

SUMMARY REPORT

Town of Stony Plain



Prepared by:
Lara Pinchbeck
Accessibility Consultant
Roman Romanov
Director, Accessibility Advisory
Services
Rick Hansen Foundation

Rick Hansen
Foundation  Accessibility
Advisory Services

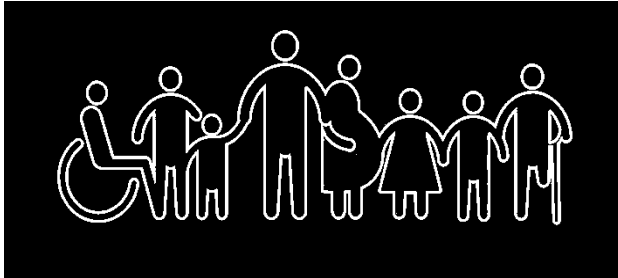
Contents

Universal Design	3
Accessibility Certification	4
Certification Levels and Requirements	5
Areas of Success.....	9
Areas of Opportunity	10
Key Takeaways	19
Commitments	19
Conclusion	20

UNIVERSAL DESIGN

Philosophy

- A design philosophy that starts by considering the needs of the user
- Appreciates that at some point in the lifespan, every person experiences a limitation in ability
- It benefits everyone



Principles

- Equitable Use
- Flexibility in Use
- Simple and Intuitive Use
- Perceptible Information
- Tolerance for Error
- Low Physical Effort
- Size and Space for Approach and Use

ACCESSIBILITY CERTIFICATION

Background

- Launched in 2017, with over 2000 sites rated to date.
- Diagnostic tool that rates commercial, residential, and institutional buildings for accessibility across 12 categories.
- Measures “Meaningful Access” to a variety of sites
- Focused on mobility, vision, hearing disabilities, with new considerations for neurodivergence in v4.0
- Based predominantly on CSA B651 Accessibility Standards and Principles of Universal Design



Categories

- | | |
|---|--|
|  Vehicular Access |  Emergency Systems |
|  Exterior Approach and Entrance |  Additional Uses of Space |
|  Interior Circulation |  Residential Units |
|  Interior Services and Environment |  Trails and Pathways |
|  Sanitary Facilities |  Mind-Friendly Environments |
|  Wayfinding and Signage |  Technology and Innovation |

Principles

CERTIFICATION LEVELS AND REQUIREMENTS

The Rick Hansen Foundation Accessibility Certification (RHFAC) offers two levels of certification: **RHF Accessibility Certified Gold** and **RHF Accessibility Certified**. The certification level for a project is determined by:

1. Achieving the minimum rating score, which is the total earned score divided by the total available score, expressed as a percentage; and
2. Meeting the Mandatory Certification Requirements (MCR) and Mandatory Gold Certification Requirements (MGCR).

To be certified, a Site must meet the mandatory certification requirements. RHFAC Professionals are required to confirm that a Site has met the mandatory certification requirements before submitting a rating. If a Site does not meet the mandatory certification requirements, RHFAC Professionals should identify why this is not the case in the Scope of Rating.

Certification Level	Rating Score	Meet Mandatory Certification Requirements	Meet Mandatory GOLD Certification Requirements
RHF Accessibility Certified GOLD	80%+		
RHF Accessibility Certified	80%+		
	60–79%		
Not Certified	0–100%		
<p>Note: Sites are required to meet the mandatory certification requirements to be certified, regardless of their rating score.</p>			

Mandatory Certification Requirements (MCR)

Accessibility Certified (AC)

- Accessible public entrance
- Access to all key functional spaces

Mandatory Gold Certification Requirements (MGCR)

Accessibility Certified Gold (ACG)

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 entrance and throughout the building

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 pathway

Tactile markings for permanent room identification signs

Assistive listening and communication enhancement technologies, when applicable to the site

Accessibility provision(s) for the key functional facilities of the site

Assessment Process

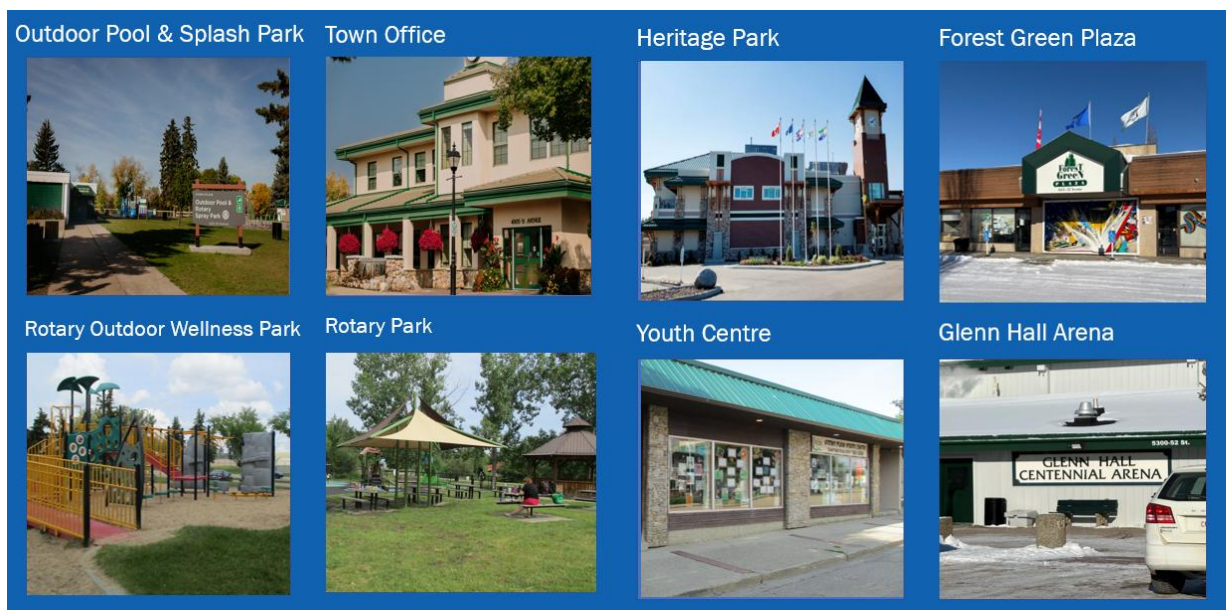
The Rick Hansen Foundation Accessibility Assessment process for Stony Plain involved:

- Site Walkthroughs (8)
- RHFAC Ratings (4)
 - Forest Green Plaza, Heritage Park, Rotary Park, Municipal Office
- Gap Analysis Reports (8)
- Summary Gap Analysis Reports (4)
 - Glenn Hall Arena, Outdoor Pool and Splash Park, Rotary Outdoor Wellness Park, Youth Centre
- Detailed Gap Analysis Reports (4)
 - Forest Green Plaza, Heritage Park, Rotary Park, Municipal Office
- AAS Presentation(s); Follow Up and Review

Timeline:

- Project Initiation: December 2024
- Site Walkthroughs: February - June 2025
- Report Compilation: July - August 2025
- Submission of Deliverables: September 2025

Sites Assessed:



Site Rating, Scores and Certification Status

Accessibility Certified:

- Accessible public entrance
- Access to all key functional spaces

Four sites received detailed Gap Analysis Reports with RHFAC scores:

Site	RHFAC Score	Mandatory Certification Requirements (MCR) Status	Mandatory Gold Certification Requirement (MGCR) Status
Town Office	58%	Achieved	Not Achieved
Heritage Park	61%	Achieved	Not Achieved
Rotary Park	51%	Not Achieved	Not Achieved
Forest Green Plaza	57%	Achieved	Not Achieved

The following sites received only summary Gap Analysis Reports:

Site	Mandatory Certification Requirements (MCR) Status	Mandatory Gold Certification Requirement (MGCR) Status
Youth Centre	Not Achieved	Not Achieved
Glenn Hall Arena	Achieved	Not Achieved
Outdoor Pool & Spray Park	Not Achieved	Not Achieved
Rotary Outdoor Wellness Park	Not Achieved	Not Achieved

AREAS OF SUCCESS

What's Working Well: Accessibility Strengths Identified

Early findings from RHF Accessibility Walkthroughs (preliminary observations only).

Arrival & Parking

Ample accessible parking and clear site wayfinding

Entering & Navigating

Visible entrances and intuitive interior circulation

Comfort & Inclusion

Adaptable workspaces and accessible seating

Safety & Accessibility Features

Accessible emergency equipment and clear evacuation information

Environment & Well-being

Natural light, ventilation, and calming design elements



“OVERALL: SITES DEMONSTRATE STRONG FOUNDATIONAL ACCESSIBILITY WITH CLEAR, CONSISTENT DESIGN FEATURES SUPPORTING ACCESS AND NAVIGATION.”

AREAS OF OPPORTUNITY



Vehicular Access



Wayfinding and Signage



Exterior Approach and Entrance



Emergency Systems



Interior Circulation



Additional Use of Space



Interior Services and Environment



Mind-Friendly Environments



Sanitary Facilities



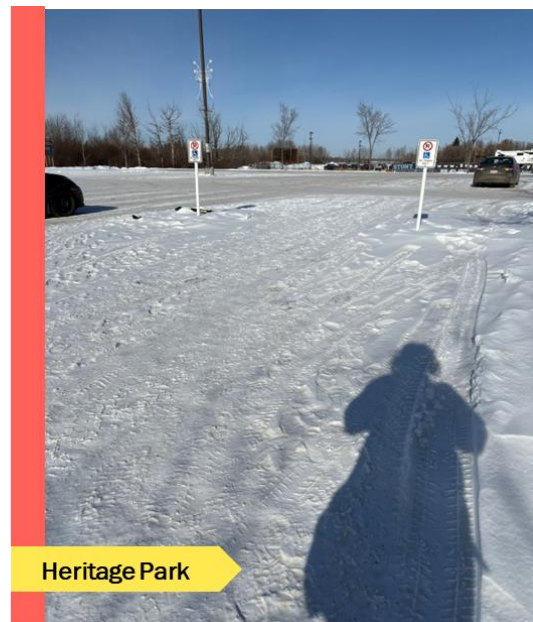
Technology and Innovation

Vehicular Access

- Designated accessible parking stalls are inconsistently marked and not always optimally located.
- There is a lack of dedicated accessible drop-off and pick-up zones, as well as limited accessible transit stops at several sites.
- EV charging stations are not designed to be accessible



Rotary Park Visitor Centre

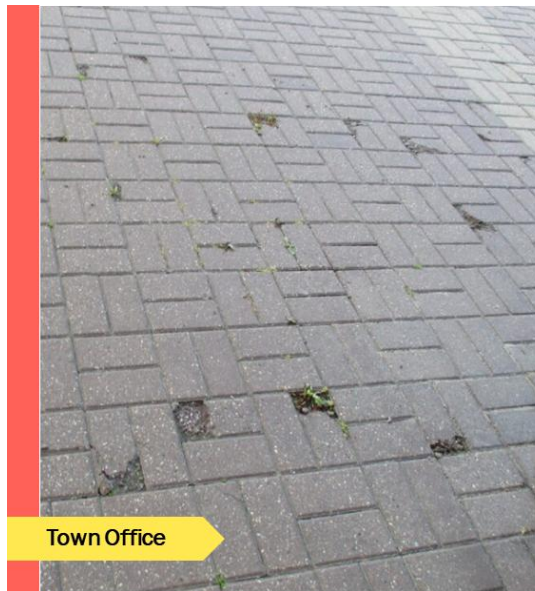


Heritage Park

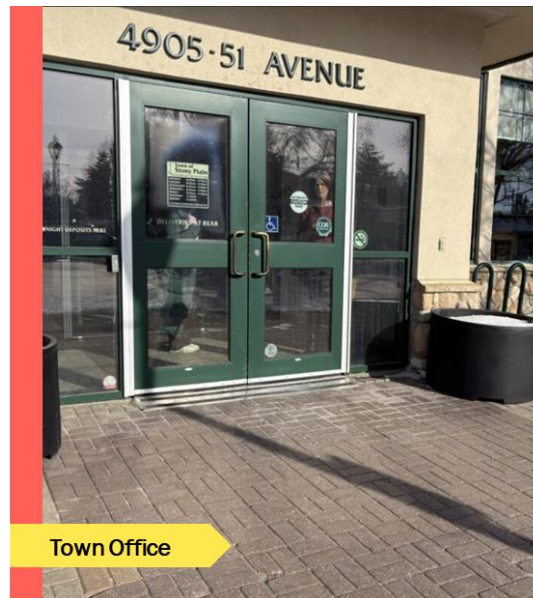
Exterior Approach & Entrance

Many outdoor routes feature uneven surfaces or are inadequately maintained, creating obstacles for users with mobility challenges.

Numerous sets of stairs are not equipped with tactile attention indicators

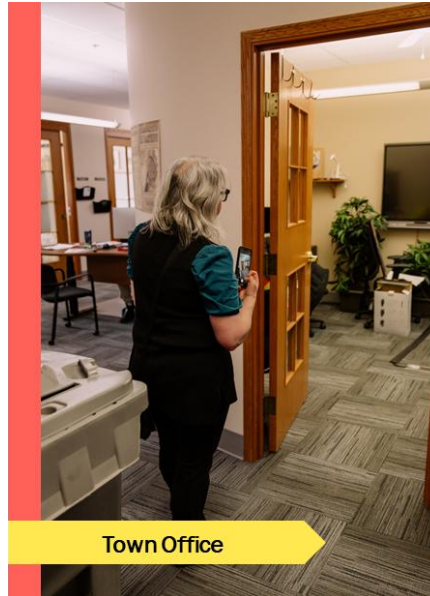


- Several sites have barriers at the main entrance, including steps or high thresholds and a lack of power door openers.

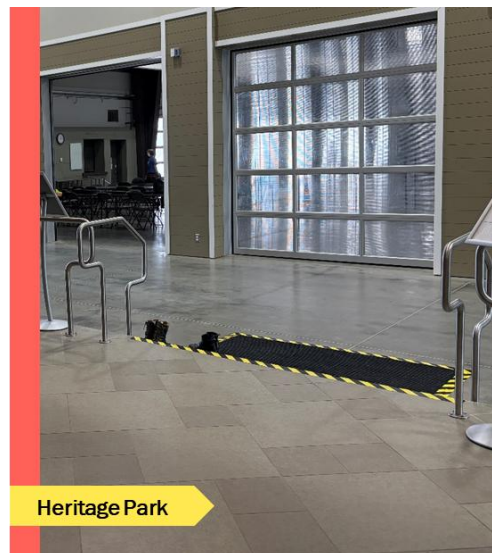
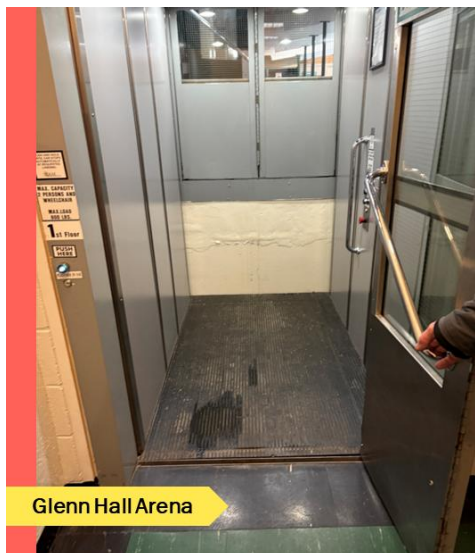


Interior Circulation

- Numerous interior doors lack sufficient clear opening width, manoeuvring space, or swing outwards into an unprotected path of travel
- Some key interior doors are not equipped with power assist features or have inaccessible hardware.

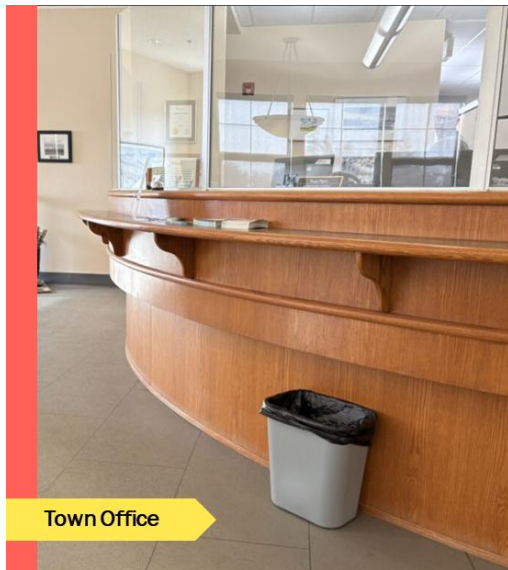


- Some elevators and lifts lack clear instructions and do not support multi-modal communication, which can hinder independent use.
- Staircases and ramps typically lack key visual and/or tactile cues for safety and wayfinding

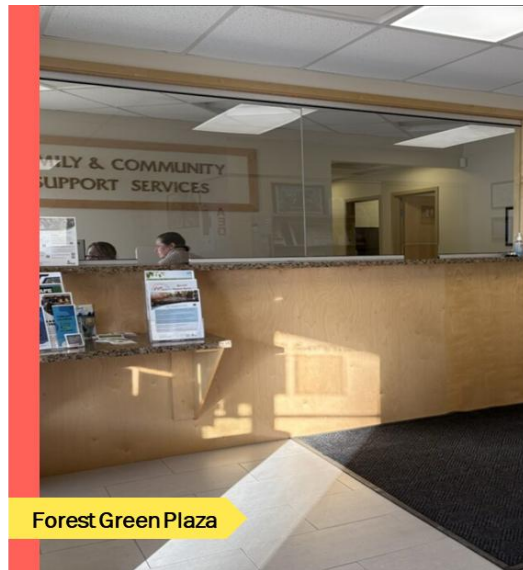


Interior Services and Environment

- Service counters frequently lack options for varying heights and do not provide sufficient clear space for seated users.
- Availability of assistive listening technologies is limited.



Town Office

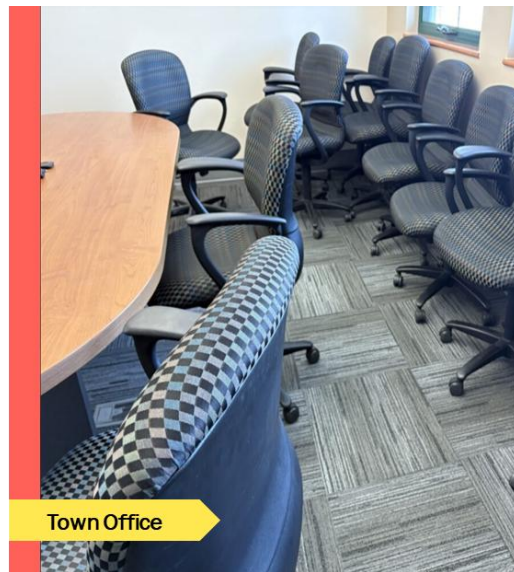


Forest Green Plaza

- There is limited variety and poor placement of accessible seating and tables throughout the sites.



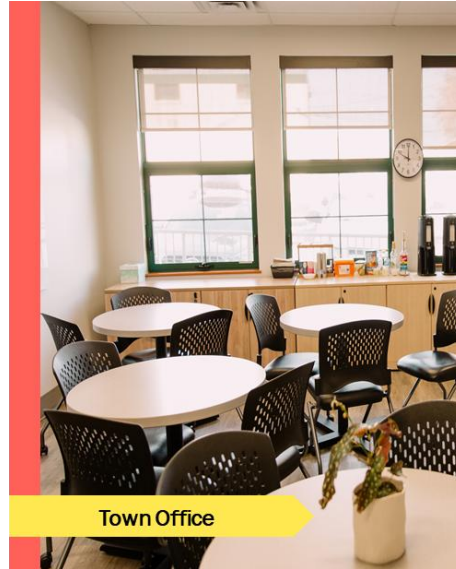
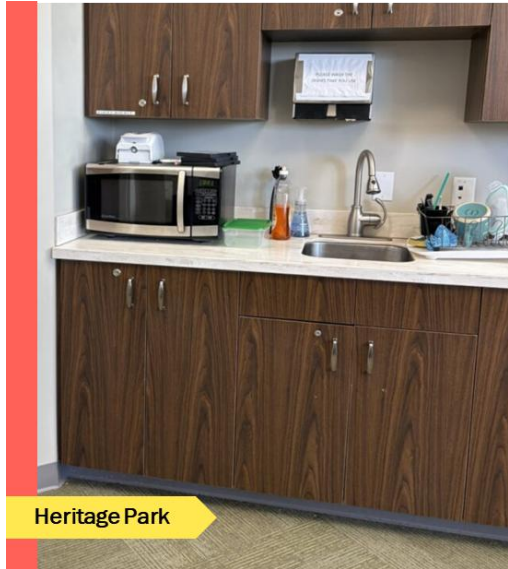
Heritage Park



Town Office

Interior Services and Environment (Cont'd)

- Kitchen and food preparation spaces often present barriers for users with disabilities due to inaccessible layouts and features.



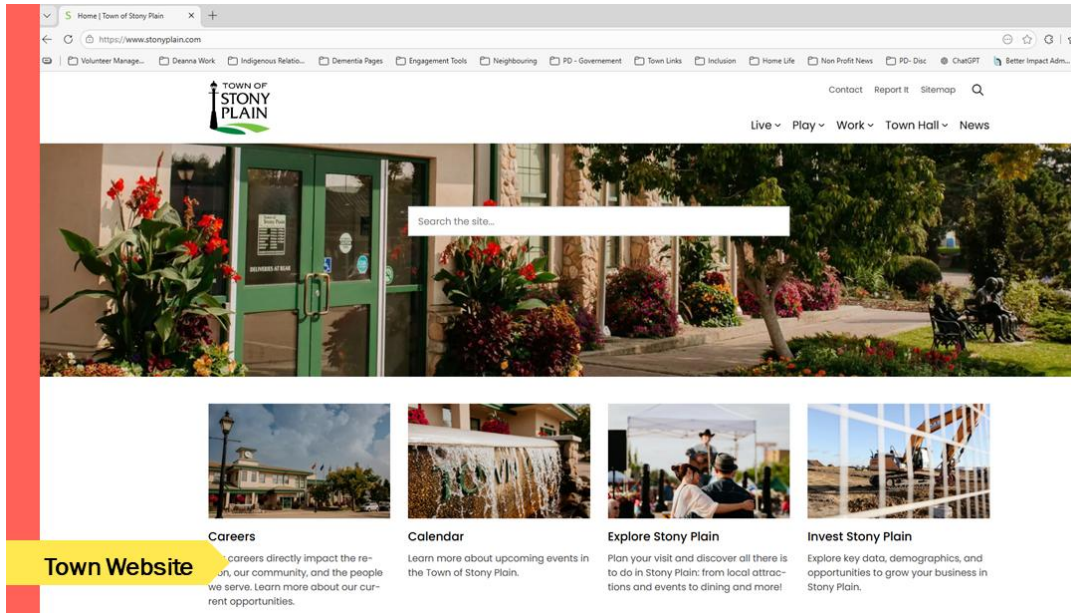
Sanitary Facilities

- Common barriers in washrooms include inadequate manoeuvring space, incorrect grab bar configurations, and inaccessible lavatories.
- Universal washrooms are either not provided or do not meet accessibility standards at several locations.
- Fixtures such as sinks, counters, and accessories are often at inaccessible heights or locations, reducing usability.



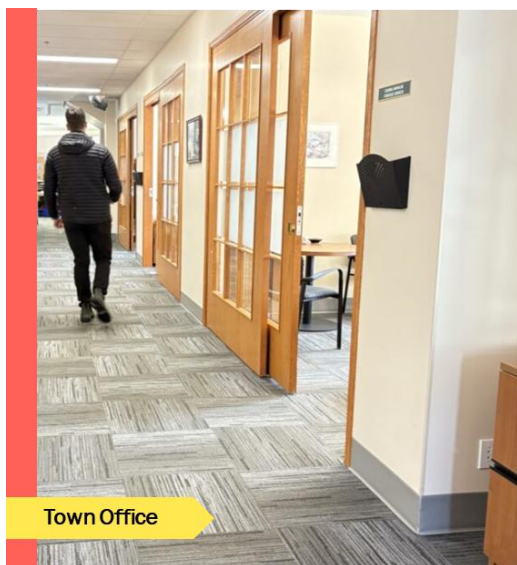
Technology and Innovation

- Accessibility-related information is often missing or incomplete on facility websites.
- Technology to support accessibility—such as tactile maps, audio navigation aids, adjustable environmental controls, and accessible digital information—is generally absent or underdeveloped across sites.



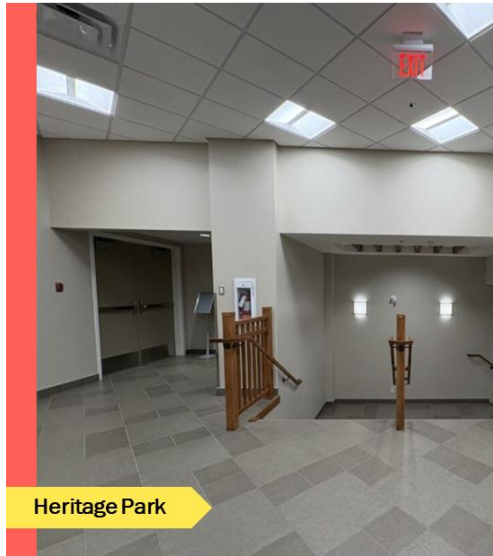
Wayfinding & Signage

- Wayfinding signage is insufficient, inconsistently placed, and often difficult to interpret.
- Room identification signage at multiple sites lacks tactile characters.



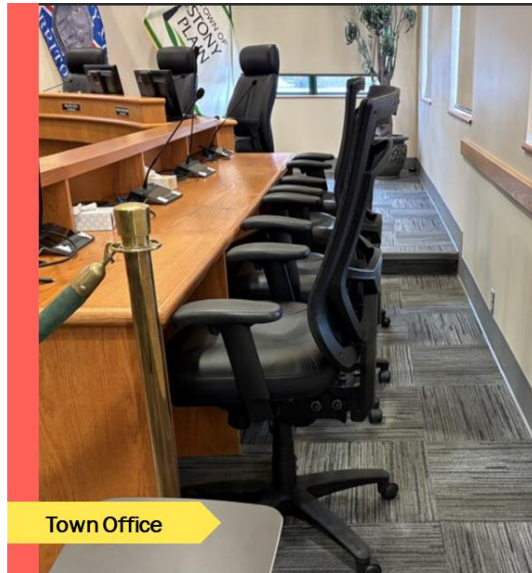
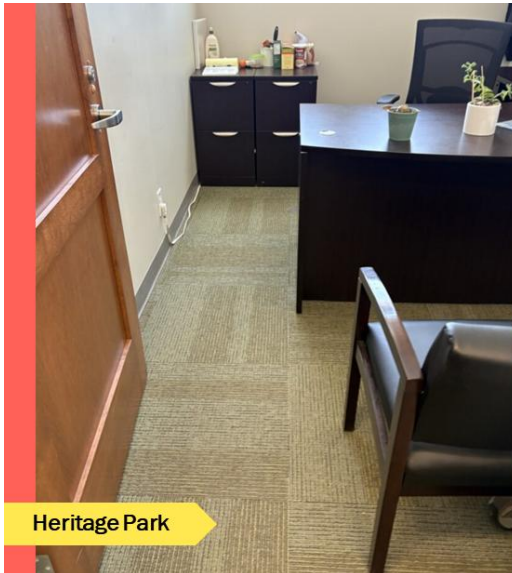
Emergency Systems

- Accessible emergency egress routes and evacuation information are limited or unclear in several facilities.
- Numerous facilities lack designated areas of refuge, accessible evacuation devices, and visual fire alarm strobes.
- Fire alarm pulls and extinguishers are often mounted too high to reach from a seated position

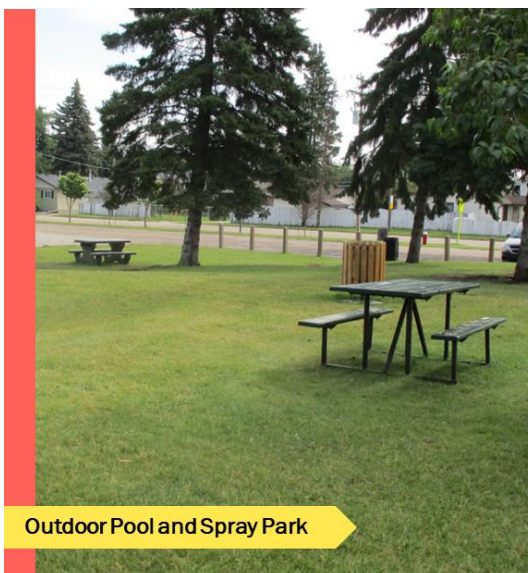


Additional Uses of Space

- Many staff workstations have inaccessible layouts, restricting participation for some individuals.



- Outdoor play areas and picnic spaces often lack accessible surfaces, routes, and inclusive equipment.
- Seating and amenities are frequently surrounded by grass or uneven terrain.



Mind-Friendly Environments

- Lighting is inconsistent, and there is a lack of designated respite or calming spaces for sensory restoration.



Town Office



Heritage Park

K E Y T A K E A W A Y S

- Multiple sites (4) achieved the Mandatory Certification Requirements (MCR) with having accessible public entrances and access to all key functional spaces.
- Multiple sites (3) are near the 60% threshold for Rick Hansen Foundation Accessibility Certification (RHFAC) representing a solid foundation that can be further enhanced with a range of short-term and long-term improvements
- Easy wins that can quickly increase accessibility and subsequent rating scores include wayfinding improvements, colour contrast enhancements, re-configuration of unfixed furnishings or obstacles, providing sensory-friendly spaces and tools, and enhanced online communications relating to accessibility
- Beyond accessibility of the physical site, communicating key accessibility information in accessible and easily digestible formats can make a huge impact in allowing users to research and plan their trip to each site, and account for possible barriers.

C O M M I T M E N T S

The Town of Stony Plain has demonstrated a commitment to accessibility for all and has a solid foundation that can be further enhanced with short term and long-term planning and improvements.

The Town of Stony Plain is committed:

- To identifying long term actions requiring corporate plan integration
- Balancing accessibility investments between public facing facilities and employee accommodations
- Aligning accessibility priorities with asset management and capital planning cycles

C O N C L U S I O N

The Town of Stony Plain generally meets current building code requirements, and many facilities are close to achieving RHFAC certification. Incremental improvements, consistent standards, and proactive maintenance will significantly enhance accessibility outcomes.

The RHFAC Accessibility Audit supports the Town's *Together We Shine – Understanding Accessibility Initiative*, reinforcing its commitment to inclusion, belonging, and equitable access. By integrating accessibility into asset management planning and capital decision-making, the Town will improve safety, usability, and service levels for residents, staff, and visitors of all abilities.