

# GUIDE TO CERTIFICATION

FOR CLIENTS

Version 1.4, December 2018

This guide was developed for clients of Rick Hansen Foundation  
Accessibility Certification™.

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# **Section 1: About Rick Hansen Foundation Accessibility Certification™**

Welcome to Rick Hansen Foundation Accessibility Certification™ (RHFAC). The Rick Hansen Foundation (RHF) has created this guide to assist clients who are interested in having a site rated for its level of meaningful access.

## **Why does accessibility matter?**

The lack of accessibility is a fundamental barrier for people with disabilities. One in seven Canadian adults currently identify as having some form of disability, including mobility, vision, and/or hearing. Due in part to our aging population, this number is projected to increase to as high as one in five Canadian adults by 2036. For the first time ever in Canada, more people are now aged 65 and over than aged 15 and under. It's time we rethink how people of all ages and abilities access spaces where we live, work, learn and play.

## **Accessibility Certification is making a difference.**

Our Accessibility Certification program is a rating system developed to help property owners and managers measure the accessibility of their Sites, and promote increased access through the adoption of Universal Design principles.

It's the first program of its kind to:

- Measure a site's level of meaningful access based upon CSA B651 standards that considers the holistic user experience of people of all abilities, including those with mobility, vision, and hearing disabilities;
- Train individuals to conduct ratings and become designated RHFAC Professionals through a formal instructional training and a standardized professional exam developed by RHF and facilitated by CSA Group; and

- Recognize an organization’s commitment to accessibility through an optional public listing and labelling of certified sites as ‘RHF Accessibility Certified’ or ‘RHF Accessibility Certified Gold’.

Planning for accessibility means you’ll be prepared for Canada’s changing demographics, as well as provincial or federal accessibility legislation. You can attract more customers, employees, and/or tenants, and be acknowledged for your commitment to accessibility. By participating in this program, your organization will be a leader in building a Canada that’s accessible for all.

To learn more, please visit [www.rickhansen.com/rhfac](http://www.rickhansen.com/rhfac).



# Section 2: The 6 Steps to Certification

**1**

## Determine which sites you want rated

Not sure if your site is eligible? Contact [access@rickhansen.com](mailto:access@rickhansen.com)

Does your site qualify?  
See Section 3.1 (pg. 9).



**2**

## Find a qualified Accessibility Assessor

Use the RHFAC Registry to find an Accessibility Assessor near you.

Learn more about Accessibility Assessors and the RHFAC Registry in Section 3.2 (pg. 13).



**3**

## Register your Organization and then your Site(s) on the RHFAC Registry

You must create a Organization account and Site account(s) before you can schedule a rating.

Learn how in Section 3.3 (pg. 14).



**4**

### **Schedule the on-site visit with your Accessibility Assessor**

Work with your Accessibility Assessor to schedule your on-site visit.

Learn what this involves in Section 3.4 (pg. 14).



**5**

### **Receive your Scorecard**

After the on-site visit, your Accessibility Assessor will submit the rating to the RHFAC Registry for adjudication. You will be able to download a rating scorecard when adjudication is complete.

Learn more about adjudication and scorecard in Section 3.5 (pg. 20).



**6**

### **Showcase your site's accessibility**

If your site is certified, you can choose to be listed publicly on the RHFAC Registry and receive a complimentary e-label from CSA Group, and order a plaque or window decals.

Learn more in Section 5 (pg. 25).





## Section 3: Having Your Site Rated for Accessibility

### 3.1 Determine which sites you want to have rated

#### Sites eligible for a rating

The RHFAC program is intended to measure the overall level of meaningful access of the built environment. The rating is not intended as a detailed assessment of all access issues.

The following types of sites are eligible for an RHFAC rating:

- **Existing sites**

**Site Owners** may get their site rated even though they are leasing (or intend to lease) space to other organizations. **Tenants** may get their leased space rated even though they do not own the Site.

Refer to the chart on the following page for examples of eligible sites.

See *Section 3.4: Schedule the on-site visit with your Accessibility Assessor* for more information on permission and other requirements.

- **New construction or major renovation plans**

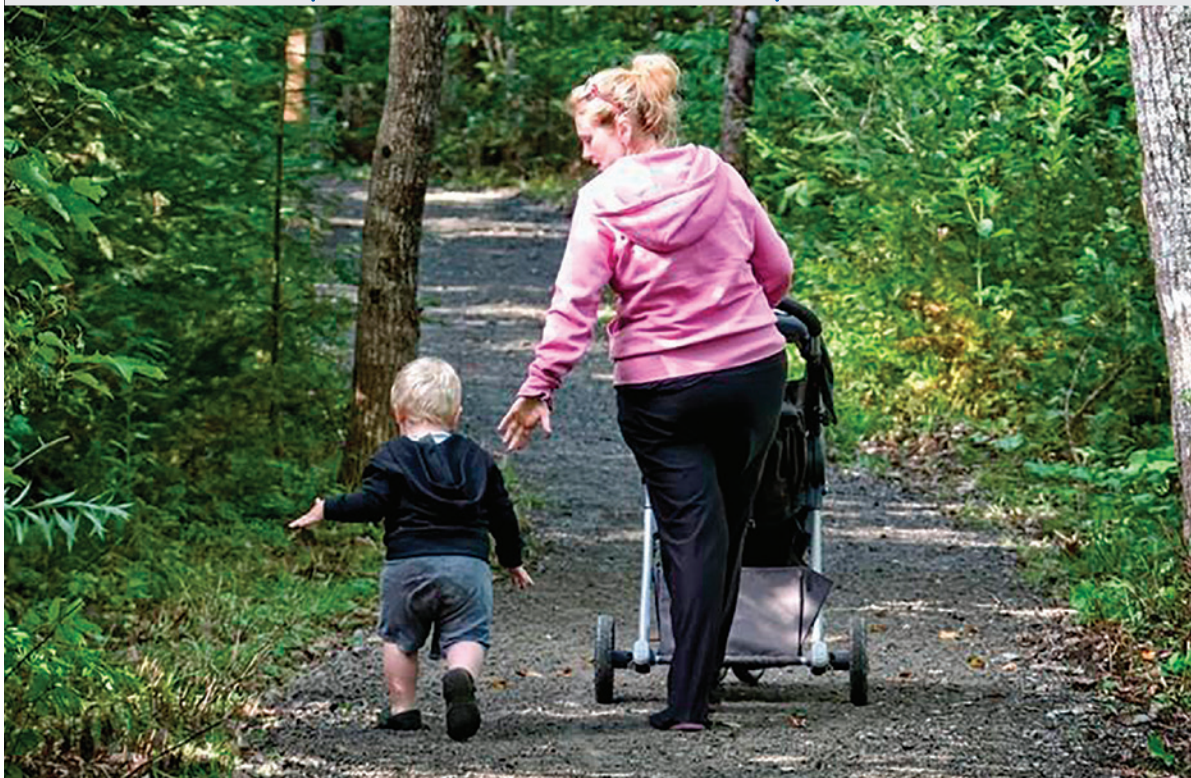
Construction drawings for eligible Sites which have yet to complete construction can receive pre-construction approval.

Pre-construction approval is valid until the site receives an occupancy permit. At this time, you must have an Accessibility Assessor re-rate your site to receive an RHFAC certification level.

**Examples of eligible sites and new construction or major renovation plans:**

Site Type	Eligible Sites (examples)	Non-eligible Sites (examples)
<p><b>Commercial spaces</b></p>	<ul style="list-style-type: none"> <li>• Retail shops, malls, offices, hotels</li> <li>• Light industrial warehouses, distribution centres</li> </ul>	<ul style="list-style-type: none"> <li>• Kiosks, mobile businesses</li> <li>• Manufacturing sites, heavy industrial plants</li> <li>• Landfill and recycling sites</li> </ul>
<p><b>Public spaces</b></p>	<ul style="list-style-type: none"> <li>• Schools, hospitals, recreation centres, arenas,</li> <li>• Museums, theatres, tourist attractions</li> </ul>	<ul style="list-style-type: none"> <li>• Campgrounds</li> <li>• Parks in their entirety</li> <li>• Playgrounds, playing fields, courts, beaches, and other similar features of outdoor recreation areas</li> </ul>
<p><b>Multi-unit residential buildings</b></p>	<ul style="list-style-type: none"> <li>• Condominiums with a common entrance and separate units for dwelling purposes</li> </ul>	<ul style="list-style-type: none"> <li>• Single family homes</li> <li>• Townhomes</li> </ul>

Site Type	Eligible Sites (examples)	Non-eligible Sites (examples)
Trails and pathways	<ul style="list-style-type: none"> <li>• “Front country” trails and urban pathways that are easily accessible by vehicle, mostly visited by day users, have a clearly defined start and end point, a name and a stated length, and are considered accessible by your organization or a reputable third party</li> </ul>	<ul style="list-style-type: none"> <li>• Trails and pathways with a grade of 1:10 or more, and lack an accompanying ramp</li> <li>• Amenities that do not service the trail-user, are not visible from the trail or pathway or not easily located by directional signage along the trail</li> </ul>



## Owned versus tenanted sites

If you are a **Site Owner**, you must identify all the space you control to be rated. In addition, the space:

- should include all areas that are available to the public and employees, and
- may exclude tenanted spaces or restricted areas (e.g. boiler room, biohazardous areas).

If you are a **Tenant**, you must identify your tenanted space and the relevant common areas to be rated, including:

- all areas that are available to the public and employees within the leased space,
- the closest accessible entrance (may include parking if facilities exist) and the direct route from the entrance to the tenanted space,
- the closest accessible sanitary facilities and the most direct route from the sanitary facilities to the tenanted space, and
- the most direct emergency exit route from the tenanted space.

If a tenant occupies a whole Site, all areas will be considered common and will be rated.

## 3.2 Find a qualified Accessibility Assessor

Find, contact and request permission from an Assessor with an RHFAC Professional designation prior to registering your Organization and Site in the RHFAC Registry. Individuals with an RHFAC Professional designation have successfully completed the Accessibility Assessor Training course, have met the field experience requirements, and passed the RHFAC Professional exam. A list of qualified Assessors can be found on the RHFAC Registry at <https://rhfac.csaregistries.ca>.

### About RHFAC Registry

The RHFAC Registry (<https://rhfac.csaregistries.ca>) is hosted by CSA Group, who ensures the certification program is operated independently and is transparent to the public, and that all information critical to a Site's success is accurate and complete.

The Registry allows for all ratings to be checked, as assessors must submit ratings into the Registry for approval by a third-party adjudicator. Upon the adjudicator's approval, participants get their official rating results and have the option to list their Site on the public-facing part of the Registry to be formally recognized for their commitment to accessibility.

Please direct technical support questions to CSA Group at [rhfac.registry@csagroup.org](mailto:rhfac.registry@csagroup.org) or 1-833-874-3222.



## 3.3 Register your Organization and Site on the RHFAC Registry

The RHFAC Registry is where your selected Assessor will submit your rating for adjudication, and where you will access your final results and Scorecard.

### Create a ‘Organization Account’ in the RHFAC Registry

The screenshot shows the RHFAC Registry website's registration page. The header includes the RHFAC logo and navigation links: 'Registry Home', 'Registered Sites', 'About', and 'Login or Register'. The main content area is titled 'REGISTER' and contains the following form fields:

- Company:
- First Name:
- Last Name:
- Email Address:
- Confirm Email Address:

A blue 'REGISTER' button is located at the bottom of the form. The background of the form area features a photograph of a hand touching a screen displaying Braille.

Start by creating a ‘Organization Account’. You only need one account on the RHFAC Registry, no matter how many individual ‘Sites’ you would like to have rated. This account will be managed by you or an organizational representative as you go through the rating process.

Once the ‘Organization Account’ is submitted, CSA Group personnel will verify and approve the information. Allow three business days for approval.

**Registration Tip:** You will receive a verification email from CSA Group. You must reply to this message in order to complete your Organization registration – be sure to check your junk email if you do not receive this within 48 hours of your submission.

## Create a 'Site' for each site being rated

Once your 'Organization Account' is approved, you will need to create a 'Site' for each site you want to have rated.

You must have contacted an Assessor and confirmed their permission to be your assessor before you select that person's name when creating a 'Site' from the drop-down menu.

After you submit your 'Site(s)', CSA Group personnel will verify and approve each one. Allow three business days for approval. Upon approval, you will be emailed an invoice with an RHFAC Application Fee for each 'Site' created. A full breakdown of the registration and rating fees is found in *Section 7: Certification Fees*.

The information you submit when creating a 'Site' in the RHFAC Registry, including the site picture you upload, will be made available online if you choose to list publicly on the Registry (more information on public listing is found in *Section 5: Showcase your Site's Accessibility*). Please review your information to ensure it has been entered fully and accurately.

**A note for property management organizations:** Create an Organization Account on the RHFAC Registry under your organization, and add the strata corporation and address as a 'Site.'



## 3.4 Schedule the on-site visit with your Accessibility Assessor

### Requirements prior to the on-site visit

Once you identify the site you want rated and schedule a rating, your Assessor will ensure that you provide all the necessary information needed to conduct a rating, including:

- The space to be rated,
- Site plans,
- Full access to all areas of the site being rated, and
- An on-site contact person who will be available to provide access.

**Certification Requirement:** To become certified, a site must have a public entrance and all its key functional spaces and amenities must be physically accessible for everyone.

You will also need to provide the following information in advance of your rating:

Site Type	Additional Permission/Requirements
Commercial or public buildings	For a <b>Tenant</b> : You must secure and declare permission from an authorized representative of the <b>Site Owner</b> to undertake a RHFAC rating in applicable common areas.



Site Type	Additional Permission/Requirements
<p><b>Multi-unit residential buildings</b></p>	<p>For a <b>Strata Corporation</b>:            You must provide your Assessor with access to at least one unit reflective of typical finishings and either:</p> <ul style="list-style-type: none"> <li>• Physical access to additional units that represent all the configuration (detailed plans) of a Site, OR</li> <li>• Plans of each different unit configuration (detailed plans) in the Site in advance</li> </ul> <p>For a <b>Property Management Organization</b>:            You must provide your Assessor a letter from the strata corporation stating that you have permission to represent them throughout the rating process, access to at least one unit reflective of typical finishings, and either:</p> <ul style="list-style-type: none"> <li>• Physical access to additional units that represent all the configuration (detailed plans) of a Site, OR</li> <li>• Plans of each different unit configuration (detailed plans) in the Site in advance</li> </ul>

<p><b>Trails and pathways</b></p>	<p>You must provide:</p> <ul style="list-style-type: none"> <li>• Clear start and end points of the trail</li> <li>• Length of trail (km)</li> <li>• Name of trail</li> <li>• Surface type of trail (e.g., paved, hard-packed aggregate, gravel)</li> <li>• Amenities that <i>specifically</i> service the trail and brief justification</li> <li>• Plans of the trail indicating start and end points, length, and amenities</li> <li>• Contour map indicating grade</li> <li>• Verbal or written confirmation that the trail is considered currently accessible by your organization or a reputable third party</li> </ul>
<p><b>New construction or major renovation plans</b></p>	<p>You must provide all relevant construction drawings pertaining to your Site.</p> <p>Architectural drawings must include site plans, plan drawings, and evaluation drawings. Additional documents could include schematics and colour palette.</p>

# What you can expect during the on-site visit

At a pre-scheduled time and date, your Assessor will arrive at your site to conduct the rating. An on-site visit typically takes six to 22 hours, depending on the size and complexity of your site. Your Assessor will provide a time estimate based on the scope you provided in preparation for the rating.

During the on-site visit, your Assessor will:

- gather information to complete the RHFAC Rating Survey, a standardized questionnaire to which points are awarded to measure meaningful access,
- use simple measuring tools (i.e. measuring tape, light meter, inclinometer), and
- take photographs that will be submitted to the Registry as evidence for adjudication (these photographs will not be made public).

The survey evaluates the accessibility of the space using the following categories:



**Vehicular Access**



**Exterior Approach and Entrance**



**Interior Circulation**



**Interior Services and Environment**



**Sanitary Facilities**



**Signage, Wayfinding and Communications**



**Emergency Systems**



**Additional Use of Space**



**Residential Units**



**Trails and Pathways**

*See Appendix A: RHFAC Rating Survey: Categories and Elements for a list of areas that will be rated.*

The points tallied through the RHFAC Rating Survey ultimately determines your site's final rating score and corresponding certification level. See *Section 4: Understanding Your Results and Certification Level* for more details.

As a reminder, your rating provides a snapshot of the accessibility of your site. It is not intended to be a detailed assessment of all access issues.

## 3.5 Receive your Scorecard

### How the Scorecard results are adjudicated

To receive your results, an independent adjudicator must approve your Assessor's rating to ensure ratings are consistent and accurate.

Adjudication is facilitated by the online RHFAC Registry. Your Assessor must submit the final rating survey and supporting evidence (e.g., photographs) to the Registry so an adjudicator may review the survey. The adjudication process typically takes ten to twelve weeks after your Assessor submits the rating. However, this may vary depending on the complexity of the rating and is subject to change.


## Access your Scorecard when notified

Ratings are designed to provide an understanding of the level of meaningful access for people with disabilities. You can access your results through the RHFAC Registry.

You will receive a Scorecard and a Letter of Certification that will include your certification level and final rating score. The Scorecard and a Letter of Certification is not published unless you choose to have it listed publicly on the RHFAC Registry.

Your selected Assessor should provide the key areas of success and improvement for your site. You will be able to access this feedback within the 'Site' dashboard in the RHFAC Registry under “RHFAC Rating Feedback”.

## Sample Scorecard



**ORGANIZATION ABC**  
123 Company Street, Vancouver BC Canada

**CERTIFICATION LEVEL**

FINAL RATING SCORE

**85%**

**RHF**  
Accessibility  
Certified Gold

DATE OF RATING: March 27, 2018  
 PERIOD OF CERTIFICATION: 2017-09-13 to 2022-09-13  
 REGISTRATION NUMBER: RHF-1234-5678  
 MODULE: Commercial & Public Sites  
 RHFAC PROFESSIONAL: Name  
 RHFAC ADJUDICATOR: Name

Earned	Available	Earned	Available
40	45	47	63
20	30		
36	42		
46	49		
0			
144	196		
Earned	Available	Earned	Available
23	26	18	19
19	27	20	32
16	21	0	
0		220	248
0	74		
Earned	Available	Earned	Available
16	20	4	7
19	23	24	25
12	20	21	30
0		17	18
		15	24

**Accessibility**

For improvement

to within the rating survey

Reveal where you can improve

of accessibility based upon points

of determining your RHFAC

achieved.

ness and has achieved at least


ness and has achieved at least

AC Program.

for everyone.

the rating system that evaluates a commitment to accessibility

## Letter of Certification



**LETTER OF CERTIFICATION**

This letter is to certify that an RHFAC Adjudicator has reviewed and approved the rating survey and accompanying evidence provided by an RHFAC Professional for

**ORGANIZATION ABC**  
123 Company Street,  
Vancouver, BC, Canada V6B 1A9

of

**ORGANIZATION ABC**  
910 Mainland Street,  
Vancouver, BC, Canada V6B 1A9

This site has achieved a certification level of **RHF Accessibility Certified Gold** from the Rick Hansen Foundation Accessibility Certification™ (RHFAC) program.

**PERIOD OF CERTIFICATION:** September 13, 2017 to September 13, 2022  
**REGISTRATION NUMBER:** RHF-123-4567

**AREAS COVERED BY CERTIFICATION:**  
 A free-standing Site including offices, meeting rooms, elevators, stairs, cafeteria, washrooms, other common spaces such as halls and passageways) and exterior (parking lots, loading dock, front and rear entrances and surrounding sidewalks).

---

Electronically signed \_\_\_\_\_ Name \_\_\_\_\_ 01 January, 1900 \_\_\_\_\_  
 Via the RHFAC Registry NAME OF ADJUDICATOR DATE

March 07, 2018 rhfac.csaregistryes.ca

# Section 4: Understanding Your Results and Certification Level

Depending on the points outlined on your Scorecard, your site will receive a rating score and corresponding certification level:

Final Rating Score	Certification Level (Existing Sites)	Pre-Construction Approval Level (Design/Construction Phase)
80%+	RHF Accessibility Certified Gold	RHF Accessibility Certified Gold – Pre-construction Approved
60%-79%	RHF Accessibility Certified	RHF Accessibility Certified – Pre-construction Approved
Below 60%	Not Certified	Not Approved



**Certification Requirement:** To become certified, your site must have a public entrance and all its key functional spaces and amenities must be physically accessible for everyone.

## Request for Rating Review

Any issues relating to your rating results or Scorecard should be directed to your Assessor for consideration and review. Upon completion of the Assessor's review, either party may request that RHFAC undertake a review of the decision of the Assessor.

To request a review with RHFAC, you must email [access@rickhansen.com](mailto:access@rickhansen.com) with your organization name, site name, registration number, the exact element(s) or line items in your Scorecard that you would like reviewed with the respective rationale, and detailed outcomes from the Assessor's review. Upon receiving such a request, RHFAC may consider the matter and make a final determination at its discretion. The relevant RHFAC Adjudicator and/or Assessor may be consulted. RHFAC will communicate the decision to you. All decisions are final.





## Section 5: Showcase Your Site's Accessibility

If your site is 'Accessibility Certified' or 'Accessibility Certified Gold', you may choose to showcase your achievement. You may:

- **List your site publicly on the online RHFAC Registry**  
This free option means that your site's Scorecard and Letter of Certification, picture of the site, and address will be publicly listed on the RHFAC Registry along with other rated Sites across Canada: [rhfac.csaregistries.ca/Site/Listing.aspx](http://rhfac.csaregistries.ca/Site/Listing.aspx)

When you choose to be listed publicly on the RHFAC Registry, you can:

- **Display a free electronic label**  
Provided by CSA Group via email, you can use this customized electronic label as per its terms of use (see *Appendix B: RHFAC Registry Label & Trademark Usage Guidelines*), and/or



*Above: Example of e-label.*

- **Display a plaque or window decal at your site**  
These can be ordered through the RHFAC Registry and are provided by the CSA Group for an additional fee (see *Section 7: Certification Fees* for a full list of fees).

*Right: Example of the plaque and window decal.*



## Section 6: Maintaining Your Rating and Certification

Your certification is valid for five years from the date of the adjudication.

You must declare all substantial changes to your Site to RHF. An RHFAC Professional and/or RHFAC adjudicator may investigate any declared changes to determine if the site continues to meet certification levels. **RHF reserves the right to withdraw RHFAC Certification at its own discretion.**

In order to maintain certification during this period, **you must complete a short mid-term questionnaire** after two-and-a-half years to confirm there are no changes affecting your site's accessibility.

The questionnaire will ask:

1. Were there any changes to your Site that could have affected the site's accessibility or certification level since it was rated? (Yes / No). If yes, please explain in full detail.
2. Are there any planned changes to your Site that you expect to be implemented over the next two-and-a-half years, which could affect the site's accessibility or certification level? (Yes / No). If yes, please explain in full detail.
3. Have you received any feedback with respect to your site's accessibility and certification level? (Yes / No). If yes, include the source and date of feedback, as well as any actions taken as a result.

## Section 7: Certification Fees

The certification fee may contain three different elements:

1. Application Fee (Required)
2. Assessor Rating Fee (Required)
3. Labelling Fee (Optional)



## 7.1 Application Fee (Required)

All participants must pay an Application Fee. This fee is invoiced by and paid directly to CSA Group when creating a 'Site' on the RHFAC Registry. The fee covers the administration of the RHFAC Registry, the adjudicator's review, confirmation of the certification rating, and the online RHFAC Registry posting. You will not receive your Scorecard until this invoice is paid to CSA Group.

All prices listed in Canadian Dollars (CAD).

Site Size	Non-profit rate*	For-profit rate
<b>Buildings</b>		
<21,000 sq. ft.	\$1,350	\$1,350
21,000 – 100,000 sq. ft.	\$1,350	\$1,850
>100,000 sq. ft.	\$1,350	\$2,350
<b>Trails and pathways</b>	\$1,350	\$1,350

\*The non-profit rate applies only to organizations that are recognized as a registered charity or non-profit organization by the Canadian Revenue Agency. The for-profit rate applies to all other organizations.

## 7.2 Assessor Rating Fee (Required)

The Assessor Rating Fee is charged by your Assessor to conduct both an on-site rating, and complete the report to submit to the Registry for adjudication. The entire process typically takes 6 to 22 hours, but may vary based on the size and complexity of a site. The following table provides an **estimated** number of hours needed to rate a typical Site based on its square footage.

**Please speak to your Assessor directly for rates.**

Site Size	<5,000 sq ft	5,001-21,000 sq ft	21,001-60,000 sq ft	60,001-100,000 sq ft	100,001+ sq ft
Total Hours	6	9.5	13.5	17.5	22



## 7.3 Labelling Fees (Optional)

When you choose to publicly list your site on the RHFAC Registry, hosted by CSA Group, you may purchase plaques and/or window decals (see an example on page 25) for your existing site directly from CSA Group.

Label	Fee (CAD)	Notes
<b>Public listing on RHFAC Registry</b>	Free	
<b>RHFAC electronic label</b>	Free	In order to use the electronic label, your site must be listed publicly on the RHFAC Registry.
<b>2 window decals (8" x 12")</b>	\$250	Purchased directly from CSA. Your site must first be listed publicly on the RHFAC Registry.
<b>1 plaque (11.5" x 17.5")</b>	\$300	Purchased directly from CSA. Your site must first be listed publicly on the RHFAC Registry.
<b>2 window decals (8" x 12") and 1 plaque (11.5" x 17.5")</b>	\$350	Purchased directly from CSA. Your site must first be listed publicly on the RHFAC Registry.
<b>1 accessible plaque (21" x 28")</b>	\$1250	Purchased directly from CSA. Your site must first be listed publicly on the RHFAC Registry.

# Appendices

## Appendix A: RHFAC Rating Survey: Categories and Elements

<b>1. Parking</b>		<b>Available</b>
1.1	Parking	41
1.2	General Vehicular Access	20
<b>Innovation</b>		
<b>Total Points for Parking</b>		<b>61</b>

<b>2. Exterior Approach and Entrance</b>		<b>Available</b>
2.1	Exterior Pathways to Facilities on Site	45
2.2	Exterior Ramps	34
2.3	Exterior Stairs	42
2.4	Main Entrance or Alternative Accessible Entrance	67
<b>Innovation</b>		
<b>Total Points for Exterior Approach and Entrance</b>		<b>188</b>

<b>3. Interior Circulation</b>		<b>Available</b>
<b>3.1</b>	Interior Doors and Doorways (not including Sanitary Facilities)	59
<b>3.2</b>	Path of Travel	19
<b>3.3</b>	Corridors and Hallways	26
<b>3.4</b>	Interior Ramps	33
<b>3.5</b>	Elevators	58
<b>3.6</b>	Interior Stairs	37
<b>3.7</b>	Escalators and Moving Walkways	12
<b>3.8</b>	Vertical Platform Lifts	32
<b>Innovation</b>		

**Total Points for Interior Circulation** **276**

<b>4. Interior Services and Environment</b>		<b>Available</b>
<b>4.1</b>	Lobby and Reception Area	18
<b>4.2</b>	Reception Desks and Service Counters	24
<b>4.3</b>	Waiting Areas, General Seating, Meeting Rooms and Lounges	18
<b>4.4</b>	Kitchen	43
<b>4.5</b>	Acoustic Considerations	10
<b>4.6</b>	Illumination	21
<b>Innovation</b>		

**Total Points for Interior Services and Environment** **134**



<b>5. Sanitary Facilities</b>		<b>Available</b>
<b>5.1</b>	Washrooms	80
<b>5.2</b>	Showers	37
<b>Innovation</b>		

**Total Points for Sanitary Facilities** **117**

<b>6. Signage, Wayfinding and Communications</b>		<b>Available</b>
<b>6.1</b>	General Signage and Wayfinding	36
<b>6.2</b>	Room Signage	25
<b>6.3</b>	Directory Board/Information Kiosk	17
<b>6.4</b>	Communications	15
<b>Innovation</b>		

**Total Points for Signage, Wayfinding and Communications** **93**

<b>7. Emergency Systems</b>		<b>Available</b>
<b>7.1</b>	Emergency Exits/Refuges	28
<b>7.2</b>	Fire Alarm Systems and Equipment	15
<b>7.3</b>	Site Evacuation Instructions	20
<b>Innovation</b>		

**Total Points for Emergency Systems** **63**

<b>8. Additional Use of Space</b>		<b>Available</b>
<b>8.1</b>	Workstations	21
<b>8.2</b>	Public Assembly	27
<b>8.3</b>	Exhibit Space	17
<b>8.4</b>	Lodging and Temporary Accommodation	44
<b>8.5</b>	Outdoor Recreation	13
<b>8.6</b>	Cafeterias, Restaurants and Bars	37
<b>8.7</b>	Retail Outlets	35
<b>8.8</b>	Playgrounds	17
<b>8.9</b>	Fitness Centre	30
<b>8.10</b>	Pool	40
<b>8.11</b>	Change Room	22
<b>8.12</b>	Mail Service	17
<b>8.13</b>	Shared Laundry Room	19
<b>8.14</b>	Storage Facilities	19
<b>8.15</b>	Viewpoints	29
<b>8.16</b>	Visitor Centre/Information Kiosk	28
<b>8.17</b>	Picnic Areas	23
<b>Innovation</b>		

**Total Points for Additional Use of Space**

**438**

<b>9. Residential Units</b>		<b>Available</b>
<b>9.1</b>	Unit Security and Entry Systems	8
<b>9.2</b>	Unit Entrance or Alternative Accessible Entrance, Entrance to Outdoor Spaces	51
<b>9.3</b>	Unit Interior Doors	18
<b>9.4</b>	Unit Kitchen	52
<b>9.5</b>	Unit Hallways	14
<b>9.6</b>	Unit Interior Stairs	34
<b>9.7</b>	Unit Bedrooms/Closets	12
<b>9.8</b>	Unit Toilet Room	51
<b>9.9</b>	Unit Showers/Bathtubs	36
<b>9.10</b>	Unit Laundry	16
<b>9.11</b>	Unit General Requirements	19
	<b>Innovation</b>	

**Total Points for Residential Units** **311**

<b>10. Trails and Pathways</b>		<b>Available</b>
<b>10.1</b>	Trail/Pathway Features	42
<b>10.2</b>	Trail/Pathway Exterior Ramps	31
<b>10.3</b>	Trail/Pathway Exterior Stairs	38
<b>10.4</b>	Trail/Pathway Signage and Wayfinding	14
	<b>Innovation</b>	

**Total Points for Trails and Pathways** **125**

## Appendix B: RHFAC Registry Label & Trademark Usage Guidelines

**The Site Owner must display any certification labels (window decals or plaques) in a manner that does not misrepresent the areas that have been certified.** When a Site Owner obtains certification, they may opt to display physical certification labels. In this event, the Site Owner must display labels in a manner that avoids implying that the entire premises has been certified when it has not.

**The Tenant may display any certification labels in the Leased Tenanted Space only.** When a Tenant obtains certification, they may opt to display certification labels. In this event, the Tenant must display labels in the Leased Tenanted Space only to avoid implying that the entire premises has been certified.

# RHFAC Registry Label & Trademark Usage Guidelines

The level of certification and associated Label is awarded by the Rick Hansen Foundation (RHF), in accordance with the Rick Hansen Foundation Accessibility Certification™ Program which is a program that is solely operated by them (hereto referred to as the *RHFAC Program*), as confirmed to the *Rick Hansen Foundation Accessibility Certification Registry* (hereto referred to as *RHFAC Registry*) by way of a letter issued by a RHF-approved Adjudicator to the Canadian Standards Association (CSA). CSA is only responsible for hosting the Registry; and the Label issued is based on RHF’s assessment in accordance with the *RHFAC Program* requirements.

## 1 Trademark Graphics

As a recipient of a successful Rick Hansen Foundation Accessibility Certification™ (RHFAC) status of either “RHF Accessibility Certified” or “RHF Accessibility Certified Gold” (hereto referred to as a *registrant*) you will be eligible to order a RHFAC Label (“Label”) depicted below. The Label use (e-label, window decal and/or plaque, as applicable) shall be in accordance with Section 2 of these Guidelines.



## 2 Trademark Usage Guidelines for a RHFAC Registrant

### 2.1 Registrant

Subject to the terms of the agreements entered into by you with RHF and CSA Group (“Agreements”) and all other terms of this *RHFAC Registry Label & Trademark Usage Guidelines*, as a Registrant with *RHFAC Registry*, you are only authorized to:

- (i) publicly post the *Label* awarded to you by *RHFAC Program*, by way of a Registry-issued plaque, window decal or e-label, illustrating your organization’s level of achievement in the *RHFAC Program*; (such as the Site meets the “RHF

Accessibility Certified” or the “RHF Accessibility Certified Gold”);

- (ii) affix the plaque and/or window decal bearing the Label only on the Site named in the *RHFAC Registry* listing;
- (iii) use the *Label* in your hard copy promotional materials directly related to the Site named in the *RHFAC Registry*; and
- (iv) refer to your Site as “RHF Accessibility Certified” or “RHF Accessibility Certified Gold” in your promotional material, depending on the certification level awarded by RHF.

in each case subject to the terms of your Agreement, and the provisions of these *RHFAC Registry Label & Trademark Usage Guidelines*.

However, in each instance where the Label is used or affixed, it shall always be used and affixed unmodified, including the unique registration number issued by the *RHFAC Registry* for the Site along with a reference to the Site name and the validity period.

In the event of any discrepancy between these *RHFAC Registry Label & Trademark Usage Guidelines* and the Agreements, the terms of the Agreements take priority over the terms of these *RHFAC Registry Label & Trademark Usage Guidelines*.

The Label associated with the *RHFAC Program* is referred to as the Label Trademark.

As a *registrant* of the *RHFAC Program*, you shall comply with the following:

- 1) The Label Trademarks shall only be used in strict accordance with these *RHFAC Registry Label Usage & Trademark Guidelines*, as may be updated from time to time;
- 2) Usage of the Label Trademarks is limited to the Label administered by the *RHFAC Program* and the *RHFAC Registry*;
- 3) You may publicly post the physical Label provided by the *RHFAC Registry* in plaque or window decal form only on the Site which is named on the *RHFAC Registry* and must also include the unique registration number associated with the Site with the validity period. Labels must be removed immediately at the end of their validity period;
- 4) You may not post the Label in plaque or window decal form at any other location, other than the one that has received certification by the RHF through the *RHFAC Program* and is listed on the *RHFAC Registry*;
- 5) You may not use the Label Trademarks on any product or product packaging;
- 6) The Label Trademarks shall only be used in their full provided form, which shall ensure inclusion of; the unique registration number along with a reference to the specific Site that is linked to such unique registration number as well as the validity period

as registered in the *RHFAC Registry*.

- 7) You must not use the Label Trademarks in any way that is misleading;
- 8) You must be accurate and precise as to Site that the Label is making a reference to.  
Note: For example, when a Site which is named on the *RHFAC Registry* with a unique registration number is referenced together with other Sites that are not included in the *RHFAC Registry*, and a Label is also included, you must clearly indicate which Site(s) are certified by the RHF under the *RHFAC Program*;
- 9) You must not use the Label on promotional merchandise such as t-shirts, pens and baseball caps;
- 10) You may use the Label Trademarks label on a plaque or window decal that has been issued by the *RHFAC Registry* operator, or in hard copy format if the applicable Site's unique registration number and Site address is clearly marked alongside the Label and prior consent is obtained for each intended use without the right to sub-license. When used in hard copy the Label must be a minimum size of 3" wide x 4.5" high;
- 11) The Label Trademarks must not be combined with any other trademark to be used as a basis for a new trademark. You may not adopt any marks or use or register any domain names which are confusingly similar to those of this Label or Label Trademark;
- 12) You must not use the Label Trademarks on any web site that disparages CSA Group or RHF or its services, infringes on CSA's or RHF's intellectual property or other rights, contains any objectionable content, or violates any federal, provincial or foreign law;
- 13) The right to use the Label Trademarks is granted to you only and is not transferable or assignable to any other party. You have no title or interest in the Label Trademarks and cannot authorize a third party to use the Label Trademarks;
- 14) RHF and CSA Group has the right to inspect your use of the Label Trademarks and request samples of usage from you, from time to time. You shall remedy any deficiencies in your use of the Label Trademarks, upon notice from RHF and/or CSA Group and at your own expense;
- 15) You must not do anything that might harm the reputation or goodwill associated with the Label Trademarks;
- 16) You take full responsibility for any misuse, unauthorized use or damage caused to any party as a result of your use of the Label Trademarks. You agree to pay the sums required by RHF and/or CSA Group for any misuse, unauthorized use and/or damages to RHF and /or CSA Group, as well as execute a settlement agreement with RHF and/or CSA

Group, if requested;

- 17) If you learn of or suspect any unauthorized use of the Label Trademarks you will promptly notify RHF and/or CSA Group;
- 18) Your ability to use the Label or Label Trademark, will be revoked automatically upon the termination of your Agreement with *RHFAC Program*. Upon termination of the Agreement, and at the request of RHF and/or CSA Group, you must provide proof, satisfactory to RHF and/or CSA Group, that you have ceased using the Label Trademarks. This provision will survive the termination of your Agreement. However, as long as your listing remains on the *RHFAC Registry*, with an active validity period, you may continue to use the Label, subject to your continued compliance with these *RHFAC Registry Label & Trademark Usage Guidelines*, which will survive the termination of your Agreement with respect to such use. Per requirement 3, above, Labels must be removed immediately at the end of their validity period;
- 19) You may not transfer the Label in hardcopy or softcopy format to a third party, without the prior written consent of RHF and CSA Group for each intended use (e.g. if the Site is sold or leased). Fees may apply;
- 20) You may not translate the text of the Label Trademarks, without the prior written consent of RHF and CSA Group;
- 21) You may use the Label in electronic format as long as rules for hard copy version of the Labels from these guidelines are used, and prior consent is obtained for each intended use without the right to sub-license;
- 22) You may use the Label in electronic format, as long as it is used in its entirety (by including the unique registration number and Site name and/or address for the Site, validity period and registry link). If used in electronic format it needs to be used at a minimum of 330 pixels wide;
- 23) You must use the same Label format, in its entirety, (in the format issued by the RHFAC Registry) for the plaque, window decals, and e-label, and the plaques, window decals, and e-labels must be issued by the RHFAC Registry. Registrants are not authorized to alter the Label in any way;
- 24) Any usage of any other RHF or CSA Group trademark is prohibited.
- 25) Any unauthorized use of RHF or CSA Group trademarks will be vigorously policed. When unauthorized use of RHF or CSA Group trademarks occurs, RHF or CSA Group will require that you take any action they deem necessary to correct the infraction in order to protect the integrity of RHF or CSA Group's trademarks. In the event of unauthorized use, RHF and CSA Group reserves the right to:



- (i) suspend your use of RHF or CSA Group's trademarks;
- (ii) require corrective action, reasonable in its sole opinion, be undertaken at your expense;
- (iii) require payment of a monetary penalty, reasonable in its sole opinion; and
- (iv) cancel any agreement you may have with RHF or CSA Group upon written notice.

26) Subject to, and at our sole discretion, the successful registration of each of your Sites, you are granted a non-exclusive, non-transferrable, revocable license to use our Label in association with references to the registered Site: in the manner specified by us, strictly at the facility locations as authorized by us; and for so long as your Site remains in compliance with the RHFAC Program requirements and is listed in the *RHFAC Registry*.

### **Notice of Material Changes**

You must inform your RHF Adjudicator and the *RHFAC Registry* immediately of any changes that may affect your ability to conform with the *RHFAC Program* requirements, including without limitation changes to legal, commercial, organizational status or ownership; key managerial, decision-making or technical staff; modifications to the Site; contact address and production sites; scope of operations in the Site; major changes to the management system; or relevant changes to your quality system ("Your Change").

Without limitation to the above, you must provide us with at least ninety (90) days' prior written notice to [rhfac.registry@csagroup.org](mailto:rhfac.registry@csagroup.org), of any changes to: name, address, or your owner; name, address or ownership of Facilities or where RHFAC Label(s) are permitted to be applied to Site and/or products; or any changes to brands or designations under which a RHFAC Label may be distributed. You will provide proof of any such changes in the form required by us. If additional labelling or new relabeling is required, this is at the cost of the registrant.

### **Advertising**

1.) Upon receiving confirmation from the RHF of successful completion of RHFAC Program requirements and receipt of an associated Label, and only while the validity period is in force, you may include the Label in advertising or promotional materials or other literature strictly in association with the Site currently documented in the RHFAC Registry as certified by the RHF. You may refer to such Site as "RHF Accessibility Certified" or "RHF Accessibility Certified Gold", but otherwise you may not use or reproduce our Label Trademarks, or state or imply that we have approved or endorsed your Site.

2.) You will not make any public representations that imply anything other than that RHF has certified your Site and CSA Group has listed it on the RHFAC Registry.

3.) Any claims made by you regarding certification must be consistent with the scope of certification and will not be misleading to the public.

4.) At our request, you will amend or discontinue all advertising, promotion or other activity deemed inappropriate by us, all at your own expense. This obligation requires you to instruct third parties acting at your direction.

For any inquiries about your use of the *Label or Label Trademarks* please contact CSA Group at [rhfac.registry@csagroup.org](mailto:rhfac.registry@csagroup.org).

## Appendix C: Getting an RHFAC Professional Designation

Learn about meaningful access in the built environment and become qualified to conduct RHFAC ratings.

Rick Hansen Foundation Accessibility Certification™ (RHFAC) is a rating system that evaluates the accessibility of commercial, institutional, and multi-unit residential Sites. Ratings may only be conducted by specially-trained individuals with an RHFAC Professional designation.

Whether you're a city planner, architect, general contractor, design-builder, or anyone interested in accessibility, having the RHFAC Professional designation will provide you with the knowledge and practical skills needed to analyze a Site for overall accessibility of the built environment.



Visit [rickhansen.com/RHFAC](http://rickhansen.com/RHFAC) for more information about how to qualify for an RHFAC Professional designation.

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