

# GUIDE TO RHFAC PROFESSIONAL DESIGNATION

Version 1.1 August 2018

This guide was developed for individuals seeking a Rick Hansen Foundation Accessibility Certification™ Professional designation.

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\*Field Experience only applies to individuals who completed the RHFAC Accessibility Assessor Training Course prior to July 2018.



## Section 1: About Rick Hansen Foundation Accessibility Certification™

Thank you for your interest in obtaining a Rick Hansen Foundation Accessibility Certification™ (RHFAC) Professional designation. This guide\* provides information on the requirements you will need to fulfill to receive and maintain the designation. Accessibility Assessors with an RHFAC Professional designation are the only individuals qualified to conduct an RHFAC rating.

### **Accessibility Certification is making a difference.**

Our Accessibility Certification program is a rating system developed to help property owners and managers measure the accessibility of their buildings and sites, and promote increased access through the adoption of Universal Design principles.

It's the first program of its kind to:

- Measure a site's level of meaningful access based upon CSA B651 standards that considers the holistic user experience of people of all abilities, including those with mobility, vision, and hearing disabilities;

\*The most recent version of this manual is available on the Rick Hansen Foundation website. If any discrepancies occur between the electronic version of the guide and the official published version, the electronic version will prevail.

- Train individuals to conduct ratings and become designated RHFAC Professionals through formal instructional training and a standardized professional exam developed by RHF and facilitated by CSA Group; and
- Recognize an organization's commitment to accessibility through an optional public listing and labelling of certified sites as 'RHF Accessibility Certified' or 'RHF Accessibility Certified Gold'.

Planning for accessibility means buildings and sites are prepared for Canada's changing demographics, as well as provincial or federal accessibility legislation. Facilities can attract more customers, employees, and/or tenants, and be acknowledged for their commitment to accessibility. By participating in this program, business and organizations become leaders in building a Canada that's accessible for all.

To learn more, please visit [www.rickhansen.com/rhfac](http://www.rickhansen.com/rhfac).

## **Section 2: The RHFAC Professional Designation**

The Rick Hansen Foundation (RHF) developed the RHFAC Professional designation in consultation with industry stakeholders and accessibility experts, including the RHFAC Advisory Committee. The designation ensures an individual possesses the competencies necessary to perform the duties of an Accessibility Assessor and conduct RHFAC ratings in the built environment. It augments the expertise and qualifications of building industry professionals such as architects or engineers.

To obtain the designation, you must pass the RHFAC Accessibility Assessor Training Course, pass the RHFAC Professional Examination facilitated by CSA Group, and gain relevant field experience\*.

### Qualify and maintain an RHFAC Professional designation in 5 steps:

**1**

Pass the Training Course (Section 3).

**2**

Pass the RHFAC Professional Exam within 12 months of completing the Training Course. Note: the exam is administered separately from the Training Course (Section 4).

**3**

Get field experience (Section 5).\*

**4**

Apply for RHFAC Professional designation and sign up to the RHFAC Registry (Section 6).

**5**

Uphold your designation (Section 7).

Qualified Assessors are the only individuals qualified to conduct an RHFAC rating. All individuals who obtain the RHFAC Professional designation are listed in the [RHFAC Registry](#), hosted by CSA Group. This allows interested organizations to contact Assessors directly to conduct an RHFAC rating.

\* Additional Field Experience requirement only applies to those who completed the RHFAC Accessibility Assessor Training Course prior to July 2018.

## Core Competencies

Individuals who hold the RHFAC Professional designation are expected to perform a range of duties in three integrated areas:

### The rating process

- Applying and awarding points within the RHFAC Rating Survey

The Survey is designed to measure the meaningful access of a variety of settings in the built environment for people with physical disabilities.

- Identifying positive accessibility features and determining where meaningful access exceeds minimum code requirements
- Identifying physical barriers and obstacles for people with disabilities
- Completing the RHFAC Rating Survey and submitting it for adjudication through the RHFAC Registry
- Communicating rationale and providing evidence for awarding all points effectively and concisely to the adjudicator





## **Client communication**

- Communicating positive accessibility features as key areas of success
- Communicating physical barriers and obstacles in the built environment as key areas of improvement
- Explaining the impact of the social and physical environment on people with disabilities
- Displaying professionalism in promoting inclusive design principles and meaningful access

## **Knowledge of inclusive design principles**

- Integrating inclusive design principles and standards when planning and executing an rating
- Applying understanding and interpretation of standard construction drawing terms
- Applying knowledge of applicable building code requirements to plans and drawings
- Integrating relevant legislation, regulations, and standards when planning, executing, and reporting on a rating
- Integrating knowledge of intended use of the space into the design, to improve functionality and access

## **Section 3: RHFAC Accessibility Assessor Training Course**

The RHFAC Accessibility Assessor Training Course helps individuals gain the knowledge and skills necessary to measure a building or site for its level of meaningful access. Passing this course is the first step you must take to qualify for the RHFAC Professional designation.

### **3.1 About the Course**

The RHFAC Accessibility Assessor Training Course combines theory and hands-on practice to train individuals who are planning, designing, and constructing the built environment to understand accessibility from the perspective of people with disabilities, and measure the accessibility of their venues. Participants learn how to deliver consistent, professional site evaluations that determine the level of access for people with disabilities.

Topics covered include:

- Disability Awareness
- RHF Accessibility Certification Basics
- Legal Framework and Compliance
- Universal Design
- Construction Documents and Projects

The course is graded Pass or Fail. To pass, you must:

- Attend the course (80% minimum attendance required), and;
- Successfully complete the course assignment (case study).

You will receive a Certificate of Completion or official transcript from the institution when you meet these requirements.

## 3.2 Eligibility

### Who should take this course?

People who wish to qualify for the RHFAC Professional designation or simply apply the skills in their current role. It is recommended for professionals who are involved in assessing, designing, constructing, commissioning, or maintaining buildings or their surroundings or have related experience. They would include Architects, Engineers, Developers, Municipal Planners, Consultants, Builders, Contractors, Interior Designers, Building Code Specialists, Policymakers, Building Inspectors, Auditors or Assessors.

Prerequisites include the following:

- You have a diploma of technology in architecture, engineering, urban planning, interior design or a related program;
- You have a Journeyman Certificate of Qualification in a designated trade related to building construction;
- You are an engineer or are eligible for registration as an engineer;
- You are an architect or are eligible for registration as an architect; OR
- You have a minimum of five years' experience related to building construction.

You should possess a high level of proficiency with computer systems and programs, including MS Excel, as well as solid written and verbal communication skills.

## 3.3 Course Locations

For a list of course locations and dates across Canada, please visit [www.rickhansen.com/Our-Work/Accessibility-Certification-Program/Training-Accreditation](http://www.rickhansen.com/Our-Work/Accessibility-Certification-Program/Training-Accreditation)

## 3.4 Registering for the Course

To register, contact the institution holding the course in your area. All fees are set by and paid to the institution where the course is held.



## Section 4: RHFAC Professional Examination

The RHFAC Professional Examination is designed to test your understanding of the general concepts and principles taught in the RHFAC Accessibility Assessor Training Course. Passing the exam confirms individuals have the knowledge and skills necessary to conduct RHFAC ratings. This exam is not part of the RHFAC Accessibility Assessor Course. **You must register, pay a fee, and take this exam before you can qualify for the RHFAC Professional designation.**

The exam was developed by RHF, and exclusively facilitated by CSA Group and its third-party test provider, Kryterion. Passing the exam is the second step you must take to qualify for the RHFAC Professional designation.

The exam:

- consists of 80 multiple-choice questions
- has a two (2) hour time limit
- has a passing mark of 75%
- is closed book
- is offered in English only

**CSA is solely responsible for administering the RHFAC Professional Exam.** Please direct all questions regarding the exam to the [CSA Shop](#) or contact CSA Group directly at CSA Group 1-800-463-6727 or [training@csagroup.org](mailto:training@csagroup.org).



## 4.1 Eligibility for the Exam

To be eligible to take the exam, you must first pass the RHF Accessibility Assessor Training Course. You must upload a digital copy of your Certificate of Completion when registering for the exam on the CSA Group's website. The RHFAC Professional Exam must be completed **within 12 months** of the last in-classroom day of your RHFAC Accessibility Assessor Training Course.

## 4.2 Exam Locations and Requirements

You have two location options for taking the computer-based exam:

- **At a test centre (on-site proctoring)**  
Please visit [www.kryteriononline.com/Locate-Test-Center](http://www.kryteriononline.com/Locate-Test-Center) for locations of the 45 test centres across Canada. Please see box below if you have a disability and would like to make an accommodation request. Accessibility accommodations can only be made at physical test centres.
- **Using your own computer system (online monitoring)**  
Please refer to page 15 to see if your computer system, including your webcam, meets the hardware and software requirements.

### Making Accessibility Accommodations

Accessibility accommodations are available at physical test centres. You must submit a request in writing to [training@csagroup.org](mailto:training@csagroup.org) at least 30 calendar days in advance of the exam date.

The request must indicate your preferred test centre location and type of accommodation required. CSA Group will work with Kryterion, the third-party testing provider, to make the arrangements. Please note that accommodations, including screen readers, are only available at selected test centres.

# Computer System Requirements for the Online Exam

Hardware and software:

Windows	Mac
<b>Hardware</b> <ul style="list-style-type: none"> <li>• Minimum 50MB available space</li> <li>• Screen resolution 1024x768 or greater</li> <li>• Webcam and Microphone – USB only</li> <li>• Internet access (recommended minimum of 1 mbps upload/ 1 mbps download) Ping must be below 200 ms</li> <li>• Operating Systems               <ul style="list-style-type: none"> <li>• Windows 7</li> <li>• Windows 8.1 Only (touch screens require the use of a mouse and keyboard)</li> <li>• Windows 10 (touch screens require the use of a mouse and keyboard)</li> </ul> </li> </ul>	<b>Hardware</b> <ul style="list-style-type: none"> <li>• Minimum 50MB available space</li> <li>• Screen resolution 1024x768 or greater</li> <li>• Webcam and Microphone – USB only</li> <li>• Internet access (recommended minimum of 1 mbps upload/ 1 mbps download) Ping must be below 200 ms</li> <li>• Operating System OS X               <ul style="list-style-type: none"> <li>• 10.9.2 Mavericks</li> <li>• 10.10 Yosemite</li> <li>• 10.11 El Capitan</li> </ul> </li> </ul>
<b>Installed Applications</b> <ul style="list-style-type: none"> <li>• Internet Explorer 11 or Edge required for Sentinel Secure™</li> <li>• Adobe Flash ActiveX (latest for Internet Explorer)</li> <li>• Net Framework 4.0</li> <li>• Ports Opened               <ul style="list-style-type: none"> <li>• 80x443</li> </ul> </li> <li>• Administrator Rights</li> </ul>	<b>Installed Applications</b> <ul style="list-style-type: none"> <li>• Safari (latest version) required for Sentinel Secure™</li> <li>• Ports Opened               <ul style="list-style-type: none"> <li>• 80x443</li> </ul> </li> <li>• Administrator Rights</li> </ul>

**Webcam:**

**You will need a camera to take the online exam. The recommended specifications are:**

- Minimum Video Resolution of 640x480 with a frame rate of 30 fps
- High speed USB 2.0 connection – Plug and Play preferred
- Manual focus ring (no auto zoom or auto focus – must be turned off)
- Built-in microphone highly recommended
- Cameras with a heavy base and flexible neck to allow for easier placement
- Cord length of 6' (2m) or more

**Please note:** A digital camcorder, smartphone, tablet, or additional laptops/computers are not acceptable as camera alternatives.

## 4.3 Registering for the Exam

To register for the exam, please follow these five steps:

1. Purchase the **RHFAC Professional Exam** on the [CSA Shop](https://store.csagroup.org) (<https://store.csagroup.org>). You can choose to pay by credit card (Visa, MasterCard, or American Express) or by invoice. The exam fee is \$350 CAD.
2. Once you make your payment, you will receive an email from [training@csagroup.org](mailto:training@csagroup.org) containing a username and password to the CSA Group's Virtual Learning Environment (VLE), where you will complete your online application.
3. After completing your application, you will receive two additional emails from [training@csagroup.org](mailto:training@csagroup.org):
  - A “CSA Group/Test Taker Account Confirmation” email, allowing you to create an account and password for the exam scheduling website
  - An “Eligible to Test” email, including the voucher code required to “pay” for your exam on the exam scheduling website. Please note: the voucher code expires within six months.

**You must follow the instructions within these two emails in order to log on to schedule your exam.**

4. Once you have logged into the exam scheduling website, select:

- “On-site Proctoring”, if you are taking the exam at a test centre (see Section 4.2 to find exam locations and make accessibility accommodations, if needed), OR
- “Online Proctoring”, if you are taking the exam online (see pg. 15 to ensure your computer meets system requirements.)

You will be asked to select your exam location, date, and time, and enter the voucher code. **The voucher code is case sensitive - we advise you to copy and paste it into the required box.**

5. When you are registered successfully, you will receive an email receipt/scheduling confirmation from [training@csagroup.org](mailto:training@csagroup.org) with the subject line “CSA Group/Exam Registration Confirmation”.

**The email contains the authorization code and general exam instructions. You must have this with you to take the exam.**

### On Examination Day

To be admitted into the exam, whether at a test centre or online, you must:

- Arrive 15 minutes ahead of the scheduled exam;
- Bring the email receipt/scheduling confirmation (see Section 4.3, Step 5); and
- Bring TWO forms of ID. One must be a current photo identification with signature (i.e., driver’s license, passport, or immigration card).



## 4.4 Re-Taking the Exam

You can re-take the exam an unlimited number of times. To do this, you must re-purchase the Voucher Code on the RHFAC Professional Exam on the [CSA Shop](https://store.csagroup.org) (<https://store.csagroup.org>). Each time you re-take the exam, the fee is \$200 CAD.

## 4.5 Exam Objectives

The following chart provides guidance on the exam's objectives and focus areas:

	Concept	Exam Weight
<b>A</b>	<b>Understand the built environment</b> <i>(RHFAC Accessibility Assessor Training Student Guide, Section 1)</i> <ul style="list-style-type: none"> <li>Define elements of the built environment</li> </ul>	5%
<b>B</b>	<b>Understand disability, accessibility, and barriers</b> <i>(RHFAC Accessibility Assessor Training Student Guide, Section 2)</i> <ul style="list-style-type: none"> <li>Use contextual language appropriately</li> <li>Define types of disabilities</li> <li>Recognize impact of disabilities on experience with social and physical environment</li> <li>Define common access issues in public facilities/spaces</li> </ul>	17%

C	<p><b>Read, understand, and interpret building construction documents</b></p> <p><i>(RHFAC Accessibility Assessor Training Student Guide, Section 6)</i></p> <ul style="list-style-type: none"> <li>• Read and understand main types of drawings</li> <li>• Explain the key features and symbols on a construction drawing</li> </ul>	5%
D	<p><b>Understand and interpret relevant legislation, regulation, and standards</b></p> <p><i>(RHFAC Accessibility Assessor Training Student Guide, Section 5)</i></p> <ul style="list-style-type: none"> <li>• Understand appropriate human rights and disability legislation related to access and inclusion</li> <li>• Understand appropriate building legislation, regulations, and standards related to access and inclusion</li> <li>• Explain the process for administering and enforcing building regulations</li> </ul>	4%



<b>E</b>	<b>Understand and apply Universal Design principles, concepts, and standards to a space</b> <i>(RHFAC Accessibility Assessor Training Student Guide, Section 4)</i> <ul style="list-style-type: none"><li>• Locate Universal Design guidelines and criteria</li><li>• Explain Universal Design principles and concepts</li><li>• Explain the concepts of Universal Design versus code compliance</li><li>• Describe concepts of meaningful access</li></ul>	28%
<b>F</b>	<b>Understand, apply, and use the RHFAC Rating System</b> <i>(RHFAC Accessibility Assessor Training Student Guide, Section 3)</i> <ul style="list-style-type: none"><li>• Define the categories and elements of the rating scorecard</li><li>• Understand the differences in the RHFAC certification levels</li></ul>	5%

<b>G</b>	<b>Pre-RHFAC assessment activities</b> <i>(RHFAC Accessibility Assessor Training Student Guide, Section 3)</i> <ul style="list-style-type: none"> <li>• Locate applicable building codes and construction documents</li> <li>• Review safety requirements and procedures</li> </ul>	6%
<b>H</b>	<b>Understand, apply, and use the RHFAC Rating System</b> <i>(RHFAC Accessibility Assessor Training Student Guide, Section 3)</i> <ul style="list-style-type: none"> <li>• Review construction documents</li> <li>• Take and record measurements as necessary (lighting, sound, distances, weights, etc.)</li> <li>• Identify positive access features and disability group affected</li> </ul>	10%

## I Post-assessment analysis and evaluation

20%

*(RHFAC Accessibility Assessor Training Student Guide, Section 3)*

- Apply RHF rating to evaluate current state based on assessment activities
- Perform gap analysis of current state to universal design standards
- Apply Universal Design standard in RHFAC scorecard (summarize findings)
- Determine desired state and recommendation
- Develop Access Assessment Report
- Communicate findings with building/site owners





## 4.6 Preparing for the Exam and Sample Questions

To prepare for the exam, please review:

- *RHFAC Accessibility Assessor Training Student Guide*, provided at the RHFAC Accessibility Assessor Training Course; and
- *RHFAC Ratings Professional Handbook*, supplementing the Student Guide.

### Sample Questions

The following seven questions are similar in style to those found on the exam:

1. **What is the best example of going beyond code minimums to provide meaningful access/innovation to Interior Circulation?**
  - A. Provide colour-contrast between floor surfaces and walls.
  - B. Provide elevator, escalator and stairs in the same area with good signage, including blade signage where helpful.
  - C. Provide assisted listening system at reception counter.
  - D. Provide handrails on both sides of stairs.

#### **CORRECT RESPONSE: B**

Option B is correct. Grouping circulation options together means all parties can travel together; a person with a disability does not need to “find the elevator” while others use the main staircase. This Universal Design feature is not included in code. Option A and C provide examples that do not directly relate to circulation. Option D provides an example that is included in code.

**2. Refer to the image below. What is the LEAST important improvement to make to this Exterior Stairway?**



- A. Add fragrant plants in an adjacent planter to stairs that is in contrasting colour to surroundings.
- B. Add tactile attention indicator on top of stairs, and colour-contrast strip along nosing.
- C. Add handrails down each side that are colour-contrasted with their surroundings.
- D. Add barrier on corner and along sides that do not have handrails.

**CORRECT RESPONSE: A**

Option A is correct as sensory indicators such as fragrant plants should not be used for alerting people that they are approaching stairs. Options B, C and D include more important improvements for the Exterior Stairway.

**3. Which of the following statements is MOST TRUE regarding RHFAC Rating Survey?**

- A. All elements in the Vehicular Access category must be rated.
- B. Parking does not need to be included in the rating, if the participating organization is not in control of the parking area/facility.
- C. Vehicular Access includes parking, passenger drop-off zone, public transit and exterior ramps.
- D. Illumination is not included in the Vehicular Access category; rather it is only included in Interior Services and Environment category, as Illumination Considerations element.

**CORRECT RESPONSE: B**

Option B is correct. If the participating organization does not control the parking area/facility, then it should not be included in the rating by marking it as not applicable.



**4. Which statement is LEAST TRUE regarding construction drawings?**

- A. Specifications are precise descriptions of products, materials, standards, equipment, services, construction systems, construction methods and processes, and workmanship.
- B. A Schedule is a list or table which contains detailed information about construction elements that typically include: doors and door hardware, project lists, and lists of accessories, furniture and room finishes.
- C. A Title Block is contained on drawings on engineering or architectural projects that typically include but not limited to: project name and address/location, project number, date, and drawing title.
- D. A Material Board is contained on drawings typically providing a list of vendors supplying any materials, along with specifications of all materials required.

**CORRECT RESPONSE: D**

Option D is the least true. A Material Board is a stand-alone board with colours and textures included in the design of the space. Options A, B, and C are true.



**5. Which statement is MOST TRUE about adapting to the environment?**

- A. People with low vision use colour-contrast to distinguish between features, such as doors and walls.
- B. People who are blind all benefit from assisted listening devices to help clarify conversations at reception counters and in assembly halls.
- C. People who are hard of hearing are often distracted from reading lips by high glare on signage.
- D. People with mobility impairments require well-illuminated signage in situations where signage is mounted higher than expected.

**CORRECT RESPONSE: A**

Option A is the most true. Options B, C, and D may help some people, but are not directly related to the disability mentioned.





**6. Which of the following statements is LEAST ACCURATE when applying Universal Design?**

- A. There are 7 principles of Universal Design.
- B. An example of “Principle 2: Flexible in Use” is a levered handset and pull style cupboard/closet hardware.
- C. An example of “Principle 5: Tolerance for Error” is wider staircases, offset faucets on showers/tubs, and the use of contrasting colour to highlight hazards.
- D. An example of “Principle 6: Low Physical Effort” is Wayfinding with a combination of sensory features and colour.

**CORRECT RESPONSE: D**

Wayfinding with a combination of sensory features and colour is not directly related to Universal Design Principle 6: Low Physical Effort. Responses A, B, and C are true statements.

**7. What is the minimum rating score required to achieve an RHFAC certification level?**

- A. 40%
- B. 60%
- C. 80%
- D. 100%

**CORRECT RESPONSE: B**

There are two RHFAC Certification levels: (1) RHF Accessibility Certified Gold, which requires a rating score between 80%-100% and (2) RHF Accessibility Certified, requires a rating score between 60%-79%. Anything below 60% does not meet RHFAC Certification Levels. Therefore the minimum rating score required to achieve an RHFAC certification level is 60%.

## Section 5: Field Experience

As of August 2018, RHFAC Accessibility Assessor Training Course will include the required field experience as a component of the course. Assessors who completed Training Courses in July 2018 or earlier must complete a field experience requirement under the supervision of an Assessor with an RHFAC Professional designation before they can qualify for a designation themselves.

### Eligibility for Field Experience

Before fulfilling the field experience requirement, you must have completed the RHFAC Accessibility Assessor Training Course. We suggest you take and pass the exam before requesting a qualified Assessor's time as your field experience supervisor. This ensures you have mastered the fundamentals of performing ratings of the built environment. Ultimately, it is up to the qualified Assessor to determine if they wish to work with you before or after you pass the exam.

You must conduct five (5) onsite visits and complete the *RHFAC Ratings Workbook* (an Excel file) for each project. This requirement totals five (5) ratings and a minimum of 20 hours.

For each of your five projects to qualify as field experience, the rating must be submitted to the RHFAC Registry, adjudicated, and completed. The time between each project's submission to the Registry and its adjudication and completion is not included in the minimum 20 hours.

Your supervising Assessor must sign a letter stating the hours and sites (and addresses) you worked on, as proof that you have completed the field experience requirement. You are responsible for providing this letter to RHF.

## Section 6: Applying For the RHFAC Professional Designation

Once you have completed the three steps detailed in Sections 3-5, you may apply directly to RHF for the RHFAC Professional designation by emailing [access@rickhansen.com](mailto:access@rickhansen.com).

Your application needs to include three documents:

- An official transcript from the institution demonstrating you have passed the RHFAC Accessibility Assessor Training Course;
- An official letter (PDF) from CSA Group demonstrating you have passed RHFAC Professional Exam (see Appendix A for an example); and
- For individuals who completed their Accessibility Assessor training prior to July 2018, a signed letter from your Assessor supervisor confirming that you have completed the required field experience and stating the hours and sites, including addresses, you worked on.

### Issuing the Designation

After reviewing the three documents, RHF will award the RHFAC Professional designation. You will receive an official confirmation letter and membership number. You must keep this letter in your files for two reasons:

- It is proof that you have been awarded the designation.
- In order for you to be able to submit ratings to be adjudicated, CSA Group must approve your access to the RHFAC Registry, therefore you will need to upload this letter when you register as an Assessor.

RHF will provide you with the information needed to access and be publicly listed with all other qualified Assessors on the [RHFAC Registry](#). You are responsible for creating an account and setting up your listing on the RHFAC Registry.

Please see Appendix B, pg. 37 for a sample Proof of RHFAC Professional Designation.



## Section 7: Maintaining the RHFAC Professional Designation

Your RHFAC Professional designation has no expiry date. To uphold the designation, you must follow:

- the RHFAC Professional Code of Ethics,
- continuing education requirements, and
- policies regarding the use of RHF logos and marks.

### 7.1 Code of Ethics

The Rick Hansen Foundation has developed this Code of Ethics to provide guidance on the principles to individuals who have been awarded an RHFAC Professional designation to allow them to conduct ratings under the Rick Hansen Foundation Accessibility Certification™ (RHFAC) program.

- **Conduct:** A designated RHFAC Professional shall conduct himself or herself in an ethical and responsible manner, and provide a professional level of service to his or her clients and employers.
- **Confidentiality:** A designated RHFAC Professional shall not disclose confidential information obtained during the course of his or her work unless disclosure is permitted by the client or required for adjudication or approval of the RHFAC Rating.
- **Conflict of Interest:** A designated RHFAC Professional shall not place himself or herself in a conflict of interest with his or her client or employer and must promptly disclose to the client, employer or RHF any situation where a business or personal interest might be construed as affecting the designated RHFAC Professional's objectivity or independence.

- **Competence:** A designated RHFAC Professional shall only undertake work he or she is competent to carry out.
- **Continuing Education:** A designated RHFAC Professional shall maintain and upgrade the knowledge and skills necessary to carry out his or her professional work.
- **Professional Liability:** A designated RHFAC Professional shall assume any and all personal liability associated with their work or conduct. RHF shall not assume any responsibility or liability, of any kind, whatsoever, for a designated RHFAC Professional's work or conduct. RHFAC Professionals are strongly encouraged to obtain professional liability insurance.
- **Integrity:** A designated RHFAC Professional shall act in good faith, uphold the integrity and reputation of the profession and RHF.
- **Professional Relationships:** A designated RHFAC Professional shall act towards colleagues in the spirit of mutual cooperation, as well as assist and encourage beginners in the profession. Designated RHFAC Professionals shall also support and further the RHFAC program.
- **Advertising:** A designated RHFAC Professional shall use the RHF logo and/or the 'RHFAC Professional designation' wordmark wordmark in their advertising subject to guidelines published and amended from time to time in the Designation Guide.
- **Fees:** Designated RHFAC Professionals shall charge fair and reasonable fees to conduct RHFAC Ratings that fairly reflect the knowledge, experience, skill and time involved in performing the services.

A failure to adhere to this Code of Ethics may result in temporary or permanent removal of the RHFAC Professional designation, the right to use or refer to having earned the RHFAC Professional designation, and/or access to the RHFAC Registry.



## 7.2 Continuing Education Requirements

It is important that all designated RHFAC Professionals stay current with best practices in accessible and inclusive design, and with the RHFAC Rating Survey. RHF, along with the RHFAC Advisory Committee, is developing a requirement for all designated RHFAC Professionals to take continuing education units each three (3) to five (5) years.

## 7.3 Use of RHF Logos and Marks

Once you receive official confirmation of your RHFAC Professional designation by way of a letter and from CSA Group, you may represent yourself with an RHFAC Professional designation.

Representation under this program **does not** authorize you any rights to the use of RHF's or CSA's name or logo (mark). All requests for the use of the mark must be made in writing and expressly authorized by RHF. As part of the program monitoring, RHF routinely reviews advertisements, catalogs, websites, and promotional material to confirm compliance. Unauthorized use of the RHF mark constitutes cause to initiate procedures for withdrawal of your RHFAC Professional designation and in severe cases, may constitute grounds for legal action.


# Appendices

## Appendix A: Proof of Examination Completion

When you complete the RHFAC Professional Exam, your official test results will be provided by CSA Group by letter (PDF). Please note that this is not the email summarizing your preliminary results that you receive from CSA upon completion of the RHFAC Professional Exam.

Here is an example of the PDF letter you will receive from CSA Group:

178 Rexdale Blvd.  
Toronto, ON M9W 1R3  
Canada



MM/DD/YYYY

[First name] [ Last name]  
[Address Line 1]  
[Address Line 2]

**RE: RICK HANSEN FOUNDATION ACCESSIBILITY CERTIFICATION™ (RHFAC) PROFESSIONAL EXAMINATION RESULTS**

Dear [First name],

Congratulations! We are pleased to inform you have passed your RHFAC Professional examination.

Please keep this letter for your records. The Rick Hansen Foundation (RHF) accepts this letter as proof that you have successfully passed the examination when awarding the RHFAC Professional designation. For more information, please visit [www.rickhansen.com/RHFAC](http://www.rickhansen.com/RHFAC).

If you have any questions, please contact us at [training@csagroup.org](mailto:training@csagroup.org) or 1-800-463-6727.

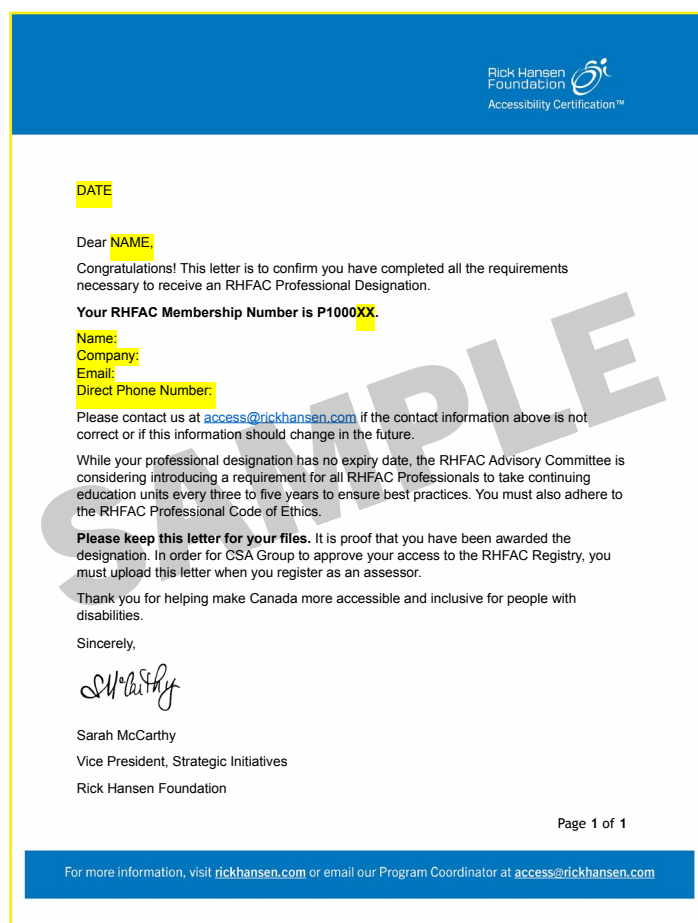
Sincerely,  
CSA Group

## Appendix B: Proof of RHFAC Professional Designation

When you receive your RHFAC Professional designation, you will receive a letter from RHF. Please keep this letter for your files for two reasons:

- It is proof that you have been awarded the designation.
- In order for you to submit ratings for adjudication, the CSA Group must approve your access to the [RHFAC Registry](#). Therefore, you must upload this letter when you register as an Assessor.

Here is an example of the letter you will receive from RHF:



## **Rick Hansen Foundation**

300–3820 Cessna Drive, Richmond, BC Canada V7B 0A2

1-800-213-2131 | [access@rickhansen.com](mailto:access@rickhansen.com)

[rickhansen.com](http://rickhansen.com) | [@RickHansenFdn](https://www.instagram.com/RickHansenFdn)



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