

Accessible Toronto – Accessibility Audit

David's Tea – 424 Bloor St. W., Toronto, Ontario, M5S 1Y2

Hours: Monday – Saturday 10:00am – 9:30pm, Sunday 10:00am – 8:00pm

Audit completed 13 December, 2012.

	Always	Mostly	Sometimes	Never	N/A	Comments
SIGNAGE AND WAYFINDING						
1 Is the space properly equipped with signage?	X					
2 Is signage clearly visible?	X					
3 Is there a high contrast of words to background?	X					
4 Does signage have a non-glare finish?	X					
5 Does signage include Braille?				X		
6 Is signage at an appropriate height (~5 feet from ground to midpoint of sign)?	X					
7 Can signage be approached within 36 inches (3 feet) without running into any physical obstacles or being in the path of a door?	X					
8 Is a building/floor plan available at all entrances/exits, stairwells, and elevators, wherever applicable?				X		
9 Is room signage (room number, etc.) at an appropriate height (around the height of the door handle)?					X	
10 Does room signage include Braille?					X	
11 Is all signage consistent (i.e. same font, large size, same colours, etc.)?	X					
12 Is signage well-lit?	X					
13 Do any alarms (i.e. fire alarms) trigger visual as well as audible signals?						
LIGHTING						
1 Is the space consistently and evenly lit?	X					
2 If this is an event space, is there at least one area that remains well-lit during the show for people who lip-read and/or sign?					X	
3 Are any tripping hazards, etc., well-lit and clearly marked?					X	
4 Is lighting incandescent, fluorescent, LED, or other?						Incandescent
5 Are there any strobe lights or flashing lights?				X		
VEHICLE AND MOBILITY DEVICE PARKING						
1 Is there any parking (accessible or non-accessible) available within 100 metres of the building?	X					
2 Are there marked accessible parking spaces available?	X					2 on West side of parking lot.
3 Are accessible parking spaces accurately and clearly marked (both on signposts/wall signs and on the ground)?			X			On the wall, not on the ground.

	Always	Often	Sometimes	Never	N/A	Comments
4 Is there appropriate signage regarding the misuse of accessible spaces (i.e. "by permit only")?	X					
5 Are accessible parking spaces on level ground?	X					
6 Is there adequate space for a vehicle with a side-loading access ramp for a wheelchair or mobility scooter?	X					
7 Are accessible parking spaces equipped with slip-resistant surfaces?				X		
8 Are the boundaries of the parking space well-marked with high-contrast paint?				X		
9 Is there easy and barrier-free access to the nearest entrance to the building in question?	X					
10 Does the accessible parking space enable vehicle occupants to access the building without having to cross behind parked cars or through traffic?			X			
11 Is there at least one area inside the building to park a wheelchair or mobility scooter? Describe.						
12 Are there any requirements for parking a wheelchair or mobility scooter inside the building (i.e. calling in advance)? Describe.						
PHYSICAL ACCESS – EXTERIOR						
1 Are sidewalks in the direct vicinity of the space clear of obstructions (patios, trees, etc.)?	X					
2 Are outdoor sidewalks, pathways, and/or ramps in good physical condition (i.e. no tree roots, large cracks, potholes, etc.)?	X					
3 Are edges of pathways and/or ramps clearly marked with high-contrast paint?				X		
4 Are grate slots on sidewalks and/or pathways perpendicular to the direction of traffic flow to reduce the risk of catching wheels in them?				X		
5 Are grate slots on sidewalks and/or pathways no more than ½ inch wide?					X	
6 Are all sidewalks, pathways, and/or ramps at least 36 inches (3 feet) wide?	X					
7 Are all sidewalks, pathways, and/or ramps well-lit at night or in darker areas?	X					
8 Are all tripping hazards, etc., well-lit and clearly marked?					X	No tripping hazards.
9 Are all ramps equipped with slip-resistant surfaces?				X		
10 Are all ramps considered at least "moderate" or "gentle" in terms of slope, with "steep" being the most extreme angle of incline/decline?	X					Ramp would be considered "moderate" incline/decline.
TRANSIT						
1 Is the space near a subway station, bus stop, or streetcar stop (not necessarily accessible)? How far?	X					Under 100 metres from Bathurst subway station (accessible).
2 Is the space near an accessible subway station or bus stop? How far? State the stop name/ID.	X					Bathurst subway station.
3 Please state the name of the nearest streetcar stop and stop ID, if applicable.					X	
4 Is outdoor bicycle parking available?						

	Always	Often	Sometimes	Never	N/A	Comments
5 Is indoor bicycle parking available?						
DOORS						
1 Is there at least one barrier-free entrance/exit to the space?	X					
2 Is there at least one barrier-free entrance/exit to the space that is equipped with an automatic door opener?				X		
3 Please state the location of the barrier-free entrance(s) and what they give access to.						Front door – access to space and washroom.
4 Is the minimum door clearance (width) of all doors at least 30 inches (2.5 feet)?	X					Front door : 34 inches; bathroom door: 35.5 inches.
5 Are all doors considered "easy" to open (under 10 pounds of pressure to open or close with a single push or pull), even if equipped with an automatic door opener?						Slightly tricky to open front door due to ramp incline.
6 Are any and all automatic door openers in working order?	X					
7 Are any and all automatic door openers appropriately placed (no higher than 4 feet from the ground, out of the path of an opening/closing door)?	X					
8 Are any and all thresholds flush with the ground or no more than a ½ inch rise?	X					
9 Are any and all doormats flush with the ground or no more than a ½ inch rise?					X	
10 Do doors have wing (long and flat) handles, vertical handles, circular knobs, or other?						Front door: vertical handle; bathroom: circular knob
11 Do any automatic doors have an appropriate closing delay (5 seconds or longer)?	X					
12 Are there any peepholes or windows in or beside doors at an appropriate height for wheelchair users (starting no higher than 4 feet from ground)?					X	
LIFTS, ELEVATORS, AND ESCALATORS						
1 Are there any wheelchair lifts in the space?					X	
2 Are there any stair lifts in the space?					X	
3 Are there any elevators in the space?					X	
4 Are there any escalators in the space?					X	
5 Are any and all wheelchair lifts in working order?					X	
6 Are any and all stair lifts in working order?					X	
7 Are any and all elevators in working order?					X	
8 Are any and all escalators in working order?					X	
9 Is information available (by phone, internet, etc.) regarding whether or not wheelchair lifts/stair lifts/elevators/escalators are in working order?					X	
10 Are wheelchair lifts/stair lifts/elevators user-operable or is a key required? Where is the key located?					X	
11 If wheelchair lifts/stair lifts/elevators are not user-operable, is there an intercom or call button available?					X	
12 Is the intercom or call button free of obstructions?					X	

		Always	Often	Sometimes	Never	N/A	Comments
13	Is the intercom or call button placed at an appropriate height (36 - 44 inches from the ground)?					X	
14	Is the minimum width of all wheelchair lifts/stair lifts/elevators at least 32 inches?					X	
15	Is the minimum width of all escalators at least 30 inches?					X	
16	If there are any thresholds to wheelchair lifts/stair lifts/elevators/escalators, are they ½ inch or less in height?					X	
17	Are all user-operable buttons inside and outside wheelchair lifts/stair lifts/elevators between 36-50 inches from the ground?					X	
18	Are all user-operable buttons inside and outside wheelchair lifts/stair lifts/elevators free of obstructions?					X	
19	Are all user-operable buttons inside and outside wheelchair lifts/stair lifts/elevators "oversized"?					X	
20	Are all user-operable buttons inside and outside wheelchair lifts/stair lifts/elevators equipped with Braille?					X	
21	Is the wheelchair lift/stair lift/elevator equipped with audible signals for floor and/or directional selections?					X	
22	Is the wheelchair lift/stair lift/elevator equipped with proper visual signals (arrows, LED displays, light-up buttons, etc.) for floor and/or directional selections?					X	
23	Are all entrances to wheelchair lifts/stair lifts/elevators equipped with signage indicating the current floor?					X	
24	Are all entrances to wheelchair lifts/stair lifts/elevators equipped with Braille signage indicating the current floor?					X	
25	Are all wheelchair lifts/stair lifts/elevators equipped with handrails on the interior of the lift/elevator?					X	
26	Are all handrails on the interior of lifts/elevators properly secured to the lift/elevator?					X	
27	Are all handrails at an appropriate height (36 - 40 inches from the ground)?					X	
28	Are all escalators equipped with moving handrails on both sides?					X	
29	Are all moving handrails on escalators in good working order?					X	
30	Do handrails on escalators move in sync with the escalator steps?					X	
31	Are automated lift/elevator doors equipped with motion sensors [i.e. will not close if an object/person is in the path of the door(s)]?					X	
<u>STAIRS, STEPS, AND LEDGES</u>							
1	Are there any stairs/steps/ledges inside or leading to the space?					X	
2	Is there access to ramp in place of using the stairs/steps/ledge(s)?					X	
3	Are the stairs/steps/ledge(s) equipped with a non-slip surface?					X	
4	Are the edges of the stairs/steps/ledge(s) equipped with a tactile warning surface?					X	
5	Are any stairs/steps/ledges well lit?					X	
6	Are any ledges clearly marked?					X	
		Always	Often	Sometimes	Never	N/A	Comments

7	Are any stairs/steps/ledges equipped with handrails?					X	
8	If so, are the handrails at an appropriate height (32 - 40 inches from the ground)?					X	
9	Are the edges of any stairs/steps marked with high-contrast paint (top and bottom painted yellow, middle steps painted white)?					X	
10	Are any ledges clearly marked with high-contrast paint?					X	
11	Do any stairs/steps have closed risers?					X	
12	Please indicate the height(s) of any stairs/steps/ledges:					X	
13	Do any handrails extend at least 12 inches (1 foot) past the top and bottom of each flight of stairs/steps, or each ledge?					X	
14	Are handrails between 1 ¼ to 1 ¾ inches in diameter and easy to hold onto?					X	
15	Are handrails clearly marked with high-contrast paint?					X	
16	Are the treads of any stairs/steps at least 11 inches deep?					X	
RAMPS: EXTERIOR							
1	Are any and all ramps clearly marked with an access sign?					X	
2	Is the grade of the ramp no steeper than 1:12 (1 inch of height for every 12 inches of length)?					X	
3	Are any and all ramps equipped with a non-slip surface?					X	
4	Are any and all ramps equipped with a "toe rail" measuring at least 1 ½ inches in height?					X	
5	Are any and all ramps equipped with a continuous and stable handrail?					X	
6	Are all handrails at an appropriate height (32 - 38 inches from the ground)?					X	No hand rail.
7	Do all handrails extend at least 12 inches (1 foot) past the top and bottom of the ramp, and around corners?					X	
8	On ramps over 30 feet in length, are the appropriately-placed rest stops?					X	
9	Please state the length of the ramp in feet.						37 inches (3 feet, 1 inch)
10	Are any and all ramps well lit?			X			
11	Are any and all ramps free of obstructions (i.e. no bicycles chained to them, etc.)?	X					
12	Are any and all ramps equipped with signage prohibiting chaining bicycles to them?					X	
13	Does this signage include Braille?					X	
RAMPS: INTERIOR							
1	Are any and all ramps clearly marked with an access sign?					X	
2	Is the grade of the ramp no steeper than 1:12 (1 inch of height for every 12 inches of length)?					X	
3	Are any and all ramps equipped with a non-slip surface?					X	
4	Are any and all ramps equipped with a "toe rail" measuring at least 1 ½ inches in height?					X	
		Always	Often	Sometimes	Never	N/A	Comments

5	Are any and all ramps equipped with a continuous and stable handrail?					X	
6	Are all handrails at an appropriate height (32 - 38 inches from the ground)?					X	
7	Do all handrails extend at least 12 inches (1 foot) past the top and bottom of the ramp, and around corners?					X	
8	On ramps over 30 feet in length, are the appropriately-placed rest stops?					X	
9	Please state the length of the ramp in feet.					X	
10	Are any and all ramps well lit?					X	
11	Are any and all ramps free of obstructions (i.e. no bicycles chained to them, etc.)?					X	
12	Are any and all ramps equipped with signage prohibiting chaining bicycles to them?					X	
13	Does this signage include Braille?					X	
HALLWAYS AND FLOORS							
1	Are hallways clear of obstructions?	X					
2	Is the space carpeted?			X			
3	Does the space have hardwood flooring, tiled floors, linoleum, or other?						Floor mats and tiling.
6	Are all floors non-glare?	X					
7	Are floors equipped with a non-slip finish?					X	
ASSISTIVE LISTENING DEVICES, SOUND, AND INTERPRETATION							
1	Can speakers be heard easily from anywhere in the space, if applicable?		X				
2	Are height-adjustable microphones available for performers, question/answer periods, etc.?					X	
3	Is internal noise (fans, heating/cooling systems, etc.) kept to a minimum?			X			Fan at the back of the space can be somewhat distracting.
4	Is an FM system available?					X	
5	Is an Infra-Red system available?					X	
6	Is there signage to indicate availability of any of these systems and their location(s)?					X	
7	Are staff trained in the use of any available assistive listening devices?					X	
8	Is sign language interpretation available at events held in this venue?					X	
9	Is the space equipped for closed captioning at events?					X	
IN CASE OF EMERGENCY							
1	In case of emergency (fire, etc.), are doors kept open by magnetic door holders?						
2	Is at least one emergency evacuation plan posted in a way that meets requirements for signage (see section #1)?					X	
3	Is there an accessible evacuation plan? If so, what is it?					X	
4	Do alarms (fire alarms, etc.) trigger visual as well as audible signals?						
		Always	Often	Sometimes	Never	N/A	Comments

5	Are fire alarms mounted at an appropriate height (less than 48 inches (4 feet) from the ground)?					X	No fire pull stations.
6	Are emergency doors clearly marked?	X					
7	Do emergency doors have crash bars?				X		
8	Are fire extinguishers clearly marked?			X			
9	Are fire extinguishers mounted at an appropriate height (less than 48 inches from the ground)?	X					
10	In case of emergency in a space with stairs, is a stair climbing/descent device for wheelchair users available (i.e. the "Roby")?					X	
11	If this equipment is available, are staff trained in its use?					X	
SEATING							
1	Is seating available in the space?	X					About 10 seats available.
2	Do seats have armrests?			X			
3	Is there some variety in seating options?		X				
4	Is there a designated area for wheelchair users to sit, if this is a venue? Describe.					X	
5	Approximately how many designated seating spaces are there for wheelchair users, if this is a venue?					X	
6	Do designated seating areas for wheelchair users have space for companions? If so, how many?					X	
7	Does seating allow for a service animal to sit under a seat?					X	
FOOD AND BEVERAGE, TRANSACTIONS, AND ATMs							
1	Can food and beverage be brought to a patron if they can't carry it themselves?	X					
2	Is free water available?	X					
3	Are service counters (tills, bars, ticket booths, etc.) at an appropriate height for wheelchair users? Specify dimensions.						
4	Does the space have an ATM?					X	
5	If so, are ATMs at an appropriate height for wheelchair users? Specify height of keypad.					X	
6	Is the ATM free of obstructions?					X	
7	Does the ATM have a well-lit display panel?					X	
8	Does the space have Wi-Fi access? Is it free or at a cost? If there is a cost, how much is it?	X					Wi-fi access is free with no password.
9	Does the cashier take debit and/or credit? Please specify.	X					Debit, cash, and credit are accepted.
10	Is the debit/credit card reader portable/height-adjustable? Describe.	X					
SCENT-FREE SPACES							
1	Does the space have a scent-free or scent-reduced policy in place?					X	
2	What does the policy include?	--	--	--	--	--	
		Always	Often	Sometimes	Never	N/A	Comments

3	In what formats is information on this policy provided (verbally, on a website, printed, large print, etc.)?	--	--	--	--	--	
SMOKING AREAS							
1	Are any designated smoking areas accessible to wheelchair/mobility device users? Describe.					X	
BORROWING/RENTING WHEELCHAIRS/MOBILITY DEVICES							
1	Can wheelchairs/other mobility devices be borrowed or rented in this space?				X		
2	If so, how is this arranged, and what are their rates, if applicable?	--	--	--	--	--	
3	How many wheelchairs/other mobility devices are available?	--	--	--	--	--	
4	Do these mobility devices appear to be in a good state of repair?						
SERVICE ANIMALS							
1	Is free water available for service animals?	X					
2	Is there a quiet area available where service animals can rest?				X		
STAFF POLICIES/DISABILITY AWARENESS							
1	Have staff been provided with disability awareness/AODA/"sensitivity" training?						Staff are being contacted regarding this section of the audit.
2	Do staff have experience assisting patrons with a range of disabilities and/or specific needs?						
3	Are staff available to provide assistance to patrons?						
4	Do any staff have any ASL knowledge?						
5	Is there a specific staff member in charge of accessibility in the space or for patrons with disabilities? If applicable, provide their contact information.						
6	Are staff aware of the emergency evacuation plan?						
7	Are staff aware of the accessible emergency evacuation plan, if applicable?						
COMMUNICATION							
1	Is information about the space available in a variety of formats (i.e. printed materials, large print materials, audio, website, etc.)? Describe.	X					Print (no large print available) and web (www.davidstea.com).
2	Are all programs, menus, etc., available in large print format?				X		
3	Is printed information easy to read (i.e. good contrast, consistent and easy-to-read font in a larger size, etc.)?			X			
WASHROOMS							
MULTI-OCCUPANT (STALLED)							
1	Is at least one designated accessible washroom stall available?					X	
2	Is the main entrance to the washroom at least 32 inches wide?					X	
3	Is the entrance to the accessible stall(s) at least 32 inches wide?					X	
		Always	Often	Sometimes	Never	N/A	Comments

4	What are the dimensions of the accessible stall(s)?				X
5	How many accessible stalls are available?				X
6	In the accessible stall(s), can the toilet be accessed from both sides? Describe.				X
7	What are the dimensions of the accessible stall(s)?				X
8	Are grab bars available in the accessible stall(s)? Describe (height, location, position, etc.).				X
9	Are there interior handles on the door(s) of the accessible stall(s)?				X
10	Does the toilet have a flush handle?				X
11	Does the toilet have a push-button flusher?				X
12	Does the toilet have an automatic (motion-sensor) flusher?				X
13	How high from the ground is the top of the toilet seat?				X
14	Is a urinal available in the washroom?				X
15	Is a coat hook available in the accessible stall(s)?				X
16	Is the coat hook at an appropriate height (48 inches or less from the ground)?				X
17	Is a shelf available in the accessible stall(s)?				X
18	If so, is the shelf at an appropriate height and distance from the toilet (within 2 feet and 24 – 30 inches from the ground)?				X
19	Is there at least one accessible sink in the washroom? Provide dimensions (height from floor, depth).				X
20	Is there at least one mirror appropriate for wheelchair users (tilted downwards and/or at a lower height)?				X
21	Are sink faucets lever-style? If not, describe.				X
22	Are they automatic (motion-sensor) or manual?				X
23	Describe location and style of soap dispenser(s).				X
24	Describe location and style of paper towel dispenser(s).				X
25	Describe location and style of hand dryer(s).				X
26	Is there an emergency call button in the accessible stall(s) within reach of the toilet (2 feet or less)?				X
27	Are any accessible stalls clearly marked with the international access symbol?				X
28	Are multi-occupant washrooms marked as “male” and “female”?				X
29	Are multi-occupant washrooms unmarked or marked as gender-neutral?				X
30	Is an infant changing table available in the washroom?				X
31	If so, is one available in the accessible stall(s) at an appropriate height for wheelchair users (24 – 30 inches from the ground)?				X
32	Is a sharps container available in the washroom? If so, is there one in the accessible stall(s) set at an appropriate height (24 – 36 inches from the ground)?				X
33	Is there a garbage can? Describe location, height, and style.				X
	Is there a tampon disposal unit? Describe location, height, and style.				X

		Always	Often	Sometimes	Never	X	N/A	Comments
34	Is scent-free soap available in the washroom?					X		
SINGLE-OCCUPANT								
1	Is at least one designated accessible single-occupant washroom available?	X						
2	Is the entrance to the washroom at least 32 inches wide?	X						
3	What are the dimensions of the washroom?	--	--	--	--	--	--	Length: 93.5 inches; width: 82.5 inches.
4	Can the toilet be accessed from both sides? Describe.				X			Right side only.
5	Are grab bars available? Describe (height, location, position, etc.)	X						Behind toilet: 22 inches from ground; left side of toilet: 22 – 42 inches from ground.
6	Does the toilet have a flush handle, push-button, or automatic (motion-sensor) flusher?	--	--	--	--	--	--	Flush handle.
7	How high is the top of the toilet seat from the ground?	--	--	--	--	--	--	17.5 inches from ground.
8	Is a coat hook available in the washroom?				X			
9	If so, is it an appropriate height for wheelchair users (48 inches or less from the ground)?						X	
10	Is a shelf available in the washroom?	X						Sink counter acts as a shelf.
11	If so, is the shelf within 24 inches (2 feet) of the toilet and at an appropriate height for wheelchair users (28 – 36 inches from the ground)?				X			No – 3 feet from toilet. Height is 33 inches.
12	Is there an accessible sink in the washroom? Provide dimensions (height from floor, depth).	X						33 inches from ground. Depth is 22 inches.
13	Is there a mirror appropriate for wheelchair users (tilted downwards and/or at a lower height)?	X						
14	Are faucets lever-style? If not, describe.							
15	Are they automatic (motion-sensor) or manual? Describe location and style of soap dispenser(s) (i.e. push to dispense, automatic).	--	--	--	--	--	--	Lever style, manual.
16	Describe location and style of paper towel dispenser(s), if applicable (i.e. pull to dispense, automatic).	--	--	--	--	--	--	
17	Describe location and style of hand dryer(s), if applicable (i.e. push-button, automatic).	--	--	--	--	--	--	
18	Is there an emergency call button in the washroom within reach of the toilet (24 inches [2 feet] or less)?				X			
19	Are single-occupant washrooms specifically marked as “male” or “female”?				X			
20	Are single-occupant washrooms unmarked or marked as gender-neutral?	X						
21	Does the washroom lock securely from the inside?	X						
22	Can the lock be operated by a powered push button?				X			
23	Is a changing table available in the washroom? Is it for infants or adults?				X			
24	Is a sharps container available in the washroom?				X			
25	Is scent-free soap available in the washroom?				X			
26	Is there a garbage can? Describe location, height, and style.	X						Foot-pusher to open with flip lid. Lid is 16 inches from ground.
27	Is there a tampon disposal unit? Describe location, height, and style.				X			