



MOBILITY, FLEXIBILITY, AND DEXTERITY



GCworkplace Consultation Series on Accessibility

PRELIMINARY REPORT – MOBILITY, FLEXIBILITY, AND DEXTERITY

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DEPARTMENT: ACCOMMODATION MANAGEMENT AND WORKPLACE SOLUTIONS, REAL PROPERTY SERVICES, PUBLIC SERVICES AND PROCUREMENT CANADA



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Introduction

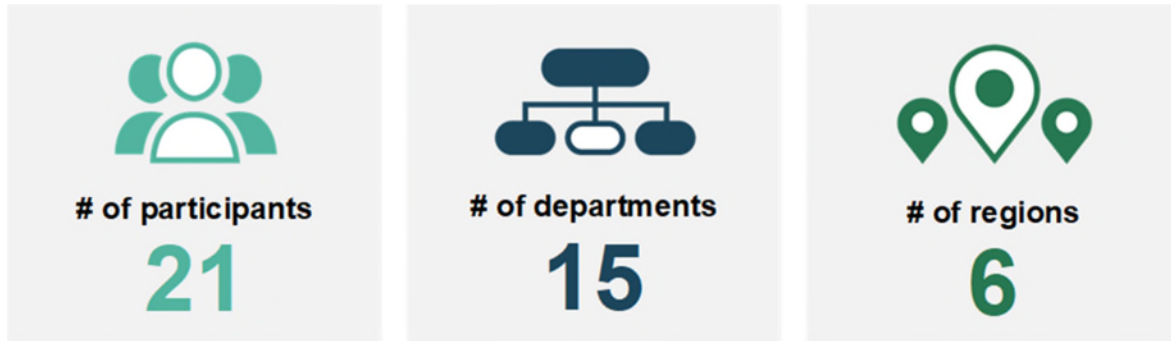
The GCworkplace Consultation Series on Accessibility was created as part of the mandate of the Centre for GCworkplace Innovation, which is to foster knowledge transfer and innovation as well as develop new concepts and tools for the Government of Canada (GC) workplace in collaboration with GC departments, agencies, and external partners. It was also created following the GC's priority and commitment towards accessibility by partnering with key stakeholders.

The GCworkplace Consultation Series on Accessibility consists of a series of virtual workshops with persons with various types of disabilities (visible and invisible) to discuss and understand their needs in the workplace. A total of 14 sessions (seven in English and seven in French) were originally organized; due to high demand, additional sessions have been added for certain disabilities. Through engagement and consultation with users of workplaces, each session will address existing and emerging or potential workplace barriers for a specific type of disability including mobility issues, cognitive impairments, learning disabilities, environmental sensitivity, visual impairments, hearing impairments, and psychological and mental health.

The first two sessions, attended by persons with mobility, flexibility, and dexterity disabilities, were held on September 16 (in French) and September 23 (in English). Following the success of the first sessions, two new dates have been added, both in English, on January 19 and February 9, 2021. The report will be amended after these additional sessions have been completed.

Sessions statistics

For Mobility, flexibility, and dexterity disabilities sessions held on September 16th and 23rd, 2020.



PARTICIPATING DEPARTMENTS

- Canadian Radio-television and Telecommunications Commission
- Canadian Revenue Agency
- Canada School of Public Service
- Correctional Services Canada
- Employment and Social Development Canada
- Global Affairs Canada
- Immigration, Refugee and Citizenship Canada
- Justice Canada
- Parks Canada
- Public Service and Procurement Canada
- Public Service Commission
- Shared Services Canada
- Transport Canada
- Treasury Board Secretariat
- Veterans Affairs Canada

PARTICIPATING REGIONS AND CITIES

- **National Capital Area**
- **Western** (Wasagaming)
- **Atlantic** (Charlottetown & Halifax)
- **Quebec** (Montreal, St-Jean-sur-Richelieu)
- **Ontario** (Toronto & Peterborough)
- **Pacific** (Vancouver)



Comments

CURRENT WORKPLACES

Participants were asked to share their thoughts on their current workplaces—what works, what doesn't—as well as to imagine their dream workplaces. They were also walked through what a GCworkplace might look like and asked about potential barriers in specific parts of a workplace.



When asked about their current workplaces, one participant noted that their current workplace was the most inclusive one they had ever worked in. The participant requires a sit-stand desk, and their current workplace was the first one they had ever worked in where every employee had a sit-stand desk. The participant commented that it was the first time they felt included instead of standing out because their desk was different, and suggested that this approach—where everyone has sit-stand desks, dual monitors, etc—both is more inclusive and removes barriers for employees with disabilities.

In general, however, participants felt that their current workplaces did not deal well with disabilities or the need for accommodations. Several common concerns arose.



The process for getting accommodations

Participants were concerned about how long it can take to get even basic accommodations, such as ergonomic equipment. They were also frustrated that, while managers are responsible for accommodations, most managers are not properly trained to deal with requests for accommodations, particularly for people with invisible disabilities.

Meeting rooms and common areas that were not accessible

Participants frequently spoke of meeting rooms that weren't accessible. They were frustrated that even when they had accommodations for their workstations, the meeting rooms they were supposed to use were not accessible. This will be discussed in more detail below.

A lack of support or understanding of invisible disabilities

Participants felt that there were significant barriers for people with invisible disabilities, such as challenges with flexibility or dexterity. They felt that they were regularly forced to justify and defend their requests for accommodations in a way that wasn't required for visible disabilities. They were also concerned that the type of accommodations they received—for example, being the only team member with a sit-stand desk—may require them to disclose their disability to people who otherwise would not have needed to know.

A lack of centralized support for people with disabilities

Participants were frustrated by the piecemeal approach to accommodations. They noted that many departments don't have a specific accessibility team, meaning that any discussions around accessibility aren't centralized even within a department, let alone across departments. They also felt that it would be helpful to have a centralized list of available accommodation options, as otherwise they may remain unaware of services that could be helpful—one participant mentioned only recently learning about a tool that could help them take notes.



DREAM WORKPLACES



When asked about their vision for their dream workplaces, participants listed practical improvements that would make workplaces work for them.

Having the choice of different workpoints

Participants wanted to be able to choose the best location for themselves without anxiety about whether they would get a suitable workpoint. They also wanted the flexibility to work from home without having to justify that decision.

Rapid accommodations and adaptation for disabilities

Participants were tired of having to always justify their requests for accommodations and defend themselves to managers or supervisors, particularly those participants with invisible disabilities. They wanted quick, standardized responses to requests for accommodation, instead of leaving the decisions up to individual managers.



Offices that were designed with inclusivity and accessibility in mind

Participants wished that offices would be inclusive and accessible from the beginning, instead of having to request changes or adaptations later. This included having such things as multiple universal accessible washrooms, adequate space to manoeuvre wheelchairs, and accessible doors for buildings, meeting rooms, and washrooms.

POTENTIAL BARRIERS



Participants were asked for feedback about barriers in different parts of the workplace, as well as what they would like to see instead in those places. Some common barriers were identified.

Doors

Doors came up frequently, with good reason—as one participant pointed out, “if you can’t get through the door, then the rest doesn’t matter”. Many participants commented that the doors for their buildings, floors, and bathrooms either didn’t have automatic doors at all or else that the buttons to open them were regularly broken. Several also noted that when they need to open the door manually, it causes physical pain and fatigue that affects the rest of their day. Participants had also observed some non-disabled people using their feet to push the buttons which, aside from potentially damaging the buttons, can make them dirty and unpleasant to touch.



For manual doors, participants noted that the less complex the interaction the better—doors with knobs that you have to twist as you push or pull are more difficult than something that you can just grab and pull in the same motion. Sliding doors were discussed, but many participants commented that people with lower strength or with certain kinds of wheelchairs would find them difficult to use. For automatic doors at security points, several participants recommended having proximity readers that detect security passes, so that employees don't have to try to scan their pass or their phone while juggling their belongings and possibly crutches or other mobility aids.

Bathrooms

Bathrooms were another area where participants felt there were significant barriers. In several cases, participants noted that the closest bathroom to their office did not have an automatic door or an accessible stall, meaning that they had to travel further to use the bathroom. They also noted that even supposedly accessible stalls were often not, whether it was due to doors that opened inward, a lack of support bars to help people transfer from their wheelchairs, or insufficient space to manoeuvre their wheelchairs.

Participants described their ideal bathroom as one that had its users in mind when it was designed, instead of one that was constructed to the bare minimum required. Features that were mentioned included closed stalls with plenty of space for wheelchair users to be able to manoeuvre and for people who have attendants; support bars on either side of the toilet that are as long as the toilet seat; raised toilets; hooks at various heights for hanging bags or jackets; automatic dispensers for water, soap, and paper towel; automatic flush systems for those who have difficulty flushing; sharps disposal containers for people who take injectable medications during the day; and a lock button near the toilet so that people can lock the door after their attendant leaves.

Meeting rooms

As mentioned in the section about current workplaces, participants identified meeting rooms as being frequently inaccessible. A common issue was that meeting rooms tend to have too many chairs, meaning that almost every meeting was forced to start with rearranging the chairs to allow people with wheelchairs to access the table. Participants also noted that the type of chair commonly used in meeting rooms is not good for people who may want to transfer from their wheelchairs to the meeting room chairs—chairs that rolled or had fixed arm rests make it difficult for people with mobility issues to use them safely. Furthermore, meeting rooms were often too small to allow people to park their wheelchairs even if they were able to transfer to a meeting room chair, and the room size could also make it difficult for people with wheelchairs to turn around to leave.

Participants suggested having at least one designated spot in each meeting room for people with wheelchairs, possibly marked with signage. They also suggested having plugs and other connections available at the front of the table instead of under or in the middle of the table to make it easier to access these outlets. Since many participants



carry items such as tablets or notebooks to meetings, they wanted to be able to get into the space without having to set their items down to open doors or manoeuvre around obstacles. Participants also noted that there should be a variety of types of chairs available in meeting rooms, so that those who have chronic pain (such as arthritis or fibromyalgia) can choose chairs that are less likely to aggravate their condition, while those who would like to transfer from their wheelchairs or who suffer from balance issues can choose chairs more suitable for their conditions.



Common areas

Participants pointed out multiple barriers in common areas such as kitchens, lockers, and entrance areas where people remove their coats and boots. Kitchens were frequently small and cluttered, making it hard for participants to manoeuvre their wheelchairs around tables and chairs. Participants also noted that the space under sinks or counters, which they need to pull their wheelchairs up close, was often blocked or filled with items such as garbage cans. Lockers were sometimes difficult to open, particularly for those with dexterity issues or lower strength, and they were also not large enough to accommodate items such as crutches or canes. When it came to storing coats and boots, entrance areas often had hooks or hangers that were too high, and some participants noted that coat closet doors could be a challenge. In addition, there was often nowhere to sit to remove boots or change shoes.

Participants suggested having benches of various heights for people to use, as people with different disabilities and physical statures would find different bench heights more helpful. Hooks were generally seen as easier to use than hangers and were also recommended to be placed at different heights. Participants also noted that there should be somewhere for them to put canes or crutches while they were removing their coats or boots. They recommended that lockers be large enough to not only accommodate canes or crutches, but also for people to leave belongings such as laptops, as carrying laptops back and forth from home was challenging for several participants. In kitchens, participants strongly recommended having adjustable counters with space to rest belongings while they prepared their food.



Summary of Feedback

Issue/Barrier Raised	Already addressed by GCworkplace or others?	OPI	Explanation	Status Date	Future Improvements
No choice of workpoints		PSPC – GCworkplace Team	<p>Workpoints are distributed to OPTIMIZE the workplace and reflect the functions of the organizations. Workpoints are not assigned or designed for individuals but rather for the optimum functionality of the workplace. The users have the freedom to choose their preferred work setting</p> <p>For more information: GCworkplace Design Guide - Part 3 Design Development, Section 3.2</p>	December 2020	
Choice of workpoints only available at certain times (e.g. early in the morning)		PSPC – GCworkplace Team	<p>Taking into considerations lessons learned from Workplace 2.0, GCworkplace is equipped with a large number of different workpoints. Users have the freedom to choose their preferred workpoints and setting according to their needs and preferences. As everyone is different, users should be able to find a workpoint that suits their needs.</p>	December 2020	








Issue/Barrier Raised	Already addressed by GCworkplace or others?	OPI	Explanation	Status Date	Future Improvements
			In some departments, it is also possible to reserve your workpoint in advance.		
Loss of privacy		PSPC – GCworkplace Team	Focus Work and Refuge: GCworkplace design focuses on improving access to visual and acoustic privacy. By recognizing that all employees can benefit from an environment that supports focus work or time to recharge, GCworkplace is designed to support all occupants. For more information: GCworkplace Design Guide, Part 2 Key Design Principles, Section 2.4.2	December 2020	
Too much noise		PSPC – GCworkplace Team	Taking into consideration lessons learned from Workplace 2.0, GCworkplace is divided into 3 distinctive zones: a quiet zone, a transitional zone, and a collaborative zone. The quiet and collaborative zones are usually at opposite sides of a floor and are composed of various enclosed or open workpoints.	December 2020	




Issue/Barrier Raised	Already addressed by GCworkplace or others?	OPI	Explanation	Status Date	Future Improvements
			<p>The transitional zone is the one that allows the other two to co-exist.</p> <p>For more information: GCworkplace Design Guide - Design Guide Part 2 Key Design Principles</p>		
Length of time to get accommodations		<p>PSPC – GCworkplace Team</p> <p>AND</p> <p>Departments HR Branches</p>	<p>GCworkplace removes part of this issue as many requirements are already in the space (height adjustable desks, ergonomic chairs, etc.). By integrating accessibility at the beginning of the design phase, GCworkplace is promoting an inclusive, equitable, and adaptive workplace.</p>	December 2020	Transfer consultation results to departments to see how they can facilitate and accelerate accommodation requests.
Hard sometimes to know in advance where some things are located (para transport spots, elevators, bathrooms, etc.)		Office of Accessibility in the Built Environment (OABE) - PSPC	OABE is currently piloting and researching interactive signage such as beacons, QR Code,s and NFC tags to help users navigate more effortlessly through buildings.	December 2020	







Issue/Barrier Raised	Already addressed by GCworkplace or others?	OPI	Explanation	Status Date	Future Improvements
Accommodation for non-visible disabilities are harder to get or are not thought of automatically like visible disabilities		Departments HR Branches		December 2020	Transfer consultation results to departments to see how they can change the way non-visible disabilities are dealt with.
Need to always justify accommodation requests		Departments HR Branches	Doctor's notes or ergonomic assessments are often questioned by managers.	December 2020	Transfer consultation results to departments to see how they can change the way accommodation requests are processed.
Staffing processes are often not accessible		Departments HR Branches		December 2020	Transfer consultation results to departments to see how they improve staffing processes.
Not enough recruitment of people with disabilities		Departments HR Branches	This is not something fixed by GCworkplace, but the Government of Canada is working on recruiting more people with disabilities by 2025.	December 2020	
Lack of standardized process for accommodations		Departments HR branches, Office of	The Government of Canada (GC) Workplace Accessibility Passport might help solve this issue, at least partially. The Passport is a tool (yet	December 2020	Verify when the passport will be launched.






Issue/Barrier Raised	Already addressed by GCworkplace or others?	OPI	Explanation	Status Date	Future Improvements
		Public Service Accessibility (OPSA) and maybe Shared Services Canada (SSC)	to be launched) to create a more inclusive and accessible workplace by facilitating conversations between employees and their managers about the tools and supports employees need to succeed in their jobs. The Passport will support employee mobility and career development by ensuring the portability of adaptive tools and support measures between federal organizations.		Transfer consultation results to departments and to OPSA and SSC to see what they are working on that could help with the issue.
No flexibility to work from home without having to justify		Departments HR Branches	Flexibility is one of the seven dimensions of GCworkplace. Flexibility allows employees to work where they will be the most productive for the tasks they have to accomplished, taking in consideration their schedule, preferences and needs. However, each department has their own rules on telework and remote working. During the pandemic, Government of Canada employees have shown that it is possible to be as productive from home as it is from the office.	December 2020	



Issue/Barrier Raised	Already addressed by GCworkplace or others?	OPI	Explanation	Status Date	Future Improvements
No or not enough automatic doors		Office of Accessibility in the Built Environment (OABE) – PSPC	Due to the pandemic and other needs that have been identified during research and consultation, OABE is researching options for automatic door openers.	December 2020	
Automatic door buttons are sometimes too small or not well planned		Office of Accessibility in the Built Environment (OABE) – PSPC	Due to the pandemic and other needs that have been identified during research and consultation, OABE is researching options for automatic door openers. Where applicable, it is recommended to offer vertical push buttons or door sensors.	December 2020	New buildings, new space acquisitions, and fit-up projects will incorporate updated requirements as part of the design and implementation.
Automatic doors that break and aren't fixed rapidly		PSPC – National Service Call Centre and Property and Facility Management Service Line		December 2020	Transfer consultation results to PSPC's National Service Call Centre and Property and Facility Management Service Line to see if/how they can offer a faster service.
Heavy manual doors		Office of Accessibility in the Built	CSA B651-18 has a maximum weight requirement for opening a door. OABE is researching options for	December 2020	New buildings, new space acquisitions, and fit-up projects will



Issue/Barrier Raised	Already addressed by GCworkplace or others?	OPI	Explanation	Status Date	Future Improvements
		Environment (OABE) – PSPC	automatic door openers. Where applicable, it is recommended to offer vertical push buttons or door sensors.		incorporate updated requirements as part of the design and implementation.
Accessible doors are often not well placed (have to cut through flow of people to access or go in another direction)		Office of Accessibility in the Built Environment (OABE) – PSPC		December 2020	It is a priority to improve the built environment for people with all disabilities. The first step to achieving this goal is through a consultation process to determine specific user needs. The design solution should suit user needs.
Doors that require twisting a knob as well as pushing/pulling		Office of Accessibility in the Built Environment (OABE) – PSPC	CSA B651-18, Figure 21, does not identify a knob handle nor a thumb-latch handle as an acceptable accessible hardware. Lever type or push plate/door pulls are acceptable.	December 2020	New buildings, new space acquisitions, and fit-up projects will incorporate updated requirements as part of the design and implementation.
Snow removal in the wintertime can be really problematic		PSPC – National Service Call Centre and Property and		December 2020	Transfer consultation results to PSPC's National Service Call Centre and Property and Facility Management







Issue/Barrier Raised	Already addressed by GCworkplace or others?	OPI	Explanation	Status Date	Future Improvements
		Facility Management Service Line			Service Line to see if/how they can fix the issue.
Not enough accessible washrooms		Office of Accessibility in the Built Environment (OABE) – PSPC		December 2020	New buildings, new space acquisitions, and fit-up projects will incorporate updated requirements as part of the design and implementation.
Bathroom sizes – some are too big, some too small, different sizes for different needs		Office of Accessibility in the Built Environment (OABE) – PSPC	OABE to provide information It is very hard to implement in most existing facilities without reducing the number of washrooms. This could compromise the number of washrooms per floor in existing buildings.	December 2020	Should be considered in new buildings, and where possible in major fit-up and base building improvements.
Having to stand while waiting for the bathroom can be really hard		Office of Accessibility in the Built Environment (OABE) – PSPC	OABE to provide information Where possible, design solution should incorporate a bench or seat adjacent to the washrooms.	December 2020	It is a priority to improve the built environment for people with all disabilities. The first step to achieving this goal is through a consultation process to determine specific user needs. The





Issue/Barrier Raised	Already addressed by GCworkplace or others?	OPI	Explanation	Status Date	Future Improvements
Washrooms without enough space to manoeuvre wheelchairs		Office of Accessibility in the Built Environment (OABE) – PSPC	OABE to provide information	December 2020	design solution should suit user needs. New buildings, new space acquisitions, and fit-up projects will incorporate updated requirements as part of the design and implementation.
Washrooms without support bars to transfer to toilet from wheelchair		Office of Accessibility in the Built Environment (OABE) – PSPC	OABE to provide information Grab bars are part of CSA B651-18 for universal washrooms and toilet stalls for users with limited mobility.	December 2020	New buildings, new space acquisitions, and fit-up projects will incorporate updated requirements as part of the design and implementation.
No hooks in washrooms for personal items		Office of Accessibility in the Built Environment (OABE) – PSPC	OABE/PFMSL to provide information CSA B651-18, 6.3.3 Washroom accessories include a shelf or counter within a universal washroom for personal items. CSA B651 also includes a coat hook mounted on a side wall for all accessible washrooms.	December 2020	New buildings, new space acquisitions, and fit-up projects will incorporate updated requirements as part of the design and implementation.





Issue/Barrier Raised	Already addressed by GCworkplace or others?	OPI	Explanation	Status Date	Future Improvements
No automatic dispensers for water, soap, paper towel		Office of Accessibility in the Built Environment (OABE) – PSPC	OABE to provide information – work in progress due to COVID Application may vary depending on building owner and existing agreements.	December 2020	Where possible, automatic dispensers at reaching distance in a seated position is ideal.
Carpets can be hard for wheelchair users		Office of Accessibility in the Built Environment (OABE) – PSPC	OABE to provide information A design solution for one person with a disability may have a negative impact on another person with a disability. The most inclusive designs are implemented after a thorough consultation with building users.	December 2020	It is a priority to improve the built environment for people with all disabilities. The first step to achieving this goal is through a consultation process.
No sharps disposal containers		Unknown		December 2020	Research who would be the OPI and see how/if this can be put in place.
No lock button near toilet in washrooms		Office of Accessibility in the Built Environment (OABE) – PSPC	OABE to provide information Application may vary depending on building owner and existing agreements. Lock button is best kept away from the toilet to reduce the risk of a user accidentally hitting the button during transfer.	December 2020	





Issue/Barrier Raised	Already addressed by GCworkplace or others?	OPI	Explanation	Status Date	Future Improvements
<p>Hallways and kitchens too narrow or cluttered to manoeuvre wheelchairs</p>		<p>Office of Accessibility in the Built Environment (OABE) – PSPC</p> <p>AND</p> <p>PSPC GCworkplace Team</p>	<p>CSA B651-18, 5.1 Accessible route width has increased. An accessible path of travel is now 1700mm minimum wide and aisles are 1000mm min. Doorways are now 850mm.</p> <p>Post-COVID increase in GCworkplace designs. Accessibility tips will be added to the Technical Reference Manual, including space between tables and chairs, between counter tops and tables, etc.</p> <p>For more information: GCworkplace Technical Reference Manual</p>	<p>December 2020</p>	<p>New buildings, new space acquisitions, and fit-up projects will incorporate updated requirements as part of the design and implementation.</p> <p>Add accessibility tips to the Technical Reference Manual (to be launched in April 2021)</p>
<p>Fridges are often hard to access (French doors are better), too close to walls</p>		<p>Office of Accessibility in the Built Environment (OABE) – PSPC</p> <p>AND</p>	<p>CSA B651-18, 7.4.4.8 Refrigerators allows for two different configurations as one option may not meet the needs of all end-users.</p> <p>Accessibility tips will be added to the Technical Reference Manual, including, where possible, the use of refrigerators with French doors to facilitate usage by people with</p>	<p>December 2020</p>	<p>It is a priority to improve the built environment for people with all disabilities. The first step to achieving this goal is through a consultation process to determine specific user needs.</p>



Issue/Barrier Raised	Already addressed by GCworkplace or others?	OPI	Explanation	Status Date	Future Improvements
		PSPC GCworkplace Team	mobility, flexibility, and dexterity issues. For more information: GCworkplace Technical Reference Manual		Add accessibility tips to the Technical Reference Manual (to be launched in April 2021)
Location of garbage bins (under towel dispenser for example) blocks access and are hard to move		Office of Accessibility in the Built Environment (OABE) – PSPC AND PSPC GCworkplace Team	Application may vary depending on building owner and existing agreements. Where possible, it is recommended that all dispensers are clear from obstructions. Towel dispensers should be in close proximity to the waste bins and sink without obstruction. Accessibility tips will be added to the Technical Reference Manual. For more information: GCworkplace Technical Reference Manual	December 2020	Add accessibility tips to the Technical Reference Manual (to be launched in April 2021)
No counter close to microwaves		Office of Accessibility in the Built Environment (OABE) – PSPC	Examples are shown in CSA B651-18, figure 61 (pg. 165) which depicts two usable heat-resistant work surfaces adjacent to a cooking unit. See example c) pull-out shelf under	December 2020	The design solution should include a heat-resistant counter and/or shelf next to the microwave to allow an individual to set their



Issue/Barrier Raised	Already addressed by GCworkplace or others?	OPI	Explanation	Status Date	Future Improvements
		<p>AND</p> <p>PSPC GCworkplace Team</p>	<p>oven e) pull-out workboard for easy access and use.</p> <p>Accessibility tips will be added to the Technical Reference Manual, including tips on what to look for when purchasing a microwave (door latching side for example)</p> <p>For more information: GCworkplace Technical Reference Manual</p>		<p>heated item down while in a seated or standing position.</p> <p>Add accessibility tips to the Technical Reference Manual (to be launched in April 2021)</p>
Space under kitchen sinks and counters blocked		Office of Accessibility in the Built Environment (OABE) – PSPC	CSA B651-18, 7.4.4 Kitchens specifies a minimum clear area at the sink which includes leg room and toe kick space for a persons with limited mobility.	December 2020	The design solution should include clearance to suit user needs.
No adjustable counters in kitchens		PSPC GCworkplace Team	It is not within the standards to offer adjustable countertops in kitchens, however, designers are able to offer varied fixed heights in the design solutions. This can include regular height and bar height tables, various heights for microwaves, pull-out shelves, etc.	December 2020	Add accessibility tips to the Technical Reference Manual (to be launched in April 2021)



Issue/Barrier Raised	Already addressed by GCworkplace or others?	OPI	Explanation	Status Date	Future Improvements
			<p>Accessibility tips will be added to the Technical Reference Manual.</p> <p>For more information: GCworkplace Technical Reference Manual</p>		
Access to faucets, often hard to reach		Office of Accessibility in the Built Environment (OABE) – PSPC	CSA B651-18, 7.4.4.4e) requires a lever type operable with closed fist or automatic sensor. Application may vary depending on building owner and existing agreements	December 2020	
Lockers not large enough to accommodate canes, crutches, or laptops		PSPC GCworkplace Team	In a GCworkplace environment, Personal Storage Lockers are located outside of individual workpoints, and centralized in areas adjacent to circulation paths for easy access. Quantities and configurations should be determined in conjunction with client consultation. For example, consideration should be given to common items stored such as typical laptop size or other individual storage requirements.	December 2020	Add accessibility tips to the Technical Reference Manual (to be launched in April 2021)



Issue/Barrier Raised	Already addressed by GCworkplace or others?	OPI	Explanation	Status Date	Future Improvements
Lockers difficult to open for people with dexterity issues		PSPC GCworkplace Team and possibly PSPC Accessible Procurement Group	<p>Accessibility tips will be added to the Technical Reference Manual. Tips could include adding hooks inside wardrobes and lockers instead of hangers, ensuring hangers are not attached to rods, including different types of lockers to meet the needs of employees.</p> <p>For more information: GCworkplace Technical Reference Manual</p>	December 2020	Following the research, add accessibility tips to the Technical Reference Manual (to be launched in April 2021)
Coat rooms/entrance areas do not have benches at all or do not have benches of different heights and sizes		PSPC GCworkplace Team	Chat points are often located close to lockers and entrances which would help in some cases. Accessibility tips will be added to the Technical Reference Manual to indicate seating should be available close to lockers and entrances and that it would be a	December 2020	Following the research, add accessibility tips to the Technical Reference Manual (to be launched in April 2021)





Issue/Barrier Raised	Already addressed by GCworkplace or others?	OPI	Explanation	Status Date	Future Improvements
			good practice to offer at least 2 different heights.		
Benches/banquettes are not comfortable		PSPC GCworkplace Team	GCworkplace offers a variety of seating options for everyone. However, following the feedback received, we suggest that a best practice would be to include other seating choices when possible. For example, in a huddle, there could be a bench on one side and chairs on the other side. Accessibility tips will be added to the Technical Reference Manual. For more information: GCworkplace Technical Reference Manual	December 2020	Add accessibility tips to the Technical Reference Manual (to be launched in April 2021)
More benches throughout the space for people to rest in large spaces		Office of Accessibility in the Built Environment (OABE) – PSPC	Seating areas should be clearly visible and identified with a change in surface materials (texture and colour). Adequate heel space under seating should be provided to allow people to stand up with ease. Variety of seating options should be	December 2020	






Issue/Barrier Raised	Already addressed by GCworkplace or others?	OPI	Explanation	Status Date	Future Improvements
No place to put canes or crutches while removing boots or jackets in a workpoint		PSPC GCworkplace Team and possibly PSPC Accessible	Some research and possibly testing would need to be done to find the best solutions.	December 2020	Following the research, add accessibility tips to the Technical Reference Manual (to be launched in April 2021)






Issue/Barrier Raised	Already addressed by GCworkplace or others?	OPI	Explanation	Status Date	Future Improvements
		Procurement Group			
Meeting rooms have too many chairs and no space for wheelchairs		PSPC GCworkplace Team	Taking into consideration lessons learned from Workplace 2.0, GCworkplace meeting spaces have plenty of room for a wheelchair user to maneuver easily in the space and to find a spot that will allow them to participate fully in a meeting.	December 2020	
Chairs are not comfortable or ergonomic (no lumbar structure, armrests don't adjust, too high or too low, etc.)		PSPC GCworkplace Team	<p>The medium and long term workpoints all have ergonomic chairs.</p> <p>The choice of the ergonomic chair parameters is left to the customers and the project team as long as they are available in the SA.</p> <p>Accessibility tips will be added to the Technical Reference Manual to suggest having more than one type of ergonomic chair on a floor to allow choice for users.</p> <p>For more information: GCworkplace Technical Reference Manual</p>	December 2020	Add accessibility tips to the Technical Reference Manual (to be launched in April 2021)



Issue/Barrier Raised	Already addressed by GCworkplace or others?	OPI	Explanation	Status Date	Future Improvements
Meeting room plugs are in the middle of the table, not near the edge		PSPC GCworkplace Team and possibly PSPC Accessible Procurement Group	Research needs to be done to find the best solutions.	December 2020	Following the research, add accessibility tips to the Technical Reference Manual (to be launched in April 2021)
Plugs are often hard to reach (in the kitchens, at desks, huddles, etc.)		Office of Accessibility in the Built Environment (OABE) – PSPC AND PSPC GCworkplace Team	CSA 651-18, Figure 61 (pg. 165) depicts an example of an accessible plug located on a vertical surface (wall / cabinetry) near the edge of counter. Refer to Legend: d) Electrical outlet accessible from seated position. On desks, it is now recommended to locate the plug in the front of the desk for easy access.	December 2020	Where functionally acceptable, design solutions should incorporate some electrical outlets near edge of counter or on counter edge for easier access.
Meeting room chairs are not safe for people to transfer from wheelchairs (wheels do not lock,		PSPC GCworkplace Team and possibly PSPC	Research needs to be done to find the best solutions.	December 2020	Following the research, add accessibility tips to the Technical Reference Manual (to be launched in April 2021)



Issue/Barrier Raised	Already addressed by GCworkplace or others?	OPI	Explanation	Status Date	Future Improvements
armrest in the way, etc.)		Accessible Procurement Group			
Meeting rooms are too small to turn wheelchairs around or to park wheelchairs when transferring to another chair		PSPC GCworkplace Team	Taking into consideration lessons learned from Workplace 2.0, GCworkplace meeting spaces have plenty of room for a wheelchair user to maneuver easily in the space and to find a spot that will allow them to participate fully in a meeting.	December 2020	
Hard to move around with all that is needed for the day (laptop, supplies, etc.), too heavy, in the way with crutches / wheelchair, etc.		PSPC GCworkplace Team and possibly PSPC Accessible Procurement Group	While each department is responsible for purchasing something to help users bring their belongings to their workpoint, research needs to be done to find the best solutions.	December 2020	Following the research, add accessibility tips to the Technical Reference Manual (to be launched in April 2021)
Elevators with vocal/computer instead of buttons are hard to use (hard to hear in crowd, etc.)		Office of Accessibility in the Built Environment (OABE) – PSPC	OABE is looking at a variety of options for a more inclusive and pandemic resistant environment. One solution may not meet everyone's needs.	December 2020	More research, engagement and analysis to help ensure inclusivity.