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Product	Qty	Price (Hardcopy)	Price (PDF)	Discount	Sub-Total
CAN/CSA-B651-04 Accessible Design for the Built Environment	X	\$105	\$95	- 20%	=
B480-02 (R2008) Customer Service Standard for People with Disabilities (Note: other formats available, see www.shopcsa.ca)	X	\$60	\$55	- 20%	=
B659-08 Inclusive Design for an Aging Population	X	\$90	\$80	- 20%	=
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Special Offer from Canadian Standards Association to Measuring Up The North Communities
RECEIVE A 20% DISCOUNT ON FEATURED PUBLICATIONS FROM CSA (Special pricing is applied to orders received by May 2, 2009)*

CAN/CSA-B651-04, Accessible Design for the Built Environment: This Standard contains requirements for making buildings and other facilities accessible to persons with a range of physical, sensory, and cognitive disabilities. It was developed to fulfill an expressed need for a national technical standard that covers many different types of building and environmental facilities and that can be referenced in whole or in part by a variety of adopting authorities. This Standard specifies technical requirements on how to make buildings and other facilities accessible and safely usable by persons with physical, sensory, or cognitive disabilities.

Commentary: Temporary buildings and facilities provided for public use should also comply with the technical requirements of this Standard. Such temporary facilities may include teaching spaces, reviewing stands, exhibit areas, bleachers, first-aid facilities, or pedestrian passageways around construction sites. Where public access is permitted during construction or maintenance of a facility, the requirements of this Standard should be respected to provide safe and equitable use for everyone. Some people with disabilities may have requirements beyond the levels addressed in this Standard.

This Standard describes technical requirements that can be used in the design and construction of new facilities or modifications to existing facilities. This Standard does not address the application of the technical requirements. The extent to which these requirements have to be applied is the responsibility of other authorities having jurisdiction.

This Standard contains minimum requirements based on adult dimensions. Dimensions are given in SI (metric) units (typically in millimetres) and, where converted from foot/pound (imperial) units, have been rounded off with respect to critical dimensions. All dimensions in figures are given in millimetres and are measured to the centreline, unless otherwise specified.

Commentary: When designing for specific individuals, their particular abilities and preferences should be taken into account. For example, some people prefer to transfer to or from a wheelchair towards their preferred side when using toilet facilities. If a facility is primarily to serve children, dimensions and other provisions should be adjusted to make them suitable for children.

B480-02 (R2008), Customer Service Standard for People with Disabilities (Note: other formats available, see www.shopcsa.ca)

This Standard is for use by organizations that intend to provide people with disabilities with customer service that is equivalent to the quality of service provided to the population at large. The objectives of this Standard are to assist individuals and organizations in planning and implementing good service delivery, verifying the service performance of the organization, and ensuring that the quality of service is continuously improved.

The Standard sets out (a) general requirements, including core principles and the overall framework of the Standard; (b) requirements for the provision of customer service, including requirements for management leadership, provision of resources, service planning and delivery, and responsibilities of staff and associates; (c) important considerations in understanding disabilities, and how to interact with and meet the needs of people with disabilities; (d) a management system that can be implemented to monitor and improve customer service; and (e) further references and resources (see Appendices A to G). Note: See Clause 4.7.4 for suggested approaches to appropriate timing for implementing changes to existing facilities and practices.

The Standard applies to all service delivery modes and may include, and not be limited to, those (a) in person, by telephone, or by electronic or mail correspondence; (b) through an intermediary, intervenor, or third party; and (c) by all personnel, whether professional, administrative, or full- or part-time.

This Standard is for use by those who are responsible for developing and bringing services to the public, which includes people with disabilities. It is applicable to large and small organizations, including public, commercial, and not-for-profit service providers. Users of the Standard may include, but not be limited to, the following sectors: (a) communications; (b) education; (c) entertainment, recreation, and community (theatres, sports facilities and stadiums, arenas, places of worship, food service, restaurants, etc); (d) financial services (banks, insurance, etc); (e) government; (f) health care (hospitals, clinics, dentists, chiropractors, etc); (g) retail (food, clothing, etc); (h) property management (shopping malls, meeting rooms, libraries, etc); (i) service agencies for people with disabilities; (j) transportation and travel (air, rail, bus, taxi, travel agents, etc); and (k) accommodation (hotels, motels, lodges, bed and breakfast premises, etc).

B659-08, Inclusive Design for an Aging Population: This Guideline describes a series of core principles, guiding concepts, and tools applicable to the design and provision of products, services, and environments (PSE) that facilitate use by seniors and those whose abilities are affected by aging. This Guideline may also be applied to designing PSE for the population at large, in conformance with the objectives of universal design.

The objectives of this Guideline are to assist individuals and organizations in (a) raising the awareness of how variations in human abilities affect the usability and safety of PSE; (b) developing and implementing the practices of inclusive design for aging; and (c) providing PSE that improve utility and accessibility, reduce health and safety risks, enhance quality of life, maintain dignity, and promote inclusion.

This Guideline may be used as an overview of the processes for inclusive design for an aging population (IDAP) and as a reference for design techniques and features to be considered in meeting a specific need. This Guideline is written in generic terms and its scope of application is intentionally wide; therefore, most providers of PSE will find it applicable and should benefit from its use.

CAN/CSA-D409-02 (R2008), Motor Vehicles for the Transportation of Persons with Physical Disabilities: This Standard applies to motor vehicles other than passenger cars (as defined in Section 2 of the Motor Vehicle Safety Act (Canada)) designed and manufactured, or converted, and equipped for the purpose of transporting persons with physical disabilities. This Standard specifies (a) the design and manufacture of the vehicle, lifts, and ramps; (b) the mobility aid location and securement; and (c) the required safety equipment. This Standard does not apply to any transit bus and any overbus.

CAN/CSA-D435-02 (R2007), Accessible Transit Buses: This Standard addresses occupant restraint during frontal impacts and does not address side or rear impact situations, due to the lack of available data. Based on information available to it, the Technical Committee responsible for developing this Standard has used a maximum deceleration of 3 g as the basis for developing the requirements of this Standard.

This is believed to be a reasonable maximum level of deceleration likely to be encountered in any frontal impact under normal operating conditions in transit service. This is more than the European standard of 1 g, but is thought to provide a good balance between safety and design.

This Standard does not presume to cover all possible situations that may be encountered in day-to-day operations. Care should always be taken to ensure that vehicles acquired serve the specific needs and operating conditions that apply to the transit system and its customers.

In keeping with the principle of minimum requirements cited above, and in the absence of evidence to the contrary, generally accepted transit industry practice is presumed to be adequate. This is confirmed by a recent search carried out on the Traffic Accident Information Database (TRAID), which reports that over the 10-year period from 1988 to 1997, there were only three fatalities (two passenger and one operator) in total on transit buses in Canada. During that same period, transit buses logged 7.28 billion revenue kilometres in Canadian cities. For details on the application of this Standard, please refer to the Scope.

D436-03 (R2007), Accessible Over-the-Road Buses: This Standard applies to accessible over-the-road buses (OTRBs).

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