

Priority Considerations for Accessibility

CN Tower

Introduction

This report provides a summary of priority items that could be improved to increase the meaningful access of CN Tower. This potential increase would achieve a RHFAC Accessibility Certified Gold level. A full Accessibility Assessment Report will be delivered to CN Tower facilities management to provide enhanced detail on these items, and other features in the scope of the RHFAC.

Priority Considerations

1. Vehicular Access -

1.2 General Vehicular Access

- **Construct a passenger drop-off space** on Bremner Blvd that is separate from lanes of traffic. It should have a pedestrian access aisle that is level with roadway. Seating and shelter should be included.* *Longer term*
- **Consider promoting the addition of shelter and seating** at the accessible bus stop on Bremner Blvd to the TTC (Toronto Transit Commission). Consider increasing signage for Wheel-Trans stop.

2. Exterior Approach and Entrance -

2.1 Exterior Pathways

- **Add edge protection or highly visual tactile indicators** along top of the drop-off that exists along lowered exterior seating/stage area.
- **Consider adding seating along large ramp** that extends between CN Tower and Ripley's Aquarium.
- **Consider moving the sign that is currently hanging over the handrail** of the large ramp back so it doesn't impede on the uninterrupted use of handrail.

2.2 Exterior Ramps

- **Consider reducing slope by extending length of ramp** that extends down to lowered seating/stage area. The current slope of the ramp is 1:12 or 4.7 degrees; the recommended slope is 1:20 or 2.86 degrees. * *Longer term*
- **Add high contrast colour to handrails**, so they are visually detectable against surrounding surfaces.

2.3 Exterior Stairs

- **Lower height of stair handrails.** Current height of stair handrails are mounted between 960-1010mm, which is above the recommended height of stair handrails.
- **Add high contrast colour to stair handrails**, so that they are visually detectable against surrounding surfaces.
- **Add high contrast tactile attention indicator** at top and bottom of stairs systems.
- **Add non-slip high contrast stair nosing** on all stair systems.
- **Remove overhang on nosing** of concrete steps that extend from Rogers Centre to CN Tower (Bobbie Rosenfeld Park steps).

2.4 Main Entrance or Alternative Entrance

- **Add highly visible signage and wayfinding cues to help indicate power-operated sliding door.** The accessible power-operated sliding door is currently hidden from line-of-sight, while approaching from ticket sales area.
- **Extend opening time for power-assisted door opener.** The operating time of power entry door into security screening area is very limited. The door opens slowly, however only stays open for 2 seconds and closes very quickly. **Ensure other power entry doors follow the recommended open times.**

3. Interior Circulation -

3.1 Doors and doorways

- **Adjust power-assisted doors to the recommended opening times.** Power-assisted door opening times were found to be limited and have a limited time spent fully open. Some doors observed with open time less than 3 seconds fully open.

- **Add high visual colour indicators to controls.** Power door controls can blend into surrounding surface and may not be visually detectable.
- **Add colour to solid doors to create visual contrast to surrounding surfaces.** Many doors are not highly distinguishable from surrounding wall and floor surfaces. Glazed doors should include distinct visual markings to help distinguish from surrounding surfaces especially when placed adjacent glazed walls.

3.2 Path of Travel

- **Objects should be moved out of path of travel where possible.** Obstructions were found along path of travel in observation decks and restaurant areas.
- **Add a colour contrasting structural barrier** to protect people from walking into the underside of the stair system that extends between 360 Restaurant and Level 3 viewing area.
- **Add distinguishable finishes to seating areas.**

3.3 Corridors and Hallways

- **Add contrasting colour to walls and floors** to create a distinguishable difference between the two in the newly renovated viewing level. Other areas with poor contrast include ramps and much of the hall between Concierge and Lift off area.
- **Add high contrast colour to structural objects** along hallways and corridors.

3.4 Internal Ramps

- **Lower height of handrail** to recommended height of 940 mm.
- **Consider changing termination points of handrails** to follow recommended termination points. Ends of handrails on ramps do not terminate properly.
- **Add high visual contrast to handrails.** Handrails have limited visual contrast to surrounding surfaces.
- **Consider redesigning ramp to include recommended design features.** Slope of ramp that extends from Concierge Area to Le Cafe has a slope of 1.1:12 or 5.5 degrees which is steeper than the recommended 1:20 or 2.86 degrees * *Longer term*

3.5 Elevators

- **Add colour to elevator doors to contrast surrounding surfaces.** Exterior side of elevator doors can blend into surrounding wall and floor surfaces.
- **Consider adding fold-down seats elevators** that extend up to observation decks.

3.6 Interior Stairs

- **Amend stair handrails that are installed at improper heights.** Handrails on stair systems are often installed above the recommended heights. Stairs include stairs extending between 360 Restaurant and Level 3 viewing area, stairs extending between Le Cafe and the Concierge area and stairs extending between retail area and upper corridor.
- **Amend stair handrails to terminate to recommended termination points.** Handrails on stairs often do not terminate properly. Specifically, stairs extending between Le Cafe and the Concierge area and stairs extending between retail store and upper corridor.
- **Colour should be added to handrails to ensure handrails are distinctly distinguishable from surrounding surfaces.** Handrails often do not include adequate colour contrast to surrounding surfaces. Specifically handrails found in basement meeting area and handrails on multiple stair systems extending between viewing levels and 360 Restaurant.
- **Add non-slip, high contrast nosing on all stairs** according to recommended specifications.
- **Add highly visual tactile attention indicator at top and bottom landings** to all stair systems located along public access routes.
- **Add backs to risers to close in any open risers.** Several stair systems include open risers. Specifically stairs extending between 360 Restaurant and Level 3 viewing area as well as stair extending between retail store and upper corridor.
- **Consider redesigning stair nosing to recommended specifications.** Many stair systems include nosing that extends over stair tread, and limited detectable texture change at on nosing surface.

- **Consider replacing patterned carpet on stairs.** Stair system extending between 360 Restaurant and Level 3 viewing area, as well as stairs within 360 Restaurant have busy patterned carpet surface.

3.7 Escalator

- **Add high contrast colour to escalator nosing and along sides of escalator steps.** Escalator steps do not have high contrast nosing or strip extending along sides of steps.
- **Add a high visual tactile indicator at top and bottom of escalator landings.**

4. Interior Services and Environment -

4.1 Lobby and Reception

- **Add seating options in the Ticket Sales area or Concierge area** following the recommended specifications for seating areas. Seating in the Concierge reception area is limited.

4.2 Reception Desks and Service Counters

- **Consider redesigning service counters to be accessible; following the recommended specifications.** With the exception of the SkyPod Reception counter, reception and service counters are very high and do not include lowered accessible height sections.
- **Consider redesigning service counters to be accessible; following the recommended specifications.** With the exception of the SkyPod Reception counter, reception and service counters do not include a knee recess to accommodate a person using a mobility aid.
- **Consider adding contrasting colour to reception and service counter.** Often reception and service counters do not include adequate visual contrast to surroundings, specifically Ticket Sales, Concierge Reception area and the SkyPod Reception area.
- **Consider adding a washroom adjacent reception** that does not require visitors to travel to a different floor. There is no toilet facility located adjacent to Concierge area. Nearest washrooms are one level below. * *Longer term*

4.3 Waiting Areas and General Seating

- **Consider providing multiple seating styles and options** as outlined in the seating recommendations. Seating options are often limited to a single style.
- **Consider providing seating options that highly colour contrast surrounding surfaces.** Seating is often a neutral colour that does not visually contrast surrounding surfaces.
- **Consider arranging seating areas to include seating areas for persons using mobility aids and clear area for service animals.** Seating arrangements often does not include space for a person using a mobility aid or service animals.

4.4 Acoustic Considerations

- **Consider adding sound dampening in areas where verbal transactions take place** or large groups of visitors may be expected to be together. Specific locations to include would be the service counters, the retail store and restaurant areas. Limited sound dampening currently exists throughout CN Tower.

4.5 Illumination Considerations

- **Consider adding non-reflective surfaces and softer lighting** in areas where surface glare is an issue. The newly renovated viewing level has many reflective surfaces that can create glare. The floor surface along the corridor between the Concierge reception area and Lift Off area can also create glare from lighting.
- **Consider increasing surface illumination levels at elevation penetration points.** Stair and ramp surfaces can have lower illumination levels than regular circulation routes.

5. Sanitary Facilities -

5.1 Washrooms

- **Consider redesigning gender specific washroom entryways to privacy screen wall as specified.** Washrooms include mix of manual swing and power operations. * *Longer term.*
- **Consider adding delayed action door closers on doors where power door operators are not installed.**

- **Amend grab bars to be mounted at recommended positions as specified including grab bars at urinals.** Grab bars located in accessible washroom stalls are often mounted at improper positions.
- **Add back support to toilets as specified.** Toilets in accessible stalls and universal washroom are missing back support.
- **Amend location of toilet paper holder to recommended locations as specified.** Toilet paper holders in accessible stalls and universal washroom are often located at improper locations.
- **Add varied height urinals to washrooms missing varied height urinals.** With the exception of the newly renovated washroom in the viewing level, no washrooms include varied height urinals.
- **Consider replacing signage to be consistent throughout site as recommended.** Washroom signage design and locations are not consistent throughout CN Tower.
- **Add emergency call buttons that are operable from ground as well as seated position, as specified.** * *Longer term*

6. Wayfinding Signage and Information -

6.1 Wayfinding and General Signage

- **Ensure sign surfaces do not create glare.** Signage surface can have surface that creates surface glare from illumination sources.
- **Amend poor contrast on signs and create a consistent signage design.** Certain signs can have poor contrast between background and font or symbols. General inconsistency among signage throughout CN Tower.
- **Consider adding distinguishable features to certain areas to help differentiate between areas or halls.** General architectural and surface wayfinding is lacking. Floor and wall surfaces should be utilized to augment wayfinding as recommended.

6.2 Room Signage

- **Add Braille and raised lettering to signs.** Consider creating a consistent room signage design guidelines. Room signs on washrooms, meeting rooms, health room, and EdgeWalk are missing Braille and raised lettering. Room signage is inconsistent throughout CN Tower.

- **Consider repositioning signage to recommended location as specified.** Room signage on washrooms, meeting rooms, health room, and EdgeWalk are inconsistently placed and not placed in proper locations.

6.3 Communication

- **Install assisted hearing systems in areas where information is exchanged.** Consider installing an induction loop that can relay PA system information directly to a person's hearing aid. Currently, no assisted listening devices or systems installed in meeting rooms or other areas where information is exchanged.
- **Consider expanding awareness training** program for CN Tower employees, beyond the current AODA awareness training.

7. Emergency Systems -

7.1 Emergency Exits/Refuges

- **Adjust height of evacuation procedures to the recommended height of 1200 mm.** Evacuation procedures are posted well above recommended height. Center point of maps are mounted between 1450 -1600mm above finished floor. Instructions are posted 1200-1350mm above finished floor.

7.2 Fire Alarm Systems

- **Add visual fire alarms to washrooms and any other areas where visitors may be expected to be alone.** Visual strobe fire alarms were found to be missing from most washrooms.
- **Re-mount fire alarm pulls to the recommended height of 1200 mm maximum.** Fire pulls are often mounted above the recommended height. Fire pulls are currently mounted between 1180 mm – 1320 mm above finished floor.
- Visual messaging system is currently being installed. **Ensure that visual messaging system is capable of displaying emergency information** and other necessary information. Also ensure that system comprehensively covers entire CN Tower area.

7.3 Building Evacuation Instructions

- **Redesign evacuation instructions following the recommended specifications.** Evacuation instructions positioned around CN Tower have small print with low contrasting font that may be difficult to read in low illumination levels.
- **Adjust height of evacuation procedures to the recommended height of 1200 mm.** **Ensure that clear space is kept in front of maps and procedures.** Center point of maps are mounted too high between 1450 -1600 mm above finished floor, and instructions are posted 1200-1350mm above finished floor. Furniture was found to be positioned in front of maps and instructions.

8. Additional Use of Space -

8.1 Public Assembly

- **Add accessible seating options.** No accessible seating options provided in Maple Leaf Cinema.
- **Ensure accessible seating options are distributed throughout seating area** as recommended.
- **Ensure that accessible seating options include free space for service animals.**

8.2 Cafeterias, Restaurants and Bars

- **A permanent solution should be provided that gives access to sunken seating area in 360 Restaurant.** It currently requires special adaption to allow a person using a mobility aid to access.
- **All service counters and table tops should be provided at the recommended height and include adequate knee clearance.** Service counters, table tops and bar tops are often above the recommended accessible height or may not include accessible knee recess to accommodate a person using a mobility aid.
- **Replace vending machines with machines that follow the recommended accessibility specifications.** Vending machines provided currently do not include accessible heights or use options.

8.3 Retail Outlets

- **Consider arranging tables and shelving to allow clear space between shelving and other displays.** Retail store has several pinch points between aisles that may not accommodate a person using a mobility aid.
- **Ensure that clothing displayed on racks are low enough to be accessed from a seated position.** Clothing on racks can be out of reach of a person in a seated position and do not include lower options.
- **Ensure items are within reach of the seated position.** Not all displayed items are within reach of a person using a mobility aid.
- **Ensure that items on shelves and tables are arranged vertically as recommended.** Items are not arranged vertically on shelves or tables.