



Access Thunder Bay

Thunder Bay's Guide to Accessible Community Services for Persons with Disabilities

*working towards a **Barrier - Free** Thunder Bay*





**We are working toward
a Barrier-Free Thunder Bay!**

ACCESSIBLE THUNDER BAY

More than 1.5 million people in Ontario have a disability and face barriers to accessibility on a regular basis. The Ontarian's With Disabilities Act came into effect on September 30, 2001. The goal of the Act is to improve the accessibility of communities throughout Ontario by removing existing barriers over time and by preventing new barriers from being created. As part of the legislation, your hospitals, post-secondary institutions, schools, municipal and provincial governments have developed annual Accessibility plans. These plans can be found on each of the web sites to the right.



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Accessibility planning is not possible without the input of people with disabilities. We encourage you to contact us if you have any questions or would like to report a concern that you have faced in our community. Hard copies of current plans are available upon request.

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Welcome to **Access** Thunder Bay

Thunder Bay is a vibrant place to live; full of beautiful parks, service facilities and recreational opportunities.

The City of Thunder Bay is pleased to introduce this accessibility directory so that individuals of all abilities can discover our city.



***Creating a place where everyone can live, work
and play!***

For more information on Access Thunder Bay please contact:

Donna Sippala – Supervisor of Special Services Operations
(807) 625-2418

or visit our website at:

www.thunderbay.ca and click on accessibility



International Symbol of Accessibility

This symbol indicates access for individuals with limited mobility such as wheelchair users. It is also used to indicate accessible entrances, bathrooms or to show that a phone is lowered for wheelchair users.

Accessible via ramps and or steps 	Wheelchair accessible counter
Telecommunication device for the deaf 	Handrails available
Facility for the hard of hearing 	Lift or elevator available
Staff trained to help 	Accessible bathroom
Accessible change rooms 	Level Access
Accessible parking 	Seat available

CITY OF THUNDER BAY

Accessibility Policy

It is the policy of The Corporation of the City of Thunder Bay that citizens with disabilities achieve accessibility in the provision of goods and services by the City to this community, consistent with the principles of independence, dignity, integration and equality of opportunity as set out in the regulations of the Accessibility for Ontarians With Disabilities Act, 2005.

Did you know?

- Did you know that approximately 16% of the population of Ontario is representative of people with disabilities?
- Did you know that Ontario's population of people with disabilities is expected to increase to 20% in two decades?
- Did you know that currently in Thunder Bay 17% of the population is representative of people with a disability?

What are we doing about it?

With the guidance of an Accessibility Advisory Committee our mission is to ensure that everyone has the ability to fully participate in the community as well as become involved in the identification, removal and prevention of barriers.

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005 ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE REGULATION 429/07

Documents required under this Regulation are available on our web site
www.thunderbay.ca/accessibility.

If you have any feedback regarding accessibility please let us know!

Phone:	625-2230
TTY:	622-2225
e-mail:	bwrigley@thunderbay.ca
In-person:	City Clerk's Office, City Hall, First Floor
Mail:	Accessibility Feedback Office of the City Clerk 500 Donald St. E. Thunder Bay, ON P7E 5V3

RECREATION SERVICES FOR PEOPLE WITH DISABILITIES

Inclusion Services

Inclusion Services is a unit under the City of Thunder Bay's Recreation & Culture Division that promotes and provides recreation services for people with disabilities. Through the programs offered at Integration Services, children and adults of all abilities are encouraged to lead healthy, active lifestyles.

Inclusion Services can assist by:

- Supporting individuals through personal consult and referral;
- Providing support to regular programs to make them more accommodating and accessible;
- Offering programs for skill development at basic entry levels ie. Fun and Fitness, Get Moving, Inclusive Adult Bowling, Terrific Tuesdays, Wild Wednesdays and Sports Mania;
- Participating in community initiatives such as Leisure Resources Thunder Bay Committee and the PAL Card;
- Partnering with community agencies and organizations such as George Jeffery Children's Centre, Nor'West Community Health Centre, and Wesway;
- Providing training and opportunities for students, volunteers, recreation staff and agencies supporting persons with disabilities;
- Coordinating information and resources such as newsletters, a bank of specialized and adaptive equipment, library of books and videos.

For information on any of these services please call Inclusion Services at 625-3220 or 625-2930 or email us at kjohnson-tomlin@thunderbay.ca or sholloway@thunderbay.ca

RECREATION SERVICES FOR PEOPLE WITH DISABILITIES

Inclusion Services

Inclusion Services is also a partnership between Community Living Thunder Bay and the City of Thunder Bay's Recreation & Culture Division that promotes and provides recreation services for people with disabilities. Through the services offered by Inclusion Services, children and adults of all abilities are encouraged to lead healthy and active lifestyles!

Inclusion Services assists people with disabilities by:

Providing a spectrum of supports to individuals with disabilities who wish to participate in City of Thunder Bay recreation and culture programs;

Providing a service specific to children and youth with disabilities called Junior Inclusion Services which supports year round and summer recreation and culture programs;

Partnering with community agencies and organizations who have the common goal of inclusion for people with disabilities in recreation;

Providing training and opportunities for staff, students, volunteers, and agencies supporting persons with disabilities;

Maintaining and providing information and resources on inclusion and recreation such as newsletters, a bank of specialized and adaptive equipment and a library of books and videos.

P.A.L. Card


The Personal Attendant for Leisure Card (P.A.L.) can be used by a person with a disability to allow their support person to attend at no cost, when using facilities that accept the P.A.L Card.


P.A.L. Card applications are available at Victoriaville Civic Centre, on-line at www.ilrctbay.com or by calling 625-2930.


All-Terrain Wheelchair

If you have a mobility disability and enjoy the outdoors, an all terrain wheelchair is available to borrow free of charge for an hour, a day or a week. The chairs are suitable for adult and child / youth and are equipped with large tires, adjustable foot rests, a padded seat, seatbelts, brakes and additional torso supports.

**For information on any of these services please call Inclusion Services at
625-3220 or 625-2930 or email us at
kjohnson-tomlin@thunderbay.ca or sholloway@thunderbay.ca**


 <p>Tip of the Day...</p> <p>Although we try to ensure that all accessible features are operational, always phone ahead to make sure that the accessible features in the facility are working that day. This will help you avoid any problems and make your day run smoothly.</p>	Accessible Parking	Automatic Door Opener	Elevator Service	Service Counter Available	Accessible Entrances	Unobstructed Hallways & Walkways	Smooth Walls to Guide the Visually Impaired	Accessible Washrooms
Animal Services 882 Alloy Pl. Phone: 684-2156	●	●	n/a	●	●	●	●	●
ARENAS								
Current River Arena 425 Grenville Ave. Phone: 683-5771	●		n/a		●	●	●	●
Delaney Arena 300 Legion Track Dr. Phone: 622-9888	●		n/a		●	●	●	●
Fort William Arena 901 Miles St. Phone: 625-3062	●	●	n/a		●	●	●	●
Grandview Arena 300 Madeline St. Phone: 767-2832	●		n/a		●	●		
Neebing Arena 1751 Bowlker Rd. Phone: 939-1919	●	●	n/a		●	●	●	●
ARTS & HERITAGE								
Thunder Bay Community Auditorium 1 Paul Schaffer Dr. Phone: 343-3210 <u>Special Services Offered:</u> <ul style="list-style-type: none"> • Sennheiser Infrared Lightening System Wireless, lightweight headsets available to those who need hearing assistance. Please reserve a unit at the box office when ordering tickets. • Designated Wheel Chair Seating – If you are attending a performance in a wheelchair, please inform the Box Office and special seating will be reserved for you. 	●	●	●	●	●	●		●
Thunder Bay Museum 425 Donald St. E. Phone: 623-0801	●	●	●	●	●	●		●


	Accessible Washrooms								
	Smooth Walls to Guide the Visually Impaired								
	Unobstructed Hallways & Walkways								
	Accessible Entrances								
	Service Counter Available								
	Elevator Service								
	Automatic Door Opener								
	Accessible Parking								
ARTS & HERITAGE CONTINUED...									
Northwestern Ontario Sports Hall of Fame 219 May St. South Phone: 622-2852 <u>Services Offered:</u> An accessible entrance is available via an assisted lift. A buzzer will notify staff inside for assistance into the building.									
Centennial Conservatory Balmoral & Dease St. Phone: 622-7036									
City Hall 500 Donald Street E. Phone: 625-2230									
COMMUNITY CENTRES									
Current River Community Centre 450 Dewe Ave. Phone: 683-8451									
Jackpine Community Centre 260 Jackpine Rd. Phone: 345-1641									
Jumbo Gardens Recreation Centre 330 Toivo St. Phone: 767-3321									
Northend Community Centre 954 Huron Ave. Phone: 345-1951									
North McIntyre Community Centre 2051 Government Rd. Phone: 767-1400									
North Neebing Community Centre 2145 Rosslyn Rd. Phone: 474-0909									
Ogden Community Centre 600 McKenzie St. Phone: 625-2198									
Oliver Road Community Centre 563 Oliver Road Phone: 345-9531									

	Accessible Washrooms	Smooth Walls to Guide the Visually Impaired	Unobstructed Hallways & Walkways	Accessible Entrances	Service Counter Available	Elevator Service	Automatic Door Opener	Accessible Parking
COMMUNITY CENTRES CONTINUED								
South Neebing Community Centre RR4 1841 Mountain Rd. Phone: 475-4622	•	•	•	•	n/a		•	
Vale Community Centre 420 Vale Ave. Phone: 577-2290	•	•	•	•	n/a	n/a	•	•
Vickers Heights 1695 Broadway Ave. Phone: 577-4041	•	•	•	•	n/a	n/a		
West Arthur Community Centre 1914 W. Arthur St. Phone: 577-6661	•	•	•	•	n/a	n/a		
West Thunder Community Centre 915 S. Edward St. Phone: 475-9396	•	•	•	•	n/a		•	
Westfort Community Centre 397 Empire Ave. Phone: 623-3282		•	•	•	n/a	n/a		
DAY CARE CENTRES								
Algoma Day Care 58 Algoma St. N. Phone: 684-3272	•	•	•	•	n/a		•	
Grace Remus Day Care 750 Tungsten St. Phone: 684-3594	•	•	•	•	n/a			
Jumbo Gardens 1122 Dawson Rd. Phone: 684-3687	•			•	n/a			
Ogden Day Care Centre 600 McKenzie St. Phone: 625-3810	•			•	n/a			


How to use this guide

•	Indicates accessible services and or features.
N/A	Not applicable to the facility.
	The facility is not equipped with that particular accessible feature.


	Accessible Washrooms	Smooth Walls to Guide the Visually Impaired	Unobstructed Hallways & Walkways	Accessible Entrances	Service Counter Available	Elevator Service	Automatic Door Opener	Accessible Parking
GOLF COURSES								
Chapples Golf Course Phone: 625-2582			•	•	•		•	•
Municipal Golf Course Rosslyn Phone: 939-1331					•		•	•
Strathcona Golf Course Concession Road Phone: 683-8251				•	•			•
HOMES FOR THE AGED								
Dawson Court 523 Algoma St. N Phone: 684-2926	•	•	•	•	•	•	•	•
Grandview Lodge 200 Lillie St. N. Phone: 625-2923	•	•	•	•	•	•	•	•
Jasper Apartments 1200 Jasper Dr. Phone: 684-2990	•	•	•	•	•	•	•	•
Pioneer Ridge 750 Tungsten St. Phone: 684-3910	•	•	•	•	•	•	•	•

	Accessible Washrooms	Smooth Walls to Guide the Visually Impaired	Unobstructed Hallways & Walkways	Accessible Entrances	Service Counter Available	Elevator Service	Automatic Door Opener	Accessible Parking
LIBRARIES								
Brodie Resource Library 216 Brodie St. Phone: 623-0925 <ul style="list-style-type: none"> Wheelchair accessible computer stations Table mounted magnifying glass JAWS: Reads text back to user 	•			•	•	•	•	•
County Park Library 1020 Dawson Rd. Phone: 768-9151 <ul style="list-style-type: none"> Wheelchair accessible computer stations Table mounted magnifying glass 	•			•	•	n/a	•	•
Mary J.L. Black Library 151 Brock St. W. Phone: 475-5906 <ul style="list-style-type: none"> Table mounted magnifying glass 					•			
Waverly Resource Library 285 Red River Rd. Phone: 344-3585 <ul style="list-style-type: none"> Wheelchair accessible computer stations Table mounted magnifying glass Optilec Machine: Magnifies text using a video camera to enlarge the page on the video screen. 	•			•	•	•	•	•

•	Indicates accessible services and or features.
N/A	Not applicable to the facility.
	The facility is not equipped with that particular accessible feature.

	Accessible Parking	Automatic Door Opener	Elevator Service	Service Counter Available	Accessible Entrances	Unobstructed Hallways & Walkways	Smooth Walls to Guide the Visually Impaired	Accessible Washrooms
POOLS – INDOOR								
Canada Games Complex 420 Winnipeg Ave. Phone: 684-3311 <ul style="list-style-type: none"> • Wheelchair accessible telephone with volume control. • Accessible dressing rooms and wheel-in showers • Accessible exercise equipment • Portable Aquatic Lift to access lanes or deep end of the pool • Ramp access to shallow section 	•	•	•	•	•	•	•	•
Churchill Pool 130 Churchill Drive Phone: 577-2538 <p>Churchill Pool reserves times for individuals with special needs and their support workers. It is designed to ensure that people can enjoy the facility without the commotion that is sometimes associated with public and family swims.</p> <p>Support workers are admitted free of charge Wednesday: 10:30 pm – 11:30 am.</p>	•	•		•	•	•		•
Volunteer Pool 180 Martha St. Phone: 345-5143 New in 2008–Accessible family change room, shower and washroom.	•	•		•	•	•		•

<p>“Ability is what you’re capable of doing. Motivation determines what you do. Attitude determines how well you do it”</p> <p>Lou Holtz</p>	Accessible Washrooms	Smooth Walls to Guide the Visually Impaired	Unobstructed Hallways & Walkways	Accessible Entrances	Service Counter Available	Elevator Service	Automatic Door Opener	Accessible Parking
POOLS – OUTDOOR								
Dease Pool 370 Vickers St. N. Phone: 623-6013	•	•	•		•	n/a	n/a	
Heath Pool 1251 Heath St. Phone: 475-0522		•	•		•	n/a		
Widnall Pool 820 Minnesota St. Phone: 623-1480	•	•	•	•	•	n/a		
Boulevard Lake Swimming Information Phone: 684-2346 A wheelchair is available to use with the lift for access into the water.	•	•	•	•		n/a	n/a	•
RECREATION CENTRES								
Herb Carroll 55+ Centre 1100 Lincoln St. Phone: 625-2316	•		•	•	•	n/a	•	•
Thunder Bay 55+ Centre 700 River St. Phone: 684-3066	•	•	•	•	•	n/a	•	•
STADIUMS & TOURNAMENT CENTRES								
Port Arthur Stadium 420 Lisgar St. Phone: 345-5825	•	n/a	•	•	•	n/a	•	•
Fort William Stadium (Chapples) Phone: 622-9888	•	n/a	•	•	•	n/a	•	•
Thunder Bay Tournament Centre 2050 Mountain Rd. Phone: 577-9998	•	•	•	•	•	•	•	•

Did you know....  City buses are all equipped with ramp entries with low floor design.	Accessible Washrooms	Smooth Walls to Guide the Visually Impaired	Unobstructed Hallways & Walkways	Accessible Entrances	Service Counter Available	Elevator Service	Automatic Door Opener	Accessible Parking
Thunder Bay Hydro 34 Cumberland St. N. Phone: 343-1111	•		•	•	•	•	•	•
Thunder Bay Police 200 Balmoral St. Phone: 684-1200 Telecommunication Device: 684-1334	•	•	•	•	•	•	•	•
Thunder Bay Telephone 1046 Lithium Drive Phone: 623-4400	•		•	•	•	•	•	•
TRANSPORTATION								
Thunder Bay City Transit 570 Fort William Rd. Phone: 684-3744 Hearing Impaired Line Phone: 684-2997 <ul style="list-style-type: none"> • New audio/visual stop announcements • 100% of the buses are fully accessible. • Equipped with kneeling front entrances, grab bars, easy to reach stop request buttons, and priority seating for customers with mobility problems. • Designated wheelchair areas can accommodate up to two wheelchairs.’ • For more information visit www.thunderbay.ca/transit 	•	•	•	•	•	n/a	•	•
Brodie and Water Street Terminals	n/a	•	•	•	•	n/a	•	•

H.A.G.I Transit
1201 Jasper Drive (Suite C)

Handicap Action Group Incorporated
Phone: 345-0777
For more information visit www.hagi.ca

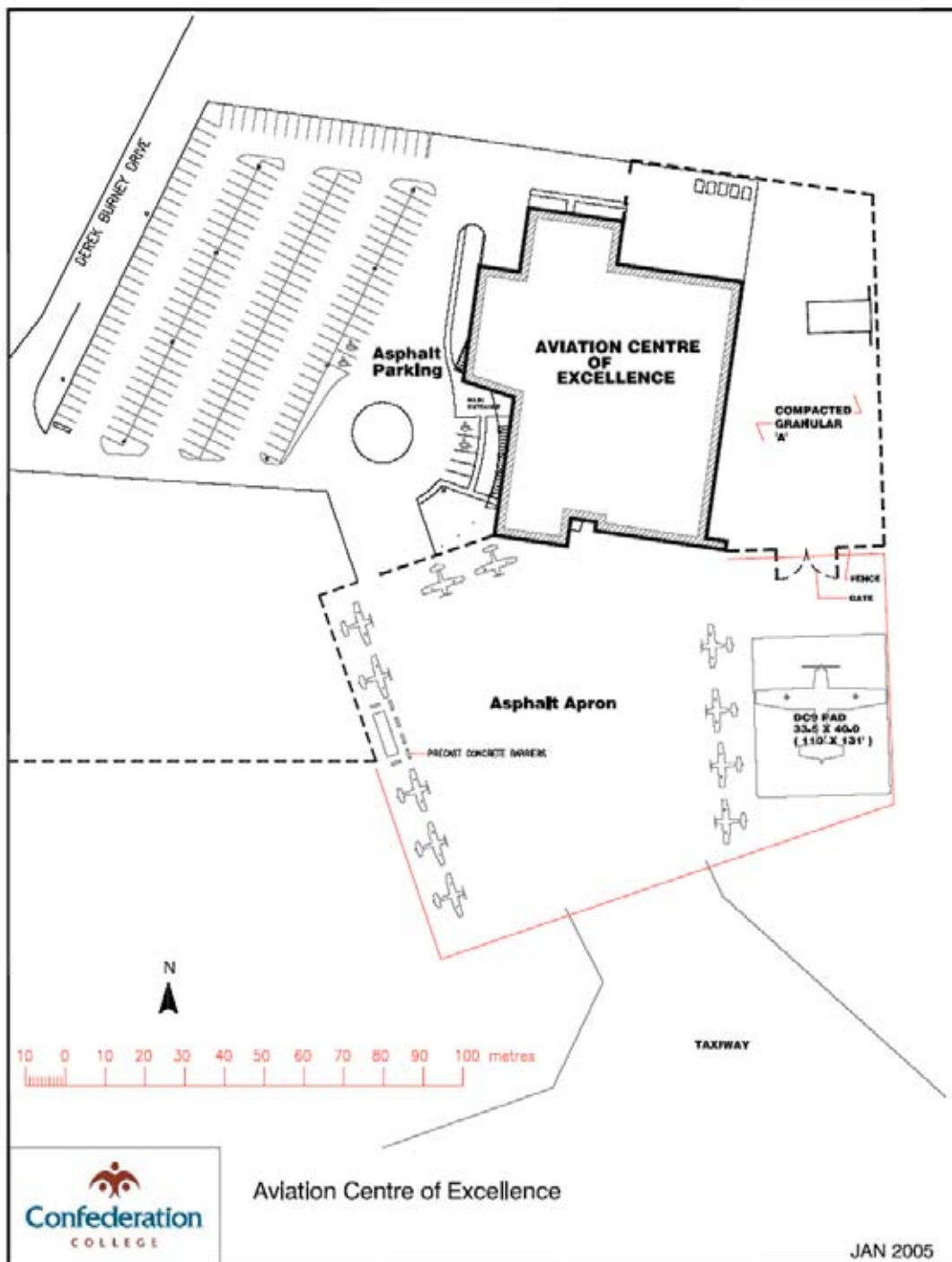
HAGI Transit services are designated for anyone who is unable to use city transit for those who are unable to physically walk the distance of 100 metres, climb or descend.


ACCESSIBILITY AT CONFEDERATION COLLEGE



Service ▼	Location ► Shuniah Building	McIntyre Building	Dorion Building	Aviation Centre	Fitness Centre	Sibley Hall Residence
Accessible Parking	✓	✓	✓	✓	✓	✓
Accessible Entrance	✓	✓	✓	✓	✓	✓
Accessible Washrooms	✓	✓	✓	✓	✓	✓
Lower Drinking Fountains	✓	✓	✓	✓	✓	none
Lower Pay Phones	✓	✓	✓	✓	✓	✓
Elevators	✓	n/a	✓	✓	to 2 nd floor	none
Lecture Theatre	enter at 3 rd floor	n/a	n/a	n/a	n/a	n/a
Student Lounge/Cafeteria	✓	✓	✓	✓	n/a	n/a
Nurse	by phone	by phone	by phone	by phone	✓	by phone

Paterson Library Commons (Shuniah Building)	<ul style="list-style-type: none"> • Accessible entrance • Accessible work stations (for audiovisual equipment & computers) • Accessible study carrels • ReadPlease – reads electronic documents • askON Virtual Reference Service • Internal elevator
Learning Centre (Shuniah Building)	<ul style="list-style-type: none"> • Accessible entrance • Accessible work station • Alternate format by request • TTY – text communication via telephone • FM listening system • Zoomtext – magnifies electronic documents • JAWS – reads the computer screen • Smartview Extend Magnifier – for paper-based text • Dragon Naturally Speaking – voice-to-text software • Kurzweil 3000 – reads electronic documents • TextHELP Read & Write – supports reading, writing, and learning • Inspiration – concept mapping • Plus a variety of portable devices for notetaking, recording, self-management, and reading



 Site Accessibility – December 2008	Accessible Parking	Automatic Door Opener	Elevator / Chair lift	Accessible Entrance	Accessible Washroom
Agnew H. Johnson 145 Churchill Drive Phone: 577-6448	●	●	●	●	●
Algonquin Avenue 160 Algonquin Avenue Phone: 767-3881	●	●	●	●	●
C.D. Howe 30 Wishart Crescent Phone: 683-6289	●				
Claude E. Garton 414 Grenville Avenue Phone: 683-6289	●	●	●	●	●
Crestview R.R. #1 Oliver Road, Murillo Phone: 935-2692	●				
Ecole Gron Morgan 174 Marlborough Road Phone: 345-1468	●				
Edgewater Park 511 West Victoria Avenue Phone: 577-7551	●				
Five Mile 2025 Dawson Road Phone: 767-1411	●	●	●	●	●
Gorham and Ware Community R.R. #14 Phone: 767-4241	●	●		●	
Hyde Park 2040 E. Walsh Phone: 623-1541	●	●		●	

Facility Name Address Contract telephone number for more information	Accessible Parking	Automatic Door Opener	Elevator / Chair lift	Accessible Entrance	Accessible Washroom
Kakabeka Falls 1 Porter St, Kakabeka Falls Phone: 473-9252	●	●		●	
Kingsway Park 315 Empire Avenue Phone: 623-6722	●			●	
McKellar Park 301 N. Archibald Street Phone: 623-2289	●				
McKenzie R.R. #13, 1625 Lakeshore Drive Phone: 983-2355	●				
Nor'wester View 1946 Mountain Road Phone: 475-9231	●	●		●	●
Ogden Community 600 McKenzie Street Phone: 622-9513	●				
St. James 243 St. James Street Phone: 345-7191	●				
Sherbrooke 110 Sherbrooke Street Phone: 475-4226	●				
Valley Central R.R. #6, 563 Candy Mountain Drive Phone: 473-5810	●	●		●	●
Vance Chapman 1000 Huron Avenue Phone: 344-8661	●	●		●	

Facility Name Address Contract telephone number for more information	Accessible Parking	Automatic Door Opener	Elevator / Chair lift	Accessible Entrance	Accessible Washroom
Westmount 120 W. Begin Street Phone: 623-7715	●	●	●	●	
Whitefish Valley R.R. #1, Kakabeka Falls Phone: 475-3181	●				
Woodcrest 867 Woodcrest Road Phone: 346-9396	●	●	●	●	●
Hammar skjold High School 80 Clarkson Avenue Phone: 767-1631	●	●	●	●	●
Superior C&VI 333 High Street Phone 768-7284	●	●	●	●	●
Sir Winston Churchill C&VI 130 Churchill Drive Phone: 473-8100	●	●	●	●	●
Westgate C&VI 707 S. James Street Phone: 577-4251	●	●	●	●	●
Education Center 2135 Sills Street Phone: 625-5100	●	●	●	●	●
Lakehead Adult Education Center 125 Lillie Street S. Phone: 625-5145	●	●	●	●	

Lakehead University strives to be a “welcoming, accessible and accountable institution, known for enabling students at all stages of life to achieve their potential”.

Lakehead University Campus Accessibility	
Service	
Accessible Parking	<ul style="list-style-type: none"> • Designated parking spaces
Accessible Entrances	<ul style="list-style-type: none"> • All main entrances • Ramp access where needed • Automatic door openers
Elevators	<ul style="list-style-type: none"> • Audio/ Braille in University Centre • Audio in the Chancellor Paterson Library • In all main buildings
Accessible Washrooms	<ul style="list-style-type: none"> • In all major buildings • Identified with signage
TTY Device	<ul style="list-style-type: none"> • Telecommunication device for the deaf available in the Learning Assistance Centre
Cafeteria	<ul style="list-style-type: none"> • Accessible tables
Outpost	<ul style="list-style-type: none"> • Wheelchair Access using tunnel elevator
FM Service	<ul style="list-style-type: none"> • Available in designated rooms
Lecture Theatres	<ul style="list-style-type: none"> • Elevator access to UC 2011 • Ramp access to UC0050
Drinking Fountains	<ul style="list-style-type: none"> • Accessible fountains on campus
Lower Telephones	<ul style="list-style-type: none"> • Accessible telephones on campus
Stair Markings	<ul style="list-style-type: none"> • Interior stairs marked to increase visibility
Assistive devices /software	<ul style="list-style-type: none"> • Available at the Chancellor Paterson Library and the Learning Assistance Centre
Campus map	<ul style="list-style-type: none"> • http://www.lakeheadu.ca/images/misc/campusmap.pdf
Accessibility Plan	<ul style="list-style-type: none"> • http://hr.lakeheadu.ca/wp/?pg=117

Building Legend

AC	Avila Centre
AT	Advanced Technology & Academic Centre (ATAC)
BB	Braun Building
BL	Bora Laskin Building
BM	Building Maintenance
CB	Centennial Building
FB	Centre for Northern Forest Ecosystem Research
GH	Greenhouse
HA	Psychology/Visual Art Labs
HB	Forestry Annex
HE	Centre of Excellence for Children & Adolescents with Special Needs
HF	Psychology Research Lab
HG	Paleo-DNA Teaching Laboratory
LI	Chancellor Paterson Library
MS	School of Medicine
MV	Music & Visual Arts Centre
NO	Paleo-DNA Laboratory/(NOTC)
PH	Power House
RB	Ryan Building
RC	Regional Centre
SB	Sanders Fieldhouse
SC	Student Centre
SN	School of Nursing Building
UC	University Centre (Agora)
The HANGAR	Student Sports Facility

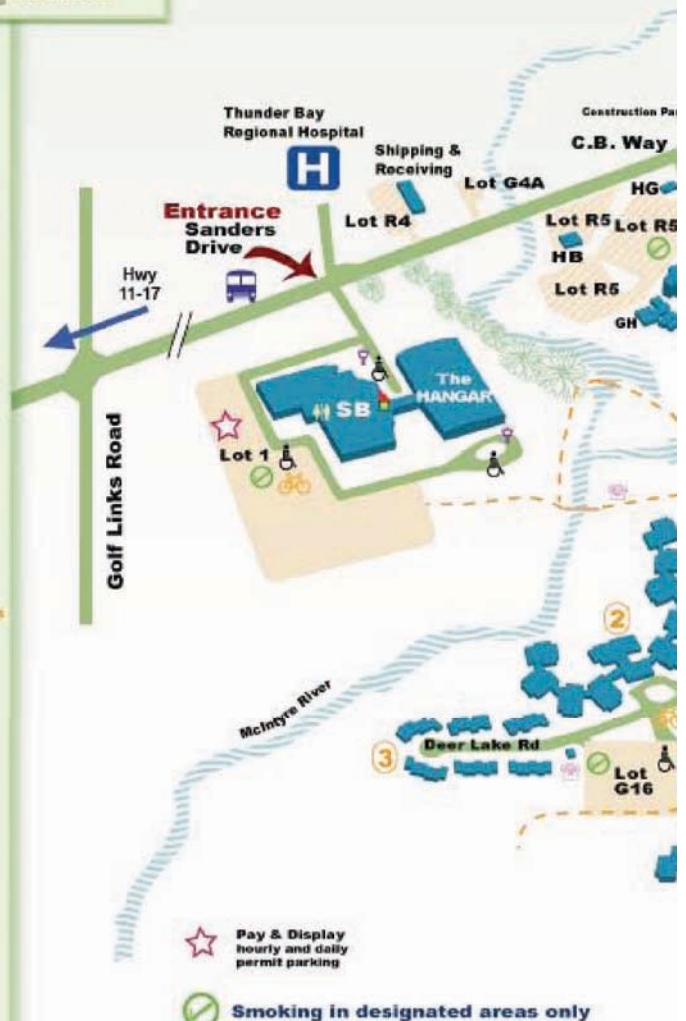
Residence Legend

1. Prettie Residence	Armstrong
Dorion	Upsala
Terrace Bay	
Sloux Lookout	
2. Bartley Residence	5. South Residence
Atikokan	Schreiber
Dryden	Balmertown
Ear Falls	Jellicoe
Fort Frances	
Geraldton	6. Halliday Hall
Kenora	Wawa
Longlac	Shabaqua
Marathon	
Nipigon	7. North Spirit Heights
Rainy River	Wabigoon
3. Deer Lake Ridge	White River
Red Rock	Beardmore
Rosspoint	Keewatin
Eagle River	Ignace
Minaki	Nakina
Quetico	
Sandy Lake	8. Bearskin Lake
4. North Residence	Kakabeka
Shebandowan	Ogoki
	Ouinnet
	Silver Islet
	Lansdowne
	Rocky Bay

	One Way		Walking, Cycling Paths
	Handicap Parking		Tunnels
	Bus Stops		Emergency Phones
	Bike Racks		Parking Meters







Accessibility

	Automatic Door
	Ramp
	Washroom











St. Joseph's Care Group







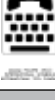






Care, Compassion, Commitment

St. Joseph's Hospital 35 Algoma Street N. 343-2431	
	<ul style="list-style-type: none"> • Accessible parking available in main lot on south side of building • Accessible van parking available • Additional accessible parking available in the Heart of The Harbour parkade (2nd level), with ramp access to St. Joseph's Hospital
	<ul style="list-style-type: none"> • Elevator service available
	<ul style="list-style-type: none"> • Telecommunication device for the deaf available on the main floor
	<ul style="list-style-type: none"> • Handrails are available throughout the facility in client care and main public areas
	<ul style="list-style-type: none"> • Accessible public bathrooms available on every floor
	<ul style="list-style-type: none"> • Wheelchair accessible telephone located in main lobby






St. Joseph's Heritage (including Frank Murphy Community Centre Pool) 63 Carrie Street 768-4400	
	<ul style="list-style-type: none"> • Accessible parking available • Accessible van parking available
	<ul style="list-style-type: none"> • Elevator service available
	<ul style="list-style-type: none"> • Telecommunication device for the deaf available on main floor
	<ul style="list-style-type: none"> • Handrails are available throughout the facility in client care and main public areas
	<ul style="list-style-type: none"> • Accessible public bathrooms available on every floor
	<ul style="list-style-type: none"> • Wheelchair accessible telephone located in the main lobby • The Frank Murphy Community Centre pool and whirlpool can both be accessed using an aquatic lift. The Temperature of the pool (31° C) and whirlpool (39° C) allows individuals to swim and partake in fitness activities in comfort. <p>A co-ed change room is available to clients with a caregiver. A number of water wellness programs are offered, tailored to individuals with special needs.</p>
Hogarth Riverview Manor (HRM)/ Behavioural Sciences Centre (BSC) 300 Lillie Street N. HRM: 625-1110 BSC: 623-7677	
	<ul style="list-style-type: none"> • Accessible parking available • Accessible van parking available
	<ul style="list-style-type: none"> • Telecommunication device for the deaf available in Hogarth Riverview Manor lobby
	<ul style="list-style-type: none"> • Handrails are available throughout the facility in client care and main public areas
	<ul style="list-style-type: none"> • Accessible public bathrooms off main lobby, in residential home areas and in Behavioural Sciences Centre

Diabetes Health Thunder Bay 285A Memorial Avenue 344-3505	
	<ul style="list-style-type: none"> • Accessible parking available
	<ul style="list-style-type: none"> • Accessible bathroom available
	<ul style="list-style-type: none"> • Main counter wheelchair accessible

Lakehead Psychiatric Hospital 580 North Algoma Street 343-4300	
	<ul style="list-style-type: none"> • Accessible parking available
  	<ul style="list-style-type: none"> • Ramp access available at front entrance • Level access available through Ambulance Entrance
	<ul style="list-style-type: none"> • Elevator service available

Sister Margaret Smith Centre (SMSC) 301 Lillie Street N. (opening September 2009)	
	<ul style="list-style-type: none"> • Accessible parking available • Accessible van parking available
	<ul style="list-style-type: none"> • Accessible public bathrooms available
	<ul style="list-style-type: none"> • Elevator service available
	<ul style="list-style-type: none"> • Telecommunication device for the deaf available upon request
	<ul style="list-style-type: none"> • Wheelchair accessible counter available
	<ul style="list-style-type: none"> • Elevator service available
	<ul style="list-style-type: none"> • Gymnasium equipped with devices for the hard of hearing
Balmoral Centre 667 Sibley Drive 623-6515	
	<ul style="list-style-type: none"> • Accessible parking available
	<ul style="list-style-type: none"> • Accessible bathrooms available
	<ul style="list-style-type: none"> • Elevator service available
  	<ul style="list-style-type: none"> • Level access to building available from main entrance

St. Joseph's Health Centre
710 E. Victoria Avenue. 624-3400

	<ul style="list-style-type: none"> • Accessible parking available in the Victoriaville Parkade
	<ul style="list-style-type: none"> • Elevator service available
	<ul style="list-style-type: none"> • Accessible bathrooms available on each floor
	<ul style="list-style-type: none"> • Telecommunication device for the deaf available upon request
	<ul style="list-style-type: none"> • Wheelchair accessible counter available

For more information please contact:

Geri Vainionpaa

Chair-St. Joseph's Care Group Accessibility Advisory Committee

(807) 343-2499

vainiong@tbh.net



Thunder Bay Catholic District School Board

Site Accessibility

Facility Name, Address, Contact Phone Number

	Accessible Parking	Automatic Door Operator	Elevator/Chair Lift	Accessible Entrance	Accessible Washroom
Bishop E Q Jennings 775 John Street Phone: 767-3052	√	√	√	√	
Bishop Gallagher 159 Clayte Street Phone: 345-4482	√	√		√	
Corpus Christi 110 Marlborough Rd. Phone: 345-9782	√	√	√	√	√
Holy Cross 420 Brittany Drive Phone: 767-6811		√	N/A	√	√
Holy Family 2075 Rosslyn Road Phone: 473-4900	√	√	N/A	√	√
Our Lady of Charity 370 County Blvd. Phone: 768-9363	√	√	√	√	√
Pope John Paul II 205 Franklin Street, South Phone: 623-2324	√	√	√	√	√
St. Ann 1130 Georgina Avenue Phone: 577-7211					
St. Bernard 655 River Street 344-8321	√	√		√	√
St. Elizabeth 735 Selkirk Street Phone: 622-5250		√	N/A	√	




Thunder Bay Catholic District School Board

Site Accessibility

Facility Name, Address, Contact Phone Number

	Accessible Parking	Automatic Door Operator	Elevator/Chair Lift	Accessible Entrance	Accessible Washroom
St. Francis 600 Redwood Avenue, West Phone: 577-8565	√	√	N/A	√	√
St. Ignatius H.S. 285 Gibson Avenue Phone: 344-8433	√	√		√	√
St. John 380 Ray Blvd., Phone: 344-7961					
St. Jude 345 Ogden Street Phone: 623-5989	√	√	√	√	√
St. Margaret School 89 Clayte Street Phone: 344-4701	√			√	√
St. Martin 115 West Mary Street Phone: 475-5289	√	√	√	√	√
St. Patrick H.S. 621 Selkirk Street, South Phone: 623-5218	√	√	√	√	√
St. Paul 539 Grenville Avenue Phone: 683-8941		√	√	√	√
St. Pius X 140 Clarkson Street, South Phone: 767-3061	√	√	N/A	√	√
St. Thomas Aquinas 2645 Donald Street Phone: 577-1835		√	N A	√	

 Thunder Bay Catholic District School Board					
Site Accessibility Facility Name, Address, Contact Phone Number					
St. Vincent 150 Redwood Avenue, West Phone: 577-3823					
Catholic Education Centre 459 Victoria Avenue, West Phone: 625-1555					
Accessible Parking	Automatic Door Operator	Elevator/Chair Lift	Accessible Entrance	Accessible Washroom	
√			√	√	
√	√	√	√	√	



Accessibility at the Thunder Bay Regional Health Sciences Centre

Patient Care & Safety is our Focus

Thunder Bay Regional Health Sciences Centre (TBRHSC) is committed to providing excellent health care to the community. TBRHSC continually strives to offer fully accessible services and programs to ensure identified needs are met. In order to best serve you, please inform your health care provider of any special needs that you may require.

Services/Accommodation available at TBRHSC

☛ Printed Floor Plan

- ◆ Printed copies available at Information Desk.

☛ Directory Floor Plan Signs

- ◆ Beside the Grand Staircase on levels 1, 2 and 3.
- ◆ Inside Main Entrance Doors and beside the Information Desk.

☛ Accessible Entrances

- ◆ All entrances are accessible without curbing at ground level.
- ◆ Equipped with automatic, sliding and/or revolving doors.

☛ Accessible Parking

- ◆ Spaces in lots A1, A3, B, C1, C2, D, E, and F.
- ◆ Renal parking spaces outside Renal Entrance.

☛ Accessible Washrooms

- ◆ We have over 20 accessible public washrooms and they are marked with this symbol:



☛ Accessible Elevators

- ◆ All are accessible and equipped with Braille buttons and audio tones.

☛ Easy Access Doors

- ◆ Internal doors are automatic or have lever handles.
- ◆ External doors are hand waves, sliders and/or revolving.

☛ Waiting Areas

- ◆ Located at program/service areas with ample seating.

☛ FM Service

- ◆ FM audio transmission available in Boardroom and Auditoriums A and B.

☛ Handrails

- ◆ In all main hallways except front foyers.

☛ Wheelchairs

- ◆ Available in Emergency and Main Entrance.

☛ **Service Animals**

- ♦ See ADMIN-15 policy on Service Animals.
- ♦ Contact the department manager for further information.

☛ **Pocket Pagers**

- ♦ Available at Switchboard.
- ♦ A pager that vibrates to notify patients who cannot hear our paging system.
- ♦ For patients who are Deaf, deafened or hard-of-hearing only.

☛ **Pocket Talkers**

- ♦ Allows a patient to use headphones to hear sound / voices amplified through a mini-microphone system
- ♦ For patients who are Deaf, deafened or hard-of-hearing only.
- ♦ Available in Rehabilitation, Utilization & Adult Mental Health.

☛ **Amplified Telephone**

- ♦ Portable devices for patient rooms are available at Switchboard.
- ♦ On pay phones marked with this symbol:



☛ **American Sign Language (ASL) Interpreters**

- ♦ Available upon request – advanced notice is required.
- ♦ Contact the Canadian Hearing Society at 623-5594 or Ontario Interpreting Services at 623-5743.

☛ **Closed Captioning**

- ♦ Enabled on all waiting room televisions.
- ♦ Can be activated on patient rooms upon request. If unsure, contact Switchboard for instruction.

☛ **Teletypewriter (TTY) Text Phone Devices**

- ♦ Portable devices available at Switchboard.
- ♦ Fixed devices are available in Emergency, Main Entrance, Cafeteria and on pay phones marked with this symbol:



☛ **Medbridge Translation System**

- ♦ Available Hospital wide on select computers with the following icon:



☛ **Corporate Website**

- ♦ Audio playback through “Read-Please” software and also translation in twelve languages. Font enhancement also available.

☛ **Accessibility Plan/Survey**

- ♦ Available at: www.tbrhsc.net/about_TBRHSC/accessibility_plan.asp

For more information, contact:

Thunder Bay Regional Health Sciences Centre

Executive Assistant, President’s Office

980 Oliver Road, Thunder Bay, ON P7B 6V4

Telephone: (807) 684-6007 Fax: (807) 684-5890

Email: accessibility@tbh.net Website: www.tbrhsc.net

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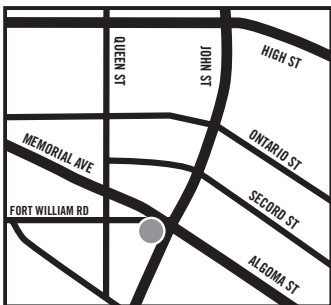
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