

# Accessibility Guide

## XIX ISA World Congress of Sociology Toronto, Canada



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### 1. [Metro Toronto Convention Centre \(Congress Venue\)](#)

The Congress is being held at the Metro Toronto Convention Centre, located at 255 Front Street West.

- Wheelchairs are limited and available as a courtesy on a first come, first served basis (Guest Services agents are located in the North Building on Level 200 and in South Building on Level 500). Additional wheelchairs may be available at the Registration Desk (North Build, Level 200, Front Street entrance)
- All floors in the venue include:
  - Elevator access to all floors (including Skywalk bridge, parking and street level)
  - Accessible single washrooms
  - Accessible area of refuge in case of emergency
- Accessible entrances to the venue are located on the ground level, which will take you inside the MTCC to Level 200.
- Taxi and bus pickup areas are located on Level 200, Front Street entrance (elevators located to the left and right of Front Street entrance).
- Useful Links:
  - [MTCC Accessible Floor plans](#)
  - [MTCC AODA \(Accessibility for Ontarians with Disabilities Act\) Policy](#)

### 2. [Toronto Pearson International Airport](#)

The Toronto Pearson International Airport is Canada's largest and busiest airport, and offers many accessible features in order to make your travelling experience the most comfortable it can be.

- [Porter service available in both terminals to help with luggage](#)
- Designated drop off locations for passengers who may require assistance
- Accessible shuttles between terminals
- Service Animal pet zones before security
- [TTY and Teletypewriters can be found on all levels of Terminals 1 and 3](#)
- [Accessible parking](#)

#### Useful links:

- [Accessibility Services](#)
- [Terminal Maps](#)
- [A Guide for Persons with Disabilities – Taking Charge of the Air Travel Experience](#)
- [Air Travel Accessibility Regulations](#)

### 3. [Airport Transportation Services](#)

When travelling to downtown Toronto from the Pearson International Airport, there are several options you can use, which offer accessible features.

- [Toronto Transit Commission \(Public Transit\)](#): There are several accessible buses which provide service to and from the airport, including the Toronto Pearson International Airport and the Billy Bishop Airport. Transit from the airport to downtown Toronto is single-fare and takes roughly 45 minutes. Keep reading below for more information on how to navigate the accessible public transportation system in Toronto.
- [UP Express](#): The UP Express is an accessible rail system which connects people from the Toronto Pearson International Airport to Union Station (public transit station and railway station near the

MTCC), Toronto's biggest transit area. For those with disabilities, UP Express stations have accessible features, including:

- Ramps
- Elevators
- Signage with pictograms and plain language
- Trains which board at platform level
- Special assistance at Union Station and Pearson Airport (visit [UP Express' Accessibility page](#) for more information on how to arrange special assistance).

#### 4. [Transit System in Toronto: Toronto Transit Commission \(TTC\)](#)

The Toronto Transit Commission (TTC) is a public transport company that operates bus, subway, streetcar, and para-transit services in Toronto. Below, you will find details on all of the different transportation types that TTC offers.

##### A. [Bus](#)

- The Toronto Bus Terminal is only 5 minutes away from the World Congress venue (MTCC) by taxi, or 10 minutes away via the TTC.
- There are two accessible bus stops right outside of the MTCC, with buses going in both directions and stops on both sides of the street:
  - [Front Street West at John Street Route #121](#)
  - [Front Street West at Simcoe Street Route #121](#)
- Accessible bus stops are marked with a blue international wheelchair symbol, which would be located on the red and white bus stop pole (see Figure 2 below).
- All TTC buses are equipped with a ramp at the front of the door; this would be useful for people who use mobility aids, wheelchairs, scooters and strollers. The bus can also be lowered at the front (kneeling) when necessary to allow someone with a mobility issue to board.
- You can request the ramp or the kneeling feature on the bus by directly asking the operator or showing your Accessible Flashcard (available by calling [TTC Customer Service](#), who can be reached by calling 416-393-4636).
- Once you board the bus, the operator can help with you placing your fare in the box if you cannot reach it.
- On each bus, there are two onboard positions at the front for customers using mobility devices, such as wheelchairs or scooters.
- Before the bus moves, the bus operator will ensure that you are strapped into position if you wish to be.
- TTC now offers priority seating on all buses, designated for use by persons with disabilities. These seats are designed with blue fabric, and have signs posted above them.
- Figure 1 below offers two examples of signs which would indicate that the seat is reserved for persons with disabilities:



Figure 1: Priority Seating

- TTC buses also feature automated stop announcements, which are also visible for those who are hearing impaired. Customers may ask the bus operator to inform them when the bus is approaching their desired stop if they have difficulty with the verbal/visual announcements.

#### Useful links:

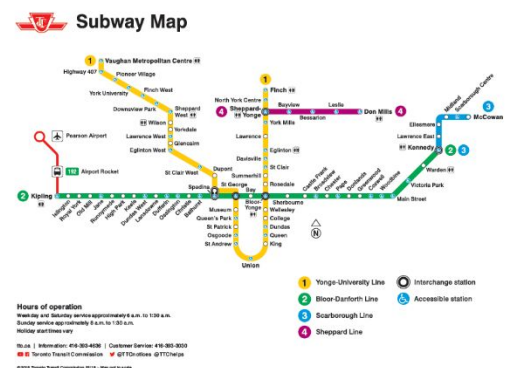
- [TTC Handbook for Accessible Travel](#)
- [List of Accessible Bus Routes and Stops](#)
- [TTC Accessibility](#)
- [Accessible Trip Planner](#)
- [Schedules and Maps](#)

#### B) Subway

- Union Station (Toronto's main transit station) is only roughly [700 meters away from the MTCC](#).
- The TTC operates four subway lines; the system starts at Kipling Station in the west, goes to McCowan Station in the East, and from Union Station in the South to Finch and Sheppard West stations in the north (see Figure 3 below).
- More than half of subway stations have elevator access to the train platforms, and transfers to and from the TTC accessible buses. These stations also have accessible fare gates, sliding automatic doors and improved signage.
- On each accessible subway train, there are one or two allocated wheelchair/scooter positions, where there are flip up/down seats, a handhold and an emergency alarm.
- The easiest way to find the spot for the wheelchair/scooter on the train is to look for the blue and white international symbol of access (See Figure 2 to the right), displayed on the outside of each car and by boarding the train at that door.
- TTC now offers priority seating on all subways, designated for use by persons with disabilities. These seats are designed with blue fabric, and have signs posted above them (see Figure 1 above).
- For visually impaired riders, the TTC offers features which provide better accessibility including the following:
  - Subway platform edge tiles
  - Way-finding paths on center platform floors
  - Subway door chimes and flashing lights
  - Station stop announcements (similar to the bus, except not visual)
  - Stair upgrades that include stair nosing with tonal contrast
  - Braille and raised lettering in elevators and waiting areas
  - Public Announcements in the subway system
- Elevators and escalators are available at many subway stations for all four subway lines



**Figure 2: International Accessibility Sign**



**Figure 3: TTC Subway Map**

#### Useful links:

- [Accessible Trip Planner](#)
- [List of accessible subway stations on TTC](#)
- [Elevator Locations for Subway Stations](#)
- [Subway Map](#)

### C) Streetcar

- [The closest streetcar stop to the MTCC is Union Station.](#)
- Some streetcars now feature low floors for easy access. These streetcars can be identified by the blue international wheelchair symbol on the side of the vehicle at the second door (See Figure 2), and by the blue lights on the front of the streetcar.
- As this is a new service, not all stops are designated yet with the blue wheelchair symbol.
- At stops without streetcar platforms, accessible curb ramps are being installed for easier access. If there is no ramp yet installed, the customer will need to use either the stop before or the stop after.
- When boarding the streetcar, the customer will find the ramp located at the second door of the vehicle. They can press the flashing blue button and the operator will get out of the streetcar to deploy the ramp.
- On the streetcar, there are two onboard positions for wheelchairs and scooters, located at the second door.
- Like the TTC bus line and subway, the same priority seating signs are available for those who require a seat up front (See Figure 1 above).



Figure 4: TTC Streetcar Map

- When the customer is ready to leave the streetcar, they can press the blue flashing button on the inside of the vehicle. The operator can assist them in exiting if need be.
- If the requested stop is not accessible, the operator will inform the person of the nearest accessible stop.
- See Figure 4 for [a map of the streetcar service areas](#), including where accessible stops are located:

### Useful links:

- [Accessible Streetcar Routes](#)
- [Accessible Trip Planner](#)
- [Streetcar Map](#)

### 5. GO Transit

GO Transit is a regional transportation system for the Greater Toronto Area (GTA), serving more than 11,000 kilometers. Both the buses and trains that belong to GO Transit are green and white, and are very easy to recognize. You can connect to the TTC from the GO Transit vehicles.

#### A. GO Trains

- For GO Trains, the accessible rail car is always the fifth car from the locomotive.
- The majority of GO Train Stations are accessible and include the following:
  - Accessible parking

- Accessible washrooms
- Automated door openers
- Elevators
- Ramps and curb cuts
- Mini-Platforms to help with boarding the train
- Priority seating is available on GO Trains to ensure that someone with a disability has a seat; the sign you would be looking for would be on the right of this page (see Figure 5).
- On GO Trains, the seating is located on the lower level of the accessible railcar.
- Courtesy seating is also available for those who may have invisible disabilities.
- All service animals are permitted on GO Trains.



**Figure 5: Priority Seating**

#### *B. GO Buses*

- All GO buses are accessible for people using wheeled mobility aids, but not all bus stops are accessible.
- If the stop you need is not accessible, the bus driver will be able to help you determine the best options for your travel.
- Priority seating is available on GO Buses to ensure that someone with a disability has a seat; the sign you would be looking for would be the same as the one for the GO Trains above (See Figure 5).
- On the bus, priority seating would be located near the driver (except on double decker buses, where it would be located near the stairs)
- All service animals are allowed on the GO Buses.

**Useful Link:** [GoTransit Accessibility Guide](#)

## **6. Accessible Taxi Services**

If you would prefer to not use public transportation, you may want to use the services of a taxi company. Below are two options for businesses which offer accessible taxi services. For contact details, click on the hyperlinked company name.

- [Dignity Transportation](#): Includes accessible vans, buses, non-emergency transfers, accessible luxury limousine. All services can be pre-booked by phone, fax, and email or through the online service. You can also call for service when you are ready. This company services GTA and surrounding areas.
- [GTA Accessible Transportation Incorporated](#): Includes vehicles with wheelchair ramps, lift equipped vans and sedans. Services can be booked by phone or online in advance. Offers pick up, drop off, door to door, on demand and group outings.

## **7. [PATH System](#)**

The PATH system is an underground pedestrian walkway system, which spans more than 30 kilometers, where people can link to public transit.

- The MTCC (Congress venue) is connected to PATH, on Level 400 and 600 and is wheelchair accessible from this location.
- Union Station is accessible by PATH, which is only [700 meters away from MTCC](#).



- Inside the PATH system, you would find the blue wheelchair symbol (see Figure 2) whenever there is an alternate route available for people disabilities (for example, you may see this sign if there are stairs ahead – the alternative route would take you to the elevator).
- [Visit the website and scroll down to download a copy of the PATH map.](#)

## 8. [Accessibility Features of Streets Surrounding MTCC](#)

The streets of Toronto are well equipped with accessibility features in order to keep everyone safe while walking on sidewalks or crossing the road.

- [Accessible Pedestrian Signals](#) (APS): The City of Toronto has installed signalized intersection lights, which allow pedestrians who are blind, visually impaired, or deaf-blind, to know when they have the right of way to cross the road. Along with the walking person on display (see Figure 6), there are two audible tones which are played to indicate the direction in which the pedestrian has the right of way:
  - The cuckoo sound to indicate that the person can cross in the north/south direction
  - The chirp sound to indicate that the person can cross in the east/west direction



**Figure 6: Accessible Pedestrian Signal**

For some intersections, these sounds are automatic. However, at others, the person must push the pedestrian button and hold it for at least three seconds in order to activate the noise. To hear a sample of the noises made by APS machines, [click here](#), scroll down to the bottom, and select “How an APS works”.

- [Tactile Walking Surface Indicator](#): These are cast iron surfaces which provide contrast to the feel of the sidewalk, and are detectable underfoot or when walking with cane. These are used to alert people with vision difficulties of potential hazards (for example, to alert people that they may be close to the road with oncoming traffic).
- [Accessible Parking Permits](#)

**Useful link:** [Accessibility at the City of Toronto](#)

## 9. [Accessible Local Attractions](#)

In Toronto, you will find that there are many great local attractions, which offer accessible features to ensure that everyone can partake in the fun. Check out the list below of different local attractions, all located within a short distance of the MTCC.

- [CN Tower](#)
  - 400 meters away from MTCC
  - Can offer a limited number of wheelchairs that can be borrowed while on site
  - Accessible parking close by at the Rogers Centre
  - Accessible entrance can be found at Bremner Boulevard
  - All viewing platforms and restaurants are accessible
- [Ripley's Aquarium of Canada](#)
  - 450 meters away from MTCC
  - Ramps located at the west and east side of the building

- Accessible parking spots
  - Limited number of wheelchairs are available at Guest Services
  - Service Animals are welcome
- [Royal Ontario Museum](#)
  - 3.1 kilometers away from MTCC
  - Support person can enter free of charge
  - Multiple accessible entrances with no stairs
  - Washroom with assisted toileting at First Aid Room on level one
  - Limited number of wheelchairs available
  - Service Animals welcome
  - Assistive Communication Technology available
  - Assistive Listening Devices available
- [The Hockey Hall of Fame](#)
  - 900 meters away from MTCC
  - Wheelchair accessible parking
  - Wheelchair accessible public washroom
- [Medieval Times Dinner and Tournament](#)
  - 3.9 kilometers away from MTCC
  - Service Animals allowed
  - Assistive devices welcome as required in order to access the show
  - Wheelchairs provided upon request

**If you require additional assistance, please contact Brittany Hines at [isa-accessibility@csa-scs.ca](mailto:isa-accessibility@csa-scs.ca)**