

 **Harbourfront centre**

# **Guest Accessibility Package**

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## Welcome to Harbourfront Centre

Harbourfront Centre is committed to providing all visitors equal access to its programs, performances, goods and services. An important part of Toronto's rich arts and culture, Harbourfront Centre is proud to welcome guests, artists and performers from all over the globe. This information package, called the Guest Accessibility Package, was created to afford all guests with disabilities dignity and independence while experiencing all Harbourfront Centre has to offer.

Should you require additional information about our services or facilities, or about your safety while you are our guest, please do not hesitate to contact:

Susan Latremouille  
Director, Human Resources  
Tel: (416) 973-4081  
[slatremouille@harbourfrontcentre.com](mailto:slatremouille@harbourfrontcentre.com)

### Closing the GAP (Guest Accessibility Package)

Closing the GAP is a program for guests with disabilities, developed by Accessibility Professionals of Ontario. GAP stands for Guest Accessibility Package. The GAP encompasses information about Harbourfront Centre, its amenities and surroundings in a way that speaks to persons with disabilities.

This package is available in a variety of formats, including print, large print and digital text. For information on-demand and in real time, please access the GAP online by visiting:

<http://www.harbourfrontcentre.com/accessibility/index.cfm>

If you have any questions or concerns regarding the contents or format of this information package, please provide feedback directly to Accessibility Professionals of Ontario by phone at (647) 477-8745, or by email at [info@accesspros.ca](mailto:info@accesspros.ca).

On behalf of Harbourfront Centre, we welcome you and wish you a pleasant visit. Please read on to discover what you will find as we attempt to Close the GAP.



This package is divided into sections to allow for simple navigation. The items marked with an asterisk are available only in the digital version, as they apply to individuals who cannot access printed material, or who have difficulty doing so. You may request alternative formats of this package at any time by contacting our Visitor Services Coordinator at (416) 973-4679, or by emailing [visitorservices@harbourfrontcentre.com](mailto:visitorservices@harbourfrontcentre.com).

## **This package contains:**

- Harbourfront Centre's commitment to accessibility and official Accessible Customer Service Policies and Procedures
- Safety and Security information
- \*Written descriptions and directions to find your way around
- \*Written descriptions for public washrooms
- A contact directory for Harbourfront Centre
- An accessible washroom directory
- Overall accessibility, including details on amenities and alternatives
- Service animal and pet relief areas
- A list of accessible restaurants and accessible accommodations nearby
- Local transportation information and accessibility, including TTC, Go Transit and taxi,
- An external directory of local chapters of associations who serve and support people with disabilities
- A directory of hospitals and healthcare services in the area
- A directory of veterinarians and 24-hour animal hospitals in the area
- An accessible feedback process



# Accessible Customer Service Policies, Practices and Procedures

Harbourfront Centre is committed to serving all patrons, visitors and customers in a professional and service oriented manner.

## Assisted Devices

Some visitors may require assistive devices to enjoy their experience at our campus. Harbourfront Centre provides certain assistive devices and will accommodate, whenever possible, personal assistive devices brought by visitors with disabilities. We provide a number of assistive devices:

- Automated entry doors to the main building at the north east side entrance and at the south west entrance
- Infrared hearing devices for performances at the Fleck Dance Theatre and at the Harbourfront Centre Theatre
- Pen and paper available at the Information Desk, at our Box Office centres, at the Security Desk, at The Shop and at The Power Plant front desk

Harbourfront Centre recognizes that visitors with disabilities may bring personal assistive devices. These devices will be accommodated, unless they present a possible safety issue to people or to the artwork.

## Service Animals

A service animal may accompany a visitor or any third party with a disability to all areas that are open to the public and in all of our venues, unless the animal is otherwise excluded by law from the premises, in which case the reason for the exclusion will be explained. In these circumstances, other reasonable arrangements to access our services will be explored in consultation with the person with the disability and provided where possible. Service animals may be used for, but are not limited to, the following disabilities: vision loss, physical disability, hearing loss, autism, epilepsy, etc.

Service animals are most commonly dogs but can also include ferrets, monkeys and other animals. If it is not readily apparent that the animal is a service animal, staff may request proof of verification such as a letter from a physician or nurse confirming that the service animal is required because of a disability or an identification card from the Ministry of the Attorney General.

Harbourfront Centre anticipates that there will be special situations and is prepared to make every effort to accommodate the circumstances on an individual basis, as they may arise, keeping safety to the visitors, service animals and artwork in mind. At times, due to capacity situations in public areas, visitors with disabilities accompanied by service animals may be advised that the crowded conditions may make it difficult to manoeuvre.

The owner is responsible for the conduct of the service animal while on Harbourfront Centre premises. The owner is responsible for looking after the service animal's needs, including the clean up and disposal of feces. If the service animal is causing a disturbance

to other visitors, the visitor and accompanying service animal may be required to leave the area.

### **Support Persons**

A support person accompanying a visitor with disabilities will be allowed to stay with the visitor at all times and will be provided with complimentary admission to ticketed events or experiences.

A support person is an individual hired or chosen by a person with a disability to provide services or assistance with communication, mobility, personal care, medical needs or with access to goods or services. Harbourfront Centre recognizes and accepts the Access 2 Entertainment Card. The visitor with a disability pays regular admission to ticketed events; no fee will be charged for the support person.

Complimentary admission for one support person is the standard. Requests for additional support people will be addressed by our Box Office staff or with our registrars on a case by case basis.

### **Alternate means of communication**

A visitor with a disability may need to use an alternate means of communication to ask for and understand information provided by Harbourfront Centre. Harbourfront Centre uses a variety of ways, wherever possible, to make communications more accessible by:

- Using plain language to make a document easier to read for people with certain learning disabilities
- Handwriting or typing information back and forth for patrons with hearing impairments
- Reading schedules for our visually impaired patrons
- Providing commonly used information in printed format, on the web and on our telephone information line
- Informing patrons who are accessing information on our website and who may be experiencing some difficulties reading the information in its current size to use Control + or Command + to make the information appear in a larger version

Other alternate means of communication formats will be identified and considered in future planning.

### **Temporary Disruption of Service**

Visitors with disabilities will be made aware of temporary disruptions of service that could diminish their access to Harbourfront Centre. When a temporary disruption to service is scheduled, a public notice will be communicated through one or several of the following networks, as appropriate:

- Via this website
- Social media
- Telephone recordings
- Temporary signage
- Intranet for staff and volunteers

In the event of an unexpected disruption, when advance notice is not possible, Harbourfront Centre provides notice, as soon as possible, through one or several of the above communications networks, as appropriate.

### **Feedback vehicles**

Harbourfront Centre provides a variety of vehicles for the public to provide feedback on its programs and services. These feedback vehicles are available for the public to comment on Harbourfront Centre's customer service for visitors with disabilities.

- In person feedback to any of our front line staff during an event, performance, visit or experience or by requesting to speak to our Visitor Services Coordinator
- By e-mailing [visitorservices@harbourfrontcentre.com](mailto:visitorservices@harbourfrontcentre.com)
- By telephone at 416-973-4679
- By completing a Visitor Feedback form and dropping it off in its appropriate box in the main building
- By mail to Harbourfront Centre, 235 Queens Quay West, Toronto, Ontario Canada M5J 2G8, Attention: Visitor Services

### **AODA Customer Service Standard training for staff and volunteers**

Harbourfront Centre ensures that staff in the organization who deal with members of the public, other third parties who act on our behalf and those involved in the development and approval of customer service policies and procedures, complete training on the AODA Customer Service Standard and appropriate methods to serve visitors with disabilities. A record will be kept of the dates of training sessions delivered and the names of individuals having completed the training.

Learning outcomes from the training include:

- Awareness of the AODA legislation, the Customer Service Standard
- Awareness of the importance of access for visitors with disabilities and the four principles of dignity, independence, integration and equal opportunity
- An understanding of the impact of the legislation/standard on Harbourfront Centre and on the individual's role
- Increased confidence by the staff and volunteers when welcoming and hosting visitors with disabilities and their empowerment to respond to individual needs

## **Safety and Security**

### **If you work in or are visiting Harbourfront Centre**

It is highly recommended you are registered with the security desk in the lobby of the main building as a person who may require assistance during an emergency or evacuation. Similarly, if you plan on spending an extended period of time within the buildings on site or if you have a child or children with disabilities attending one of our programs, it is a good idea to inform security, so they are prepared to assist if needed.

## **Large Events**

During any large event, Harbourfront Centre will inform the Toronto Fire Department of the possible need for evacuation of persons with disabilities in the occurrence of an emergency.

## **Emergency Evacuation Procedures**

Harbourfront Centre is committed to ensuring the safety of all guests. Our facility staff are fully equipped and trained on policies, practices and procedures as it pertains to their specific roles and responsibilities in any emergency. All of our Security team members are fully trained in First Aid, CPR and AED (Automated Defibrillator). Below is our procedure for handling emergencies for our guests with disabilities.

## **Fire Alarms**

The fire alarm system at Harbourfront Centre is a single stage system. This means it only emits one sound (a loud ringing sound) when activated. As of Fall 2018, there are no strobe light indicators or P.A. system to provide direction. If you hear the alarm at any point, please exit the facility and move to a safe, outdoor location.

## **Maps**

There are maps of the centre and property online. You can access these at:  
<http://www.harbourfrontcentre.com/gettinghere/>

## **Written Description and Directions for Orientation**

### **General Description**

Harbourfront Centre is a 10-acre complex featuring three main buildings on the primary campus, various theatres and performance areas, two marinas, and many activity centres. The campus itself features two restaurants, (one is seasonal only) but there are several dining options surrounding the area. The campus is bordered by Queens Quay to the north, and Lake Ontario and the harbour to the south.

These directions are for general use only and are meant to allow a person to navigate independently while visiting Harbourfront Centre. Although they mainly focus on the buildings and facilities located on the main campus, they do expand slightly to include areas to the east and west.

If you require assistance at any time, please locate the Security Desk in the lobby of the main building or at the north entrance of the Queens Quay Terminal building, which is accessed from the sidewalk on the south side of Queens Quay.

The three main facilities on the main campus are, from east to west, Queens Quay Terminal, the Harbourfront Arts Complex and the Harbourfront Centre main building. Queens Quay Terminal contains the Fleck Dance Theatre, but the building itself is not owned or operated by Harbourfront Centre.

The Harbourfront Arts Complex, or HAC, contains the Harbourfront Centre Theatre, which is the main theatre on campus. You can also visit The Power Plant Gallery here.

The main building is where you will find the Studio Theatre, The Shop, the Natrel Pond/Rink, the Artport Art Gallery, Craft & Design Studio, Lakeside Terrace, Boxcar Social and much more.

Canada Square is an outdoor area located southeast of the main building, and just west of the Harbourfront Arts Complex. In fact, if you were standing with your back to the main entrance of the HAC building, the square is at one o'clock. Canada Square has an interlock brick ground surface and is surrounded by gardens and benches. North of Canada Square is Exhibition Common, which consists of two large square turf areas. The Queens Quay Terminal building is located just east of Exhibition Common.

## **Queens Quay and TTC**

Warning: The City of Toronto recently reconstructed this area with the goal of beautification. However, in doing so, potential barriers and dangers have been created for persons with vision disabilities. The live traffic lanes are on the north side of Queens Quay, just south of the northern sidewalk. The streetcar tracks are south of the live traffic lanes and are separated by a median. South of the streetcar tracks is a dedicated lane for bicycles. Cyclists can come from both directions at high speed, and there is no physical separator between the sidewalk and the bike lanes. Cyclists are to obey traffic lights in the same manner as the cars and streetcars. Although the colour contrast is different between the sidewalk and bike lane surfaces, there is very little tactile difference. Caution is a must in this area.

There are tactile warning indicators along sidewalk to indicate driveway crossings at the main centre building and for 207 Queens Quay, which is just east of the centre; however, they are not continuous across the entire width of the sidewalk and bike lane. Accessible Pedestrian Signals (APS) are present to get to streetcar stops and cross Queens Quay, but locator sounds are very low and difficult to pick out over traffic.

## **TTC to Harbourfront**

Visit [www.ttc.ca](http://www.ttc.ca) for more information

Harbourfront Centre is the name of the closest streetcar stop  
It is serviced by routes 509 Harbourfront and 510 Spadina  
Both routes terminate at Union Station, which is only two stops to the east  
There are railings along the back side of each platform  
Platforms are 4.5 feet wide at the narrowest point  
There are glass partitions periodically along the railings

Both streetcar stops are located at an intersection of Queens Quay West and the driveway for 207 Queens Quay West

There are traffic lights here to control the traffic, streetcars and bicycles

There are five Accessible Pedestrian Signals (APS) here, 3 on the east side of the crosswalk (with one in the middle near the westbound streetcar platform), and two on the western side

Proof of Payment POP is required on streetcars

TTC day, week, family and convention passes are available

Single rides and passes can be purchased from TTC agents, at most subway stations and automated fare machines

The closest authorized vendors for TTC passes, tokens and tickets are Longo Brothers Fruit Market located at 15 York Street and Gateway Newstand at 55 University Avenue, Unit C7

### **Eastbound Streetcar**

The eastbound streetcar stop is 15 feet west of the driveway for 207 Queens Quay West

There is a crosswalk with Accessible Pedestrian Signals (APS) to access streetcar stops or cross the road

There are tactile warning indicators running parallel to the streetcar tracks, but they are very close to them

If you find these indicators, stop immediately and take a step back

There are no tactile warning indicators at the ramp to the platform for eastbound streetcars, which is the southern platform

### **To Find the centre and Main Building**

Get off the streetcar and turn left towards the front of the streetcar and the east end of the platform (you can follow the railing on your right)

At the end of the platform, listen for traffic patterns, as this will indicate what signal the bicycle lanes are under

When it is safe, turn right, or south, cross the bike lanes to the sidewalk, and turn right to walk west towards the Harbourfront Centre

You will find a driveway identified with tactile warning indicators

This is the driveway for the main building of the Harbourfront Centre

Once across the driveway, you can turn left to head towards the main entrance of the building

See Main Building section for directions from here

### **Westbound Streetcar**

The westbound platform is on the eastern side of 207 Queens Quay driveway

The crosswalk is 25 feet east of the tactile warning indicators on the eastern side of the driveway for 207 Queens Quay

There are Accessible Pedestrian Signals (APS) here, but again, locator tones are very low

There are indicators for the westbound streetcar platform, on the north side of the tracks, just south of the ramped median to cross the traffic lanes

## To find the Centre and Main Building

Get off the streetcar and turn left to go towards the front of the streetcar and the western end of the platform

You can follow the railing on your right

At the end of the railing, activate the Accessible Pedestrian Signal (APS) by pressing and holding the button for 5 seconds, or until an audible “click” is heard (the button is adorned with a large tactile arrow)

Once it is safe, cross the streetcar tracks and the bicycle lanes, heading south to reach the sidewalk on the far side of the bike lanes

Turn right, and in approximately 25 feet, you will find the driveway for 207 Queens Quay West, indicated by tactile warning indicators

Listen for traffic patterns or audible crossing signals and continue west

You will find a second driveway, for the main building of the Harbourfront Centre, also indicated by tactile warning indicators

Once across, you can turn left to head towards the main entrance of the building

See Main Building section for directions from here

## Boardwalk

There is a boardwalk and walkway which run east and west, parallel to the harbour, and act as the southern border of Harbourfront Centre’s main campus

You can access this walkway at many points on the campus, and use it to travel from one area to the next

Intermittently along the pathway, there are openings on the south side with one or two stairs that take you down onto the wooden boardwalk which runs directly next to the water

This wooden boardwalk terminates at the eastern edge of the marina which separates the main campus from Amsterdam Brewhouse; west of that point, the water is directly beside the cement pathway

Traveling from east to west, with the harbour on your left, you would first pass the Queens Quay Terminal building

After that is **Exhibition Common with the Harbourfront Arts Complex further north**

Continuing west will take you by the south end of the main building where the Natrel pond and rink are located, as well as Boxcar Social and the World Café

Still further west is The Slip, Concert Stage, and finally the marina and bridge which leads towards Amsterdam Brewhouse and the boating areas

Important Note: Please use caution when traveling in this area. Along the walkway, there are sandwich-board and directional signs which may not be cane detectable. ON the south side of the path, there are many points where only a very low wall separates the walkway from the water, which is quite deep in some places. At points west of the boating centres, there is only a low chain suspended between posts between the path and the water’s edge. Try to stay in the middle of the walkway as much as possible.

## Main Building

The main building of Harbourfront Centre is located at 235 Queens Quay West

It is serviced by the Harbourfront Centre streetcar stop, just to the east

(See TTC heading of this section for more information about this stop)

There is a driveway running along the east side of the building, in front of the main entrance

There are tactile warning indicators at the driveway if you are walking along Queens Quay

A ramp runs from north to south along the side of the building to access the elevated landing area

The bottom of the ramp is 40 feet south of the sidewalk on Queens Quay

The ramp is 30 feet long

The three stairs are 20 feet further past the bottom of the ramp and face east

If coming up the ramp, turn 90 degrees to the right when you reach the top and the doors are directly in front of you after you travel up a slight incline

Keep to the left of the railing which is on the north side of the entranceway

If using the stairs, the doors are directly ahead of you after you travel 30 feet and up a slight incline

There are two sets of double doors with pull handles, and a power door operator in between

## **General Description**

The main building of the Harbourfront Centre is a rectangular building with a piece jutting out at the south end. (Picture an ice cream bar on a stick.) The two main corridors run north and south, along the eastern and western sides of the building. When you enter the main entrance, you are facing west, and positioned at the northeast corner of the building. Here you find the lobby, Security and Information desks, gift shop, Studio Theatre, Marilyn Brewer Community Space and the Brigantine Room. The south end features Boxcar Social and The Slip restaurants, the Natrel Pond/Rink, the Lakeside Terrace and access to the boardwalk and harbour. For purposes of these directions, the access points have been numbered, starting with Access Point 1 at the main entrance, and continuing in a generally counter-clockwise direction.

## **Lobby**

The main doors will be referred to as Access Point 1

Enter traveling west

The lobby is roughly 18 feet wide (north to south) and 85 feet from east to west

It is 50 feet straight ahead from the main doors to the lowered section of the information counter at the west end of the lobby

The main section of this desk faces south, the lowered section southeast

To find the Security Desk, travel 36 feet west of Access Point 1 and turn left

It is 77 feet from Access Point 1 to the intersection of the western corridor, 27 feet past the Information Desk

Access Point 2 is at the northwest corner of the building, on the far side of the lobby across from Access Point 1, and 35 feet past the Information Desk

The middle of the intersection for the western corridor is 8 feet east of Access Point 2

Access Point 2 leads to the Stage in the Round, the Brigantine Room patio and the west terrace



## **Lobby Elevator and Stairs**

On the north side of the lobby is the elevator and a staircase leading to The Lofts  
To find the stairs, travel 24 feet west from Access Point 1 and turn right  
The staircase protrudes 5 feet from the north wall of the lobby, and runs from south to north going up

The elevator door is on the north wall, 6 feet east of where the staircase protrudes

To find it from Access Point 1, travel 18 feet west and turn right

The elevator will now be about 10 feet in front of you

The elevator features braille and tactile landing plates, braille control buttons in the cab, and one call button just to the left of the cab door opening

## **Gift Shop**

The Gift Shop is in the very northeast corner of the main building

It can be accessed from the lobby just 3 feet inside Access Point 1 on the right as you enter

You will pass through the Gift Shop doors traveling north, and then encounter 8 stairs leading down to the shop floor

To find the counter, line up with the right-hand railing at the bottom of the 8 stairs, travel 12 feet, and find the counter on your left

There is a street level entrance on the north side of the building which is accessible

## **Marilyn Brewer Community Space and Brigantine Room**

To find the access point to the Marilyn Brewer Community Space, locate the Information desk and move to the north side of it

Proceed north and you will notice a slight transition on the floor

After another 7 feet, turn left to face west and you are looking at the box office desk

The Marilyn Brewer Community Space has an upper area containing the box office, and a large lower area where events take place

There are 8 stairs or a ramp to access the lower section

To find the stairs, go north from the Information desk until you encounter a railing and turn right

Walk east down the stairs and turn left to enter the main space

The ramp is in the northwest corner of the main lobby, slightly west of the Information Desk

It is 30 feet long

At the bottom of the ramp, one can proceed 13 feet straight ahead and turn left to find the entrance to The Brigantine Room, or right to enter the Marilyn Brewer Community Space

## **Studio Theatre**

The Studio Theatre is a small theatre accessed at the southwest corner of the main lobby  
Locate the Information Desk and proceed to the south side of it

Travel 9 feet south from this point, turn left to face east and find the entrance to the foyer of the theatre

Alternatively, locate the southern wall of the main lobby and trail along it heading west, until you find a 90 degree corner

Turn 180 degrees around the corner on your left into the theatre foyer

Once inside the foyer, travel 10 feet and turn right to find double doors into the theatre area

10 feet inside these double doors are stairs on the left or right (east or west), up to theatre seating

## **West Corridor**

The corridor is approximately 190 feet long and runs along the western side of the building. The north end leads into the lobby, and you can access the Natrel rink/pond, Boxcar Social, The Slip, The World Café, Concert Stage and the boardwalk and harbour at the south

There are access points along the west side of the corridor

15 feet south of Access Point 2 will be Access Point 3 (sets of double doors)

Beyond these are large garage doors on the western side of the corridor which may be open sometimes

You will encounter display screens along the eastern wall of the corridor

45 feet south of the intersection with the lobby, the corridor opens up, and there is an area near the large garage style doors with tables and chairs for gathering and activities

85 feet south of the lobby intersection, if trailing the wall, you will encounter double doors, which remain open unless triggered by a fire or emergency alarm

At this point, there are garbage cans here on the west side of the corridor

Approximately 90 feet south of the lobby intersection, or 4 feet beyond the double doors, the women's washroom is on the left, or east wall

10 feet further south is where you will find the universal accessible washroom

There is a water fountain just past the accessible washroom, also on the east wall

Just south of the water fountain is the door to the men's washroom, or 7 feet beyond the accessible washroom

Continuing south, in another 16 feet is the First Aid Room, also along the eastern wall

Another 18 feet further south, you will encounter a glass wall on the left, and double doors which are the western access doors for the Artport art Gallery

32 feet past this point is the southern end of the corridor

From here, Access Point 4 is on your right, exiting facing west

The backstage entrance to The Lakeside Terrace leads south at the end of the corridor

There is an alcove with an ATM (Automated Teller Machine) just to the north of Access Point 4, on the west side of the corridor

Note: The ATM features an audio headphone jack, but the Harbourfront Centre cannot guarantee the functionality of this feature.

## **South Corridor**

This corridor is 87 feet in length, and runs along the south portion of the rectangle

42 feet from Access Point 4, you will find an open staircase on the north wall, leading up to Miss Lou's Room

The stairs protrude 5 feet from the north wall, and run from west to east going up

There are 10 steps to a landing, and then continue straight up another 10 steps to Miss Lou's Room hallway

There is an elevator at the east end of the corridor, close to the southern wall, facing generally west

The call button is just left of the cab opening when facing it

There are braille and tactile Landing plates and cab controls

The control panel is on the right as you enter the cab

About 35 feet east of the stairs is the T-intersection with the East Corridor

11 feet past this intersection is Access Point 6 at the southeast corner of the building

Just inside interior doors of Access Point 6, on the north wall or right hand side if entering, are garbage cans

Access Point 6 is not accessible due to 6 stairs, and is near the loading dock

There is a T-intersection 46 feet east of Access Point 4, 30 feet west of the East Corridor, an almost directly across from the bottom of the staircase, which leads south to the Lakeside Terrace and Boxcar Social

This intersection is also 40 feet west of Access Point 6, at the eastern end of the South Corridor

## **South Extension Corridor**

This is the stick of the ice cream bar shape referenced in the General Description  
If you turn down this hallway, you would travel 60 feet south of the T-intersection to find the entrance to Boxcar Social on the left, and the Lakeside Terrace on the right, or east and west respectively

This entire south extension corridor is 80 feet long with Access Point 5 at the end, leading to decking for the Boxcar Social patio, Lakeside Terrace, and a ramp down to the Natrel Pond/Rink

From here, you can get to The Slip, Concert Stage or the boardwalk and harbour

## **East Corridor**

This corridor is much narrower than the West Corridor

There is a pay phone on the western wall of the East Corridor, 20 feet directly ahead of Access Point 6, underneath stairs to Miss Lou's Room

There are garbage cans also located on the western wall, just before the intersection with the South Corridor

28 feet north of the South and East intersection is a glass wall on the left, with a set of double glass doors to access the eastern side of the Artport Gallery

Along the east side of the corridor is a 3.5 foot high railing separating the hallway from the Craft & Design Studio.

From south to north, they are: Metal, Design, Ceramic, Glass and Textiles

Intermittent stairs lead down to the lowered pit where the studios are located

The east entrance to the Men's Washroom is 33 feet past the Artport Gallery along the west wall

19 feet north of the Men's is the door to the Women's washroom

Just past the Women's washroom is another set of double doors which are propped open except if triggered by a fire or emergency alarm

The Universal Accessible Washroom is 44 feet north of the Women's washroom, on the western wall and quite close to the main lobby

If you continue 50 feet past the accessible washroom, you will be back at Access Point 1 on your right

You will notice a transition from a rougher surface in the corridor to the smoother tile surface in the lobby, separated by a small transition plate

## **Harbourfront Arts Complex**

This building is located southeast of Access Point 1 for the main building. The main Entrance is on the west side of the HAC building and located in an alcove. Here you will find The Harbourfront Centre Theatre and The Power Plant Art Gallery.

Caution: There are two large signs directly in front of the entrance. One is 12 feet from the building and the other is 18 feet away from the doors. Please travel carefully in this area.

## **Lobby**

Enter facing east

This is a level entry with no vestibule and 2 sets of double doors

The power door operator is on the left when facing the doors, 9 feet from the centre of the doors and located on a wall 4 feet out from the building

The lobby is 81 feet long from east to west

12 feet inside the main entrance, there is a universal accessible washroom on the left, or to the north

Just east of this washroom door is a water fountain on the north wall

To find the ramp leading to the theatre entrance, travel 24 feet east from the main entrance, turn to 11 o'clock or slightly left and continue to the bottom of the ramp

The ramp curves slightly left as the wall curves north

To find The Power Plant Gallery, travel 36 feet east from the main entrance and turn 90 degrees to the right or south

Continue until you find the glass doors to enter the gallery

There is a power door operator on the right side of the doors when facing them, or on the west side

## **Upper Lobby**

The Upper Lobby contains the entrance to Harbourfront Theatre and a set of washrooms

Stairs are accessed from the Lower Lobby, east of the entrance to the Power Plant Gallery, and will be on the left when moving east

They run from south to north going up

Warning: The west side of these stairs is false and can lead to a fall. Stay to the east side (right if going up, left if coming down).

At the top of the stairs, continue north 19 feet, turn left or west, and you will find the entrance to the washroom corridor in 15 feet on the left

From the ramp, the washroom corridor is located a quick 180 degree turn to the left around the corner found immediately at the top of the ramp

The washroom corridor runs 16 feet to the south and ends, forcing a right hand turn to the west

From here, it is 4 feet to the Women's washroom on the left

There is another universal accessible washroom 13 feet straight west from this point

The men's Washroom is 11 feet to the west and then on your right

## **Power Plant Gallery Lobby**

Upon entry, turn slightly left to 10 o'clock and travel 16 feet to find the Reception Desk

Here, you can inquire about programs or seek assistance

Warning: It may be dangerous for some persons with vision disabilities to wander around this space, as galleries are constantly changing, and can include exhibits which may pose a danger. The use of a support person or guided staff tour is recommended.

Caution: There is a floating donation box in the lobby which could be positioned anywhere inside the doors.

There is an emergency exit on the south side of the building located 100 feet straight from the Power Plant entrance

## **Harbourfront Centre Theatre**

The theatre entrance is on the north wall of the Upper Lobby area

From the top of the ramp, turn slightly right to 1 o'clock and proceed 10 feet to the double doors

From the top of the stairs, proceed approx... 20 feet straight north to the double doors

Note: During scheduled performances, these doors will likely be propped open and a staff member will be stationed here.

Upon entry, you will be facing north

The double doors to the theatre lobby are 11 feet to the right or east

Once into the main lobby, 17 feet to the left is the south end of the bar where there is a lowered counter section

The front of the bar faces east

Six feet inside the doors, turn right or south to find the stairs leading up to Gallery 1

There are three stairs, and then a required 180 degree turn to the left to climb another set to the upper level

During performances, you can seek assistance by asking one of the staff members stationed inside the main theatre doors or the doors into the theatre lobby

The entrances to the lower level of the theatre seating area are on the west side of the lobby, both north and south of the bar

There are six emergency exits 15 feet in front of the bar

There are four stairs outside directly ahead as you exit these doors

You then turn 90 degrees to the right, facing south, and head down the ramp towards Exhibition Common

## **Concert Stage**

Concert Stage is a performance area near the water at the southwest corner of the main campus. It features a large stage, plenty of accessible seating areas, and a semi-circle of stadium-style bench seats. The whole area is surrounded by a low wall.

There are multiple entrances to the seating areas, and four main aisles. Aisle 1 is the most north, with Aisle 2 south of that and so on.

## **Queens Quay Terminal and Fleck Dance Theatre**

The Fleck Dance Theatre is a large theatre on the third floor of The Queens Quay Terminal building, located at 207 Queens Quay West. This building is not owned or operated by Harbourfront Centre, which is only responsible for the theatre itself.

There are two main access points on the ground floor of the building which we will note.

The first is on the north side of the building, facing Queens Quay, and is the closest access point to the sidewalk and TTC streetcar stops. (Please refer to the TTC section of these directions for details on the stops.)

The other access point is at the southwest corner of the building and is close to the boardwalk and the Harbourfront Centre main campus.

## **From North Access Point:**

The entrance here is approximately 150 feet east of the driveway for the building, near where the streetcar stops are located

The driveway is marked with tactile warning indicators

After traveling 150 feet east of the driveway, you will find a walkway leading south

Follow this walkway for about 100 feet and you will encounter the four stairs to the elevated entranceway

There are ramps at the eastern and western ends of the elevated entranceway

There is also a power door operator here

There are three sets of double doors on the exterior, and two sets on the interior of the vestibule

Enter the building and find the security kiosk approximately 40 feet to the south, inside the inner doors, on the west or right side of the corridor upon entering

Ask for assistance to find The Fleck Dance Theatre; they are trained to assist

## **From Southwest Access Point**

When facing the entrance, there are four stairs in front of you, and a ramp at the west or left end of the elevated landing area

The ramp runs from north to south going up, along the west side of the building, which means you would turn left at the top to reach the doors, which would be on your left

Directly ahead at the top of the stairs, you are facing two sets of double glass doors with a large glass panel between them

You enter into a vestibule

The power door operator controls the northern set of doors, which are closer to the ramp

Once inside the second doors, you will travel 40 feet straight ahead and the concourse will open up

There are restaurants and a food court area to the right

To reach the elevator to access the third floor, turn 45 degrees to the left at this point, which means you are facing in a general northern direction

Travel 70 feet forward, and you will be at the bottom of two escalators with four fountains around them which will give audible clues

The bottom of the escalators are on your left if you remain facing north, and they run in an east to west direction

Please Note: The escalators only access the second floor.

Warning: The undersides of the escalators are exposed and create a head height barrier which is not cane detectable. Please proceed with caution in this area.

Continue past the four fountains for 50 feet, and turn left, or west

(If you find the seating area for the food court, you have gone too far)

Proceed for 25 feet and the elevator cabs will be on your left

There are two cabs with a round pillar between them

The call button is on this pillar



## **Queens Quay Terminal Elevators**

Note: You may need assistance to operate these elevators, as they are controlled by using a touch screen. There is a keypad in the cab which looks more like a standard telephone keypad, that can be used by following the instructions below.

There are no braille indicators for the keypad  
There is braille to indicate the phone, open, close and alarm buttons below the keypad  
The keypad and other buttons are on your right as you enter the elevator cab  
There are also audible floor announcements

### **Elevator Keypad**

From the top, the keys are 1, 2 and 3 from left to right

Then 4, 5 and 6

Then 7, 8 and 9

The bottom row has a raised “Star” key where a traditional star button would appear on a telephone keypad, with a 0 to the right of it

Below the keypad is a rectangular enter button

To activate a floor choice, press and hold the corresponding number for a minimum of one full second, and then press and hold the enter key

Note: To get to the ground floor, use the number 1 key. The “Star” key does not appear to have a function.

### **Fleck Dance Theatre**

Exit the elevators facing north

The box office is in front of you, slightly to the left

The entrance to the theatre lobby is ahead of you and slightly to the right

For the Box Office, square off from the centre pillar between the elevators and travel 17 feet on a 45 degree angle to your left

There are two windows for the Box Office – the one on the left is lowered

For the theatre doors, square off from the centre pillar between the two elevators and travel 19 feet on a 45 degree angle to the right

Once inside the theatre, there will be a staff member just inside the doors to assist

When standing inside the doors, there is a bar directly in front of you

45 degrees to the left is the entrance to Aisle 1

45 degrees to the right are the stairs to go to upper levels

To find the Coat check area, travel straight inside the doors for 30 feet, angle 45 degrees to the left, and go another 15 feet

At this point, the Coat Check desk is on your left, and there are washrooms to the right

The women’s washroom is first, followed by the men’s

Both washrooms have power door operators

## **Upper Lobby**

There are two sets of stairs to access the Upper Lobby, with a 90 degree turn on the landing

At the top of the stairs, turn left and enter a large, open lobby

As you move forward, the bar is on your left

The lowered counter is on the left when facing the bar

If squaring off from the bar, the second level theatre entrance is on a 45 degree angle to the right

To the left, the room continues to an elevated hardwood floor

This is a warm up area for performers, and where food may be stationed during certain events

As you approach this elevated floor area, there is a ramp along the right wall

## **Stage in the Round**

The Stage in the Round is a small stage located on the western side of the main building. A ramp leads down to this area from Access Point Three, starting about 25 feet straight in front of the doors as you exit. The stage is surrounded by turf, and there is no fixed seating here.

## **Western Campus**

The area west of the marina is where you will find The Amsterdam Brewhouse, the Disabled Sailing Association offices, the Harbourfront Canoe and Kayak Centre rental office and the power Boating Centre. This area can be accessed by public transit by taking the streetcar to Rees street along Queens Quay. The same two streetcar routes service this stop.

From the main campus, there is a walkway running from north to south west of The Stage in the Round, on the east side of the marina

This walkway connects Queens Quay with the pedestrian bridge that extends from east to west over the marina

The access point to the eastern side of the bridge is approximately 250 feet south of the Queens Quay sidewalk, and consists of two sets of stairs

The first set run up from north to south and consist of 11 stairs

You then turn 90 degrees to the right, facing west, and climb another 5 stairs to the bridge

There is only one set of 12 stairs on the western side and they run down from east to west

The Amsterdam Brewhouse is located at the western end of this bridge

The bridge is not accessible for anyone using a mobility device

## **Amsterdam Brewhouse**

The entrance to the restaurant is 25 feet west of the bottom of the stairs from the pedestrian bridge

You will likely hear music playing here from a speaker, which can help you locate the restaurant

There is a walkway about 20 feet in length running up to the main doors

As you head towards the doors, you are traveling south, and you are on the east side of the building

There is a patio entrance on the western side of the restaurant

See “Restaurant Information” section for more details on the accessibility of Amsterdam Brewhouse

### **Canoe and Kayak Rentals, Disabled Sailing Association and Power Boat Centre**

These three service centres are located in the same building between Queens Quay and the lake, west of Amsterdam Brewhouse and the Toronto Police Marina

The Rees Street streetcar stop services this location

Both the 509 Harbourfront and 510 Spadina routes service this stop

If walking along Queens Quay, west from Harbourfront Centre, you will cross two intersections and turn left after crossing Rees Street, which is the second intersection, to head south towards this building

The intersection at Rees street does have tactile warning indicators

Just to the east of the building is a grassy area with picnic tables

The Canoe and Kayak Rental office and the Disabled Sailing Association are located on the eastern side of the building

There is a wooden deck with a ramp to access these offices, approximately 250 feet from the sidewalk of Queens Quay

The Power Boat rental office is located at the north end of the building closest to Queens Quay

The door to this office is approximately 40 feet west of Rees street, about 25 feet south of the sidewalk and is located on the west side of the building

Caution: There is a bicycle rack just to the north of the doorway.

Caution: There is a plastic guide wire pole in the middle of the sidewalk of Queens Quay, about 30 feet west of the intersection at Rees Street.

### **Natrel Pond/Rink**

Warning: There are no tactile warning indicators surrounding the pond and the edges are exposed in many areas. Please use caution when in this area.

The Natrel Pond/Rink is located between the southern end of the Harbourfront Centre main building and the harbour itself. It has dual functions depending on the season.

In warmer weather, there are a fountain, paddle boats and other activities taking place here. In Winter, it is frozen to offer an outdoor skating rink for visitors. The Skate Change and Rental Room is where one can rent skates and other equipment and access the changing rooms. It is located north and east of the pond.

If you are positioned on the boardwalk/pathway at the south side of the pond, you can follow it around on the east side to find the ramp leading up towards a deck and patio entrance for Boxcar Social. Following the western side of the pond will lead to a set of stairs going up to the World Café.



## **The Slip**

The Slip is a seasonal outdoor patio restaurant offering patrons a waterfront view. Please see the Restaurant and Dining Options section for more information about what accessibility features it offers.

### **To find The Slip:**

From the main building, exit from Access Point 4 in the southwest corner of the building

Travel straight ahead and down the ramp towards The stage in the Round

At the bottom of the ramp, the lower washrooms at The World Café are to the left

For The Slip, turn 90 degrees to the left or south, and proceed approximately 75 feet

At this point, you are under a covered area where there are benches and fire places in the Winter

Veer slightly to your left here and travel another 60 feet to find the elevated patio for The Slip

During the warmer months, when open, you will hear music and other audible clues to help guide you

From the boardwalk and path, the turn off to The Slip is approximately 75 feet west of the Natrel Pond/Rink, just past the Harbourfront Tours kiosk

Facing west, make a 45 degree turn to the right to point in a northwest direction, and continue for 100 feet

You will find a turf area on the right and the railing of The slip patio on the left

There are two stairs leading from the path to the patio, where a staff member will greet you

There is also a ramp if needed

Listen for music, conversation or other audible clues to find The Slip

## **Boxcar Social**

There are two access points:

One from inside the main building from the South Extension Corridor (see Main Building section for more details)

The other is from the patio deck overlooking the Natrel Pond/Rink

The door from the building hallway is generally open, and is a large sliding door

The doors to the deck are double glass doors with pull handles and no power door operators

The patio deck can be accessed by exiting Access Point 5 and turning left to follow the deck around, or via a ramp leading up from the northeast corner of the Natrel Pond/Rink, near the Skate Change and Rental Room, which is the skate and equipment rental office

There is both picnic table style seating and bar height tables inside the restaurant, with a variety of options outside on the deck during warmer weather

The bar is along the north wall of the restaurant, facing the south doors to the deck, at a distance of 26 feet

There is no lowered counter section of the bar

The washroom corridor is on the east side of the bar, (right side when facing), along the far eastern wall of the building

Once you are facing north in the washroom corridor, the two unisex universal washrooms are on your left

## **Washrooms**

Note: These washrooms cannot be considered accessible

There is no accessible signage, but both are unisex washrooms

### **North Washroom**

The sink is directly in front of the door with lever handles

Left of the sink is a shelf protruding 6 inches with paper towels on it

Behind the sink to the left is a pump soap dispenser

The toilet is in the northwest corner of the room, facing east (far right corner when facing into the room)

The toilet paper is on the opposite wall in front of the toilet and requires some reach

The toilet has a lever flush and a tank cistern

The garbage can is between the sink and the toilet

The lock is a push-and-twist handle lock on the door

### **South Washroom**

Access Point 5 to Natrel Pond/Rink, The Skate Change and Rental Room and Harbourfront Arts Complex

Exit the main building from Access Point 5 at the south-most end of the South Extension Corridor

6 feet outside the outer doors is a deck railing

Following the railing to the left will lead to the patio deck outside Boxcar Social

Stay to the right of this railing and follow it forward another 16 feet to find the top of the ramp on your left

Follow the ramp down, which turns slightly right at the landing halfway down

To find the Harbourfront Arts Complex, at the bottom of the ramp, turn 45 degrees to the left and proceed 80 feet

You will find the main entrance to the Harbourfront Arts Complex directly in front of you

To find The Skate Change and Rental Room, turn 90 degrees to the left and travel approximately 40 feet along a pathway

After 40 feet, angle 45 degrees further left, and you are now facing north, approaching the eastern side of the main building

25 feet from here, on the left, are the stairs leading down to The Skate Change and Rental Room where you can rent skates in the Winter

The Skate Change and Rental Room is underneath the east side of Boxcar social

There are 8 stairs leading down

There are entrances directly ahead of both the right and left side of the stairs at the bottom

## **Descriptions for Public Washrooms**

### **Main Building**

Navigate by headings to find the description that corresponds with the washroom you are using. Remember, automatic faucets, dispensers and hand dryers may have a slight delay before the sensor is activated.

### **West Corridor Accessible Washroom**

Door opens out  
Power door operator on latch side, left when facing  
Motion sensor lighting  
Vanity spans entire south wall of washroom  
Sink with automatic faucet in southeast corner of room, across from the toilet  
Soap is 4 inches above vanity to the left, on eastern wall and is automatic  
Paper towel just left of soap on eastern wall  
Toilet 4 feet inside door in northeast corner of room, facing south  
Toilet paper dispenser on rear wall behind toilet on right when seated  
Feminine napkin disposal unit beside toilet on east wall, left when seated  
Flush on front of tank on left side when facing  
Interior power door operator just to the right of the door when facing  
Automatic hand dryer just right and below the interior power door operator button  
GFI outlet on right side of vanity when facing sink

### **East Corridor Universal Accessible washroom**

Power door operator on latch side left of door when facing  
Toilet immediately left upon entry, facing west  
Toilet paper on south wall directly beside toilet  
Feminine napkin disposal 18 inches in front of toilet on south wall  
Sink with automatic faucet directly across from toilet 4 feet away  
Soap dispenser on south wall left of vanity, 4 inches above counter, when facing  
GFI outlet on west wall, back left of sink  
Vanity runs full width of room on west wall  
2 feet right of sink is a support post in front of vanity, be aware  
Automatic hand dryer on north wall at 3 feet above floor and approx.. 3 feet in front of vanity  
Interior power door operator button just left of dryer

### **Main Building Ground floor Men's Washroom**

Warning: There is a large steel support girder positioned in the middle of the 4 cubicles on the western end of the washroom. It protrudes 2 feet into the route of travel. Please use caution in this area.

Double-door entry, straight vestibule

Long rectangle all the way through to eastern corridor, 52 ft, but does have divider door which may be open, or closed  
When open, two sets of cubicles, urinals, etc.

#### **From West Corridor:**

Sinks are immediately on left (north) upon entry, 7ft inside door to centre  
6 trough-style sinks with automatic faucets  
Automatic soap dispensers on the rear wall, between the 2<sup>nd</sup> and 3<sup>rd</sup> faucets, and the 5<sup>th</sup> and 6<sup>th</sup> faucets, Also soap dispensers at ends of the vanity on east and west side walls  
All approx.. 5 inches above vanity  
Automatic hand dryers on western wall between washroom door and vanity, and on south wall 7 feet from the door, directly across from sinks  
Knee wall protrudes on south wall so be aware  
Change table just left of hand dryer on south wall  
Urinals on north wall, past the sinks, 25 feet from entrance  
5 standard height urinals with privacy screens and no grab bars  
Urinals are automatic flush  
The 4 Cubicles are on the north wall just past the urinals  
Toilets are flushed by lever handle on left side of pipe cistern if approaching or facing toilet  
Toilet paper on the western walls of the cubicles, or on your right if seated on the toilet

#### **From East Corridor**

Much smaller area  
2 cubicles on north wall, to the right upon entry,  
Manual flush on left side of cistern when approaching/facing toilet  
West of cubicles is 1 sink with automatic faucet  
Automatic soap dispenser on right approx.. 6 inches above vanity  
West of sink are 2 standard height urinals along the north wall, with privacy screens and no grab bars  
Automatic hand dryer on the south wall, directly across from the sink, 6 ft away  
Garbage cans are free floating

#### **Main Building Ground floor Women's Washroom**

Long rectangle all the way through to the east corridor, 52 ft, but does have divider door which may be open, or closed  
When open, two sets of cubicles, sinks, etc.

#### **From West Corridor:**

Double door entry with a straight vestibule  
Enter facing east  
Sinks are immediately on right (south ) upon entry, 7 ft inside door to centre  
6 trough-style sinks with automatic faucets  
Three automatic soap dispensers on the rear wall, between faucets 1 and 2, 3 and 4, and 5 and 6  
Additional soap dispensers at ends of the vanity on east and west side walls



All approx.. 5 inches above vanity

Automatic hand dryers on western wall between washroom door and vanity, and a push button operated dryer on north wall, 7 feet from the door, directly across from sinks

Knee wall protrudes on north wall so be aware

Change table just right of hand dryer on north wall

The 8 Cubicles are on the south wall just past the vanity

Toilets are flushed by lever handle on left side of pipe cistern when approaching or facing toilet

Toilet paper on the eastern walls of the cubicles, or on your right if seated on the toilet

Beside the toilet paper dispensers, towards the rear wall of each cubicle, is a feminine napkin disposal unit

### **From East Corridor:**

Double door entry with straight vestibule

Enter facing west

Immediately upon entry, there are 3 trough-style sinks on the left with automatic faucets

There are 3 automatic soap dispensers, 1 on either side of the middle faucet, and another on the side wall of the vanity at the eastern end, or left when facing

There is an automatic hand dryer on the east wall, a foot and a half in front of the left-most sink when facing

There are 3 cubicles along the south wall, on the left after passing the sinks

Toilets are flushed with a lever on the pipe cistern

Toilet paper dispenser is on the right of the toilet when seated

The feminine napkin disposal unit is behind the toilet paper dispenser towards the rear wall of the cubicle on the right side of the toilet when seated

There is a floating garbage can which is generally positioned on the north wall, across from the most eastern cubicle, (closest to the sinks)

### **Harbourfront Arts Complex Washrooms**

#### **Lower Lobby Universal Washroom**

Enter facing north

Door opens outwards and is quite narrow

Power door operator is 5 feet from latch side of door

Sink on east wall upon entry

Automatic soap dispenser to right of sink, on south wall, at lead edge of vanity

Interior power door operator just right of soap, just left of door jam when facing

North of sink is toilet on east wall, facing west

Lever flush on right side of pipe cistern when facing

Toilet paper on north wall, just right of toilet when seated

Garbage can in front of toilet on west wall

Paper towel dispenser on west wall, just inside door, across from sink (pull down and finger dial operation)

#### **Upper Lobby Accessible Washroom**

No power door operator

Enter facing west

Straight ahead 5 feet on west wall, sink will be on right, toilet will be on left, both facing east

Toilet has pipe cistern with lever on right when facing

Toilet paper beside toilet on right when seated

2 feet in front of sink on north wall is paper towel

Between paper towel and sink is an automatic soap dispenser

Change table on south wall to right of door when facing

## **Men's Washroom**

Single door entry, no vestibule

Enter facing north

Enter and turn immediately 90 degrees right now facing east

Travel 3 feet east and turn back 90 degrees left, or north to enter main washroom area

Travel 7 feet north and find 5 sinks on north wall with lever faucets

3 soap dispensers

One at each end of vanity, on side wall, 1 foot above counter

1 on rear wall, above middle sink

Pull down paper towel dispenser on east wall at right end of vanity when facing, approx..

3.5 feet in front of lead edge

Air blade hand dryers are immediately across from the vanity, on south wall, across from western most sink, or left when facing vanity

10 feet west of sinks are 5 urinals on the right or north wall, the two end urinals are lowered

3 cubicles across from urinals

Toilet paper on west walls of cubicles

## **Women's Washroom**

Enter facing south

Upon entry through the door, turn 90 degrees to the left

After 2 feet, make a 180 degree turn to the right around a wall to enter the main washroom area

Alternatively, enter and find the wall in front of you and follow it around

Either way, you are now pointed west, into the main washroom area

Use caution: Approximately 4 feet in front of you as you round the corner, there is a partial wall which protrudes almost 2 feet into the route of travel

Tucked into the corner of the partial wall is a Dyson air blade hand dryer

As you move past this partial wall, there are 8 cubicles on your right, or along the north wall

The vanity with 5 sinks is located across from the cubicles, along the south wall

The sinks have lever handles

There are 4 soap dispensers, 1 at either end of the vanity on the side walls, and two on the south wall at the rear of the vanity between sinks 2 and 3, and 4 and 5, if counting from the left when facing

At the west end of the vanity, a wall continues westwards, facing the 3 most western cubicles

On this wall, from left to right when facing, you will find an additional soap dispenser, another Dyson Air Blade hand dryer and a paper towel dispenser operated by a finger dial on the side

The free-floating garbage can is also in this area

The toilets are manually flushed with a lever on a pipe cistern

Toilet paper dispensers are on the right of the toilet when seated

Sanitary napkin disposal units are on the rear walls of cubicles, behind your shoulder when seated

## **Fleck Theatre Washrooms**

### **Men's Washroom**

Power door operator button on left of the door as you enter

Upon entry, turn 90 degrees to the left, travel 5 feet, and then turn back right to go into the main washroom area

Travel 10 feet and there will be three urinals on your right

To find the cubicles and sinks, enter the main washroom area and travel 6 feet before turning right

Continue in this direction and the cubicles are on the left with the vanity and sinks on the right

There are two cubicles, the first of which is the accessible one

The sinks are automatic with automatic soap dispensers at either end of the vanity on the side walls

The paper towel dispenser and garbage receptacle are on the protruding wall at the right end of the vanity when facing the sinks

The interior power door operator button is on the right side of the door when exiting

### **Women's Washroom**

Power door operator button on right of the door as you enter

Upon entering, turn 90 degrees to the right

Travel 6 feet and then angle 45 degrees to the left to enter the main washroom area

There are four cubicles – the first one you come to is the accessible cubicle

After entering the main washroom area, follow the right hand wall and you will find the cubicles on the right

The vanity and sinks are directly across from the cubicles

There are two automatic sinks

The automatic soap dispensers are on the side wall at either end of the vanity

The paper towel dispenser and garbage receptacle are on the protruding wall at the left end of the vanity when facing the sinks

There are sanitary napkin disposal units on the rear wall of each cubicle, to the left of the toilet if you are facing it

The interior power door operator button is on the left side of the door when exiting

### **World café Washrooms**

These washrooms are located outside and underneath The World Café, outside Access Point 4 of the Main Building and close to The Slip, the stage in the Round and the Natrel Pond/Rink area.

Both washrooms have two access points; one each at the north and south ends. The northern doors are closest to Access Point 4 of the Main Building. These restrooms are designed as elongated U-shaped rooms, with the short arms of the U leading to and from the doors, and the long bottom of the U serving as the restroom area. The Men's washroom is forward-most, with the Women's tucked in behind it. As a result, the doors at either end of the washrooms are directly beside each other. In other words, if standing at the south end, the door to the men's washroom is on the left and the women's to the right. The opposite then is true at the north end.

## Men's Washroom

There are two doors to this washroom, one at the north end and one at the south

Generally, only one is unlocked

These directions are based on entry from the southern door

Enter facing east

Travel about 8 feet and turn left to face north

The vanity is along the east wall to your right, running full length of washroom

Soap pumps are located at each end of the vanity

When facing sinks, one pump is on the left hand wall, or north, at the very end of the vanity

The second is behind the far right hand sink, on the east wall at the south end of the vanity

There are 3 push button hand dryers

One beside the soap pump at the north end of the vanity, or left when facing the sinks

The others are positioned on the wall directly opposite each entrance

In other words, while you face the dryer, your back is pointed at the doorway

There are 3 cubicles along the western wall, the furthest north is the accessible one

Separating the accessible cubicle from the other two are five urinals

There are privacy screens between urinals, but no grab bars or lowered urinals

To flush the urinals, there is a button about a foot above each urinal, on the wall, just to the left

The toilets are flushed by a lever mounted on the wall behind the toilet, approximately 2 feet above it in the centre

Toilet paper dispensers are beside each toilet, but slightly higher than normal

There is a change table at the south end of the vanity on the side wall

## Women's Washroom

There are two doors to this washroom, one at the north end and one at the south

Generally, only one is unlocked

These directions are based on entry from the northern door

Enter facing east

Proceed down a fairly long hallway for 25 feet

Turn 90 degrees to the right, or south to enter the main washroom area

The vanity with 10 sinks runs the entire length of the east wall, which is on your left once you have entered the main area

The sinks have automatic faucets

There are only 2 automatic soap dispensers

One on the north wall at the end of the vanity, or left side of the vanity when facing

The other is on the rear or east wall, between the second and third sink from the south, or right when facing

Both soap dispensers are approximately 8 inches above the counter

There are 4 push button hand dryers, 2 each positioned on the walls directly opposite the entrances

In other words, while you face the dryer, your back is pointed at the doorway at the end of the entrance hallway

There is a change table at the south end of the vanity on the side wall

There are 10 cubicles along the west wall across from the vanity

The furthest north is the accessible cubicle, or most right when facing

The toilet paper is positioned on the north wall of each cubicle, or to the left when seated on the toilet, about 2 feet above the seat height

The toilets are flushed by a lever mounted on the wall behind the toilet, approximately 2 feet above it in the centre

## **Accessible Washroom Directory**

The main building, the Harbourfront Arts Complex and the Fleck Dance Theatre are all equipped with universal accessible washrooms within the buildings. As the facilities were constructed prior to 2015, the design standards for accessibility are based on the 1992 Ontario Building Codes. Harbourfront Centre is working towards bringing all of its facilities, including washrooms, up to date with the 2015 OBC accessibility standards. In this section, you will find all information regarding the accessibility of each washroom at the Centre, including any barriers you may encounter.

The most accessible washroom in the vicinity of the Harbourfront Centre is located on the main level of the Queens Quay Terminal, west of the south elevator bank. This washroom provides for a power door operator, a large turning radius and a personal alarm system. It also meets all other current requirements for an accessible washroom under the Ontario Building Codes.

### **Main Building**

These would be the closest accessible washrooms from the following locations:

- The Main Building
- The Brigantine Room
- Marilyn Brewer Community Space
- Miss Lou's Room
- Boxcar Social
- Lakeside Terrace
- Craft & Design Studio
- The Studio Theatre

- Artport Gallery
- The Shop

There are two universal accessible washrooms in the building. The washrooms are located approximately in the centre of both the east and west corridors.

### **Harbourfront Arts Complex (Harbourfront Centre Theatre and The Power Plant Gallery)**

These would be the closest accessible washrooms from the following locations:

- Harbourfront Centre Theatre and The Power Plant Gallery
- Canada Square
- Ontario Square
- The eastern side of the Natrel Pond/Rink

There are two accessible washrooms within the building. As both facilities were constructed prior to 2015, the design standards for accessibility are based on the 1992 Ontario Building Codes. Harbourfront Centre is working towards bringing all of its facilities, including washrooms, up to date with the 2015 OBC accessibility standards.

The first accessible washroom is located on the main floor near the western entrance to the building.

The other accessible washroom is located on the box office level of the theatre entrance between the men's and women's washrooms.

### **The Fleck Dance Theatre**

The men's and women's washrooms within the theatre are partially accessible, including power door operators. There is also a universal accessible washroom on the main floor of the Queens Quay Terminal Building near the south elevator bank that provides access to the Fleck Dance Theatre. This washroom is fully accessible, including a power door operator, personal alarm system and updated grab bars. In addition, it is fully compliant with all current accessible washroom requirements.

### **The World Café Building**

These would be the closest accessible washrooms from the following locations:

- The west side of the Natrel Pond/Rink
- The Slip restaurant
- Concert Stage
- The Stage in the Round
- The World Café

There is an accessible cubicle located in each washroom on the lower level of the World Café Building.

## Partially Accessible Venues

Areas that **MAY NOT** be accessible are as follows:

- The Shop – Accessible only from the building exterior. Some items may be difficult to reach, but assistance is available. Staff are trained in accessible customer service.
- The Craft & Design Studio is partially accessible. Contact the Harbourfront Centre regarding the level of accessibility.
- The Studio Theatre only accommodates 1 large or 2 small wheelchairs and requires prior notice. Contact the Box Office to reserve seating.
- Upper level of the Fleck Dance Theatre requires prior notification to be accessible to mobility devices. Contact the Box Office to reserve seating.
- Most cruising and sightseeing vessels are not accessible to persons using wheelchairs or scooters. Contact the appropriate operator to inquire about the level of accessibility for each vessel.
- Toronto Water taxi services at York Quay are currently best suited to accommodate persons using mobility devices (as of October 2018). It is recommended that you contact the operator ahead of time if possible (416) 203-8294.
- Water Taxi Now located on the boardwalk requires a couple steps to access and fluctuates with water levels. Contact the operator prior to your trip (416) 839-0532 or (416) 838-8294.
- Both guided tours and self-guided audio tours of the Music Garden are available from Marina Quay West. Guided tours are scheduled and available during the summer only. Audio tours are available year round at a cost of \$6 and are not closed captioned.
- Accessibility at Natrel Rink in winter
  - ✓ Natrel Rink recognizes and accepts the Access 2 Entertainment Card.
  - ✓ Complimentary skate rentals are offered to assistance companions.
  - ✓ Use of assistive devices (with the exclusion of sticks of any form) will be permitted dependent on time of day and busyness of the rink. It is recommended that patrons check with rink staff before use of any assistive devices so that staff can monitor and assist where possible. There will be limited restrictions during the hours of 9am-3pm, Monday to Friday. Blackout periods for use of assistive devices will be Friday and Saturday nights after 6pm.
  - ✓ Wheelchair accessibility can be accommodated with advance notice by contacting rink staff at (416) 954-9866 or rinkbookings@harbourfrontcentre.com. Note: Only non-motorized wheelchairs are permitted on the ice. Wheelchair access to the ice is via the service ramp used for ice maintenance vehicles.
  - ✓ Service animals are not permitted on the ice for the safety of the animal, and other patrons using the rink.

- ✓ Lockers are available in the south hallway of the main building, between the Lakeside Terrace and Boxcar Social, with ramp access via the south rink side deck outside, or through the main building entrance.
- ✓ With advance booking online, patrons that are unable to navigate the stairs into the skate change room will be able to have their skates brought to them by rink staff. Patrons should enter details into the order or arrange with rinkbookings@harbourfrontcentre.com prior to arriving on site.
- ✓ The paddle boats may not be accessible for some persons with mobility disabilities. Currently hand-operated paddle boats are only available for use by children. For any inquiries, call (416) 973-4264.

## **Non Accessible Venues for Mobility Devices**

Areas that are **NOT** accessible to mobility devices are as follows:

- Second or third levels of the Harbourfront Centre Theatre
- The lower patio level of the World Café
- The stage level at the Stage in the Round
- The stage level at the Brigantine Room
- The stage level at the Lakeside Terrace
- The skate rental and change room area
- Washrooms located in Boxcar Social
- Backstage washrooms and change rooms in the Brigantine Room, Lakeside Terrace and Studio Theatre and the change rooms at the Stage in the Round

## **Accessible Sailing Associations**

Disabled Sailing Association (416) 214-0358

Blind Sailing Canada (416) 489-2433

## **In-House Directory**

There is an in-house **accessibility customer service liaison** that is available to help with any accessibility requests.

## **Accessibility Liaison for Harbourfront Centre**

### **Hours**

Contact number: Approach staff to ask for help. They will be able to call the representative on the walkie talkie.

### **Phone directory**

## **General Inquiries**

416 973 4000

info@harbourfrontcentre.com

## **Feedback**



416 973 4679  
feedback@harbourfrontcentre.com

**Administrative Offices and Staff Directory**

T 416 973 4600  
F 416 973-6055

**Box Office**

416 973 4000 press 1  
tickets@harbourfrontcentre.com

**Venue Rental Inquiries**

rentals@harbourfrontcentre.com

**Camps**

416 973 4093  
camps@harbourfrontcentre.com

**The Shop**

416 973 4993  
shop@harbourfrontcentre.com

**Craft and Design**

craft@harbourfrontcentre.com

**Employment Opportunities**

jobs@harbourfrontcentre.com

**Individual Giving**

Ali Talpur  
416 952 4746  
development@harbourfrontcentre.com

**Security & Lost and Found**

416 973 4885  
security@harbourfrontcentre.com

**Marine**

Marina Four  
416 203-2620  
marine@harbourfrontcentre.com

**John Quay**

416 203 2620  
marine@harbourfrontcentre.com

**Marina Quay West**

416 203 1212

marinaquaywest@harbourfrontcentre.com

**Media Relations**

media@harbourfrontcentre.com

**Parking**

(647) 494 4227

**The Power Plant**

416 973 4949

info@thePower Plant.org

**Sailing and Powerboating**

416 203 3000

hcsp@harbourfrontcentre.com

**School Visits**

416 973 4091

registrar@harbourfrontcentre.com

**Sponsorships**

Sonia Stramaglia

Development Officer, Corporate Partnerships

416 973 4680

sstramaglia@harbourfrontcentre.com

**Toronto International Festival of Authors**

info@festivalofauthors.ca

**Vendors**

416 952 1273

vendors@harbourfrontcentre.com

**Visual Arts**

416 973 5379

visualarts@harbourfrontcentre.com

**Website**

webmaster@harbourfrontcentre.com

**Accessible Devices and Services Available for Guests**

**Accessible devices available on site:**

- ✓ Guest Accessibility Package is available in multiple formats
- ✓ Single manual wheelchair available, Call or visit security to reserve

- ✓ Infrared hearing services are available at the Fleck Dance Theatre and the Harbourfront Centre Theatre

## **Accessibility Device Rentals:**

### **In Motion Services**

Phone: (416) 638-9522

Address: 3 white horse Road, #12

<http://www.inmotionservices.ca>

Device pick up, drop off and mobile servicing is available

Hours of Operation: Monday to Friday 9 AM - 5 PM, Saturday 10:00 AM – 2:00 PM

Hours subject to change

Please call to arrange a visit or inquire about rentals

Daily, weekend, weekly and longer rentals of manual and electric wheelchairs, walkers, scooters and more

For rentals of mobility devices:

### **Vital Mobility**

Phone: (416) 901-3509

Toll Free: (866) 508-4825

Addresses: 130 Bass Pro Mills in Vaughan, and 3509 Bathurst Street, near Lawrence

<http://www.vitalmobility.ca>

Hours: Monday-Friday, 9:00 to 5:00, Saturday 10 AM – 2:00 PM

Rentals of many devices available by the week or month, some scooters available by the day

Pick up and drop off available for a fee within the city

Call for pricing

## **Service Animal and Pet Relief Areas**

There are several pet relief areas available. Directly around the main building all of the areas are either hard surfaced (interlocking brick, concrete or asphalt) or artificial turf. There are also several waste disposal containers strewn around all facilities. Please pick up after your animal.

The artificial turf areas are as follows:

- The Exhibition Common located east of the main building
- The western side of the Natrel Pond/Rink east of The Slip Restaurant
- The Stage in the Round located west of the main building

If you require or prefer a natural grass setting, you will find an area south of the Sailing and Marine Centre west of Amsterdam Brewhouse. Alternatively, if in the area of Marina Quay West, you can access Toronto Music Garden.

## Accessible Dining and Food

### Dining at Harbourfront Centre

#### Boxcar Social

South end of Harbourfront Centre Main building

[www.boxcarsocial.ca](http://www.boxcarsocial.ca)

Accessible for mobility devices:	Yes
Power door:	Yes
Outdoor seating accessible for mobility devices:	Yes
Accessible washroom:	Near by
Power door on washroom:	No
Accessible seating:	Yes
Designated accessible seating:	No
Braille menus:	No
Accessible online menu:	No
Staff Trained in accessible customer service:	No

#### The Slip

Outside Harbourfront Centre Main Building, east of Concert Stage, west of pond

[www.theslip.ca](http://www.theslip.ca)

Outdoor restaurant

Accessible for mobility devices:	Yes
Outdoor seating accessible for mobility devices:	Yes
Accessible washroom:	Near by
Power door on washroom:	No
Accessible seating:	Yes
Designated accessible seating:	No
Braille menus:	No
Accessible online menu:	No
Staff Trained in accessible customer service:	No

#### Lavazza Expression

225 Queens Quay West

(416) 366-0202

[www.lavazzaexpression.ca](http://www.lavazzaexpression.ca)

Accessible for mobility devices:	Yes
Power door:	Yes
Outdoor seating accessible for mobility devices:	Yes
Accessible washroom:	Yes
Power door on washroom:	No
Accessible seating:	Yes
Designated accessible seating:	No
Braille menus:	No
Accessible online menu:	No
Staff Trained in accessible customer service:	No

## Other Dining Options

### Amsterdam Brewhouse

245 Queens Quay West, South Building

(416) 504-1020

[www.amsterdambeer.com/brewhouse](http://www.amsterdambeer.com/brewhouse)

Accessible for mobility devices:	Yes
Power door:	Yes
Outdoor seating accessible for mobility devices:	Yes
Accessible washroom:	Yes
Power door on washroom:	No
Accessible seating:	Yes
Designated accessible seating:	No
Braille menus:	No
Accessible online menu:	No
Staff Trained in accessible customer service:	No

### Goodman Pub and Kitchen

South end of Queens Quay Terminal Building, Main Concourse

(647) 341-2337

<http://fabrestaurants.ca/restaurant/thegoodman/>

Accessible for mobility devices:	Yes
Power door:	Open door during hours of operation
Outdoor seating accessible for mobility devices:	Yes
Accessible washroom:	Yes
Power door on washroom:	Yes
Accessible seating:	Yes
Designated accessible seating:	No
Braille menus:	No
Accessible online menu:	Partial
Staff Trained in accessible customer service:	Yes

## Joe Bird

Southwest on Main Concourse of Queens Quay Terminal

(647) 977-2767

[www.joebird.ca](http://www.joebird.ca)

Accessible for mobility devices:	Yes
Power door:	Open door during hours of operation
Outdoor seating accessible for mobility devices:	No
Accessible washroom:	Near by
Power door on washroom:	Yes
Accessible seating:	Yes
Designated accessible seating:	No
Braille menus:	No
Accessible online menu:	No
Staff Trained in accessible customer service:	No

## Pie Bar Pizzeria

Southwest corner of Queens Quay Terminal building, Main Concourse

(647) 341-7221

<http://fabrestaurants.ca/restaurant/pie-bar/>

Accessible for mobility devices:	Yes
Power door:	Open door during hours of operation
Outdoor seating accessible for mobility devices:	Yes
Accessible washroom:	Near by
Power door on washroom:	Yes
Accessible seating:	Yes
Designated accessible seating:	No
Braille menus:	No
Accessible online menu:	Partial
Staff Trained in accessible customer service:	Yes

## Swades Indian Restaurant

208 Queens Quay West

(416) 368-7272

[www.swades.ca](http://www.swades.ca)

Accessible for mobility devices:	Yes
Power door:	No
Outdoor seating accessible for mobility devices:	No
Accessible washroom:	No
Power door on washroom:	No
Accessible seating:	No
Designated accessible seating:	No
Braille menus:	No
Accessible online menu:	No
Staff Trained in accessible customer service:	No

## Pizza Pizza

208 Queens Quay west, Unit 9 and 10

(416) 967-1111

[www.pizzapizza.ca](http://www.pizzapizza.ca)

Accessible for mobility devices:	Yes
Power Door:	Yes
Outdoor seating accessible for mobility devices:	No
Accessible washroom:	Yes
Power door on washroom:	No
Accessible seating:	Yes
Designated accessible seating:	No
Braille menus:	No
Accessible online menu:	Yes
Staff Trained in accessible customer service:	No

### **Popeye's Chicken**

208 Queens Quay West, Unit 5 and 6  
(416) 368-9292

[www.popeyeschicken.ca](http://www.popeyeschicken.ca)

Accessible for mobility devices:	Yes
Power door:	No
Outdoor seating accessible for mobility devices:	Yes
Accessible washroom:	No
Power door on washroom:	No
Accessible seating:	Yes
Designated accessible seating:	No
Braille menus:	No
Accessible online menu:	Partial
Staff Trained in accessible customer service:	No

### **Freshii**

208 Queens Quay West  
(437) 317-1400

[www.freshii.com](http://www.freshii.com)

Accessible for mobility devices:	Yes
Outdoor seating accessible for mobility devices:	No
Accessible washroom:	Yes
Power door on washroom:	Yes
Accessible seating:	No
Designated accessible seating:	No
Braille menus:	No
Accessible online menu:	Yes
Staff Trained in accessible customer service:	No

### **Starbucks**

208 Queens Quay West  
(416) 364-3232

[www.starbucks.ca](http://www.starbucks.ca)

Accessible for mobility devices:	Yes
Outdoor seating accessible for mobility devices:	Yes
Accessible washroom:	Yes
Power door on washroom:	No

Accessible seating:	Yes
Designated accessible seating:	No
Braille menus:	No
Accessible online menu:	Yes
Staff Trained in accessible customer service:	Yes

## **Accessible Accommodations**

### **Westin Harbour Castle**

1 Harbour Square, Toronto  
(416) 869-1600

Accessible for mobility devices:	Yes
Power door:	Yes
Number of accessible suites:	20
Roll in showers:	Yes
Accessible restaurant(s):	Yes
Accessible washroom:	Yes
Power door on washroom:	Yes
Accessible seating	Yes
Designated accessible seating	No
Braille menus	No
Accessible online menu	Yes
Staff Trained in accessible customer service	Yes

### **Radisson Admiral Toronto**

249 Queens Quay W, Toronto  
(416) 203-3333

Accessible for mobility devices:	Yes
Power door:	Yes
Number of accessible suites:	1
Roll in showers:	Yes
Accessible restaurant(s):	Yes
Accessible washroom:	Yes
Power door on washroom:	Yes
Accessible seating	Yes
Designated accessible seating	No
Braille menus	No
Accessible online menu	Yes
Staff Trained in accessible customer service	Yes



## Transportation

### Accessible Parking

Accessible parking can be found at three different parking areas operated by Harbourfront Centre. They are as follows. (The number of accessible spaces will increase by spring 2019.)

### Main Campus

Access from Queens Quay and Rees Street south

- ✓ Paid parking
- ✓ Indoor parking
- ✓ 3 accessible spaces, located in the 1<sup>st</sup> level near the elevator
- ✓ This is the closest accessible parking to the main campus of the Harbourfront Centre including the Main Building, Harbourfront Centre Theatre, The Power Plant Gallery, Natrel Pond/Rink, and all outdoor stages

### The Sailing Centre

Access from Queens Quay and Rees Street

- ✓ Paid parking
- ✓ Outdoor parking
- ✓ 3 accessible spaces, located in the south east corner of the parking lot
- ✓ This is the closest accessible parking to the Sailing Centre and the western end of Harbourfront Centre

### Spadina Quay

Access from eastbound Queens Quay

- ✓ Paid parking
- ✓ Outdoor parking
- ✓ 3 accessible spaces, located at the western side of the outside lot next to the wall. These are not ideal spaces for those requiring wide access to the driver's side of the vehicle
- ✓ This is the closest parking to the Marina Quay West and the Toronto Music Garden

### TTC (Toronto Transit Commission)

Website: <http://www.ttc.ca>

Customer Service by Phone: (416) 393-3030 7:00 AM to 10:00 PM daily except holidays

Information by Phone: (416) 393-4636 Automated Information 24 hours a day, live agents available between 8:00 AM and 6:00 PM daily except holidays

TTY Telephone: (416) 481-2523 8:00 AM to 6:00 PM daily except holidays

Toll Free Telephone: (866) 642-9882 8:00 AM to 6:00 PM daily except holidays

Further contact information can be found on the TTC website.

Harbourfront Centre is situated on the Queens Quay/Spadina streetcar line just minutes away from Union Station. For more information, including a description of this station and its amenities, please call customer service, or visit: <http://www.ttc.ca/Subway/index.jsp> Select Line 1 and Union Station.

## Overview

The TTC is a public transit network consisting of bus routes, streetcars (light rail cable cars or trams at street level), and subways. The TTC services the city of Toronto proper. If you need to travel outside of the city, please refer to the designated regional transit system for schedules, routes and accessibility information.

Wheel-Trans is an accessible TTC bus service which provides accessible transportation to passengers with mobility disabilities. Please see below for specific Wheel-Trans information.

## Subways

### Additional Information:

- As of 2015, just over 50 per cent of TTC subway stations are considered accessible for mobility devices, including all of the stations on Line 4 Sheppard.
- Accessible stations generally include elevators, accessible fare gates, automatic doors and better signage and wayfinding.
- 9 more stations are to become accessible by 2018.
- 100% of TTC subway stations are to be accessible by 2025.
- All subway and RT trains have level boarding, and are accessible, however the new Rocket Subway Trains feature great improvements, such as: dedicated seating areas outlined with blue markings with seats in the flipped-up position by default, a fully accessible interior layout, tactile wayfinding indicator strips, visual and audio communication systems with video surveillance for safety, multiple customer information screens and trip maps, a passenger-assist intercom at each area dedicated for mobility devices and an emergency detrainment ramp at either end of the train. All stops are announced and displayed electronically.

Note: Based on whether the station features a middle or side platform layout, the doors of the train may open on the left or right side. This information is announced with the stop announcement.

### Line 1: Yonge-University-Spadina

This is the main subway line. It runs in a general “horseshoe” shape with Union Station being the southernmost stop. From Union, trains run North to Finch Station on the east side of the horseshoe, and to Downsview Station on the West side. This line connects with Line 2 Bloor-Danforth Subway at Bloor-Yonge, St. George and Spadina Stations, and Line 4 Sheppard Subway at Sheppard-Yonge Station.

### Line 2: Bloor-Danforth

This line is essentially a direct east-west line running from Kennedy Station in Scarborough at the eastern end, and Kipling Station in Etobicoke at the western end. It generally travels underneath Bloor Street on the west side, and Danforth Avenue on the

east. It connects with Line 1 Yonge-University-Spadina at Bloor-Yonge, St. George and Spadina stations, and Line 3 Scarborough (LRT) at Kennedy Station.

### **Line 3: Scarborough**

Line 3 Scarborough is a light rail transit line servicing six stations. It runs in an “L-shape” generally in a north and then east direction. The route operates from the area of Eglinton Avenue East and Kennedy Road, north and east to the Scarborough Town Centre, and continues east, terminating in the area of McCowan Road and Progress Avenue. Line 3 connects with Line 2 Bloor-Danforth at Kennedy Station.

### **Line 4: Sheppard**

Line 4 Sheppard is the newest of Toronto’s subway infrastructure. It consists of five stations, running in an east-west direction along Sheppard Avenue East. The route operates from Yonge Street and Sheppard Avenue, east to Sheppard Avenue East and Don Mills Road. Line 4 connects with Line 1 Yonge-University-Spadina at Sheppard-Yonge Station.

### **Streetcar Access:**

For schedules and additional route information, including trip planning and service disruptions, please call customer service or visit <http://www.ttc.ca>

### **Additional Information:**

- The streetcar system is not yet fully accessible for people using mobility devices, but plans are in place to achieve 100% accessibility by the year 2019 .
- The Queens Quay/Spadina streetcar route servicing Harbourfront Centre features low floor, accessible streetcars.
- 43% of TTC streetcars are scheduled to be accessible by 2017.
- Modifications to platforms and curb cuts have begun to ensure safe ramp deployment on the new low-floor streetcars.
- Curb cuts feature new truncated domes for wayfinding.

### **TTC Buses**

- 1850 plus accessible buses are in operation by TTC – 100% of its fleet
- Accessible buses include ramps, kneeling features, two designated priority locations for mobility devices with flip-up seating, colour contrasting stanchions with accessible stop-request buttons, electronic audible and visual stop announcements, high visibility destination identification signage and an accessible low floor between the two sets of doors.

For information on Toronto’s bus routes, including trip planning and service disruptions, please visit <http://www.ttc.ca>.

### **Wheel-Trans**

Wheel-Trans is the TTC’s door-to-door accessible transportation system. The vehicles are low-floor specialized buses, put into operation from 2010 onward. This service is available 24 hours a day, and is available by reservation only. Reservations can be made up to four hours in advance of a trip, but service is subject to vehicle availability, and it is recommended that arrangements are made as soon as possible. Seven days in advance

is the maximum allowable reservation period. To maximize the efficiency of this service, it is suggested that passengers utilize Wheel-Trans to connect with other accessible TTC routes wherever possible.

Wheel-Trans passengers are required to pay the regular TTC fare. All tokens, tickets, and valid TTC passes are accepted.

For local residents, and long-term visitors to Toronto, you will need to apply for Wheel-Trans eligibility in order to utilize the service. People visiting from out of town are eligible for two weeks of Wheel-Trans service, as long as they are registered with an accessible transportation service provider in their home area.

For information, questions and to register for service, please call Wheel-Trans Customer Service directly at: (416) 393-4111.

To book or cancel a trip, please call (416) 393-4222, or use the online reservation page at: <https://mywheel-trans.ttc.ca>

For more information about TTC Wheel-Trans service, please call 416-393-4111 or visit: <http://ttc.ca/WheelTrans/index.jsp>

Note: A registration number and password are required to book online. You can also contact Wheel-Trans Customer Service via email at: [wtcs@ttc.ca](mailto:wtcs@ttc.ca)

## **Go Transit**

The Go Transit system is a series of bus routes and train lines which connect the City of Toronto proper to its surrounding communities. There are a total of seven train lines and a vast number of bus routes. All routes have varying degrees of service depending on the time and day of week. As of January 2015, there are only six Go Train stations that are not considered accessible for people using mobility devices. All Go Bus routes are equipped to allow access to passengers using mobility devices; however, not all stops are accessible. Additionally, not all Go Transit buses are capable of handling all sizes of scooters and mobility devices. It is recommended that passengers who require accommodations for mobility devices contact the Go Transit Centre 48 to 72 hours in advance to assist with trip planning.

Please Note: Bus drivers and customer service agents on trains and at Go Stations are trained in accessible customer service, but are not available for personal support services. Passengers requiring personal support are encouraged to travel with a support person utilizing a support person ticket, which allows both parties to travel on one fare.

More information regarding accessible transportation with Go Transit can be found by visiting: <http://www.go transit.com/public/en/travelling/accessibility.aspx>

For trip planning online, schedule, route or service information, including elevators and escalators, please visit: <http://www.go transit.com>

To reach the Go Transit Customer Service Centre by phone: Local: 416-869-3200, Toll Free: 1-888-438-6646, TTY: 1-800-387-3652

## **Alternative Accessible Transportation**

### **Dignity Transportation**

Dignity is an accessible transportation service provider operating in the Greater Toronto Area. They provide pre-arranged transportation in many forms. On-demand service is also available, but is subject to vehicle availability. To inquire about service availability or to get more information, please use the contacts provided below:

Local Phone: 416-398-2109, Toll Free: 1-866-398-2109

Email: [info@dignitytransportation.com](mailto:info@dignitytransportation.com)

Dignity offers over 50 accessible vehicles, including an accessible limousine. They also offer pre-arranged airport shuttle service, and long-distance tour visits to Ontario attractions. Please call or email for more information.

### **Diamond Taxi**

Diamond Taxi is available for pre-arranged accessible transportation. ON-demand service is available, but is subject to vehicle availability. All operators are trained by the Toronto Licensing Commission. It is recommended that trip requests are made 24 to 48 hours in advance whenever possible. There is a 24-hour cancellation policy for all pre-arranged trips.

All Diamond accessible taxi cabs are side-entry vehicles with power ramps.

To book a trip, or get more information, please call 416-366-6868.

### **Royal Transportation Services**

Royal Transportation is a taxi company with approximately 40 contracted accessible vehicles. They offer on-demand and pre-arranged service, but 24 hours notice is recommended. All of their vehicles employ a dual ramp system on either side of the vehicle.

For more information, please visit: [http://www.royaltaxi.ca/royal\\_accessible.htm](http://www.royaltaxi.ca/royal_accessible.htm)

To book a trip, please call: 416-777-9222

Note: Royal Taxi's operators are contracted. As such, there is no confirmation of where operators were trained in accessible customer service or interaction. Their website does state that operators are trained.

### **Other Options**

There are many other taxi companies operating in the City of Toronto. Recent changes to Toronto's laws governing taxi companies have increased the number of accessible taxi cabs in service. It is always recommended that passengers call in advance to inquire about availability and trip booking.

## Associations Serving Persons with Disabilities

The following is a list of organizations that may help to solve issues or remove barriers to people with disabilities. In any threatening or emergency situation, please call 9-1-1, security at or contact your nearest hospital.

Accessibility Directorate of Ontario 866-515-2025 <http://www.accesson.ca>  
Canadian National Institute for the Blind (CNIB) 800-563-2642 <http://www.cnib.ca>  
Canadian Deafblind Association of Ontario (877) 760-7439 (519) 442-6641 (TTY)  
<http://www.cdbaontario.com>  
Canadian Hearing Society (Toronto) 416-928-2504 <http://www.chs.ca>  
Spinal Cord Injury Ontario 416-422-5644 <http://www.sciontario.org>  
Canadian Mental Health Association 416-977-2813 <http://www.cmha.ca>  
Kerry's Place Autism Services 905-579-2720 <http://www.kerrysplace.org>  
The Arthritis Society 416-979-7228 <http://www.arthritis.ca>  
Design Ingenuity 416-704-5533 <http://www.designingenuity.ca>  
Home Medical Equipment Ltd. 866-571-9333 <http://www.hmemobility.com>  
The Canadian Foundation for Animal Assisted Support Services 888-473-7027  
<http://www.cf4aass.org>  
Heart and Stroke Foundation of Ontario 416-489-7111 <http://www.heartandstroke.on.ca>  
Canadian Cancer Society 888-939-3333 <http://www.cancer.ca>

## Directory of Area Hospitals and Healthcare Facilities

### Mount Sinai Hospital

600 University Ave, Toronto, ON M5G 1X5

(416) 596-4200

<http://www.mountsinai.on.ca>

### Toronto General Hospital

200 Elizabeth St, Toronto, ON M5G 2C4

(416) 340-4800

<http://www.uhn.ca>

### Sick Kids Hospital

555 University Ave, Toronto, ON M5G 1X8

(416) 813-1500

<http://www.sickkids.ca>

### Princess Margret Cancer Centre

610 University Ave, Toronto, ON M5T 2M9

(416) 946-4501

<http://www.theprincessmargaret.ca>

### St. Michael's Hospital

30 Bond St, Toronto, ON M5B 1W8  
(416) 360-4000  
<http://www.stmichaelshospital.com>

**Women's College Hospital**  
76 Grenville St, Toronto, ON M5S 1B1  
(416) 323-6227  
<http://www.womenscollegetherospital.ca>

## Directory of Veterinary Services

### **Veterinary Emergency Services**

24 hours seven days a week  
Accessible for mobility devices  
920 Yonge St  
Entrance off of McMurrich St. one block west of Yonge St.  
Toronto, ON M4W 3C7  
vectoronto.com  
(416) 920-2002  
Fully accessible for mobility devices

### **Pulczer Mobile Veterinary Services**

24 hour emergency veterinary services.  
2 Plaisance Rd  
Toronto, ON  
vetmobile.ca  
(647) 297-4622

### **Harbourfront Animal Hospital**

Monday to Friday 8 am to 7 pm, Saturday 8 am to 2 pm, Closed Sunday  
Accessible for mobility devices  
100A 370 Queens Quay W  
Toronto  
ON M5V 3J3  
mail@harbourfrontanimalhospital.com  
(416) 597-9494

### **Cabbagetown Pet Clinic**

Monday, Wednesday, Friday 8 am to 6 pm Tuesday and Thursday 8 am to 8 pm Saturday 9 am to 4 pm Sunday closed  
Accessible for mobility devices  
239 Gerrard St E  
Toronto, ON M5A 2G1  
cabbagetownpetclinic.com  
(416) 928-6761

## **Accessibility Feedback**

Harbourfront Centre provides a variety of vehicles for the public to provide feedback on its programs and services. These feedback vehicles are available for the public to comment on Harbourfront Centre's customer service for visitors with disabilities.

- In person feedback to any of our front line staff during an event, performance, visit or experience or by requesting to speak to our Visitor Services Coordinator
- By e-mailing [visitorservices@harbourfrontcentre.com](mailto:visitorservices@harbourfrontcentre.com)
- By telephone at 416-973-4679
- By completing a Visitor Feedback form and dropping it off in its appropriate box in the Bill Boyle Artport
- By mail to Harbourfront Centre, 235 Queens Quay West, Toronto, Ontario Canada M5J 2G8, Attention: Visitor Services