



CCOC Circles – Accessibility

What We Heard at the Accessibility Circle

The Accessibility Circle gave tenants a chance to share their lived experiences with barriers across CCOC properties and services. Feedback highlighted both ongoing challenges and practical suggestions to improve accessibility. The following summary presents tenant feedback grouped into themes.

1. Doors & Access

Tenants stressed that building entry and internal doors are central to independence and daily living. They emphasized the need for reliable, consistent systems that do not create additional barriers.

- Install automatic doors at all properties, including entrances and common areas such as garbage rooms.
- Provide a remote clicker that can operate multiple doors (entrance, laundry, garbage).
- Standardize and properly time automatic door opening and closing across buildings.
- Make accessibility buttons more sensitive so tenants do not need to hit them multiple times.
- Install fob access at buildings to improve accessibility and security.

2. Parking & Para Transpo

Accessible parking and Para Transpo pick-up and drop-off points are essential for tenants with mobility needs. Tenants want safer, clearly marked, and consistently maintained access points.

- Protect accessible parking and Para Transpo lanes with clear signage and repainting.
- Repaint Para Transpo lines at all properties.
- Improve the design of pick-up and drop-off zones to better support people using walkers or mobility devices.





- Ensure curb cuts do not lead directly into parking spaces.

3. Renovations, Repairs & Maintenance

Tenants reported that renovations and repairs often overlook accessibility and, in some cases, reduce it. They called for a consistent standard that improves—not worsens—accessibility.

- Renovations and maintenance frequently fail to consider accessibility (e.g., stairs not repainted to consider those with visibility needs)
- Repairs should be equal to or better than previous installations (e.g., paddles at 111 Catherine).
- Elevators are unreliable (especially single elevator buildings) and most are not stretcher-accessible.
- Flooring and lifting hazards at some buildings need to be fixed.
- Garbage rooms and some building entrances are not accessible.
- Renovation policies should address entire units (e.g., cupboards often installed too high).
- Tenants should be consulted before renovations; proper notice is not always provided.
- Ensure all public spaces and meeting rooms are fully accessible.

4. Customer Service

Tenants shared that customer service capacity affects how quickly accessibility concerns are addressed. They felt more resources and support are needed to improve response times and access to services.

- Tenants sense that Rental Officers are overwhelmed, leading to delays.
- Improve overall service delivery and timeliness.
- Accessible parking is lacking at the CCOC office.





5. Communication & Information

Clear, accessible, and timely communication was raised as a recurring concern. Tenants asked for notices and safety information that are easy to understand, timely, and available in multiple formats.

- Notices should be clear, concise, and professional, focusing on impacts on tenants.
- Develop standard communication protocols for building-wide issues (e.g., email within a specified period plus paper notice).
- Shorten voicemail recordings and provide web forms or alternatives for call-back requests.
- Allow more time for tenants to respond when asked if they need support.
- Fire safety communication should include:
 - Shorter fire alarm testing windows.
 - Clear follow-up after false alarms, including Fire Department information.
 - Encouragement for neighbours to notify each other during alarms.
- Regularly update “Needs Assistance” list.
- Provide more language options for communications.
- Tenants appreciate receiving NewsNotes by email; use it for policy updates and meeting agendas.
- Provide large-print calendars with clearer layouts and larger boxes.

6. Training & Staff Awareness

Tenants identified the need for better training across most staff roles, including front-line workers, cleaners, and building representatives. Awareness and accountability were seen as essential to maintaining accessibility.

- Train staff on invisible disabilities (e.g., distinguishing between slurred speech and intoxication).





- Cleaners should report accessibility issues, such as broken automatic doors.
- Provide ongoing education for tenants and staff to prevent blocked access to common areas like garbage rooms (e.g., bins or furniture during move-outs).
- Clearly identify Building Representatives so tenants know who to contact about accessibility issues.

Feedback from this Circle will be reviewed by the Management Committee to identify possible actions. Since the Circle, the TCE team has already applied for grant funding to increase accessibility of waste rooms. Based on the feedback, employees will suggest updates to CCOC's Accessibility Plan for the Board to review.

The next CCOC Circle will focus on Waste Management and will take place:

📍 464 Metcalfe Street, Meeting Room

📅 Wednesday, October 8

🕒 6 –8 pm

👥 In-person

