



CHRONIC PAIN



# GCworkplace Consultation Series on Accessibility

**PRELIMINARY REPORT – CHRONIC PAIN**

**LAST UPDATED ON: SPRING 2021**

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

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# Introduction

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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 consisted 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 were added for certain disabilities. Through engagement and consultation with users of workplaces, each session addressed 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.

Following the first round of consultations, it was determined that chronic pain should be added to the original list of seven types of disabilities. Two sessions attended by persons with chronic pain were held on February 18 (in French) and February 23 (in English).

# Statistics

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For chronic pain sessions held on February 18 and February 23, 2021.



## PARTICIPATING DEPARTMENTS

- Agriculture and Agri-Food Canada
- Fisheries and Oceans Canada
- Global Affairs Canada
- Innovation, Science and Economic Development Canada
- Public Health Agency of Canada
- Public Service and Procurement Canada

## PARTICIPATING REGIONS AND CITIES

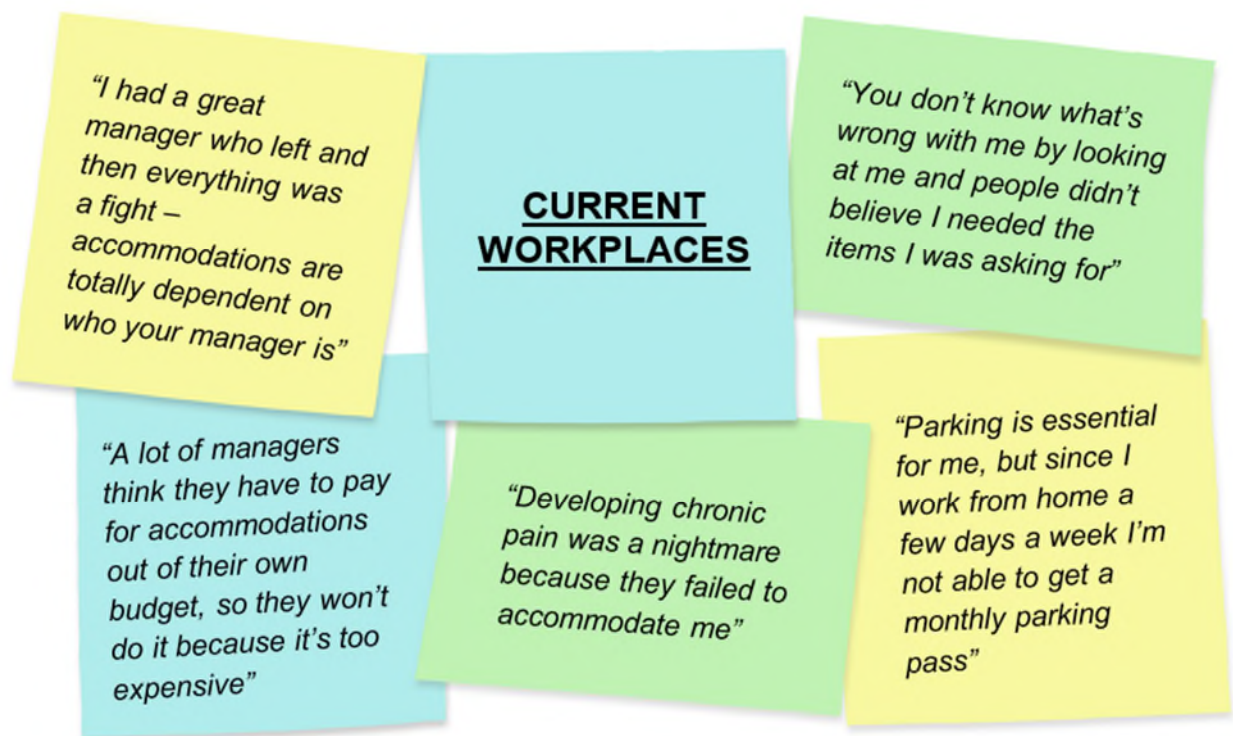
- **National Capital Area**
- **Atlantic** (St. John)
- **Western** (Winnipeg)
- **Pacific** (Nanaimo)

# Comments

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

## CURRENT WORKPLACES



When asked about their current workplaces, participants appreciated their personal ergonomic equipment, including chairs, keyboards and mice, dual monitors, and sit-stand desks. Several participants liked that their workplaces had doors that opened automatically when they scanned their pass and that the doors would stay open long enough for them to get through.

Although participants had been asked about their workplaces before the COVID-19 pandemic, multiple participants mentioned that they were enjoying working from home since the pandemic began because it allowed them to choose their seating, minimize the distance to kitchens or bathrooms, and avoid having to deal with a commute.



In general, however, participants felt that their current workplaces were very inaccessible. Two main common concerns arose.

### **A lack of support from management**

By far the biggest concern participants raised was a general lack of support from management for accommodations. Nearly every participant had experienced their managers denying or downplaying their requests for accommodations. Several participants had been involved in years-long battles to receive doctor-recommended accommodations such as part-time telework or dimmable lighting at their workstation. Participants commented that getting accommodations seemed to be dependent on who their manager was and that there should be standards to limit manager discretion so that people who needed accommodations could get them regardless of who their manager was. Multiple participants noted that managers needed more education around how accommodations are paid for, as they had had accommodations denied when managers felt they were too expensive.

### **A lack of understanding of invisible disabilities**

Another common issue raised by many participants was a lack of understanding among their coworkers and managers about their disability because it was an invisible disability. They felt that, because their disability wasn't obvious, people didn't believe they needed the accommodations they requested. Participants commented that they were constantly being asked to provide proof of disability any time they made an accommodation request—one participant gave the example of how their manager requested new doctor's recommendations for accommodations when the participant was simply moving to a new workstation from one that already had accommodations.

## DREAM WORKPLACES



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

### **Flexible hours and work locations**

Participants wanted the flexibility to work from home without having to justify that decision to management or having to get permission to work remotely every time they changed jobs or work locations. Participants also wanted flexible work hours that could be adjusted as needed to accommodate headaches, fatigue, or other issues related to their disabilities.

### **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. They also wanted all managers to receive training on duty to accommodate, how accommodations are funded, and invisible disabilities to increase awareness and understanding among managers.

## Accessibility as the default

Participants wanted offices that were designed to be inclusive and accessible by default, instead of having to request changes or adaptations later. This included having such things as multiple accessible washrooms, automatic door openers on all exterior and interior doors, and ergonomic equipment—particularly sit-stand desks and ergonomic chairs—available for every employee without the need for accommodation requests.

## 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:

### Entrances

Entrances—both doors and the areas around them—came up frequently as barriers at the workplace. Participants noted that many doors, particularly inside the building, did not have automatic door openers, making it difficult for them to enter and move around the building as opening doors manually was often painful for them. Some participants noted that even when there were door openers, they were frequently broken or dirty, often because other people would use their feet to push them. One participant commented that at one office they'd seen, there was a sign saying that the automatic doors were only for people in wheelchairs, which





made them feel like they couldn't use the automatic doors even though they struggled with manual doors. Another participant commented that even when there were automatic door openers, the doors often opened in a way that forced people to move backwards, which was awkward for people with wheelchairs or walkers. Several participants noted that doors frequently didn't stay open long enough for them to enter. Participants also commented that ramps leading to entrances were often too steep or too slippery, and were often not well maintained in the winter.

Participants recommended having automatic door openers on every common door, both at building entrances and inside the building for bathrooms, meeting rooms, and other common entrances. They suggested having buttons on posts that people could push at the bottom with their feet or at the top with their hands, and pointed out that the bigger the surface area of the button, the more people who could be accommodated. They also noted that having doors that open automatically—either motion activated or when people swiped an access card—would make it easier for everyone to enter and would remove potential stigma or judgement if people with invisible disabilities used automatic doors. Participants stressed that doors needed to stay open long enough for them to enter, and suggested having an atrium or double doors if there were concerns about climate control being affected by doors that stayed open for longer times. For ramps, participants noted that the surface of ramps should help wheels grip to avoid slipping. Several participants pointed out that ramps should have at least one bend instead of being lined up with the street, so that if a person in a wheelchair slipped they would not go directly backwards into traffic or a busy sidewalk.

## **Meeting rooms**

Meeting rooms were another area where participants frequently struggled. Multiple participants commented that meeting rooms often weren't large enough, making it difficult for them to manoeuvre wheelchairs or walkers to reach seats and also causing them to get injured when they bumped into tables or chairs. Participants also noted that some larger boardrooms can get broken into smaller rooms with dividers, so that while the larger boardroom might have been accessible, the smaller ones weren't. Some participants commented that chairs that rolled would be difficult for them to use. One participant stated that they always brought their own office chair to meetings because it meant they were assured of a chair that suited them. Participants also noted that power cords on the ground from devices plugged into the wall caused a tripping hazard.

Participants recommended that meeting rooms be spacious enough to allow a wheelchair or walker to pass behind the chairs of people seated at the table. They also noted that doorways should be wide enough to allow wheelchairs to enter and there should be enough space for people in wheelchairs to turn around. Several participants commented that making meeting rooms less cluttered—removing extra chairs or furniture—would give them more space to manoeuvre and reduce the risk of them bumping into things. Participants wanted a variety of seating in meeting rooms so that they could choose the seat that worked best for them, and noted that any chairs with wheels should have locking mechanisms. Participants suggested using natural light in boardrooms whenever possible and making sure that lighting was adjustable.



## Common areas

Participants pointed out multiple barriers in common areas such as elevators, locker areas, and bathrooms. For elevators, participants noted that elevator doors didn't always stay open very long. They also commented that the rails inside elevators could be dangerous when elevators were crowded, as people could be jostled and hurt themselves against the sharp edges of the rails. For lockers, participants found that number pads could be difficult for them to use, and several participants also had challenges with the height of lockers. Participants noted that lockers were often packed closely together, making it difficult for them to navigate in tight spaces. For bathrooms, participants found that there weren't enough accessible stalls, meaning that the ones that did exist were often not available for people who needed to use them. Participants also found that toilet stalls were often too small, particularly when doors opened inwards. One participant commented that bathroom design may have met the required code, but it didn't meet the needs of users.

Participants wanted elevators with doors that remained open long enough for them to walk from the button to the elevator, with clear lighting that indicated which elevator was coming. Several participants commented that features such as Braille and voice activation useful in elevators. For lockers, participants suggested using swipe cards, preferably existing identification cards, to access them. They stressed the importance of having different heights of lockers available and making sure that there was adequate spacing between lockers. For bathrooms, participants wanted a big increase in the number of individual accessible bathrooms, as well as the number of bathrooms on each floor, as they didn't always have the physical ability to go to another floor to use a bathroom. They also noted that all bathroom stalls should be large enough for people to turn around in and comfortably reach things such as toilet paper dispensers.

## Summary of Feedback

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Symbol	Meaning
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The green checkmark icon means: this has been addressed by GCworkplace.

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The yellow line icon means: this has partially been addressed by GCworkplace.

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The red x icon means: this has not been addressed by GCworkplace.



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The blue asterisk icon means: this is outside the scope of GCworkplace.

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Issue/Barrier Raised	Already addressed by GCworkplace or others?	OPI	Explanation	Status Date	Future Improvements
<b>No choice of workpoints</b>		PSPC – GCworkplace Team	<p>Workpoints are distributed to OPTIMIZE the workplace and reflect the functions of the organizations.</p> <p>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	
<b>Choice of workpoints only available at certain times (e.g. early in the morning)</b>		PSPC – GCworkplace Team	<p>Taking considerations lessons learned from Workplace 2.0, GCworkplace is equipped with a large number of different workpoints. The 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.		
<b>Loss of privacy</b>		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.	December 2020	
			For more information: GCworkplace Design Guide, Part 2 Key Design Principles, Section 2.4.2		
<b>Too much noise</b>		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. And the transitional	December 2020	



Issue/Barrier Raised	Already addressed by GCworkplace or others?	OPI	Explanation	Status Date	Future Improvements
			zone is the one that allows the other two to co-exist.		
			For more information: GCworkplace Design Guide - Design Guide Part 2 Key Design Principles		
<b>Lights are not adjustable at workpoints or in meeting rooms</b>		Office of Accessibility in the Built Environment (OABE) – PSPC  AND  PSPC GCworkplace Team	GCworkplace offers task lighting for various workpoints. It also suggest adding dimmable accent lighting for user adjustability.  Accessibility tips are mentioned in the Technical Reference Manual.	January 2021	
<b>Lack of natural light</b>		Office of Accessibility in the Built Environment (OABE) – PSPC  AND	GCworkplace offers environments with more natural light, and views to the outside to promote mental and physical health and increase productivity. It Optimizes day light infiltration to reduce the need for artificial lighting.	January 2021	




Issue/Barrier Raised	Already addressed by GCworkplace or others?	OPI	Explanation	Status Date	Future Improvements
		PSPC GCworkplace Team			
<b>Not enough quiet or focus rooms</b>		PSPC GCworkplace Team	<p>GCworkplace is not a one size fits all model, which means that workpoints ratios and distributions can be adjusted to meet the organisation needs and can be customized within a standard range.</p> <p>A user-centered design approach ensures that a proper process is followed for requirements gathering which relies on user surveying. This process then leads to the ideal design solution for the organization.</p>	March 2021	
<b>People are assigned to use phone booths as workstations in offices where space is at a premium</b>		PSPC GCworkplace Team	Phonebooths should never be assigned and are meant to be used by all, for short term work. They should be used for phone conversation, teleconferences and virtual meetings. By doing so, the person speaking is not disturbing those working in nearby workpoints.	May 2021	





Issue/Barrier Raised	Already addressed by GCworkplace or others?	OPI	Explanation	Status Date	Future Improvements
<b>Assistive technology such as sit-stand desks, adjustable monitors, ergonomic chairs, and noise-cancelling headphones are not available without special requests for accommodations</b>		PSPC GCworkplace Team	GCworkplace offers for all to use sit-stand desk (usually electric to facilitate usage), various types of adjustable monitors and various models of ergonomic chairs. Employees should be able to find a workpoint that meets their needs without any special accommodation requests.  Purchase of noise-cancelling headphones are the responsibility of the department.	January 2021	
<b>Lockers with key pads were not good for people with memory challenges or dexterity issues</b>			Mixed type of lockers is recommended to improve accessibility in terms of dexterity, mobility, capacity, needs and personal preferences.  Provide a variety of locker exterior and interior features such as handle, lock and hook.  Accessibility tips will be added to the Technical Reference Manual.		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
<b>Length of time to get accommodations</b>		PSPC – GCworkplace Team  AND  Departments HR Branches	GCworkplace removes part of this issue as many requirements are already in the space (for example: height adjustable desks, ergonomic chairs, etc.). By integrating accessibility at the beginning of the design phase, GCworkplace is then promoting an inclusive, equitable and adaptive workplace.	December 2020	Transfer consultation results to departments to see how they can facilitate and accelerate accommodation requests.
<b>Accommodation for non-visible disabilities are harder to get or are not thought of automatically like visible disabilities</b>		Departments HR Branches		December 2020	Transfer consultation results to departments to see how they can change the way non-visible disabilities are dealt with.
<b>Lack of standardized process for accommodations</b>		Departments HR branches, Office of Public Service Accessibility (OPSA) and maybe Shared Services Canada (SSC)	The Government of Canada (GC) Workplace Accessibility Passport might help solve this issue, at least partially. The Passport is a tool (yet to be launched) to create a more inclusive and accessible workplace by facilitating conversations between employees and their managers about the tools and	December 2020	Verify when the passport will be launched.  Transfer consultation results to departments and to OPSA and SSC to see what they are working on that could help with the issue.





Issue/Barrier Raised	Already addressed by GCworkplace or others?	OPI	Explanation	Status Date	Future Improvements
			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.		
<b>Need to always justify accommodation requests</b>		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.
<b>No flexibility to work from home without having to justify</b>		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 have their own rules on telework and remote working.	December 2020	



Issue/Barrier Raised	Already addressed by GCworkplace or others?	OPI	Explanation	Status Date	Future Improvements
			<p>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.</p>		
<p><b>No ability to set own hours or have flexibility with hours</b></p>		<p>Departments HR Branches</p>	<p>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 have 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.</p>	<p>April 2021</p>	<p>Transfer consultation results to departments.</p>
<p><b>Managers are not aware of their obligations to accommodate or of tools to help</b></p>		<p>Departments HR Branches</p>	<p>The Government of Canada (GC) Workplace Accessibility Passport might help solve this issue, at least partially. The Passport is a tool (yet to be launched) to create a more inclusive and accessible workplace</p>	<p>April 2021</p>	<p>Transfer consultation results to departments.</p>






Issue/Barrier Raised	Already addressed by GCworkplace or others?	OPI	Explanation	Status Date	Future Improvements
			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.		
<b>Managers deny accommodations because they are not aware of how accommodations are funded</b>		Departments HR Branches		May 2021	Transfer consultation results to departments.
<b>No or not enough automatic doors</b>		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	
<b>Automatic door buttons are sometimes too</b>		Office of Accessibility in the Built Environment	Due to the pandemic and other needs that have been identified during research and consultation, OABE is researching options for	December 2020	New buildings, new space acquisitions, and fit-up projects will incorporate updated






Issue/Barrier Raised	Already addressed by GCworkplace or others?	OPI	Explanation	Status Date	Future Improvements
<b>small or not well planned</b>		(OABE) – PSPC	automatic door openers. Where applicable, it is recommended to offer vertical push buttons or door sensors.		requirements as part of the design and implementation.
<b>Automatic doors that break and aren't fixed rapidly</b>		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.
<b>People use their feet to press automatic door buttons, which makes them dirty and can break them</b>		GC employees and PSPC Property and Facility Management Service Line	This is something that needs to be addressed as part of a culture change, not through GCworkplace. As a first step, awareness needs to be made around this issue, through communications and possibly some signage, reminding users on the importance keeping the door functional and clean for users.	May 2021	Transfer consultation results to PSPC's Property and Facility Management Service Line to see if/how they can include some signage.  Work on some possible signage to test at the Centre for GCworkplace Innovation and suggest awareness campaign to persons with disability




Issue/Barrier Raised	Already addressed by GCworkplace or others?	OPI	Explanation	Status Date	Future Improvements
					<p>networks throughout the GC.</p> <p>Look into other types of buttons that could help alleviate the issue.</p>
<p><b>Meeting rooms have too many chairs and no space for wheelchairs</b></p>		<p>PSPC GCworkplace Team</p>	<p>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.</p>	<p>December 2020</p>	
<p><b>Chairs are not comfortable or ergonomic (no lumbar structure, armrests don't adjust, too high or too low, etc.)</b></p>		<p>PSPC GCworkplace Team</p>	<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</p>	<p>December 2020</p>	<p>Add accessibility tips to the Technical Reference Manual (to be launched in April 2021)</p>



Issue/Barrier Raised	Already addressed by GCworkplace or others?	OPI	Explanation	Status Date	Future Improvements
			<p>of ergonomic chair on a floor to allow choice for users.</p> <p>For more information: GCworkplace Technical Reference Manual</p>		
<b>Meeting room chairs are not safe for people to transfer from wheelchairs (wheels do not lock, armrest in the way, etc.)</b>		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)
<b>Meeting rooms are too small to turn wheelchairs around or to park wheelchairs when transferring to another chair</b>		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	
<b>Entrances to meeting rooms are not big enough for wheelchairs or walkers</b>		Office of Accessibility in the Built Environment (OABE) – PSPC	CSA B651-18 updated requirements for doors and doorways have taken wheelchairs and walkers into consideration.  All fit-up projects must meet, at a minimum, building code when it	May 2021	







Issue/Barrier Raised	Already addressed by GCworkplace or others?	OPI	Explanation	Status Date	Future Improvements
		And GCworkplace Team	comes to doors and openings. Perhaps in some instances we can go above and beyond code to provide larger openings into enclosed spaces. We will consider this for the next version of the GCworkplace tools and best practices.		
<b>Large rooms that are broken into small rooms with dividers aren't accessible when they're divided</b>		GCworkplace Team	Typically, when rooms can be divided, the furniture within the space is modular or mobile. While we have to ensure adequate room sizes, ultimately, we have no control over how client decides to place the furniture in the room when divided.	May 2021	
<b>Sharp corners on meeting room tables cause bruising or injuries</b>		GCworkplace Team	We will be sure to add this in the next iteration of the GCworkplace tools and best practices.	May 2021	
<b>Meeting rooms with glass walls do not use safety glass for the walls</b>		Office of Accessibility in the Built Environment (OABE) – PSPC	OABE: There are specific requirements for tempered glass for interior glazing. New buildings and restoration projects will meet the requirements.  GCworkplace: When glazing goes all the way down to the floor, it	May 2021	








Issue/Barrier Raised	Already addressed by GCworkplace or others?	OPI	Explanation	Status Date	Future Improvements
		And GCworkplace Team	should be tempered. Which would prevent shattering on impact. We will validate that this is specified in the "Demountable Partition" specification.		
<b>Bathroom sizes – some are too big, some too small, different size for different needs</b>		Office of Accessibility in the Built Environment (OABE) – PSPC	CSA B651-18 updated requirements for accessible stalls in bathrooms have taken wheelchairs into consideration.  Due to physical constraints, it is challenging to implement in most existing facilities without reducing the number of washrooms. This could compromise the number of washrooms per floor in existing buildings.	June 2021	Should be considered in new buildings, and where possible in major fit-up and base building improvements.
<b>Not enough accessible washrooms</b>		Office of Accessibility in the Built Environment (OABE) – PSPC	PSPC is often considering and working towards providing more accessible washrooms in areas where they are needed provided that there are no space limitations and/or physical constraints.	June 2021	New buildings, new space acquisitions, and fit-up projects will incorporate updated requirements as part of the design and implementation.
<b>No gender-neutral bathrooms</b>		Office of Accessibility in the Built	PSPC is working to implement an approved functional directive for All Access Washroom.	June 2021	

Issue/Barrier Raised	Already addressed by GCworkplace or others?	OPI	Explanation	Status Date	Future Improvements
		Environment (OABE) – PSPC			
<b>No or not enough single-stall bathrooms for privacy</b>		Office of Accessibility in the Built Environment (OABE) – PSPC	PSPC is working to implement an approved functional directive for All Access Washroom.	June 2021	
<b>Hallways and kitchens too narrow or cluttered</b>		Office of Accessibility in the Built Environment (OABE) – PSPC  AND  PSPC GCworkplace Team	CSA B651-18, 5.1 Accessible routes width has increased. An accessible path of travel is now 1700mm minimum wide and aisles are 1000mm min. Doorways are now 850mm.  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.  For more information: GCworkplace Technical Reference Manual	December 2020	New buildings, new space acquisitions and fit-up projects will incorporate updated requirements as part of the design and implementation.  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
<b>Elevators with vocal/computer instead of buttons are hard to use (hard to hear in crowd, etc.)</b>		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.
<b>Support rails in elevators can cause injuries if someone falls against them</b>		Office of Accessibility in the Built Environment (OABE) – PSPC	Handrails are required in the elevator cabs as per standards and have specific technical requirements. The handrails can be used as a method to balance someone who have a temporary or permanent medical disability.	May 2021	
<b>Elevator doors do not stay open long enough</b>		Office of Accessibility in the Built Environment (OABE) – PSPC	The set time during which the elevator door remains open is set to 3 S minimum, however it can be increased if necessary. This increase can be based for a specific period of time.	March 2021	
<b>It is difficult to identify which elevator is arriving</b>		Office of Accessibility in the Built Environment (OABE) – PSPC	Based on E- 18.5 and except for designation-orientated elevators, at the time a car answers a call, an audible and visual signal must be provided at the entrance of the host to indicate the direction of travel. The audible signal must sound once upwards and twice	March 2021	



Issue/Barrier Raised	Already addressed by GCworkplace or others?	OPI	Explanation	Status Date	Future Improvements
			<p>downwards or may be a verbal announcement. However, the sound level is set from a minimum of 10 dBA to a maximum of 80 dBA above the ambient.</p> <p>Basically in periods of heavy traffic, the ambient being closed or above 80 dBA, makes the hearing impaired not able to hear the sound signal, but the visual signal remains available since it is raised high at the level of the door opening. It is understood that it takes longer to get to the elevator when there are many people in the lobby. To reduce the impact of this problem, the time the door is left open can be increased thus allowing more time to enter the elevator.</p>		
<b>Ramps are sometimes too narrow for a walker</b>		Office of Accessibility in the Built Environment (OABE) – PSPC	CSA B651 2018 requirements for ramps have taken wheelchairs and walkers into consideration. New buildings and major renovation projects must meet the requirements.	May 2021	

Issue/Barrier Raised	Already addressed by GCworkplace or others?	OPI	Explanation	Status Date	Future Improvements
<b>Ramp surface does not grip wheels</b>		Office of Accessibility in the Built Environment (OABE) – PSPC	Based on CSA B651 2018, a ramp surface shall be stable, firm and slip resistant	May 2021	
<b>Grade of ramps can be too steep</b>		Office of Accessibility in the Built Environment (OABE) – PSPC	CSA B651 2018 requirements for ramps have taken wheelchairs and walkers into consideration. New buildings and restoration projects should meet the requirements.	May 2021	
<b>Ramps are lined up with street or sidewalk so there is nothing to stop a wheelchair that slips backwards</b>		Office of Accessibility in the Built Environment (OABE) – PSPC	CSA B651 2018 states that landings must be leveled at the top and bottom of all ramps	May 2021	
<b>The landing area is not large enough for people to open a door without going back down the ramp</b>		Office of Accessibility in the Built Environment (OABE) – PSPC	CSA B651 2018 indicates that landing area shall have a width at least equal as wide as the widest ramp and a length at least 1500mm	May 2021	
<b>Ramps are not well maintained in the winter</b>		PSPC – National Service Call Centre and	This is a building maintenance issue	May 2021	Transfer consultation results to PSPC’s National Service Call Centre and Property and



Issue/Barrier Raised	Already addressed by GCworkplace or others?	OPI	Explanation	Status Date	Future Improvements
		Property and Facility Management Service Line			Facility Management Service Line to see what changes can be done to improve the maintenance of access ramps.
<b>Emergency exits are not well maintained in the winter</b>		PSPC – National Service Call Centre and Property and Facility Management Service Line	This is a building maintenance issue	May 2021	Transfer consultation results to PSPC’s National Service Call Centre and Property and Facility Management Service Line to see what changes can be done to improve the maintenance of emergency exits.
<b>Accessible parking is only available monthly, which means it is not available for people who work remotely part-time</b>		PSPC Accommodation Management and Workplace Solutions	PSPC establishes monthly parking rates at market value at its custodial facilities to enable the provision of parking to client departments to meet their mandated program requirements. Where clients have additional operational requirements, i.e. such as for parking to support employees with accessibility needs, they may request additional parking	May 2021	



Issue/Barrier Raised	Already addressed by GCworkplace or others?	OPI	Explanation	Status Date	Future Improvements
			and provide it to individuals as part of the employer department's duty to accommodate. Departments also have flexibility in the manner in which they charge such employees for this parking. Going forward, PSPC is also assessing the merits of providing other types of rates for parking at its facilities, including daily rates.		
<b>Accessible parking is more expensive than other parking spots</b>		PSPC Accommodation Management and Workplace Solutions	Monthly parking rates for accessible parking at PSPC facilities are established in the same manner as other parking spaces at the same facility. Parking rates at facilities custodial to PSPC are determined through an assessment of local market conditions using a direct comparison approach to private and municipal lots available in the vicinity. Pre-determined criteria are used to assess specific parking sites/spaces which ensures consistency in the assessment of parking rates across the country.	May 2021	



Issue/Barrier Raised	Already addressed by GC workplace or others?	OPI	Explanation	Status Date	Future Improvements
			<p>Tables listing the concluded market rates for parking at facilities under the custodianship of PSPC for each region are provided below. Rates provided are monthly rates for all parking spaces at the indicated facilities and do not specify separate rates for accessible parking.</p> <ul style="list-style-type: none"> <li>• Atlantic region</li> <li>• Quebec region</li> <li>• National capital region</li> <li>• Ontario region</li> <li>• Western region</li> <li>• Pacific region</li> </ul>		
<b>Network is not sufficient to work remotely</b>		Shared Services Canada and Department's IT branches	<p>Municipalities with a population less than 25,000</p> <p>Sufficient network access or usability is dependent on the entry point of the network node and might be difficult to assess for home or remote workers. Since the pandemic, GC Network bandwidth has been increased and a review of the current network readiness for the return to work is being analyzed</p>	May 2021	On going





Issue/Barrier Raised	Already addressed by GCworkplace or others?	OPI	Explanation	Status Date	Future Improvements
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and assessed. GCSR (VPN) connectivity has been expanded and allows for most employees to remotely connect to their respective network. Sufficient Network is dependent on the Internet bandwidth connectivity of the user's location and internet entry point.