

Preventative and Emergency Maintenance of Accessible Elements in Public Spaces

Pursuant to the Integrated Accessibility Standards Regulation (section 80.44) under the Accessibility for Ontarians with Disabilities Act, CMH has procedures in place for preventative and emergency maintenance of accessible elements in its public spaces. Accessible public space elements maintained by CMH include exterior paths of travel, such as walkways, stairs, and ramps, where these elements are not already covered by the Ontario Building Code, and parking lots.

CMH's procedures include the following:

- The Facility team, responsible for maintaining accessible elements in CMH's public spaces, in conjunction with appropriate personnel, will develop preventative maintenance schedules, as required, to keep the elements in good working order or restore them to their original condition when necessary.
- To the extent possible, notice regarding any disruption to accessible elements due to planned maintenance or repairs impacting customer accessibility will be posted in advance.
- CMH personnel will inspect applicable accessible elements that are available for use by the public regularly. Any elements that are found to have defects or need maintenance will be identified and so they can be addressed. Typically, a work order will be generated and sent to the Facility team and, upon review, arrangements will be made to correct the defect(s) or perform the necessary maintenance.
- In the event the CMH receives third party information that an accessible element needs maintenance or repairs, the information will be sent to the Facility team, so the element can be inspected and appropriate action taken, as noted above.
- In cases where it is determined that emergency maintenance or repairs to an accessible element are required, the element will be taken out of service and the necessary repairs will be assessed and addressed as a priority.
- To the extent possible, CMH personnel will ensure steps are taken to divert individuals from accessible elements that are not in working order or pose a danger to safety, and to provide information regarding any alternate useable elements that exist. Steps taken may include putting in place barriers and temporary wayfinding signage, and/or posting notices.