



AODA - Design for Public Spaces

Maintenance of Accessible Elements in Public Spaces

Accessible Elements:

- Any structure, fixture, installation or equipment at any Big Carrot Location that provides accessibility for customers / staff / clients / guests that have physical disabilities.
- For example: accessible seating areas, service counters, washroom doors / fixtures, automatic doors, elevators, etc.

Procedures for preventative and emergency maintenance of the accessible elements in public spaces

Preventative maintenance:

- Any accessible elements in any Big Carrot location that requires regular preventative maintenance will be the responsibility of the Store Manager, Facility Manager, Project Manager and/or Operations Manager.
- The aforementioned people will determine how the accessible element should be maintained, the maintenance schedule, and if required, the company or contractor that will provide maintenance to ensure the accessible element is in good working order.
- For example:
 - If shopping carts continually block accessible seating areas during busy hours in a store, there should be a plan in place for continually clearing the area of shopping carts

Emergency Maintenance:

- Any accessible elements in any Big Carrot location that requires emergency maintenance will be the responsibility of the Store Manager, Facility Manager, Project Manager and/or Operations Manager.
- The aforementioned people will determine the company or contractor that will be repairing the accessible element to ensure it is in good working order.
- The aforementioned people will contact Human Resources to inform them of the disruption if it lasts *more than 2 hours*.
- For example:
 - If the adult change table in an accessible washroom is broken, the store manager will contact the appropriate company to replace and/or fix the table

Procedures for communication about temporary disruptions in service and accommodation

- If any accessible element at any Big Carrot location is not in working order or is under repair. The following procedure will occur:

- *If possible, a sign indicating that the element is out of service will be placed on or near the accessible element.*
 - If possible, the sign should give an ETA of when the accessible element will be under working order again
 - If the accessible element is not in working order, but an accommodation can be made to assist users, this should also be described on the sign.

- *If the accessible element affects customer use*
 - In addition to a sign at the site of the service disruption, a sign should also be placed near the entrance of the store where it is visible
 - E.g. At the entrance of the store and at the Customer Service Desk
 - Once Human Resources is informed of the disruption they will contact Marketing
 - Marketing can put up a “Disruption to Accessibility Notice” on The Big Carrot website and or social media describing the disruption.

- *If the accessible element affects staff use*
 - In addition to a sign at the site of the service disruption, staff should be notified in a way that will be visible to the most number of staff working during the service disruption
 - E.g sign by the time clock, sign in the lunchroom, memo in department communication books / boards, via staff intranet network (for the future)

Example of Maintenance of Accessible Elements in Public Spaces

- Let’s say the door to the accessible customer washroom “sticks”, making it more difficult for some people with physical disabilities to open the door.
 - A customer informs the Customer Service Desk of the washroom door “sticking” making it difficult for her to open.
 - Customer Service reports this to the Store Manager.
 - The Store Manager contacts Human Resources and describes the disruption to service.
 - The Store Manager contacts the company or contractor that can fix the door and gets an ETA on the repair date.
 - A sign can be created by Human Resources or by staff at the store location that describes the following:
 - The accessible customer washroom door is “sticking” making it more difficult to open
 - The door will be repaired on XXXXX date (if this date is known).
 - If customers would like assistance with opening the door they can go to Customer Service.
 - Human Resources informs Marketing of the disruption in service and accommodation
 - Marketing can post a “Disruption of Accessibility Notice” on The Big Carrot website and/or social media that is similar to the details of the customer sign as described above. The store location of the disruption should also be indicated.



Disruption of Accessibility

Description:

Estimated date when service/equipment will return to working order:

Possible accommodations:



Disruption of Accessibility [EXAMPLE] Southwood Location

Description:

The door to the accessible customer washroom “sticks” and may be difficult to open for some customers.

Estimated date when service/equipment will return to working order:

Friday July 7th

Possible accommodations:

Please see the Customer Service Desk if you require assistance opening the washroom door.