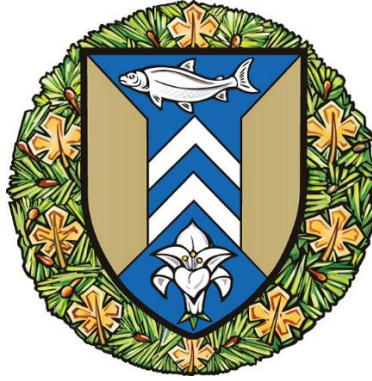




The Corporation of the City of Sault Ste. Marie

Accessibility Advisory Committee

Agenda, November 19, 2025, 2:00 – 4:00 pm

[Link to Join Zoom Meeting](#)

Meeting ID: 836 2497 2816

Passcode: 280622

One tap mobile Canada +12042727920,,83624972816#

Canada Toll-free 855 703 8985

[YouTube livestream link](#)

1. Meeting called to order

2. Chair's comments

3. Approval of Minutes

3.1. AAC meeting October 14, 2025

4. Declaration of Conflict of Interest

5. New Business

5.1. Transit Route Optimization Study Results

5.2. Accessibility Open House at Northern Community Centre, Nov
20, 2025

5.3. Accessibility Plan – 2026- 2030

5.4. AAC member request; Lack of safe crosswalk at Willow

6. Old Business

6.1. Section 5.6 from October 8/25 agenda – item missed

6.2. Northern Avenue Intersection resolution

7. Barrier Removal Update

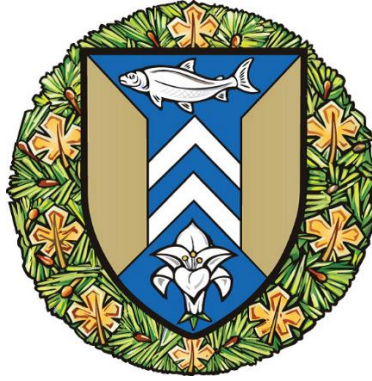
7.1. No update

8. Site Plan Sub-Committee Report

8.1. Site Plan Sub-Committee Report, attached

9. Adjournment

Next meeting December 9, 2025, In-person and via Zoom, 2:00 to 4:00 pm



The Corporation of the City of Sault Ste. Marie

Accessibility Advisory Committee

Minutes, October 08, 2025

Meetings may be viewed on the [City's YouTube Channel](#)

Present: Carol Magnan, Diana Gerhart, Derrick Lavallee, Kerri Tucket, Wayne Scharfenberg, Andree Lebonte, Craig Kohler

Absent: Councilor Lisa Vezeau-Allen, Councilor Sandra Hollingsworth, Don McConnell

On Zoom: Leslie Sawchyn (Interpreter).

Officials: Diane Morrell, Peter Tonazzo, Dan Perri (PW) Samir Thapa (Recorder) Kelly Legault, Tessa Vecchio, Zoe Sanguinetti (Corporate Communications) Dan Gowans (IT)

1. Chair's Comments

2. Approval of Minutes – October 08, 2025

Moved by: Kerri Tucket

Seconded by: Diana Gerhart

Resolved that the Minutes of the Accessibility Advisory Committee meeting of October 08, 2025 be approved.

Carried.

3. Declaration of Conflict of Interest

- 3.1. None

4. New Business

- 4.1. New City website presentation
- Presented by Tessa, Zoe, Dan
 - Contact Tessa, Zoe (Communication) or Diane for any suggestion.
- 4.2. Kindness week initiative
- Will happen in the third week of February.
 - Diane Morrell is the newest member of the Kindness group.
 - Group started by Peter Vaudry and Frank Sarlo.
- 4.3. GFL accessible entrance signage
- There were some accessible concerns with wayfinding
 - The entrance into the building didn't appear to be accessible.
 - There is a VIP entrance, but it's not marked very well.
 - Signage increases people's awareness of alternate accessible entrances.
 - Internal signage is not very visible.
- 4.4. GNR/Northern Ave crossing and Northern Ave/Metro crossing
- APS beeps are 7 but have been sped up.

5. Old Business

- 5.1. On-street accessible parking update
- We've had 2 years of reconstruction on Queen Street.
 - First accessible on-street parking is now complete
 - It is marked with the international symbol of accessibility, and Highway Traffic Act signage for accessible parking.
 - There were 3 different positions of on-street parking; west end of parking aisle, east side of parking aisle, and mid-block
 - Any comments, submit to Diane.
- 5.2. Downtown patio update
- Three existing patios still on the sidewalk
 - Agreements are still in place but expiring in 2026 and 2027

6. Barrier Removal Updates

- 6.1. Barrier Removal Update – no update

7. Site Plan Sub-Committee Report

7.1. Site Plan Sub-Committee Report - none

8. Adjournment

Next meeting November 12, 2025 In-person and via Zoom, 2:00 to 4:00 pm



SAULT STE. MARIE

Corporation of the City of Sault Ste. Marie Multi-Year Accessibility Plan (MYAP) 2026 – 2030

**This Accessibility Plan and all documents
referenced within are available in accessible
formats upon request.**

Approval Date:

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Message from Mayor Matthew Shoemaker and/or CAO

Placeholder

Message from the Accessibility Advisory Committee Chair

Placeholder

DRAFT

Approval Date:

Land Acknowledgement

The Corporation of the City of Sault Ste. Marie acknowledges, with respect, that we are in Robinson-Huron Treaty territory, on the traditional lands of the Anishinaabe, known as Bawaating. Bawaating is the home of Garden River First Nation, Batchewana First Nation, and the Historic Sault Ste. Marie Métis Council.

DRAFT

Approval Date:

Introduction

The prevalence of disability in Ontario

According to the 2022 Canadian Survey on Disability (CSD) by Statistics Canada, approximately 27% of Canadians aged 15 years and older—about 8 million individuals—reported having at least one disability. This represents a 5% increase from 2017, when the rate was reported at 22%.

While Ontario-specific data is limited, national trends show a steady rise in disability prevalence, largely due to increased reports of mental health-related disabilities among youth and working-age adults. [Statistics Canada](#)

Statement of Commitment

The Corporation of the City of Sault Ste. Marie is guided by the four core principles of:

Dignity,
Independence,
Integration, and,
Equality of Opportunity.

The City of Sault Ste. Marie is committed to fostering an inclusive, accessible community for all residents, visitors, and staff. This Multi-Year Accessibility Plan reflects our ongoing efforts to identify, remove, and prevent barriers across all municipal facilities, services, programs, and public spaces.

Accessibility is a shared responsibility, and the City recognizes that continuous improvement requires collaboration, innovation, and engagement with the community. We welcome feedback from residents, visitors, and organizations on how we can further enhance accessibility and inclusion in our services and facilities.

Accessibility Legislation in Canada

Provincial: Ontario introduced accessibility legislation through the [Ontarians with Disabilities Act \(ODA 2001\)](#), followed by the [Accessibility for Ontarians with Disabilities Act \(AODA 2005\)](#), and the [Integrated Accessibility Standards Regulation \(IASR 2011\)](#), establishing accessibility standards for organizations of all sizes. The [Ontario Human Rights Code](#) guarantees freedom from discrimination and promotes respect for dignity and equality.

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The Sault Ste. Marie Accessibility Advisory Committee's Mandate, Mission, and Vision

The Sault Ste. Marie Accessibility Advisory Committee (AAC) meets monthly to provide input on municipal projects, site plan applications, and City programs and activities. The Committee is composed of community members with lived experience of disability, whose input, education, and expertise are highly valued by the City.

Mandate:

The Accessibility Advisory Committee advises Council on promoting and advancing a barrier-free Sault Ste. Marie for people of all abilities, with the Accessibility Coordinator supporting City Departments in advancing the Committee's mandate.

Mission:

The Committee works to identify, remove, and prevent barriers to ensure full participation in community life for people of all abilities.

Vision:

A Sault Ste. Marie that is fully accessible, inclusive, and barrier-free for all residents and visitors.

Application and Scope of the Multi-Year Accessibility Plan (MYAP)

The **Multi-Year Accessibility Plan** outlines the City of Sault Ste. Marie's goals and actions, to identify, remove, and prevent barriers for people with disabilities. It serves as a roadmap for continuous improvement, guiding how accessibility is achieved across all City services, programs, facilities, and public spaces.

The **Accessibility Policies** provide the framework that supports this work. They establish the standards and expectations that guide City employees in delivering accessible and equitable service to residents, visitors, and staff.

Together, the **Accessibility Plan** and the **Accessibility Policies** create a unified approach to accessibility and inclusion, ensuring that accessibility is embedded in both daily operations and long-term planning across all areas of municipal service.

The MYAP is applicable to all departments that report directly to City Council through the Chief Administrative Officer, and include:

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Corporate Services

Clerk's Department
Finance Department
Human Resources Department
Information Technology Department

Community Development and Enterprise Services

Community Services Department
Local Immigration Partnership
Planning and Enterprise Services
Future SSM
Economic Development
Tourism

Fire Services

Legal Department

Public Works and Engineering

Building Division
Building Services

The MYAP does not apply to:

Algoma Public Health
Sault Ste. Marie Region Conservation Authority
District of Sault Ste. Marie Social Services Administration Board
Sault Ste. Marie Innovation Centre
Sault Ste. Marie Police Services
Sault Ste. Marie Public Library

Departmental Responsibilities

Each department is responsible for identifying and addressing barriers within its own facilities, programs, and services. Departments will include accessibility improvements in their annual budgets to fund barrier removal and prevention initiatives.

The Barrier Removal Budget managed by the Accessibility Advisory Committee is intended for **new accessibility projects** and is not intended to be used for routine

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maintenance, operational needs, or replacement of worn-out accessibility items. Accessibility is a shared responsibility, and all departments play a key role in creating an inclusive environment. If a department has identified a barrier removal project, the Accessibility Advisory Committee will consider a request for funding contribution from the Barrier Removal Budget.

Multi-Year Accessibility Plan (MYAP)

1. General

Accessibility Plan and Policies

This plan is guided by the [Integrated Accessibility Standards Regulation \(IASR\)](#), which requires the City to develop, implement, and maintain [Accessibility Policies](#) that outline how the City will achieve accessibility and meet the requirements that inform the actions in the [Multi-Year Accessibility Plan](#).

GOAL:

Ensure effective barrier identification, prevention and removal through the Accessibility Policies and the Multi-Year Accessibility Plan.

ACTIONS:

- **Accessibility Policies:** Update and implement the City's Accessibility Policies to ensure accessibility for all City-owned and operated facilities, services, and programs.
- **Consultation:** Engage with the Accessibility Advisory Committee, the public and people with disabilities through various means.
- **Governance:** Establish a Corporate Management Working Group to oversee MYAP implementation through the departments
- **Governance:** Accessibility Coordinator to lead MYAP implementation with support from departments for tasks including:
 - Review of the goals and actions in the Accessibility Plan
 - Review of Accessibility Policies to ensure effectiveness.
 - Review of customer service feedback to inform future barrier removal activities.

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- **Develop Guides and Tools:** Develop and maintain accessibility guidelines and tools to support continued barrier removal.
- **Annual Status Report:** Provide an Annual Status Update to the Accessibility Advisory Committee and City Council and post updates on the City website.

Procurement

GOAL:

Ensure accessibility is considered at every stage of procurement.

ACTIONS:

- **Develop Guides and Tools:** Develop and implement tools such guidelines, templates, and sample language to integrate accessibility in procurement.
- **Consultation:** Establish a consultation process with the Accessibility Coordinator to review accessibility requirements in procurement.
- **Review:** Develop and review procurement processes annually to evaluate how well they support accessible outcomes.

Training

GOAL:

Ensure all staff, volunteers, and contractors receive required training on the IASR and the Human Rights Code, and additional role-specific training where applicable.

ACTIONS:

- **AODA and OHRC Training:** All new employees will receive training in the accessibility standards, the Human Rights Code as it pertains to persons with disabilities and a review of the City's Accessibility Policies.
- **Customer Service Training:** All employees who provide customer service will receive customer service training.
- **Accessible Document Training:** All employees who create public-facing documents will receive training in creating accessible and conversion ready documents.

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- **Employment Standards Training:** All new employees will receive training in Employment Standards and workplace supports through the onboarding process.
- **Training:** Training for employees who are responsible for accessibility features in the built environment regarding how people with disabilities navigate and interact with their environment.
- **Training:** Provide additional learning opportunities for staff, such as awareness events, guest speakers, and experiential learning to build knowledge and skills in accessibility and inclusion.

2. Information and Communication

Accessible Customer Service Feedback

GOAL:

Ensure the customer service feedback process is accessible and includes processes that meet the needs of people with disabilities.

ACTIONS:

- **Accessibility Policies:** Implement an updated Accessibility Policy that includes information and communications requirements.
- **Training:** Train staff to provide accessible customer service, which includes interacting with and receiving feedback from people with disabilities.
- **Accessible Customer Service:** Develop and implement a communications strategy to inform the public about the availability of accessible formats and communication supports, including signage in customer service areas.
- **Tracking Customer Service Feedback:** Explore and implement an effective tracking, reporting and responding system for accessible customer service feedback.

Accessible Formats and Communication Supports

GOAL:

Provide accessible formats and communication supports in a timely manner and at no additional cost than for other documents.

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ACTIONS:

- **Accessible Document Training:** Provide training for staff on creating accessible, conversion-ready documents.
- **Provide Accessible Formats:** Ensure public documents, forms, and notices are available in accessible formats upon request.
- **Explore Accessible Technology:** Explore and use various technology solutions to enhance communications such as use of QR codes for printed materials.

Emergency Procedure, Plans and Public Safety Information**GOAL:**

Ensure emergency procedures, plans, and public safety information is available in accessible formats upon request.

ACTIONS:

- **Provide Accessible Formats:** Ensure the Emergency Response Plan is conversion-ready for accessible formats.
- **Communication:** Provide ASL interpreter services for public emergency information, whenever possible.
- **Communication:** Make emergency communications and notices available in accessible formats to the greatest extent possible.

Accessible Websites and Web Content**GOAL:**

Ensure City websites and web content are accessible to all users, meeting WCAG 2.0 Level AA standards and exceeding them where feasible.

ACTIONS:

- **Accessibility Policies:** Include web accessibility requirements in the City's Accessibility Policies.

Approval Date:

- **Accessibility Policies:** Require all third-party websites and content procured by the City to meet WCAG 2.0 Level AA standards in line with procurement policies.
- **Training:** Train staff to create accessible and conversion-ready documents and web content.
- **Develop Guides and Tools:** Create an accessible content style guide
- **Build in Accessible Processes:** Integrate accessibility checks into content publishing workflows.
- **Maintenance:** Continuous improvement and maintenance of the City website to provide an accessible online customer service experience.
- **Maintenance:** Ongoing accessibility audits of all website content to ensure WCAG 2.0 Level AA compliance.
- **Consultation:** The Accessibility Advisory Committee will be consulted on a regular basis regarding website accessibility audits.

3. Employment Standards

GOAL:

Ensure employees have equitable access to supports and opportunities throughout their employment lifecycle.

ACTIONS:

- **Accessibility Policies:** Annual review of the Accessibility Policies to ensure effectiveness.
- **Training:** All new employees receive training in the Employment Standards and available workplace supports within the onboarding process.
- **Accessibility Supports:** Ensure the Return-to-Work Coordinator is available to provide required supports for employees with disabilities.

4. Transportation

4.1 Public Transit Services

GOAL:

Provide accessible public transportation that meets the needs of the community.

ACTIONS:

Approval Date:

- **Accessibility Policies:** Annual review of Accessibility Policies which include Transportation Services, to ensure continued compliance with accessibility standards.
- **Accessibility Policies:** Develop accessible design criteria for new or replaced bus stops and shelters, in consultation with Accessibility Advisory Committee, the public, and persons with disabilities
- **Consultation:** Continue ongoing engagement with the Accessibility Advisory Committee, the public, and persons with disabilities on public transit services on the prevention and removal of barriers.
- **Service Enhancement:** Proactively work to make all bus stops and shelters accessible.
- **Service Enhancement:** Explore opportunities to update Parabus service.
- **Service Enhancement:** Explore and implement emerging and best practice navigation technology such as the BlindSquare Event App to support accessible navigation.
- **Service Enhancement:** Review and implement opportunities for efficiencies and improved service using Geographic Information Systems (GIS) for disability statistics to inform Parabus service.
- **Training:** Continue to provide travel training program, for new passengers with disabilities.

4.2 Vehicles for Hire Services

GOAL:

Ensure reliable accessible on-demand Vehicles for Hire are available and equitable for persons with disabilities.

ACTIONS:

- **Maintain Policies:** Review and update the Taxi By-law to reflect current accessibility needs.
- **Consultation:** Engage the Accessibility Advisory Committee, the public, and persons with disabilities to determine the required proportion of accessible vehicles for hire.
- **Consultation:** Engage with vehicles for hire service providers to develop and implement strategies that improve accessible vehicles for hire.
- **Explore Innovative Solutions:** Explore innovative solutions with licensed vehicles for hire to enhance and sustain accessible service.

Approval Date:

- **Accessible Customer Service:** Explore and implement a feedback process specifically for vehicles for hire to ensure equitable service for persons with disabilities throughout the customer service experience.

5. Public Spaces and Facilities

Goal

Create public spaces that are accessible, inclusive, and designed to meet the diverse needs of all community members.

Actions

- **Accessibility Policies:** Update Accessibility Policies to ensure that accessibility requirements are included in all new construction, redevelopment, and major maintenance of public spaces, including:
 - Recreational trails and beach access routes
 - Outdoor public eating areas
 - Outdoor play spaces
 - Exterior paths of travel (e.g., sidewalks, ramps, stairs, curb ramps, rest areas)
 - Accessible parking facilities
 - Service counters, fixed queuing guides, and waiting areas
- **Consultation:** Engage the Accessibility Advisory Committee, people with disabilities, and interested parties early in the design and planning stages of all projects, including those under the Design of Public Spaces Standard (DOPS)
- **Review site plans for accessibility:** Incorporate accessibility design criteria into the City's site plan review process to identify and address potential barriers early.
- **Facility and Infrastructure Reviews:** Regularly inspect City-owned facilities, parks, and services to identify and address barriers through ongoing maintenance and capital improvements, incorporating public feedback where applicable.
- **Preventative Maintenance:** Develop and implement procedures for ongoing preventive maintenance of all accessible features to ensure reliable usability.
- **Accessible Pedestrian Signals:** Continue to explore and implement solutions to increase the number and usability of Accessible Pedestrian Signals.

Approval Date:

6. Accessible Customer Service

Goal

Provide excellent, accessible customer service that meets the needs of all members of the public, including people with disabilities.

Actions

- **Accessible Customer Service:** Provide accessible customer service training for all customer service employees including but not limited to:
 - Interacting and communicating effectively with people who have various types of disabilities.
 - Supporting individuals who use assistive devices, service animals, or support persons.
 - Using assistive equipment or devices provided by the City
 - Responding appropriately when a person with a disability encounters difficulty accessing services.
- **Accessible Communication:** Develop and implement a communications strategy to inform the public about the availability of accessible customer service, including accessible formats and communication supports.
- **Accessibility Policies:** Develop and implement a procedure for staff to effectively provide public notice of temporary service disruptions when accessibility equipment or features are not working.
- **Feedback:** Explore and implement an effective method of receiving, recording, tracking and responding to customer service feedback.

7. Priorities

Preamble

While all of the actions contained in this Plan are essential to achieve a fully inclusive Sault Ste. Marie, the following are priority action items:

- **Training:** Provide training and experiential learning for all Municipal staff.
- **Public Accessible Washrooms:** Identify, prioritize and update Municipal facilities to ensure the adequate provision of fully accessible, universal washroom facilities that are designed utilizing current best practices, with various features such as adult change tables.

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- **Fully Accessible Programming Opportunities:** Develop and provide recreational and community programs that are inclusive for people with diverse disabilities.
- **Facility Accessible Design Standards:** Explore options for creating, updating or adopting a new Facility Accessible Design Standard (FADs), including developing the required processes and procedures to ensure that new or renovated city facilities adhere to the FADs.

Providing feedback:

To provide feedback, comments, suggestions or questions regarding the MYAP or accessibility, please contact:

Diane Morrell, Accessibility Coordinator

Email: d.morrell@cityssm.on.ca or accessibility@cityssm.on.ca

Phone: 705-541-7310

In Person: Ronald A. Irwin Civic Centre, 99 Foster Drive

Your input helps to create a City that is welcoming, inclusive, and accessible to everyone.

Approval Date:

Northern Avenue Intersection Resolution, City Council

November 3, 2025

Mover Councillor L. Vezeau-Allen Seconded Councillor S. Hollingsworth

Whereas intersection improvements at the Great Northern Road and Northern Avenue East intersection and the Northern Avenue East Peewee/Metro intersection were identified as high-priority capital requests for projects not already included; and

Whereas these intersections and the surrounding area have the highest concentration of residents with disabilities due to large numbers of accessible residential units at 277A Northern Avenue, 31 and 59 Old Garden River Road; and

Whereas given increased development in the area, additional vehicles and pedestrians are anticipated to utilize these intersections; and

Whereas current pedestrian facilities are not adequate and do not meet current Accessibility for Ontarians with Disabilities Act standards; and

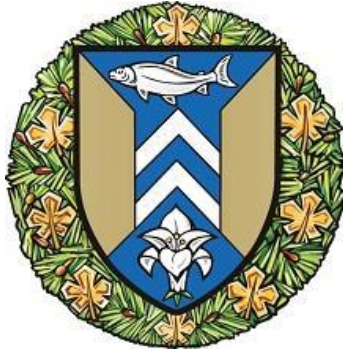
Whereas the Accessibility Advisory Committee has conducted a thorough examination of the area, and identified significant safety and accessibility concerns, including inaccessible curb cuts, no access for motorized wheelchairs, unsafe slip lanes, among other concerns; and

Whereas the current infrastructure is not deemed safe or accessible by the Accessibility Advisory Committee. During the public consultation process in association with the Trinity Tower development, a common theme for those residing in the area was that the current state of the pedestrian infrastructure at both intersections is not safe; and

Whereas the Great Northern Road/Northern Avenue intersection is one of the busiest pedestrian intersections in Sault Ste. Marie. Over a 12-hour period on March 20th, 2025, there were a total of 30,401 vehicle and 371 pedestrian crossings at this intersection. Additional development, such as the 108-unit Trinity Tower, 32-unit former Catalina Motel, and full commercial build-out of the 'Princess Auto Plaza' will increase both vehicular and pedestrian traffic in the area; and

Whereas it was estimated to cost \$600,000 to complete the scope of work for both intersections;

Now Therefore Be It Resolved that the Northern Avenue East Peewee/Metro intersection be added to the 2026 budget as a service level change as it is not included within the recommended capital program for 2026 for upcoming budget deliberations.



SITE PLAN REPORT – 15 Bay Street – Canal District

Parking:

- Barrier free parking must be located at closest area to the accessible entrance (all entrances and amenity spaces i.e., patios).
- Further, there appears to be a manhole located in the BF parking on the south-easterly spot which is not suitable for barrier free parking.
- Ensure barrier free parking spaces include the use of Highway Traffic Act Signage in accordance with the City's Zoning By-law

Walkways & Sidewalks:

- The elevation shows that the building is at grade to parking lot and surrounding areas. This is a highly desirable feature from an accessibility perspective for businesses.
- Ensure safe, accessible, predictable and continuous paths of travel for seniors and people with vision loss, throughout the area. Paths of travel should connect all spaces within the site.
- Extend the concrete sidewalk along both sides of the entrance to connect with the new sidewalks along the west side.
- Ensure all paths of travel are 1.5 m. wide sidewalk according to the [Design of Public Spaces Standard under the Integrated Accessibility Standards Regulation, Exterior Paths of Travel](#).
- Given the tourism focus of this development, pedestrians are expected to approach from multiple locations, including the Station Mall, Transit Station, and nearby proposed buildings. Clearly dedicating and delineating pedestrian paths of travel throughout the site will improve safety and accessibility for all users.

Parabus Access:

- Ensure Parabus has sufficient space to accommodate the turn radius (minimum 14.5 m turn radius).
- Consider widening the drive space between the parking area and the entrance of the building to provide more space for patron and Parabus loading/unloading.

Other:

- There is not sufficient detail on the drawings to provide feedback regarding connection to the various proposed buildings. Please consider how all spaces will be connected for safe and accessible paths of travel for pedestrians. Consider lighting requirements along these paths of travel and surrounding areas to help people feel safe while walking through the various spaces.
- The existing building (market) had an accessible washroom that does not meet universal washroom standards. Given the extensive renovations for the area, along with the high tourism potential, the ideal retrofit would include a universal washroom.
- For this loading zone, concrete from building to parking spaces would visually delineate a loading zone, without the need to paint and re-paint.
- The area being described as patio on the south side of the building should have accessible tables in accordance with the [Design of Public Spaces Standard under the Integrated Accessibility Standards Regulation](#), which is 20%.
- Consider employing colour contrast to easily delineate the door from the surrounding wall surfaces for seniors and people with vision loss. i.e., See aerial view of Station mall at Sport Check entrance and Theatre entrance.
- Ensure all exits are accessible (zero step) so everyone can safely and efficiently exit the buildings in an emergency.
- For customer service areas, please follow the [Design of Public Spaces Standard for Service Counters, Fixed Queuing and Waiting Areas](#).

Sincerely,



Carol Magnan, Chairperson,

Site Plan Sub-Committee for the Accessibility Advisory Committee