PREVENTATIVE AND EMERGENCY MAINTENANCE PROCEDURES FOR ACCESSIBLE FEATURES IN PUBLIC SPACES

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1.0 Background

1.1 General. The Ontario government enacted the Accessibility for Ontarians with Disabilities Act in 2005. This act lays the framework for the development of province-wide mandatory standards on accessibility. The purpose of the AODA is to achieve accessibility for Ontarians with disabilities on or before January 1, 2025 through the development, implementation and enforcement of accessibility standards. Ontario now has accessibility standards in five areas:

- customer service
- employment
- information and communications
- transportation
- design of public spaces

1.2 The Accessibility Standards for the Built Environment. The focus of this Standard is on removing barriers in buildings and public spaces. Ontario’s Building Code has been amended to include enhancements to accessibility in buildings. As of January 1, 2015, new construction and renovations will be subject to updated accessibility requirements. The accessibility standard for the design of public spaces only applies to new construction and major changes to existing features.
1.3 **Design of Public Space Standard.** This Standard establishes a minimum set of requirements to make public spaces accessible for all. Design features covered by the standard include:

- Recreational trails and beach access routes;
- Outdoor public use eating areas;
- Outdoor play spaces;
- Exterior paths of travel;
- Accessible parking;
- Service elements including service counters and queuing lines;
- Maintenance

1.4 **Design of Public Spaces Standard Maintenance of Accessible Features.** The Design of Public Spaces Standard (Ontario Regulation 413/12) under Requirements for Maintenance requires Brock University “the University” to establish procedures for preventative and emergency maintenance of the accessible elements in public spaces and procedures for dealing with temporary disruptions when accessible elements defined in the regulation are not in working order.

2.0 **Purpose**

The Brock University Facilities Management Operating Procedure (BUFMOP) is intended to fulfill the Design of Public Spaces Standard requirement to establish procedures for preventative and emergency maintenance of accessible elements in public spaces. Procedures for dealing with temporary disruptions when accessible elements defined in the regulation are not in working order are outlined in FMOP 1-5 Notice of Temporarily Disruptions, which includes posting when regular maintenance is to occur and informing the University community about alternatives. This operating procedure communicates the practices and procedures to be utilized by Facilities Management staff for determining which elements are accessible and how accessibility equipment and features are to be kept in good working order through a Preventative Maintenance Program or through restoration of spaces of elements within a space to their original condition.

3.0 **Implementation**

3.1 **General.** Brock University Facilities Management will endeavour to retain an accessible environment that is safe and useable, ensuring accessibility and safety for everyone through the use of a preventative maintenance schedule for all newly constructed, renovated or existing accessible features at the University outlined within the Design of Public Spaces Standard.

3.2 **Definitions of Applicable Design Features.**

3.2.1 **Recreational Trails and Beach Access Routes.** Recreational trails are public pedestrian trails intended for recreational and leisure purposes. They do not include wilderness trails, back country trails, portage routes or trails only meant for cross-country skiing, mountain biking, or driving motorized recreational vehicles, such as snowmobiles and all-terrain vehicles. Beach access routes provide access to a public beach area. Access routes are often constructed pathways, allowing access to a beach from a parking lot, trail or picnic area. They include both permanent and temporary routes that may be removed in winter months.
3.2.2 **Outdoor Public Use Eating Areas.** Outdoor public use eating areas are public areas with tables and intended by use by the public as a place to consume food, such as picnic tables on university campuses and outdoor food courts.

3.2.3 **Outdoor Play Spaces.** Accessible outdoor play spaces provide play opportunity for all children and caregivers and apply to outdoor play spaces containing play equipment or play features.

3.2.4 **Exterior Paths of Travel.** Exterior paths of travel are sidewalks and walkways used to get to an intended destination. The standard does not apply to paths of travel regulated by the Ontario Building Code.

3.2.5 **Accessible Parking.** Accessible parking includes requirements for both public off-street and on-street accessible parking when building or making planned significant alterations to existing parking spaces.

3.2.6 **Obtaining Services.** The standard includes requirements for obtaining services and for making service counters, fixed queuing guides and waiting areas accessible. These features can be located both inside and outside of buildings. These features are not covered by Ontario Building Code.

3.3 **Maintenance Elements of Technical Requirements of Design Features for example but not limited to:**

3.3.1 **Recreational Trails and Beach Access Routes.**
- Slope
- Surface
- Ramps
- Rest Areas
- Passing Areas
- Viewing Areas
- Signage

3.3.2 **Outdoor Use Eating Areas**
- Picnic Tables
- Slope
- Surface

3.3.3 **Outdoor Play Spaces.**
- Play equipment
- Play features
- Slope
- Surface
3.3.4 Exterior Paths of Travels.
- Sidewalks or walkways
- Ramps
- Stairs that connect to an exterior path of travel;
- Pedestrian curb ramps (or curb cut-outs)
- Accessible pedestrian signals
- Rest areas

3.3.5 Accessible Parking including off-street and on-street
- Surface
- Curb ramps, depressed curbs
- Maintenance of Physical dimensions of spaces as outlined in the standard
- Curb cuts
- Signage

3.3.6 Obtaining Service including service counters fixed queuing guides and waiting areas.
- Condition of accessible portion of service counter including knee clearance and height.
- Floor surface in front of the service counter.
- Floor surface and fixed queuing guides of queuing lines
- Signage

4.0 Responsibilities

4.1 Services Unit Directors.

4.1.1 Maintenance and verification of standards.

4.1.2 Provision of direction and resources to Service Managers, Project Managers (in-house & contract), and Supervisors for the effective application of this BUFMOP to the services provided by their unit.

4.1.3 Provision of direction, coordination and management for temporary disruptions to accessible features, that cross functional services and are beyond the capabilities of Service Managers/Project Managers/Supervisors.

4.2 Services Managers, Project Managers, Supervisors

4.2.1 As accessible features as outlined in the Design of Public Space Standard are significantly altered or newly constructed the Service Manager, Project Manager, Supervisor will determine which accessible design feature applies to Brock University building and infrastructure.

4.2.2 Service Manager, Project Manager, Supervisor to determine which applicable technical requirements require scheduled maintenance as they apply to University buildings and infrastructure.
4.2.3 Project Manager in conjunction with the appropriate Service Manager/Supervisor will develop applicable and appropriate preventative maintenance schedule including frequency for each aspect of the accessible feature based on the technical requirement. Preventative Maintenance to outline specific activities to be performed to keep existing public spaces in good working order or restoring spaces or elements within a space to original condition when necessary.

4.2.4 Services Manager will create standards for trades staff or contractors for checking technical requirements.

4.3 Customer Service Coordinator

4.3.1 Once preventative maintenance schedule and standards are developed, the information is to be provided to the Customer Service Coordinator to be added to the Preventative Maintenance work order schedule in intervals determined by the Services Manager in Facility Focus for the appropriate trade/contractor to perform.

4.3.2 Preventative maintenance work order will be created as per the determined date and interval for the trades person or contractor to perform the check of the feature based on the required standards and report back any problems or repairs required.

4.3.3 Required repair work to be reported to the Service Manager for review and determine a course of action for repair to be implemented by trades staff or contractor.

5.0 Training and Feedback

Facilities Management will provide an overview of these practices and procedures to Facilities Management staff annually, as a minimum, during a quarterly departmental meeting. Feedback regarding this BUFMOP and the management of specific maintenance of accessible design features can be provided to the Facilities Management Customer Service Coordinator at (905) 688-5550 ext. 3717 or at: facilitiesmanagement@brocku.ca

Alternatively, feedback may be provided to the University Accessibility (AODA) Coordinator using the formats outlined at “Provide Feedback” at http://www.brocku.ca/accessibility
6.0 Contact Information and Copies of BUFMOP #TBD.

6.1 Facilities Management Customer Service Coordinator. In keeping with the principles of the ‘internal responsibility system,’ stakeholders are encouraged to notify Facilities Management of maintenance issues as contained within this FMOP.

6.1.1 Telephone: (905) 688-5550 ext. 3717

6.1.2 Facsimile: (905) 688-6894

6.1.3 E-mail: facilities.management@brocku.ca

6.2 University Accessibility (AODA) Coordinator.

6.2.1 Telephone: (905) 688-5550

6.2.2 TTY: (905) 378-5708

6.2.3 E-mail: accessibility@brocku.ca

6.3 Copies of this BUFMOP. Facilities Management recognizes that persons with disabilities may use methods other than standard print to access information (e.g. Braille, large print, copied to CD, etc.). Facilities Management will provide the BUFMOP, or the information contained in the BUFMOP, to a person with a disability who requests it in a format that takes into account the person’s disability. Alternatively, Facilities Management and the person with a disability may agree on an alternate format for the document or information.

7.0 Limitations.

Brock University’s Facilities Management Department endeavours to ensure that temporary disruptions to buildings, infrastructure, property and services due to Preventative or Emergency Maintenance under its care will be communicated in a timely manner. If a disruption in service is not planned and is unexpected, the employees, students, volunteers and the public of the University will be given notice as soon as possible. Further details regarding notification are outlined in FMOP 1-5 Notice of Temporary Disruptions.
8.0 References.

8.1 Accessibility for Ontarians with Disabilities Act, 2005
http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_05a11_e.htm

8.2 Accessibility Standards for Customer Service, Ontario Regulation 429/07

8.3 Integrated Accessibility Standards, O.Reg. 191/11

8.4 Brock University Accessibility (AODA) Policy
http://www.brocku.ca/webfm_send/30242

8.5 Brock University Facility Accessibility Design Standards (FADS)
http://www.brocku.ca/webfm_send/236

8.6 2014 Brock University Annual Accessibility Status Report
https://www.brocku.ca/webfm_send/32057

8.7 2013 Brock University Multi-year Accessibility Plan
http://www.brocku.ca/webfm_send/30241

8.8 Design of Public Space Standards

8.9 Accessibility Advantage - AODA Design of Public Space Standard - Checklist