Strategies for Universal Washrooms and Change Rooms in Community and Recreation Facilities,” which has been referenced locally, nationally, and internationally by a variety of governments, municipalities, libraries, school boards, and educational institutions. **hcma** also works with clients to assess and prioritize accessibility and inclusivity design upgrades and develop strategies and guidelines to embed best practice in both renovations and new building projects.

The following staff from **hcma** formed the team for this project:

- Fiona Jones, Inclusive Design Advisor, MArch, Rick Hansen Foundation Accessibility Certification Professional
- Sarah Delaney, Inclusive Design Coordinator, BID, Rick Hansen Foundation Accessibility Certification Professional
- Jessika MacDonald, Director of Project Delivery, Architect AIBC
- Aiden Callison (advisory capacity), Architect AIBC, Rick Hansen Foundation Accessibility Certification Training
- Marni Robinson, Director of Social Impact, MPH

This team has applied their accessibility and inclusivity expertise to numerous projects including:

- City of Vancouver Public Washroom Design & Technical Guidelines
- UBC Inclusive Washroom Design Guidelines, Vancouver BC
- Rick Hansen Foundation Accessibility Certification Cost Comparison Study
- Carnegie Community Centre Washroom Design & Renovation, Vancouver BC
- St. Albert Universal Access Facility Assessment, St. Albert AB
- City of Vancouver Universal and Inclusive Design Feasibility Study
- təməsewtxw Aquatic Community Centre, New Westminster BC (RHFAC design guidance)
- Burnaby Lake Aquatic & Arena Facilities, Burnaby BC (RHFAC design guidance)
- Clayton Community Centre, Surrey BC (inclusive washroom and change room design)
- City of Burnaby Inclusive Signage & Design Standards, Burnaby BC

1.3 Purpose of the report

The purpose of this report is to identify accessibility gaps in 18 of the City of Victoria's Park washrooms and provide information to inform future renovation planning and budgeting.

The audit summaries in this report are for information purposes only. Inclusion in this report does not indicate a defined plan to execute a project. The data from this report can be used as a starting point to develop maintenance, modification, and renovation plans for existing washrooms.

2.0 Accessibility criteria

2.1 Criteria development

The criteria established to audit the current state of accessibility of the park washrooms is based on:

- **Rick Hansen Foundation Accessibility Certification (RHFAC)** V3.0 requirements, with a particular focus on:
 - Category 2: Exterior Approach and Entrance
 - Category 5: Sanitary Facilities
 - Category 6: Wayfinding and Signage
- **Canadian Standards Association (CSA)** B651-18 Accessible Design for the Built Environment
- **BC Building Code** 2018

BC Building Code represents the minimum legal standards for accessibility in the built environment. This minimum standard does not meet current and evolving best practice. Both RHFAC and CSA standards substantively meet or exceed current National and BC Building Code and are referenced as best practice in inclusive built environments by many accessibility advocates and municipalities across the country. RHFAC is the leading accessibility certification program in North America. Its technical requirements are based largely on CSA standards, which are increasingly being adopted into building code requirements in Canada. RHFAC has additional qualitative requirements based on diverse users' experiences arriving at, navigating, and using facilities.

RHFAC and CSA standards provide requirements for meaningful access and promote dignity for users, supporting the design of spaces that allow independent and safe access regardless of ability. These standards promote inclusion by considering physical, sensory and cognitive disabilities and a wide range of barriers to access that exist in the built environment.

Additional considerations that inform the audit criteria of this study are the unique considerations for largely unmonitored parks. These include:

- The importance of safety, influenced by sightlines and location within the park.
- The outdoor setting and landscaping, impacting paths of travel to park washrooms and the need for shelter, seating and visible signage and wayfinding.
- Durability concerns.

The application of the audit criteria is informed by **hcma's** knowledge of RHFAC, CSA, and other emerging best practice standards for accessible and inclusive washrooms along with experience auditing and designing public facilities.

For additional information, including full requirements and specific dimensions, refer to Appendix A.

2.2 Accessibility ratings

In addition to the audit of individual criteria, each park washroom was assigned an overall accessibility status rating based on the gap between the washroom's current state and the best practice accessibility criteria described in section 2.1 and Appendix A. Three rating levels (1,2,3) were developed, with 1 being the lowest accessibility rating and 3 the highest.

Rating	Description
1	<p>Facility has no accessible stall with toilet transfer space, inadequate clear space in shared areas and/or significant barriers preventing access to the building. Most fixtures and accessories do not meet accessibility criteria requirements.</p> <p>Extensive upgrades and renovations are needed to meet accessibility criteria.</p> <p>Upgrades may include:</p> <ul style="list-style-type: none">• Modification of wall, door and/or stall partition layouts• Moving, adding and/or upgrading plumbing and fixtures• Minor upgrades (see description of level 3 below)• Reconfiguration of site and building access• Other upgrades to site such as repairing and/or adding paved access path(s), and/or adding features such as handrails and tactile indicators
2	<p>Facility includes an accessible stall with toilet transfer space but has inadequate clear space in shared areas. Some fixtures and accessories do not meet accessibility criteria requirements.</p> <p>Moderate to extensive upgrades and renovations are needed to meet accessibility criteria.</p> <p>Upgrades may include:</p> <ul style="list-style-type: none">• Modification of wall, door and/or stall partition layouts• Moving, adding and/or upgrading plumbing and fixtures• Minor upgrades (see description of level 3 below)• Upgrades to site, such as repairing and/or adding paved access path(s), and/or adding features such as handrails and tactile indicators
3	<p>Facility includes an accessible stall with toilet transfer space and adequate clear space in shared areas. Some fixtures and accessories do not meet accessibility criteria requirements.</p> <p>Minor upgrades and renovations are needed to meet accessibility criteria.</p> <p>Upgrades may include:</p> <ul style="list-style-type: none">• Moving, adding and/or upgrading accessories, hardware, and/or signage• Increasing lighting levels• Upgrades to site such as adding handrails and tactile indicators

For full accessibility audits of each washroom facility, please reference Appendix B: Detailed Audit Tables (available upon request).

3.0 Accessibility audits

3.1 Audit methods

On-site accessibility audits of park washrooms were conducted April 21-22, 2022, by Fiona Jones, **hcma** Inclusive Design Advisor and Rick Hansen Foundation Accessibility Certification Professional, and Sarah Delaney, **hcma** Inclusive Design Coordinator.

Audits included the following analysis and documentation methods:

- Floor plan analysis
- Visual inspection and measurement of facility interior, including but not limited to doors, stalls, fixtures and accessories, pathways, clear space
- Visual inspection and measurement of facility exterior and surrounding site
- Written documentation of existing conditions
- Photo documentation of existing conditions
- Analysis of written and photo documentation following site visits

The individual washroom facility audits are included as Appendix B, which can be made available upon request.

3.2 Study washrooms

18 park washrooms were identified for accessibility audit by City of Victoria staff.

The washrooms were built between 1960 and 2021, with over half built before 1970 and constructed with concrete masonry units. The washrooms have been maintained and still receive high daily visitor counts.

The washrooms are a mix of stand-alone buildings and spaces located in larger buildings that also house park storage, facilities storage, janitorial spaces and change rooms. The washrooms are located in parks with playgrounds and/or sports fields and courts. Others are along public pathways or serve beach access points.

Address	Location
156 Nursery Road	miqan Beacon Hill Park
210 Bridge Way	miqan Beacon Hill Park
2 Cook Street	miqan Beacon Hill Park
430 Cecelia Road	Cecelia Ravine Park
1301 Dallas Road	Clover Point Park
1790 Ross Street	Gonzales Park
545 Dallas Road	Holland Point Park
1700 Fairfield Road	Hollywood Park
240 Menzies Street	Irving Park
211 Simcoe Street	MacDonald Park
1550 Kings Road	Oaklands Park
1850 Richardson Street	Pemberton Park
80 Regatta Landing	Regatta Point Park
121 Memorial Crescent	Ross Bay Cemetery
1490 Pandora Avenue	Stadacona Park
2950 Blanshard Street	Topaz Park
3000 Glasgow Avenue	Topaz Park
155 Wilson Street	Victoria West Park

4.0 Audit summaries

Accessibility rating levels (1,2,3) were assigned to each washroom after the audit was conducted. 15 out of the 18 park washrooms assessed were rated 1 or 2 and require extensive to moderate upgrades to meet accessibility criteria. Three washrooms were rated 3 and require minor upgrades to meet accessibility criteria.

The number of washrooms assigned to each accessibility rating level are as follows:

- Rating of 1: 8 washrooms
- Rating of 2: 7 washrooms
- Rating of 3: 3 washrooms

4.1 Washroom types

Audit results have been grouped together by washroom type. The categories were established based on similarities in washroom size and layout, accessibility rating, and age of building.

Small

Accessibility rating = 1

Built between 1960 and 1980, “small” park washrooms are located along public paths, close to beach and park access. These are the smallest of the park washrooms, each with approximately 7.5 m² of interior washroom space within a 13 m² building. They contain a single stall and lavatory in gender-designated washrooms. There is no additional storage, mechanical, or other space available in the buildings. These washroom buildings do not have a dedicated electrical service and do not have lighting or heat in most spaces.

Washroom	Rating	Accessibility summary (building)	Accessibility summary (site)
2 Cook Street	1	<ul style="list-style-type: none">• No accessible stalls with toilet transfer space• Inadequate clear space at entrances, doors too narrow• Inadequate clear space in shared areas• Most fixtures and accessories do not meet accessibility requirements	<ul style="list-style-type: none">• Path of travel is not accessible (surface and width)• Women's washroom entrance not visible from street
545 Dallas Road	1	<ul style="list-style-type: none">• No accessible stalls with toilet transfer space• Inadequate clear space at entrances, doors too narrow• Inadequate clear space in shared areas• Most fixtures and accessories do not meet accessibility requirements	<ul style="list-style-type: none">• Ramp does not meet accessibility requirements• Obstructions along path of travel
121 Memorial Crescent	1	<ul style="list-style-type: none">• No accessible stalls with toilet transfer space• Inadequate clear space at entrances, doors too narrow• Inadequate clear space in shared areas• Most fixtures and accessories do not meet accessibility requirements	<ul style="list-style-type: none">• Women's washroom entrance partially obscured

Medium

Accessibility ratings = 1 and 2

Built between 1960 and 1970, “medium” park washrooms are located within parks that offer a variety of amenities, such as playgrounds and sports fields/courts. These medium washrooms have approximately 15-16 m² of interior washroom space within buildings ranging from 41-80 m². They contain single or two stalls and single lavatories in gender-designated washrooms. These washroom buildings have additional space, some with change rooms and showers, that is currently being used for park and facility operations.

Washroom	Rating	Accessibility summary (building)	Accessibility summary (site)
1550 Kings Road	2	<ul style="list-style-type: none"> Washroom has accessible stalls and toilets with transfer space, but inadequate clear space in shared areas and knee clearance below sinks Some fixtures and accessories do not meet accessibility requirements 	<ul style="list-style-type: none"> Wayfinding/signage not accessible Path of travel not accessible (surface) Obstructing objects along path of travel Women's washroom entrance has limited visibility
240 Menzies Street	1	<ul style="list-style-type: none"> Washroom has no accessible stalls with toilet transfer space Inadequate clear space at the entrance, doors too narrow Inadequate clear space in shared areas of the washrooms Most fixtures and accessories do not meet accessibility requirements 	<ul style="list-style-type: none"> Path of travel is not accessible (surface) Obstructing objects along path of travel Wayfinding/building signage not accessible Screens block visibility to entrances from street
156 Nursery Way	1	<ul style="list-style-type: none"> Washroom has no accessible stalls with toilet transfer space Inadequate clear space at the entrance and in shared areas of the washrooms Most fixtures and accessories do not meet accessibility requirements 	<ul style="list-style-type: none"> Path of travel is not accessible (width) Obstructing objects along path of travel Men's washroom entrance not visible
1850 Richardson Street	1	<ul style="list-style-type: none"> Washroom has no accessible stall with toilet transfer space, and inadequate clear space at the entrance and in shared areas of the washrooms Most fixtures and accessories do not meet accessibility requirements 	<ul style="list-style-type: none"> Wayfinding/signage is not accessible Obstructing objects along path of travel
155 Wilson Street	2	<ul style="list-style-type: none"> Washroom has accessible stalls and toilets with transfer space, but inadequate clear space in shared areas and knee clearance below sinks Some fixtures and accessories do not meet accessibility requirements 	<ul style="list-style-type: none"> Wayfinding/signage is not accessible Path of travel is not accessible (surface, width) Obstructing objects along path of travel Adjacent parking lot has no designated accessible stalls

Large

Accessibility rating = 1

Built between 1960 and 1970, “large” park washrooms have approximately 26-30 m² of interior washroom space within buildings ranging from 45-66 m². They are multi-stall facilities with single lavatories in gender-designated washrooms. 1700 Fairfield Road offers amenities such as playgrounds and sports fields/courts, while 1790 Ross Street is adjacent to beach access. Both washroom buildings have additional space, currently being used for parks and facilities operations.

Washroom	Rating	Accessibility summary (building)	Accessibility summary (site)
1700 Fairfield Road	1	<ul style="list-style-type: none">• Washroom has no accessible stalls with toilet transfer space• Inadequate clear space at the entrance, doors too narrow• Inadequate clear space in shared areas of the washrooms• Most fixtures and accessories do not meet accessibility requirement	<ul style="list-style-type: none">• Wayfinding/signage is not accessible• Path of travel not accessible (surface)
1790 Ross Street	1	<ul style="list-style-type: none">• Washroom has no accessible stalls with toilet transfer space• Inadequate clear space at the entrance, doors too narrow• Inadequate clear space in shared areas of the washrooms• Most fixtures and accessories do not meet accessibility requirements	<ul style="list-style-type: none">• Wayfinding/signage is not accessible• Path of travel is not accessible (slope, width, surface, ramp design)• Obstructing objects along path of travel• Building is not accessible due to step at entrances

Unique

Accessibility ratings = 1 and 2

Built or renovated since 1990, “unique” park washrooms, except for 80 Regatta Landing, are located within parks that offer a variety of amenities, such as playgrounds and sports fields/courts. 80 Regatta Landing is located along a busy public path. These facilities have approximately 27-180 m² of interior washroom and changeroom space within buildings ranging from 39-289 m². They contain multi-stall washrooms with single or two lavatories in gender-designated washrooms. Additional space is present within the washroom buildings at 211 Simcoe Street, 1490 Pandora Avenue, 2950 Blanshard Street and 3000 Glasgow Avenue, which is currently being used for parks, recreation and facilities operations.

Washroom	Rating	Accessibility summary (building)	Accessibility summary (site)
2950 Blanshard Street	2	<ul style="list-style-type: none"> Washroom has accessible stalls with transfer space, but inadequate clear space in shared areas Some fixtures and accessories do not meet accessibility requirements 	<ul style="list-style-type: none"> Wayfinding/signage is not accessible Path of travel is not accessible (stairs/ramps) Drinking fountain is not accessible
3000 Glasgow Avenue	2	<u>Washroom</u> <ul style="list-style-type: none"> Men's washroom is currently missing toilet, accessories and stall partitions Women's washroom facility has an accessible stall with transfer space Some fixtures and accessories do not meet accessibility requirements 	<ul style="list-style-type: none"> Wayfinding/signage is not accessible Path of travel is not accessible (surface, width) Obstructing objects along path of travel
	1	<u>Changeroom</u> <ul style="list-style-type: none"> The changing facilities have no accessible toilet or shower stalls Inadequate clear space within shared areas Most fixtures and accessories do not meet accessibility requirements 	
1490 Pandora Avenue	2	<ul style="list-style-type: none"> Washroom has accessible stalls and toilets with transfer space, but inadequate knee clearance below sinks Some fixtures and accessories do not meet accessibility requirements Poor visibility to washroom entrance doors creates safety concerns 	<ul style="list-style-type: none"> Wayfinding/signage is not accessible Path of travel is not accessible (slope, surface) Obstructing objects along path of travel Good visibility to washroom entry vestibules but not to facility entry doors
80 Regatta Landing	2	<ul style="list-style-type: none"> Washroom has accessible stalls and toilets with transfer space, but inadequate knee clearance below sinks Some fixtures and accessories do not meet accessibility requirements 	<ul style="list-style-type: none"> Wayfinding/signage is not accessible
211 Simcoe Street	2	<ul style="list-style-type: none"> Washroom has accessible stalls and toilets with transfer space, but inadequate clear space in shared areas and knee clearance below sinks Some fixtures and accessories do not meet accessibility requirements 	<ul style="list-style-type: none"> Wayfinding/signage is not accessible

Modern

Accessibility rating = 3

Built or renovated since 2019, “modern” park washrooms are located within parks that provide access to public pathways and/or amenities such as playgrounds and sports fields/courts. These washrooms include all-gender accessible washrooms. Additionally, 210 Bridge Way includes large multi-stall gender-designated washrooms. There is little or no storage, mechanical or other space available in these washroom buildings.

Washroom	Rating	Accessibility summary (building)	Accessibility summary (site)
210 Bridge Way	3	<ul style="list-style-type: none"> Washroom has accessible stalls and toilets with transfer space, adequate clear space in shared areas and knee clearance beneath sinks Some fixtures and accessories do not meet accessibility requirements 	<ul style="list-style-type: none"> Obstructing objects along path of travel
430 Cecelia Road	3	<ul style="list-style-type: none"> Washroom has an accessible stall and toilet with transfer space, adequate clear space in shared areas and knee clearance beneath sinks Some fixtures and accessories do not meet accessibility requirements 	<ul style="list-style-type: none"> Parking lot surface is not paved and signage for the accessible parking stall is not clear Wayfinding/signage is not accessible Ramp does not have handrails
1301 Dallas Road	3	<ul style="list-style-type: none"> Washroom has accessible stalls and toilets with transfer space, adequate clear space in shared areas and knee clearance beneath sinks Some fixtures and accessories do not meet accessibility requirements 	<ul style="list-style-type: none"> Wayfinding/signage is not accessible Path of travel is not accessible (length, no handrails) Threshold of curb cut at building is not accessible

4.2 Overall audit notes

The notes below share overall audit observations and guidance for park washroom features noted as inconsistent or missing across the study washrooms. These observations have significant positive impact on washroom accessibility and inclusivity when provided according to best practice standards.

Signage and wayfinding

Signage and wayfinding need upgrading at all washrooms to improve accessibility and overall user experience.

All washrooms would benefit from clearer signage that easily indicates the presence of the public washroom from a distance and from all visible sides. Additional wayfinding signage throughout the parks would help indicate their presence and how to navigate to them.

Washroom signage at entrance doors lacks consistent tactile and pictogram information and is mounted at inconsistent and inaccessible heights and locations. Pictograms that indicate function and available amenities help reduce language and comprehension barriers. They also help increase inclusivity for all-gender washrooms by focusing on the functions of the space instead of the identity of the user.

RHFAC V3.0 Section 5.1; 6 and CSA B651-18 Section 4.5 should be referenced as a starting point to understand signage best practices and develop improved signage and wayfinding for all park washrooms. Upgraded signage is to include consideration of:

- Language/wording
- Use of function- and amenity-based pictograms (especially for all-gender washrooms)
- Location
- Height
- Size
- Contrast
- Braille and tactile characters/pictograms

Each washroom should undergo an in-depth signage review. The minimum signage to and at a facility should include:

- Wayfinding to the building: at least one sign along each main path of travel
- Building signage: on every side of the building visible from nearby streets and main park spaces
- Signage at every washroom door/entrance, including function-based pictograms for all-gender washrooms
- Pictograms on all stalls in all-gender multi-stall washrooms and change rooms (if provided in the future)

Automatic door openers

Currently all building entrance doors, except for 1301 Dallas Road, are held or locked open during opening hours. Automatic door openers, button/signage for automatic door openers, door closure pressure, door hardware and kick plates for entrance doors have therefore been excluded from audits. These elements must meet accessibility requirements if doors are functionally operable in the future.

Mounting heights and locations

All grab bars, dispensers, and other accessories are mounted at inconsistent and often inaccessible heights and locations across park washrooms. Consistent best practice mounting heights and locations are essential to accessibility and should be developed and implemented based on RHFAC and CSA B651-18 requirements.

Sanitary disposal bins

Sanitary disposal bins and product dispensers are only provided in women's washrooms. Disposal bins, mounted at an accessible height, should be provided in all stalls and washrooms, including men's. If provided at a facility, product dispensers should also be available to people using men's washrooms and all-gender washrooms.

Sinks and faucets

The sink model used at most park washrooms is not ideal for providing adequate knee clearance, which is further obstructed by brackets in many washrooms. If upgrading, replace sinks with a model that provides adequate knee clearance, offset pipes and does not require brackets, or brackets that do not obstruct knee clearance. The faucet model with a round control present at many of the study facilities is not ideal, as it requires significant effort to operate. Consider upgrading these faucets if replacing sinks.

Automated fixtures

Automated fixtures, including toilet flushing mechanisms, faucets, soap dispensers, paper towel dispensers and hand dryers provide maximum ease of use for most users. Consider installing automated fixtures when possible if upgrading.

Drinking fountains

Drinking fountains/bottle fillers are recommended at all park washrooms. They should be co-located with washrooms, easy to operate and installed at an accessible height with knee clearance. Whenever possible they should be recessed from the path of travel. If the context does not allow for recessed installation, drinking fountains must be cane detectable, or have a cane detectable guard. Installation with the bottom at 685mm is at the maximum height for cane detectability, while still providing minimum knee clearance. The model used at 121 Memorial Crescent and 156 Nursery Way provide a good example of an accessible model with easy-to-use controls.

Shelter and seating

The amount of shelter provided by the roof overhangs of park washrooms varied. Seating near washroom entrances was also largely missing. Whenever possible, incorporate adequate shelter and sheltered seating near washroom entrances into upgrade work.

Appendix A

Detailed Accessibility Criteria

Table 1 - Detailed accessibility criteria including explanation, key dimensions and references

Exterior

Criterion	Explanation and key dimensions	Reference
Signage	Signage should be clear, consistent, and visible from a distance, easing wayfinding and route planning, while indicating to the public that there is a washroom available.	<ul style="list-style-type: none"> • RHFAC V3.0 Section 6 • CSA B651-18 Section 4.5
Accessible path of travel – slope, width, clear space, surface	Uneven, cracked, and steep surfaces can create tripping hazards and pose safety risks. A path of travel should be convenient, continuous, and safe to use.	<ul style="list-style-type: none"> • RHFAC V3.0 Section 2 • CSA B651-18 Section 8
Curb cuts	Curb cut(s) are essential for people using wheeled mobility devices to access facilities from the street. Curb cuts must comply with guidelines for slope, width, and tactile indicators.	<ul style="list-style-type: none"> • RHFAC V3.0 Section 1 • CSA B651-18 Section 8.3
Obstructing objects	<p>Obstructing objects can create unsafe conditions for people using wheeled mobility devices, walking aids and/or who have low vision. Any obstacle in a path of travel should be cane detectable and have high contrast.</p> <ul style="list-style-type: none"> • Objects protruding more than 100 mm from a wall in a path of travel must be cane detectable, either by being located with their bottom edge at or below 685 mm from the floor or by having a cane detectable guard installed below them 	<ul style="list-style-type: none"> • RHFAC V3.0 Section 2.1.8 • CSA B651-18 A.6; 4.4.2.3
Tactile indicators / guards – for stairs, ledges, overhead obstructions	Tactile indicators and guards are critical for people with low vision to navigate safely and are required for stairs, ledges, ramps, and obstructing objects.	<ul style="list-style-type: none"> • RHFAC V3.0 Section 2.1; 2.2; 2.3; • CSA B651-18 8.2.5; 8.2.7; 8.2.8
Visual indicators	Ramps are required to have high contrast visual indicators at transition points between landings and sloped surfaces. Indicator strips on stairs should be visually contrasted.	<ul style="list-style-type: none"> • RHFAC V3.0 Section 2 • CSA B651-18 Section 8.2.7
Seating	Seating, ideally sheltered, outside of park washroom facilities is recommended for people resting, waiting to use the washroom and/or waiting for companion(s). Best practice is to include back rests and offer options with and without arm rests. Seating should be conveniently located and not block the path of travel.	<ul style="list-style-type: none"> • RHFAC V3.0 Section 2.4 • CSA B651-18 Section 8.6
Sheltered space	Shelter outside of park washroom facilities such as an overhang, provides protection from the elements for people resting, waiting to use the washroom and/or waiting for companion(s). Shelter space should be large enough to accommodate a person using a wheeled mobility device without blocking the path of travel.	<ul style="list-style-type: none"> • RHFAC V3.0 Section 2.4

Interior

Criterion	Explanation and key dimensions	References
Signage	Washroom signage should clearly and consistently indicate function using text, pictograms, and tactile signage, and be mounted at an appropriate height and location.	<ul style="list-style-type: none"> • RHFAC V3.0 Section 5.1; 6 • CSA B651-18 Section 4.5
Entrance – clear space, ease of use	Entrances to washroom facilities must have clear space and width that is free from obstructions. Doors that are operable must meet requirements for hardware, automatic door openers, and door closure pressure. See for technical requirements. <ul style="list-style-type: none"> • Minimum 850 mm wide entryways 	<ul style="list-style-type: none"> • RHFAC V3.0 Section 5.1.6 • CSA B651-18 Section 5.2.1
Entrance doors – colour contrast	Entrance doors should be easily identifiable and visually contrasted with adjacent surfaces. Glazed doors should include colour-contrasted markings at eye level.	<ul style="list-style-type: none"> • RHFAC V3.0 Section 5.1.7 • CSA B651-18 Section 5.2
Threshold	High and uneven thresholds create tripping hazards and pose risks for people who use wheeled mobility devices. Flush transitions are preferred. <ul style="list-style-type: none"> • Maximum 13 mm high and beveled when over 6 mm high 	<ul style="list-style-type: none"> • RHFAC V3.0 Section 3.1.9 • CSA B651-18 Section 5.2.6
Lighting level	Adequate and even lighting is crucial to navigation and safety. Glare and shadows should be minimized.	<ul style="list-style-type: none"> • RHFAC V3.0 Section 5.1
Colour contrast – interior	Colour contrast required between walls, fixtures and floors. Accessories should be colour contrasted with walls.	<ul style="list-style-type: none"> • RHFAC V3.0 Section 5.1 • CSA B651-18 Section 6.2
Obstructing objects	Obstructing objects can create unsafe conditions for people using wheeled mobility devices, walking aids and/or who have low vision. Objects, both on the floor and wall-mounted, should not obstruct clear space and path of travel.	<ul style="list-style-type: none"> • RHFAC V3.0 Section 5.1.9 • CSA B651-18 A.6; 4.4.2.3
Floor surface	Uneven floor surfaces can create tripping hazards and pose risks for people who use wheeled mobility devices. Floor surfaces should also be slip-resistant and produce minimal glare.	<ul style="list-style-type: none"> • RHFAC V3.0 Section 5.1.20 • CSA B651-18 Section 4.3.1
Baby change table	Baby change tables should be provided in all washroom facilities, regardless of gender designation. Clear space beneath and around baby change table is required. Change tables should ideally be within reach of sink and hand dryer/ paper towel dispenser. <ul style="list-style-type: none"> • Surface at operating height of 730-860 mm 	<ul style="list-style-type: none"> • RHFAC V3.0 Section 5.1.23 • CSA B651-18 Section 6.7.1.2
Sharps container	Sharps containers should be available inside washroom facilities and be locked and securely affixed to the wall. <ul style="list-style-type: none"> • Opening/operating height at maximum 1100 mm from floor 	<ul style="list-style-type: none"> • CSA B651-18 Section 4.2.3
Clear space – shared areas	Clear space is required for people using wheeled mobility devices. <ul style="list-style-type: none"> • Minimum 1500 mm x 1500 mm (BCBC 3.8.3.11), 1700 mm x 1700 mm recommended (CSA B651-18 Section 6.2.2) 	<ul style="list-style-type: none"> • RHFAC V3.0 Section 5.1 • CSA B651-18 Section 6.2 • BCBC 3.8.3.11
Sink(s) / vanity	Accessible height and clearance are required for people using a wheeled mobility device to use a sink.	<ul style="list-style-type: none"> • RHFAC V3.0 5.1.17 • BCBC 3.8.3.15
Shelf (if no vanity)	Minimum one shelf must be provided when no counter space is provided at sink. Shelves should not have sharp edges. <ul style="list-style-type: none"> • Minimum 200 mm x 400 mm usable surface, maximum 1200 mm above the floor 	<ul style="list-style-type: none"> • CSA B651-18 Section 6.3.3
Mirror	Tilted mirrors can cause visual distortion, thus fixed mirrors mounted at accessible height are preferred. <ul style="list-style-type: none"> • Bottom edge maximum 1000 mm from floor 	<ul style="list-style-type: none"> • RHFAC V3.0 5.1.18 • CSA B651-18 Section 6.2.4.2
Faucet	Touch-free/automatic dispensers are preferred. If not automatic, they must be operable with one hand in a closed fist position, and without application of strong or continuous force. Faucet must be easily reached from a seated position.	<ul style="list-style-type: none"> • RHFAC V3.0 5.1.19 • CSA 4.2.1; 6.2.3.3 • BCBC 3.7.2.3

Interior continued

Criterion	Explanation and key dimensions	References
Soap dispensers	<p>Soap dispensers must be easily reachable by a seated person at an accessible sink. Touch-free/automatic dispensers are preferred. If not automatic, they must be operable with one hand.</p> <ul style="list-style-type: none"> Operable at maximum 1100 mm high 	<ul style="list-style-type: none"> RHFAC 5.1.18; 5.1.19 CSA B651-18 Section 6.2.4.3
Paper towel dispensers / dryers	<p>Paper towel dispensers and hand dryers must be easily reachable by a seated person at an accessible sink. Wet hands can be unsafe for people using a wheeled mobility device and/or walking aids. Touch-free/automatic dispensers/dryers are preferred. If not automatic, they must be operable with one hand. Reduced noise level preferred for hand dryers.</p> <ul style="list-style-type: none"> Located within 500 mm reach of person seated at lavatory Operable at maximum 1100 mm high 	<ul style="list-style-type: none"> RHFAC 5.1.18; 5.1.19 CSA B651-18 Section 6.2.4.4
Accessible urinals – men's washrooms	<p>If urinals are provided in the washroom, at least one must be at an accessible height, with a clear width of approach, no step in front of it, and be equipped with grab bars. Accessible urinals should be colour-contrasted with the wall surface, have a centreline indicator, and meet requirements for flush controls. Urinal troughs are not recommended.</p>	<ul style="list-style-type: none"> RHFAC V3.0 Section 5.1 CSA B651-18 Section 6.2.8
Grab bars for accessible urinals – men's washrooms	<p>Grab bars are required adjacent to accessible urinals to prevent risks such as slipping and falling.</p>	<ul style="list-style-type: none"> RHFAC V3.0 Section 5.1 CSA B651-18 Section 6.2.8
Privacy screens between urinals men's washrooms	<p>Privacy screens should be installed between urinals that do not block minimum clear space.</p> <ul style="list-style-type: none"> Minimum 470 mm from centre line of urinal to centre line of privacy screen(s) (not impeding grab bars and clear space) 	<ul style="list-style-type: none"> RHFAC V3.0 Section 5.1.15
Hardware – stall doors	<p>Locks must be operable with one hand in a closed fist position. Door hardware that requires twisting or tight grasping can be a barrier for people with reduced dexterity and fine motor control. D-type pulls, or lever handles are required.</p> <ul style="list-style-type: none"> D-type door pull minimum 140 mm long, located 200-300 mm from hinge side of door, 900-1100 mm above the floor 	<ul style="list-style-type: none"> RHFAC V3.0 Section 5.1.7. CSA B651-18 Section 5.2. BCBC 3.8.3.11
Accessible stall door(s) – swing direction	<p>Stall doors should open outwards. If opening inwards, ensure it is not impeding required clear space.</p> <ul style="list-style-type: none"> Minimum 850 mm wide 	<ul style="list-style-type: none"> RHFAC V3.0 Section 5.1.6 CSA B651-18 Section 6.2.7.2
Clear/transfer space – accessible stalls	<p>Clear space within accessible stalls is essential for people transferring from wheeled mobility devices and/or who benefit from help from a companion. See</p> <ul style="list-style-type: none"> Minimum 1700 mm x 1700 mm clear space in front of stall Minimum 900 mm wide x 1500 mm long transfer space adjacent to toilet 	<ul style="list-style-type: none"> RHFAC V3.0 Section 5.1.9 CSA B651-18 Section 6.2.6.2
Accessible toilets	<p>Accessible toilets must have adequate adjacent transfer space, be at an appropriate height, with flush mechanisms that are automatic or easy to reach and use on the transfer side of the toilet.</p> <ul style="list-style-type: none"> Seat height 430-480 mm above the floor Flush mechanism height 500-900 mm above the floor Centre line of fixtures 460-480 mm from closest wall 	<ul style="list-style-type: none"> CSA B651-18 Section 6.2.6
Backrests for accessible toilets	<p>Accessible toilets must be equipped with a seat lid or back rest to provide support for people with limited balance. Back support should ideally be installed at 95-105 degrees.</p>	<ul style="list-style-type: none"> RHFAC V3.0 Section 5.1.11 CSA B651-18 Section 6.2.6.1

Interior continued

Criterion	Explanation and key dimensions	References
Grab bars for accessible toilets	Grab bars can be essential for people using an accessible washroom stall. They must be mounted in specific locations in accessible toilet stalls, be colour contrasting with the walls, and be slip-resistant.	<ul style="list-style-type: none"> • RHFAC V3.0 Section 5.1 • CSA B651-18 Section 6.2
Toilet paper dispensers	<p>Toilet paper dispensers must be within easy reach from a seated position and easily operable. They should be open-roll dispensers, or with as much exposed roll as possible.</p> <ul style="list-style-type: none"> • Located 600-800 mm above the floor on the side wall, below the grab bar • Closest edge of dispenser maximum 300 mm from the front of the toilet 	<ul style="list-style-type: none"> • RHFAC V3.0 Section 5.1.13 • CSA B651-18 Section 6.2.6.5
Sanitary disposal	<p>Sanitary disposal bins should be included in all stalls and all washrooms (including men's washrooms). They must be located on the side wall under grab bars and within reach of a person seated on the toilet.</p> <ul style="list-style-type: none"> • Located 600-800 mm above floor 	<ul style="list-style-type: none"> • RHFAC V3.0 Section 5.1.18 • CSA B651-18 Section 4.2
Hooks	<p>Coat hooks should be provided in all washrooms and stalls and be easily reachable from a seated position. Flat end hooks are preferred to reduce risk of injury.</p> <ul style="list-style-type: none"> • Hooks mounted maximum 1100 mm from the floor • Projecting maximum 40 mm from the wall 	<ul style="list-style-type: none"> • RHFAC V3.0 Section 5.1.18 • CSA B651-18 Section 6.3.3
Showers – clear space	<p>Clear space must be provided for people using wheeled mobility devices to approach and maneuver around the shower area.</p> <ul style="list-style-type: none"> • Shower minimum interior dimensions 900 mm x 1500 mm with a clear transfer space adjacent to shower minimum 900 x 1500 mm 	<ul style="list-style-type: none"> • RHFAC V3.0 Section 5.2 • CSA B651-18 Section 6.5
Showers – controls, fixtures, and grab bars	Grab bars can be essential for people using an accessible shower stall. Shower controls must be easily reachable and usable from a seated position.	<ul style="list-style-type: none"> • RHFAC V3.0 Section 5.2 • CSA B651-18 Section 6.5
Change room and benches	Accessible showers must have a fold-down bench. Change rooms should include benches that meet requirements for size, clearance, and grab bars for accessibility.	<ul style="list-style-type: none"> • RHFAC V3.0 Section 5.2; 8.11 • CSA B651-18 Section 6.4; 6.8 • BCBC 3.8.3.16(g)

Appendix B

Detailed Audit Tables

(Available upon request)

