Accessibility in the Built Environment Policy

Policy owner: Facilities Management
Approval: Board of Directors
First approved: December 3\textsuperscript{rd}, 2015
Effective date: December 11\textsuperscript{th}, 2017

Policy Statement
Toronto Community Housing is committed to working with tenants to create and maintain buildings and properties that are accessible and inclusive so that everyone can equally participate in their communities. To do this, Toronto Community Housing will:

- bring its buildings up to the Toronto Community Housing Building Standards for Accessibility, over time, while continuing to address tenants’ needs as they arise on a case-by-case basis (“Building Standards”);
- monitor and upgrade its buildings and properties on an ongoing basis to meet tenant needs and meet legislated requirements, and will prioritize practical accessibility considerations;
- be proactive when making decisions and allocating budget resources related to the built environment.

This policy guides Toronto Community Housing in providing functional, practical accommodations while working together with tenants to meet their accessibility needs. These needs include ambulatory needs, needs related to vision and hearing impairments, mental health needs, and other needs required to accommodate a disability as defined by the Ontario \textit{Human Rights Code}, including accommodation for currently used medical devices. Toronto Community Housing is committed to working with tenants with disabilities and tenant accessibility advocacy groups (for example, the Responsible Personal Accessibility in Toronto Housing (R-PATH) tenant-led committee) in all aspects of delivering accessibility in the built environment, including the establishment and revision of the Building Standards.
While one purpose of this policy is to work towards ensuring compliance with the Ontario Human Rights Code, the Accessibility for Ontarians with Disabilities Act, and the Ontario Building Code, Toronto Community Housing is committed to going beyond these requirements to address the full scope of tenants’ accessibility needs, including needs related to vision and hearing impairments, and mental health issues. Regulatory compliance and the commitment to going beyond such requirements will be achieved over time as part of an ongoing process that will be diligently implemented.

**Scope**

This policy applies to all Toronto Community Housing properties, including the design and construction of new buildings, existing building common and outdoor spaces, revitalization and refurbishment projects, and in-suite modifications. It applies to Toronto Community Housing residential, commercial and general support/administration spaces.

**Principles**

In keeping with our values of respect, accountability, community collaboration and integrity, Toronto Community Housing will implement this policy in accordance with the following principles:

1) Aim to provide practical and functional accommodations in all new, revitalized, and refurbished buildings, and in existing buildings where structurally possible.

2) For existing buildings and communities, prioritize accommodations based first on safety; second on tenant, community, or staff request; and third on audit information.

3) Collaborate with tenants, including tenant advocacy groups (for example, R-PATH) and tenants with disabilities to ensure renovations, refurbishments and new buildings are barrier-free, and to remove barriers in existing buildings. Toronto Community Housing will work one-on-one with tenants to establish appropriate accommodations that meet their needs, including tenants who may have specific medical requirements.

4) Provide safe, practical, and functional in-suite modifications to meet tenants' needs as efficiently as possible, and provide a transfer process to meet tenants' medical needs where current units cannot be sufficiently modified.
5) Deliver accountability and transparency through regular monitoring and reporting to the Board of Directors against targets and goals.

Definitions

Disability: From the Ontario Human Rights Code, R.S.O. 1990, c. H. 19:
(a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness;
(b) a condition of mental impairment or developmental disability;
(c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
(d) a mental disorder; or
(e) an injury or disability for which benefits were claimed or received under the Workplace Safety and Insurance Act, 1997, S.O. 1997, c. 16 sched. A, or Ontario Disability Support Program.

In addition, the definition of disability under the Ontario Human Rights Code, R.S.O. 1990, c. H. 19, may include, but is not limited to:

- Acquired Brain Injury
- Deaf, deafened, hard-of-hearing
- Low vision or blind
- Chronic health conditions (cancer, epilepsy, heart disease, etc.)

Hearing/sight accommodated units: Any residential unit that has been modified with medical equipment or technology to accommodate a tenant with a visual or hearing impairment (with medical documentation and submitted/approved through the Toronto Community Housing accommodation request process).

Wheelchair/mobility unit: Any residential unit that has been designed, built or modified to accommodate someone with physical disabilities who is medically required (supported by medical documentation and submitted to the Toronto Community Housing Accessibility Program) to use a mobility devices to meet their mobility needs. These units will meet all legislated requirements and Build Standards. Medical mobility devices may include a walker, a manual or electric wheelchair, a mobility scooter, or any other device that would create a need for a clear path of travel at least 914.4 mm wide.
Policy Details

This policy provides an overall direction for how Toronto Community Housing approaches accessibility in the built environment. It describes Toronto Community Housing’s commitment to working with tenants:

- to find appropriate solutions for individual tenants;
- to ensure barriers are being removed in existing buildings; and
- to ensure that new, revitalized, or refurbished buildings are barrier-free.

It also outlines Toronto Community Housing’s approach and commitment to providing practical and functional design in all buildings, where structurally possible, and to transparency and accountability through regular reporting.

In existing buildings where modification is not practical because of structural and/or building service constraints, a transfer process will be made available to tenants to enable them to move to a unit that meets their needs.

The policy will be applied using the Building Standards.

The financial requirements of this policy will be implemented through Toronto Community Housing’s annual budget. The categories of the accessibility budget are:

- Planned capital, common spaces in buildings with 200 or more units;
- Planned capital, common spaces in buildings with fewer than 200 units;
- On-demand common spaces;
- In-suite modifications;
- Infrastructure – audits and database requirements; and
- Development – incremental upgrades on new builds.

The first four categories are permanent features of the accessibility budget. 'Infrastructure' and 'Development' may change and/or other categories may be added dependent on needs.

Building Standards

Toronto Community Housing will monitor, update, and implement procedures and standards for new developments, refurbished or revitalized communities and existing buildings on an on-going basis. Toronto Community Housing will review any Building Standards upon request from and in collaboration with tenants and tenant advocacy groups (for example R-PATH). Toronto Community Housing Building Standards will
strive to meet the needs of currently used mobility devices and always default to the Ontario Building Code as a minimum standard. The Building Standards will be upgraded on an ongoing basis as equipment, products and devices are upgraded or made available in the market.

The applicable standards will vary by building type (new/renovation/commercial/administrative), but they will follow the same principles as described in this policy and in the Building Standards.

**Build Ratio**

- For all existing revitalization sites (as of year-end 2017), 4% of units in new buildings are built to Toronto Community Housing’s accessibility standards.
- For all new revitalization sites (as of year-end 2017), 9.5% of units in new buildings are built to Toronto Community Housing’s accessibility standards. By 2020, this ratio will increase to 15% of all units in new buildings.
- Where returning relocated households in revitalization sites do not require accessible units, Toronto Community Housing will accommodate the build ratio through retrofits of existing vacant units throughout the broader portfolio where the demand exists.
- For new buildings where 100% of the units are net new to the portfolio, 15% of units are built to Toronto Community Housing’s accessibility standards.
- Toronto Community Housing will keep a log of all existing units that are modified to Toronto Community Housing’s accessibility standards, in both revitalization sites and the broader portfolio.

**Accessibility Design Reviews**

Toronto Community Housing will review accessibility projects on an ongoing basis. Facilities Management, Development, and tenant accessibility advocacy groups (for example R-PATH) will review projects before construction.

The Facilities Management Design and Engineering unit will review projects at the design stage to ensure compliance with legislation and Toronto Community Housing’s Building Standards. The Facilities Management Operations unit will review projects during construction. A tenant advocacy group (currently R-PATH) will conduct a review at the completion of the project, at the request of a tenant, a tenant body, Toronto Community Housing, or at will.
Tenants with disabilities who live in the community where the work is being done will also be consulted at the start and the end of projects.

When developing new buildings or renovating/refurbishing existing properties, Toronto Community Housing will apply the Toronto Community Housing Building Standards as updated from time to time. Toronto Community Housing will also consult with tenant advocacy groups, external agencies, and internal divisions where appropriate. Such efforts will consider and address accessibility, with a particular focus on removing barriers faced by people with disabilities and ensuring the principles of dignity, independence, integration, and equality of outcomes are upheld.

**Emergency Response**

As part of the implementation of this policy, Toronto Community Housing maintains an Emergency Response Procedure for tenants with disabilities. This procedure outlines how tenants with disabilities will be accommodated in emergency situations including, but not limited to:

- full building elevator malfunctions;
- fires;
- floods;
- long-lasting power outages; and/or

The specifics of the Emergency Response Procedure can be located within the Emergency Response Plan.

**Compliance Monitoring and Reporting**

Since accessibility is an area of focus for Toronto Community Housing, accurate and regular monitoring and reporting are necessary.

Facilities Management - Design and Engineering will ensure projects are compliant with the Building Standards and all legislative requirements.

Development will maintain a log of all accessible units that are built or retrofitted as part of revitalization.

The Vice President, Facilities Management will recommend to the Board the Capital budget for accessibility upgrades as part of the annual capital budget approval cycle. Accessibility measures will also be reported annually through the Annual Report.
Governing and Applicable Legislation

- Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11
- O. Reg. 429/07: Accessibility Standards for Customer Service
- O. Reg. 191/11: Integrated Accessibility Standards Regulation
- Ontario Human Rights Code, R.S.O. 1990, c. H.19
- O. Reg. 332/12: Ontario Building Code
- Employment Standards Act, 2000, S.O. 2000, c.41

Related Policies and Procedures

- Accessibility Policy
- Building Standards for Accessibility

Commencement and Review

<table>
<thead>
<tr>
<th>Revision</th>
<th>Date</th>
<th>Description of changes</th>
<th>Approval</th>
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<tbody>
<tr>
<td>First approval:</td>
<td>Dec. 3rd, 2015</td>
<td>New</td>
<td>Board of Directors</td>
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<tr>
<td>Revision #1</td>
<td>Feb. 6th, 2018</td>
<td>Addition of updated Board-approved Build Ratio; minor formatting changes; changed term “resident” to “tenant” throughout</td>
<td>VP of Facilities Management and VP of Development</td>
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Next Scheduled Review Date: February 2020
Building Standards for Accessibility

Policy Owner: Facilities Management and Development
Approval: Executive Leadership Team
First Approved: October 27th, 2015
Effective Date: December 11th, 2017

Purpose
These Building Standards accompany the Accessibility in the Built Environment Policy. They provide detailed regulation to staff, consultants and contractors during the design and construction phases of all new buildings, revitalized buildings, and retrofit projects for common spaces and in-suite modifications.

Scope
The Building Standards (“the Building Standards”) apply to all new, revitalized, retrofit, and existing buildings. They are the Toronto Community Housing regulations that govern all aspects of design and construction. The Building Standards that go above the Ontario Building Code are not optional, unless structurally prohibitive in existing buildings. The Ontario Building Code is to be followed as a default and for all standards not listed in this document.

Toronto Community Housing will upgrade common space areas on an ongoing basis throughout the portfolio based on tenant requests and audit information. In-suite modifications are completed based on tenant requests, with medical documentation, through the Accessibility Program in Asset Management.

Definitions
Disability: From the Ontario Human Rights Code, R.S.O. 1990, c. H. 19:
(f) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness;
(g) a condition of mental impairment or developmental disability;

(h) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;

(i) a mental disorder; or

(j) an injury or disability for which benefits were claimed or received under the Workplace Safety and Insurance Act, 1997, S.O. 1997, c. 16 sched. A, or Ontario Disability Support Program.

In addition, the definition of disability under the Ontario Human Rights Code, R.S.O. 1990, c. H. 19, may include but is not limited to:

- Acquired Brain Injury
- Deaf, deafened, hard-of-hearing
- Low vision or blind
- Chronic health conditions (cancer, epilepsy, heart disease, etc.)

**Mobility device:** a device designed to improve the mobility of people with a mobility impairment, including walkers, manual wheelchairs, power wheelchairs, mobility scooters, or any other device that becomes available to the market to meet medically required mobility needs.

**Remote access:** a hand held device that can activate an Automatic Door Opener (“ADO”).

**Tactile height:** the distance from floor to the component containing tactile tiles or buttons.

**Turning radius:** the radius of the smallest circular turn that a mobility device is capable of making.

**Wheelchair/mobility unit:** any residential unit that has been designed, built or modified to accommodate someone with physical disabilities who is medically required (based on medical documentation/support documents from a licensed medical professional) to use a mobility device to meet their mobility needs. These units will meet all legislated requirements and Building Standards. Medical mobility devices may include a walker, a manual or electric wheelchair, a mobility scooter, or any other device that would create a need for a clear path of travel at least 914.4 mm wide.
Standards

Common Areas

1. General
   - Common area washrooms and kitchens will meet the same Building Standards as washrooms and kitchens in wheelchair/mobility units.
   - Common area washrooms will be single use and gender non-specific.
   - Outdoor common areas will have directional lighting.
   - Emergency buttons will be installed in all common area washrooms and in wheelchair/mobility garbage rooms.

2. Turn Diameter – Common Areas
   - A turn diameter of 84 inches (2135 mm) will be maintained in all new, revitalized and retrofitted buildings, and in new and renovated common spaces. This includes in front of doorways to all amenity spaces, except where structurally prohibitive.
   - This will apply to interior – both common and in-suite – and exterior spaces.

3. Automatic Door Openers (ADOs) – Common Areas
   ADOs are to be supplied and installed in the following locations, in new and existing buildings:
   - Main and rear building entrances;
   - Fire safety doors;
   - Common space community rooms;
   - Common space washrooms;
   - Laundry rooms;
   - Common patio spaces;
   - Garbage and recycling rooms;
   - Garage entrances;
   - Remote access to main entrance of buildings and parking garages;
• Mailroom doors; and
• Access doors to outdoor common spaces.

ADOs will be connected to backup and emergency systems to make sure that they continue to work in power outages.

4. Automatic Door Opener Remotes
Remotes for automatic door openers will be available for any tenant living in a wheelchair/mobility unit, and any other person providing medical documentation of need.

5. Curb Cuts/Drop-off Zones
• Front entrance driveways will have a 5375 mm long curb cut from the closest point to the building front entrance.
• Curb cuts must be 1675 mm wide flat, to be sloped flush to the driveway with tactile plates as per the Ontario Building Code, terminated and splayed at 45 degrees.

For buildings without driveways to front entrances:
• Toronto Community Housing will work with the City of Toronto to provide a drop-off zone directly in front of the building front entrance.
• The drop-off zone must be wide enough to allow the full length of TTC Wheel-Trans buses (buses are 8535 mm long and 2440 wide) to be parallel to the curb, and must allow for the bus to be close enough to the curb to provide space to discharge the ramp from bus to curb.
• The width of the sidewalk to the curb must be 1525 mm wide.

All buildings that are designated for Seniors and buildings with more than 150 units – or 150 units by combination of building units and townhouses – will have two accessibility drop-off zone spaces. All other buildings will have one drop-off zone. All building drop-off zones will provide enough space for Emergency Vehicles to pass. The only exception to this is with existing builds where the property size is too small.

6. Garage Parking and Entrance
• Garage drive-ups will have remotes installed.
• Accessible parking spaces will be located closest to the elevator door (maximum 30 m to the accessible entrance).

• Accessible parking spaces will be a minimum of 13 feet (3965 mm) wide with a clear pedestrian aisle of 1200 mm. Where two accessible spaces are adjacent, the aisle can be shared if the width is increased to 1500 mm. This standard is to be compared to the applicable by-laws determined by the building location, and the larger of the two should govern.

• Door width to the elevator will be a minimum of 42 inches (1067 mm).

• All doors between the elevator and parking spaces will be equipped with an ADO.

• Lighting will be 100 lux minimum, measured at the floor level.

• Marking of accessible parking spaces will be as per the Ontario Building Code.

• CCTV cameras will be sufficiently installed to monitor the entire garage area, including accessible parking spaces.

7. Ramps and Ramp Handrails

• A minimum clear width of 1200 mm will be provided between handrails.

• Exterior ramps will be firm, stable, wear-resistant, and have minimal glare.

• Tactile walking surface indicators will be located at the top and bottom of ramps and on all landings.

• Drainage will be incorporated to minimize water on ramps.

• There will be no grating on ramps.

• Ramp illumination will be 200 lux minimum, measured at the floor level.

• Turn diameter will be 84 inches (2135 mm).

• For exterior ramps, the bottom of the ramp will flare at 45 degrees.

• Landings will have a 180 degree turn at a minimum of 2400 mm × 2400 mm.

• Ramps will be made with non-slip surfaces.

• Clearance between handrails and the walls to which they are attached will be a minimum of 50 mm smooth surface and a minimum of 50-60 mm rough surface.

• Ramps will be in high colour contrast to surroundings.
• Exterior handrails will be on both sides of ramps, firm and stable, and will not protrude, end abruptly or create a hazard where they end.

8. Stairs
• Stairs will have a minimum rise of 6.75 inches (125 mm) and a maximum rise of 175 mm.
• Stairs will have a minimum run of 14 inches (356 mm) in common areas, except exit stairs.
• Lighting will be 200 lux minimum.
• No open risers are permitted.
• Nosing projection will be a maximum of 38 mm.
• Nosing curvature radius will be a maximum of 13 mm.
• No abrupt undersides are permitted.
• Horizontal marking strips will have a depth of 50 mm.
• Horizontal marking strips will be located at the leading edge of the tread, with high tonal contrasting, and to extend to the full width of the tread.
• Stair handrails will be located on both sides of stairs.
• Stair handrails will be continuous on both sides.
• Stair handrail clearance between the wall and smooth surface will be 50 mm, and 50-60 mm between the wall and rough surface.
• Stair handrails will not create a hazard where the railing ends.
• Stair handrails will be in high tonal contrast with the surrounding walls.
• Tactile walking surface indicators will be located at the top and bottom of stairs, and on all landings.
• Tactile walking surface indicators will extend the full width of stairs, at least 610 mm deep (610-920 mm).
• Tactile walking surface indicators will be in high colour contrast to the surroundings.
• Guard heights will be determined as per the Ontario Building Code.
• Convex mirrors will be located at each stair landing.
9. Building Entrance(s)

- Exterior ADO actuators will not be installed on door frames.
- ADOs will not have any landscaping barriers (e.g. planters) within five feet (1525 mm).
- ADO will be activated by one of three styles of buttons. Refer to Toronto Community Housing Corporation Build Standards – New and Existing Builds for visual examples of these types of buttons.
- Doors will be a minimum of 42 inches (1067 mm) wide.
- ADOs will be installed including remote transmitters.
- ADO buttons will be a minimum of three feet (914.4 mm) from the door frame.
- Exterior lighting will be 200 lux, measured at the floor level.
- Thresholds will be flat and flush.
- There will be a path of travel from the street to the door made of concrete. There will be no interlocking brick.
- ADO timing will be set at five seconds to open, five seconds to stay open, and five seconds to close (timing may change as requested by the community).
- Wind barriers will be installed at entrances, as required.
- Wind barriers will be made of aluminum frame with tempered glass.

10. Vestibule and Intercoms

- Intercoms will be vertical at a minimum of 30 inches (762 mm) and a maximum of 965.2 mm centre to the floor, and will have tactile features.
- Doors will be a minimum of 42 inches (1067 mm) wide nominal.
- ADOs will be installed including remote transmitters.
- ADOs will not be located on doorframes, and will have remote access.
- Turn diameter will be 84 inches (2135 mm), except in existing builds where structurally prohibitive.
- Flooring will be slip-resistant porcelain tile.
- Thresholds will be flat and flush.
• Baseboards will be porcelain tile in high colour contrast to adjacent walls and flooring.

• Flooring tiles will be one solid colour, without pattern.

• If patterned tiles cannot be avoided, flooring design layout patterns will exclude chevron patterns. No more than two flooring colours should be used on any one path of travel or room.

• Vestibule lighting will be 200 lux minimum, measured at floor level, and will be LED bright white.

• Consultants will refer to the Ontario Building Code for the required clear area between door swings in a vestibule, except in existing builds.

• Signage will be installed indicating emergency numbers for the Client Care Centre and the Community Safety Unit, and will be located no higher than 64 inches (1625 mm) from the floor.

• ADOs will be installed for both building and lobby doors with remotes.

11. Lobby – Front and Rear

• ADOs will not be located on doorframes and will be installed including remote transmitters.

• ADOs will be located no less than three feet (915 mm) from the doorframe.

• Turn diameter will be 84 inches (2135 mm), except in existing builds where structurally prohibitive.

• Flooring will be medium range colour porcelain tiles that are slip-resistant.

• Thresholds will be flat and flush.

• Baseboards will be porcelain tile in high colour contrast to adjacent walls and flooring.

• Walls will be light in colour.

• Benches will be mounted to the floor.

• Benches will have arms on both sides of the bench.

• Benches will have a seat height of 405-460 mm above ground.

• Lobby furniture will be in high colour contrast to floors and walls.
• Lighting will be strong enough to not cast shadows in any part of the lobby, and will be a minimum of 200 lux, measured at floor level.
• Directional signage will be installed for:
  o elevators;
  o Superintendents’ offices;
  o community rooms;
  o washrooms;
  o parking garages;
  o laundry rooms; and
  o all amenity spaces and common spaces.
• CCTV cameras will be installed to ensure monitoring of the entire lobby.
• Signage for CCTV cameras will be installed.
• Signage for the Client Care Centre and the Community Safety Unit will be installed.
• Intercoms will be vertical and have a tactile height at a minimum of 762 mm and a maximum of 965 mm centre to the floor.
• Vestibule and lobby doors will be a minimum of 1067 mm wide.

12. Mailbox Area or Room
• Turn diameter will be at least 84 inches (2135 mm) in all mail box areas.
• All accessible/mobility unit mailboxes will be on the bottom two rows and have a minimum height of 710 mm from the floor.
• A scooped, eight inch (203 mm) wide shelf will be installed directly below and the full length of the mailbox system to stop mail from dropping to the floor.
• Mailroom doors will have a minimum width of 42 inches (1067 mm), except in existing builds that will have a minimum width of 36 inches (914 mm).
• Shelves will have rounded corners and be smooth.
• Lighting will not cause a glare from mailboxes.
• CCTV cameras will be installed in mailrooms that are apart from the lobby.
• Signage for CCTV cameras will be installed.
• ADOs will be installed on all mailroom doors.
• All mailroom doors will be a minimum of 42 inches (1067 mm) wide.
• Thresholds will be flat and flush.
• If the mailroom is separate and apart from the lobby, the mailroom must have red strobe emergency flashing lights installed and connected to the fire alarm system to activate for the hearing impaired.

13. Garbage and Recycling Rooms
• Accessible garbage rooms will have an ADO with FOB access.
• Emergency buttons will be supplied and installed.
• Turn diameter will be 84 inches (2135 mm).
• New buildings, and existing buildings where structurally possible, will have a single garbage/recycling room designated for use by tenants with disabilities and will provide sufficient space for garbage, recycling and organics.
• Thresholds will be flat and flush.
• All garbage/recycling rooms will have accessible doors that are 42 inches wide, with kick plates the full width of the door and 30 inches high.
• Red strobe style emergency alert devices will be installed on the interior of garbage/recycling rooms in order to benefit the hearing impaired, and will be installed in accordance with codes and standards.

14. Laundry Rooms
• Doors will have FOB activated exterior ADOs, with an interior ADO button.
• ADO placement will be a minimum of three feet (914 mm) from the doorframe inside and outside the laundry room. For other requirements, including maximum placement distances, refer to the Ontario Building Code.
• Doors will be a minimum of 915 mm wide (for existing builds only), with a preferred width of 1067 mm.
• Doors will have kick plates the full width of the door and 30 inches high.
• Turn diameter will be 84 inches (2135 mm).
• Laundry rooms will be equipped with:
  o a clear path of travel that is at least 1100 mm wide (refer to the *Ontario Building Code*);
  o tables for folding clothes that are at least 812 mm high;
  o one hand washing sink with a standard depth of 10-12 inches;
  o a minimum of one 25 pound capacity washer; and
  o 50% or a minimum of one washer that is front-loading.
• Thresholds will be flat and flush.
• Flooring will be porcelain tile and slip-resistant.
• All machines will have card reader kiosks.
• Kiosks on machines will be at the front of the machine and at an accessible height.
• Buttons for cycle selection will be at the front of the machine.
• Walls will be light in colour.
• Baseboards will be high colour contrast porcelain tile.
• The preferred layout of machines is to have the machines on the outside perimeter of the room.
• Lighting will be 300-400 lux at the folding table.
• CCTV cameras will be installed for clear monitoring of the entire laundry area.
• Red strobe style emergency alert devices will be installed to benefit the hearing impaired, and will be installed in accordance with codes and standards.

15. Main Floor and Community Room Washrooms
• All buildings must provide one fully accessible washroom on the main floor for tenant use, except in existing builds where structurally prohibitive.
• Washrooms will have FOB-ADO access.
• Interior ADOs will have a minimum of three feet (914 mm) leg clearance to the door.
• Exterior emergency flashing lights will be connected to the interior button.
- Door width will be 42 inches in new builds, and 36 inches minimum where possible with existing builds only.
- Turn diameter will be 84 inches (2135 mm), except where structurally prohibitive in existing builds (then default to the *Ontario Building Code*).
- Occupancy signage will be installed, including Braille, at an accessible height of not more than 42 inches (1067 mm) on the outside of the washroom.
- Doors will have kick plates the full width of the door and 30 inches high.
- Washrooms will be single use and non-gender specific.
- Flooring will be slip-resistant tile in high contrast colour to walls. Flooring will not be any dark colour.
- Emergency buttons will be installed 30 inches from the floor, with attached panic strip installed around the perimeter of the room at 18 inches from the floor. Emergency call buttons will sound an alarm and trigger an exterior flashing light, and will be connected to the emergency generator.
- Leg clearance at sinks will be a minimum of 29 inches, or in accordance with the *Ontario Building Code*, whichever is greater.
- Wall mounted sink piping will be wrapped for insulation.
- Distance from the adjacent wall to the outside edge of the sink will be 600 mm.
- Sink taps will be motion sensor activated.
- Soap dispensers will not be more than three inches higher than the bowl surface of the sink.
- Air hand drying stations or paper towel dispensers will not be higher than 38 inches (965 mm) from the centre to the floor.
- Toilet seats will be 435 mm from the finished floor.
- Unobstructed transfer space in front of toilets will be 36 inches (914 mm).
- Unobstructed transfer space beside toilets will be 914 mm x 1500 mm.
- Toilet paper dispensers will be located no further than four inches (101 mm) forward from the front edge of the toilet.
- Grab bars will be installed as per the *Ontario Building Code*.
- Structural blocking, electrical provisions and clearance will allow for the installation of an adult change table, as required by the *Ontario Building Code*. 
• Wall tiles will be white porcelain, subway style to the ceiling.
• Lighting will be motion activated.

16. Community Rooms

• Doors will have FOB-ADO access.
• Turn diameter will be 84 inches (2135 mm), apart and separate from the kitchen turn diameter.
• Doors will be 42 inches (1067 mm) wide, and 36 inches (914 mm) wide for existing builds only.
• ADO buttons will be no less than 36 inches from the doorframe to allow for leg clearance.
• All community rooms will have two accessible exits, except in existing builds where structurally prohibitive.
• CCTV cameras will be installed to monitor all areas of the community room.
• Red strobe style emergency alert devices will be installed to benefit the hearing impaired, and will be installed in accordance with codes and standards.
• Where the community room entrance is glass with an aluminum frame, the ADO can be mounted on an aluminum cross bar, as shown in Toronto Community Housing Corporation Build Standards – New and Existing Builds.
• Community rooms will have an intercom connection from the entrance or vestibule.
• A minimum of two telephone jacks will be installed.
• All telephone jacks will be a minimum of 762 mm and a maximum of 966 mm from the centre of the jack to the floor.
• Signage will be installed identifying the contact numbers for the Client Care Centre, the Community Safety Unit, Toronto Fire and Toronto Police Services or Toronto Paramedic Services.
• A clock will be mounted on one wall.
• Thresholds will be flat and flush.
• Community rooms with a raised stage will provide a ramp (as per above specifications).
- A minimum of two cable/network outlets will be installed on opposite walls.
- All cable/network outlets will be a minimum of 762 mm and a maximum of 966 mm from the centre of the outlet to the floor.
- A minimum of one double electrical outlet will be installed every five feet on all walls.
- All electrical outlets will be located no higher than 812 mm and no lower than 710 mm from the centre of the outlet to the floor.
- Light switches will be no less than 965 mm and no more than 1068 mm from the centre of the light switch panel to the floor.
- Flooring will be slip-resistant porcelain tile.
- Flooring will be in high colour contrast to baseboards, and trim to cabinetry and walls.
- All baseboards will be made of wood or tile.
- Lighting will be a minimum of 200 lux, measured at floor level.

17. Community Room Kitchens
- Turn diameter will be 84 inches (2135 mm), except in existing builds where structurally prohibitive.
- Countertops will provide 30 linear feet, including sink and stove spaces, except in existing builds where structurally prohibitive.
- Cupboards will be made of plywood construction with gabled ends.
- Cupboards will provide a minimum of 40 linear feet of storage.
- Community room kitchens will provide rough-ins for future dish washers. New cabinetry will be configured to accommodate future installation.
- One upper and one lower cabinet will be supplied and installed with hardware inserts to bring contents to an accessible height.
- Refrigerators will be side-by-side style only, with 180 degree open door clearance, unless bottom freezer is requested by the community.
- Ovens will be side opening with the same features as the Frigidaire Gallery oven (Model FGEW276SPF; 27 inches wide x 24 inches deep x 29 inches high).
- Convection ovens are not to be used.
• Ovens will be a minimum of 24 inches (609 mm) away from any adjacent wall.
• Stoves will be countertop style.
• Ranges with front controls will only be used in existing builds where there is insufficient counter space.
• Backsplashes will be made of 6x12 inch porcelain white tile.
• A minimum of two electrical outlets will be installed on the front face under the countertop.
• Switches to ventilation fans will be located under the countertop for accessible height.
• Under sink knee clearance will be a minimum of 29 inches.
• A minimum of one bank of three drawers for cutlery and storage will be provided.
• Double sinks will be supplied and installed.
• No cabinetry will be installed under the sink area to the wall.
• Baseboards will be made of wood or tile, in high colour contrast to cabinetry, flooring or walls.
• Serving window countertops must be at an accessible height of 34 inches.
• All cabinetry will have “T” style handles.
• Taps will be single handle style with extension hose nozzle (side mounted).

18. Superintendent Offices Front of House (FOH)/Access from Lobby

a. Door:
• Mail slots will be 710 mm (28 inches) above the finished floor.
• Doors will be a minimum of 42 inches (1067 mm) wide nominal.
• Doors will have a window with no covering.
• ADOs will be installed, including remote transmitters.
• ADO buttons will be a minimum of three feet (914.4 mm) from the doorframe.

b. Service Desk:
• Service desks will be accessible on both sides.
• Service desks will be located on an accessible path of travel, with a turning diameter of 84 inches (2135 mm).

• Service counters will be in colour contrast to adjacent surfaces to identify counters when approaching.

• Lighting will be a minimum of 200 lux, measured at countertop level, positioned for no glare.

• Service desks will include a lowered counter, usable from seated position, with the following specifications:
  o Top surfaces will be mounted between 760 mm and 865 mm (30-34 mm) high above the floor.
  o Clear knee space of at least 736 mm (29 inches) will be built in under the counter.
  o Clear toe space of at least 762 mm (30 inches) deep x 965 mm (38 inches) wide x 343 mm (13.5 inches) high will be built in under the counter.
  o A maximum forward reach of 635 mm (25 inches) deep will be ensured across the top.

18. Superintendent Offices Back of House (BOH)

a. Washrooms:
   • At least one universal washroom will be installed and identified.

b. Change Rooms:
   • At least one universal change room will be installed, or one change room each for males and females.
   • Turn diameter will be 84 inches (2135 mm), except in existing builds where structurally prohibitive.
   • Floors will be firm, level and slip-resistant.
   • Doors will be a minimum of 42 inches (1067 mm) wide.
   • ADOs will be installed, including remote transmitters.
   • ADO buttons will be a minimum of three feet (914.4 mm) from the doorframe.
• Locking mechanisms will be installed that can be opened from the exterior during emergency conditions.

• Change benches will be provided that are 1370 mm long x 508 mm deep x 660 mm high.

• L-shape grab bars will be installed on the side of the bench with vertical component, at a minimum of 150 mm from the front edge of the seat, with a clearance of 150 mm minimum above the bench seat.

• Horizontal grab bars that are 1200 mm long will be provided and mounted between 750 mm and 850 mm above the floor.

• Motion sensors will be installed for automatic illumination of the interior.

c. Lockers:

• At least 10% of the total number of lockers (but never less than one) will be accessible.

• Turn diameter will be 2135 mm of clear floor space.

• Locking mechanisms will be mounted between 915 mm and 1065 mm above the floor.

d. Showers:

• A minimum of one barrier-free shower stall will be installed, or at least one for each of men’s and women’s shower stalls.

• Turn diameter will be a minimum of 84 inches (2135 mm) at shower entrances.

• Lighting level will be a minimum of 200 lux at floor level.

e. Lunch Rooms:

• Seating spaces will be provided for users with mobility aids, with a minimum floor clearance of 500 mm (20 inches) deep that is not part of the accessible route.

• Dining tables will be provided with the following specifications:
  o Top surface height will be between 760 mm and 865 mm above the floor.
  o Will be located on an accessible path of travel, with turning diameter of 2135 mm (84 inches).
o Underneath knee clearance will be at least 736 mm.
o Designated accessible seating will be included.
o Toe space below the top surface will be at least 600 mm deep x 760 mm wide x 350 mm high, colour contrasted with adjacent surroundings to enhance visibility.

19. Exterior
a. Site/Way-Finding/Accessible Path of Travel/Landscaping/Exterior Lighting:

- Street addresses and/or building/facility names should be clearly visible from the street or public laneway.
- Exterior signage and way-finding system will be installed to assist visitors with varying disabilities to locate appropriate parking and accessible entrances.
- Lettering size should be legible at typical viewing distances (e.g. from the road, approach route, parking area, etc.).
- Signage generally should be in bold Sans-Serif lettering (e.g. Helvetica) on a high contrast background. Building addresses or identifying signage at street level – whether it is mounted in landscaped areas or on posts – should be high enough to be clearly visible even with snow piled nearby.
- The International Symbol of Access should be used to identify special amenities, such as accessible parking, accessible entrances, accessible activity spaces for tenants, kids’ playgrounds, etc.
- All exterior path of travel elements are to comply with Toronto Community Housing’s accessibility requirements, including:
  o ramps (see Ramps and Ramp Handrails section);
  o stairs (see Stairs section);
  o curb ramps;
  o depressed curbs;
  o accessible signage and way finding; and
  o rest areas.
- Activity spaces for tenants (check) and kids (playgrounds) will be centrally located.
- Accessible picnic tables will be provided.
- Accessible benches with backrests and armrests will be provided and strategically placed throughout the site, preferably located in the shade.
- Picnic tables and reach ranges will have accessible height and knee clearances.
- Waste receptacles and recycling bins will be provided that are accessible to persons using various mobility aids, and will be permanently located to one side of travel, as not to encroach on walkway width.
- Adequate lighting will be provided for visibility and safety.
- Board game tables will be accessible for people using mobility aids.
- Accessible pathways will be of hard surface throughout the site to accommodate anyone using a mobility device (e.g. cane, walker, wheelchair, scooter, etc.) and to minimize injuries from falls.
- New or redeveloped exterior paths of travel must meet the following specifications:
  - Have a minimum clear width of 1.5 meters and clear height of 2.1 meters.
  - Have cane detectability requirements for head room obstructions.
  - Meet maximum running slope ratios (no greater than 1:20 (5%) and cross slopes no greater than 1:50 (2%)).
  - Have a firm, stable and slip-resistant surfaces.
  - Meet restrictions on the size of surface openings (must not allow passage of an object that has a diameter or more than 20 mm), and orient elongated openings perpendicular to the direction of travel.
- Rest areas for exterior paths of travel will be provided every 30 meters. Seating will be mounted on a firm and level base (e.g. concrete pad, brick pavers, etc.), with armrests and backrests.
  - Armrests will not be used adjacent to clear space to allow for transfer onto the bench.
  - Contrasting colours will be used for the ground finish.
  - Texture and tone will distinguish the rest area from the path of travel.
- Lighting levels of 200 lux (20 feet candles) measured at the ground level of all accessible pedestrian entrances are recommended as an aid to persons with visual disabilities.
• Lighting sources should be selected and located at or beside steps and stairs to ensure clear definition of treads, risers and nosing.

• All lighting over accessible paths of travel should be evenly distributed, provide a reasonable colour spectrum, and minimize cast shadows for persons with low vision.

• Supplementary lighting should be provided to highlight all key way-finding signage.

• Overhead light fixtures should be mounted on standards that ensure clear headroom of 2100 mm is available below fixtures or supports, as an aid to persons with visual limitations.

• Lighting standards or posts should be mounted to one side of pedestrian walkways so as not to inhibit free movement of persons using mobility aids.

b. Accessible Gardens:

• Planters will be located close to accessible (roof) entrances and tool storage, and adjacent to a water station.

• Access pathways to the planters should be flat, firm and stable.

• Turn diameter will be maintained at seven feet. The minimum dimensions for accessible pathways should be four feet.

• Paths between planters will be at least three feet wide, but preferably four feet wide.

• Garden beds should be located close to garden entrances and tool storage, and adjacent to a water station.

• Accessible pathways to beds should be flat and not require travel along any slopes. Turn-around areas should have seven feet x seven feet available at both ends of the beds, and the minimum dimensions for pathways should be 48 inches for single wheelchairs.

• Water should be placed close to garden beds and come out of a raised spot of 24-36 inches. A lightweight hose should be easily accessible and hand levers should be used.

• Toolsheds should be located as close as possible to the accessible beds and have level, solid surface pathways leading to them.
For wheelchair access within a general shed, doors must be at least 48 inches and should allow for 60+ inches inside to allow for a 360 degree turn. Tools and workbench tops should be stored no higher than 44-48 inches and no lower than 18 inches. Reach depth should not exceed 20 inches, with no obstruction in front.

Accessible garden beds will be designed for a parallel approach such that someone using a wheelchair would have to turn to their side while gardening.

Accessible garden beds should be between 28-34 inches high from the ground, with a depth from one side no deeper than 24 inches.

Accessible paths between gardens should be at least three feet wide.

50% of garden beds will be accessible.

For accessible raised bed plots, the following dimensions are recommended:

- Width: depending on the garden/roof layout, from two to 3.5 feet.
  - Three to four feet wide if the bed can be reached from both sides; 3.5 feet wide is ideal.
  - 1.5 to two feet wide if the bed can only be reached from one side; 1¾ feet wide is ideal to accommodate people (especially women) who have a shorter arm reach.
  - To accommodate everyone, ideal width is 3.5 feet for beds reachable on two sides, and 1¾ feet for beds reachable only on one side.

- Length: depending on the garden/roof layout, from eight to 12 feet depending on available space.
  - 3.5 feet wide; 10-12 feet long (longer beds are harder to build properly and maintain).

- Standard heights for raised planters are between 11-12 inches to avoid water-logged soil (one cubic foot of wet earth weighs approximately 45 kilograms (100 pounds)).

Water taps will be at least two feet high, with a maximum height of four feet, placed at or very near to accessible garden beds (within 20 feet of each one).

c. Accessible Playgrounds:

- As per community needs based on consultation, available budget and site characteristics (location, opportunities and restrictions), new kids’ playgrounds
will be designed in compliance with CAN/CSA Z614-07, ANNEX. Existing playgrounds will also be redeveloped to create accessible places to enhance the area/play space for all users, regardless of ability.

- Accessible paths of travel will be at least 1500 mm (60 inches) wide, connecting the playground with access elements, such as sidewalks and parking lots. Providing accessible walkways will also help children and caregivers with disabilities to move into the play areas and play between equipment.

- Exterior paths of travel will be provided from the accessible building entrance to the kids’ playground that are firm, stable, slip-resistant, and meet the height and width requirements (minimum 1.5 meters in width and 2.1 meters in height).

- The change in elevation will be minimized from the exterior path of travel to the firm, stable and impact-absorbing surface so that there is a smooth transition for children with disabilities between the two surfaces (e.g. no speed bump or barrier to access, depressed curbs or curb cuts, etc.).

- At least one accessible seating area should be considered so that a caregiver with a disability can comfortably observe their child.

- Benches with backs and armrests will be installed strategically throughout and surrounding the space, preferably in a shaded area.

- Seating areas with a bench should extend approximately 1500 mm (60 inches) beyond the end of the bench, and should be a minimum of 1220 mm (48 inches) deep to accommodate an individual using a mobility device.

- Entry points into play spaces should be a minimum of 100 mm (39 inches) to allow a mobility device to gain entry, while excluding larger vehicles not considered appropriate for this purpose.

- Accessible entrance/outlet points will be provided from the accessible route along the perimeter boundary of the playground.

- Accessible routes will be provided connecting the playground to the adjacent sidewalks and community centre.

- Accessible play structures will be integrated into the plan for the entire site.

- Orientation paths and way finding with easily perceptible information will be provided.

- Fencing/containment will not increase barriers. Instead, fencing/containment should provide a sense of comfort for both children and caregivers. Fencing also
supports those supervising multiple children, eases concerns over nearby road traffic, etc.

- Sight lines will be provided for supervision, aiming to minimize the distance from park entry or the parking lot to the play space.
- A minimum of 20% of features incorporated will be accessible. Examples of accessible features include:
  - play counters;
  - crawl tubes/tunnels;
  - sand tables;
  - ramps connecting components; and
  - play panels.
- Pathways to and throughout play spaces should provide circulation/access to all spaces/equipment.

d. Accessibility Standards for Culturally Deaf, Oral Deaf, Deafened, and Hard of Hearing People:
Deaf Space Principles (visual orientation is often crucial for someone who does not hear) will be used to address five main problem areas for the deaf to facilitate clear lines of sight throughout common areas or tenant units, which include:

- space and proximity;
- sensory reach;
- mobility and proximity;
- light and colour; and
- acoustics.

**In-Suite Areas**
No wheelchair/mobility unit will be developed in new, revitalized or refurbished buildings above the ninth floor.

Accessibility/Accommodation transfers for tenants who use a mobility device will only be approved where the wheelchair/mobility unit being transferred to is on the 9th floor or below.
20. ADOs – In-suite

- ADOs will be supplied and installed on entry doors to all wheelchair/mobility units.
- Remotes to entry doors will be installed where the tenant has provided medical need documentation due to hand/arm/shoulder strength/dexterity.

21. Turn Diameter – In-suite

- Turn diameter will be maintained at 2135 mm.
- This turn diameter will apply to both interior and exterior in-suite spaces, with the only exception being the inside of roll-in shower stalls where a 1525 mm turn diameter will be maintained.

22. Unit Doors

- All new, revitalized or refurbished buildings will have lever style handles on all entry and in-unit doors.
- Thresholds will be flat and flush from common hallways into suites.
- All existing entry and in-suite doors will be converted to lever style handles whenever repairs or replacement is required.
- Lighting will be a minimum of 300 lux at unit entry at the floor level.
- All non-sliding interior doors will have lever handles and flush door thresholds.

23. Flooring Materials

- Materials used should be appropriate to a residential space, and should not give the feeling of an industrial or institutional environment.
- Flooring materials in wheelchair/mobility units will be aesthetically similar to the flooring materials used in non-accessible units. Linoleum and tiles should not be used unless they are also used in similar non-accessible units.
- Flooring will be a medium to light colour, in high colour contrast to baseboards.
- Flooring in all in-suite spaces, except washrooms, should be of vinyl laminate with cork bottom.
- Washroom flooring will be tiles no less than two inches (50 mm) square.
• Washroom tiles will be non-glare and slip-resistant.
• Baseboards will be made of wood and painted in high colour contrast to flooring and adjacent walls, except in washrooms.
• Washroom baseboard tiles (first row on walls) should be in high colour contrast to the floor and adjacent wall, and should be non-glare.

24. Thermostats
• All thermostats are to be located:
  o no higher than 915 mm from the center of the thermostat unit to the floor;
  o no lower than 762 mm from the center of the thermostat unit to the floor;
  and
  o no closer than 1220 mm from the inside corner of any adjacent wall.
• In-suite thermostats will be push-button style and will have a remote capacity with screen display.

25. Outlets/Circuit Breaker Panels/Light Switches
• All outlets will be located no higher than 812 mm and no lower than 710 mm from the centre of the outlet to the floor.
• All accessible units will have a minimum of five outlets (with two plugs in each outlet) available in each bedroom, living room and kitchen.
• Circuit breaker boxes will be installed with at least 965 mm between the floor and the bottom of the circuit breaker box panel.
• Light switches will be no less than 965 mm and no more than 1070 mm from the centre of the light switch panel to the floor.

26. Telephone Jacks
• All telephone jacks will be a minimum of 760 mm and a maximum of 965 mm from the centre of the jack to the floor.
• A minimum of two telephone jacks will be installed, each on opposite walls, in all bedrooms and living rooms.
27. Cable TV or Network Jacks

- All accessible units will have a minimum of two cable/network jacks installed in each bedroom and living room.

28. Kitchen Cupboards and Countertops

- All accessible units will have plywood gable construction cupboards to allow hardware inserts to be installed as needed.
- Toronto Community Housing will supply and install hardware inserts to kitchen cabinetry to allow contents of cupboards to be brought up or down to accessible height.
- Under-sink cabinets will not be installed, and will be removed as necessary, to maintain leg clearance space under sinks.
- Kitchen cabinetry will be in high colour contrast to handle hardware. Grey colours will not be used.
- Cabinet locks will not be installed where accessible hardware inserts are installed.
- Cabinetry design will include a minimum of one bank of three drawers for storage of utensils.
- Cabinetry design will provide 12,195 linear mm of storage and will include one roll-out shelf with the dimensions the same as a wall mount oven, and one drawer will be a minimum of 660.4 mm x 660.4 mm x 279.4 mm in height.
- Cabinetry design will provide a minimum of two outlets with GFI on the front-facing aprons of countertops.
- Countertops will be light in colour with little to no design, and will be in high colour contrast to cabinetry and backsplash tiles.
- Countertops will provide a minimum of 9145 linear mm of usable space.
- Cabinetry hardware will be “T” style handles.
- Cabinetry hardware will be in high colour contrast to the cabinetry colour.
- Cabinetry will have a minimum of two outlets and one mounted switch installed on the aprons of countertops to control stove overhead lights and stove exhaust fans.
- Countertop lighting will be a minimum of 300 lux.
29. Refrigerators

- All refrigerators will have side-by-side double doors with deep in-door shelves, and will have slide out shelves.

30. Ovens and Stoves

- Toronto Community Housing will supply and install wall mount ovens with side opening doors and self-cleaning capacity in all accessible units.
- Oven controls will be at an accessible height.
- A single pull-out shelf will be supplied and installed, with a width that is equal to the oven width and depth of 50.8 mm under the oven.
- No oven will be convection style.
- All stoves will be flat countertop models and will include side or front controls. Knee clearance below stoves will be maintained at 736 mm.
- Ranges will have front controls and will only be used in existing builds where there is insufficient space to provide countertop stoves and wall mount ovens.

31. Kitchen Sinks

- All kitchen sinks (regular and side mounted) will include single handle taps with hose sprayers from the neck of the taps.
- Toronto Community Housing will advise tenants of the availability of and provide side mount kitchen sinks upon tenant or community request, and maintain knee clearance of 736 mm.
- Toronto Community Housing will provide double basin sinks and maintain knee clearance at 736 mm.

32. Washroom

- All in-suite washroom doors will be pocket or barn style doors.
- Door handles will be ‘D’ style or flush mount only.
- Sink taps will have wing extension.
- Sinks will be positioned 650 mm from the adjacent wall to outside the edge of the sink for leg clearance.
• Sinks will have cover or insulation of pipes to prevent injury.
• Walls will be white subways tiles on walls to ceilings.
• Baseboard tiles (first row on walls at floor) will be in high colour contrast to walls and flooring.

33. Closets
• All closet doors will be pocket, barn style, or sliding doors. Two closet hanger rods will be supplied and installed. One will be 965 mm from the floor and the second will be 1955 mm from the floor.
• Rods will be installed 381 mm from the back of the closet door.
• Tenants will advise on interior closet configuration to meet any specified medical needs.

34. Bedroom Size and Placement
• Any wheelchair/mobility bedrooms must be positioned directly across the hallway from a washroom and be 3352 mm x 6070 mm in footprint, including closet space.

35. Bedroom Doors
• All bedroom doors will be a minimum of 1066 mm wide for new builds, and 915 mm wide where structurally prohibitive in existing builds.
• All bedroom doors will have lever handles in colour contrast to the door.
• Hinged doors are acceptable on bedrooms, but not on bedroom closet doors.

36. In-Suite Storage
• In wheelchair/mobility units in new, revitalized or retrofitted buildings, in-suite storage will have dimensions of at least 1219 mm wide x 1524 mm deep with 915 mm wide accordion style doors, except in existing builds with insufficient footprints.
• Modified units will contain accessible in-suite storage where footprint and/or unit design allows, with the same standard as in-suite storage for new accessible units.

26. Interior Painting
• All accessible/mobility units are eligible for full or partial unit painting, determined by the tenant, once every five years. The tenant is responsible for the cost of the paint only. Toronto Community Housing will supply all labour for furniture movement and painting.

Other Related Documents
• Accessibility in the Built Environment Policy

Commencement and Review

<table>
<thead>
<tr>
<th>Revision</th>
<th>Date</th>
<th>Description of changes</th>
<th>Approval</th>
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<tbody>
<tr>
<td>First approval:</td>
<td>Oct. 27th, 2015</td>
<td>New</td>
<td>Executive Leadership Team</td>
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<tr>
<td>Revision #1</td>
<td>February 2018</td>
<td>Addition of updated Board-approved standards; changed term “resident” to “tenant” throughout; minor formatting and editing changes</td>
<td>Officers</td>
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Next Scheduled Review Date: February 2020