



Accessibility Guide



EVERYONE
IS WELCOME
HERE

Contents

Accessibility at the CN Tower	3
Certification	4
Program Partners	5
Access 2 Entertainment	
CNIB Clients	
Getting Here	6
Arriving By Transit	
Arriving By Car	
Accessible Parking	
Parking	
Map	7
Entrance	8
Security Building	9
Lobby	10
Hearing loops	
Wheelchairs	
Main Observation Level	12
Lower Observation Level	13
The Top	14
360 Restaurant	15
EdgeWalk	16
Continuous Improvement	17

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Accessibility at the CN Tower

The CN Tower is committed to ensuring a safe, dignified, inclusive, welcoming and barrier-free environment for everyone.

We strive to meet or exceed the standards of accessibility set out in legislation. Every employee of the CN Tower is trained to help you get the most out of your visit. Guests who need accommodation should feel free to ask any employee for assistance.



Certification

We are proudly **Accessibility Certified Gold** by the Rick Hansen Foundation. This is the highest level of certification, and is achieved by scoring at least 80 per cent on the Rick Hansen Foundation Accessibility Certification™ (RHFAC) Rating Survey.

For more information visit www.rickhansen.com.



Program Partners

Access 2 Entertainment

The CN Tower is proud to be a partner of Easter Seals Canada's **Access 2 Entertainment Program**. This program provides a dignified and positive entertainment experience for people with disabilities who require a support person.

Each Access 2 Card will permit one complimentary General Admission ticket for a support person. If purchasing tickets online in advance, please do not purchase a ticket for the support person. On the day of your visit, please visit Guest Services and present your already-purchased ticket(s) and your Access 2 Card, to receive complimentary admission for the support person. If purchasing your tickets onsite, a Guest Services team member

can assist you with your entire transaction.

A support person is an adult who accompanies a person with a permanent disability to assist with services that are not provided by the employees at the participating venue, such as assistance with eating, administering medication, communication and use of the facilities.

For more information visit www.access2card.ca.

CNIB Clients

The CN Tower is proud to support clients of the Canadian National Institute for the Blind (CNIB) and their new program, **CNIB Connects**.

CNIB Connects is a membership program for Canadians who are blind, partially sighted or deafblind that provides enrolled members with exclusive deals and discounts on products and services offered by leading Canadian businesses that are committed to improving the accessibility of their offerings.

Guests who have a CNIB or a CNIB Connects card may receive one complimentary General Admission ticket by presenting their valid card at Guest Services.

For more information visit www.cnib.ca.

PROGRAMS

Getting Here

We are located in the heart of downtown Toronto, between the Rogers Centre and Ripley's Aquarium of Canada at 290 Bremner Blvd.

Arriving By Transit

The closest transit hub to the CN Tower is **Union Station**. You can reach Union Station via **TTC, GO Transit** or **UP Express**.

UP Express trains arrive and depart from Union Station within the SkyWalk.

The CN Tower is 700 metres from Union Station via **SkyWalk**. Union Station and SkyWalk have barrier-free access via ramps and elevators. Alternatively, after exiting from Union Station to street level, barrier-free access is available via Bremner Boulevard.

Arriving By Car

Guests may be dropped off and picked up on **Bremner Boulevard** just south of the CN Tower and just east of the Rogers Centre.

There is a **Wheel-Trans** designated stop at Gate 7 of the Rogers Centre.

Accessible Parking

The nearest accessible parking lot is at the **Rogers Centre**. Reservations must be booked in advance. Contact Rogers Centre Parking at **416 341 3004**, Monday to Friday 10 a.m. to 4 p.m.

Parking

The closest parking lot to the CN Tower is at the Rogers Centre, followed by the south lot of the Metro Toronto Convention Centre (enter off Lower Simcoe from Bremner Boulevard or Lake Shore Boulevard) and the Impark lot on Navy Wharf (along the west side of the Rogers Centre just north of Bremner Boulevard) Parking is also available at the outdoor lots along Queens Quay (drop off at the CN Tower is recommended).

GETTING HERE



Roy Thomson Hall

Wellington Street W

Bay Street

Blue Jays Way

CBC/Glenn Gould Studio

1   **Union**

Front Street

Rod Robbie (John Street) bridge

Metro Toronto Convention Centre



Union Station



UP



SkyWalk

Ripley's Aquarium

Rogers Centre

Scotiabank Arena

Spadina-Ave

Navy Wharf

Gate 7

Bremner Blvd

Roundhouse Park

Lower Simcoe St

York Street

Rogers Centre Parking

Toronto Railway Museum

510

509

Gardiner-Expressway

Queens-Quay W

Harbourfront Centre

Queens Quay Terminal

Entrance

Guests visiting the CN Tower are encouraged to arrive via Bremner Boulevard (south side of the CN Tower). Bremner Boulevard provides the most convenient access, drop off and parking options.

Visitors arriving via Front Street can follow directional signage across the outdoor Rod Robbie (John Street) Bridge and are encouraged to use the elevators, which will take them toward the Bremner entrance.

Footpaths and stairs have tactile paving with textured ground surfaces for pedestrians who are visually impaired. These features also provide helpful directional guidance for all guests.

An accessible door at the main entrance allows wheelchairs and strollers easy access to the security building.



ENTRANCE

Security Building

Wide metal detector screening devices are available.

Accessible doors are on both ends of the building.

Trained security personnel may assist with guests needing accommodation for sensitivity to the metal detector system.

Service animals are always welcome. A member of our team may inquire as to how we can best assist.



Lobby

A sliding door with accessible buttons gives access to guests using wheelchairs and strollers.

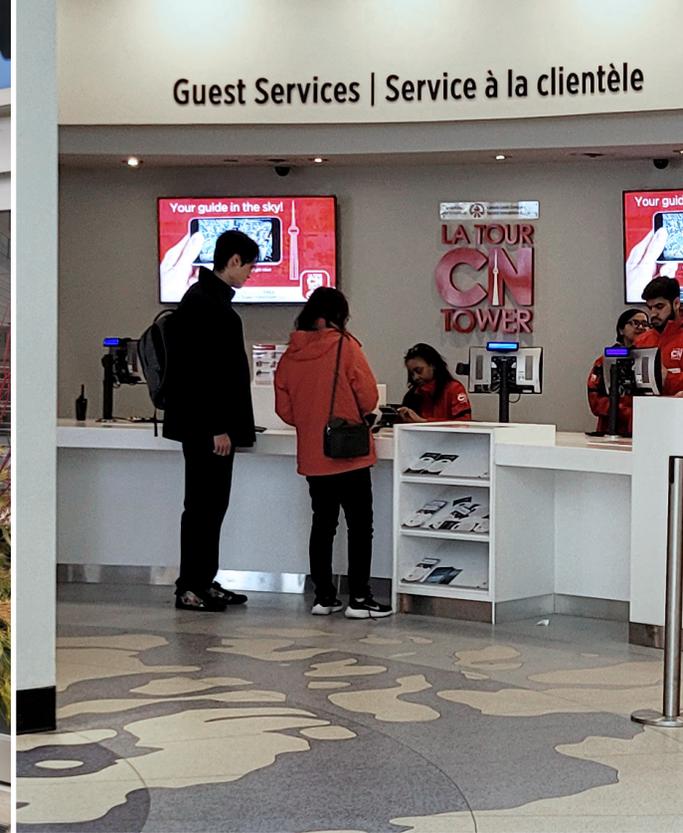
A security team member may assist with accommodation if exit turnstiles are a challenge.

From the lobby (also known as the **Welcome Centre**), a ramp descends to our ground level, where the **Gift Shop**, **Le Café**, **KidsZone** and **EdgeWalk** reception desk are located.

A second ramp ascends from the lobby toward the **Mezzanine Level**, where guests can board one of our high-speed elevators to the Observation levels.

Hearing loops

Also known as audio induction loops, these devices for people with hearing aids are available at Guest Services and in our Retail Store when devices are set to the T-Coil (Telecoil) setting.



Wheelchairs

Complimentary manual wheelchairs are available for guest use. They are located at the **Guest Services desk**.

A limited number of wheelchairs are available on a first-come, first-serve basis. Guests requesting to use one of the complimentary wheelchairs (for themselves or for a member of their party), will be asked to leave a piece of government-issued ID to secure the wheelchair during its use. The ID will be given back when the wheelchair is returned to the Guest Services desk.

Complimentary wheelchairs may not be taken out beyond the main entrance, however a team member will be happy to provide any assistance you may need at that time.

Please note that the CN Tower does not have Electric Conveyance Vehicles (ECVs) available to borrow, however personal mobility devices are welcome.

Mezzanine

This level is barrier-free, with clear, high-contrast signage to direct guests to the elevators, the 360 restaurant reception desk and accessible washrooms.

Accessible washrooms are located past the photo area and near the elevators.

Guests requiring accommodations may speak to a Guest Services Supervisor, who will be pleased to assist.



Main Observation Level

Floor-to-ceiling glass window walls provide barrier-free views.

A universal washroom is available and includes an accessible change table for adults and children.

Counters (serving and point-of-sale) and accessible table heights are available at VUE Bistros.

Guests traveling between the Main and Lower Observation Levels or the 360 Restaurant should speak to a team member who will direct them to an elevator.

Low Sensory Mornings are offered on scheduled days throughout the year:

- Reduced capacities throughout the CN Tower, including within the elevators.
- Adjustments to lighting and audio-visual elements within the building.
- A music-free environment.

Team members have received training through Autism Ontario and are happy and ready to assist throughout the journey within the Tower.



Lower Observation Level

The **Glass Floor** provides barrier-free views.

The **Outdoor Terrace** is fully accessible and has accessible doors on both ends of the terrace.

A universal washroom is available and includes an accessible change table for adults and children.

Elevators depart to the Ground Level/Exit from this level. The queue is fully accessible.

OverView provides guests the opportunity to safely lean over the tilted glass windows. Guests must ascend 3 stairs to access the upper landing of OverView. These factors may present barriers for some guests with mobility and other challenges. We apologize for this inconvenience. Alternately an area at each OverView lookout is available where guests can get closer to the tilted glass windows without ascending stairs. These areas accommodate mobility devices.



LOWER OBSERVATION

The Top

The Top, the CN Tower's highest observation pod consists of two levels.

The **lower level** is barrier-free and may be accessed by elevator. This level includes partial views of the city from porthole windows.

Guests must ascend 12 stairs to access the narrower **upper level**. These factors may present barriers for some guests with mobility and other challenges. We apologize for this inconvenience.

Access to The Top is complimentary for CNIB cardholders, support persons as part of the Access 2 program, and any guest using a wheelchair.

Washroom facilities are not available on The Top.

The queue line is fully accessible.



360 Restaurant

Braille and large-print menus are available upon request.

The upper dining area is wheelchair accessible.

Guests dining in the lower seating area must descend three steps. A portable ramp may be deployed upon request.

Accessible washrooms are available.



EdgeWalk

We want to make the thrill of EdgeWalk available to as many people as possible. We offer a specially designed one-piece wheelchair, which allows participants who meet our criteria to participate.

We have adapted the Walk suit for easier dressing, and the wheelchair has its own attachment to the overhead trolley.

Accessible EdgeWalk experiences will be available daily and must be booked by telephone. Please call **416 601 3833** to discuss your specific needs and arrangements.



Continuous Improvement

Community feedback helps us provide the best experience possible for our guests. We welcome your comments, questions and observations about our accessibility, as well as any suggestions you may have about how we can improve our operations.

Email our accessibility team at accessibility@cntower.ca, visit our Guest Services desk at the CN Tower, or call us at **416 868 6937**.

You can also mail us a letter:

Accessibility at the CN Tower

CN Tower
290 Bremner Blvd.
Toronto, Ontario
M5V 3L9

We will happily provide you with or arrange for any accessible formats and communication support requested in your feedback.



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