Rick Hansen Foundation
Accessibility Certification™

RHFAC
RATING SURVEY

v4.0 (September 2024)

The RHFAC Rating Survey was developed to measure meaningful access in the built environment under the Rick Hansen Foundation Accessibility Certification™ (RHFAC) Program.

Only individuals with an RHFAC Professional designation are qualified to conduct and submit RHFAC ratings on the RHFAC Registry for official certification of a Site.

For more information, questions or comments, please contact us at: access@rickhansen.com.

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RHFAC Certification Levels and Requirements

Certification Levels

RHFAC offers two levels of certification: **RHF Accessibility Certified** and **RHF Accessibility Certified Gold**.

A Site's certification level is determined by:

1. Meeting the **Certification Prerequisites** and **Gold Certification Prerequisites**; and

2. Achieving a **minimum rating score** on the Rating Survey as shown in the table below.

Pre-Construction Sites follow the same requirements, receiving **RHF Accessibility Certified Pre-Construction** or **RHF Accessibility Certified Gold Pre-Construction**.

Certification Level	Rating Score	Certification Prerequisites	Gold Certification Prerequisites
RHF Accessibility Certified Gold **RHF Accessibility Certified Gold Pre-Construction**	**80%+**	✅	✅
RHF Accessibility Certified	**80%+**	✅	❌
RHF Accessibility Certified Pre-Construction	**60% - 79%**	✅	❌
Not certified	**0 - 100%+**	❌	❌

Prerequisites

Certification Prerequisites

To be certified, a Site must have:

- An accessible public entrance; and

- Access to all key functional spaces

Gold Certification Prerequisites

To be eligible for RHF Accessibility Certified Gold, a Site must also have:

- Designated accessible parking space(s), if parking is provided for Site users

- Access to public transit, if the Site is located in an area serviced by transit

- Accessible path(s) of travel leading to building or trail entrance and throughout the building or trail

- An accessible primary entrance for public and staff (if separate)

- Access to all floors expected to be used by elevator or lift usable by everyone

- At least one universal washroom

- Emergency systems with visual and audible fire alarms in both public and private areas

- Wayfinding strategies in place to navigate throughout the Site

- Safety warning features, such as tactile attention indicators at the top of stairs, and cane-detectable features, if there are overhead or protruding hazards along the path of travel

- Tactile markings for permanent room identification signs

- Audio accessibility and communication enhancement technologies, when applicable to the Site

- Accessibility provision(s) for the key functional facilities of the Site

- Accessible or adaptable residential unit(s) for each type of unit (e.g., bachelor, 1 bedroom, etc.) available, if it is a multi-unit residential building

1. Vehicular Access

1.1 Parking		Maximum Points
1.1.1	Number of designated accessible spaces	5
1.1.2	Location of designated accessible spaces	3
1.1.3	Dimensions of designated accessible spaces	5
1.1.4	Surface is stable, firm, and slip resistant	5
1.1.5	Clear signage	3
1.1.6	Safe pedestrian pathways within parking lots	5
1.1.7	Curb ramps (if level change en route to exteriorpathway)	4
1.1.8	Pedestrian crossings within parking areas	3
1.1.9	Height clearance (if sheltered or parkade)	4
1.1.10	Well-illuminated (if site expected to be lit)	3
1.1.11	Shelter for designated accessible spaces	2
1.1.12	Payment systems are convenient and accessible (if paid parking)	3
	Total Points	**45**

1.2 General Vehicular Access		Maximum Points
1.2.1	Passenger drop-off and pick-up zones (if required for expected usage)	10
1.2.2	Public transit, including pedestrian crossings at intersections (if area is serviced)	10
1.2.3	Electric vehicle charging stations (if provided)	10
	Total Points	30

2. Exterior Approach and Entrance
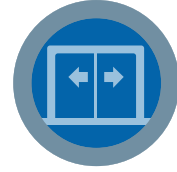
2.1 Exterior Pathways to Facilities on Site		Maximum Points
2.1.1	Clear width	5
2.1.2	Surface is firm, stable and slip resistant	5
2.1.3	Clear signage (if required for expected usage)	3
2.1.4	Path is level or low-gradient slope (when not accommodated by ramp)	3
2.1.5	Passing/rest areas with clear space	3
2.1.6	Curb ramps (if level change en route to entrance)	4
2.1.7	Edge protection	4
2.1.8	No obstacles on path and overhead, or obstacles are cane detectable and high contrast	5
2.1.9	Convenient and understandable pathway to facilities	5
2.1.10	Clearly marked pedestrian crossings within site boundaries	3
2.1.11	Drainage	2
2.1.12	Well-illuminated (if site expected to be lit)	3
2.1.13	Seating	3
	Total Points	**48**

2.2	Exterior Ramps	Maximum Points
2.2.1	Slope	5
2.2.2	Clear width	3
2.2.3	Surface is firm, stable and slip resistant	5
2.2.4	Level landings with clear space	4
2.2.5	Colour-contrasted and slip-resistant strip	4
2.2.6	Handrails	5
2.2.7	Edge protection	3
2.2.8	Well illuminated (if required for expected usage)	3
2.2.9	Convenient location	3
	Total Points	**35**

2.3	Exterior Stairs	Maximum Points
2.3.1	Clear width	2
2.3.2	Surface is firm, stable and slip resistant	5
2.3.3	Level landings with clear space and at regular intervals	3
2.3.4	Handrails	5
2.3.5	Tactile attention indicators (truncated domes)	5
2.3.6	Colour-contrasted and slip-resistant strip on nosing	4

2.3	Exterior Stairs	Maximum Points
2.3.7	Riser height and tread depth	4
2.3.8	No open riser	3
2.3.9	Nosing design	2
2.3.10	Drainage	2
2.3.11	Height clearance	3
2.3.12	Well illuminated (if required for expected usage)	3
	Total Points	**41**

2.4	Building Entrances	Maximum Points
2.4.1	Entrance(s) required to be accessible	5
2.4.2	Entrance is easily identified	5
2.4.3	Power-operated door or easy-to-open door	5
2.4.4	Sufficient opening, hold-open, and closing time for power-operated doors	4
2.4.5	Controls for power-operated doors	4
2.4.6	Emergency power or fail-safe systems for power operated doors	2
2.4.7	Door security and entry system is accessible and easy to use	5
2.4.8	Door security and entry system is easily identified and conveniently located	4

2.4 Building Entrances		Maximum Points
2.4.9	Clear opening width of entrance doors	5
2.4.10	Level landing at entrance	5
2.4.11	Level threshold	5
2.4.12	Clear space on exterior and interior of door	4
2.4.13	Outward-opening doors	3
2.4.14	Glazed doors have colour-contrasted strips or markings	3
2.4.15	Vision panels (if provided)	2
2.4.16	Well-illuminated (if site expected to be lit)	3
2.4.17	Seating at entrances	3
2.4.18	Shelter	3
2.4.19	Service dog relief area	3
	Total Points	73

3. Interior Circulation

3.1 Interior Doors and Doorways (not including Washrooms)	Maximum Points
3.1.1 Power-operated doors or open entries	5
3.1.2 Sufficient opening, hold-open, and closing time for power-operated doors	4
3.1.3 Controls for manually activated doors	4
3.1.4 Emergency power or fail-safe systems for power-operated doors (if on an emergency exit route)	2
3.1.5 Door security and entry system is accessible and easy to use	5
3.1.6 Door security and entry system is easily identified and conveniently located	4
3.1.7 Minimum force required to open doors with sufficient opening time	5
3.1.8 Clear opening width of doors and doorways	5
3.1.9 Level threshold	5
3.1.10 Clear space on outside and inside of door	4
3.1.11 Outward-opening doors	3
3.1.12 Door handles are U-shaped lever style or equivalent	4
3.1.13 Doors are colour contrasted with adjacent surfaces	3
3.1.14 Glazed doors have colour-contrasted strips or markings	3

3.1	Interior Doors and Doorways (not including Washrooms)	Maximum Points
3.1.15	Vision panels (if provided)	2
3.1.16	Kick plates on doors	2
3.1.17	Accessible gate (if any turnstile)	3
	Total Score	63

3.2	Path of Travel	Maximum Points
3.2.1	No abrupt level changes within a storey or single floor	5
3.2.2	Access to all facilities expected to be used	5
3.2.3	Layout is logical and direct	3
3.2.4	Open-plan areas are well defined and include tactile direction indicators	5
3.2.5	Line-up/queuing guides (if provided)	4
	Total Score	22

3.3	Corridors and Hallways	Maximum Points
3.3.1	Clear width	5
3.3.2	Surface is stable, firm, and slip resistant	5

3.3 Corridors and Hallways		Maximum Points
3.3.3	No obstacles on path and overhead, or obstructions are cane detectable and high contrast	5
3.3.4	Flooring and/or carpet with no busy patterns	2
3.3.5	Colour contrast between wall and floor, with no glare	3
3.3.6	Glazed walls have colour-contrasted strips or markings	2
3.3.7	Handrails (if long hallway)	3
3.3.8	Seating (if long hallway)	3
3.3.9	Well-illuminated	3
	Total Score	**31**

3.4 Interior Ramps		Maximum Points
3.4.1	Slope	5
3.4.2	Clear width	3
3.4.3	Surface is stable, firm and slip resistant	5
3.4.4	Level landings with clear space	4
3.4.5	Colour-contrasted and slip-resistant strip	4
3.4.6	Handrails	5
3.4.7	Edge protection	3
3.4.8	Well-illuminated	3
3.4.9	Convenient location	3
	Total Score	**35**

3.5 Elevators		Maximum Points
3.5.1	Easy to find	3
3.5.2	Easy to use	5
3.5.3	Clear space in front of hall call buttons in elevator lobbies	3
3.5.4	Hall call buttons are accessible and at accessible height	5
3.5.5	Clear opening width of door	5
3.5.6	Sufficient opening, hold-open, and closing time	4
3.5.7	Door reopening device	2
3.5.8	Self-levelling and level threshold	3
3.5.9	Interior dimensions and floor surfaces	5
3.5.10	Controls inside elevator cab at accessible height and location	4
3.5.11	Cab controls include Braille and tactile characters, and are easy to use	4
3.5.12	Emergency communication systems	5
3.5.13	Audible elevator components	4
3.5.14	Visual elevator components	4
3.5.15	Handrails	4
3.5.16	Colour contrast between interior cab floor and wall, with no glare	3
3.5.17	Doors are colour contrasted with surroundings	2

3.5	Elevators	Maximum Points
3.5.18	Mirror in rear of elevator cab (if not flow-through type)	3
3.5.19	Well-illuminated cab interior and elevator lobbies	3
	Total Score	71

3.6	Interior Stairs	Maximum Points
3.6.1	Clear width	2
3.6.2	Surface is stable, firm, and slip resistant	5
3.6.3	Level landings with clear space and at regular intervals	3
3.6.4	Handrails	5
3.6.5	Tactile attention indicators (truncated domes)	5
3.6.6	Colour-contrasted and slip-resistant strip on nosing	4
3.6.7	Riser height and tread depth	4
3.6.8	No open riser	3
3.6.9	Nosing design	2
3.6.10	Flooring with no busy patterns	2
3.6.11	Height clearance	3
3.6.12	Well illuminated	3
	Total Score	41

3.7	Escalators and Moving Walkways	Maximum Points
3.7.1	Alternative is available	3
3.7.2	Colour-contrasted detectable feature at the top	3
3.7.3	Colour-contrasted nosings and side edges	4
3.7.4	Visual and audible notifications at start and end	3
3.7.5	Accessible stop button	3
3.7.6	Well-illuminated	3
	Total Score	19

3.8	Platform Lifts	Maximum Points
3.8.1	Installed in existing site where elevator is not feasible	5
3.8.2	Independently operated	5
3.8.3	Door/gate clear opening width and threshold	5
3.8.4	Barriers and guards	3
3.8.5	Size and capacity appropriate for expected usage	3
3.8.6	Light pressure and control buttons	3
3.8.7	Emergency communication button	3
3.8.8	Well-illuminated	3
	Total Score	30

4. Interior Services and Environment

4.1 Lobby and Reception Areas	Maximum Points
4.1.1	Logical arrangement of circulation routes and facilities	3
4.1.2	Location of key facilities easily identified	3
4.1.3	Washroom facilities adjacent to lobby and reception area	3
4.1.4	Floor finishes and firm and slip resistant, with no glare or busy patterns	3
4.1.5	Seating where expected to wait	3
4.1.6	Well-illuminated	3
	Total Score	18

4.2 Reception Desks, Service Counters, and Self-Service Transaction Kiosks	Maximum Points
4.2.1	Desk/counters accessible height or variety of heights	5
4.2.2	Space for knee clearance at transaction points for public and staff	5
4.2.3	Clear space for approach for public and staff	3
4.2.4	Clearly visible from entrance doors with direct route	3

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4.2	Reception Desks, Service Counters, and Self-Service Transaction Kiosks	Maximum Points
4.2.5	Clear signage	3
4.2.6	Desk/counter is colour contrasted with surroundings	2
4.2.7	Audio accessibility and communication enhancement technologies	5
4.2.8	Accessible interactive self-service transaction kiosks	5
4.2.9	Audio information and instructions (if self-service transaction kiosks)	3
4.2.10	Well-illuminated	3
	Total Score	37

4.3	Waiting Areas, General Seating, Meeting Rooms, and Lounges	Maximum Points
4.3.1	Variety of seating types	5
4.3.2	Arrangement of seating with clear space	3
4.3.3	Upholstery is matte, non-slip without bold pattern, and contrasts with environment	2
4.3.4	Tables are stable with rounded corners	2
4.3.5	Tables at accessible height with knee clearance	5
4.3.6	Audio accessibility and communication enhancement technologies	5
4.3.7	Other communication systems (both visual and audible)	3

4.3	Waiting Areas, General Seating, Meeting Rooms, and Lounges	Maximum Points
4.3.8	Floor finishes are firm and slip resistant, with no glare or busy patterns	3
4.3.9	Well-illuminated	3
	Total Score	31

4.4	Kitchens	Maximum Points
4.4.1	Approach to kitchen is accessible	5
4.4.2	Clear space for manoeuvring	5
4.4.3	Sink at accessible height and location	4
4.4.4	Knee clearance under sink	4
4.4.5	Sink faucet is easy to use or automatic	3
4.4.6	Counter surfaces at accessible height	5
4.4.7	Microwave mounting height accessible and safe	4
4.4.8	Refrigerator is easy to open	2
4.4.9	Accessible storage options	3
4.4.10	Variety of seating and table options	5
4.4.11	Well-illuminated	3
	Total Score	43

4.5 Acoustic Considerations	Maximum Points
4.5.1 Sound damping and background noise	5
4.5.2 Volume of speakers and voice paging systems adjustable per area	3
4.5.3 Double-glazed windows are installed	2
Total Score	**10**

4.6 Illumination and Building Systems	Maximum Points
4.6.1 Flooring, walkway, ramp and stairway surfaces are well illuminated	4
4.6.2 Lighting levels are consistent throughout site	4
4.6.3 Lighting individually controlled in task areas (if required for expected usage)	4
4.6.4 Interaction between lighting and surfaces minimizes glare	3
4.6.5 No abrupt changes between outdoor and indoor spaces	3
4.6.6 Building controls are at accessible heights	4
4.6.7 Window are glazed or fitted with material to reduce glare and noise	3
4.6.8 Drinking fountains are accessible	3
Total Score	**28**

5. Sanitary Facilities

5.1 Accessible Washrooms		Maximum Points
5.1.1	Number of accessible washrooms adequate for expected use	5
5.1.2	Washroom identification signage	3
5.1.3	Power-operated door or screen wall entry	5
5.1.4	Minimum force required to open entry door	3
5.1.5	Clear opening width of entry and toilet stall doors	3
5.1.6	Entry door and toilet stall door have accessible hardware	3
5.1.7	Entry door and toilet stall door are colour contrasted with adjacent surfaces	3
5.1.8	Clear space for manoeuvring and transfer	5
5.1.9	Grab bars at appropriate height and locations at toilets	5
5.1.10	Toilets at appropriate height and have back supports	5
5.1.11	Toilet flushing mechanisms are within easy reach	4
5.1.12	Toilet paper dispensers at appropriate height and locations	5
5.1.13	Power outlet near toilet	2
5.1.14	Accessible urinals with clear space	5
5.1.15	Urinals are colour contrasted with adjacent surface	2

5.1 Accessible Washrooms		Maximum Points
5.1.16	Sink and counter at recommended height with knee clearance	5
5.1.17	All washroom accessories at accessible heights and locations	4
5.1.18	Automated or easy-to-operate plumbing fixtures and accessories	4
5.1.19	Floor surface is stable, firm, and non-slip	4
5.1.20	Colour contrast between floor and wall, and fixtures	2
5.1.21	Emergency call button	3
5.1.22	Child change table at accessible height	2
5.1.23	Well-illuminated	3
	Total Score	85

5.2 Showers		Maximum Points
5.2.1	Number of accessible showers adequate for expected use	5
5.2.2	Roll-in shower	5
5.2.3	Grab bars at appropriate heights and locations	5
5.2.4	Floor surface is stable, firm, and non-slip	4
5.2.5	Colour contrast between shower tile floor and wall	2
5.2.6	Water control mounted on wall at accessible height	4
5.2.7	Hand-held adjustable showerhead within easy reach	3
5.2.8	Shower accessories at accessible height and within reach	3
5.2.9	Fold-down shower seat	3
5.2.10	Adult change table	5
5.2.11	Well illuminated	3
	Total Score	42

5.3 Universal Washrooms		Maximum Points
5.3.1	Number of universal washrooms	5
5.3.2	Washroom identification signage	3
5.3.3	Clear opening width of entry	3
5.3.4	Power-operated door	5
5.3.5	Minimum force required to open a free-swing door, or a door that has a self closer	4
5.3.6	Entry door has accessible hardware	4
5.3.7	Entry door is colour contrasted with adjacent surfaces	3
5.3.8	Clear space for manoeuvring and transfer	5
5.3.9	Grab bars at appropriate height and locations at toilets	5
5.3.10	Toilets at appropriate height and have back supports	5
5.3.11	Toilet flushing mechanisms are within easy reach	4
5.3.12	Toilet paper dispensers at appropriate height and locations	5
5.3.13	Power-outlet near toilet	2
5.3.14	Sink and counter at accessible height with knee clearance	5
5.3.15	All washroom accessories at accessible heights and locations	4
5.3.16	Automated or easy-to-operate plumbing fixtures and accessories	4

5.3 Universal Washrooms		Maximum Points
5.3.17	Floor surface is stable, firm, and non-slip	4
5.3.18	Colour contrast between floor and wall, and fixtures	2
5.3.19	Emergency call button/emergency notifications	3
5.3.20	Child change table at accessible height	2
5.3.21	Adult change table	5
5.3.22	Well-illuminated	3
	Total Score	85

6. Wayfinding and Signage

6.1 General Wayfinding and Signage		Maximum Points
6.1.1	Interior directional signage is comprehensive and clearly visible	5
6.1.2	Blade signage is used to supplement overhead signage where useful	4
6.1.3	Wayfinding includes a variety of techniques	5
6.1.4	Signage uses Arabic numerals and/or sans-serif lettering	4
6.1.5	Lettering, numerals, and symbols are clearly visible	5
6.1.6	Signs have glare-free surface	4
6.1.7	High-contrast characters/symbols on single-coloured backgrounds	4
6.1.8	Signs with text are efficiently worded	4
6.1.9	Use of international symbols/pictograms on signage where useful	4
6.1.10	Signs are well illuminated	3
	Total Score	42

6.2 Room Identification Signage		Maximum Points
6.2.1	Room identification signage is used to identify spaces where useful	4
6.2.2	Sign includes Braille and characters/symbols that are raised	4
6.2.3	Sign at recommended height	4
6.2.4	Tactile sign at recommended location	3
6.2.5	Logical numbering	3
	Total Score	18

6.3 Directory Boards and Interactive Information Kiosk		Maximum Points
6.3.1	Comprehensive relevant information	5
6.3.2	Location of amenities where provided	3
6.3.3	Raised characters and symbols, and Braille where appropriate	4
6.3.4	Accessible height and approach	4
6.3.5	Accessible interactive information kiosks	5
6.3.6	Audio information and instructions (if interactive information kiosks)	3
	Total Score	24

7. Emergency Systems

7.1 Emergency Exits and Areas of Refuge		Maximum Points
7.1.1	Designated area of refuge in multi-level building	5
7.1.2	Area of refuge has adequate clear space for expected usage	5
7.1.3	Clear signage for emergency exit and area of refuge	5
7.1.4	Emergency exit and door to area of refuge are colour contrasted with surrounding	3
7.1.5	Evacuation chair or similar equipment available and easily understood	5
7.1.6	Ground-level emergency exit is accessible	5
	Total Score	28

7.2 Fire Alarm Systems and Equipment		Maximum Points
7.2.1	Visual fire alarms generally visible throughout facility and where people might expect to be alone	5
7.2.2	Audible fire alarms thoroughout facility	2
7.2.3	Fire alarm pulls at accessible height and location	5
7.2.4	Fire-fighting and first aid equipment at accessible height and location	5
7.2.5	Emergency notification systems	5
	Total Score	22

7.3 Evacuation Instructions		Maximum Points
7.3.1	Evacuation instructions on non-reflective surface	5
7.3.2	Evacuation instructions in large print and high contrast	5
7.3.3	Evacuation instructions include a floor plan diagram and alternate formats	5
7.3.4	Evacuation instructions at accessible height and location	5
	Total Score	20

8. Additional Use of Spaces

8.1 Office Spaces	Maximum Points
8.1.1 Accessible path of travel and manoeuvring space	5
8.1.2 Chairs are adjustable	3
8.1.3 Desk height is adjustable	3
8.1.4 All workstations are appropriate size for expected usage	3
8.1.5 Outlets and switches are at accessible heights	4
8.1.6 Well-illuminated and task lighting is available	3
Total Score	**21**

8.2 Assembly Areas & Lecture Theatres	Maximum Points
8.2.1 Accessible path of travel to accessible seating spaces	5
8.2.2 Number and location of accessible seating spaces	5
8.2.3 Accessible seating space has adequate clear space	3
8.2.4 Accessible seating space with line of sight	3
8.2.5 Adjacent seating for companions and clear space for service dogs	4

8.2 Assembly Areas & Lecture Theatres		Maximum Points
8.2.6	Stairs and steps	4
8.2.7	Audio accessibility and communication enhancement technologies	5
8.2.8	Access to stage by performers/speakers and audience	5
8.2.9	Access to all backstage facilities	5
8.2.10	Ticket counters/concessions are accessible	5
8.2.11	Well-illuminated	3
	Total Score	**47**

8.3 Exhibit Spaces		Maximum Points
8.3.1	Accessible path of travel	5
8.3.2	Seating	3
8.3.3	Accessible sight lines for all displays	4
8.3.4	Accessible interactive devices	3
8.3.5	Accessible operable controls	3
8.3.6	Alternative media for all audio/video presentations	3
8.3.7	Alternative media for all descriptive information	3
8.3.8	Information in alternative languages for major exhibits	2
8.3.9	Well-illuminated	3
	Total Score	**29**

8.4 Lodging and Temporary Accommodation		Maximum Points
8.4.1	Adequate number of rooms accessible	4
8.4.2	Additional rooms adaptable	3
8.4.3	Clear signage	3
8.4.4	Entrance door is easy to open or power operated	5
8.4.5	Accessible door hardware	3
8.4.6	Door viewer at accessible height (if available)	2
8.4.7	Accessible options for bed heights and no platform	4
8.4.8	All controls and outlets are within reach	4
8.4.9	Adequate ratio mix of rooms with roll-in showers and bathtubs	3
8.4.10	Design of toilets, showers, and bathrooms	5
8.4.11	Furniture and amenities are accessible	4
8.4.12	Emergency alarm systems have both audible and visual signals	5
8.4.13	Visual notification system	3
8.4.14	Audio accessibility and communication enhancement technologies	3
8.4.15	Storage space with clear floor space, closets with shelves at variety of heights	3
8.4.16	Windows with accessible hardware	2
8.4.17	Well-illuminated	3
8.4.18	External spaces and patios are accessible	3
	Total Score	**62**

8.5	Outdoor Recreation Areas	Maximum Points
8.5.1	Accessible pathways to all facilities and amenities	5
8.5.2	Seating	4
8.5.3	Shelter	4
8.5.4	Well-illuminated (if site expected to be lit)	3
	Total Score	16

8.6	Cafeterias, Restaurants, and Bars	Maximum Points
8.6.1	Access to all facilities and amenities	5
8.6.2	Accessible path of travel	5
8.6.3	Counter, table, and bar at accessible height, or variety of options	5
8.6.4	Variety of seating available	3
8.6.5	Continuous tray rail in cafeterias, and condiments and cutlery within reach	3
8.6.6	Menu display boards are easy to read	3
8.6.7	Goods are within reach, vertically stacked where possible	4
8.6.8	Accessible refrigerators and freezers	4
8.6.9	Vending and dispensing machines are accessible	5

8.6 Cafeterias, Restaurants, and Bars		Maximum Points
8.6.10	Check-out counters or point of sale (POS) location is accessible	5
8.6.11	Well-illuminated	3
	Total Score	45

8.7 Retail Outlets		Maximum Points
8.7.1	Access to all facilities and display areas	5
8.7.2	Accessible path of travel	5
8.7.3	Display units are solid, stable, and have rounded edges	3
8.7.4	Clothes racks within accessible reach	4
8.7.5	Goods are clearly visible and within reach	4
8.7.6	Accessible refrigerators and freezers	4
8.7.7	Prices are clearly displayed	3
8.7.8	Check-out counters or point of sale (POS) location is accessible	5
8.7.9	Well-illuminated	3
	Total Score	36

8.8 Playgrounds	Maximum Points
8.8.1 Adequate space for all children and their caregivers	5
8.8.2 Surfaces along routes leading to and in play space	5
8.8.3 Accessible play space components	5
8.8.4 Seating and shelter	5
Total Score	20

8.9 Fitness and Sports Facilities	Maximum Points
8.9.1 Accessible path of travel	5
8.9.2 Number/variety of accessible fitness equipment	5
8.9.3 Raised stretching mat	5
8.9.4 Accessible lockers	4
8.9.5 Service counter is accessible	4
8.9.6 Drinking fountain is accessible	3
8.9.7 Well-illuminated	3
Total Score	29

8.10	Pools	Maximum Points
8.10.1	Access to pool and all facilities	5
8.10.2	Accessible path of travel	5
8.10.3	Deck surface is firm, stable, and slip resistant	5
8.10.4	Colour-contrasted edges around pool	5
8.10.5	Marked pathway from change room to pool	4
8.10.6	Ramp/sloped entrance or pool lift to access pool	5
8.10.7	Stairs into pool	4
8.10.8	Handrails	4
8.10.9	General safety equipment at accessible height and location	3
8.10.10	Pool wheelchair	3
8.10.11	Accessible lockers	4
8.10.12	Well-illuminated	3
	Total Score	50

8.11	Change Rooms	Maximum Points
8.11.1	Accessible path of travel	5
8.11.2	Surface is firm, stable, and slip resistant	5
8.11.3	Adult change table with privacy	5
8.11.4	Accessible lockers	4
8.11.5	Seating	3
8.11.6	Well-illuminated	3
	Total Score	**25**

8.12	Mail Areas	Maximum Points
8.12.1	Clear space for approach	5
8.12.2	Mailboxes at accessible heights	3
8.12.3	Clear signage for mailboxes	3
8.12.4	Service counters and work surfaces are accessible (if provided)	3
8.12.5	Well-illuminated	3
	Total Score	**19**

8.13	Shared Laundry Rooms	Maximum Points
8.13.1	Clear space for approach	5
8.13.2	Accessible controls and payment options	5
8.13.3	Front-loading machines	3
8.13.4	Clear signage for washers and dryers	3
8.13.5	Counters, laundry sinks, and seating	3
8.13.6	Well-illuminated	3
	Total Score	24

8.14	Storage Facilities and Lockers	Maximum Points
8.14.1	Clear space for approach	5
8.14.2	Clear signage for lockers	3
8.14.3	Low threshold entry to storage unit	5
8.14.4	Accessible controls	5
8.14.5	Well-illuminated	3
	Total Score	21

8.15	Garbage Rooms	Maximum Points
8.15.1	Clear space for approach	5
8.15.2	Accessible controls	5
8.15.3	Well-illuminated	3
	Total Score	13

8.16	Viewpoints	Maximum Points
8.16.1	Accessible path of travel to viewpoints	5
8.16.2	Handrails/guardrails	5
8.16.3	Surface is firm, stable, and slip resistant	5
8.16.4	Level landings and clear space	5
8.16.5	Drainage	2
8.16.6	Viewing amenities are accessible	3
8.16.7	Interpretive signage is accessible	3
8.16.8	Seating	3
8.16.9	Shelter	3
	Total Score	34

8.17	Visitor Centre and Kiosk	Maximum Points
8.17.1	Accessible path of travel	5
8.17.2	Accessible entrance to facility	5
8.17.3	Clear signage	3
8.17.4	Service counter is accessible	4
8.17.5	Printed information and sale items within accessible reach	4
8.17.6	Information available in a variety of formats	3
8.17.7	Seating and shelter	5
	Total Score	29

8.18	Outdoor Eating Areas	Maximum Points
8.18.1	Accessible path of travel	5
8.18.2	Appropriate number of accessible picnic tables with seating	5
8.18.3	Surface is firm, stable, and slip resistant	5
8.18.4	Clear space around picnic table, fire pit, and in front of barbecue grill	4
8.18.5	Shelter option available	4
8.18.6	Well-illuminated (if site expected to be lit)	3
	Total Score	26

8.19	Family/Nursing Rooms	Maximum Points
8.19.1	Accessible path of travel and entrance	5
8.19.2	Surface is firm, stable, and slip resistant	5
8.19.3	Child change table and counter	5
8.19.4	Sink and adjacent counter at accessible height	4
8.19.5	Microwave mounting height accessible and safe	3
8.19.6	Outlets and switches are at accessible heights	2
8.19.7	All accessories at accessible heights and locations	4
8.19.8	Seating	3
8.19.9	Well-illuminated	3
	Total Score	34

8.20	Specialized Learning Spaces	Maximum Points
8.20.1	Accessible entrance	5
8.20.2	Accessible path of travel and clear space to maneuver	5
8.20.3	Accessible seating and clear space	3
8.20.4	Chairs are adjustable	3
8.20.5	Desk height is adjustable	3
8.20.6	Fume hoods	4
8.20.7	Eyewash stations and emergency showers	3

8.20	Specialized Learning Spaces	Maximum Points
8.20.8	Sink at accessible height	4
8.20.9	Sink faucet is easy to use or automatic	3
8.20.10	Counter surfaces at accessible height	2
8.20.11	Adjacent seating for companion and clear space for service dogs	4
8.20.12	Audio accessibility and communication enhancement technologies	5
8.20.13	Access to all storage areas, supplies and equipment	5
8.20.14	Emergency systems	5
8.20.15	Well-iluminated	3
	Total Score	57

8.21	Libraries	Maximum Points
8.21.1	Accessible path of travel	5
8.21.2	Desks/service counters at accessible height or variety of heights	5
8.21.3	Book stacks and shelving	3
8.21.4	Audio accessibility and communication enhancement technologies	5
8.21.5	Seating	3

8.21	Libraries	Maximum Points
8.21.6	Reading carrels and workstations	4
8.21.7	Accessible interactive self-service transaction kiosks	5
8.21.8	Alternative media for all audio/video presentations	3
8.21.9	Book drop slots and backroom facilities	5
8.21.10	Well-illuminated	3
	Total Score	41

8.22	Ablution Stations	Maximum Points
8.22.1	Accessible path of travel and entrance	5
8.22.2	Surface is firm, stable, and slip resistant	5
8.22.3	Roll-in access for ablution station	5
8.22.4	Hand-held adjustable showerhead within easy reach	3
8.22.5	Outlets and switches are at accessible heights	4
8.22.6	All accessories at accessible heights and locations	4
8.22.7	Seating	3
8.22.8	Well-illuminated	3
	Total Score	32

8.23	Respite/Sensory Rooms	Maximum Points
8.23.1	Designated or dedicated sensory room	5
8.23.2	Location and identification	5
8.23.3	Accessible path of travel and maneuvering space	5
8.23.4	Seating and surfaces	3
8.23.5	Comfort, activity and calming features	5
8.23.6	All operable controls are at accessible heights	4
8.23.7	Acoustics	3
8.23.8	Illumination	3
	Total Score	33

9. Residential Units

9.1 Unit Security and Entry Systems		Maximum Points
9.1.1	Convenient location and easy identification	4
9.1.2	Accessible and easy-to-use controls	4
9.1.3	Communication system	4
	Total Score	12

9.2 Unit Entrance and Entrance to Outdoor Spaces		Maximum Points
9.2.1	Unit entrance is accessible	5
9.2.2	Unit entrance is easy to identify	3
9.2.3	Clear signage	3
9.2.4	Clear opening width of entrance	5
9.2.5	Level landing at entrance	5
9.2.6	Unit door is easy to open or power operated	5
9.2.7	Level threshold	5
9.2.8	Clear space on interior and exterior of door	4
9.2.9	Accessible door hardware	4
9.2.10	Door viewer at accessible height (if available)	2

9.2	Unit Entrance and Entrance to Outdoor Spaces	Maximum Points
9.2.11	Well-illuminated	3
9.2.12	Shelter (if outdoor entry)	2
9.2.13	Entrance to outdoor balcony, patio, and other outdoor spaces is accessible	5
	Total Score	51

9.3	Unit Interior Doors	Maximum Points
9.3.1	Clear opening width	5
9.3.2	Level threshold	5
9.3.3	Clear space on outside and inside of door or doorway	4
9.3.4	Accessible door hardware (if standard for all units)	4
	Total Score	18

9.4	Unit Kitchens	Maximum Points
9.4.1	Clear space for manoeuvring	5
9.4.2	Accessible height sink	4
9.4.3	Knee clearance underneath sink or easily modified	4
9.4.4	Sink faucet is easy to use or automatic	3

9.4 Unit Kitchens		Maximum Points
9.4.5	Counter at accessible height or variety of heights	3
9.4.6	Clear counter space adjacent to sink and appliances	3
9.4.7	Rounded corners on counters and cabinetry	3
9.4.8	Counter has electrical outlets within accessible reach	2
9.4.9	Accessible storage options	3
9.4.10	Cabinet hardware is accessible (if standard for all units)	3
9.4.11	Accessible cooktop or range	5
9.4.12	Knee clearance underneath cooktop, or easily modified	3
9.4.13	Microwave mounting height accessible and safe	4
9.4.14	Refrigerator is easy to open	2
9.4.15	Raised dishwasher	2
9.4.16	Well-illuminated and task lighting available	3
	Total Score	52

9.5	Unit Hallways	Maximum Points
9.5.1	Clear width	5
9.5.2	Colour contrast between wall and floor, with no glare (if colours are standard for all units)	3
9.5.3	No level changes requiring steps	3
9.5.4	Well-illuminated	3
	Total Score	**14**

9.6	Unit Interior Stairs	Maximum Points
9.6.1	Clear width	2
9.6.2	Surface is firm, stable, and slip resistant	5
9.6.3	Level landings with clear space	3
9.6.4	Handrails	5
9.6.5	Colour-contrasted and slip-resistant strip on nosing (if standard in all units)	4
9.6.6	Riser height and tread depth	4
9.6.7	No open riser	3
9.6.8	Nosing design	2
9.6.9	Flooring with no busy patterns (if standard in all units)	2
9.6.10	Height clearance	3
9.6.11	Well-illuminated	3
	Total Score	**36**

9.7 Unit Bedrooms and Closets		Maximum Points
9.7.1	Clear space in front of closet door or clear width in walk-in closet	3
9.7.2	Low mounted or adjustable hanger rods, and accessible shelving	2
9.7.3	Clear space on at least two sides of bed	4
9.7.4	Power outlet within accessible reach	2
9.7.5	Reinforced ceiling for lift	5
	Total Score	16

9.8 Unit Toilet Rooms		Maximum Points
9.8.1	Accessible toilet room on the entry level	5
9.8.2	Floor surface is stable, firm, and non-slip	4
9.8.3	Clear opening width of entry door	5
9.8.4	Entry door swings out or slides	3
9.8.5	Accessible entry door hardware (if door hardware is standard for all units)	4
9.8.6	Clear space to manoeuvre and transfer	5
9.8.7	Clear width of route to toilet	5
9.8.8	Reinforced walls for installation of grab bars	5
9.8.9	Toilet at appropriate height and has back support	5
9.8.10	Toilet flushing mechanism within easy reach	4

9.8 Unit Toilet Rooms		Maximum Points
9.8.11	Power outlet near toilet	2
9.8.12	Sink and counter are accessible	5
9.8.13	Accessible storage	4
	Total Score	56

9.9 Unit Showers and Bathtubs		Maximum Points
9.9.1	Floor surface is stable, firm, and non-slip	4
9.9.2	Reinforced walls for installation of grab bars	5
9.9.3	Roll-in shower	5
9.9.4	Accessible bathtub (if tub available)	5
9.9.5	Accessible water faucet and shower wand (if standard for all units)	5
9.9.6	Recessed soap holders or shelves within easy reach	4
9.9.7	Colour contrast between shower/tub tile floor or base and front wall (if standard in all units)	2
9.9.8	Drainage	3
	Total Score	33

9.10	Unit Laundry	Maximum Points
9.10.1	Clear space for approach	5
9.10.2	Front-loading machines (if appliances are provided for all units)	5
9.10.3	Accessible controls	5
9.10.4	Well-illuminated	3
	Total Score	18

9.11	Unit General Requirements	Maximum Points
9.11.1	Adequate number of accessible and adaptable units	5
9.11.2	Unit has both audible and visual fire/smoke alarm	5
9.11.3	All controls and outlets are within accessible reach	5
9.11.4	Space/framing is provided for future residential lift (if multiple level)	5
9.11.5	Windows with accessible hardware	4
	Total Score	24

10. Trails and Pathways

10.1 Trail and Pathway Features		Maximum Points
10.1.1	Designated trailheads	5
10.1.2	Trail/pathway entrances are accessible	5
10.1.3	Clear width and passing spaces at regular intervals	5
10.1.4	Surface is firm, stable, and slip resistant	5
10.1.5	Path is level or low-gradient slope (when not accommodated by ramp)	5
10.1.6	No obstacles on path and overhead, or obstacles are cane detectable and high contrast	5
10.1.7	Edge protection	4
10.1.8	Clearly marked pedestrian crossings (if in path of traffic)	3
10.1.9	Seating	3
10.1.10	Drainage	2
10.1.11	Well-illuminated (if required for expected usage)	3
	Total Score	45

10.2	Trail and Pathway Ramps	Maximum Points
10.2.1	Slope	5
10.2.2	Clear width	3
10.2.3	Surface is firm, stable, and slip resistant	5
10.2.4	Level landings with clear space	4
10.2.5	Colour-contrasted and slip-resistant strip	4
10.2.6	Handrails	5
10.2.7	Edge protection and colour contrast	3
10.2.8	Well-illuminated (if required for expected usage)	3
	Total Score	32

10.3	Trail and Pathway Stairs	Maximum Points
10.3.1	Clear width	2
10.3.2	Surface is firm, stable, and slip resistant	5
10.3.3	Level landings with clear space and at regular intervals	3
10.3.4	Handrails	5
10.3.5	Tactile attention indicators (truncated domes)	5
10.3.6	Colour-contrasted and slip-resistant strip on nosing	4
10.3.7	Riser height and tread depth	4
10.3.8	No open riser	3

10.3	Trail and Pathway Stairs	Maximum Points
10.3.9	Nosing design	2
10.3.10	Drainage	2
10.3.11	Well-illuminated (if required for expected usage	3
	Total Score	38

| 10.4	Trail and Pathway Wayfinding and Signage	Maximum Points
10.4.1	Trail/pathway information signage at trailhead	5
10.4.2	Distance markers along route	3
10.4.3	Amenities and/or point of interest signage (if available)	3
10.4.4	Accessible interpretive signage (if available)	3
10.4.5	Signage uses Arabic numerals and/or sans-serif lettering	4
10.4.6	Lettering, numerals and symbols are clearly visible	5
10.4.7	Signs have glare-free surface	4
10.4.8	High-contrast characters/symbols on single-coloured backgrounds	4
10.4.9	Use of international symbols/pictograms on signage where useful	4
	Total Score	35

11. Mind-Friendly Environments

11.1 Space	Maximum Points
11.1.1 The Site provides designated areas intended to reduce or minimize sensory stimulation.	2
11.1.2 The Site has a dedicated Respite or Sensory Room.	2
11.1.3 Landmarks along circulation routes improve site orientation and memory recall.	2
11.1.4 The Site's sanitary facilities provide alternatives to loud and/or automated accessories (e.g., automated toilets and hand dryers).	2
Total Score	**8**

11.2 Sensory Experience	Maximum Points
11.2.1 The Site has a coordinated and integrated colour palette with appropriate contrasts, minimal reflection, backgrounds and patterning.	2
11.2.2 Lighting intensities are graduated between environments.	2
11.2.3 No strobing, flickering, or noise-producing lighting is identified. (Emergency systems are excluded.)	2

11.2	Sensory Experience	Maximum Points
11.2.4	Structural and task lighting is independently adjustable and customizable to user preferences.	2
11.2.5	Sounds are contained within and between functional spaces, with minimal ambient noise, regardless of traffic volume or activity.	2
11.2.6	Temperatures are consistent and comfortable throughout the Site.	2
11.2.7	The Site is free of discernable scents unrelated to its purposes.	2
11.2.8	Scents related to the Site's purposes are contained within the designated area (e.g., food preparation/ consumption and garbage/recycling).	2
	Total Score	16

11.3	Restoration	Maximum Points
11.3.1	The Site provides access to daylight and outdoor views in most functional spaces.	2
11.3.2	Biophilic features throughout the Site (interior and exterior) are presented in a way that impacts a combination of sensory needs.	2
11.3.3	The Site offers sensory-friendly toys, tools and other resources.	2
	Total Score	**6**

12. Technology & Innovation
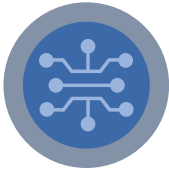
12.1 Technology Use	Maximum Score:	10

12.1A Technology Types		
12.1A.1	Environmental Controls	Yes/No
12.1A.2	Communication	Yes/No
12.1A.3	Navigation, Security and Emergency Egress	Yes/No
12.1A.4	Mind-Friendly	Yes/No
12.1A.5	Website Information Note: Information about the physical accessibility of the site and its other accessibility features must be available online.	Yes/No

12.1B Users		
12.1B.1	Mobility	Yes/No
12.1B.2	Deaf and Hard of Hearing	Yes/No
12.1B.3	Blind and Low Vision	Yes/No
12.1B.4	Neurodiversity	Yes/No
12.1B.5	Other Experiences of Disability	Yes/No

Scoring Chart

A. Technology Types: Fewer than two types identified **B. Users:** Fewer than two user groups identified	0
A. Technology Types: Two or more types identified **B. Users:** Two or more user groups identified	5
A. Technology Types: Four or more types identified **B. Users:** Four or more user groups identified	10

12.2	Website Information	Maximum Points
12.2.1	General information about accessibility of the site (e.g., elevators)	2
12.2.2	Contact information for accessibility support	2
12.2.3	Getting to the site (e.g., transit, parking and entrance)	2
12.2.4	Accessible amenities (e.g., provision of universal washrooms)	2
12.2.5	Communication supports identified	2
12.2.6	Other aids (e.g., sensory kits or mobility devices)	2
	Maximum Total Score	**12**

12.3	Innovation	Maximum Points
12.3.1	Staff responsible for Site operation are taking or have completed an RHFAC Training Course	2
12.3.2	Site has maintenance policies in place that specifically address accessibility provisions (e.g., technology maintenance requirements or snow removal)	2
12.3.3	Site provides dedicated WiFi access to enable access to digital technologies, products, services and support.	2
12.3.4	Insert innovation features (Up to 10 different ones, each worth 2 points)	2
	Maximum Total Score	**20**